Collin College
Support Service Units
Faculty and Staff Survey Report
Spring 2022

Prepared by

Katie Robinson

Data Coordinator, Institutional Effectiveness

Collin College

February 10, 2023

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Contents

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Survey Notes

This iteration of the Collin College Faculty and Staff Survey was conducted from March 22nd through April 22nd, 2022. The survey invitation was emailed to current Collin College employees. Of those, 517 responses were received. Per previous college presidential request, the confidentiality of the respondents' identities was not guaranteed and a disclaimer of this was included in the invitation. Due to rounding on tables throughout this report, the sum of percentages may not equal 100%.

Survey Respondent Locations

Table 1

Location	n	%
Allen Center	37	7.2%
Celina Campus	15	2.9%
Collin Higher Education Center (CHEC)	48	9.3%
Courtyard Center	19	3.7%
Farmersville Campus	19	3.7%
Frisco Campus	88	17%
McKinney Campus	92	17.8%
Other	28	15.4%
Plano Campus	127	24.6%
Public Safety Training Center	4	0.8%
Wylie Campus	40	7.7%
Total	517	100%

Comments for "Other":

"Dual Credit Campus and Wylie Campus"

"Student Enrollment Services"

Service Unit: Academic Advising

Table 2

Awareness and Use of Service Unit

	n	%
Are aware of Academic Advising	381	73.7%
Have used Academic Advising	132	25.5%

Table 3

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	0	10	23	154	0	198	4.1	1.022
	%	0%	0%	5.3%	12.3%	82.4%	0%	100%		
The procedures are efficient	n	3	8	14	27	64	7	123	4.0	0.866
	%	2.4%	6.5T	11.4T	22T	52%	5.7%	100%		
My needs were met in a timely fashion	n	2	2	13	25	75	0	117	4.4	0.885
	%	1.7%	1.7%	11.1%	21.4%	64.1%	0%	100%		
The staff is courteous.	n	1	1	5	14	99	0	120	4.7	0.655
	%	0.8%	0.8%	4.2%	11.7%	82.5%	0%	100%		
The staff is knowledgeable	n	4	8	11	16	77	0	116	4.3	1.117
	%	3.4%	6.9%	9.5%	13.8%	66.4%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 4

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	5	6	17	37	67	132
%	3.8%	4.5%	12.9%	28%	50.8%	100%

Table 5

Please specify the reason for your rating: Academic Advising

Service Unit: Academic Computing & Labs

Table 6

Awareness and Use of Service Unit

	n	%
Are aware of Academic Computing & Labs	219	42.4%
Have used Academic Computing & Labs	28	5.4%

Table 7

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	0	1	10	16	0	27	4.6	0.577
	%	0%	0%	3.7%	37%	59.3%	0%	100%		
The procedures are efficient	n	0	0	2	9	14	0	25	4.5	0.653
	%	0%	0%	8%	36%	56%	0%	100%		
My needs were met in a timely fashion	n	0	0	2	7	17	0	26	4.6	0.643
	%	0%	0%	7.7%	26.9%	65.4%	0%	100%		
The staff is courteous.	n	0	0	0	2	23	0	25	4.9	0.277
	%	0%	0%	0%	8%	92%	0%	100%		
The staff is knowledgeable	n	0	0	0	7	18	0	25	4.7	0.458
	%	0%	0%	0%	28%	72%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 8

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	1	17	10	28
%	0%	0%	3.6%	60.7%	35.7%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 9

Please specify the reason for your rating: Academic Computing & Labs

No Comments

Service Unit: Academic Services – Curriculum

Table 10

Awareness and Use of Service Unit

	n	%
Are aware of Academic Services – Curriculum	223	43.1%
Have used Academic Services - Curriculum	72	13.9%

Table 11

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	1	4	2	19	42	4	72	4.2	0.839
	%	1.4%	5.6%	2.8%	26.4%	58.3%	5.6%	100%		
The procedures are efficient	n	1	5	4	13	43	0	66	4.4	1.006
	%	1.5%	7.6%	6.1%	19.7%	65.2%	0%	100%		
My needs were met in a timely fashion	n	1	1	7	12	46	0	67	4.5	0.859
	%	1.5%	1.5%	10.4%	17.9%	68.7%	0%	100%		
The staff is courteous.	n	0	0	3	8	56	0	67	4.8	0.509
	%	0%	0%	4.5%	11.9%	83.6%	0%	100%		
The staff is knowledgeable	n	1	0	4	10	52	1	68	4.6	0.726
	%	1.5%	0%	5.9%	14.7%	76.5%	1.5%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 12

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	1	6	26	38	72
%	1.4%	1.4%	8.3%	36.1%	52.8%	100%

Table 13

Please specify the reason for your rating: Academic Services - Curriculum

CAB
I feel that the information is somewhat scattered and that procedures and responsibilities are not made available to adjunct professors. Communication regarding structure and contact persons with their responsibilities should be clear and communicated to all professors. Seems like those who have been with CC for a while are privy to that information, but all of us need access to contact people in all disciplines and at all levels.
outstanding
The Curriculum Office is amazing! Our department recently proposed changes to the catalog, and Lacy Castleman was invaluable in answering questions and helping us properly submit the proposal.

Service Unit: ACCESS

Table 14

Awareness and Use of Service Unit

	n	%
Are aware of ACCESS	351	67.9%
Have used ACCESS	153	29.6%

Table 15

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	3	4	13	31	97	2	150	4.4	0.914
	%	2%	2.7%	8.7%	20.7%	64.7%	1.3%	100%		
The procedures are efficient	n	2	3	17	28	91	0	141	4.4	0.889
	%	1.4%	2.1%	12.1%	19.9%	64.5%	0%	100%		
My needs were met in a timely fashion	n	2	0	10	22	109	0	143	4.7	0.734
	%	1.4%	0%	7%	15.4%	76.2%	0%	100%		
The staff is courteous.	n	2	0	4	11	127	0	144	4.8	0.614
	%	1.4%	0%	2.8%	7.6%	88.2%	0%	100%		
The staff is knowledgeable	n	1	1	6	13	119	0	140	4.8	0.627
	%	0.7%	0.7%	4.3%	9.3%	85%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 16

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	3	1	14	48	85	151
%	2%	0.7%	9.3%	31.8%	56.3%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 17

Please specify the reason for your rating: ACCESS

No Comments

Service Unit: Admissions & Records Office

Table 18

Awareness and Use of Service Unit

	n	%
Are aware of Admissions & Records Office	345	66.7%
Have used Admissions & Records Office	93	18%

Table 19

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	1	3	8	21	51	4	88	4.2	0.893
	%	1.1%	3.4%	9.1%	23.9%	58%	4.5%	100%		
The procedures are efficient	n	1	5	8	19	47	5	85	4.1	0.512
	%	1.2%	5.9%	9.4%	22.4%	55.3%	5.9%	100%		
My needs were met in a timely fashion	n	0	6	5	14	56	5	86	4.2	0.694
	%	0%	7%	5.8%	16.3%	65.1%	5.8%	100%		
The staff is courteous.	n	0	1	4	10	70	0	85	4.8	0.596
	%	0%	1.2%	4.7%	11.8%	82.4%	0%	100%		
The staff is knowledgeable	n	1	1	7	15	56	0	80	4.6	0.810
	%	1.3%	1.3%	8.8%	18.8%	70%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 20

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	4	7	33	48	92
%	0%	4.3%	7.6%	35.9%	52.2%	100%

Table 21

Please specify your reason for the rating: Admissions & Records Office

No Comments

Service Unit: Athletic Programs

Table 22

Awareness and Use of Service Unit

	n	%
Are aware of Athletic Programs	246	47.6%
Have used Athletic Programs	15	2.9%

Table 23

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	0	0	3	10	2	15	4.1	0.00
	%	0%	0%	0%	20%	66.7%	13.3%	100%		
The procedures are efficient	n	0	0	0	4	9	1	14	4.4	0.470
	%	0%	0%	0%	28.6%	64.3%	7.1%	100%		
My needs were met in a timely fashion	n	0	0	1	2	10	2	15	4.1	0.690
	%	0%	0%	6.7%	13.3%	66.7%	13.3%	100%		
The staff is courteous.	n	0	0	1	0	12	1	14	4.5	0.748
	%	0%	0%	7.1%	0%	85.7%	7.1%	100%		
The staff is knowledgeable	n	0	0	2	1	11	1	15	4.3	0.562
	%	0%	0%	13.3%	6.7%	73.3%	6.7%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 24

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	2	4	8	14
%	0%	0%	14.3%	28.6%	27.1%	100%

Table 25

Please specify the reason for your rating: Athletic Programs

familiar but didn't use
Worked around a tennis tournament conflict with one of my student/atheletes Final Exam

Service Unit: Bookstore

Table 26

Awareness and Use of Service Unit

	n	%
Are aware of Bookstore	448	86.7%
Have used Bookstore	274	53%

Table 27

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	13	6	22	53	165	8	267	4.2	1.07
	%	4.9%	2.2%	8.2%	19.9%	61.8%	3%	100%		
The procedures are efficient	n	9	11	27	58	150	0	255	4.3	1.051
	%	3.5%	4.3%	10.6%	22.7%	58.8%	0%	100%		
My needs were met in a timely fashion	n	8	9	22	48	168	0	255	4.4	1.003
	%	3.1%	3.5%	8.6%	18.8%	65.9%	0%	100%		
The staff is courteous.	n	5	6	15	39	193	0	258	4.6	0.857
	%	1.9%	2.3%	5.8%	15.1%	74.8%	0%	100%		
The staff is knowledgeable	n	7	6	23	48	174	0	258	4.5	0.946
	%	2.7%	2.3%	8.9%	18.6%	67.4%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 28

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	8	17	32	87	129	273
%	2.9%	6.2%	11.7%	31.9%	47.3%	100%

Table 29

Please specify the reason for your rating: Bookstore

AIP system for adoptions will randomly erase confirmed adoptions for no reason, no fix has been made, nobody seems to care
always friendly and helpful
Books are difficult for my students to purchase. Boostore employees are not very helpful to my students.
Bookstore staff are wonderful; online interface for ordering textbooks is not.
bookstore staff seems short, abrupt, and less than enthusiastic to help(i know they are B&N employees)
Brianna was not real helpful when I needed a textbook
Confusing and no follow-through
Despite construction they had a good selection.
District-wide Departmental textbook adoptions should be entered into the College Bookstore database prior to Faculty selections. First-day access should be automatic on all District-wide Departmental textbook adoptions, regardless of the Publishing Company. Faculty who teach such disciplines should never be asked by the College Bookstore to enter textbook adoption data; as such procedures should only exist for courses where Faculty have the option to select a textbook not currently listed under any adoption contract. This should be standard practice for full-time and part-time Faculty on all campuses. There should be a list of courses which fall into this category, and it should be disseminated to all college employees and all currently enrolled students every term. This is an easy decision.
Erik Blackmore and Toby are always very courteous.
everything is too expensive and not very much to choose from
Frisco has a very small bookstore. Would like to see it expanded with more collegial products and higher quality of grab-n-go food.
Great student workers
Had issues with FDP and it took 4 weeks to get it straightened out and that was half of the 8 week semester
Having the textbooks in stock when students need them seems to be a problem. With a dual-credit class starting during week 9 of the semester, my students can't get the required textbooks even though 3 other classes have this semester. One student said they were already returned to the publisher and none would be available for 6 weeks.
helpful with changes
helpful, but online system often lags behind
I have worked with several bookstore employees at various campus locations who are extremely unhelpful with regard to student issues, and there have been a few instances where they were extremely rude. With the exception of a few employees, there seems to be an overall unwillingness to help students, and I have had multiple reports from different students about how they were given bad information that resulted in a huge inconvenience to the student. The student workers they employ

are poorly trained and never take ownership of issues, so I consistently have to rely on employees who serve in a managerial capacity to resolve student issues, and even some of the managers have expressed an unwillingness to help. This makes my job more difficult since my department deals with the bookstore on a frequent basis.

It would be nice if due dates for book orders corresponding to the timeline for Banner course assignments.

Knowledge of work

Lack of "swag" items.

manager is knowledgable about my course book adoptions

Manager seems unaware of policies when asked for help.

Needs more variety of a bookstore, not have supplies for a college bookstore. Magazines, novels, etc. More like a regular bookstore. IT IS BORING!

No issues

one time there I was there to purchase something, there was no one at cash register

Overpriced on clothing items

processes seem inefficient - often, books are not available for my students, students have a hard time getting info, ordering books is confusing proces

schedule almost never lines up with reality of the faculty schedule (which is odd after years of being used to our scheduling)

Secured an up-to-date book for a key class

Staff not courteous, unresponsive to email after repeated attempts.

student workers don't always know what to do if an issue comes up.

Textbook adoption through the AIP platform is hit-or-miss. Sometimes adoptions submitted do not go through. In addition, on AIP, the campus under which textbooks for online courses are to be adopted seems to change from year to year, creating uncertainty.

textbook requests sent to part time faculty that should not have been; old course info used to assign textbooks; seems like B & N is not clear on the timelines for staffing

The bookstore and admin are never on the same page. Frequently we receive the deadline to order books before we know what classes we are teaching. Otherwise bookstore is awesome.

The Bookstore has come along way, doing well.

The campus bookstore seems to be chronically understocked at the Frisco campus. Also, using the online service to order textbooks can be cumbersome and inefficient.

The staff are always willing to help me find what I need.

The stores are not open regularly and the products choices are limited

The textbook ordering system is flawed; other instructors have deleted my book orders by mistake in the past.

The textbook requests come out way too early. I am still exploring options and many times my class load is not finalized

there is not enough merch for employees to wear during spirit days. There needs to be better options and designs. Part of merch is to display Collin and most students

are not wearing anything because the options are few and not attractive and overpriced for the selection
There was a good selection of products/merchandise
They do a good job.
They work hard and help a lot of students (even when the students aren't as nice to them.)
Toby and Eric are great!
Toby Robinson is the reason for the "very satisfied" rating.
Very good
Wish they sold healthy food options

Service Unit: Campus Police

Table 30

Awareness and Use of Service Unit

	n	%
Are aware of Campus Police	470	90.9%
Have used Campus Police	198	38.3%

Table 31

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	N	0	0	10	23	154	0	187	4.8	0.534
	%	0%	0%	5.3%	12.3%	82.4%	0%	100%		
The procedures are efficient	n	1	3	8	28	138	10	188	4.4	0.504
	%	0.5%	1.6%	4.3%	14.9%	73.4%	5.3%	100%		
My needs were met in a timely fashion	n	2	1	10	20	151	3	187	4.6	0.689
	%	1.1%	0.5%	5.3%	10.7%	80.7%	1.6%	100%		
The staff is courteous.	n	1	2	7	17	160	0	187	4.8	0.614
	%	0.5%	1.1%	3.7%	9.1%	85.6%	0%	100%		
The staff is knowledgeable	n	0	1	4	19	160	0	184	4.8	0.462
	%	0%	0.5%	2.2%	10.3%	87%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 32

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	2	1	10	34	151	198
%	1%	0.5%	5.1%	17.2%	76.3%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 33

Please specify the reason for your rating: Campus Police

Always available and helpful.
always available as needed
Always available...
always courteous and helpful
Always courteous and quick to respond.
Always there when we need them and are always friendly and positive attitude
Always willing to lend a hand and they care about our safety.
Farmersville Campus Police are like family (Curtis Martin, BC Wetton, and Al Rundell)
help desk was rude and not patient.
I am here since 2009 ... The Campus Police have always made it a point to check in on our office and make sure everything is safe and we are all fine. They (meaning whichever representative came through) made sure we were aware of how to reach them. The other offices I really have no one on one interaction with. I call Help Desk on rare occasions. Campus Technology and Software Support Services are okay. Physical Plant is Physical Plant and no direct interaction with Grounds. As long as paychecks are on time and correct there are no issues with Controller/Financial Services.
I spoke with the Chief of Police about something (he was great) but before getting in contact with him the front desk individual was dismissive and borderline rude because she assumed I was a student. Although I'm a professor, students and faculty all deserve to be treated as if they and their reasons for coming by are important.
I was impressed with the courteousness and friendliness of the officer. Also very informative.
I was satisfied with the Campus Police services until the severe weather events Monday night. That night, campus police didn't answer the phone or communicate with me or the other instructors until we knocked on their door. When one of the other professors mentioned that, the response we got was "well, we're busy". Too busy to help professors and students on the Technical Campus and in the same building?
Most everyone smiles.
Never had an issue
No complaints. Easy to reach, communication quick and resolved as quickly as able.
Prompt, helpful, professional and courteous
Respond quickly to calls, whether emergency or non-emergency
Respond timely and are always friendly
Responded to the need of one of my students in a timely and thorough manner
Response time to open the classroom was impressive
Security arrived promptly after called for a class disturbance.

Student had medical emergency after class. Called police. They responded quickly and handled the situation.
They are courteous and efficient
They are very professional
They helped me.
They seem a little slow at times.
They were able to answer my questions whether a solution that I liked was available or not.
They were accommodating and supportive when I worked with them on the Theatre Park-a-Palooza production.
typically I am satisfied but it can depend on the officer reporting
used them to open office when keys were left
Very good service from all of them.
very active and involved with everyone on campus.
Very courteous
When called, they responded quickly every time.
work for this dept.

Service Unit: Campus Technology

Table 34

Awareness and Use of Service Unit

	n	%
Are aware of Campus Technology	397	76.8%
Have used Campus Technology	266	51.5%

Table 35

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		1	2	3	4	5	N/A	Total	Mean	Standard Dev.
The procedures are user friendly	n	4	2	15	44	186	0	251	4.6	0.773
	%	1.6%	0.8%	6%	17.5%	74.1%	0%	100%		
The procedures are efficient	n	4	4	13	42	181	0	244	4.6	0.802
	%	1.6%	1.6%	5.3%	17.2%	74.2%	0%	100%		
My needs were met in a timely fashion	n	4	1	8	39	197	2	251	4.7	0.701
	%	1.6%	0.4%	3.2%	15.5%	78.5%	0.8%	100%		
The staff is courteous.	n	3	0	4	20	219	0	246	4.8	0.562
	%	1.2%	0%	1.6%	8.1%	89%	0%	89%		
The staff is knowledgeable	n	3	1	5	26	209	0	244	4.8	0.616
	%	1.2%	0.4%	2%	10.7%	85.7%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 36

On a five-point scale, please rate your overall satisfaction with the following services:

		Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
	n	3	0	14	70	177	264
	%	1.1%	0%	5.3%	26.5%	67%	100%

Table 37

Please specify the reason for your rating: Campus Technology

always available as needed
Always helpful
Always very helpful and have a positive attitude on every call and event
better than most campuses
Campus Tech has been extremely helpful with events on our campus this year.
Campus Tech is wonderful, incredibly helpful & take pride in their work!
Classrooms and conference centers are always attended to when scheduled.
E. Donihoo, S. Vance, Josiah,and R. Dowell are amazing to work with and they are very knowledgeable
Had issues with the technology in the classroom - addressed rapidly!
Helpful for assisting
helpful when I have a question or need
In the classroom, a rapid response is a plus. Not only have they been fast; they were always above and beyond friendly.
Incredibly quick response and very kind and eager to help and to teach me how to do something I don't know how to do.
it is long time asking and providing documents to fix my last name and still it is wrong and no one can fix it.
Knowledgeable and congenial
My problem(s) was/were solved quickly and efficiently.
Never had an issue
No on-call personnel to help with after-hours issues for the police dept.
Our campus technology staff are top notch! They are friendly and are very efficient.
Problems with classroom podiums are immediate concerns and sometimes you cannot get someone on the phone or they take a while to get there. Problems and the required fixing disrupt classes.
Quick response, professionalism
Some staff are better than others. Computers have taken too long to replace at times.
They are always able to meet my needs.
They are always quick to respond and resolve my issue.
They are quick, understanding, and kind.
they come to my classroom when i need help in a timely manner
They do a great job
They have never let me down.
They respond quickly and solve the problem efficiently.
timely helpful good system to work with user friendly
Very helpful/supportive with events etc.
Very professional in guiding me through the resolution of my query

Very prompt response

We have to work with them to install our specialized software for our dept. They are always willing to help in any way they can.

Working our way through a new software program, WORKDAY

Service Unit: Career Services

Table 38

Awareness and Use of Service Unit

	n	%
Are aware of Career Services	302	58.4%
Have used Career Services	63	12.2%

Table 39

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	1	4	9	43	3	60	4.4	0.694
	%	0%	1.7%	6.7%	15%	71.7%	5%	100%		
The procedures are efficient	n	0	1	3	11	39	3	57	4.4	0.792
	%	0%	1.8%	5.3%	19.3%	68.4%	5.3%	100%		
My needs were met in a timely fashion	n	0	1	4	9	41	3	58	4.4	0.983
	%	0%	1.7%	6.9%	15.5%	70.7%	5.2%	100%		
The staff is courteous.	n	0	1	1	7	49	0	58	4.4	0.554
	%	0%	1.7%	1.7%	12.1%	84.5%	0%	100%		
The staff is knowledgeable	n	0	1	2	9	43	3	58	4.5	1.077
	%	0%	1.7%	3.4%	15.5%	74.1%	5.2%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 40

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	1	4	17	39	62
%	1.6%	1.6%	6.5%	27.4%	62.9%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 41

Please specify the reason for your rating: Career Services

No Comments

Service Unit: CE Health Sciences

Table 42

Awareness and Use of Service Unit

	n	**%**
Are aware of CE Health Sciences	194	37.5%
Have used CE Health Sciences	23	4.4%

Table 43

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	0	0	2	4	15	2	23	4.2	0.000
	%	0%	0%	8.7%	17.4%	65.2%	8.7%	100%		
The procedures are efficient	n	0	0	3	3	15	2	23	4.2	0.679
	%	0%	0%	13%	13%	65.2%	8.7%	100%		
My needs were met in a timely fashion	n	0	0	3	3	14	3	23	4.0	0.747
	%	0%	0%	13%	13%	60.9%	13%	100%		
The staff is courteous.	n	0	0	2	2	16	2	22	4.3	0.801
	%	0%	0%	9.1%	9.1%	72.7%	9.1%	100%		
The staff is knowledgeable	n	0	0	2	4	14	3	23	4.0	1.265
	%	0%	0%	8.7%	8.7%	60.9%	13%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 44

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	4	6	13	23
%	0%	0%	17.4%	26.1%	56.5%	100%

Table 45

Please specify the reason for your rating: CE Health Sciences

Helped one of my students
They have been helpful.
when called to teach my student how to put in IV's they jumped to it.

Service Unit: Center for Scholarly and Civic Engagement (CSCE)

Table 46

Awareness and Use of Service Unit

	n	%
Are aware of Center for Scholarly and Civic Engagement	117	22.6%
Have used Center for Scholarly and Civic Engagement	13	2.5%

Table 47

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	1	0	1	3	8	0	13	4.3	1.182
	%	7.7%	0%	7.7%	23.1%	61.5%	0%	100%		
The procedures are efficient	n	1	0	1	2	8	0	12	4.3	1.231
	%	8.3%	0%	8.3%	16.7%	66.7%	0%	100%		
My needs were met in a timely fashion	n	1	0	1	0	9	1	12	4.1	0.782
	%	8.3%	0%	8.3%	0%	75%	8.3%	100%		
The staff is courteous.	n	0	0	0	0	11	1	12	4.6	1.201
	%	0%	0%	0%	0%	91.7%	8.3%	100%		
The staff is knowledgeable	n	1	0	0	0	11	0	12	4.7	1.155
	%	8.3%	0%	0%	0%	91.7%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 48

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	1	2	4	6	13
%	0%	7.7%	15.4%	30.8%	46.2%	100%

Table 49

Please specify the reason for your rating: Center for Scholarly and Civic Engagement

One of the best programs on campus! Deborah Hall is directly responsible for this program's success.
Some of the RSVP, login for meetings can be a little tough to navigate (click here doesn't always redirect to the link)

Service Unit: Center for Workforce & Economic Development

Table 50

Awareness and Use of Service Unit

	n	%
Are aware of Center for Workforce & Economic Development	196	37.9%
Have used Center for Workforce & Economic Development	20	3.9%

Table 51

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	0	1	6	11	1	19	4.3	0.442
	%	0%	0%	5.3%	13.6%	57.9%	5.3%	100%		
The procedures are efficient	N	0	0	3	2	14	0	19	4.6	0.769
	%	0%	0%	15.8%	10.5%	73.7%	0%	100%		
My needs were met in a timely fashion	n	0	0	3	2	14	0	19	4.6%	0.769
	%	0%	0%	15.8%	10.5%	73.7%	0%	100%		
The staff is courteous.	n	0	0	1	2	15	0	18	4.8	0.548
	%	0%	0%	5.6%	11.1%	83.3%	0%	100%		
The staff is knowledgeable	n	0	0	2	3	13	1	19	4.4	0.961
	%	0%	0%	10.5%	15.8%	68.4%	5.3%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 52

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	3	7	10	20
%	0%	0%	15%	35%	50%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 53

Please specify the reason for your rating: Center for Workforce and Economic Development

basic service and knowledge
Placed two of my students
They were very helpful when I wanted to integrate workforce information into my course.

Service Unit: Continuing Education (non-credit)

Table 54

Awareness and Use of Service Unit

	N	**%**
Are aware of Continuing Education (non-credit)	313	60.5%
Have used Continuing Education (non-credit)	66	12.8%

Table 55

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	N	2	1	8	8	42	4	65	4.2	0.924
	%	3.1%	1.5%	12.3%	12.3%	64.6%	6.2%	100%		
The procedures are efficient	n	2	2	6	8	42	0	60	4.4	1.031
	%	3.3%	3.3%	10%	13.3%	70%	0%	100%		
My needs were met in a timely fashion	n	1	3	4	6	44	4	62	4.2	.0825
	%	1.6%	4.8%	6.5%	9.7%	71%	6.5%	100%		
The staff is courteous.	n	0	1	4	5	48	0	58	4.7	0.670
	%	0%	1.7%	6.9%	8.6%	82.8%	0%	100%		
The staff is knowledgeable	n	2	3	3	7	45	0	60	4.5	1.033
	%	3.3%	5%	5%	11.7%	75%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 56

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	3	2	8	13	40	66
%	4.5%	3%	12.1%	19.7%	60.6%	100%

Table 57

Please specify the reason for your rating: Continuing Education (Non-Credit)

easy to work with on linked courses
Father is in SAIL program and loves it
I get very little input or feedback.
I was able to take the course I wanted.
It has been a pleasure working with CE to link my credit classes.
It would have been "very satisfied" if the online registration process were user friendly, my students complain all the time.
Just wanted to note that Continuing Education was misspelled on one of the forms to be selected. But greatly appreciate that the community can push their certifications or take fulfilling courses.
Lots of confusion in other areas (academic advising) about CE.
No issues
SAIL program and Sherry Scrarmado are exemplary.
They go above and beyond

Service Unit: Controller/Financial Services

Table 58

Awareness and Use of Service Unit

	n	%
Are aware of Controller/Financial Services	354	68.5%
Have used Controller/Financial Services	137	26.5%

Table 59

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		1	2	3	4	5	N/A	Total	Mean	Standard Dev.
The procedures are user friendly	n	0	8	10	36	70	10	134	4.0	1.012
	%	0%	6%	7.5%	26.9%	52.2%	7.5%	100%		
The procedures are efficient	n	0	6	12	22	46	8	94	3.9	0.649
	%	0%	6.4%	12.8%	23.4%	48.9%	8.5%	100%		
My needs were met in a timely fashion	n	1	3	8	30	78	9	129	4.2	0.979
	%	0.8%	2.3%	6.2%	23.3%	60.5%	7%	100%		
The staff is courteous.	n	0	1	6	14	101	8	130	4.5	0.923
	%	0%	0.8%	4.6%	10.8%	77.7%	6.2%	100%		
The staff is knowledgeable	n	0	0	8	21	93	7	129	4.4	0.874
	%	0%	0%	6.2%	16.3%	72.1%	5.4%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 60

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	5	13	47	69	135
%	0.7%	3.7%	9.6%	34.8%	51.1%	100%

Table 61

Please specify the reason for your rating: Controller/Financial Services

All staff interactions have been very pleasant to deal with and efficient with time
Difficult online system to navigate, initial approval overturned after money was spent & new approval required changes, long wait time for reimbursement.
difficult to get a reply or response or answer the phone
I have not used the service more than once. It was fairly routine; therefore I am satisfied.
My needs were met
my question are answered but I think they could be more friendly and thorough
No personalization of service. all online forms. I want a real person helping me, not having to complete a form & guess if it right.
Non-existent or conflicting instruction in regards to Workday. :(
Quick response, professionalism
The service is satisfactory bc of the people. The procedures are somewhat outdated
They answer my questions quickly.
Were unable to answer my questions regarding payroll when I first started teaching.
Workday difficult
Working our way through a new software program, WORKDAY

Service Unit: Corporate College

Table 62

Awareness and Use of Service Unit

	n	%
Are aware of Corporate College	167	32.3%
Have used Corporate College	30	5.8%

Table 63

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale						Total	Mean	Standard Dev.
		1	2	3	4	5	N/A			
The procedures are user friendly	n	0	0	1	6	20	1	28	4.5	0.542
	%	0%	0%	3.6%	21.4%	71.4%	3.6%	100%		
The procedures are efficient	n	0	0	1	5	21	0	27	4.7	0.526
	%	0%	0%	3.7%	18.5%	77.8%	0%	100%		
My needs were met in a timely fashion	n	0	0	1	5	19	0	25	4.7	0.542
	%	0%	0%	4%	20%	76%	0%	100%		
The staff is courteous.	n	0	0	1	3	24	0	28	4.8	0.476
	%	0%	0%	3.6%	10.7%	85.7%	0%	100%		
The staff is knowledgeable	n	0	0	1	4	22	0	27	4.8	0.506
	%	0%	0%	3.7%	14.8%	81.5%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 64

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	3	9	17	29
%	0%	0%	10.3%	31%	58.6%	100%

Table 65

Please specify the reason for your rating: Corporate College

Awesome response and resolution.
excellent, accurate, responsive, and helpful staff
Great partners here...
Highly Professional Staff, Friendly
Love the Disney Imagineering presentation
No issues
staff is excellent

Service Unit: Counseling Services (Personal Counseling)

Table 66

Awareness and Use of Service Unit

	N	**%**
Are aware of Counseling Services	297	57.4%
Have used Counseling Services	49	9.5%

Table 67

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale						Total	Mean	Standard Dev.
		1	2	3	4	5	N/A			
The procedures are user friendly	n	1	1	1	7	35	2	47	4.4	0.830
	%	2.1%	2.1%	2.1%	14.9%	74.5%	4.3%	100%		
The procedures are efficient	n	1	0	4	4	34	3	46	4.3	0.354
	%	2.2%	0%	8.7%	8.7%	73.9%	6.5%	100%		
My needs were met in a timely fashion	N	1	2	1	4	35	0	43	4.6	0.926
	%	2.3%	4.7%	2.3%	9.3%	81.4%	0%	100%		
The staff is courteous.	n	1	0	1	1	44	0	47	4.9	0.659
	%	2.1%	0%	2.1%	2.1%	93.6%	0%	100%		
The staff is knowledgeable	n	1	0	1	3	38	0	43	4.8	0.709
	%	2.3%	0%	2.3%	7%	88.4%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 68

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	2	4	11	31	49
%	2%	4.1%	8.2%	22.4%	63.3%	100%

Table 69

Please specify the reason for your rating: Counseling Services (Personal Counseling)

No Comments

Service Unit: Dual Credit (High School Concurrent Enrollment)

Table 70

Awareness and Use of Service Unit

	N	**%**
Are aware of Dual Credit	336	65%
Have used Dual Credit	120	23.2%

Table 71

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	3	3	14	23	71	3	117	4.3	0.980
	%	2.6%	2.6%	12%	19.7%	60.7%	2.6%	100%		
The procedures are efficient	n	3	5	13	19	70	0	110	4.3	1.035
	%	2.7%	4.5%	11.8%	17.3%	63.6%	0%	100%		
My needs were met in a timely fashion	n	5	0	8	17	73	9	112	4.1	0.779
	%	4.5%	0%	7.1%	15.2%	65.2%	8%	100%		
The staff is courteous.	n	2	3	3	9	93	0	110	4.7	0.805
	%	1.8%	2.7%	2.7%	8.2%	84.5%	0%	100%		
The staff is knowledgeable	n	2	5	7	15	76	0	105	4.5	0.952
	%	1.9%	4.8%	6.7%	14.3%	72.4%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 72

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	7	10	36	64	118
%	0.8%	5.9%	8.5%	30.5%	54.2%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 73

Please specify the reason for your rating: Dual Credit (High School Concurrent Enrollment)

No Comments

Service Unit: eLearning Centers

Table 74

Awareness and Use of Service Unit

	n	%
Are aware of eLearning Centers	322	62.3%
Have used eLearning Centers	144	27.9%

Table 75

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	1	0	4	23	108	3	139	4.6	0.584
	%	0.7%	0%	2.9%	16.5%	77.7%	2.2%	100%		
The procedures are efficient	n	1	2	4	18	110	0	135	4.7	0.660
	%	0.7%	1.5%	3%	13.3%	81.5%	0%	100%		
My needs were met in a timely fashion	n	1	1	1	18	112	0	133	4.8	0.561
	%	0.8%	0.8%	0.8%	13.5%	84.2%	0%	100%		
The staff is courteous.	n	1	0	0	14	119	0	134	4.9	0.455
	%	0.7%	0%	0%	10.4%	88.8%	0%	100%		
The staff is knowledgeable	n	2	0	1	17	115	0	135	4.8	0.596
	%	1.5%	0%	0.7%	12.6%	85.2%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 76

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	1	2	34	103	141
%	0.7%	0.7%	1.4%	24.1%	73.0%	100%

Table 77

Please specify the reason for your rating: eLearning Centers

answer my questions
Brad is always willing to help explain how something works in Canvas or show me how to improve my course.
Excellent team and very helpful!
excellent, accurate, responsive, and helpful staff
Extreemly knolwdgeable and always willing to help
extremely knowledgable, helpful, timely
Friendly, Problem solver, Highly Professional Staff, Great knowledge of work
gave access to Quality Matters education
Great help on Concourse Syllabi every semester!
Helped out fixing problems and getting me up and running on Canvas
I always get courteous answers to my questions quickly.
I can always find helpful information on any topic I've needed.
No issues
Staff are helpful and friendly.
Staff are very curteous and knowledgable. I always receive a timely repsonse to my questions
the best thing has been the zoom office hours for eLC staff. I just go to the schedule and click on someone's name to go to their zoom and get help
They are beyond helpful! I couldn't be more impressed.
They are timely and very helpful. I really like that they are available on ZOOM throughout the day.
they can always answer my questions and are easy to get to
They do not have answers for many of my questions. I ended up using Google to find the solutions I need.
Timely resolution of tickets
very good training opporutnities at Collin. Very useful.

Service Unit: Financial Aid Office

Table 78

Awareness and Use of Service Unit

	n	%
Are aware of Financial Aid Office	324	62.7%
Have used Financial Aid Office	62	12%

Table 79

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	3	7	11	32	4	57	4.1	0.606
	%	0%	5.3%	12.3%	19.3%	56.1%	7%	100%		
The procedures are efficient	n	0	2	6	14	29	5	56	4.0	0.675
	%	0%	3.6%	10.7%	25%	51.8%	2.9%	100%		
My needs were met in a timely fashion	n	0	1	7	13	30	4	55	4.1	0.779
	%	0%	1.8%	12.7%	23.6%	54.5%	7.3%	100%		
The staff is courteous.	n	0	1	4	6	44	0	55	4.7	0.690
	%	0%	1.8%	7.3%	10.9%	80%	0%	100%		
The staff is knowledgeable	n	0	0	4	11	35	0	50	4.6	0.635
	%	0%	0%	8%	22%	70%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 80

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	11	22	28	61
%	0%	0%	18%	36.1%	45.9%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 81

Please specify the reason for your rating: Financial Aid Office

No Comments

Service Unit: Financial Reporting/Operations – Accounts Payable and Budget

Table 82

Awareness and Use of Service Unit

	n	%
Are aware of Financial Reporting/Operations – Accounts Payable & Budget	258	49.9%
Have used Financial Reporting/Operations – Accounts Payable & Budget	95	18.4%

Table 83

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	5	10	22	50	7	94	4.0	0.603
	%	0%	5.3%	10.6%	23.4%	53.2%	7.4%	100%		
The procedures are efficient	n	0	6	12	22	46	8	94	3.9	0.595
	%	0%	6.4%	12.8%	23.4%	48.9%	8.5%	100%		
My needs were met in a timely fashion	n	0	3	11	17	54	8	93	4.1	0.882
	%	0%	3.2%	11.8%	18.3%	58.1%	8.6%	100%		
The staff is courteous.	n	0	1	5	11	72	5	94	4.5	0.970
	%	0%	1.1%	5.3%	11.7%	76.6%	5.3%	100%		
The staff is knowledgeable	n	0	2	2	20	61	8	93	4.2	1.187
	%	0%	2.2%	2.2%	21.5%	65.6%	8.6%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 84

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	5	9	34	46	95
%	1.1%	5.3%	9.5%	35.8%	48.4%	100%

Table 85

Please specify the reason for your rating: Financial Reporting/Operations – Accounts Payable and Budget

Budget people are wonderful always helpful. Accounts Payable - Workday is way too difficult & people are all that helpful.
I am slowly learning Workday. Training needs beefing up a bit. Faculty need repetition. Possibly create short videos to accompany instructions.
If you are going to prorate charges over the course of several years, you need to notify the account manager so they can plan accordingly!!!
Non-existent or conflicting instruction in regards to Workday.
They answer my questions quickly.
They do well with what they have. It's been a weird year with the new software.
Workday difficult
Workday is not intuitive. Grouped PO tracking is not an option. Reconciling account balances is very difficult.
Workday launched 7+ months ago and yet many many job aids are still "coming soon"
Working our way through a new software program, WORKDAY

Service Unit: Financial Reporting/Operations - Bursar

Table 86

Awareness and Use of Service Unit

	N	**%**
Are aware of Financial Reporting/Operations – Bursar	255	49.3%
Have used Financial Reporting/Operations – Bursar	73	14.1%

Table 87

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	0	1	6	17	41	6	71	4.1	0.712
	%	0%	1.4%	8.5%	23.9%	57.7%	8.5%	100%		
The procedures are efficient	n	0	1	8	14	40	6	69	4.1	0.535
	%	0%	1.4%	11.6%	20.3%	58%	8.7%	100%		
My needs were met in a timely fashion	n	0	1	5	11	46	6	69	4.2	0.748
	%	0%	1.4%	7.2%	15.9%	66.7%	8.7%	100%		
The staff is courteous.	n	0	2	4	8	52	0	66	4.7	0.730
	%	0%	3%	6.1%	12.1%	78.8%	0%	100%		
The staff is knowledgeable	n	0	2	2	11	49	0	64	4.7	0.762
	%	0%	3.1%	3.1%	17.2%	76.6%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 88

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	1	6	19	46	72
%	0%	1.4%	8.3%	26.4%	63.9%	100%

Table 89

Please specify the reason for your rating: Financial Reporting/Operations - Bursar

Always available and helpful.
Always exceptionally friendly and helpful
Great resource for financial answers...
No issue with Bursar
Working our way through a new software program, WORKDAY

Service Unit: Fitness Center

Table 90

Awareness and Use of Service Unit

	n	**%**
Are aware of Fitness Center	298	57.6%
Have used Fitness Center	99	19.1%

Table 91

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	0	0	0	9	47	2	58	4.7	0.371
	%	0%	0%	0%	15.5%	81%	3.4%	100%		
The procedures are efficient	n	0	0	1	7	48	3	59	4.6	0.396
	%	0%	0%	1.7%	11.9%	81.4%	5.1%	100%		
My needs were met in a timely fashion	n	0	0	2	5	46	4	57	4.5	1.082
	%	0%	0%	3.5%	8.8%	80.7%	7%	100%		
The staff is courteous.	n	0	1	0	4	48	3	56	4.6	0.840
	%	0%	1.8%	0%	7.1%	85.7%	5.4%	100%		
The staff is knowledgeable	n	0	1	1	4	47	3	56	4.6	0.000
	%	0%	1.8%	1.8%	7.1%	83.9%	5.4%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 92

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	1	4	15	40	60
%	0%	1.7%	6.7%	25%	66.7%	100%

Table 93

Please specify the reason for your rating: Fitness Center

available hours, friendly staff
Equipment is always clean and works, staff is very friendly
excellent, accurate, responsive, and helpful staff
I would like spouse to be able to use the fitness centers.
kind staff very friendly
Locker room in Frisco needs some updating, one fitness room is not operational
N/A
Use it all the time and they are great!
Would like the ability for staff to workout throughout the day at any time however often couse schedule of classes in the gym prevent

Service Unit: Food Services

Table 94

Awareness and Use of Service Unit

	n	**%**
Are aware of Food Services	270	52.2%
Have used Food Services	99	19.1%

Table 95

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	3	0	8	24	59	5	99	4.2	1.643
	%	3%	0%	8.1%	24.2%	59.6%	5.1%	100%		
The procedures are efficient	n	2	2	15	24	47	6	96	4.0	0.503
	%	2.1%	2.1%	15.6%	25%	49%	6.3%	100%		
My needs were met in a timely fashion	n	2	7	9	22	52	0	92	4.3	1.055
	%	2.2%	7.6%	9.8%	23.9%	56.5%	0%	100%		
The staff is courteous.	n	2	1	7	18	66	0	94	4.5	0.851
	%	2.1%	1.1%	7.4%	19.1%	70.2%	0%	100%		
The staff is knowledgeable	n	1	2	6	21	63	0	93	4.5	0.802
	%	1.1%	2.2%	6.5%	22.6%	67.7%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 96

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	4	7	13	36	39	99
%	4%	7.1%	13.1%	36.4%	39.4%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 97

Please specify the reason for your rating: Food Services

No Comments

Service Unit: Help Desk

Table 98

Awareness and Use of Service Unit

	n	%
Are aware of Help Desk	473	91.5%
Have used Help Desk	402	77.8%

Table 99

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	4	5	17	71	288	0	385	4.6	0.722
	%	1%	1.3%	4.4%	18.4%	74.8%	0%	100%		
The procedures are efficient	n	6	7	21	71	268	0	373	4.6	0.815
	%	1.6%	1.9%	5.6%	19%	71.8%	0%	100%		
My needs were met in a timely fashion	n	4	6	17	63	286	2	378	4.6	0.736
	%	1.1%	1.6%	4.5%	16.7%	75.7%	0.5%	100%		
The staff is courteous.	n	3	2	7	39	327	0	378	4.8	0.563
	%	0.8%	0.5%	1.9%	10.3%	86.5%	0%	100%		
The staff is knowledgeable	n	5	6	10	57	293	0	371	4.7	0.727
	%	1.3%	1.6%	2.7%	15.4%	79%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 100

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	6	5	16	103	270	400
%	1.5%	1.3%	4%	25.8%	67.5%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 101

Please specify the reason for your rating: Help Desk

All staff interactions have been very pleasant to deal with and efficient with time
always available as needed
Always friendly and prompt
Always helpful
AWESOME GROUP OF FOLKS!
Every time I've called I've been treated as a priority.
Had difficulty with one tech; everyone else was fantastic
Help desk always quick to respond, courteous and knowledgeable.
I am not very tech savvy. The help desk people are patient, understanding, quick, efficient, and courteous.
I have yet to have any of my "tickets" resolved...they just get closed after a certain period of time and not because they were actually resolved
I love that they offer Zoom appointments
I tend to know how to fix the problem faster, but don't have the administrative rights to do so.
I very rarely reach out to the Help Desk because I am usually able to resolve any applicable issues in a more efficient and timely manner. The few times I have reached out with an issue, I was able to resolve it on my own before a solution was provided by them.
Incredibly quick response and always a cheerful disposition
Issues are addressed promptly and efficient way.
Knowledgeable and personable
My problem(s) was/were solved quickly and efficiently.
Needed to figure out a software training issue
needs updated information to direct callers to the correct places
never been able to help me with my badge
Never had an issue
Nice man there
No access to Zoom was prepared before the semester.
Not a easy to deal with! Had two occasions where they didn't call me back
nothing extraordinary
Of all services I utilize Help Desk the most and they are patient and knowledgeable.
Often the person who answers phone, is not qualify to help. Only an order taker. Doesn't give confidence in dept.
printer was not able to work with computer with the students waiting for me to print.
Prompt and knowlegeable
prompt to help
quick timely helpful
Respond timely and are good at what they do

Staff are very knowledgeable and courteous.
Staff seemed untrained and unhelpful
tech issues were harder during covid, but then we adjusted
The help desk team is very responsive and works hard to meet my needs. The turnaround time to get resolution to my questions is terrific.
The process of reporting a problem is not readily known.
They always answer my inquiries.
They always go above and beyond. So thoughtful and kind.
They are always able to meet my needs.
They are always quick to respond and resolve my issue.
They are always very helpful.
They are quick, understanding, and kind.
They are very prompt, patient, and courteous
they can always help me.
They cast a wide net of services and are helpful in times of high demand or need.
They helped me.
They respond quickly and solve the problem efficiently.
They tackle the problems almost immediately
They were able to answer my questions whether a solution that I liked was available or not.
They were very kind and helpful in solving the problem.
Tickets are resolved timely...
Very efficient and effective.
Very efficient, resolved problem quickly.
very kind and helpful
Very kind/responsive
Very professional in attending to my request
Very prompt response
very quick responses
Very quick to respond and find solutions
Very timely, friendly, knowledgable
Wylie IT are super fast, kind and responsive

Service Unit: HR – Employment, Employee Relations, & Compensation

Table 102

Awareness and Use of Service Unit

	n	%
Are aware of HR – Employment, Employee Relations, & Compensation	361	69.8%
Have used HR – Employment, Employee Relations, & Compensation	221	42.7%

Table 103

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	6	23	24	41	117	4	215	4.1	1.161
	%	2.8%	10.7%	11.2%	19.1%	54.4%	1.9%	100%		
The procedures are efficient	n	10	19	28	46	99	0	202	4.0	1.207
	%	5%	9.4%	13.9%	22.8%	49%	0%	100%		
My needs were met in a timely fashion	n	9	17	29	40	107	0	202	4.1	1.188
	%	4.5%	8.4%	14.4%	19.8%	53%	0%	100%		
The staff is courteous.	n	5	6	18	26	147	0	202	4.5	0.953
	%	2.5%	3%	8.9%	12.9%	72.8%	0%	100%		
The staff is knowledgeable	n	6	9	16	34	135	0	200	4.4	1.019
	%	3%	4.5%	8%	17%	67.5%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 104

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	8	23	30	68	92	221
%	3.6%	10.4%	13.6%	30.8%	41.6%	100%

Table 105

Please specify the reason for your rating: HR – Employment, Employee Relations, & Compensation

As a recent new hire, anyone I interacted with in HR was quite helpful in getting the application and onboarding process completed.
Compensation report requests are not always timely.
concise helpful timely
Conflicting information, poor communication.
courteous and efficient
Current pay scale is lacking of that in industry equivalent positions
Definitely need to be crossed trained. Need personalization with employees.
Ditto
great information regarding compensation for prospective jobs
helpful - particularly in a face-to-face environment
Hiring is still slow and new hires are not hired in timely manner; they lose interest and may take jobs elsewhere; this paints a negative picture of Collin
Hiring procedures via Workday have workflow roadbumps.
HR head fails to do what he says he'll do.
Human Resources is probably still adjusting to the transition to WorkDay, but can be more responsive,
I feel as if there is a large disconnect between HR and the employees that they serve. I sometimes struggle to figure out who I need to contact with issues or concerns because their part of the website is very disorganized, or the information is not current. The campus reps typically do not respond to emails, and the one time I did receive a response, it was only because I re-sent the email (This has been my experience at multiple campuses with different reps). The timeliness of communications leaves something to be desired, and policy changes seem to be made without any regard for employees. All of this gives the impression that employees are low priority..
I have gained information about my payroll before but don't find the office exceptionally warm or inviting
I sent in a form to payroll through interoffice and it was ignored
Made the employment and onboarding process amiable.
Ms. Tara Rice is exceptional! A superb employee. Knowledgeable and very response.
New HR system (Workday) was not well-tested.
onboarding with benefits was confusing
pleasant experiences with all staff
Promotion and new hire pay formulas make no sense. No credit given for education or performance
quite rude and demanding
response is extremely slow
Slow to process requests

slow to respond
The hiring process is slow. However, the people are very kind.
The hiring process was very bumpy and I was frustrated about the lack of communication and by how bumpy it was.
The Workday switchover for HR has been very unorganized.
There have been mistakes in setting up my eye insurance, which was problematic. Ended up switching back to my husband's insurance.
They answer questions and are very helpful.
They are very helpful when issues arise.
They have worked with me through the process to hire new staff.
they hired me
too difficult to get a hold of anytime i have payroll concerns. Have to send multiple emails and call numerous time anytime i need help.
Workday app still glitchy and too many things to click to log in/out, sometimes doesn't work
workday has been a problem
Workday has brought challenges and was difficult to find someone
Workday has confused things a bit.
Workplace is a horrible implementation; rules aren't clear, and seem to come out of nowhere when HR wants to enforce them, many mistakes made with payroll

Service Unit: HR – Information & Services/Benefits

Table 106

Awareness and Use of Service Unit

	N	**%**
Are aware of HR – Information & Services/Benefits	357	69.1%
Have used HR – Information & Services/Benefits	231	44.7%

Table 107

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	3	12	27	49	133	3	227	4.3	0.973
	%	1.3%	5.3%	11.9%	21.6%	58.6%	1.3%	100%		
The procedures are efficient	n	5	10	29	50	123	0	217	4.3	1.011
	%	2.3%	4.6%	13.4%	23%	56.7%	0%	100%		
My needs were met in a timely fashion	n	3	11	25	50	134	0	223	4.3	0.956
	%	1.3%	4.9%	11.2%	22.4%	60.1%	0%	100%		
The staff is courteous.	n	0	5	14	36	196	0	251	4.7	0.700
	%	0%	2%	5.6%	14.3%	78.1%	0%	100%		
The staff is knowledgeable	n	2	7	14	41	156	0	220	4.6	0.823
	%	0.9%	3.2%	6.4%	18.6%	70.9%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 108

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	5	10	20	82	114	231
%	2.2%	4.3%	8.7%	35.5%	49.4%	100%

Table 109

Please specify the reason for your rating: HR – Information & Services/Benefits

403b setup had delayed response from AIG rep
After 8 or so emails asking for accomodations for medical requests, I was asked to fill a form and haven't heard anything in over a year. NO HELP
always helpful when I am confused by benefits
answered questions in a timely manner, very informative
answers questions in a timely manner
As a new employee, I feel orientation lacked in its coverage of benefits.
complete lack of confidence in my health and safety during pandemic
Does not respond on a timely basis
Especially helpful in relaying knowledge when dealing with a family accident and hospitalization
extremely curteous staff
Goos service
helped me on the phone alot
Helped me with my 403b transfer questions
Helps decode benefits for adjunct profdessors
I always get my questions answered
I base this opinion on the Online i formation available to staff. My experience with Workday has been frustrating. It is not user friendly or intuitive to use.
I feel as if there is a large disconnect between HR and the employees that they serve. I sometimes struggle to figure out who I need to contact with issues or concerns because their part of the website is very disorganized, or the information is not current. The campus reps typically do not respond to emails, and the one time I did receive a response, it was only because I re-sent the email (This has been my experience at multiple campuses with different reps). The timeliness of communications leaves something to be desired, and policy changes seem to be made without any regard for employees. All of this gives the impression that employees are a low priority.
I sent an email to in November 2021 and did not get a response until March 2022, but Tara Rice is great!
I use for FMLA paperwork processing. Staff always reachable and timely and patient.
I wish there were a name and phone number on CougarWeb for Faculty and Staff to use. Workday continues to have it's challenges and it's frustrating to be redirected to Workday when looking for answers in Workday. There needs to be a customer service hotline to help everyone with the transition.
I would like to receive more communication about our benefits and how to use them aside from annual enrollment time
If you are an ORP employee, HR cannot answer any questions you ask
Many Workday job aids are still "pending". Processes are always consistent person to person

My questions were answered with satisfaction.
On the benefits side, there are quick to respond to urgent matters which was much appreciated
Poor communication, delayed or no responses, conflicting answers to questions.
Sean Buck is extremely responsive and helpful.
The information I've received has been fine and generally timely. However, I've heard reports of benefits information shared with new employees that is not accurate. This can have long-term negative impacts on employees
They answer questions and are very helpful.
They have provided information as requested.
They know all the answers for the qustions i ask them
Too slow at hiring
workday has been a problem
Workday has brought challenges
Workday has confused things a bit.
you can never get anyone to answer the telephone

Service Unit: HR – Professional Development

Table 110

Awareness and Use of Service Unit

	n	%
Are aware of HR – Professional Development	285	55.1%
Have used HR – Professional Development	163	31.5%

Table 111

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	3	5	7	35	103	7	160	4.3	0.882
	%	1.9%	3.1%	4.4%	21.9%	64.4%	4.4%	100%		
The procedures are efficient	n	4	3	8	28	104	0	147	4.5	0.901
	%	2.7%	2%	5.4%	19%	70.7%	0%	100%		
My needs were met in a timely fashion	n	1	2	5	31	104	10	153	4.3	0.850
	%	0.7%	1.3%	3.3%	20.3%	68%	6.5%	100%		
The staff is courteous.	n	0	1	3	20	125	0	149	4.8	0.489
	%	0%	0.7%	2%	13.4%	83.9%	0%	100%		
The staff is knowledgeable	n	1	0	5	23	118	0	147	4.7	0.583
	%	0.7%	0%	3.4%	15.6%	80.3%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 112

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	2	2	9	59	91	163
%	1.2%	1.2%	5.5%	36.2%	55.8%	100%

Table 113

Please specify the reason for your rating: HR – Professional Development

accessing the online training is convoluted.
friendly and knowledgable staff
great work!
haven't need to use them very much
HR training topics sound good, but are sometime impractical in real situations.
I appreciate the professional development options and particularly appreciate that we can do them on Zoom. As adjunct faculty, I am only on campus for a few hours on the days I teach. Being able to participate from home makes it possible to be a better teacher!
I have taken several classes and have enjoyed them.
I've attended their workshops and Geneveive coordinates strong trainings
Keeps everyone up-to-date - wonderful opportunities
Leadership Academy classes have been very informative.
leadership series was great
No PD for staff.
prodided access to Quality Matter QM great building opportunity
Prof Dev has been well organized
professional development need improvement for all levels
Seems like I keep having to do the same training over and over even though I have completed it
Staff is incredibly helpful and supportive!
Systems are very well established.
The HR professional development team put significant research and effort into the training offered.
The Leadership Trainings are the best!
The Professional Development team are kind, knowledgeable, and make their sessions fun and engaging. You can definitely see that they have a passion for what they do in every session, and I think the college should have more employees in HR who embody those traits. Also, I think it would be wonderful for the college to offer more professional development sessions.
There is a great reliance on Instructor Led Training. There are a lot of opportunities to more effectively integrate online learning.
There is no professional development for part time employees
Trying to navigate and find where to request PD funds, time off, etc. in workday is prohibitive (I have done professional development but just paid out of pocket or chose programs that fit with my schedule instead of using workday). However there is a wide variety of PD offered and I think that is great
workday has been a problem
Workday has confused things a bit.

Would like to see more discipline-specific offerings.

Service Unit: Institutional Research Office (IRO) (Data, surveys, focus groups, etc.)

Table 114

Awareness and Use of Service Unit

	n	**%**
Are aware of Institutional Research Office (IRO)	192	37.1%
Have used Institutional Research Office (IRO)	70	13.5%

Table 115

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.

Prompt		1	2	3	4	5	N/A	Total	Mean	Standard Dev.
The procedures are user friendly	n	2	1	7	17	41	2	70	4.3	0.947
	%	2.9%	1.4%	10%	24.3%	58.6%	2.9%	100%		
The procedures are efficient	n	1	3	7	12	44	0	67	4.4	0.956
	%	1.5%	4.5%	10.4%	17.9%	65.7%	0%	100%		
My needs were met in a timely fashion	n	1	1	7	12	48	0	69	4.5	0.851
	%	1.4%	1.4%	10.1%	17.4%	69.6%	0%	100%		
The staff is courteous.	n	0	1	0	11	55	0	67	4.8	0.509
	%	0%	1.5%	0%	16.4%	82.1%	0%	100%		
The staff is knowledgeable	n	0	0	3	13	52	0	68	4.7	0.542
	%	0%	0%	4.4%	19.1%	76.5%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 116

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	1	5	17	47	70
%	0%	1.4%	7.1%	24.3%	67.1%	100%

Table 117

Please specify the reason for your rating: Institutional Research Office (IRO)

David Malone is the best
David Malone was helpful for me gathering information on a project
Don't know much about this office but have heard the turn-around time is slow.
In our Workforce program, the IRO has been vital in compiling the statistics needed for our Program Reviews and mandatory reports to external agencies.
IRO helpful.
Marina is wonderful. Efficient, timely, responsive, professional.
Staff is helpful!
They are very efficient
Very friendly and willing to take time to explain things clearly.
We requested some info from IRO for courses and it took several weeks to get the data, but they did get the data to us; trying to sift through the data is challenging, I do wish the format of providing data had been different or included visual representation

Service Unit: Library Services

Table 118

Awareness and Use of Service Unit

	n	%
Are aware of Library Services	384	74.3%
Have used Library Services	178	34.4%

Table 119

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	2	0	3	27	136	5	173	4.6	0.604
	%	1.2%	0%	1.7%	15.6%	78.6%	2.9%	100%		
The procedures are efficient	n	2	0	1	31	131	0	165	4.8	0.589
	%	1.2%	0%	0.6%	18.8%	79.4%	0%	100%		
My needs were met in a timely fashion	n	3	0	1	20	141	0	165	4.8	0.630
	%	1.8%	0%	0.6%	12.1%	85.5%	0%	100%		
The staff is courteous.	n	1	0	2	17	143	0	163	4.8	0.479
	%	0.6%	0%	1.2%	10.4%	87.7%	0%	100%		
The staff is knowledgeable	n	3	1	2	15	144	0	165	4.8	0.667
	%	1.8%	0.6%	1.2%	9.1%	87.3%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 120

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	3	1	4	33	133	174
%	1.7%	0.6%	2.3%	19%	76.4%	100%

Table 121

Please specify the reason for your rating: Library Services

Always a great experience with very helpful staff and librarians.
Amazing staff, give them all full-time hours
digital library
Enrich class knowledge for resources and research
Excellent library
excellent people
excellent, accurate, responsive, and helpful staff
extremely knowledgable, helpful, timely
Great group of people. They are very service oriented.
Highly Professional Staff, Great knowledge of work
I always get courteous answers to my questions quickly.
I am sad that we lost Christy Tabors - she was amazing
I kept asking the librarians/student workers for help with printing and checking out. However, most of them assumed that I was a student and not a staff member. It was discouraging that I had those interactions and not enough information was on their web page on Collin College.
Librarian did not show up to give talk for my class. He rescheduled once and then cancelled
Makerspace is AWESOME!
nice place to work
Staff are very friendly and extremely helpful, they do an excellent job!
Telephone, email and in-person interaction was helpful and professional
The librarians are amazing and helpful not only to me but also to my students.
They always have so many resources and services.
they are a wealth of information
They are always so helpful when reserving materials for my classes
They are extremely kind and helpful.
very friendly staff
Very helpful and respond quickly
very responsive

Service Unit: Mail Services

Table 122

Awareness and Use of Service Unit

	n	%
Are aware of Mail Services	302	58.4%
Have used Mail Services	150	29%

Table 123

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	1	2	10	20	103	7	143	4.4	0.748
	%	0.7%	1.4%	7%	14%	72%	4.9%	100%		
The procedures are efficient	n	2	3	12	24	86	11	138	4.1	0.740
	%	1.4%	2.2%	8.7%	17.4%	62.3%	8%	100%		
My needs were met in a timely fashion	n	0	1	11	18	103	8	141	4.4	0.628
	%	0%	0.7%	7.8%	12.8%	73%	5.7%	100%		
The staff is courteous.	n	0	0	3	7	113	17	140	4.3	1.099
	%	0%	0%	2.1%	5%	80.7%	12.1%	100%		
The staff is knowledgeable	n	0	1	4	17	100	17	139	4.2	0.617
	%	0%	0.7%	2.9%	12.2%	71.9%	12.2%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 124

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	3	1	14	42	86	146
%	2.1%	0.7%	9.6%	28.8%	58.9%	100%

Table 125

Please specify the reason for your rating: Mail Services

Always polite and smiles.
Brad is awesome and always gets the job done
Having switched campuses, I've noticed some items get lost in transit.
I am always notified in a timely manner of the location of my received mail.
I have not used the service more than once. It was fairly routine; therefore I am satisfied.
I have only used once
mail comes to us that does not belong to us at all, mail being sorted by me many times
mail is always delayed in getting to recipients; it sits in the cage long at times; there is not sufficient stuff responsible for this task
Mail services seem fairly reliable and personnel are courteous.
Never had an issue
Never use them...
On Plano Campus, lack of communication with full-time faculty is a problem. For example, full-time faculty mailboxes were in J-122, but out of the blue the room appeared under renovation and the boxes were not longer being used, with no notice to faculty that I am aware of. In addition, outgoing mail and interoffice mail slots were relocated from Campus Police office without notice to faculty. Because of unreliability of campus mail, I have packages (such as review copies of textbooks) sent to my home address instead.
professionalism
The lack of tracking of mail between campuses is frustrating
They always notify me when I have a package.

Service Unit: Math Centers/Labs

Table 126

Awareness and Use of Service Unit

	n	%
Are aware of Math Centers/Labs	289	55.9%
Have used Math Centers/Labs	45	8.7%

Table 127

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	0	0	2	8	34	0	44	4.7	0.544
	%	0%	0%	4.5%	18.2%	77.3%	0%	100%		
The procedures are efficient	n	0	0	3	10	30	0	43	4.6	0.618
	%	0%	0%	7%	23.3%	69.8%	0%	100%		
My needs were met in a timely fashion	n	0	0	1	9	31	0	41	4.7	0.501
	%	0%	0%	2.4%	22%	75.6%	0%	100%		
The staff is courteous.	n	0	0	0	5	36	0	41	4.9	0.331
	%	0%	0%	0%	12.2%	87.8%	0%	100%		
The staff is knowledgeable	n	0	0	0	7	35	0	42	4.8	0.377
	%	0%	0%	0%	16.7%	83.3%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 128

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	3	16	25	44
%	0%	0%	6.8%	36.4%	56.8%	100%

Table 129

Please specify the reason for your rating: Math Centers/Labs

All campuses should have walk-in tutoring available at all times. Appointments should not be required. The lack of availability for walk-in tutoring means students do not use this service. Before Covid the math lab was highly utilized. That means students were more likely to use this service because it was always busy and inviting. Now, it is often empty which means students are less likely to go. McKinney still offers walk-in tutoring all day. The other campuses should do the same. Students may not know they have a question until they are studying right before a test or right before an assignment is due and at that time it is too late to schedule an appointment. Bring back walk-in tutoring.
Amazing tutors, give them all full-time hours
excellent, accurate, responsive, and helpful staff
friendly and they are super smart and helpful
knowledgable
Students have had issues with sign-up procedures; but benefit greatly from the tutors.
The services offered by the Math Lab are exceptional. Except they don't have a math tutor who is available during our scheduled class. Which means my students have not met her and she has been unable to attend any of our lectures. It would be more helpful for all students if that service was available for all classes. I think more of my students would attend the math lab if they had been able to meet and work with Ceren during lectures (and build trust/rapport).
There shouldn't be a separate tutoring center location for Dev. Ed. students vs. credit-level students. Send all students, for example, to the Math Lab for assistance. One dedicated location for assistance is logical and already established on every campus district wide. If there is a need for additional tutors or a need for more classroom space for tutoring, hire more people and open additional rooms. Every campus is different, and each campus should meet the needs of their students accordingly. Offering the "same options" at each location for appearance's sake isn't "best practices". Data driven decisions should be utilized in situations RE: logistics for tutoring centers district wide.

Service Unit: Physical Plant & Grounds

Table 130

Awareness and Use of Service Unit

	n	%
Are aware of Physical Plant & Grounds	346	66.9%
Have used Physical Plant & Grounds	203	39.3%

Table 131

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	2	1	13	38	135	0	189	4.6	0.734
	%	1.1%	0.5%	6.9%	20.1%	71.4%	0%	100%		
The procedures are efficient	n	2	4	12	44	117	10	189	4.3	1.122
	%	1.1%	2.1%	6.3%	23.3%	61.9%	5.3%	100%		
My needs were met in a timely fashion	n	3	3	14	35	134	4	193	4.5	0.827
	%	1.6%	1.6%	7.3%	18.1%	69.4%	2.1%	100%		
The staff is courteous.	n	0	0	5	21	163	0	189	4.8	0.437
	%	0%	0%	2.6%	11.1%	86.2%	0%	100%		
The staff is knowledgeable	n	0	1	6	34	144	0	185	4.7	0.542
	%	0%	0.5%	3.2%	18.4%	77.8%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 132

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	2	3	13	52	129	199
%	1%	1.5%	6.5%	26.1%	64.8%	100%

Table 133

Please specify the reason for your rating: Physical Plant and Grounds

All staff interactions have been very pleasant to deal with and efficient with time
Always available and flexible to scheduling...
Always very nice and return my Hello or Good Morning!
Elevator issue fixed quickly!
Elevators have broken 5 times in 4 months; at time both elevators have malfunctioned at the same time; Custodial staff often sit and watch tv or are always on the phone
have been responsive to my dept's needs.
Helpful for room access
I deal with Plant Ops several times a day and they are very helpful, courteous, and efficient.
it's a slightly delayed response and we have no control over the actual degree of temperature change
John Brewer and his staff are always courteous and are happy to resolve issues quickly.
Myschoolbuilding a little tedious
Plant takes care of problems quickly when called in or posted to school dude.
SchoolDude doesn't work well; Need more coordination w Campus Technology re tracking and accepting deliveries
Sometime they do not make updates for work requests until I inquire.
Staff needs to be better organized. Long periods between sending School Dude request and getting the task done in some cases.
The Farmersville Plant Op guys are very well versed. (T. Banner, R. Newman, J. Mays, & JR Hanley)
The Plant Ops team is always quick to respond to requests in a timely manner and treats them with a sense of urgency, no matter how small the issue..
The staff is very hard working and very pleasant to speak to.
They are friendly but not all that knowledgeable or very well trained in basic skills - communication, email, phone etc.
They are very slow when meeting the needs of the professors, especially when it comes to fixing broken key pads on computer room doors.
they come to help unlock my office door very promptly in emergencies and buildings and grounds are neat and clean
They do not complete tasks in a timely and efficient manner, which can result in safety issues.
They fix our issues quickly.
They helped me.
They need an online form and webpage so we can create a work order
very cognizant when approaching while they are working

Very prompt response
Was prompt in adjusting the temperature in the classroom
Wonderful team! Always super friendly

Service Unit: Printing Express

Table 134

Awareness and Use of Service Unit

	n	%
Are aware of Printing Express	233	45.1%
Have used Printing Express	91	17.6%

Table 135

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	1	1	4	19	60	0	85	4.6	0.743
	%	1.2%	1.2%	4.75%	22.4%	70.6%	0%	100%		
The procedures are efficient	n	1	2	8	11	61	0	83	4.6	0.859
	%	1.2%	2.4%	9.6%	13.3%	73.5%	0%	100%		
My needs were met in a timely fashion	n	0	1	7	12	65	2	87	4.6	0.682
	%	0%	1.1%	8%	13.8%	74.7%	2.3%	100%		
The staff is courteous.	n	0	0	4	8	71	0	83	4.8	0.505
	%	0%	0%	4.8%	9.6%	85.5%	0%	100%		
The staff is knowledgeable	n	0	1	3	11	66	5	86	4.5	0.814
	%	0%	1.2%	3.5%	12.8%	76.7%	5.8%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 136

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	2	1	6	23	56	88
%	2.3%	1.1%	6.8%	26.1%	63.6%	100%

Table 137

Always helpful and efficient
easy to use
Faculty Advisors for PTK have only received one invoice for large print jobs in the past 10 years. Creating a budget for printing becomes impossible when student organizations do not know how much money they spend out of their Agency Account. Is there no way to remedy this lack of documentation?
Great work. Great attitude. Thanks, Tami
I had been in several times and had full conversations with the printing monitor. She new that I was faculty because it came up in our discussions. After having already paid on several occasions "normal" pricing, I discovered that there is a faculty price for prints. I was disgusted that she had never asked me in all the times I visited. I no longer use the facility.
Not always courteous; correctly follow instructions 95% of the time.
Printing express very fast and reliable.
Quick and so helpful.
The push to stop using copy machines is a problem for me. Not their fault - just a process problem for me.
They are always so efficient and gracious!
They are very helpful and prompt with printing.
They have been doing a great job!
They printed my request and re-printed my error with no issues.
They were quick to fill a large request for me.
Very helpful and great customer service...
Would prefer a better system for making copies for exams/just let us make our own copies w/out page limits

Service Unit: Programs for New Students

Table 138

Awareness and Use of Service Unit

	n	%
Are aware of Programs for New Students	133	25.7%
Have used Programs for New Students	14	2.7%

Table 139

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	1	0	0	1	10	1	13	4.2	0.652
	%	7.7%	0%	0%	7.7%	76.9%	7.7	100%		
The procedures are efficient	n	1	0	1	0	10	1	13	4.2	0.000
	%	7.7%	0%	7.7%	0%	76.9%	7.7%	100%		
My needs were met in a timely fashion	n	1	1	0	0	10	1	13	4.1	0.711
	%	7.7%	7.7%	0%	0%	76.9%	7.7%	100%		
The staff is courteous.	n	0	1	0	0	12	0	13	4.8	0.832
	%	0%	7.7%	0%	0%	92.3%	0%	100%		
The staff is knowledgeable	n	0	1	0	1	11	0	13	4.7	0.855
	%	0%	7.7%	0%	7.7%	84.6%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 140

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	1	2	1	9	14
%	7.1%	7.1%	14.3%	7.1%	64.3%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 141

Please specify the reason for your rating: Programs for New Students

No Comments

Service Unit: Public Relations

Table 142

Awareness and Use of Service Unit

	n	%
Are aware of Public Relations	219	42.4%
Have used Public Relations	86	16.6%

Table 143

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	7	6	15	26	32	0	86	3.8	1.242
	%	8.1%	7%	17.4%	30.2%	37.2%	0%	100%		
The procedures are efficient	n	8	6	19	19	32	0	84	3.7	1.302
	%	9.5%	7.1%	22.6%	22.6%	38.1%	0%	100%		
My needs were met in a timely fashion	n	9	7	16	17	35	0	84	3.7	1.363
	%	10.7%	8.3%	19%	20.2%	41.7%	0%	100%		
The staff is courteous.	n	3	3	5	19	50	0	80	4.4	1.023
	%	3.8%	3.8%	6.3%	23.8%	62.5%	0%	100%		
The staff is knowledgeable	n	4	4	6	17	45	0	76	4.3	1.145
	%	5.3%	5.3%	7.9%	22.4%	59.2%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 144

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	8	5	12	32	29	86
%	9.3%	5.8%	14%	37.2%	33.7%	100%

Table 145

Please specify the reason for your rating: Public Relations

difficult to communicate with - they have a lot of rules, but don't seem to respect the people in departments who are trying to reach out to people with info about our programs - they have done a lot of shutting down of our publicity and much less helping - sometimes not very friendly, and things take forever
I feel the new campuses are often left to fend for themselves. Submission requirements are limiting.
I have worked with PR on a campaign and found them very coordinated and professional
It's hit or miss with PR. Right now working with Nicole Luna who seems great. Other times, no response at all.
Love the online request form
PR can take too long to respond to requests/approvals.
PR department is understaffed and they have many projects
Process & procedures are out of date, does not provide what an actual PR dept should be doing. The timeline for help is ridiculous.
Really important for Community relations. This helps with our bond issues
There is no marketing.
There should be an easier way to request assistance
Too busy for the rank and file
Turnaround times can be slow, seems like they need more staff
Understaffed and take entirely too long to process requests. It's more efficient to create marketing materials on your own.
Who's running the show?
Worked with them on several projects successfully.

Service Unit: Purchasing

Table 146

Awareness and Use of Service Unit

	n	%
Are aware of Purchasing	238	46%
Have used Purchasing	101	19.5%

Table 147

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	2	7	16	21	47	5	98	3.9	0.535
	%	2%	7.1%	16.3%	21.4%	48%	5.1%	100%		
The procedures are efficient	n	2	10	14	26.9	42	0	93	4.0	1.113
	%	2.2%	10.8%	15.1%	25%	45.2%	0%	100%		
My needs were met in a timely fashion	n	0	5	9	25	55	3	97	4.2	0.869
	%	0%	5.2%	9.3%	25.8%	56.7%	3.1%	100%		
The staff is courteous.	n	1	1	9	12	71	0	94	4.6	0.793
	%	1.1%	1.1%	9.6%	12.8%	75.5%	0%	100%		
The staff is knowledgeable	n	0	2	6	23	62	0	93	4.6	0.714
	%	0%	2.2%	6.5%	24.7%	66.7%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 148

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	6	10	40	41	98
%	1%	6.1%	10.2%	40.8%	41.8%	100%

Table 149

Please specify the reason for your rating: Purchasing

Get conflicting answers to questions.
I am slowly learning Workday. Training needs beefing up a bit. Faculty need repetition. Possibly create short videos to accompany instructions.
I don't have much direct contact with purchasing other than business.
Never had an issue
nothing extraordinary
Purchasing staff are very nice but with Workday there have been too many unanswered questions on processes & procedures.
They walk me through the process and make sure we get what we need.
too difficult to submit reimbursement
Workday difficult
Working our way through a new software program, WORKDAY

Service Unit: Science Den

Table 150

Awareness and Use of Service Unit

	n	%
Are aware of Science Den	158	30.6%
Have used Science Den	18	3.5%

Table 151

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	0	0	1	1	16	0	18	4.8	0.514
	%	0%	0%	5.6%	5.6%	88.9%	0%	100%		
The procedures are efficient	n	0	0	1	1	14	0	16	4.8	0.544
	%	0%	0%	6.3%	6.3%	87.5%	0%	100%		
My needs were met in a timely fashion	n	1	0	0	1	14	1	17	4.4	0.672
	%	5.9%	0%	0%	5.9%	82.4%	5.9%	100%		
The staff is courteous.	n	1	0	0	0	14	1	16	4.4	0.587
	%	6.3%	0%	0%	0%	87.5%	6.3%	100%		
The staff is knowledgeable	n	1	0	1	0	14	1	17	4.4	1.120
	%	5.9%	0%	5.9%	0%	82.4%	5.9%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 152

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	1	3	13	17
%	0%	0%	5.9%	17.6%	76.5%	100%

Table 153

Please specify the reason for your rating: Science Den

excellent, accurate, responsive, and helpful staff
I love the new student scheduling.
I'm a tutor in the science den, so I hope we are meeting the needs of our students.
The only problem we have is to find a long-term biology tutor for the den.
Very supportive whenever I've met one of my students there.
Wish they advertised more on campus.

Service Unit: Small Business Development Center (SBDC)

Table 154

Awareness and Use of Service Unit

	n	%
Are aware of Small Business Development Center	115	22.2%
Have used Small Business Development Center	5	1%

Table 155

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	0	0	2	2	0	4	4.5	0.577
	%	0%	0%	0%	50%	50%	0%	100%		
The procedures are efficient	n	0	0	0	1	3	0	4	4.8	0.500
	%	0%	0%	0%	25%	75%	0%	100%		
My needs were met in a timely fashion	n	0	0	0	1	3	0	4	4.8	0.500
	%	0%	0%	0%	25%	75%	0%	100%		
The staff is courteous.	n	0	0	0	0	3	0	3	5.0	0.000
	%	0%	0%	0%	0%	100%	0%	100%		
The staff is knowledgeable	n	0	0	0	1	3	0	4	4.8	0.500
	%	0%	0%	0%	25%	75%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 156

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	0	0	1	1	3	5
%	0%	0%	20%	20%	60%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 157

Please specify your reason for rating: Small Business Development Center (SBDC)

Karen Raymond was most resourceful as I set up my business

Service Unit: Software Support Services (support for systems such as Banner)

Table 158

Awareness and Use of Service Unit

	n	%
Are aware of Software Support Services	273	52.8%
Have used Software Support Services	116	22.4%

Table 159

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	0	2	9	18	78	6	113	4.4	0.535
	%	0%	1.8%	8%	15.9%	69%	5.3%	100%		
The procedures are efficient	n	0	3	8	18	75	6	110	4.3	0.488
	%	0%	2.7%	7.3%	16.4%	68.2%	5.5%	100%		
My needs were met in a timely fashion	n	0	2	5	17	82	4	110	4.5	0.653
	%	0%	1.8%	4.5%	15.5%	74.5%	3.6%	100%		
The staff is courteous.	n	0	2	4	10	90	0	106	4.8	0.606
	%	0%	1.9%	3.8%	9.4%	84.9%	0%	100%		
The staff is knowledgeable	n	0	1	5	11	89	0	106	4.8	0.574
	%	0%	0.9%	4.7%	10.4%	54%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 160

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	1	11	32	70	115
%	0.9%	0.9%	9.6%	27.8%	60.9%	100%

Table 161

Please specify the reason for your rating: Software Support Services

All staff interactions have been very pleasant to deal with and efficient with time
Always available and helpful.
Banner is not that reliable, waitlist is awful- not staff's fault
Never had an issue
Not used much, but have had issues in the past, miscommunication etc...
quick responses to any issue I have
Quick to set up new hires.
Software support has been fantastic.
They do a tough job.
Very calm and understanding.
Workday is in desperate need of good reports so I don't spend hours trying to make the report I need from multiple reports

Service Unit: Student Life

Table 162

Awareness and Use of Service Unit

	n	%
Are aware of Student Life	250	48.4%
Have used Student Life	59	11.4%

Table 163

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	2	1	3	8	40	3	57	4.3	0.398
	%	3.5%	1.8%	5.3%	14%	70.2%	5.3%	100%		
The procedures are efficient	n	3	0	4	8	37	0	52	4.5	1.056
	%	5.8%	0%	7.7%	15.4%	71.2%	0%	100%		
My needs were met in a timely fashion	n	2	1	2	3	40	6	54	4.1	0.711
	%	3.7%	1.9%	3.7%	5.6%	74.1%	11.1%	100%		
The staff is courteous.	n	0	1	4	3	46	0	54	4.7	0.678
	%	0%	1.9%	7.4%	5.6%	85.2%	0%	100%		
The staff is knowledgeable	n	0	1	2	7	42	0	52	4.7	0.630
	%	0%	1.9%	3.8%	13.5%	80.8%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 164

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	2	1	4	19	33	59
%	3.4%	1.7%	6.8%	32.2%	55.9%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 165

Please specify the reason for your rating: Student Life

No comments

Service Unit: Telecommunications (Support for phone systems)

Table 166

Awareness and Use of Service Unit

	n	%
Are aware of Telecommunications	261	50.5%
Have used Telecommunications	108	20.9%

Table 167

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	3	0	3	30	64	0	100	4.5	0.822
	%	3%	0%	3%	30%	64%	0%	100%		
The procedures are efficient	n	0	2	8	25	63	6	104	4.3	0.527
	%	0%	1.9%	7.7%	24%	60%	5.8%	100%		
My needs were met in a timely fashion	n	0	1	3	13	82	3	102	4.6	0.545
	%	0%	1%	2.9%	12.7%	80.4%	2.9%	100%		
The staff is courteous.	n	0	2	1	10	88	0	101	4.8	0.537
	%	0%	2%	1%	9.9%	87.1%	0%	100%		
The staff is knowledgeable	n	0	1	1	15	81	0	98	4.8	0.497
	%	0%	1%	1%	15.3%	82.7%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 168

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	2	1	6	32	66	107
%	1.9%	0.9%	5.6%	29.9%	61.7%	100%

Table 169

Please specify the reason for your rating: Telecommunications

All staff interactions have been very pleasant to deal with and efficient with time
Friendly and efficient
Helped resolve complicated office moves in a timely fashion.
Leslie Dempsey is very helpful.
Our CISCO phone is not user friendly and not as efficient as others I have used
Phones work all the time.
Ready to get network up and running and easy to work with
The few times I have reached out to Telecommunications, they were unable to assist me with my request due to vendor restrictions, which makes me curious about their role within the college.
to difficult to complete form for new faculty when all info. may not be available (offices are not assigned until later, but the form is due before
very helpful
Very helpful and in a timely manner!
Wi-Fi connectivity issues primarily, major problem constantly...

Service Unit: Testing & Placement

Table 170

Awareness and Use of Service Unit

	n	%
Are aware of Testing & Placement	288	55.7%
Have used Testing & Placement	89	17.2%

Table 171

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	3	2	5	18	58	0	86	4.5	0.966
	%	2.3%	2.3%	5.8%	20.9%	67.4%	0%	100%		
The procedures are efficient	n	3	0	5	26	48	0	52	4.4	0.902
	%	3.7%	0%	6.1%	31.7%	58.5%	0%	100%		
My needs were met in a timely fashion	n	3	1	3	17	56	0	80	4.5	0.927
	%	3.8%	1.3%	3.8%	21.3%	70%	0%	100%		
The staff is courteous.	n	0	1	2	11	68	0	82	4.8	0.545
	%	0%	1.2%	2.4%	13.4%	82.9%	0%	100%		
The staff is knowledgeable	n	0	0	3	18	57	0	78	4.7	0.542
	%	0%	0%	3.8%	23.1%	73.1%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 172

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	2	3	5	29	49	88
%	2.3%	3.4%	5.7%	33%	55.7%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 173

Please specify the reason for your ratings: Testing & Placement

No Comments

Service Unit: University Transfer Partnerships (services for transfer process)

Table 174

Awareness and Use of Service Unit

	n	%
Are aware of University Transfer Partnerships	183	35.4%
Have used University Transfer Partnerships	30	5.8%

Table 175

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale 1	2	3	4	5	N/A	Total	Mean	Standard Dev.
The procedures are user friendly	n	1	1	4	7	16	1	30	4.1	1.057
	%	3.3%	3.3%	13.3%	23.3%	53.3	3.3%	100%		
The procedures are efficient	n	1	1	2	6	15	0	25	4.3	1.069
	%	4%	4%	8%	24%	60%	0%	100%		
My needs were met in a timely fashion	n	2	0	3	4	16	0	25	4.3	1.208
	%	8%	0%	12%	16%	64%	0%	100%		
The staff is courteous.	n	0	0	2	4	18	0	24	4.7	0.637
	%	0%	0%	8.3%	16.7%	75%	0%	100%		
The staff is knowledgeable	n	0	1	1	2	19	0	23	4.7	0.765
	%	0%	4.3%	4.3%	8.7%	82.6%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 176

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	1	3	16	9	30
%	3.3%	3.3%	10%	53.3%	30%	100%

Table 177

Please specify the reason for your rating: University Transfer Partnerships

Long delays in agreements being signed.
Was told there was someone specific to help with transfer to UNT. That person never returned an email or call.

Service Unit: Web Services

Table 178

Awareness and Use of Service Unit

	n	**%**
Are aware of Web Services	324	62.7%
Have used Web Services	196	37.9%

Table 179

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale							Mean	Standard Dev.
		1	2	3	4	5	N/A	Total		
The procedures are user friendly	n	1	4	16	36	123	0	180	4.5	0.794
	%	0.6%	2.2%	8.9%	20%	68.3%	0%	100%		
The procedures are efficient	n	1	6	13	35	115	9	179	4.3	0.484
	%	0.6%	3.4%	7.3%	19.6%	64.2%	5%	100%		
My needs were met in a timely fashion	n	1	5	9	30	131	5	181	4.5	0.762
	%	0.6%	2.8%	5%	16.6%	72.4%	2.8%	100%		
The staff is courteous.	n	1	3	3	19	150	0	176	4.8	0.613
	%	0.6%	1.7%	1.7%	10.8%	85.2%	0%	100%		
The staff is knowledgeable	n	1	2	6	25	143	0	177	4.7	0.633
	%	0.6%	1.1%	3.4%	14.1%	80.8%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 180

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	2	1	16	51	121	191
%	1%	0.5%	8.4%	26.7%	63.4%	100%

Table 181

Please specify the reason for your rating: Web Services

All staff interactions have been very pleasant to deal with and efficient with time
Also helpful for sites ie CANVAS
Always courteous and issues are resolved quickly.
always quick to address any issue
Always ready to answer questions and help with any changes that are needed
Changes out instructors access to Canvas quickly.
easy to use and find
I have had several students and staff relay that they were unable to get issues resolved. Students and staff mostly express dissatisfaction with their lack of follow-up regarding issues and have frequently complained about issues going unresolved.
needs constant updates
quick response
reply immediately by email to my request and then follow up
The web services person has done a great job in identifying creative solutions when issues arise. I can count on her to get the job done well.
They are always able to meet my needs.
They are always quick to respond and resolve my issue.
They were able to answer my questions whether a solution that I liked was available or not.
Updated information in a timely manner for key project.
Updates and needed assistance with websites for programs constantly.
Very efficient, resolved problem quickly.
Very kind/responsive
very quick responses
Very quick to respond
Very timely, friendly, knowledgable
website is not user friendly

Service Unit: Wellness Program

Table 182

Awareness and Use of Service Unit

	n	%
Are aware of Wellness Program	251	48.5%
Have used Wellness Program	42	8.1%

Table 183

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale						Total	Mean	Standard Dev.
		1	2	3	4	5	N/A			
The procedures are user friendly	n	0	2	3	4	29	2	40	4.4	0.858
	%	0%	5%	7.5%	10%	72.5%	5%	100%		
The procedures are efficient	n	0	1	4	3	30	0	38	4.6	0.786
	%	0%	2.6%	10.5%	7.9%	78.9%	0%	100%		
My needs were met in a timely fashion	n	0	2	3	5	27	3	40	4.2	0.520
	%	0%	5%	7.5%	12.5%	67.5%	7.5%	100%		
The staff is courteous.	n	1	0	1	1	33	0	36	4.8	0.749
	%	2.8%	0%	2.8%	2.8%	91.7%	0%	100%		
The staff is knowledgeable	n	0	1	1	5	30	2	39	4.5	0.955
	%	0%	2.6%	2.6%	12.8%	76.9%	5.1%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses

Table 184

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	3	8	7	22	41
%	2.4%	7.3%	19.5%	17.1%	53.7%	100%

Table 185

Please specify the reason for your rating: Wellness Program

Classes are not always at convenient times; The competitions are WAY too complicated.
I'm so glad to have the options of these classes and will be grateful when the pandemic dies down enough to take advantage of these again.
Love competing in the Wellness Challenges... need the team competition back!
No issues
not sure who "owns" this program or who is the contact person
The wellness program is very restrictive and difficult to use during a typical workday/week.
We don't have any classes being taught on the McKinney Campus
Would like to see more programs available in mid to late afternoon.
would love for classes to start back up again

Service Unit: Writing Centers

Table 186

Awareness and Use of Service Unit

	n	%
Are aware of Writing Centers	321	62.1%
Have used Writing Centers	80	15.5%

Table 187

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

(1=Strongly Disagree, 5=Strongly Agree)

Prompt		Response on 5-point scale								Standard
		1	2	3	4	5	N/A	Total	Mean	Dev.
The procedures are user friendly	n	0	0	0	8	64	2	74	4.8	0.316
	%	0%	0%	0%	10.8%	86.5%	2.7%	100%		
The procedures are efficient	n	0	0	1	6	63	0	70	4.9	0.363
	%	0%	0%	1.4%	8.6%	90%	0%	100%		
My needs were met in a timely fashion	n	0	0	1	6	61	0	68	4.9	0.368
	%	0%	0%	1.5%	8.8%	89.7%	0%	100%		
The staff is courteous.	n	0	0	0	4	61	0	65	4.9	0.242
	%	0%	0%	0%	6.2%	93.8%	0%	100%		
The staff is knowledgeable	n	0	0	1	4	63	0	68	4.9	0.334
	%	0%	0%	1.5%	5.9%	92.6%	0%	100%		

Mean and Standard Deviation are calculated on a 5-point scale by excluding the "N/A" category, which also consists of skipped responses.

Table 188

On a five-point scale, please rate your overall satisfaction with the following services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
n	1	0	5	13	60	79
%	1.3%	0%	6.3%	16.5%	75.9%	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2022

Table 189

Please specify the reason for your rating: Writing Centers

No Comments

General Comments or Suggestions

Table 190

Please use the space below for any additional comments or sugestions:

Campus Technology is always there to help with any technical issues that occur. Always willing to go that extra mile
Christina Canalias in HR was no help for my neck and back pain. My doctor wrote a RX for me for work station modifications. After many email , many many emails, and emails from my manager, she still has done nothing except send someone to observe me.
Collin college needs to appreciate their staff and faculty in order to keep them.
Dual Credit does not have an efficient system for Professors to submit grades to the high schools. They tried to create a course in Canvas to provide a portal for grades, but it isn't effective.
Enjoy working on all campuses/collaborating with faculty colleagues within my field and outside the field.
For new employees, HR needs to be more accessible and proactive during the onboarding process.
Get rid of Worklplace--it is truly awful, doesn't work half of the time, and is too cumbersome. HR needs to be clear about employee rules, especially regarding paid leave and seniority.
Grounds needs better pay scale and more workers!
HR needs a complete evaluation of procedures with an eye for efficiency.
I believe that Collin should operate as if Collin is a university in all aspects. Collin is growing and I am not sure every department understands how to operate on that scale.
I did not see the CTL on this survey. They have had a positive impact on me. My contact with them has ALWAYS be exemplary and professional. I have had some interactions with the Dean of Students (DOS) recently that were very professional and appreciated. If i had to make a complaint about something there are two specific things that can be improved: Onboarding and 'Required' Training. My first semester was a 'sink or swim' experience. I did not receive the Canvas training until spring break. I would have done a better job that first semester with a modicum of better preparation.   I have recently received a spate of emails informing me of online training that MUST be completed ASAP, with due dates still a month or more away. Why wasn't I made aware of this BEFORE the semester began, when my time was not so in demand.. Now these observations might be considered trivial in the big scheme of things. It is just a frustration to me that I thought I would share. Thanks!!!
I feel that Collin College has many services available to help faculty and students and if you need any help, it is provided in a timely manner. People respond to your emails promptly, are willing to help and provide guidance. Collin is a great place to work and thrive.

I only commented on Sean Buck in HR (who has been very helpful to me). Many of the other individuals take a LONG TIME to even return an email or phone call. I know they're busy, but we are ALL busy. You can shoot an email and say, "I'm in the middle of a project, will call you back within 48 hours" or something like that. Usually there's just no response for days, sometimes weeks. Sometimes I have to send a second email/phone call in order to get a response. They're usually friendly and mostly helpful...but response times are horrible. With regards to food service, I don't feel they have many healthy options and so I don't use them most of the time.

I wish there was a place to buy coffee and food on campus. Also, if there is a workout facility I don't know about it. I love the Frisco campus so much. Excellent work on all the renovations and updates.

I wish there was advocation for part-time employees to get increased hours to 32 per week. It would be a life changer for so many of them.

I'm at the Technical Campus in Allen but this site wasn't listed.

Im online

In my experience the staff at Collin are excellent, in all units and areas.

It would be nice to have another sports team like track (running).

Keep up the great work Wylie

Make admissions and registration easier and more intuitive to use. Some ESL students have a difficult time understanding the processes and requirements.

Many students I have worked with have requested healthier food options, especially if they live on campus and have to buy a meal plan. Could there be a staff discount or some kind of punch card for Starbucks as well since they do not take Starbucks gift cards?

McKinney parking lot is just about complete and looking fwd to having it available soon... and no more parking lot construction noise, yay!!! :) Love working for Collin... definitely a fun and learning experience! Thank you

Most of my answers are base in interactions via email, so my grading for service in person is neutral.

Mostly the staff at the Plano campus are courteous, knowledgeable, and helpful. There may no always be enthusiasm or a resolution to the problem, but at least I get answers.

My campus is the Technical Campus. I did not see it listed, so I chose other.

Need obvious and noticeable places on Collin.edu and CougarWeb.Collin.edu to find help and to search for help.

New system implementation is always disruptive and any department who uses Workday substantially has been less than "very satisfactory" but we're all getting better at it.

Nice survey!

One of these services may have covered the webpages and I just missed it, so please forgive me if I misunderstood. I would like to be able to give feedback on the design and usability at the website, from an instructor standpoint and from the students point of you based on my interactions with them. I would suggest for future surveys that the categories or items be broken up into surveys that can be completed

at different times. It's only for lack of time that I did not provide explanations for my ratings on the overall of each service. Because I am an adult, and my salary is connected to the individual courses that I teach, I have to protect my time when completing ancillary tasks. I appreciate being able to give input.

Overall support at Collin is excellent. My class convenes every Saturday and over the years since 2015 that I have been at Collin, the weekend support has improved. Thanks to all.

Overall, this is a fantastic place to work and I am very impressed with our leadership employees. We are working through some challenges right now due to learning a new software program. WORKDAY. I have personally seen very dedicated, hard working staff providing solutions and/or advancements with this software to get it more user friendly and working smoothly as quickly as they can. My interactions with other departmental employees have been very pleasant because people here are very respectful and helpful. I am usually greeted with a smile.

Technical Campus

Technical Campus.

Thank you for reaching out to get user feedback. I am enjoying my role at Collin College

Thank you in advance for reading and thoughtfully considering the comments made hitherto.

Thanks for the opportunity

The implementation of Workday has not been smooth. There continue to be changes, w/o any relevant training. The lack of communication can make it difficult to complete daily tasks.

The physical plant works hard and well at the Frisco campus. They are understaffed and that needs to be addressed by the college.

Things change all the time so that may be the cause of some issues, but advisors need to know about a program if they are going to assist students.

Things had changed so much and so quickly in the past two years and I feel we are not adapting at the same speed. Understand the challenges and limitations, but adapting is most required these days. Thank you for the opportunity.

To benefit the students to speak to Advising or Admissions, could in the future zoom be open once a week until 7pm?

With growth should come more hiring to help support our current services (HR, PR, Recruitment)

Workday is fairly new and instructions are improving to cut down any confusions.

WorkDay seemed to really put a strain on the HRCs for hiring purposes. Its is somewhat better now, but our HRC still seems to be struggling with learning WorkDay.