



STUDENT SERVICE UNITS' SATISFACTION (SSUS) SURVEY

FULL REPORT

Spring 2025

Prepared by
Institutional Research Office

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Executive Summary

The Spring 2025 Student Service Units' Satisfaction (SSUS) Survey aimed to assess student awareness, usage, and satisfaction across 30 service units at Collin College. The survey was administered online and gathered 772 valid responses from a sample of 38,436 students, yielding a 2% response rate. Despite the modest participation, the demographic distribution of respondents closely mirrored the overall student population, with a higher response rate from female students (67%) and those aged 18–21 (38%) and 35–50 (19%).

Key Findings

Service Quality and Satisfaction Ratings

Staff courtesy emerged as one of the most highly rated dimensions of service quality among the four dimensions: user-friendliness, timely, knowledgeable, and courteous.

Essential Services

- **Top performing service units:**
Testing Centers, Student Engagement Offices, Bookstores and Textbooks scored consistently above the group average across all four dimensions.
- **Service areas for improvement:**
Admission, Advising, and Financial Aid Office, were rated below the group average across all service quality dimensions.

Supporting Services

Data note: some service units received fewer than 30 responses, which may affect the reliability of their mean scores.

- **Top performing service units:**
Seven supporting services rated above the group mean across all dimensions, the top being: *Libraries, Anthony Peterson Center (Tutoring Services), and Computer Labs*.
- **Service areas for improvement:**
Athletic Department, Intramural Sports, Office of Academic Partnerships (Transfer Services), and Weekend College Program were rated below the group average across all dimensions.

Net Promoter Score (NPS) and Sense of Belonging

For the first time, the college asked students if they would recommend Collin College (Net Promoter Score) and the extent to which they feel they belong and will persist.

- The Net Promoter Score (NPS) of 72% reflects a strong level of enthusiasm for the college, placing Collin in the top quartile in many cross-industry studies.
- Age was found to relate to both the *sense of belonging* and *likelihood of returning*, with older age groups tending to have higher positive ratings than younger groups.

Recommendations

Based on the feedback provided in the open-ended comments, the following recommendations should be considered:

1. **Improve first contact experience:** Ensure unit staff can confidently direct students to the correct office on first contact and possibly cross-train staff in commonly confused areas (e.g., essential service units such as the office of advising, financial aid, admissions, and registration) to provide clear guidance or referrals when necessary.
2. **Clear and concise communication:** Review and revise online resources and printed materials to ensure process and procedures are clear and complete for students. If needed, provide standardized documents and FAQs across key service areas to reduce repeated visits by students.
3. **Align experience design for both physical offices and digital systems:** Conduct usability testing of key service portals like Collin webpages, CougarWeb, and other digital platforms to provide a seamless experience for students while ensuring the physical offices are intentionally communicating how to use the digital systems in alignment to their process.
4. **Adopt immediate post-service feedback collection:** Collect feedback while the experience is still fresh to the respondent, it enables accurate assessment and quicker service adjustments, especially for highly used services.
5. **Structured data collection or follow-up in specialized services:** For services and programs that serve a specific population, frequent feedback collection can improve data reliability and provide a better measure for program effectiveness.

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COLLEGE LEVEL RESULTS

Survey And Respondent Characteristics

Purpose

The Student Service Units Satisfaction Survey (SSUS) was conducted in Spring 2025 to gather student feedback on awareness, usage, and satisfaction with 30 different types of student support services across Collin College.

Survey Administration Overview

The Institutional Research Office administered the online survey via Snap Survey using two distribution methods: direct email invitations to credit students and QR code access through promotional materials and system announcements. The survey ran from March 3 to March 14, 2025.

Respondents Characteristics and Response Overview

A total of 772 valid responses were collected out of a sample of 38,436 for the Spring 2025 survey administration resulting in a 2% response rate. Overall, the race/ethnicity distribution among respondents closely mirrored that of the full student sample (see Appendix A Table A2 for details).

The final dataset reflected slightly higher representation from ongoing students, full-time enrollees, and those aged 18–21. Notable differences included a higher response rate from female students (67%) and from individuals aged 35–50 (19%). In contrast, dual credit high school students were under-represented in the responses, comprising only 13% of respondents despite accounting for 29% of the full sample.

To ensure data quality, duplicate and invalid entries—particularly those submitted via the QR code method—were removed during data cleaning. Each survey section achieved high completion rates, ranging from 94.0% to 98.2%.

Table 1. Completion Rate by Section in Survey (n = 772)

Section	Title	Average Completion Rate
1	Service Awareness and Utilization	96.8%
2	Feedback on Services Used	94.0%
3	Background/Student Experience at Collin College	98.2%

Table 2. Demographic Characteristics of Respondents (n = 772)

Categories	Labels	Proportion of Respondent
Student Type	Dual Credit High School	13%
	First-Time Freshman	4%
	First-Time Transfer	8%
	Ongoing	73%
	Unknown or Not-Enrolled in Spring 2025	1%
Credit Load	Full-Time	56%
	Part-Time	43%
	Unknown or Not Enrolled in Spring 2025	1%
Ethnicity	Hispanic or Latino	20%
	Non-Hispanic or Latino	80%
Race	American Indian or Alaska Native	2%
	Asian	19%
	Black or African American	19%
	Native Hawaiian or Other Pacific Islander	0%*
	White	49%
	Multiracial	6%
	Unknown	5%
Age Group	Under 18	11%
	18 - 21	38%
	22 - 24	11%
	25 - 29	8%
	30 - 34	7%
	35 - 50	19%
	51 or above	5%
	Unknown	1%
Gender	Female	67%
	Male	33%
	Unknown	0%*

Note. * Indicates percentages are less than 0%. See Appendix A Table A2 for details of sample counts and proportions that is less than 0%.

Section 1. Awareness and Utilization

This section explored student awareness and utilization of Collin College’s Essential and Supporting Services. Respondents can select more than one service unit in the survey to indicate their awareness and utilization.

Essential Services are well-recognized and used by Collin College Students

The five most widely recognized essential services are Canvas, CougarWeb, Bookstores and Textbooks, Advising, and Admissions (see Figure 1 and Table 3). Among the supporting services, the top five recognized service units were Libraries, the Collin College Website, Computer Labs, Campus Police, and Counseling Services (see Table 4 and Figure 2).

A small percentage of respondents (4% to 6%) did not select any of the listed service units under the Essential Services or Supporting Services category. By comparing the rate of utilization, some services such as Intramural Sports and the Office of Academic Partnerships (Transfer Services), may be less utilized due to their specialized functions. In contrast, services like Weekend College, Continuing Education, and the Service Learning Program showed low visibility and minimal usage. Overall, services that are related to digital technologies and academic needs were well-recognized and used by the respondents.

Figure 1. Awareness and Utilization of Essential Services (Sorted by Awareness Count)

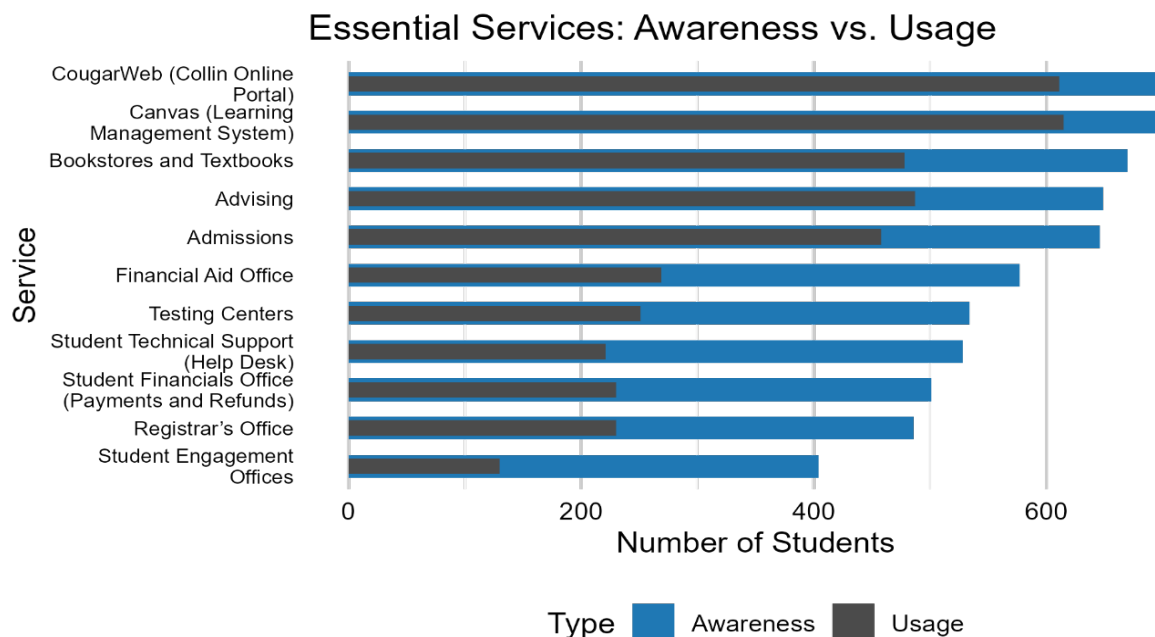


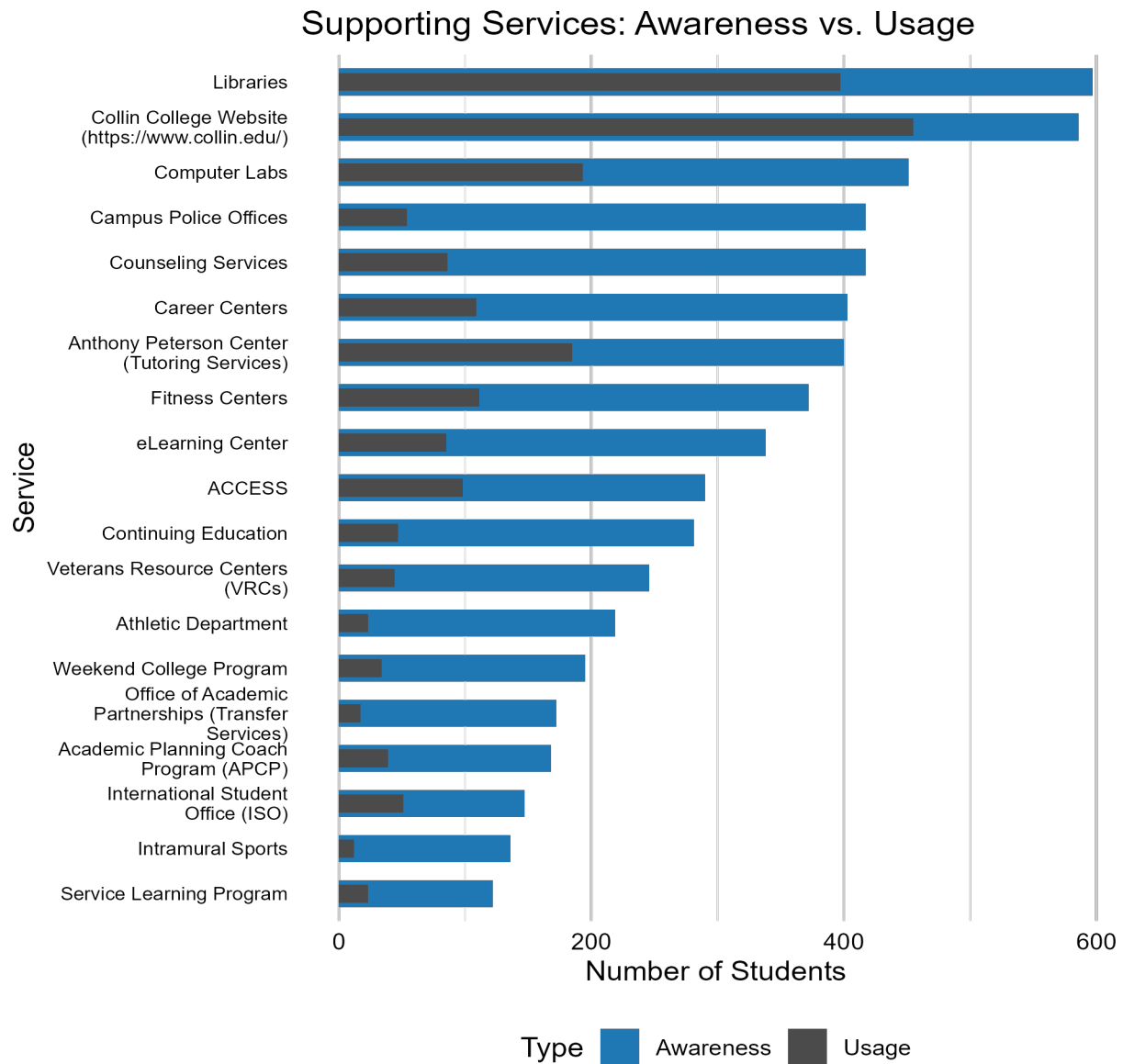
Table 3. Awareness and Utilization of Essential Services Frequency (n = 772)

Service Unit (in descending order)	Awareness Count	Usage Count
Cougar Web (Collin Online Portal)	700 (91%)	611 (79%)
Canvas (Learning Management System)	697 (90%)	615 (80%)
Bookstores and Textbooks	670 (87%)	478 (62%)
Advising	649 (84%)	487 (63%)
Admissions	646 (84%)	458 (59%)
Financial Aid Office	577 (75%)	269 (35%)
Testing Centers	534 (69%)	251 (33%)
Student Technical Support (Help Desk)	528 (68%)	221 (29%)
Student Financials Office (Payments and Refunds)	501 (65%)	230 (30%)
Registrar's Office	486 (63%)	230 (30%)
Student Engagement Offices	404 (52%)	130 (17%)
<i>Non-Response</i>	29 (4%)	58 (8%)

Table 4. Awareness and Utilization of Supporting Services Frequency (n = 772)

Service Unit (in descending order)	Awareness Count	Usage Count
Libraries	597 (77%)	397 (51%)
Collin College Website (https://www.collin.edu/)	586 (76%)	455 (59%)
Computer Labs	451 (58%)	193 (25%)
Campus Police Offices	417 (54%)	54 (7%)
Counseling Services	417 (54%)	86 (11%)
Career Centers	403 (52%)	109 (14%)
Anthony Peterson Center (Tutoring Services)	400 (52%)	185 (24%)
Fitness Centers	372 (48%)	111 (14%)
eLearning Center	338 (44%)	85 (11%)
ACCESS	290 (38%)	98 (13%)
Continuing Education	281 (36%)	47 (6%)
Veterans Resource Centers (VRCs)	246 (32%)	44 (6%)
Athletic Department	219 (28%)	23 (3%)
Weekend College Program	195 (25%)	34 (4%)
Office of Academic Partnerships (Transfer Services)	172 (22%)	17 (2%)
Academic Planning Coach Program (APCP)	168 (22%)	39 (5%)
International Student Office (ISO)	147 (19%)	51 (7%)
Intramural Sports	136 (18%)	12 (2%)
Service Learning Program	122 (16%)	23 (3%)
<i>Non-Response</i>	45 (6%)	137 (18%)

Figure 2. Awareness and Utilization of Supporting Services (Sorted by Awareness Count)



Section 2: Service Quality and Satisfaction Ratings

Service Quality

Respondents rated four dimensions of their experience: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. The group level mean scores for each service category are displayed in Table 5. See Appendix B for technical details on Likert scale and error calculations.

At the unit level, the 11 essential service units received high ratings, with mean scores ranging from 3.99 to 4.56 on a 5-point Likert scale across all four dimensions. The 19 supporting service units received a mean score of 3.75 to 4.59 showed greater score variability due to lower awareness or utilization of some services. All corresponding tables and figures to referenced values can be found in Appendix C: Supplemental Tables and Figures.

Table 5. Mean Scores and Margin of Errors of Service Quality by Service Categories

Category	Statements	Mean	Margin of Error (\pm)	Total Responses
<i>Essential Services</i>	The process is user-friendly.	4.25	0.03	3928
	The services provided are timely.	4.25	0.03	3925
	The staff are knowledgeable.	4.33	0.03	3882
	The staff are courteous.	4.42	0.03	3896
<i>Supporting Services</i>	The process is user-friendly.	4.26	0.04	2028
	The services provided are timely.	4.21	0.04	2022
	The staff are knowledgeable.	4.30	0.04	1998
	The staff are courteous.	4.33	0.04	2000

Note. Participants can rate more than 1 service unit in each category.

Overall Satisfaction Ratings

Respondents rated their overall satisfaction with each service unit they used and provided open-ended comments explaining their ratings. The verbatim responses are available under the Service Unit Level Results section. For overall satisfaction of services, the supporting services obtained a slightly higher mean satisfaction score: 4.28 compared to the essential services: 4.24, on a 5-point Likert scale (see Table 6). An overall satisfaction mean scores comparison of each service unit within their service category are shown in Figures 3 – 4 and Tables 7 – 8.

Table 6. Overall Satisfaction Mean Scores and Margin of Errors by Service Category

	Category	Total Responses*	Mean Score	Margin of Error (\pm)
Overall Satisfaction	Essential Services	3881	4.24	0.03
	Supporting Services	1986	4.28	0.04

*Note. *Participants can rate more than 1 service unit in each category for overall satisfaction ratings, the total responses represents all responses collected within each service category.*

Figure 3. Overall Satisfaction Mean Scores for Essential Services with 95% Confidence Intervals

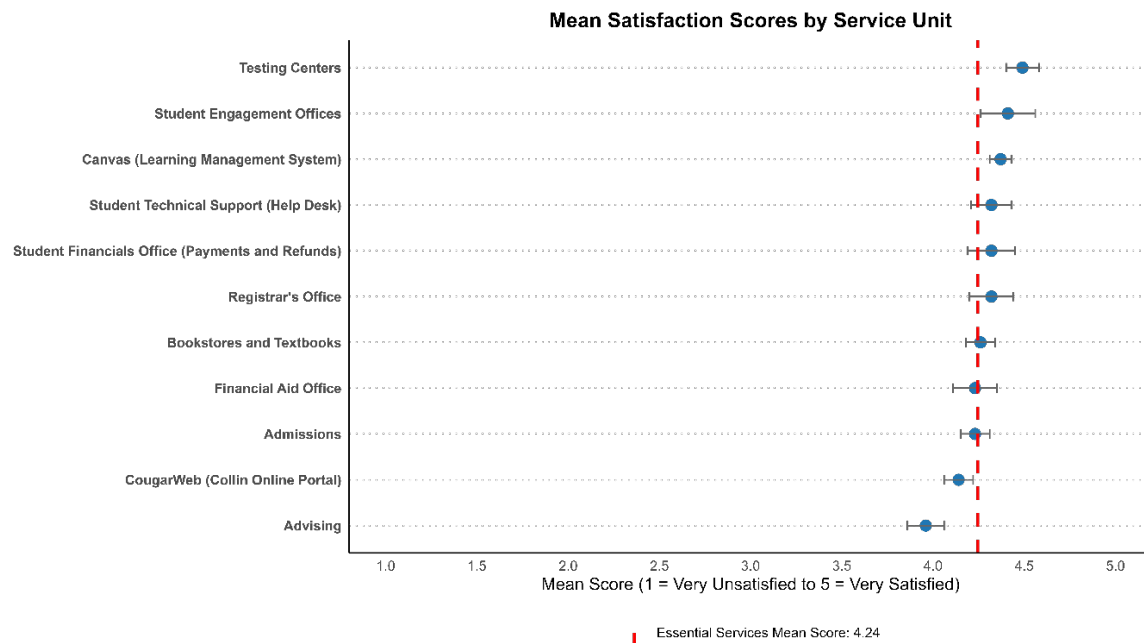


Table 7. Essential Services Overall Satisfaction Mean Scores and Margin of Errors

Service Unit	Total Responses	Mean	Margin of Error (\pm)
Testing Centers	243	4.49	0.09
Student Engagement Offices	123	4.41	0.15
Canvas (Learning Management System)	602	4.37	0.06
Student Financials Office (Payments and Refunds)	224	4.32	0.13
Student Technical Support (Help Desk)	209	4.32	0.11
Registrar's Office	222	4.32	0.12
Bookstores and Textbooks	472	4.26	0.08

Service Unit	Total Responses	Mean	Margin of Error (±)
Admissions	449	4.23	0.08
Financial Aid Office	262	4.23	0.12
CougarWeb (Collin Online Portal)	597	4.14	0.08
Advising	478	3.96	0.10

Note. Mean scores are displayed in descending order in this table, with unit names ordered alphabetically in case of tied scores.

Figure 4. Overall Satisfaction Mean Scores for Supporting Services with 95% Confidence Intervals

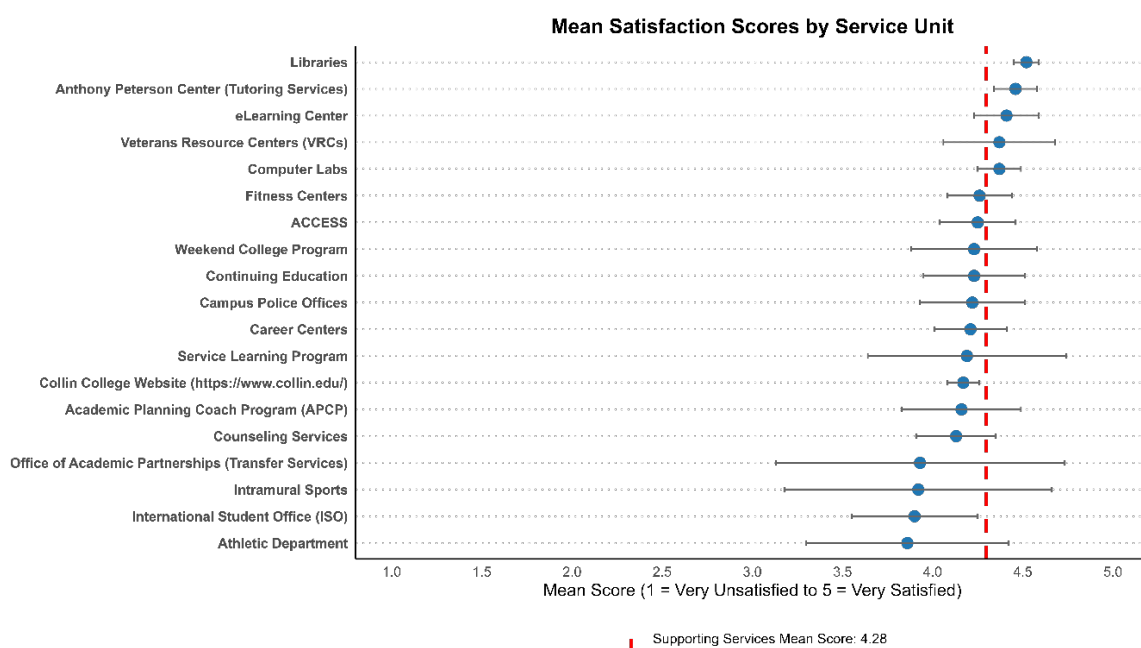


Table 8. Supporting Services Overall Satisfaction Mean Scores and Margin of Errors

Service Unit	Total Responses	Mean	Margin of Error (±)
Libraries	384	4.52	0.07
Anthony Peterson Center (Tutoring Services)	180	4.46	0.12
eLearning Center	82	4.41	0.18
Computer Labs	190	4.37	0.12
Veterans Resource Centers (VRCs)	41	4.37	0.31
Fitness Centers	107	4.26	0.18
ACCESS	96	4.25	0.21

Service Unit	Total Responses	Mean	Margin of Error (±)
Continuing Education	44	4.23	0.28
Weekend College Program	31	4.23	0.35
Campus Police Offices	51	4.22	0.29
Career Centers	104	4.21	0.20
Service Learning Program	21	4.19	0.55
Collin College Website (https://www.collin.edu/)	440	4.17	0.09
Academic Planning Coach Program (APCP)	37	4.16	0.33
Counseling Services	82	4.13	0.22
Office of Academic Partnerships (Transfer Services)	15	3.93	0.80
Intramural Sports	12	3.92	0.74
International Student Office (ISO)	48	3.90	0.35
Athletic Department	21	3.86	0.56

Note. Mean scores are displayed in descending order in this table, with unit names ordered alphabetically in case of tied scores.

Open Response Comments

While the survey quality items captured the 4 aspects of service experience perceived by the respondents, there are additional insights from the open-response comments in association with the overall satisfaction ratings selected by the respondents. Thus, the analysis of the open response focused on the respondent's sentiment and emerging themes that are additional feedback or concerns expressed in the comments (see Appendix D).

Out of 1,345 open-ended responses, over 75% expressed positive sentiment. Common praise is centered on staff helpfulness, responsiveness, and professionalism. However, about 10% of comments reflected frustration, often due to unclear processes, long wait times, or unhelpful referrals.

Three emergent themes were identified as informative as opportunities for improvement across the different services.

Theme 1: Navigation and Access Confusion

Phrases like “easy navigate”, “wrong office”, and “staff access” appeared repeatedly. For example:

"I was transferred twice before finding the right person."

"Not clear where to go for help with registration."

"It took multiple visits to get answers."

Theme 2: Issues Resolved

Frequent mentions of "*answer questions*" and "*problem solving*" suggest it is important whether the respondents' issues get resolved beside timeliness or if staff are courteous. For example:

"They didn't just listen; they fixed the issue."

"Answered all my questions without rushing me."

Theme 3: Facilities and Environment Matter

Phrases like "*clean space*", "*organized library*", and "*quiet area*" were comments after giving a positive rating by the respondents. For example:

"Library is always clean and quiet."

"The building is easy to get around."

Section 3. Net Promoter Score (NPS) and Sense of Belonging

In this section, the survey assess the respondents' perception, experience, and sense of belonging toward Collin College.

Net Promoter Score (NPS)

A Net Promoter Score (NPS) question is used to assess students' likelihood of recommending Collin College as brand enthusiasts, which is complementing the service quality dimensions in Section 2. Respondents were asked to rate on a scale of 0 to 10, on "How likely are you to recommend Collin College to a friend or a family member?". The NPS of 72% indicates stronger endorsement toward Collin College. Table 9 displays the distribution of respondents by each group (see Appendix E for details on calculation and interpretation of NPS).

Table 9. Proportion and Frequency of Net Promoter Score (NPS) Groups

	Total Response	Detractor (0 – 6)	Passive (7 – 8)	Promoter (9 – 10)
Count	751	61	89	601
Percentage	100%	8%	12%	80%
			NPS	72%

Sense of Belonging

The respondents were asked to indicate their level of agreement to two Sense of Belonging items on a Likert scale. Overall, respondents expressed a positive sense of belonging at Collin College, with 62% indicating they feel like a part of the Collin College community and 77% reported that their experience encouraged them to return (Table 10).

Table 10. Sense of Belonging Items Ratings

Total Responses	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Q18a. I feel like a part of the Collin College community.						
756	25 (3%)	54 (7%)	209 (28%)	239 (32%)	229 (30%)	62%
Q18.b My experience at Collin College encourages me to return.						
751	16 (2%)	18 (2%)	143 (19%)	291 (39%)	283 (38%)	77%

Note: Positive ratings reflect the percentage of respondents who "Agreed" or "Strongly Agreed" with each statement.

The sense of belonging items were further analyzed by various demographic characteristics to identify any significant differences in response distributions. Age ground was found to be statistically significant. There are no significant differences observed with respect to credit load, gender, race, first-generation status, or economically-disadvantaged status. For detailed demographic breakdowns, refer to Appendix C, Tables C9 through C14.

SERVICE UNIT LEVEL RESULTS

OVERVIEW

This section of the report presents a comprehensive analysis of student feedback on how well each service unit at Collin College meets students' needs. The analysis of each service unit is divided into three main areas: Awareness and Utilization, Service Quality, Overall Satisfaction and Comments. A technical appendix is included at the end of this report, providing detailed information on survey administration, data analysis methods, and procedures. All frequency and percentage values are rounded to whole numbers, while mean scores and margins of error are rounded to two decimal places.

There are 11 Essential services and 19 Supporting Services in the service unit level report.

Awareness and Utilization

This section shows the number and percentage of respondents who are aware of and have used the listed services on their survey responses.

Service Quality

Service quality is evaluated across four dimensions: user-friendly process, timeliness, staff knowledge, and courtesy. For each dimension, the report provides mean scores, margins of error, confidence intervals, frequency counts, and percentage distributions of responses. Positive ratings are calculated as the combined percentage of "Agree" and "Strongly Agree" responses.

Overall Satisfaction

An overall satisfaction item collects feedback from respondents who have used the service. This includes the mean satisfaction score, margin of error, and the frequency and percentage of each rating. When respondents provided comments explaining their satisfaction rating, their verbatim responses are included. If the comment table runs over a page, the header will repeat itself at the top of each page. A generic label [Person] is used to anonymize any identifying information in the verbatim.

ESSENTIAL SERVICES

Service unit's results are organized by alphabetical order

Admissions

This section presents key findings for the Admissions services based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Eighty-four percent of respondents reported being aware of the Admissions services, and 59% indicated they had used these services (see Table 1).

Table 1. Awareness and Usage Frequency for Admissions Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Admissions	646 (84%)	458 (59%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, timeliness of the service, and whether staff were knowledgeable and courteous. Over 440 responses were received for the Admissions services unit, with detailed results shown in Table 2 and 3. Figure 1 presents the mean scores along with 95% confidence intervals for each service quality statement. Positive ratings are the combined percentage of Agree and Strongly Agree responses ranged from 78% to 87%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

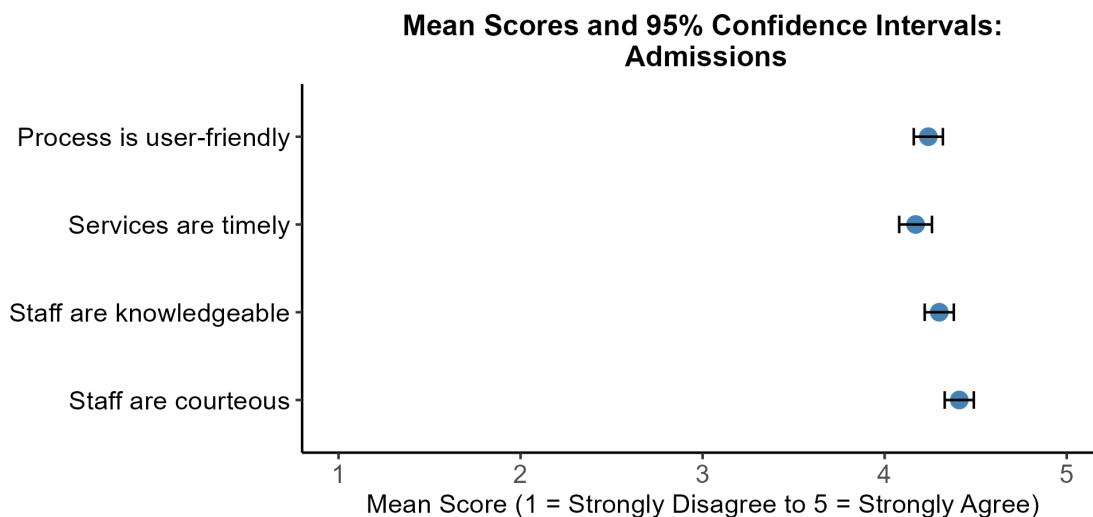


Table 2. Mean Scores and Margins of Error for Admissions Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	454	4.24	0.08
The services provided are timely.	454	4.17	0.09
The staff are knowledgeable.	447	4.30	0.08
The staff are courteous.	449	4.41	0.08

Table 3. Service Quality Statement Ratings for Admissions Services

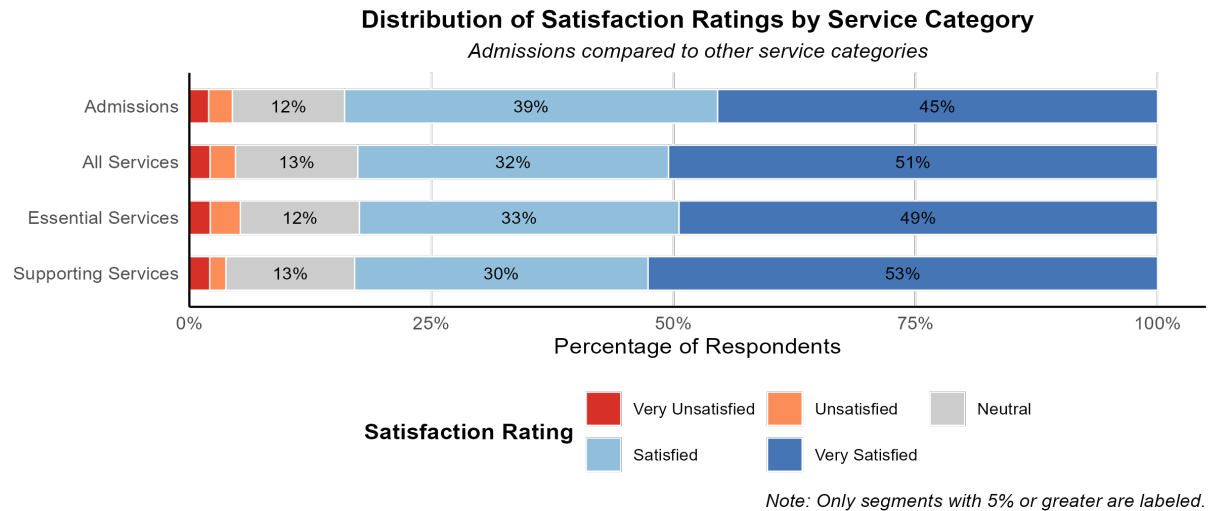
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	4(1%)	16(4%)	56 (12%)	167 (37%)	211 (46%)	83%
Services are timely	9(2%)	12(3%)	77 (17%)	151 (33%)	205 (45%)	78%
Staff are knowledgeable	10(2%)	9(2%)	50 (11%)	145 (32%)	233 (53%)	85%
Staff are courteous	7(2%)	9(2%)	42 (9%)	127 (28%)	264 (59%)	87%

Overall Satisfaction

The Admissions services received an average overall satisfaction rating of 4.23 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Admission services with those of the other service categories. As presented in Table 5, Positive Rating (%) column, 84% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Admissions Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (\pm)
Admissions	449	4.23	0.08

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Admissions Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	9 (2%)	11 (2%)	52 (12%)	173 (39%)	204 (45%)	84%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Admissions

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating: Very Unsatisfied

I had issues with enrolling.
Poor customer service, especially at Spring Creek. Very rude women at the check-in desk.
Just generally not welcoming. No eye contact, very little speaking. Not a warm or inviting experience
Bias responses based on race, discriminatory
It took 4 tries to get them to correctly enter my name on my account after it was changed without my consent. My name, by the way, is on my drivers license that they were holding at the time. They are also quick to transfer students to the WRONG department after refusing to even look at my workday account to try and figure out who I should be talking to (I needed admissions assistance and not to be transferred at all)
I have had nothing but continuous issues with anything and everything since I started at Collin and staff does not care whatsoever. I have had to figure things out myself because of how unhelpful staff is. Please do better.
The admissions department is not very friendly, and the services and directions are unclear. I have not had a good experience with them my entire time attending college here, and I try to avoid seeing them if I can help it.
IT TOOK NEARLY TWO PASSING SEMESTERS BEFORE MY INFORMATION WAS LOGGED AND UPDATED FOR ENROLLMENT

Table 6.2 Overall Satisfaction Rating: Unsatisfied

hard to navigate
I was told to reach out to math department dean, who further connected me to [Person], because I requested a lateral transfer (I'm not completely sure if that falls under admission or not). However, I didn't get any guidance or help from them. I got a very cold response from them, and despite explaining my situation in detail, and really requesting for consideration to transfer sections, I was told it would not be possible because "professor preference is not valid reason for lateral transfer." However, I explained my situation even more emphasizing that it was not about professor preference. I got cold cut answer basically stating to either continue the class I'm already in or withdraw and register for another term. This was so not helpful, because as a student in process of transferring, I need this credit to transfer next fall. I further went to advising to explain this whole situation and to get some advice. My advisor told me how their response was weird because mentioning the section I want to transfer to is a part of requesting for lateral transfer and does not fall under "professor preference." Anyway, I'm committed to this class despite the lack of understanding from the professor only because I need this credit and nobody helped me in this situation. I'm addressing this only because I hope no other student goes through this. We, as students, when reach out college officials, we expect to be helped and receive guidance instead of cold email responses with no understanding and support shown.
They don't seem to want to help you enroll in classes at the Plano campus
Gave me incorrect info regarding my chosen transfer university. They told me TWU was a private university when it is, in fact, a public university. Also, the wait time is awful; there are never enough people available to help. Wait time is always 30-60 min at the Wylie campus.

Table 6.2 Overall Satisfaction Rating: Unsatisfied

The waiting time is always a pain

Table 6.3 Overall Satisfaction Rating: Neutral

Disorganized, doesn't integrate with advising so you get bounced back and forth.

Could have been more efficient.

I did the process a while ago so I don't remember the interaction we had, but it wasn't awfully hard to get admitted into the college and follow the steps necessary

Admissions were courteous and did their job but had a habit of handing out documents with information rather than actually sitting down and discussing issues, mostly for the sake of getting large volumes of students through. They probably need a bigger workforce to spend more time on each student.

Good

Did have issue when trying to apply to Collin College with my application concerning home school transcripts. Eventually it was worked out but the whole back and forth where no one could tell me what the issue was, was definitely frustrating.

I'm not sure what they do and the website isn't very helpful.

Rude, the desk people act like you are bothering them.

ok

Table 6.4 Overall Satisfaction Rating: Satisfied

met expectations

At the Plano campus, I had delivered my transcript. Admission stated she scanned it, but actually to find out she scanned the same one from another college twice. They lost my transcript from a transfer college. Now I have to pay again to re-order and wait several days after I have to register for summer. I wanted to see what classes transferred to know if I have to re-take any.

Got me through A-OK.

I haven't really had a problem with admission except for one class being full and they were able to squeeze me in so I wouldn't fall behind in my program

Helpful getting me registered at Veteran early registration

Long waiting time

Good

good service

I recall the online admissions process being difficult to navigate, most likely due to no clear check list.

Easy enough I guess

Took a bit of phone tag to sort out my credit evaluation stuff but good overall

I don't really recall much of the process, it was fine.

From what I remember my admissions process was great

Table 6.4 Overall Satisfaction Rating: Satisfied

They offer lots of help when needed
Sufficient for what I needed to do.
they are timely are their response is effective
Could be easier to use.
Correctly responded to my questions and have helped me get the choose the subjects without delay.
Helpful
Always get what I want
Helpful
great
I feel the Farmersville campus needs more staff members in the admissions office.
Easy process.
They are super helpful
great service
Not always timely
Long but ok

Table 6.5 Overall Satisfaction Rating: Very Satisfied

Friendly/Welcoming
The representative every time was very kind and helpful to me.
Everyone is very nice to help the students out.
The staff are always available o help students
IT WAS EASY PROCESS FOR ADMISSION
Helpful welcoming
Helpful always
Good listening
I had a great experience that was knowledgeable and efficient.
The admissions team is usually diligent and willing to assist students when they need help. However, many students come to ask questions that could also be answered through a chatbot, such as when registration starts, what documents are needed to apply to Collin College, and more. Implementing a chatbot would improve the efficiency of the admissions process by providing immediate answers to common questions, reducing wait times for students, and freeing up staff to focus on more complex inquiries.
great
I always get the help I need

Table 6.5 Overall Satisfaction Rating: Very Satisfied

The service was timely with a short waiting line. The personnel were knowledgeable and resourceful
it was quick and efficient
Very patient
The staff are knowledgeable and expedient in their process
good
Very supportive
Easy to gain access to, friendly staff, explained their services well.
Well oiled machine. You can't stump those people. They have resources.
They were able to answer questions
Excellent and prompt service
Quick and easy
Simple and easy to use
It was easy enough
Good people good service
Always polite and courteous
people there are welcomed
They are very helpful and answer any question that the student asks.
They answer my questions and sufficiently resolve any issues I might have
They are really nice and fast.
Very smooth and patient
They are prompt
Providing professional and timely services
All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.
Got everything I NEED ON TIME
they were helpful
Very good
provide good information and where to look it at for
I've had a quite a few questions Fall 2024 having been my first year, and the admissions office was always willing to help me through anything.
Very helpful when registering and very helpful answering questions
always helpful
They have always been helpful. Sometimes, there is a good wait.
They help me get everything done smoothly

Table 6.5 Overall Satisfaction Rating: Very Satisfied

helpful
My admission was smooth and the service replied fast to all my emails
I have always been treated accordingly and have been helped with actual care. [Person] has been a very positive and supportive person whenever I have a problem or question. She genuinely cares about the students and wants to see them succeed and grow professionally and personally. Could not have asked for someone more passionate and understanding than her!
Everything I've needed done with admissions was great, When I first joined college, I thought signing up was gonna be rough but with the admissions team I was signed up and ready to go before I left for the day, they were very professional and courteous.
Very Helpful recourse and great services all the time
Was easy and there were lots of recourses
great help
Easy process
Very friendly
I've never waited more than half an hour for an appointment
Fast and friendly

Table 6.6 Overall Satisfaction Rating: Not Rated

they always help
good not better

Advising

This section presents key findings for the Advising services based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Eighty-four percent of respondents reported being aware of the Advising services, and 63% indicated they had used these services (see Table 1).

Table 1. Awareness and Usage Frequency for Advising Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Advising	649 (84%)	487 (63%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 470 responses were received for the Advising services. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 73% to 82%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

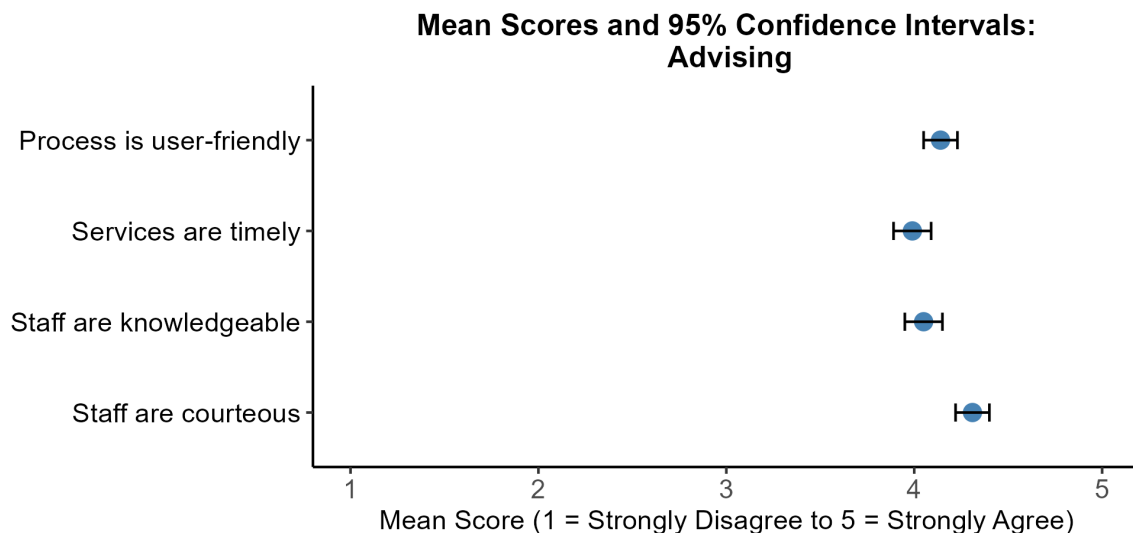


Table 2. Mean Scores and Margins of Error for Advising Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	482	4.14	0.09
The services provided are timely.	482	3.99	0.10
The staff are knowledgeable.	477	4.05	0.10
The staff are courteous.	478	4.31	0.09

Table 3. Service Quality Statement Ratings for Advising Services

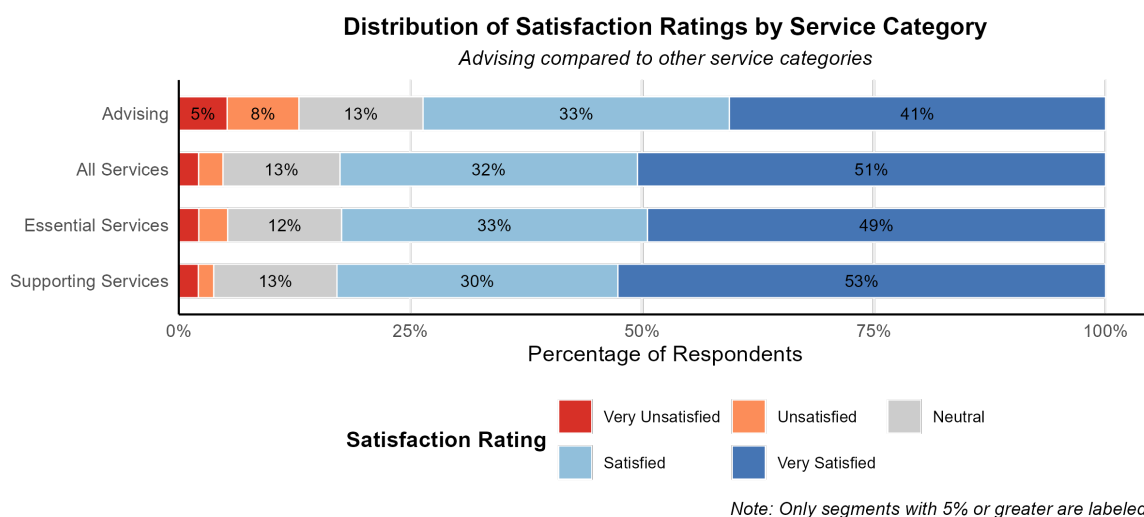
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	10 (2%)	27 (6%)	66 (14%)	161 (33%)	218 (45%)	79%
Services are timely	18 (4%)	33 (7%)	81 (17%)	154 (32%)	196 (41%)	73%
Staff are knowledgeable	24 (5%)	27 (6%)	67 (14%)	140 (29%)	219 (46%)	75%
Staff are courteous	12 (3%)	14 (3%)	58 (12%)	125 (26%)	269 (56%)	82%

Overall Satisfaction

The Advising services received an average overall satisfaction rating of 3.96 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Advising services with those of other service categories. As presented in Table 5, Positive Rating (%), 74% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Advising Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (\pm)
Advising	478	3.96	0.1

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Advising Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	25 (5%)	37 (8%)	64 (13%)	158 (33%)	194 (41%)	74%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Advising

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating: Very Unsatisfied

I wasn't given clear instructions or guidance.

Absolutely useless. I brought in a Financial Aid Request for Extension of Max Hours form and apparently it was filled out wrong. Instead of printing me a new form, she sent me away to go and find the form and print it myself. She didn't even know what the form was called or where it was. I left her office and downloaded, printed, and filled in the new form. I then attempted to explain how to obtain the form and she didn't even bother to listen or make eye contact. How are these people supposed to advise students if they can't even locate simple paperwork? I'm a 33 year old full time student and single dad of 2 and I also work 2 jobs. I rarely go to advising for help. The one time I do go they are absolutely useless.

I was advised to take A&P 2 in Spring and micro in summer. Then apply to RN program. Turns out after 6 weeks I find out my biology credits from 2401 are in fact expiring and so I had to drop 2402 take a withdrawal on my transcript and try and get into the LVN program or retake 2401. Why did Javonte tell me my credits were fine until spring of 2025. They are not! I'm out tuition money and I have a Withdraw on my transcript. This is frustrating expensive and avoidable! He doesn't know his job!

Every time I needed help with advising I was given wrong information. That happen both at the Farmerville and Plano campus. If I wasn't on top of my education I'd probably wasted time and money

horrible, the staff doesn't know anything besides what the collin website says. if you have further questions, the staff just reads what the website says right in front of you instead of providing the information the website is missing or answering questions.

Bias responses based on race, discriminatory

I went once when I first enrolled, had a horrible experience and decided to not go in-person to meet my advisor again. Second guessed enrolling at all with how rude the advisor was but let it go.

Being in the BAT program, I have never encountered an advisor who knew how it functioned. My degree was misclassified by them for months before I fixed it.

I have only had one helpful advisor that has accurately told me the classes I needed to get my degree, every other one has told me different things semester after semester, I had a particularly bad interaction with an advisor online a while ago where I had asked what classes I needed to take and he told me 4 random ones without asking any further questions or even trying to look at the screen without any further guidance, I logged off and tried again. On the other instances I have met with an Advisor they have told me classes they recommend I take for the next semester, only for me to finish the semester, go back to an advisor, and them asking me why I took the classes they recommended if they didn't go toward my degree. I have a better shot at picking my classes if I put a list up on a dartboard and blindfold myself. The only useful advisor I had encountered was a history professor at the very back of the advising office section.

Advisors have steered me wrong multiple times, you have to wait 1-3 hours to speak with them (I have waited over an hour even after arriving BEFORE they open). I had to take an extra class because advising didn't tell me I needed certain classes till my very last semester, even though I have been to advising to help decide my classes EVERY semester. Collin advising (at the McKinney campus) is AWFUL.

Table 6.1 Overall Satisfaction Rating: Very Unsatisfied

Long wait, feel rushed by advisors, doesn't seem like advisors actually want to help they just want you out.

As a single mother and a full time worker, virtual advising is my only option and it being available Tues-thurs 8-4 is not cohesive to me being a self sufficient adult. Virtual services should be to support non traditional students, but the way it is set up, it only benefits students who don't have to work while they're in school. 8am to 4 pm is business hours which means working people are busy.

They're never available to meet online and when you go in person they don't really offer any useful information

The advising staff is always friendly and tries to help students, but I was misled about my degree. I am an Honors Student and General Studies major at Collin but am looking to transfer to a Human Resources program at another university. I was advised to take College Algebra because my future degree plan "required" this math class, so I took this class as Collin advised and ended up with a "D" (the grade is not their fault). I came to find out, after talking to multiple advisors from different universities, that they do not require this math course for my degree. I could have taken other math courses that would have been better for myself and easier to navigate, and I could have avoided this grade on my transcript altogether. The only University that requires this class for my specific degree is UTD. It feels like advisors are advising students based on the universities that Collin partners with instead of what is best for the students in front of them. I hear students all over campus tell students not to talk to advising here because they will mislead you, and different advisors will tell you different information. It's almost like this specific department is not on the same page. It shouldn't be like this, and I never believed those students until I became a misled student. I respect the advisors here at Collin and understand their job is demanding and stressful, but I also feel some of these mistakes should not be made.

The advisor I've spoken too is not helpful at all, she didnt care and acted like she didnt want to be there, was unhelpful as Ive had to plan my own degree since nothing she did helped me in any way.

just bad experiences and was given very little help and explanations. i was rushed out as if i had inconvenienced my advisor for needing help

Impossible to get all the information needed in one visit

Difficult to get an appt. Multiple unanswered emails to specific advisors and just the advising office. Since no one answered my emails, I'd call only for them to tell me to email the same people. Insanely difficult to get an appt. or even just a walk in.

Table 6.2 Overall Satisfaction Rating: Unsatisfied

They don't seem knowledgeable. I took classes out of order and extra ones I didn't need and it wasn't caught until this most recent semester.

Never give all of the correct information. Ive had to spend so much longer at colling because advisors havent tolde me about classes i was or wasnt supposed to take

Dont really have a one on one conversation and i feel like they sometimes try to just get you buy. I am also a semester or two late for graduation

1/4 of the people I have talked to at advising were kind and supportive of me. Every other person seemed stressed and unknowledgeable.

Table 6.2 Overall Satisfaction Rating: Unsatisfied

For the entire time I've been at Collin (2-3 years), every instance of academic advising I and others I've spoken to have received has been negative. Advisors often have limited knowledge of different degree plans, and sometimes even provide misinformation (I've taken at least 4-5 classes I absolutely did not need to take thanks to my advisor telling me otherwise). It's literally more helpful to pull up the degree audit and figure it out yourself, because that's practically all the advisors do. I've also had an advisor have me pull up the degree audit, and verbatim say "Oh you've been in here? You already know what to do then." and try and shoo me out because I had previously opened the audit. Also, I've had my advisor make verbal judgments and remarks on my grades for certain classes and even laugh in my face about a D. From what I've heard from other students at the Frisco campus, their experiences were very similar. Overall, advising has been confusing, frustrating, and disrespectful.

Haven't been given the correct information a few times which has messed up my schedule

Waiting time is always deceptive and underestimated, texting the bot for a status update will consistently result in unchanging wait times after 10 minute intervals. I have multiple times waited over an hour for a meeting that claimed it would be a 10-20 minute wait. I don't mind waiting, but if the wait time says it's short and then it isn't, it throws off my schedule.

lack of understanding access of the system to assist

Advising was timely in responses, but only said go take these classes. Seemed very apathetic

Long wait times even with an appointment, sometimes waiting 20 minutes after your number should've been called. Also some advisors didn't fix issues they said they would in the system leading me to come back multiple times.

Some of the advisors have told me to take the wrong classes before, and I had to go back a second time. Sandy helped me change my schedule and helped me out a lot. There are some really good counselors, but some of them are very short and leave you feeling like you need more help.

confused after I leave meetings

Wait time was not accurate and did not receive much information other than to just apply to graduate

Someone in advising didn't let me take one extra credit than what was allowed even though I got straight A's in all five of my classes the semester before.

They do not seem to want to help you figure out which classes you should take or help you enroll in them.

Very unsatisfied. Had to wait hours for someone to finish helping me even when I was the first one in line. Always some kind of issue when signing up for classes that I need to go in campus for, and it's always someone new who doesn't know the system any better than I do. Can't ever explain why things are the way they are; when I ask for clarification I often get a two separate answers if I ask someone in person and then why I call to clarify over the phone. I've come to expect this and while I still am glad to be going to school here, it's almost unbelievable that these advisors are the kind of help I'm paying thousands of dollars for.

You can't reach unless you're in person, virtual contact isn't clear and hard to find access too

This is very dependent on who I speak with when I go to the advising office. While some advisors are excellent and strive to help others seem to do the least possible to get me out there door.

conflicting and wrong information given on several occasions at different campuses

Table 6.2 Overall Satisfaction Rating: Unsatisfied

Hit or miss who I've spoken to, but I felt unimportant/ unintelligent. I have no idea what I'm doing and feel even with the semi-help I've received, I still feel lost.

Horrible wait, rude advisors.

Only ever used this once; the advisor was very helpful, particularly with choosing classes/teachers. Still, the wait time was very long, and I only ended up going with this because, again, there were no admissions staff available.

I had to consult them for a reason and the staff sandy made sure to make it very difficult. She was angry and mean while i was there to ask for help. As a non english speaker she made me feel unwelcomed.

I SAW 3 DIFFERENT ADVISORS IN 4 DIFFERENT OCCASIONS BEFORE I WAS FINALLY HELP IN CLASS ENROLLMENT

I sent an email to two advisors that I had email addresses for. They have yet to reply back about the courses I am supposed to be taking for the next three semesters.

The waiting time is always a pain

Table 6.3 Overall Satisfaction Rating: Neutral

Some advisor is better, but some is not.

I NOTICED THAT WERE NOT PUTTING ME IN CLASSES THAT WOULD HELP WITH MY DEGREE AS A SOCIAL WORKER THEY WERE ONLY INTERESTED IN ME EARNING MY DEGREE AT COLLIN. i FEEL AS THOUGH THEY SHOULD BE ABLE TO HELP PEOPLE WHO PLAN ON TRANSFERING BETTER. THIS IS THE MAJORITY OF YOUR STUDENTS. IF THEY DO NOT KNOW THEY NEED TO BE FORTH RIGHT AND LET US KNOW THIS MAY NOT CARRY OVER AND THAT MORE RESEARCH IS NEEDED ON THE STUDENTS PART

I've personally had both some of the best and worst experiences with advising. As their knowledge on their programs varies greatly. One of the advisors I spoke with wasn't even aware of the existence of one of the programs I wanted to enter.

I am neutral on Advising but I like it better with one advisor that can count on me and keep track of my academic records because having multiple people can say different approach as it causes confusion.

Useful when needed. Occasionally long wait times and fault appointment system (time of meeting will jump ahead up to half an hour, making you lose your spot if you can't be there in 5 minutes)

I have always been happy with the Wylie Campus advising services up until recently. I am set to graduate after this semester and I wanted to check in with advising so that I could put in a request to graduate and solidify that I had completed all my credits. However, I was told by the advisor that I needed a single credit hour in order to graduate with my degree, something that nobody had informed me of up until this point, despite my many visits to the advisors. I went to the Student and Enrollment Services office and only then was the woman there able to tell me that the advisor had made an error, and I did not have a missing credit hour. Lovely people at the advising office, but could maybe be a little more knowledgeable.

Long wait, don't always get the answers I'm looking for

Each advisor you speak tells you something different which causes confusion. They are not on the same page.

Table 6.3 Overall Satisfaction Rating: Neutral

The advising office can be confusing since I see someone one time and see a different person the next. I also get told different answers which can be very confusing and stressful.

I feel as if sometimes there are errors with recommendations with classes for registering, but I have not fully proven this yet.

Advising has missed required classes for graduation. Unfortunately I was an hour short but just found this out when applying for graduation.

The online advising tools don't work very well. In person I feel like I could use more information than they give. You have to ask very specifically for them to give you insights on things.

In the past, it has been challenging to reach an advisor online.

Some advisers are so helpful and kind with lot of goods information but some don't even wanna know much about your concerns

Table 6.4 Overall Satisfaction Rating: Satisfied

met expectations

Time saving

Pretty helpful.

It takes too long to speak with an advisor .

I have only gotten help from the advisors at the Plano campus, they are absolutely amazing it just is unfortunate there is only one campus with helpful and knowledgeable advisors

Could be better support for mapping CCC classes to UTD degree programs

Give some extra information about programs

there are some days when I come and advisors care, then there are those other days when some of the advisors don't care. I am overall satisfied, but there are times when they fall.

Helpful

There is always resolution when i go there

good service

very easy. for someone who likes to plan they are always on top of things

The representative lacked certain knowledge of the courses I needed for nursing

Have consistency with advisors; each advisor will tell you something different

Good

The staff are knowledgeable with the information they are able to utilize for assisting in the process

Excellent listening skills and good recommendations. Positive and supportive.

Long wait times, sometimes different advisors provide different responses to same inquiry

Can be helpful when you get the right person and the time you have to wait can vary a lot.

All the people were very good. As a dual credit student, I had a hard time figuring out that I needed a special advisor and had trouble figuring out how to meet with one. Other than setting

Table 6.4 Overall Satisfaction Rating: Satisfied

up the meeting, everyone was super nice and knowledgeable! I Met with [Person] and she was AMAZING!!!

they are timely are their response is effective

Always get what I want

Out of the 4 times I have talked to an advisor, 2 of them were very unsupportive and not helpful at all. They gave me the wrong advice and sent me in the wrong direction in my career path. The recent two that I have spoken to were the complete opposite! I'm not super sure what their names were, but one was a [Person] for online advising, and the other was [Person] that I met in person. They both gave me great advice and were very patient with me. I would definitely go talk to them again.

I was able to get everything that i wanted to know for my college classes

Helpful

helpful

I feel the Farmersville campus needs more staff members in the admissions office.

Advising is alright, but I just wish there was a way to make an appointment to have a more indepth advising session. Having the advisors available on a first come first serve basis makes me feel like the appointments are not very helpful, or just very generic.

Very friendly and helpful

The academic advising is pretty good and useful for me

very kind and gives me all the options i need to succeed.

great service

Their advice was useful

[Person] is the best academic advisor

Good staff, but the wait is quite long

Helpful

Good

Table 6.5 Overall Satisfaction Rating: Very Satisfied

Knowledgeable/Helpful

The representative every time was very kind, helpful and knowledgeable.

Always helpful. I like Wylie campus staff. Much friendlier to me.

The staff are knowledgeable and ready to help students at any given time

Understanding advising orientation

Helpful always

Everyone was super nice and the service was quick.

Good listening and provide excellent support

Very knowledgeable team.

Table 6.5 Overall Satisfaction Rating: Very Satisfied

Always have a great experience no matter who I meet with. Great advice and clear direction.

Advisors are amazing, always providing a holistic advising service. I would suggest that during peak registration times, campuses with higher student traffic should have more support in the advising area. This would reduce wait times, particularly for new students. Former students are booking appointments with their previous advisors, which will help reduce the number of students seeking walk-in advising during peak registration.

[Person] is awesome, very knowledgeable and great communicator.

Advisors are always very considerate

Very well organized, prompt, and effective.

They were very helpful and answered all my questions

They answer your questions, and provide suggestions

The service was timely with a short waiting line. The personnel were knowledgeable and resourceful

Great people, kind and helped me through and through.

good

I got help

Easy to gain access to, friendly staff, explained their services well.

[Person]

advising always makes sure to help me find an answer for questions as soon as possible

[Person] always go over and beyond to assist and make sure I understand what I need to do.

Very helpful [Person] and [Person] have helped me navigate college

Very helpful

Always helped me with my querries and got satisfactory responses.

Good people good service

They're always happy to help and answers every question and also keeps you on the right track respectful and helpful

Mostly polite and courteous

They always help with my concerns

very friendly, and solve the issues i am facing in enrolling my new semesters.

They answer my questions and sufficiently resolve any issues I might have

They are really caring about the student its like their own decision.

Easy to understand

Prompt

Providing professional and timely services

[Person] is best! She's relatable and knows how to get students to achieve their goals.

Table 6.5 Overall Satisfaction Rating: Very Satisfied

helpful
great service they had gotten better compared to last year not enough information this year was a success
Very helpful when planning out my next semester classes
informative
I had a great experience talking to an advisor whom was calm and confident at speaking about which classes to take for my future career and in what order.
helpful
My Academic Advisor [Person] helped me find a program that best suited my needs and since then I've been working on it, she was very knowledgeable on all the classes I needed in order to complete my program @collin
Friendly and knowledgeable of their products and services
Very courageous
Easy to get in even at peak times
They helped me immensely while choosing my classes for this semester
Fast and friendly

Table 6.6 Overall Satisfaction Rating: Not Rated

Let's have less snarky counselors next term. I'm 23 not 18. Not my fault that you dislike your job [Person]. Oh you're a [Person]? Well you don't ask for pronouns so I didn't get to ask yours.
Very knowledgeable and very helpful Sheila is amazing
good not better

Bookstores and Textbooks

This section presents key findings for the Bookstores and Textbooks services based on students' awareness, usage, feedback on service quality dimensions and overall satisfaction.

Awareness and Utilization

Eighty-seven percent of respondents reported being aware of the Bookstores and Textbooks services, and 62% indicated they had used these services (see Table 1).

Table 1. Awareness and Usage Frequency for Bookstores and Textbooks Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Bookstores and Textbooks	670 (87%)	478 (62%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 460 responses were received for the Bookstores and Textbooks services. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 84% to 88%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

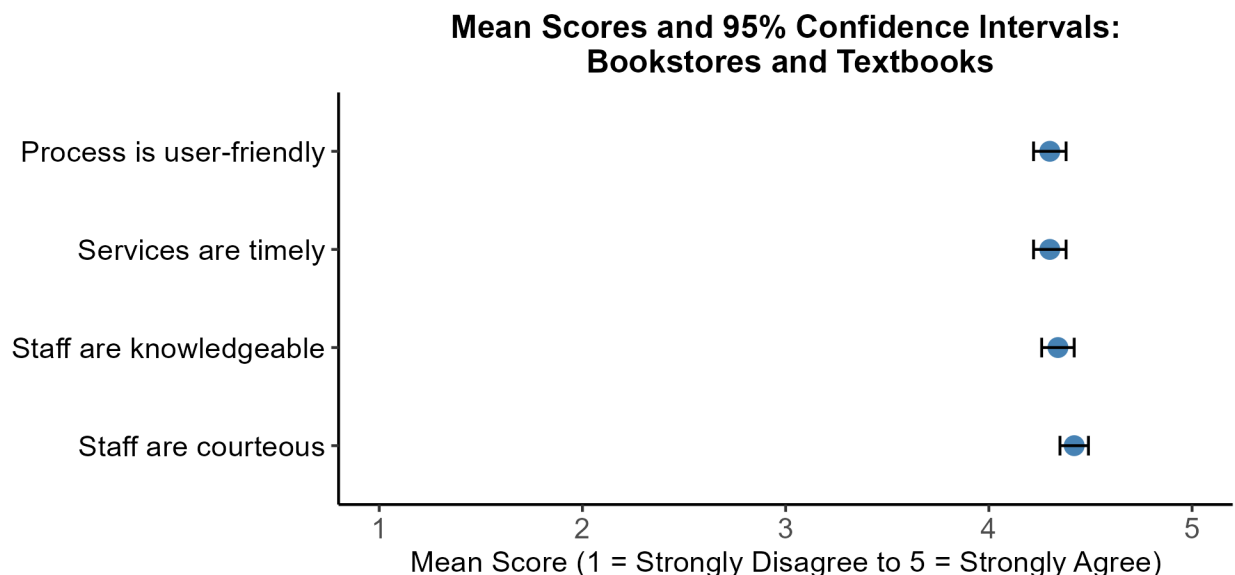


Table 2. Mean Scores and Margins of Error for Bookstores and Textbooks Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	475	4.30	0.08
The services provided are timely.	474	4.30	0.08
The staff are knowledgeable.	468	4.34	0.08
The staff are courteous.	473	4.42	0.07

Table 3. Service Quality Statement Ratings for Bookstores and Textbooks Services

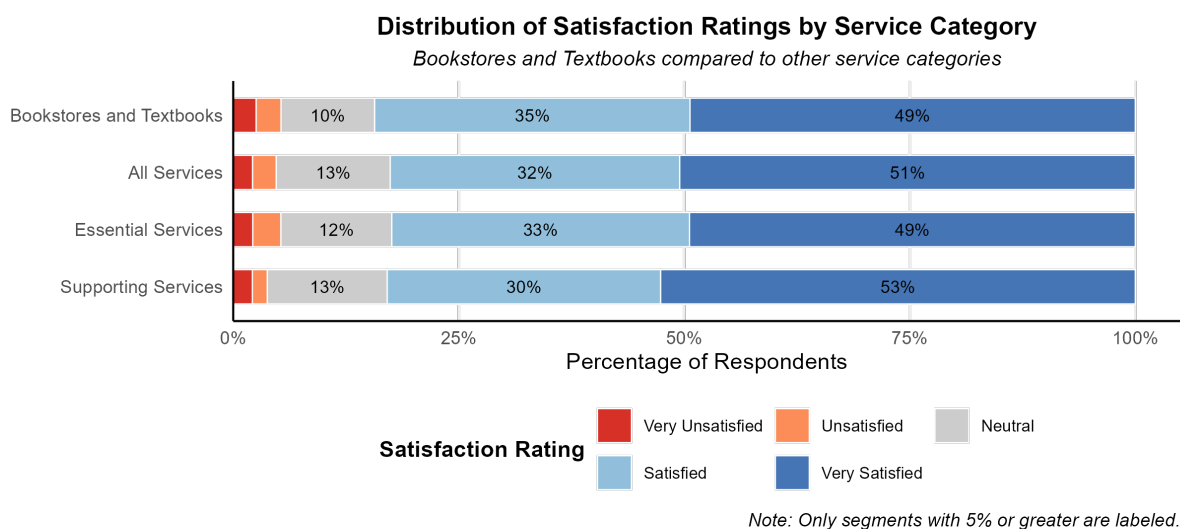
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	4 (1%)	12 (3%)	60 (13%)	159 (33%)	240 (51%)	84%
Services are timely	7 (1%)	13 (3%)	45 (9%)	175 (37%)	234 (49%)	86%
Staff are knowledgeable	4 (1%)	11 (2%)	62 (13%)	138 (29%)	253 (54%)	84%
Staff are courteous	5 (1%)	9 (2%)	42 (9%)	143 (30%)	274 (58%)	88%

Overall Satisfaction

The Bookstores and Textbooks services received an average overall satisfaction rating of 4.26 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Bookstores and Textbooks services with those of other service categories. As presented in Table 5, Positive Rating (%) column, 84% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Bookstores and Textbooks

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Bookstores and Textbooks	472	4.26	0.08

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Bookstores and Textbooks Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	12 (3%)	13 (3%)	49 (10%)	165 (35%)	233 (49%)	84%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Bookstores and Textbooks

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating: Very Unsatisfied

They cancelled my order without good reason
prices for books are ridiculous
Overpriced
The staff seemed to lack customer service because they are either lazy, disrespectful, and lacks of manners.
Why are your textbooks twice as much in the bookstore vs. straight from the publisher? Also, the one textbook I bought from the bookstore did not send me the correct instructions for the book.
I had a bad experience the one time I went to the Frisco Book store. Rude staff member
Textbook listings online are not available until almost the start of class. I would think ALL textbook listings should be available at ALL times.

Table 6.2 Overall Satisfaction Rating: Unsatisfied

The textbooks are too expensive and it's too hard to buy access codes for Pearson's online homework separately from the textbook.
Things are far too expensive.
Never have the book at the first of the semester. Organization is terrible, if books come in before semester they have to look several times to get orders correct.
Rude, the student workers are helpful, the older or managers are rude. I hate going to the bookstore for books every semester.
expensive

Table 6.3 Overall Satisfaction Rating : Neutral

Over priced
I've only had to use the bookstore for textbooks once, and when I did, the staff was very cold and cut me off to demand I hand them my course's syllabus. They then looked at the exact textbook on the syllabus, and handed me the wrong book without another word. After that I just started either finding the textbooks online until my classes started just including them in tuition. As for normal shopping in the bookstore, the experience is decent and normally friendly.
They didn't stock essential item for ceramics for several months
They helped me located what I was looking for and was very helpful.
The prices are very high at the bookstores. Also, every textbook is not available.
It would be great if you didn't have to pick a campus while looking for textbooks for a class. It would be easier if we could just input a unique class number to show the books. Then, I would love for it to show me which campuses have that book in stock so I could determine where to go quickest or easiest location.
ok

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations
The process was quick, and when I needed help, they assisted me without an attitude.
They're fine, its a book store
Work just fine.
In person wait is lengthy
the bookstore almost always has the textbooks I need but I stopped going there due to the high prices when the library has most of the textbooks I need
Students working the cash register are not always friendly.
Super friendly staff, sometime out of stock on key items like Lab Manuals
No bad experience
Timely manner
Bookstores are well organized and easy to navigate, although, locating online textbooks is challenging.
I was always referred online without proper assistance.
I usually do not obtain textbooks from bookstores but this semester, the one I couldn't find anywhere is also gone at the bookstore
Staff are super friendly, they're somewhat limited in knowledge over textbook and fafsa discounts but I usually figure it out, I usually only go in there to buy snacks
Always prompt friendly and kind.
Got what I needed with minimal hassle.
It is hard to find someone in person when visiting the Bookstore to help me check out. Understaffed.
Easy to use
good service
The library is difficult to navigate without someone explaining everything to you
They sold me textbooks. One time one of the clerks told me I was renting a book that he charged me for buying so that wasn't great, but overall fine.
Delay in receiving books, even when ordered. I gave up hope
Always get what I want
in person great over the phone and getting ahold of manager he was rude
I really wish there were paper copies of all the textbooks. I'm older and my eyesight is not that great and these electronic tech books are hard to use.
The bookstore at the Allen location is the only one I have interacted with. They are friendly and efficient.
helpful i just wish books that are e-books had an actual physical copy i can read from not just online

Table 6.4 Overall Satisfaction Rating : Satisfied

I WAS ABLE TO GET MY BOOKS THE SAME DAY BUT I HAD TO GO TO A DIFFERENT CAMPUS TO GET THEM. THIS IS INCONVENIENT IF I ATTEND AND LIVE IN FRISCO BUT HAVE TO GO TO MCKINNEY FOR COURSE SUPPLIES

the bookstore staff are friendly and ready to help if you're struggling trying to find a textbook or anything in the bookstore.

The staff at the bookstore is great however I wasn't happy with the textbook I had received from the bookstore; I was expecting a book but got a looseleaf product, that not anyone's fault I just wish I had gotten a hardcoverd book instead.

items are well organized and displayed. the cashier was friendly and courteous

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Great selection of merchandise/always stocked well

Wonderful service. friendly knows a lot very helpful.

They had all the books I needed.

Great every time I needed

They make sure all the required materials for the semester are available

I DID NOT LIKE THE RETURN POLICY. ONCE I RECEIVED A BOOK AND OPENED IT ONLY TO FIND OUT THE FIRST DAY OF CLASS IT WAS NOT NEEDED AND THEY WOULD NOT RETURN THE BOOK BECAUSE PLASTIC WAS REMOVED. I DID NOT WRITE IN IT. STORES HAVE A BETTER RETURN POLICY THEN COLLIN AND I AM PAY A LOT MORE MONEY WITH COLLIN COLLEGE THAN SOME RANDOM BOOK STORE.

Good service

Everyone was super nice and the service was quick. The store itself was easy to navigate!

Great place, easy to find what I needed and staff is always super nice.

Prompt to help

Easy to access and a process that can be understood.

good

no comment, easy process

The service was timely with a short waiting line. The personnel were knowledgeable and resourceful

Listening and friendly

The bookstore have always had the text book that I needed

Pretty efficient and courteous staff.

good

easy to access

Easy to gain access to, friendly staff, explained their services well.

I've never had a problem and have gotten my textbooks in a timely manner.

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Excellent and prompt service
When I have gone, they have helped me
10/10
friendly staff and very helpful
Good and very friendly and have a variety of textbooks.
Accessible
It isnt a good place to buy books but its good to buy other stuff like laptops ,
They are courteous and knowledgeable.
Quick process
Great! Thanks for having sugar-free options with the cokes, it's appreciated!
All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.
Very good
Nice staff.
It's super cute at Wylie; it has a great selection. Everything I could possibly need for class. I like that they have scantrons, though I wish I could buy just 1 instead of a pack of 6.
great sources and clear to find in the library and online
Very helpful helping me find the best options for text books
answered questions and were helpful
Always good
Having ebooks is the most important factor for me
great
great help
Friendly and knowledgeable of their products and services
I did have to drive to Wylie for a book, but they had it in stock.
Friendly

Table 6.6 Overall Satisfaction Rating : Not Rated

good not better

Canvas Learning Management System (LMS)

This section presents key findings for Canvas LMS platform based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Ninety percent of respondents reported being aware of the Canvas LMS platform, and 35% indicated they had used its services (see Table 1).

Table 1. Awareness and Usage Frequency for Canvas LMS (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Canvas Learning Management System	697 (90%)	615 (80%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 600 responses were received for Canvas LMS. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 81% to 89%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

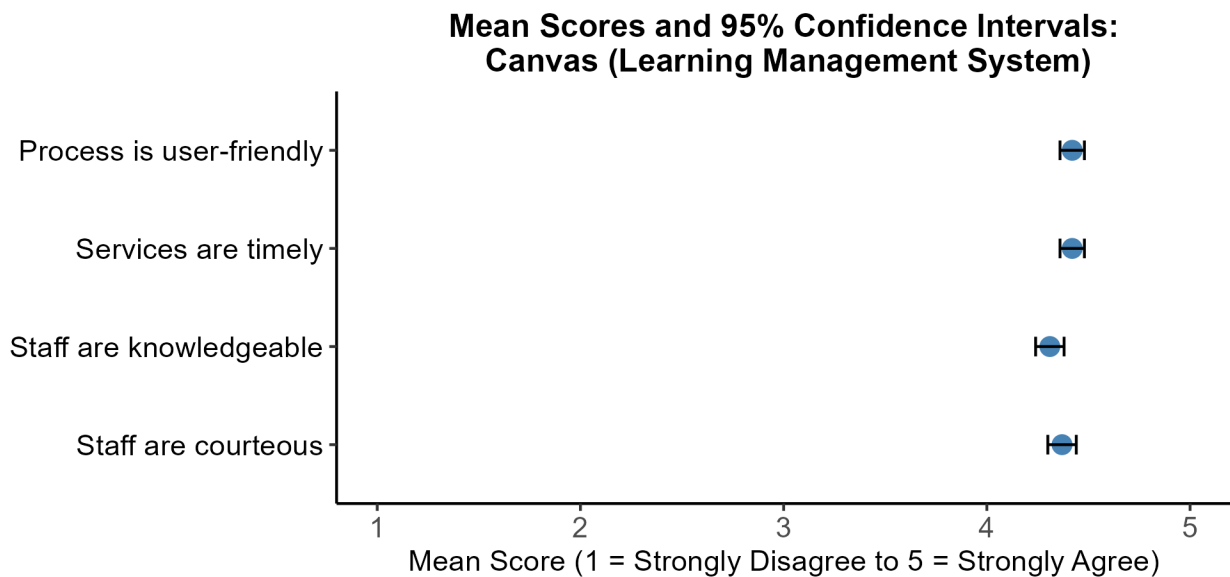


Table 2. Mean Scores and Margins of Error for Canvas LMS

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	610	4.42	0.06
The services provided are timely.	610	4.42	0.06
The staff are knowledgeable.	603	4.31	0.07
The staff are courteous.	607	4.37	0.07

Table 3. Service Quality Statement Ratings for Canvas LMS

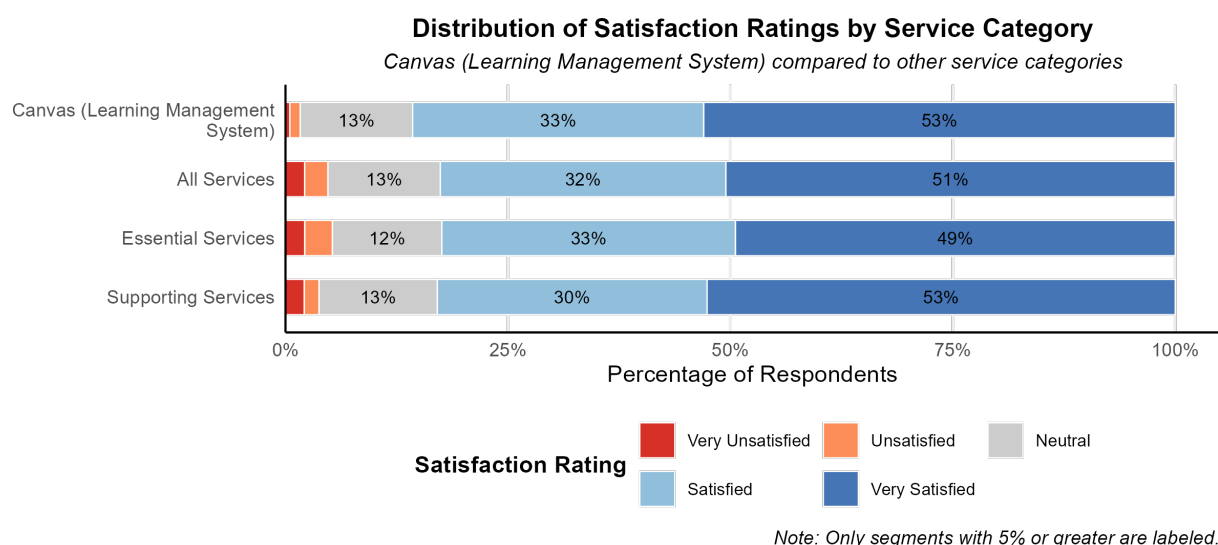
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	2 (0%)	8 (1%)	58 (10%)	203 (33%)	339 (56%)	89%
Services are timely	5 (1%)	5 (1%)	56 (9%)	206 (34%)	338 (55%)	89%
Staff are knowledgeable	3 (0%)	7 (1%)	105 (17%)	172 (29%)	316 (52%)	81%
Staff are courteous	3 (0%)	6 (1%)	95 (16%)	162 (27%)	341 (56%)	83%

Overall Satisfaction

Canvas LMS received an average overall satisfaction rating of 4.37 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for Canvas LMS with those of other service categories. As presented in Table 5, Positive Rating (%) column, 86% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Canvas LMS

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (\pm)
Canvas LMS	602	4.37	0.06

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Canvas LMS**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	3 (0%)	7 (1%)	76 (13%)	197 (33%)	319 (53%)	86%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Canvas LMS

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

Its fine
outdated to say the least. difficult to navigate. there should also be more consistency across the whole program: professors should all have to set it up relatively the same. "Assignments" should be a mandatory tab. I am constantly having to search through each course to find the course work
Huge disconnect in content compared to professor's classroom content(Precal) Very difficult to use in Chem., Physics and sometimes Precal

Table 6.2 Overall Satisfaction Rating : Unsatisfied

both this and cougar web are very difficult to navigate
This website is hard to navigate. It took me two semesters to somewhat understand it.
One of my professors is unaware of my disability conditions. Therefore, I'll have a hearing case regarding this.
Same as it has been since I started last year and love that
Nice

Table 6.3 Overall Satisfaction Rating : Neutral

Its not that I do not like it. I think consistency is important when it comes to assignments. There are times when I don't see a assignment in canvas but its due in Pearson. I understand that canvas doesn't have all the bells and whistles. However it should be mentioned on canvas and where to locate them whatever platform.
It crashes a lot, and it can be difficult to find the assignment I want to work on.
It's confusing sometimes
Hard to navigate and contacts a lot of trackers
Buggy but that's their fault, not Collin's
Overall not bad, but I wish there was a way to sync the syllabus with the canvas calendar so I wouldnt have to go back and forward, but thats my only complaint.
I am not good with technology
Certain professors make it harder
It's usable, not good not bad.
Good
I've been doing Canvas long enough to know how to navigate, though it's not the most user friendly program. It seems that you have to toggle between tabs a lot.
flawless system
it's canvas

Table 6.3 Overall Satisfaction Rating : Neutral

Not available on mobile like Google Classroom, so being notified on assignments is easy to miss unless you are very active on the computer. Not all courses have a permanent "Assignments" tab which tells you what is overdue.

ok

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations

Sufficient

Sometimes hard to find things, but not that bad.

Problems resolved timely

good service

not much wrong, decent platform

Easy to navigate and submit assignments

it is new to me, and I needed time to adapt.

Canvas is a great tool for students and teachers, however most professors just import an old canvas course from years ago, which 1) Doesn't align with syllabus properly, 2) Results in countless tyetchnical problems and confusion, and 3) Hinders the student's experience greatly and causes suffering grades. Professors need to be more responsible in how they review Canvas courses before the semester starts, and maybe made more knowledgable in how Canvas is operated.

It's overall very easy to navigate and helpful. I just wish I could mark grade notifications as read without having to click onto each assignment.

It's easy enough to navigate especially once professors grade assignments in a timely manner. When grades are submitted timely, then the panic of "why is my grade so low" doesn't set in.

Occasionally buggy, largest problem is typically that some professors don't understand how to use it well.

The easiest service to use after the first time you get used to it

Everything is mostly easy to find, though it may be slightly tedious.

They offer feedback and lots of instructions regarding meeting criteria

It works

well-maintained

Its a webapp. Its got an intuitive GUI. Works perfectly so long as professors know how to use all of it.

Recently had issues that set me back a week in my class, so I'm not to happy with it right now. It is nice and an improvement for sure overall, but some issues pop up now and then that really are frustrating-especially in the middle of mid-terms or during finals.

Canvas works well

Table 6.4 Overall Satisfaction Rating : Satisfied

Some teachers are not the best with it. Achive is another 3rd party and one of my teachers tried to use it, it was awful.

It is simple and awesome

Easy to use and get feedback.

It works good

IT WAS USER FRIENDLY AND EASY TO NAVIGATE

Can be difficult to navigate occasionally

easy to understand.

Unavailable too often, but nice that it's online and the UI is fairly nicely designed

Very quick and easy to submit files, however I feel like there could be Improvements made to the calendar system, When I click on an assignment it shouldn't immediately check it off as completed, it should only check it off once the project or task is completed and submitted.

well organized and structured

Table 6.5 Overall Satisfaction Rating : Very Satisfied

efficient/always works well

I'm still learning it, but it's very simple and easy to maneuver through.

Great system, although you have to be careful when you're taking a quiz, sometimes it will select another answer if you click in the same text box.

I didn't have any technical issues.

Easy to navigte

I ENJOY YOUR CANVAS LEARNING SYSTEM IT IS EASY TO LEARN AND WELL SET UP!

Easily one of the easiest sites to use. Despite some of the set backs with the site, it remains extremely intuitive and easy to use.

Helpful

I love canvas and it has always been super easy to use

Organized and easy to use.

Easy to use and a great tool.

Great browser

Great tool. I love seeing the high and mean scores for classes

Easy,fast,accessibility,convenience

great

Easy to navigate and I love the Canvas platform to access everything I need and communicate with teachers.

Adjustable to learning style and easy to navigate.

user friendly

Table 6.5 Overall Satisfaction Rating : Very Satisfied

We need to use it, the system is not the problem is the user sometimes
Canvas system is very user-friendly
Easy to navigate
Canvas interacts well even if the professor is still using Google Docs as their main source of building their course
good
easy application and program
Easy to gain access to, friendly staff, explained their services well.
Everything is organized and well-managed
Never had a problem and it's easy to use.
Efficiently run for the most part
I am pleased with the overall service Canvas provides for students as there are no technical issues or complicated steps to submitting a video or file document.
easy to use
i like canvas
I love the Canvas program on both my PC and my phone it's easy to use and very helpful
I love canvas
I use it every day
Easy to understand
Good people good service
Great tool, is there a way to see past classes in there?
easy to use
Always get what I want
The system is so easy to use.
easy to use
Best System for learning.
well Managed
Good
everything works smooth
Very smooth
Satisfied
Great overall, but there are times when certain instructors material won't load unless I'm on campus. It's not all the time.
Reliable technology services

Table 6.5 Overall Satisfaction Rating : Very Satisfied

All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.

very helpful

Very good

Amazing, I love Canvas. It's very easy to use.

Very essay to use, productive, and efficient

impressed

awesome system collin has to use for classes

I think Canvas is great because the structure helps keeps everything together and allows me to keep up with my classes easier.

Keeps all assignments , updates and newsletters organized

Good if we are talking about the app

Excellent system overall. Very easy to upload assignments and documents.

easy to use

useful user friendly

User friendly

great

Canvas is just simple to use I love how I can personalize it

Convenient and timely notifications.

Covenant and useful for time management

information is great

Easy to use

Easy to use, once you know what you need

Fast and friendly

Table 6.6 Overall Satisfaction Rating : Not Rated

good

Can we use a text monitoring proctor system that allows students with Macs to not have to go through extra endeavors just to take a test?

CougarWeb (Collin Online Portal)

This section presents key findings related to CougarWeb, including students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Ninety-one percent of respondents reported being aware of CougarWeb, and 79% indicated they had used it (see Table 1).

Table 1. Awareness and Usage Frequency for CougarWeb (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
CougarWeb (Collin Online Portal)	700 (91%)	611 (79%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 600 responses were received for CougarWeb. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 75 to 84%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

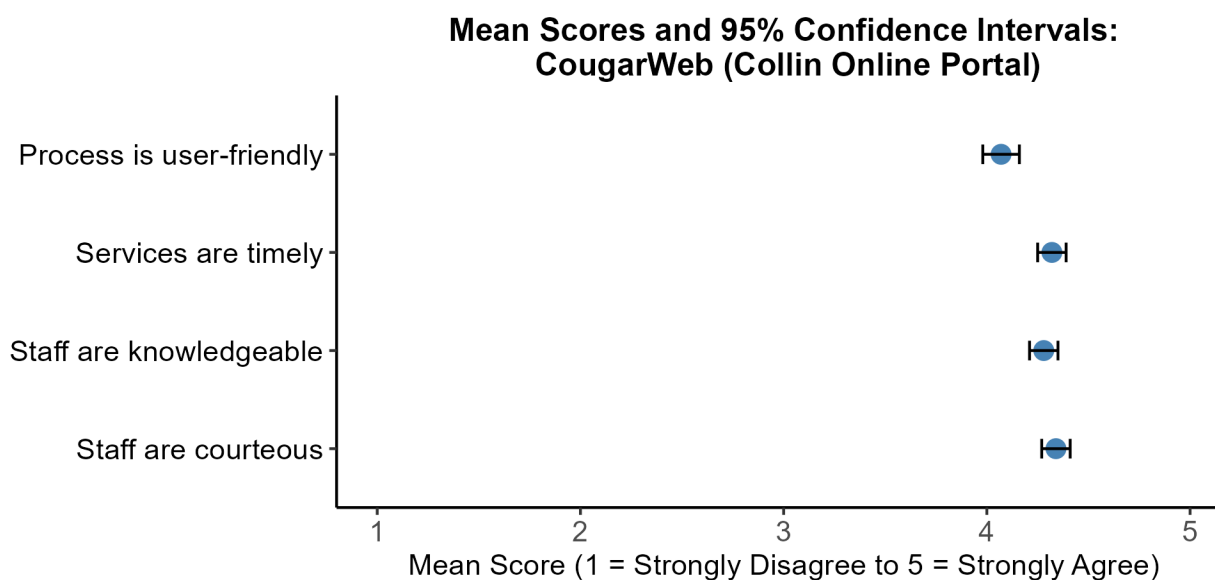


Table 2. Mean Scores and Margins of Error for CougarWeb

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	607	4.07	0.09
The services provided are timely.	602	4.32	0.07
The staff are knowledgeable.	601	4.28	0.07
The staff are courteous.	603	4.34	0.07

Table 3. Service Quality Statement Ratings for CougarWeb

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	17 (3%)	47 (8%)	85 (14%)	185 (30%)	273 (45%)	75%
Services are timely	7 (1%)	9 (1%)	80 (13%)	193 (32%)	313 (52%)	84%
Staff are knowledgeable	6 (1%)	6 (1%)	111 (18%)	167 (28%)	311 (52%)	80%
Staff are courteous	3 (0%)	2 (0%)	111 (18%)	156 (26%)	331 (55%)	81%

Overall Satisfaction

CougarWeb received an average overall satisfaction rating of 4.14 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for CougarWeb with those of other service categories. As presented in Table 5, Positive Rating (%) column, 78% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for CougarWeb

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
CougarWeb	597	4.14	0.08

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

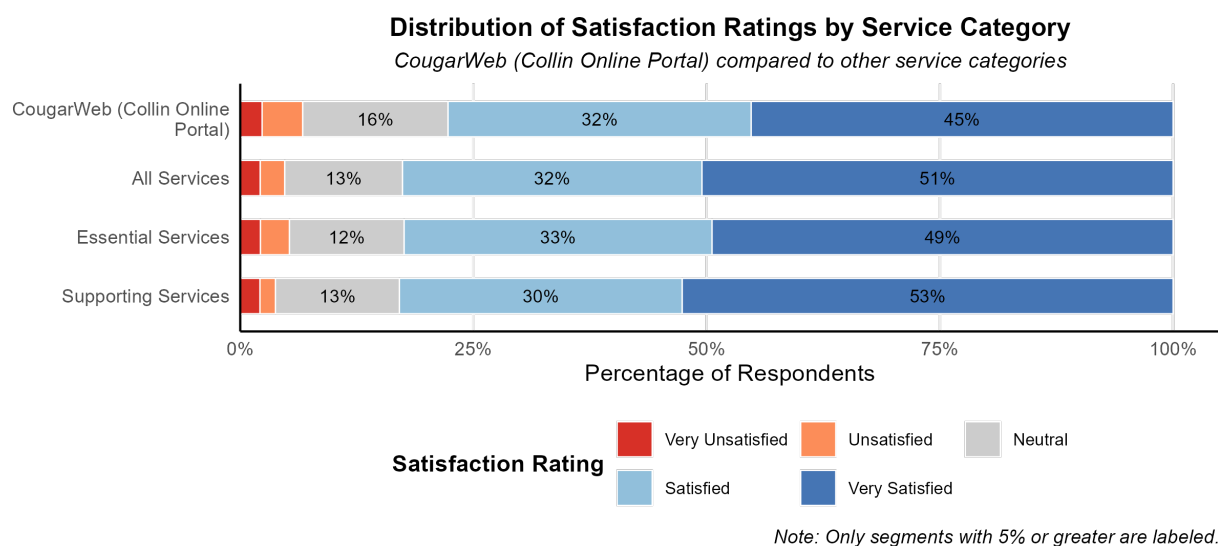


Table 5. Satisfaction Ratings for CougarWeb

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	14 (2%)	26 (4%)	93 (16%)	194 (32%)	270 (45%)	78%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for CougarWeb

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

All over the place.
confusing
I find this website to be rather unintuitive and difficult to use. I feel the ui and responsiveness should be clearer and easier to understand.
absolutely did not need to be changed to Workday
workday is terrible, much worse than the old system.
It is so much more confusing. It always takes me so much time to register for classes. I can't for the life of me figure out how to search for all the classes offered per semester. The whole "adding to a schedule" system is so weird and unnecessary. Why can't I just click "add" like the old way? Why can't I just do a broad search of a course? I have to do like 5 different searches for the different semester types. I want to just be able to compare the express and normal formats in the same place. I also don't like how you can't add a course (even for a second) to your schedule if there's a matching one in there. Obviously, I won't take both classes. Obviously, I won't pay for 2 of the same class. Sometimes I find a better one and would like to add it before I delete the old one. But it doesn't let me, and I have to go to the schedule page, delete the one, and then SEARCH AGAIN for the class, and finally add it again. I don't understand why we switched to Workday of all platforms. It's not meant for this kind of scenario. The old Cougarweb was so much better. Yes, it looked like it hasn't been updated since 2008, but it was intuitive, easy to navigate, and most importantly, efficient. Newer isn't always better. I understand there are costs to running it in house, but updating the old system would've been much easier than completely switching from my perspective. I don't know who's gonna read this, but I hope this feedback makes it to the web dev team so they can understand what we're dealing with. I understand we can't just go back, but there has got to be a way to fix the Workday system so it's not the part I dread every semester. When new friends or family are trying to register for the first time, I'm always frustrated that I don't even know the answers even though I've been going here for years. Thanks for reading, and I hope this feedback is helpful.
It is a mess trying to find out where everything is. And in some cases, you click on something,g. Then, it takes you to another sign-in page instead of the thing you clicked on that you can see from Cougar Web (meaning that I am authenticated). Still, that authentication does not seem to pass through when the actual service is requested, which does not make sense.
Highly confusing, features many broken links, buggy and slow to update information at times. Some features (such as scheduling appointments) are often broken. Navigation practically requires that someone show you how to use the site.
it's not very easy to use, or well thought out
so hard and unrealistic to navigate.
The CougarWeb portal is very difficult to navigate, and it always takes me many tries to find what I'm looking for.
The layout of the CougarWeb website is clunky and takes a long time to load the canvas links.

Table 6.2 Overall Satisfaction Rating : Unsatisfied

both this and cougar web are very difficult to navigate

SINCE MOVING TO THIS SYSTEM I HAVE LOST ACCESS AND ABILITY TO DO THINGS THAT WERE AVAILABLE ON THE OTHER PLATFORM. I DID NOT ENJOY THE SWITCH OR FEEL LIKE IT WAS PROVIDED BETTER SERVICES

Difficult to navigate since redesign.

The website now is complicated to use. It is not easy to find what you are looking for.

I don't like the change

It's kind of confusing to navigate. There's a lot of functions that don't work like I expect them to, like maybe information hasn't fully been transferred over.

Its hard to look things up, the description and the actual link are confusing at times too.

Easy to gain access to, friendly staff, explained their services well.

CougarWeb requires you to login multiple times, even though the user has already signed into the CougarWeb main page. It should be in the same domain; the multiple logins defeats the purpose of single sign-on (unless of course, Collin College does not utilize single sign-on).

workday is horrible the old system was better

Table 6.3 Overall Satisfaction Rating : Neutral

Cougarweb is somewhat more difficult to access after the change to Workday, and some information like course substitutions was lost in the transition.

it works great.

Simple website, no issues

Since CougarWeb integrated with workday, it is becoming less user friendly and I'm having difficulties in registering for classes every semester after the transition. I'm getting so many error messages too.

Liked the old version better

Since cougar web was updated it has been very hard to navigate. The section that loads canvas is very slow, and usually never loads. It is always hard to figure out where to go to look at my schedule, or where to register for classes. I have used it quite a few times at this point and struggle to find. It has gotten better since last registration and I am able to complete everything I need, but it could use improvements.

search system is difficult and does not find items easily

classes take too long to load and the button to go to canvas only appears after the classes load

Hard to navigate and contacts a lot of trackers

Change from old website was a shock, made registering for classes more difficult until I got the hang of it.

Couagrweb's old version was terrible. While I adapted to it, it was ugly, confusing, overwhelming, and slow. The new version and Workday are significantly better, but there's still many issues. I also get confused with how the old version of cougarweb seems to still be up, and it doesn't match information displayed in workday, either.

Table 6.3 Overall Satisfaction Rating : Neutral

I am not good with tech.
Alls run fairly well except for a few hiccups from time to time.
Confusing layout sometimes but not bad.
It's a great idea; I just have trouble with workday.
Could be easier and more understandable to use at times, but does the job.
It's confusing
The design is ugly and offers lots of options all on one screen making it overwhelming to navigate
It is difficult to find what you are looking for in the portal, and it is more difficult to register for classes now.
neutral
Having things happen in cougar Webb and half and Workday are kind of confusing. There's too much information and it's very nebulous and cumbersome to find what you're looking for. There's a lot that's irrelevant on the webpages. I wish it were a simpler and cleaner interface.
I'm not a huge fan of the CougarWeb. I think I liked the older version better. It's not easy to understand where to go to find what I'm looking for. It is not very user friendly, in my opinion.
good
alot of activity on it can be overwhelming and confusing of where to actually go
Very mid overall.
Eh, I hardly ever use this.
ok
Neutral

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations
Sufficient
Overwhelming amount of choices, hard to parse but not impossible.
Improving, but Workday isn't the easiest to use
Neutral
Problems resolved timely
good servive
Easier to navigate compared to the previous CougarWeb, although, I have trouble navigating through Workday.
Good
Once you get over the learning curve it works great
Good
informative

Table 6.4 Overall Satisfaction Rating : Satisfied

More than a little cluttered even after the overhaul. The search bar should search through available Collin College services rather than whatever its doing now.

While I am now beginning to learn how to use it for basic functions, I still find it difficult to navigate compared to the old interface.

Canvas widget is sometimes slow to load on the dashboard.

The online portal is fine for the most part. Workday is clunky

A solid 10/10, the portal helps me access important information for my classes and I'm glad to have it.

A little complicated to open but it is cool

it's cougarweb

7/10

Cougar web is slow and could be more user friendly

It works nicely

Only a few things are tricky to find, other than that it is a decent portal for the college.

impressed

SOME RESOURCES ARE HARD TO FIND AND ONCE FOUND NOT USER FRIENDLY TO NAVIGATE

Effective

the cougar web its pretty self-explanatory, in that needing to go where you want to go.

Overall, not too bad. My biggest complaint is that it is somewhat hard to figure out your academic plan, because the courses are listed in a hard to navigate way.

I don't really use this

Simple plateforme and get everything that we need

Logging in was simple

user friendly

Table 6.5 Overall Satisfaction Rating : Very Satisfied

never had an issue with the portal not working

The website is very easy to maneuver and get through and very informational.

Love it

No technical issues.

Great every time I needed

Easy to use and workday has enhanced efficiency.

I don't like the one login but other than that cougar web is super easy to use. it was much easier before the changes but I have been able to figure it out

Organized and easy to use.

Easy to use and a tool I utilize constantly.

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Excellent information
CougarWeb is visibly better but functionally worse. When I search in the search bar, I can never find what I need.
user friendly
Easy and simple
My only complaint is that I have been at this school for three years and everything is so hard to find now since the update.
CougarWeb conveniently combines links to various resources
it is new to me, and I needed time to adapt.
Easy to use
This allows a much more concise method of getting to the department that a person needs
good
easy program to work with
I am able to access my essential tools quickly and easily, as for other tools, it can take a while to find them.
Offers lots of information to look for when confused.
Easy to navigate.
Efficiently run for the most part
easy to use
i like the website
I use it every day
Wonderful platform with easy selection of needed service.
Good resource
while its very disorganized, you eventually find what your looking for
Always get what I want
easy to use.
easy to use
It used to look bad when I started in collin. but then they updated it it looks now easier to use.
Easy to use
Good
everything works smooth
Satisfied
Good but the Workday is a bit confusing. There are widgets with random advising schedules.
Reliable technology services and ease of use

Table 6.5 Overall Satisfaction Rating : Very Satisfied

All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.

up to date with everything I needed

Very good

I like the layout and everything is found easily.

Easy to use, and can navigate easily to what you need

great service never difficulties

CougarWeb allows you to access any resources you may need with just a few clicks.

Very helpful keeping all websites organized and easy to find

knowledge base

Good

easy to find everything on there

Helpful

great

Quick, efficient, no complaints

fast

Easy to use

Table 6.6 Overall Satisfaction Rating : Not Rated

Why did we go from Banner to Workday last year knowing that registration for the next semester was coming up? And during mercury retrograde. Whose grandiose idea was that? Never heard any complaints with Banner, now I have to go to another website to get my 1098-T. The big push was to "streamline" everything...but that is far from being true.

I can see all my apps easily.

Financial Aid Office

This section presents key findings for the Financial Aid Office services based on students' awareness, usage, feedback on service quality dimensions and overall satisfaction.

Awareness and Utilization

Seventy-five percent of respondents reported being aware of the Financial Aid Office services, and 35% indicated they had used these services.

Table 1. Awareness and Usage Frequency for Financial Aid Office Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Financial Aid Office	577 (75%)	269 (35%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 260 responses were received for the Financial Aid Office services. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 78% to 82%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

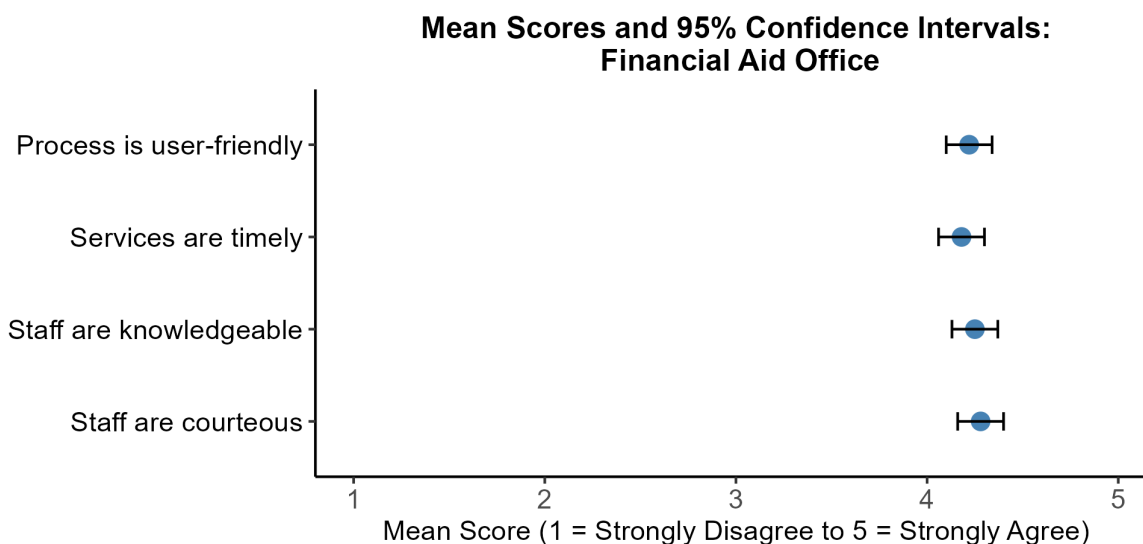


Table 2. Mean Scores and Margins of Error for Financial Aid Office Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	266	4.22	0.12
The services provided are timely.	265	4.18	0.12
The staff are knowledgeable.	263	4.25	0.12
The staff are courteous.	262	4.28	0.12

Table 3. Service Quality Statement Ratings for Financial Aid Office Services

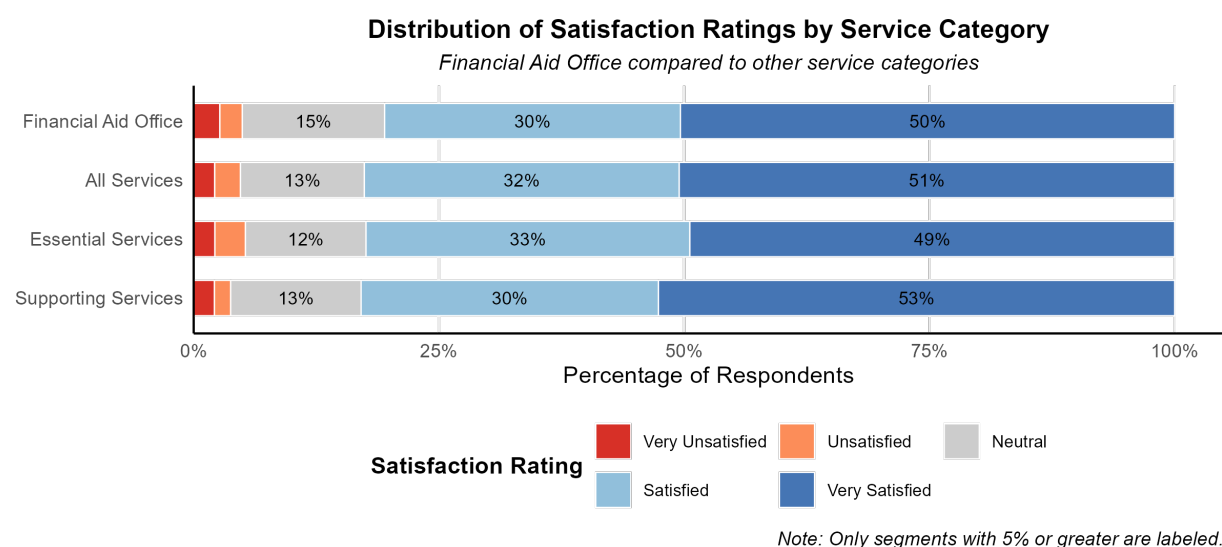
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	6 (2%)	7 (3%)	42 (16%)	79 (30%)	132 (50%)	79%
Services are timely	10 (4%)	5 (2%)	44 (17%)	73 (28%)	133 (50%)	78%
Staff are knowledgeable	9 (3%)	8 (3%)	34 (13%)	68 (26%)	144 (55%)	81%
Staff are courteous	8 (3%)	8 (3%)	31 (12%)	70 (27%)	145 (55%)	82%

Overall Satisfaction

The Financial Aid Office services received an average overall satisfaction rating of 4.23 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Financial Aid Offices with those of other service categories. As presented in Table 5, Positive Rating (%), 81% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Financial Aid Office Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Financial Aid Office	262	4.23	0.12

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Financial Aid Office Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	7 (3%)	6 (2%)	38 (15%)	79 (30%)	132 (50%)	81%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Financial Aid Office

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

Always a chore to speak to this department no matter who it is you're speaking with. Rude and unwilling to assist most of the time. If you ask too many questions they get irritated and refer you to the website which you get no answers from. Frustrating beyond reason! Worst experience about attending Collin College.

Cool people.

useless. they don't even understand the Financial Aid Request for Extension of Max Hours form or where to find it. they also do nothing to help you get the form approved or even help you get financial aid in the first place. they don't care if you're struggling middle class trying to further your education while balancing children and jobs and everything else. if they do care, they don't show it. very rude staff at both the plano and wylie campuses

My last interaction with the financial office was stretched out by a month and they were the reason I lost my \$1400 Grant. I had completed the ADN program and was accepted into the BSN program, there was never any communication that I would become ineligible for grants due to a "change in major" which could only be changed by the director of the program. I had received the texas public education grant and had it in my account for a month after being accepted for the BSN when it was suddenly removed from my account. I immediately went to the office the same day and was told to fill out certain paperwork and I WOULD get my grant money back. I filed out the paperwork and sent it off the same day, within an hour or quicker, and my appeal was granted and resolved within a few days. When I reached back to the financial aid department they still confirmed that I would get my grant money back and that it was just taking time to go back into my account due to the change over to Workday. This was a lie that was told to me for a month in person and over the phone. When it hit a month I went back in person and stayed there until I received a more solid answer, in which I was told too much time had passed and my grant was already given to someone else. I have never felt more disrespected and mistreated in my life. My family had faced many financial issues the spring before this issue and the grant would pay more than 50% of my tuition expenses. The financial office staff showed a lack of empathy and professionalism in handling my situation, causing unnecessary stress and hardship for me and my family. The lack of transparency and accountability in their process was extremely disappointing. Overall, the experience has left me feeling frustrated and disappointed in Collin College's administration.

Brother, this office literally misled me for a full month and went “oops our bad, we know it’s past the census date but you’re not going to get your full financial aid because we lied to you that your current classes were eligible for your fafsa 🙄” When I called on the phone the lady was incredibly rude (for no apparent reason).

Table 6.2 Overall Satisfaction Rating : Unsatisfied

sometimes they don't understand your situation and will give long wait times or dont know what to do.

seems as though whenever i visit the financial aid office the person "helping" me is always rude and dismissive.

they always seem like its a bother

Table 6.2 Overall Satisfaction Rating : Unsatisfied

I had a significant number of problems with my external scholarship following the transition to the new system because it was never moved over to the new system, and has made everything difficult, no one know what's going on and I'm getting redirected constantly.

Table 6.3 Overall Satisfaction Rating : Neutral

Great

The FAO staff members from Plano have always treated me as though I was bothering them by making an appointment and multiple times have given me incorrect information. I end up driving to the Frisco campus to use the FAO services because of Plano campus employees being so unpleasant.

rude

ok

Table 6.4 Overall Satisfaction Rating : Satisfied

I haven't had an issue with financial aid since my first semester. the employees were always super nice and helpful but the system is very complicated and I almost didn't get to use it.

there are some days when I come and advisors care, then there are those other days when some of the advisors don't care. I am overall satisfied, but there are times when they fall.

Problems resolved timely

good service

Very friendly and efficient.

I only ever go to them every once in a while if I find theres another opportunity for financial aid, other than that pleasant to talk to.

The financial aid office is always helpful and always available.

helpful

The financial aid office is good. The staff is usually friendly and can help you with whatever you need.

Few workers need to be more courteous

They are always prompt, courteous kind, and accurate. I wish there was a way. I could call them with my questions. Having to get in the car and drive over to campus to get in line and get help is very inconvenient. But the people are great.

great service

THE ADVISOR I SAW WAS VERY HELPFUL FROM THE BEGINNING AND SEEMED KNOWLEDGABLE ABOUT THEIR POSITION.

Table 6.5 Overall Satisfaction Rating : Very Satisfied

The representative every time was very kind and helpful to me.
very helpful
the staffs always help the students out and show the clear explanation.
ENJOIED FINANCIAL AID OFFICE STAFF
Advising and helping solve issues
More helpful than everyone specifically ms sozan
Everyone was super nice and the service was quick.
Great support
Easy, quick process, short wait
The service was timely with a short waiting line. The personnel were knowledgeable and resourceful
This department has to contend with many other areas that make their responsibilities imoperative.
good
Emeritus program
Great disposition and very knowledgeable
financial office is very nice
Very helpful
respectful and helpful
The staff is so good.
Very friendly and solved my issues.
They are really nice and fast.
Quick
Providing professional and timely services
All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.
efficient
helpful
somewhat clear about the credits i need per semester for it to get accepted by financial aid
useful with learning about account
Financials is absolutely great. Chris has always been of tremendous help and very genuine. He has always helped and welcomed me with a smile and positivity since day 1. Truly an amazing staff member.
[Person] has been an amazing source of information for new students learning the financial aid system, I got information for different financial programs that I didn't even know existed and it

Table 6.5 Overall Satisfaction Rating : Very Satisfied

really helped me cover my classes, since this is the first time I have ever been to college it is a constant relief to speak with her on financial matters.

Friendly staffs and helpful all the time

accurate

Helpful and knowledgeable staff, easy process

Very satisfying

Fast and friendly

Table 6.6 Overall Satisfaction Rating : Not Rated

knows exactly what to do and give advice

Snappy ones here. Especially [Person] or [Person] in the Plano campus if I am not mistaken. Also, the team once let me know I had 4k awarded to me, just to later say that they don't know why I was told that information and why I was allowed to sign the papers to get that money. Then after some back and forth the money finally got refunded to me. Let's not do that with students. Be on the same page.

Registrar's Office

This section presents key findings for the Registrar's Office services based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Sixty-three percent of respondents reported being aware of the Registrar's Office services, and 30% indicated they had used its services (see Table 1).

Table 1. Awareness and Usage Frequency for Registrar's Office Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Registrar's Office	486 (63%)	230 (30%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 220 responses were received for the Registrar's Office services. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 77% to 91%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

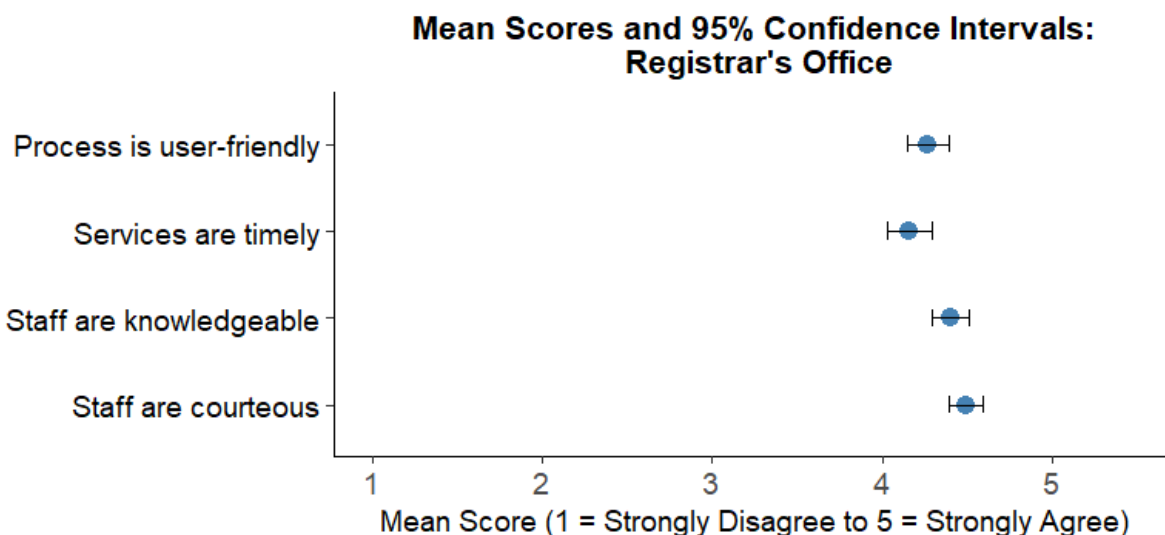


Table 2. Mean Scores and Margins of Error for Registrar's Office Services

Statement	Total Responses	Mean	Margin of Error(\pm)
The process is user-friendly.	224	4.37	0.12
The services provided are timely.	226	4.16	0.13
The staff are knowledgeable.	224	4.40	0.11
The staff are courteous.	223	4.49	0.10

Table 3. Service Quality Statement Ratings for Registrar's Office Services

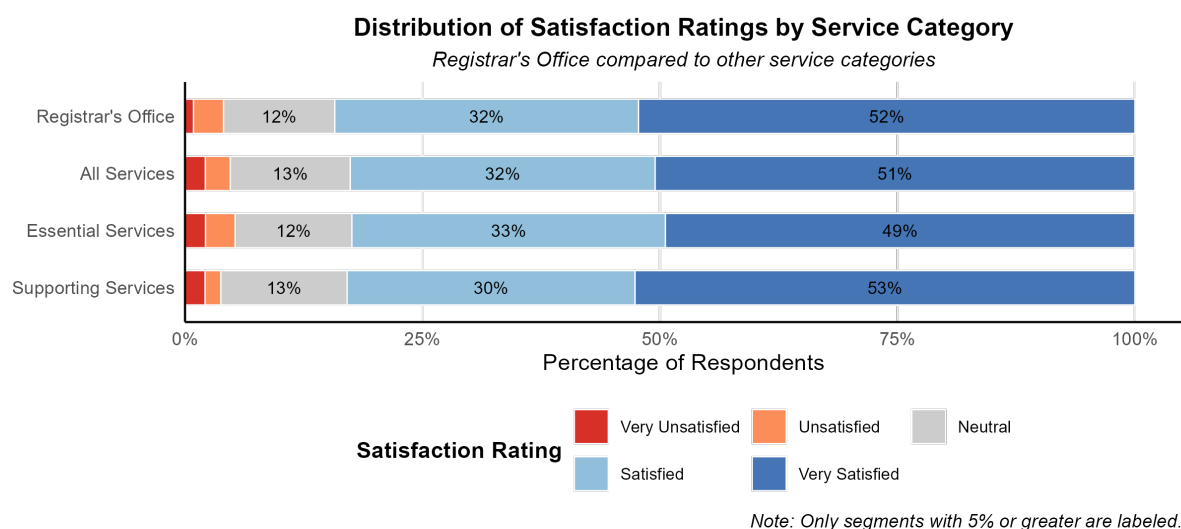
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	2 (1%)	7 (10%)	32 (14%)	71 (32%)	112 (50%)	82%
Services are timely	6 (3%)	10 (4%)	35 (15%)	66 (29%)	109 (48%)	77%
Staff are knowledgeable	3 (1%)	3 (1%)	27 (12%)	60 (27%)	131 (58%)	85%
Staff are courteous	2 (1%)	2 (1%)	17 (8%)	65 (29%)	137 (61%)	91%

Overall Satisfaction

The Registrar's Offices received an average overall satisfaction rating of 4.32 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Registrar's Offices with those of other service categories. As presented in Table 5, Positive Rating (%), 84% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Registrar's Office Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (%)
Registrar's Office	222	4.32	0.11

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Registrar's Office Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (1%)	7 (3%)	26 (12%)	71 (32%)	116 (52%)	84%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Registrar's Office

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

rude and normally not available to assist you

Was not accessible at all. Tried to get ahold of it, and it took forever.

Table 6.2 Overall Satisfaction Rating : Unsatisfied

Could have been more efficient.

Lots of time on hold

It took over a month for this office to receive and evaluate my transcripts. While my credits did transfer, they didn't satisfy core requirements like they did at my previous colleges. During my advising session, even they were unsure why this happened. Now, I have to retake courses I've already completed just to meet core requirements.

Table 6.3 Overall Satisfaction Rating : Neutral

This is another office where I'm not exactly sure what they do. I did have to interact with them and my user ID got changed right after classes started, which was a total nightmare and is still causing me problems a semester later.

helpful

I have received notification after notification about transcripts not being received, and I have even emailed with inquiries because transcripts were sent in January. The email response I received was that I did not do it right. Once I got the provost on the phone, she was able to find my transcripts had been sent and received by Collin. It is very frustrating as a consumer when you do what you were supposed to do, but the employee did not do their job and look for the transcripts that they had in your possession the entire time.

Table 6.4 Overall Satisfaction Rating : Satisfied

good service

I have only met them once but they're useful

Easy to gain access to, friendly staff, explained their services well.

Registering for programs is an easy, timely process.

Very helpful

cooperative

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Helping and welcoming

Everyone was super nice and the service was quick.

Good understanding

All good

Table 6.5 Overall Satisfaction Rating : Very Satisfied

They have always been very helpful when I needed to interact with that department.
Transfer student and registered for classes for Spring later in the process. [Person] was extremely patient and helpful in getting my transcripts in and registered for classes.
good
Only one encounter but he handled my request in like 20seconds
No complaints
Very helpful
People are wonderful and answer the questions patiently
Always polite and courteous
They answer my questions and sufficiently resolve any issues I might have
Providing professional and timely services
All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.
helpful
understanding about transfers and i need
I had an issue with my fees at the beginning of the semester and they really help smooth it all out.
Very helpful when turning my high school graduation and TSI records
friendly
staff are communicative and overall helpful.
quick and easy
informed
Very nice
Fast and friendly
Great Customer Service

Table 6.6 Overall Satisfaction Rating : Not Rated

hard to get in touch with , always busy, hard process to apply
--

Student Engagement Offices

This section presents key findings for the Student Engagement Offices based on students' awareness, usage, feedback on service quality dimensions and overall satisfaction.

Awareness and Utilization

Fifty-two percent of respondents reported being aware of the Student Engagement Offices, and 17% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Student Engagement Offices (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Student Engagement Offices	404 (52%)	130 (17%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 120 responses were received for the Student Engagement Offices. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 84% to 92%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

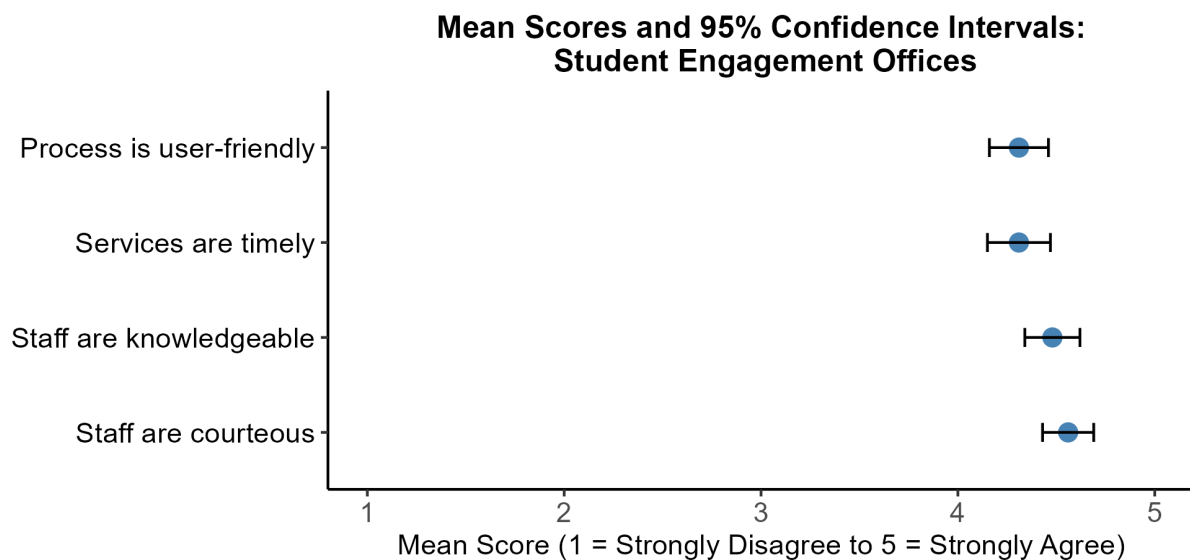


Table 2. Mean Scores and Margins of Error for Student Engagement Offices

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	127	4.31	0.15
The services provided are timely.	124	4.31	0.16
The staff are knowledgeable.	125	4.48	0.14
The staff are courteous.	124	4.56	0.13

Table 3. Service Quality Statement Ratings for Student Engagement Offices

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	2 (2%)	2 (2%)	16 (13%)	41 (32%)	66 (52%)	84%
Services are timely	3 (2%)	2 (2%)	13 (10%)	41 (33%)	65 (52%)	85%
Staff are knowledgeable	2 (2%)	0 (0%)	11 (9%)	35 (28%)	77 (62%)	90%
Staff are courteous	1 (1%)	1 (1%)	8 (6%)	31 (25%)	83 (67%)	92%

Overall Satisfaction

The Student Engagement Offices received an average overall satisfaction rating of 4.41 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Student Engagement Offices with those of other service categories. As presented in Table 5, Positive Rating (%) column, 89% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Student Engagement Offices

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Student Engagement Offices	123	4.41	0.15

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

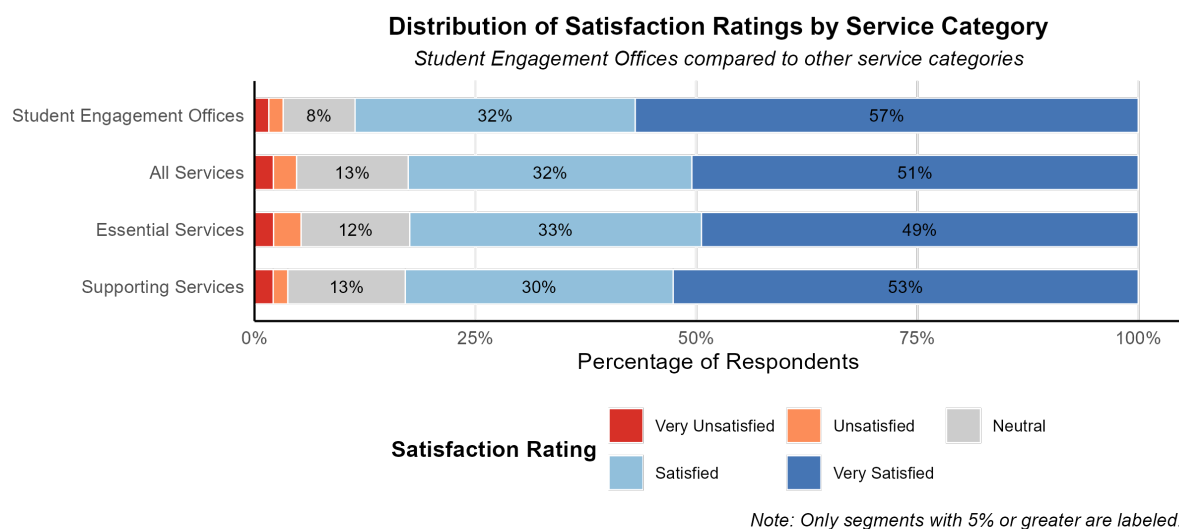


Table 5. Satisfaction Ratings for Student Engagement Offices

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (2%)	2 (2%)	10 (8%)	39 (32%)	70 (57%)	89%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Student Engagement Offices

Note: Comments marked as NA, None, or left blank were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

useless

Table 6.2 Overall Satisfaction Rating : Neutral

Haven't really done much except get my ID

Table 6.3 Overall Satisfaction Rating : Satisfied

No bad experience

Good

they are timely are their response is effective

Always get what I want

They're great, super helpful and enthusiastic people.

Super sweet people at Wylie. They're always available.

impressed

They hold great events

Always very nice

Table 6.4 Overall Satisfaction Rating : Very Satisfied

The office is comfortable, and staff is knowledgeable and helpful.

fun activities have been planned

I have only interacted with this department a few times, but when I ran for the Senator seat of Collin College they were very helpful.

Didn't interact too much but they gave out free food for a lot of my time here which made a lot of days way easier to get through in the early months of college. Also the whole capitol field trip went well despite it likely being a nightmare to plan.

They answer my questions and sufficiently resolve any issues I might have

They're courteous and knowledgeable

I enjoyed doing my English composition labs and becoming immersed in the culture at the campus. The activities were fun.

know how to provide certain info

helpful and friendly

Student engagement is great, I'm a [Person] who works with an amazing group of people who help setup events to constantly help their students succeed

Student Financials Office (Payments and Refunds)

This section presents key findings for the Student Financials Office (Payments and Refunds) services based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Sixty-five percent of respondents reported being aware of the Student Financials Office services, and 30% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Student Financials Office Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Student Financials Office	501 (65%)	230 (30%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 220 responses were received for the Student Financials Office services. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 81% to 85%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

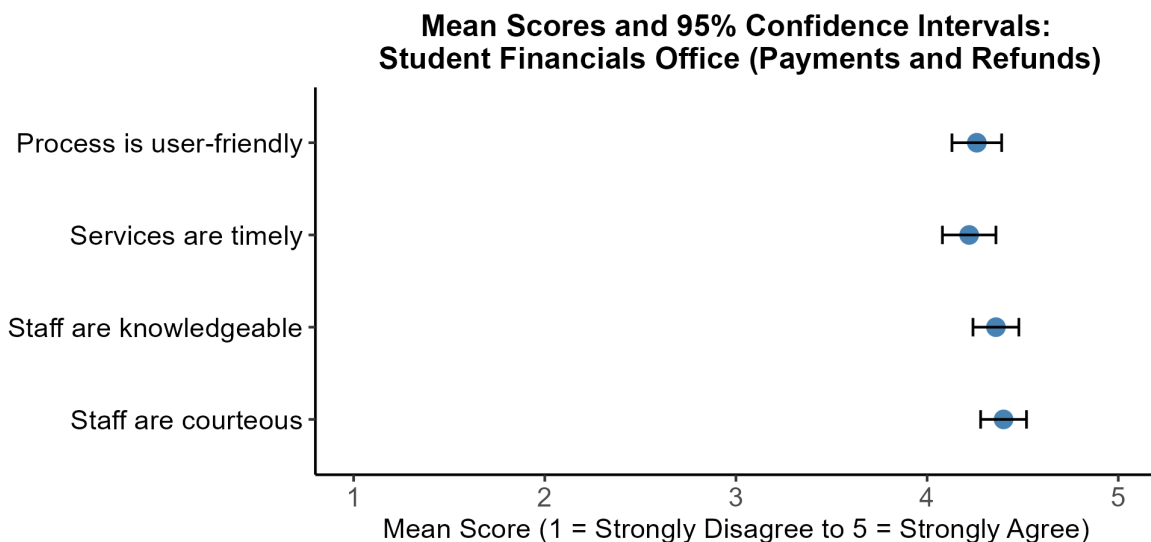


Table 2. Mean Scores and Margins of Error for Student Financials Office Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	224	4.26	0.13
The services provided are timely.	226	4.22	0.14
The staff are knowledgeable.	222	4.36	0.12
The staff are courteous.	224	4.40	0.12

Table 3. Service Quality Statement Ratings for Student Financials Office Services

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	5 (2%)	6 (3%)	31 (14%)	66 (29%)	116 (52%)	81%
Services are timely	8 (4%)	10 (4%)	24 (11%)	67 (30%)	117 (52%)	81%
Staff are knowledgeable	5 (2%)	6 (3%)	24 (11%)	56 (25%)	131 (59%)	84%
Staff are courteous	4 (2%)	4 (2%)	26 (12%)	54 (24%)	136 (61%)	85%

Overall Satisfaction

The Student Financials Office received an average overall satisfaction rating of 4.32 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Financial Aid Office with those of other service categories. As presented in Table 5, Positive Rating (%) column, 82% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Student Financials Office

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Student Financials Office	224	4.32	0.13

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

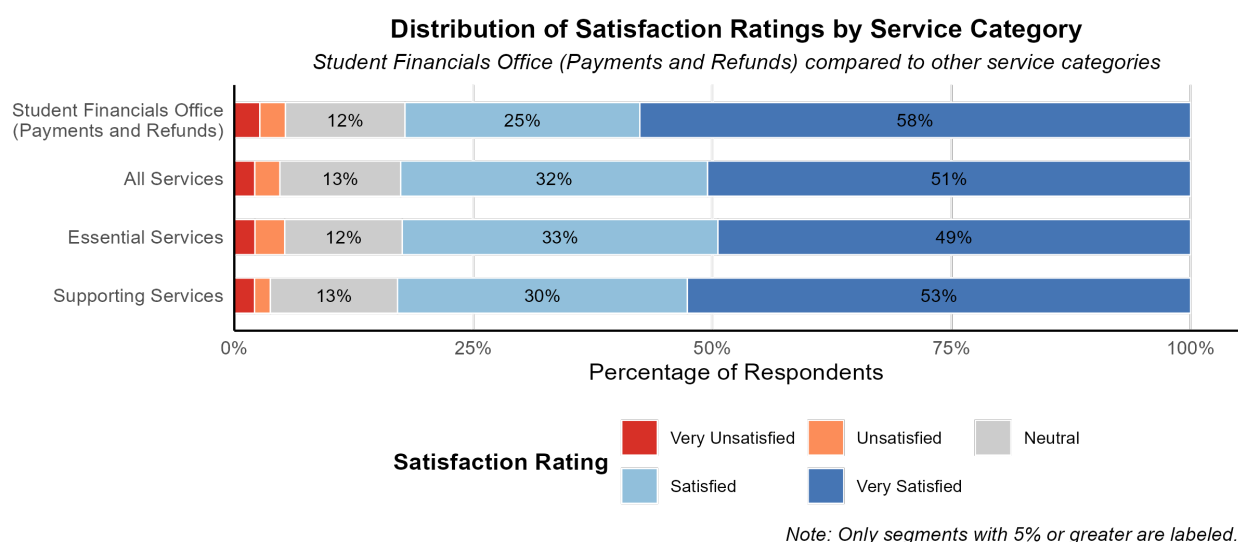


Table 5. Satisfaction Ratings for Student Financials Office Services

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	6 (3%)	6 (3%)	28 (12%)	55 (25%)	129 (58%)	82%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Student Financials Office

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

Act like they don't have time to answer your questions. About the same level of inefficiency, rude and unprofessional experience as the financial aid department. Worst experience about attending Collin College by far.

useless

Table 6.2 Overall Satisfaction Rating : Unsatisfied

I have had problems with my refund taking an extra 6 weeks to hit my bank account as well as problems getting my tax documents. The people that answer the phone aren't very helpful or knowledgeable

Lots of time on hold

always gives the runaround and screws people of their money in more occasions than one

not very helpful

Table 6.3 Overall Satisfaction Rating : Neutral

They dropped my Daughter from her classes Recently saying she had a balance after mailing her a check for a surplus of funds. This isn't very organized.

Difficult to navigate and find out how to pay.

I have a scholarship and ended up paying my tuition when due because I couldn't get an answer about the status of the system. I didn't receive any updates for two months, when suddenly I had a notice of deposit from my bank. While I appreciate the reimbursement, this added significant stress to what should've been a simple process.

ok

When it comes to Housing and the Cashier's office- the students need a better system provided to them.

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations

Problems resolved timely

Very kind and helpful.

I have only needed to talk to them once but theyre helpful

I've used this with payments and it's easy to operate.

great service

impressed

Table 6.5 Overall Satisfaction Rating : Very Satisfied

very helpful, great personalities

ONLY DEALT WITH THEM ONCE IT WAS NICE EXPERIENCE

Give time to help answer questions

I always get my refunds before I even know I have any, they are very quick and have never had issues.

Great support and useful service

The lady that took care of me once was really nice

They always were professional and knowledgeable.

Some of the nicest people and the only helpful staff at Collin that I have some in contact with.

good

Response time was good

easy to use

Always polite and courteous

They answer my questions and sufficiently resolve any issues I might have

Perfect

good

Very cheerful and kind people.

Providing professional and timely services

quick and reliable

helpful

know the answers to my questions and help we out with certain documents

kind and informative

Making payments was a breeze, I had been provided with all of the information for making payments and having my refund placed directly into my account, Thanks to that I was able to heavily focus on my studies.

Easy and accessible as I needed to submit any documents or complete any process online.

Very nice

Student Technical Support (Help Desk)

This section presents key findings for the Student Technical Support (Help Desk) services based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Sixty-eight percent of respondents reported being aware of the Student Technical Support (Help Desk) services, and 29% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Student Technical Support Services (n = 772)		
Service Unit	Awareness Count (%)	Usage Count (%)
Student Technical Support (Help Desk)	528 (68%)	221 (29%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 210 responses were received for the Student Technical Support services. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 82% to 89%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

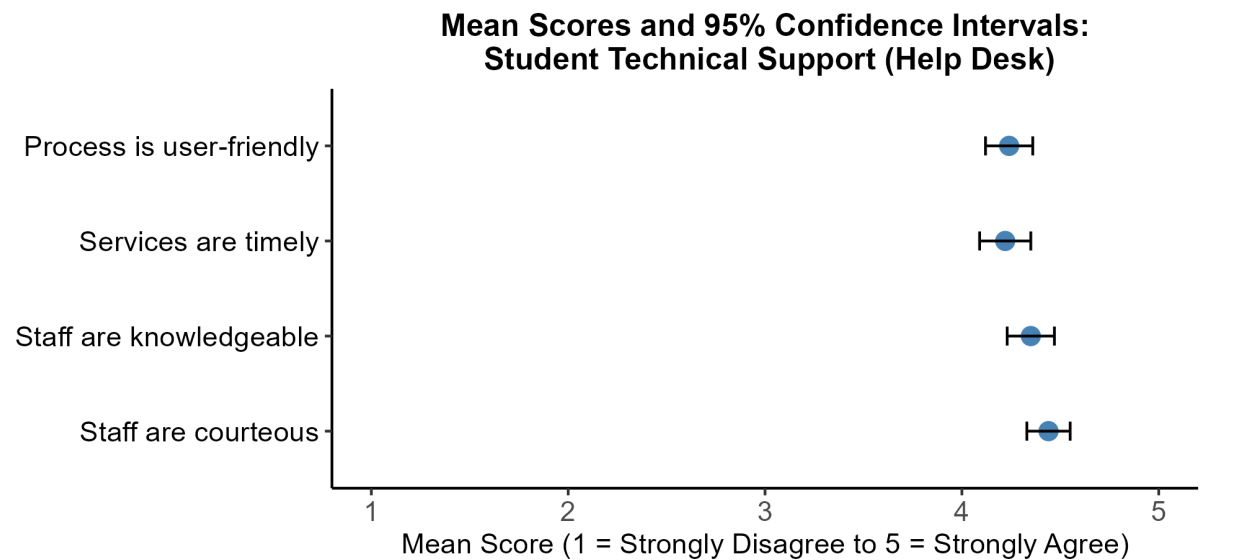


Table 2. Mean Scores and Margins of Error for Student Technical Support (Help Desk) Services			
Statement	Total Responses	Mean	Margin of Error (±)
The process is user-friendly.	215	4.24	0.12
The services provided are timely.	217	4.22	0.13
The staff are knowledgeable.	212	4.35	0.12
The staff are courteous.	212	4.44	0.11

Table 3. Service Quality Statement Ratings for Student Technical Support (Help Desk) Services

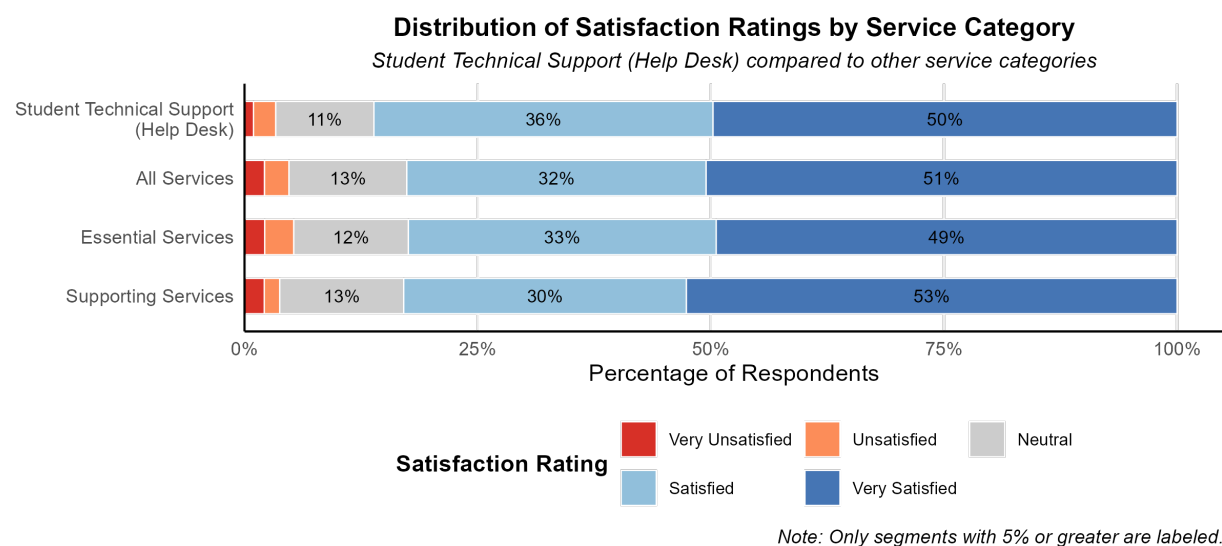
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	3 (1%)	5 (2%)	30 (14%)	77 (36%)	100 (47%)	82%
Services are timely	5 (2%)	10 (5%)	24 (11%)	72 (33%)	106 (49%)	82%
Staff are knowledgeable	3 (1%)	5 (2%)	20 (9%)	71 (33%)	113 (53%)	87%
Staff are courteous	2 (1%)	4 (2%)	17 (8%)	65 (31%)	124 (58%)	89%

Overall Satisfaction

The Student Technical Support (Help Desk) services received an average overall satisfaction rating of 4.32 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Student Technical Support services with those of other service categories. As presented in Table 5, Positive Rating (%), 86% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Student Technical Support

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Student Technical Support	209	4.32	0.11

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Student Technical Support (Help Desk) Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (1%)	5 (2%)	22 (11%)	76 (36%)	104 (50%)	86%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Student Technical Support (Help Desk)

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

useless

I have actively told people to never call the help desk because of how unhelpful they are. I fully believe that they outsource all of their calls because no one has ever helped me with any problems I have ever had.

Table 6.2 Overall Satisfaction Rating : Unsatisfied

Lots of time on hold and sometimes I have to go and try to fix the problems they don't know how to fix.

I've had different technical issues and more often than not the person helping me has not offered any help that solved my issue. Or they were straight up rude because they didn't understand what I was having an issue with.

Good

Table 6.3 Overall Satisfaction Rating : Neutral

Usable if needed. Weren't able to help much with my problems.

Staff was not very knowledgeable.

They are very abrupt and sometimes condescending. This isn't all people, but it is an experience. I've had a few times, especially when I've had to call after hours for help with things.

Last year, I had to contact the support desk when I could not access Workday. It took much longer than I think it should have to be resolved.

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations

Did the job well.

Accents are hard to understand but it's sufficient

Have been super helpful and were very kind.

I've called so many times for problems with my password once and they never helped. I ended up just going in person to the campus to get help

Very helpful

The staff are courteous and try their best to find whatever information the client requests, even if it takes a while.

I really like the [Person] at the front desk over at the technical campus

they are timely are their response is effective

Always get what I want

They respond in time

Table 6.4 Overall Satisfaction Rating : Satisfied

great service

Haven't used it often

Table 6.5 Overall Satisfaction Rating : Very Satisfied

They are quick and very helpful.

Fast, efficient, and has fixed every issues I have ever had.

help desk staff are great, very easy to resolve issues

helped me with signing back into onelogin after getting a new phone. Very quick process

They always solved whatever issue I was having to contend with.

good

supportive

Excellent and prompt service

They answer my questions and sufficiently resolve any issues I might have

Good

No issues.

Providing professional and timely services

Good job solving my issues

helpful

Sometimes you don't even end up having to go to Admissions because the people at the help desk already know how to help you.

Very helpful helping me back into my Collin account

Helpful

Table 6.6 Overall Satisfaction Rating : Not Rated

Ready to help

good not better

Testing Centers

This section presents key findings for the Testing Centers services based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Sixty-nine percent of respondents reported being aware of the Testing Centers services, and 33% indicated they had used their services.

Table 1. Awareness and Usage Frequency for Testing Centers (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Testing Centers	534 (69%)	251 (33%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 240 responses were received for the Testing Centers. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 86% to 92%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

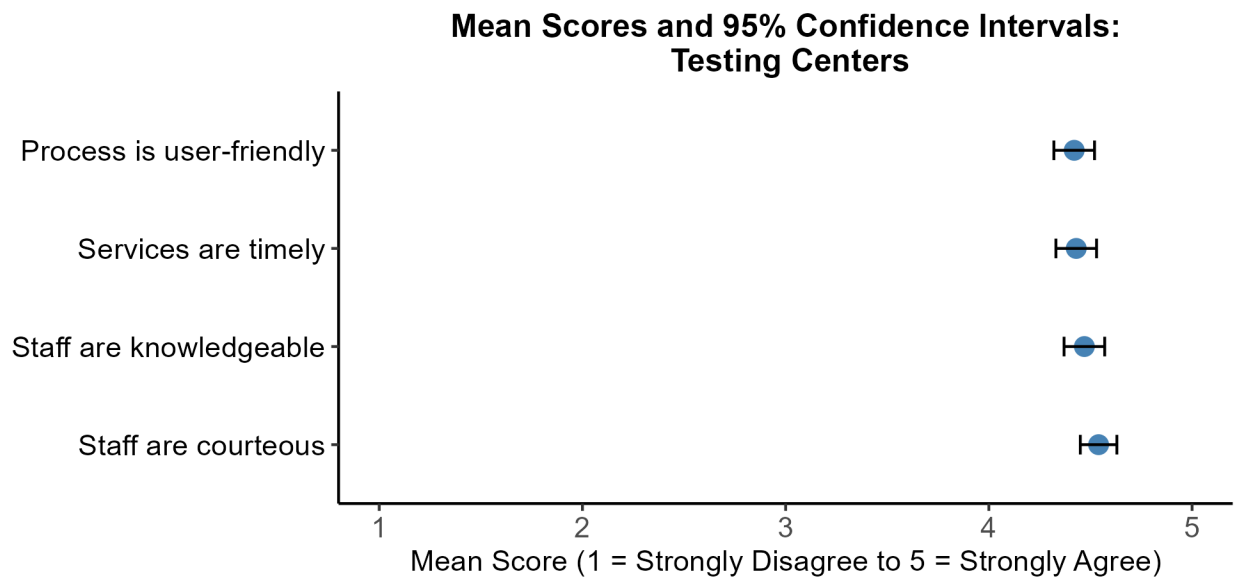


Table 2. Mean Scores and Margins of Error for Testing Centers Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	244	4.42	0.10
The services provided are timely.	245	4.43	0.10
The staff are knowledgeable.	240	4.47	0.10
The staff are courteous.	241	4.54	0.09

Table 3. Service Quality Statement Ratings for Testing Centers Services

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (0%)	5 (2%)	27 (11%)	68 (28%)	143 (59%)	86%
Services are timely	3 (1%)	2 (1%)	25 (10%)	72 (29%)	143 (58%)	88%
Staff are knowledgeable	3 (1%)	3 (1%)	20 (8%)	66 (28%)	148 (62%)	89%
Staff are courteous	2 (1%)	2 (1%)	16 (7%)	65 (27%)	156 (65%)	92%

Overall Satisfaction

The Testing Centers received an average overall satisfaction rating of 4.49 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Testing Centers with those of other service categories. As presented in Table 5, Positive Rating (%), 91% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Testing Centers Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Testing Centers	243	4.49	0.09

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

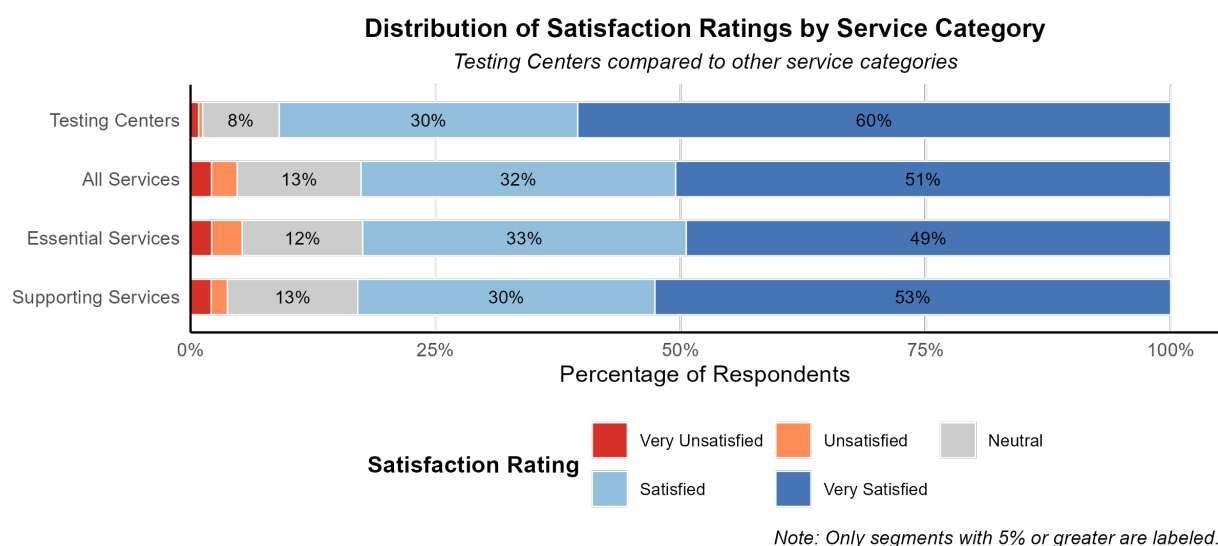


Table 5. Satisfaction Ratings for Testing Centers Services

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (1%)	1 (0%)	19 (8%)	74 (30%)	147 (60%)	91%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Testing Centers

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

Not very helpful rude and overwhelming with attitude.

Table 6.2 Overall Satisfaction Rating : Neutral

It seems like no one wants to help you be able to take your test. They all think you already know whats going on and how to use the Testing Center even though you've never ever been.

It took 40 minutes for me to figure out how to sign in and view my time slot and it was hard to find the room.

for most part are helpful, but some act like you are bothering them.

Table 6.3 Overall Satisfaction Rating : Satisfied

met expectations

Sufficient

Do what they need to

Testing center is great and understanding. Very easy to schedule stuff and the staff are super nice. The only issue I had was they would not let me use the scantron that my professor requested. How can you cheat with a scantron?

Simple enough

Their services were satisfactory. i have not gone to the center for a while now.

They seemed like they werent really sure if I needed to take my TSI or who to ask for that, and if it went toward my degree. But either way they were easy to work with

they are timely are their response is effective, good atmosphere

The testing center is friendly and willing to go above and beyond for students.

good

impressed

Also effective

Table 6.4 Overall Satisfaction Rating : Very Satisfied

Polite, professional, personable and encouraging.

ONLY WENT ONCE IT WAS OK

The staff are very knowledgeable, but the timeliness tends to vary greatly. I'm unsure of how this could be changed, but I feel it's worth mentioning anyways.

Very quiet place

Quiet place for exams

Conventional and useful

Table 6.4 Overall Satisfaction Rating : Very Satisfied

Good
Helpful and kind staff! They were great when I found a problem in my teacher's test.
Loved how knowledgeable they were and their study guides posted on cougarweb.
Overall, I'm very satisfied with the testing center's services. The process is smooth, the staff are friendly and professional, and the facilities were well organized. It made the whole experience easy and efficient!
The service was timely with a short waiting line. The personnel were knowledgeable and resourceful
Friendly, clear and helpful
I have only used this area one time but they appear to be very organized and well trained.
good
The centers are clean, the staff are very polite, and there are lockers for keeping belongings safe.
I like Collins testing centers. I feel so well treated and comfortable when I test there.
Excellent and prompt service
its just very easy to acess and the staff is chill
Straightforward and the people there are very friendly
They are very helpful
Did their job exactly as I expected them to. No real opinions beyond the fact that they work well.
Had a great experience.
Always get what I want
It was good experience attending TSI.
They are really nice and fast.
Great staffs
No issues
All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.
Nice staff.
good as soon as i come in they always make sure i/m ok
I took my MATH 1314 final here last semester, the staff was really friendly and told you anything you might need to know.
Convenient
They are so kind and professional
Testing for the TSI was nerve racking however since the testing center provided me with study material and gave me a realistic expectation of the Tsi I was able to prepare myself for the test and pass, even when I hadn't been in school since 2017.
The White noise is too much, but they are very helpful and calming

Table 6.5 Overall Satisfaction Rating : Not Rated

Don't make me take off part of my outfit, just because you don't like it. It is not offensive, revealing, or noisy - not that any of that would matter since I was the only student testing. @ Allen Technical Campus

SUPPORTING SERVICES

Service unit's results are organized by alphabetical order

Academic Planning Coach Program (APCP)

This section presents key findings for the Academic Planning Coach Program (APCP) based on students' awareness, usage, feedback on service quality dimensions and overall satisfaction.

Awareness and Utilization

Twenty-two percent of respondents reported being aware of the Academic Planning Coach Program (APCP), and 5% indicated they had used its services (see Table 1).

Table 1. Awareness and Usage Frequency for Academic Planning Coach Program (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Academic Planning Coach Program	168 (22%)	39 (5%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. There are 37 responses received for APCP. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 81% to 89%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

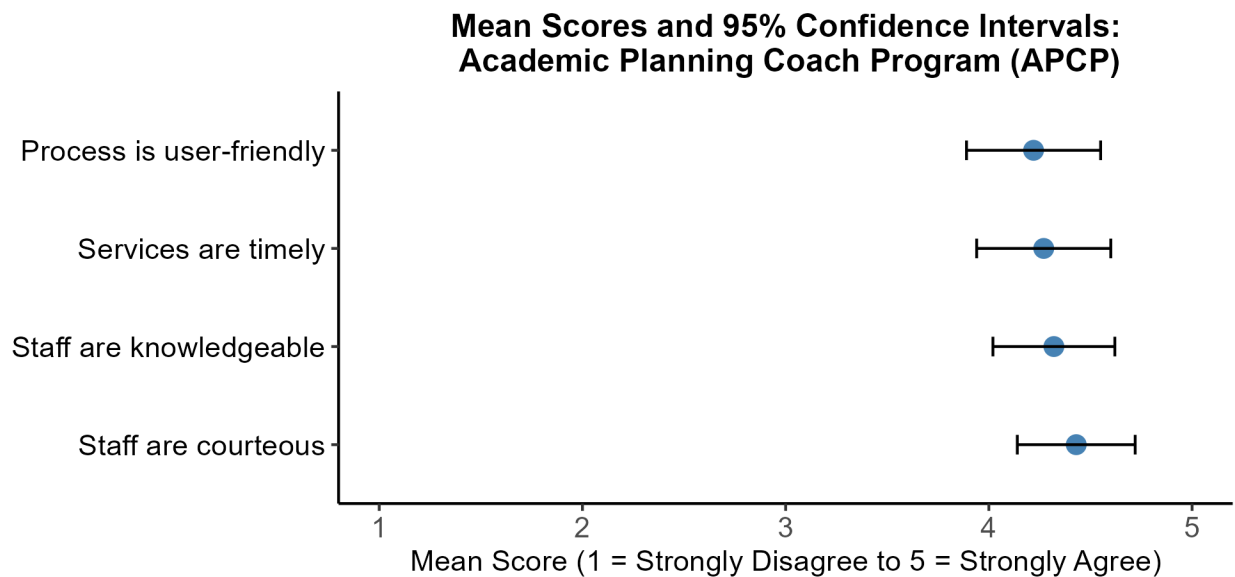


Table 2. Mean Scores and Margins of Error for Academic Planning Coach Program (APCP)

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	37	4.22	0.33
The services provided are timely.	37	4.27	0.33
The staff are knowledgeable.	37	4.32	0.30
The staff are courteous.	37	4.43	0.29

Table 3. Service Quality Statement Ratings for Academic Planning Coach Program (APCP)

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (3%)	1 (3%)	5 (14%)	12 (32%)	18 (49%)	81%
Services are timely	1 (3%)	1 (3%)	5 (14%)	10 (27%)	20 (54%)	81%
Staff are knowledgeable	1 (3%)	0 (0%)	5 (14%)	11 (30%)	20 (54%)	84%
Staff are courteous	1 (3%)	0 (0%)	3 (8%)	11 (30%)	22 (59%)	89%

Overall Satisfaction

The Academic Planning Coach Program (APCP) received an average overall satisfaction rating of 4.16 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for APCP with those of other service categories. As presented in Table 5, Positive Rating (%) column, 73% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Academic Planning Coach Program (APCP)

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Academic Planning Coach Program	37	4.16	0.33

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

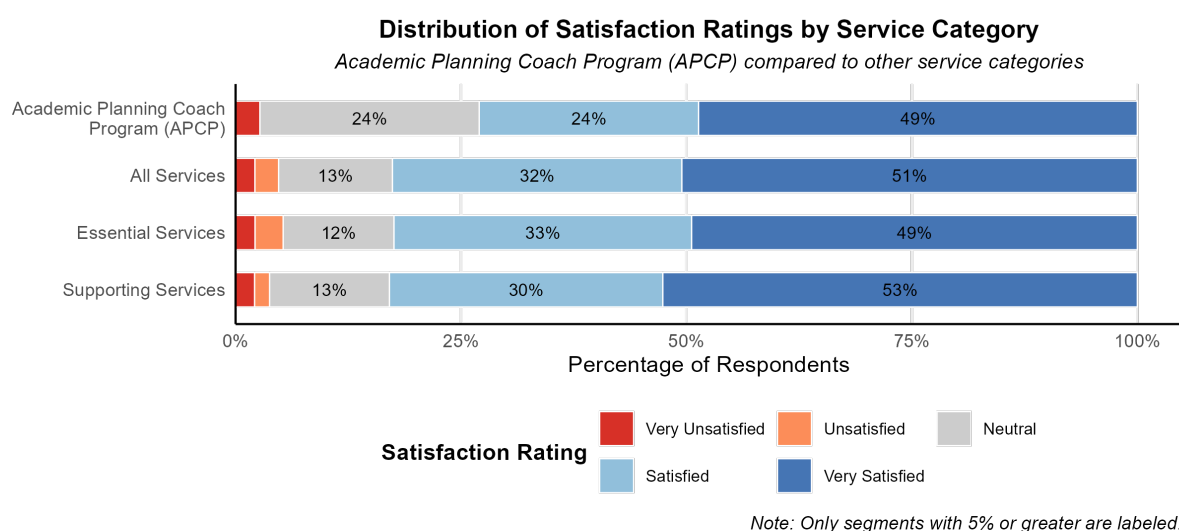


Table 5. Satisfaction Ratings for Academic Planning Coach Program (APCP)

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	1 (3%)	0 (0%)	9 (24%)	9 (24%)	18 (49%)	73%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Academic Planning Coach Program (APCP)

Note: Comments marked as N/A, None, or left blank were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating : Neutral

Okay

Table 6.2 Overall Satisfaction Rating : Satisfied

I have spoken to several people in this department and they were always helpful

Table 6.3 Overall Satisfaction Rating : Very Satisfied

great, although they seem like they are rushing you at the plano campus

MY COACH WAS WONDERFUL

Available to answer questions

ACCESS (Accommodations at Collin College for Equal Support Services)

This section presents key findings for ACCESS based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Thirty-right percent of respondents reported being aware of ACCESS, and 13% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for ACCESS (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
ACCESS	290 (38%)	98 (13%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 90 responses were received for ACCESS. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 78% to 88%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

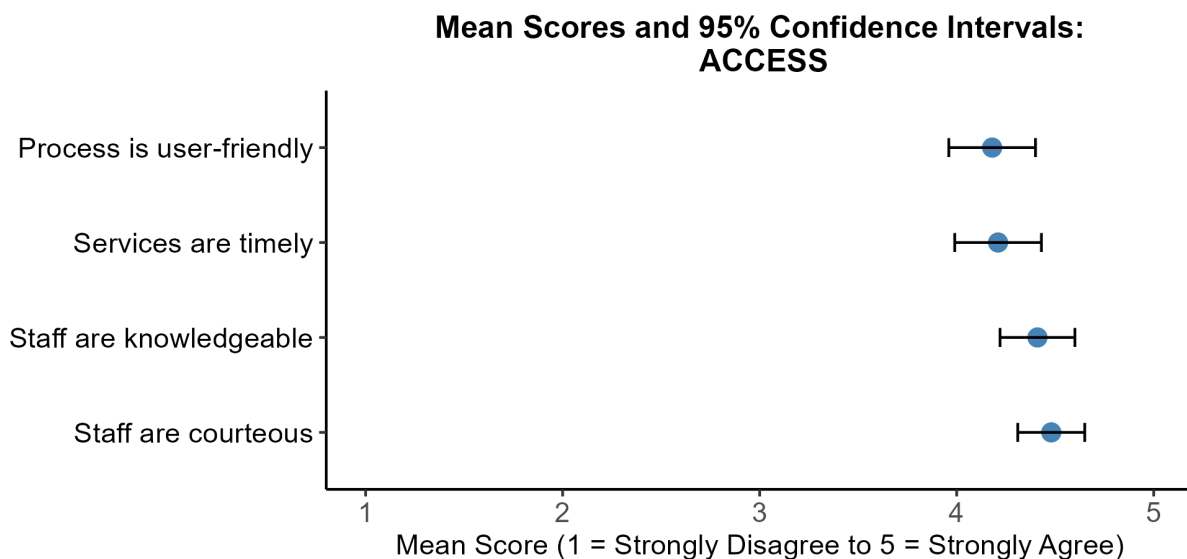


Table 2. Mean Scores and Margins of Error for ACCESS

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	97	4.18	0.22
The services provided are timely.	97	4.21	0.22
The staff are knowledgeable.	97	4.41	0.19
The staff are courteous.	95	4.48	0.17

Table 3. Service Quality Statement Ratings for ACCESS

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	3 (3%)	6 (6%)	12 (12%)	26 (27%)	50 (52%)	78%
Services are timely	3 (3%)	6 (6%)	12 (12%)	23 (24%)	53 (55%)	78%
Staff are knowledgeable	3 (3%)	1 (1%)	11 (11%)	20 (21%)	62 (64%)	85%
Staff are courteous	2 (2%)	0 (0%)	9 (9%)	23 (24%)	61 (64%)	88%

Overall Satisfaction

ACCESS received an average overall satisfaction rating of 4.25 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for ACCESS with those of other service categories. As presented in Table 5, Positive Rating (%) column, 81% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for ACCESS

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (\pm)
ACCESS	96	4.25	0.21

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

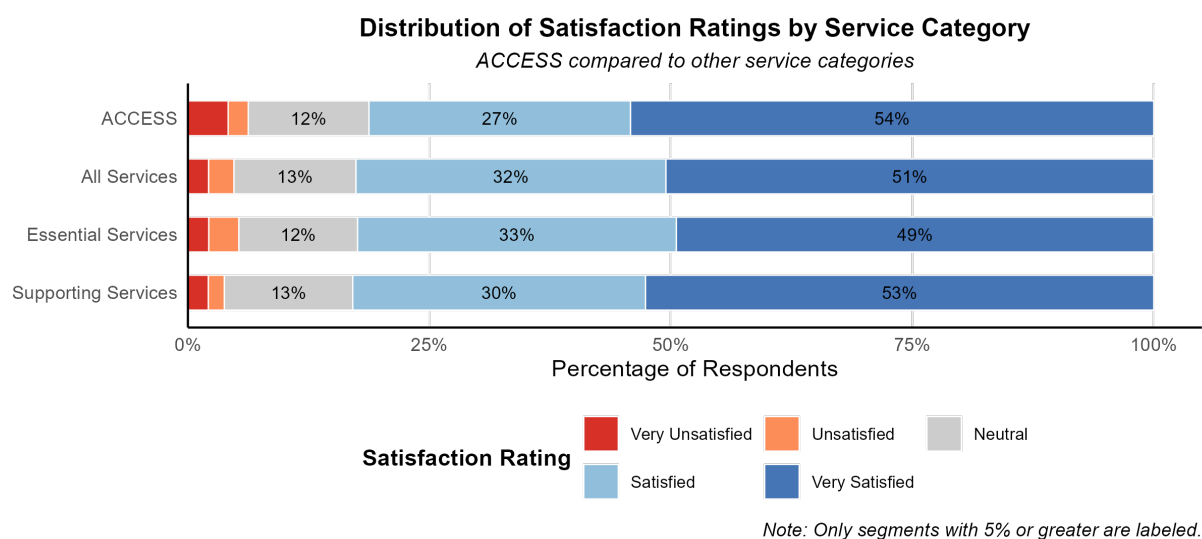


Table 5. Satisfaction Ratings for ACCESS

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	4 (4%)	2 (2%)	12 (12%)	26 (27%)	52 (54%)	81%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for ACCESS

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

I tried to set up meetings with my access advisor several times and every time she ghosts me. When I try and go in person the front desk just turns me away.

Access is just a name to provide those who have mental health. The service does not apply in the classroom this resource is NOT valid at all should be removed. I have not received any help.

Table 6.2 Overall Satisfaction Rating : Unsatisfied

said my disorder wasn't enough to receive aid lol

disability services is extremely hard to navigate it is not user friendly for figuring out how to make an appointment and what accommodations can be used and how to ask for accommodations in general. Poor system.

Table 6.3 Overall Satisfaction Rating : Neutral

A bit of a difficult process but fine for what it is

Great

Table 6.4 Overall Satisfaction Rating : Satisfied

Not as much as I would've liked, but did help some.

The Access office super nice and helpful at Collin

It helps me with my accommodations.

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Great service

Easy, and reassuring

Access are some of the sweetest staff in Collin

Access has been awesome I have nothing bad to say about these services I was able to get what I needed to succeed.

Have always helped me in a timely manner

Access has helped with quick services to get the CWID and other faculty resources in less than the stipulated time.

The staff has been amazing!

helpful

excellence

Amazing People, Can't thank them enough

Anthony Peterson Center (Tutoring Services)

This section presents key findings for the Anthony Peterson Center (Tutoring Services) based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Fifty-two percent of respondents reported being aware of the Anthony Peterson Center services, and 24% indicated they had used its services (see Table 1).

Table 1. Awareness and Usage Frequency for Anthony Peterson Center (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Anthony Peterson Center (Tutoring Services)	400 (52%)	185 (24%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 180 responses were received for the Anthony Peterson Center. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 88% to 94%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

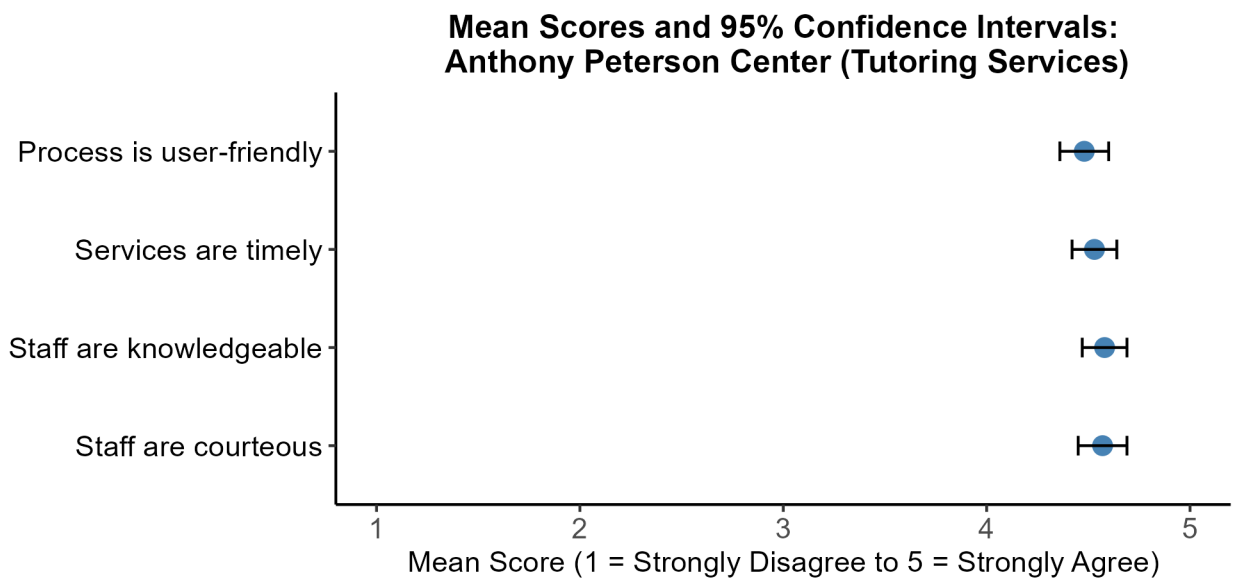


Table 2. Mean Scores and Margins of Error for Anthony Peterson Center (Tutoring Services)

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	183	4.48	0.12
The services provided are timely.	182	4.53	0.11
The staff are knowledgeable.	180	4.58	0.11
The staff are courteous.	181	4.57	0.12

Table 3. Service Quality Statement Ratings for Anthony Peterson Center (Tutoring Services)

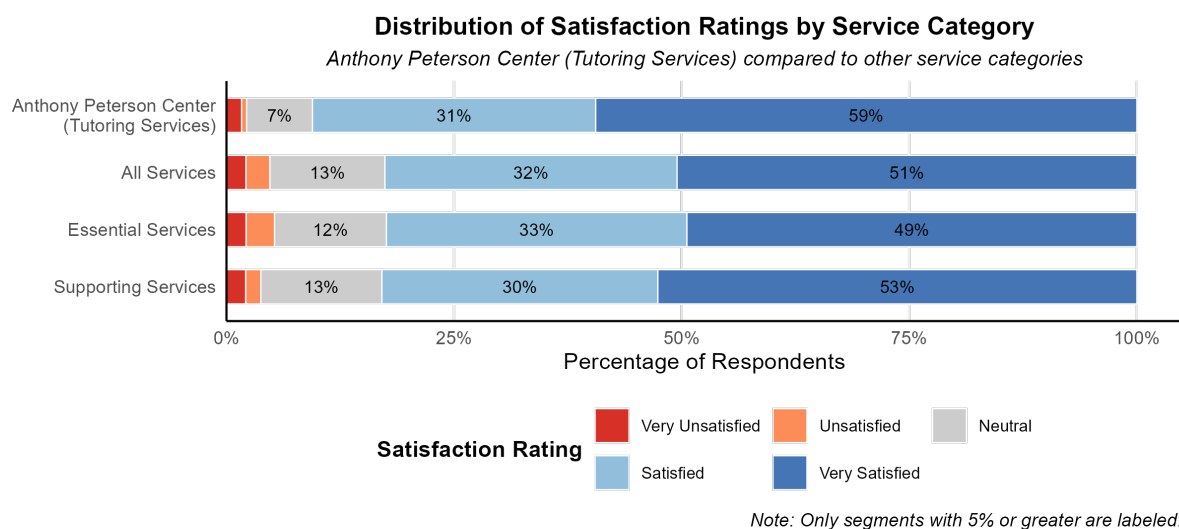
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	3 (2%)	1 (1%)	18 (10%)	44 (24%)	117 (64%)	88%
Services are timely	2 (1%)	0 (0%)	17 (9%)	43 (24%)	120 (66%)	90%
Staff are knowledgeable	2 (1%)	2 (1%)	7 (4%)	48 (27%)	121 (67%)	94%
Staff are courteous	3 (2%)	2 (1%)	11 (6%)	38 (21%)	127 (70%)	91%

Overall Satisfaction

The Anthony Peterson Center (Tutoring Services) received an average overall satisfaction rating of 4.46 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Anthony Peterson Center with those of other service categories. As presented in Table 5, Positive Rating (%) column, 91% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Anthony Peterson Center

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Anthony Peterson Center	180	4.46	0.12

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Anthony Peterson Center (Tutoring Services)**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	3 (2%)	1 (1%)	13 (7%)	56 (31%)	107 (59%)	91%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Anthony Peterson Center

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

[Person] or [Person] in the tutoring center is horrible, and I have heard multiple reports of him putting his hand way too close to girls' legs and thighs. He also got every question I asked him wrong. So incompetent. Fire him!

I had an awful experience with a tutor who was reviewing my essay. She was super critical of my thesis and spent more time talking about my hair and AI than she did actually editing my essay. She was super rude.

Table 6.2 Overall Satisfaction Rating : Unsatisfied

well managed

Table 6.3 Overall Satisfaction Rating : Neutral

I feel like the staff could be more welcoming and helpful upon entry, so that I won't be lost, and I still don't really know how seating goes.

Very Difficult to find and get to

In the beginning of college I felt lost in a couple of classes and decided to take a tutoring session and took many. But I only think it good to go if you have a general idea of the topic and not when you are lost as I remember not understanding much of what was going on, even after tutoring .

ok

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations

All service is amazing and useful.

My writing tutor [Person] really pushes her students to be great writers. I really appreciate her!

They are helping a lot

I enjoyed the math lab. The writing center is not that great.

Great

The staff are very helpful and I haven't had any negative experience with this service.

If you are new to the campus layout, it is hard to find the location of the tutoring center. On Google search, the location is not accurate and can be misleading. The services provided by the tutors is great nonetheless and very useful.

they are timely are their response is effective, good atmosphere

Always get what I want

Staff is really helpful.

in theory the tutoring center is great. The check-in checkout process is kind of weird and I wish that was not necessary or was easier.

Table 6.4 Overall Satisfaction Rating : Satisfied

i dont like how you are limited on virtual tutoring some people have things going on where they physical can't get to an in-person session. whether it is medical or other reasons.

The tutoring center is a great resource to take advantage of. Very knowledgeable people, who try their best to help. BIG thank you to the people at the writing center, truly amazing people.

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Extremely beneficial. Courteous and knowledgeable staff.

Best service ever. All campus. They go above and beyond to give you information to help you. all the tutors are patient and very knowledgeable. Very grateful for this service.

Great

THEY WERE VITAL TO MY SUCCESS AT COLLIN AND AS A STUDENT. THEY HAVE BEEN AMAZING AND I WILL MISS HAVING ACCESS TO THEM. ONLY THING I WILL SAY IS THAT THERE IS NOT SCIENCE TUTOR FOR BIOL 1406 & 1407 SHE WAS DID NOT KNOW THAT INFORMATION. SHE WAS HONEST ABOUT THIS BUT IT WOULD BE HELPFUL IF THERE WAS A STAFF AVAILABLE THERE THAT KNEW ABOUT THAT

Great service

Great tutoring services

Very friendly people

Really nice

Super helpful and good at teaching

So great to help study and catch up in classes

I will sing the praises of the Wylie Campus tutoring center until the day I die. Everyone there is so kind and helpful and the positive vibes are wonderful. The people who work there clearly love watching students succeed, they are amazing!

Very helpful

I have used this service many times as I am 59 years of age therefore things were much different 30 years ago.

Best math department ever! They know there stuff and get you help for any math struggle. I love math even more because of Wylie math tutors. Thanks to all of them and thanks to [Person] !

Very helpful and patient when I needed help

The staff are super nice and make you feel welcomed! The school supplies like flash cards or sticky notes have defiantly come in handy, so I think its really cool of them to have those available for students.

I would not be able to be where I am without their help! They are amazing!!!!

I had few times worked with APCA people and they are so so wonderful and help in understanding the requirement and give a perfect guidance.

Really helpful in refining my essays and papers when I was still learning to write on a college level.

respectful and helpful

Table 6.5 Overall Satisfaction Rating : Very Satisfied

This is an amazing resource for students. The tutoring center is always willing to do whatever they can to help guide students.

The tutors have always been supportive and helpful when I've went.

I attended writing centers. They were very friendly and helped me to write a better essay.

This center is excellent! I have done tutoring multiple times. It is easy to schedule, and every tutor I have had is outstanding! They are knowledgeable in the subject and offer great tips and advice.

The Frisco Math lab and its tutors have been the most help during my time at Collin. I can not say enough good things about them and this service. They help me break down difficult to understand concepts and gain a more complete knowledge over the material I am studying.

i like the stratgies

awesome staff at the Technical Center

helpful in getting feedback or help

i was impressed

Me and my friends have uxed it for multiple study sessions before tests and it's very convenient to make sure we actually study and not get distracted.

very helpful and patient

I used the Tutoring services to reeducate myself on MLA format since I hadn't used it since 2017, They were able to provide me the information I needed and helped me with my essay where I felt comfortable in a field where I had very little practice.

Table 6.6 Overall Satisfaction Rating : Not Rated

excellent

Sassy ones here.

Athletic Department

This section presents key findings for the Athletic Department based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Twenty-eight percent of respondents reported being aware of the Athletic Department, and 3% indicated they had used its services (see Table 1).

Table 1. Awareness and Usage Frequency for Athletic Department (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Athletic Department	219 (28%)	23 (3%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 20 responses were received for the Athletic Department. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 62% to 68%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

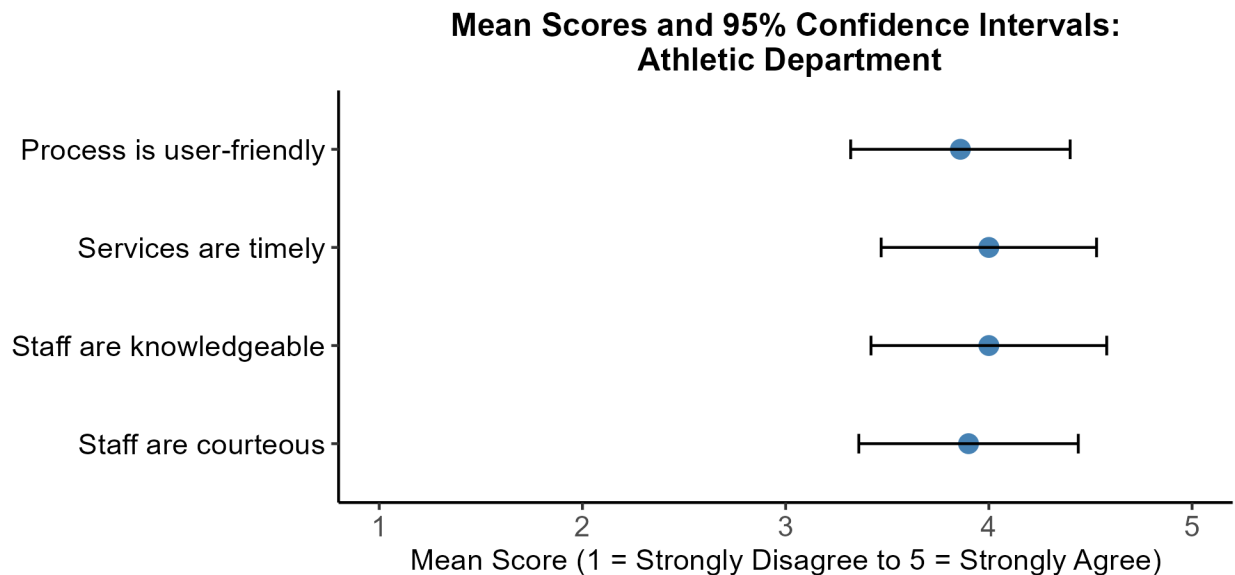


Table 2. Mean Scores and Margins of Error for Athletic Department

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	22	3.86	0.54
The services provided are timely.	22	4.00	0.53
The staff are knowledgeable.	21	4.00	0.58
The staff are courteous.	21	3.90	0.54

Table 3. Service Quality Statement Ratings for Athletic Department

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	2 (9%)	0 (0%)	5 (23%)	7 (32%)	8 (36%)	68%
Services are timely	1 (5%)	1 (5%)	6 (27%)	3 (14%)	11 (50%)	64%
Staff are knowledgeable	1 (5%)	2 (10%)	4 (19%)	3 (14%)	11 (52%)	67%
Staff are courteous	1 (5%)	1 (5%)	6 (29%)	4 (19%)	9 (43%)	62%

Overall Satisfaction

The Athletic Department received an average overall satisfaction rating of 3.86 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Athletic Department with those of other service categories. As presented in Table 5, Positive Rating (%) column, 67% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Athletic Department

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (\pm)
Athletic Department	21	3.86	0.56

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

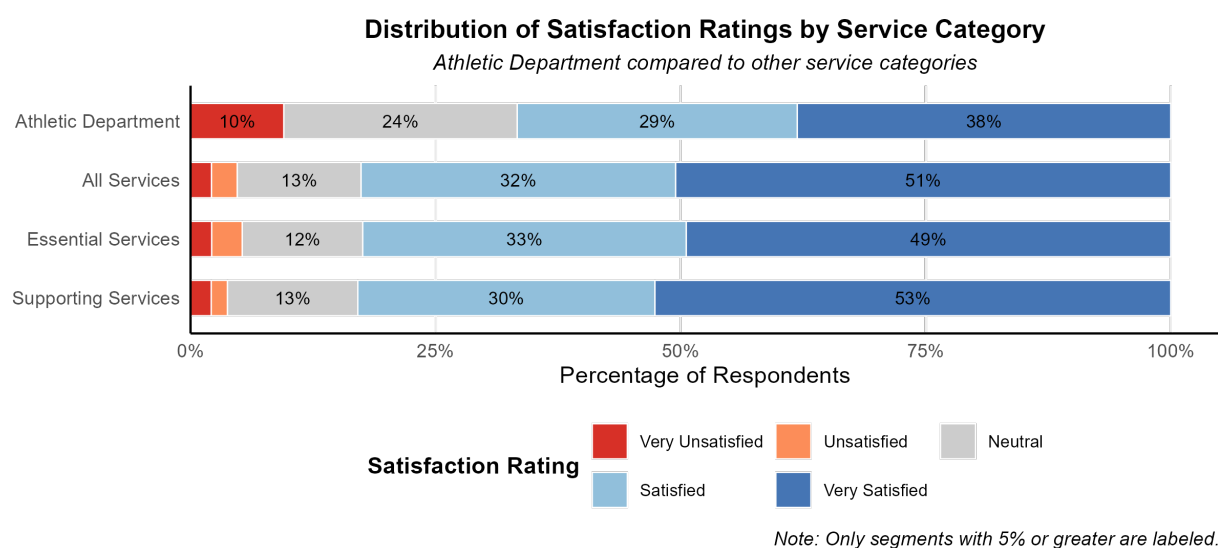


Table 5. Satisfaction Ratings for Athletic Department

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (10%)	0 (0%)	5 (24%)	6 (29%)	8 (38%)	67%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Athletic Department

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

very outdated

Table 6.2 Overall Satisfaction Rating : Neutral

don't know anything about it

Campus Police Offices

This section presents key findings for the Campus Police Offices based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Fifty-four percent of respondents reported being aware of the Campus Police Offices, and 7% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Campus Police Offices (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Campus Police Offices	417 (54%)	54 (7%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 50 responses were received for the Campus Police Offices. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 76% to 79%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

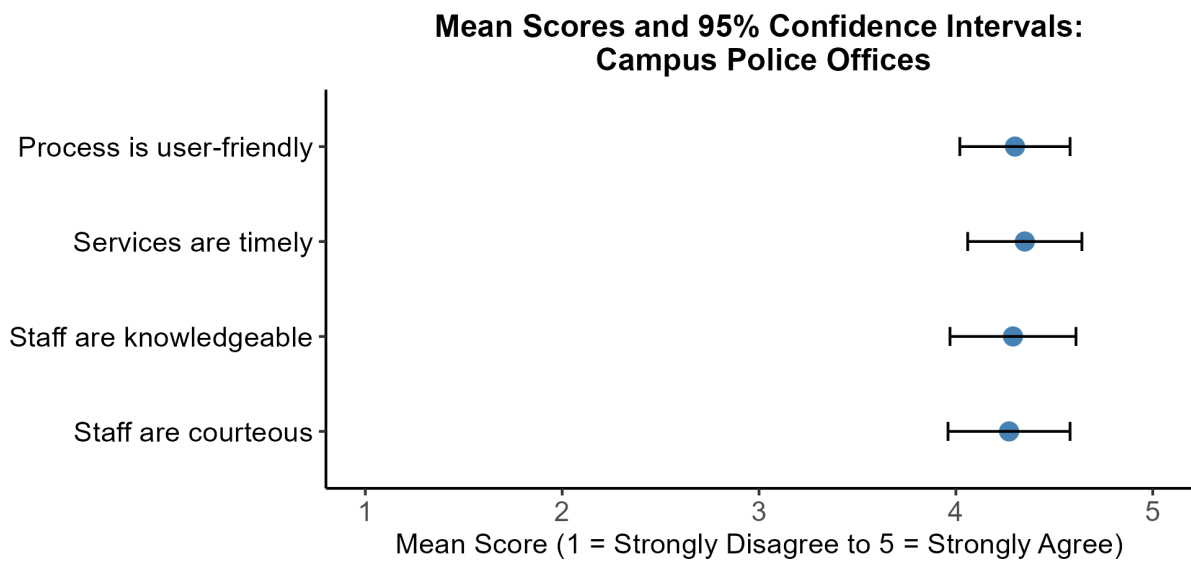


Table 2. Mean Scores and Margins of Error for Campus Police Offices

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	53	4.30	0.28
The services provided are timely.	52	4.35	0.29
The staff are knowledgeable.	51	4.29	0.32
The staff are courteous.	51	4.27	0.31

Table 3. Service Quality Statement Ratings for Campus Police Offices

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	2 (4%)	0 (0%)	10 (19%)	9 (17%)	32 (60%)	77%
Services are timely	2 (4%)	0 (0%)	9 (17%)	8 (15%)	33 (63%)	79%
Staff are knowledgeable	3 (6%)	0 (0%)	9 (18%)	6 (12%)	33 (65%)	76%
Staff are courteous	3 (6%)	0 (0%)	8 (16%)	9 (18%)	31 (61%)	78%

Overall Satisfaction

The Campus Police Offices received an average overall satisfaction rating of 4.22 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Campus Police Offices with those of other service categories. As presented in Table 5, Positive Rating (%) column, 76% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Campus Police Offices

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Campus Police Offices	51	4.22	0.29

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

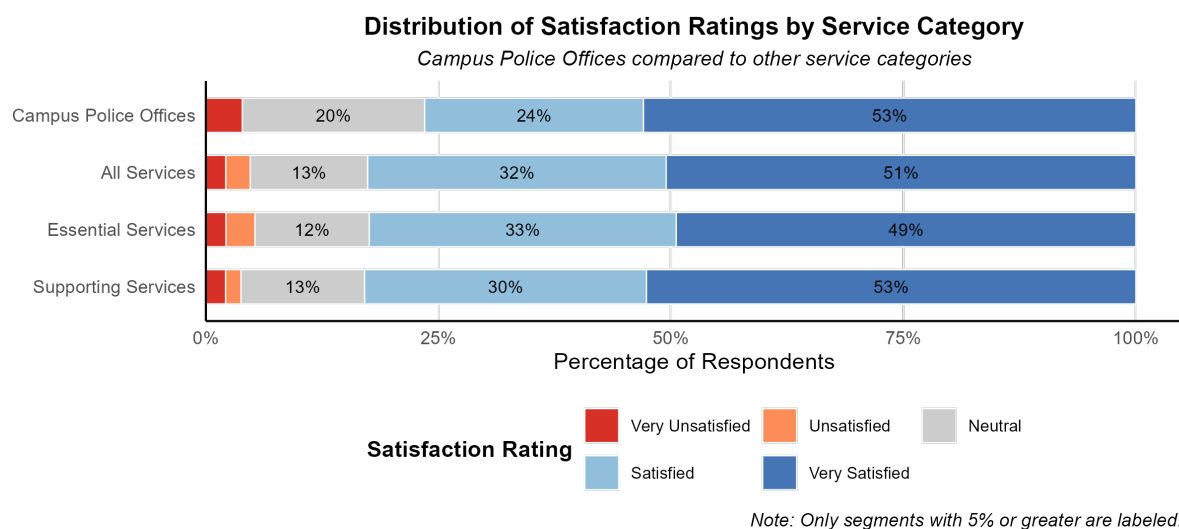


Table 5. Satisfaction Ratings for Campus Police Offices

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (4%)	0 (0%)	10 (20%)	12 (24%)	27 (53%)	76%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Campus Police Offices

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

some very lethargic, some squared away.

Table 6.2 Overall Satisfaction Rating : Neutral

ok

there around I guess

Table 6.3 Overall Satisfaction Rating : Satisfied

met expectations

They are cool

Table 6.4 Overall Satisfaction Rating : Very Satisfied

THEY WERE ALWAYS FRIENDLY

Amazing, helped me find my lost phone

work very fast and nice at every campus

they went over and beyond to help find my missing laptop

friendly and supportive

Table 6.5 Overall Satisfaction Rating : Not Rated

excellent

@ Celina I get stopped because I looked "suspicious". I have proof. I was wearing regular clothes. I am a student. White staff and white cops saying this to a student of color doesn't paint a good picture. I shall be compensated for all this. [Person] If the school gets sued because this happens to another student it wouldn't be the first time, would it?

Career Centers

This section presents key findings for the Career Centers services based on students' awareness, usage, feedback on service quality dimensions and overall satisfaction.

Awareness and Utilization

Fifty-two percent of respondents reported being aware of the Career Centers, and 14% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Career Centers Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Career Centers	403 (52%)	109 (14%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 100 responses were received for the Career Centers. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 79% to 87%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

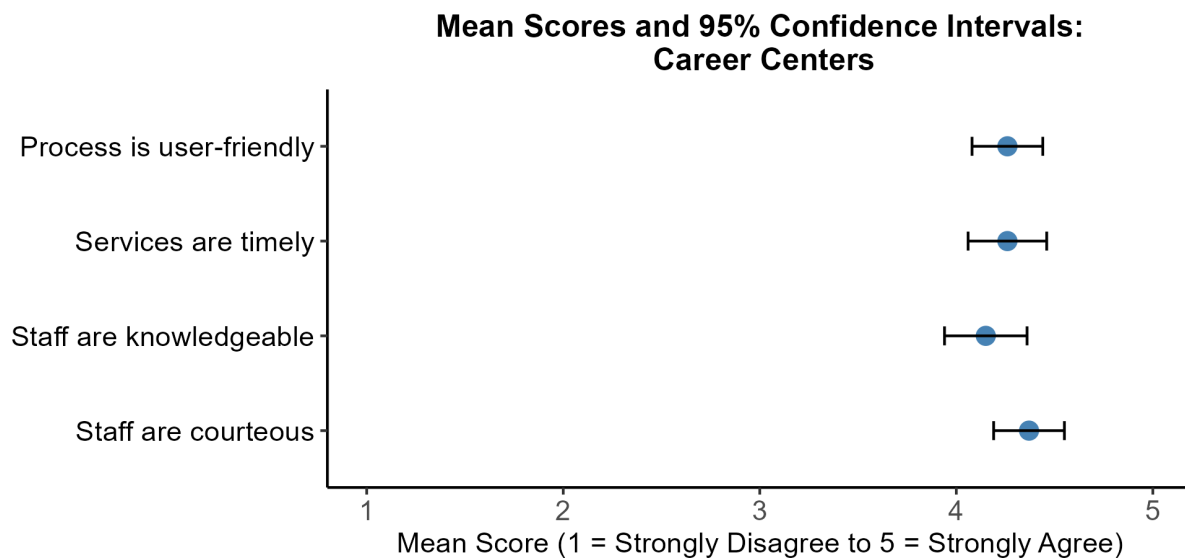


Table 2. Mean Scores and Margins of Error for Career Centers Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	107	4.26	0.18
The services provided are timely.	107	4.26	0.20
The staff are knowledgeable.	104	4.15	0.21
The staff are courteous.	104	4.37	0.18

Table 3. Service Quality Statement Ratings for Career Centers Services

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	3 (3%)	2 (2%)	13 (12%)	35 (33%)	54 (50%)	83%
Services are timely	4 (4%)	4 (4%)	11 (10%)	29 (27%)	59 (55%)	82%
Staff are knowledgeable	4 (4%)	5 (5%)	13 (12%)	31 (30%)	51 (49%)	79%
Staff are courteous	4 (4%)	0 (0%)	10 (10%)	30 (29%)	60 (58%)	87%

Overall Satisfaction

The Career Centers received an average overall satisfaction rating of 4.21 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Career Centers with those of other service categories. As presented in Table 5, Positive Rating (%) column, 82% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Career Centers Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Career Centers	104	4.21	0.2

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

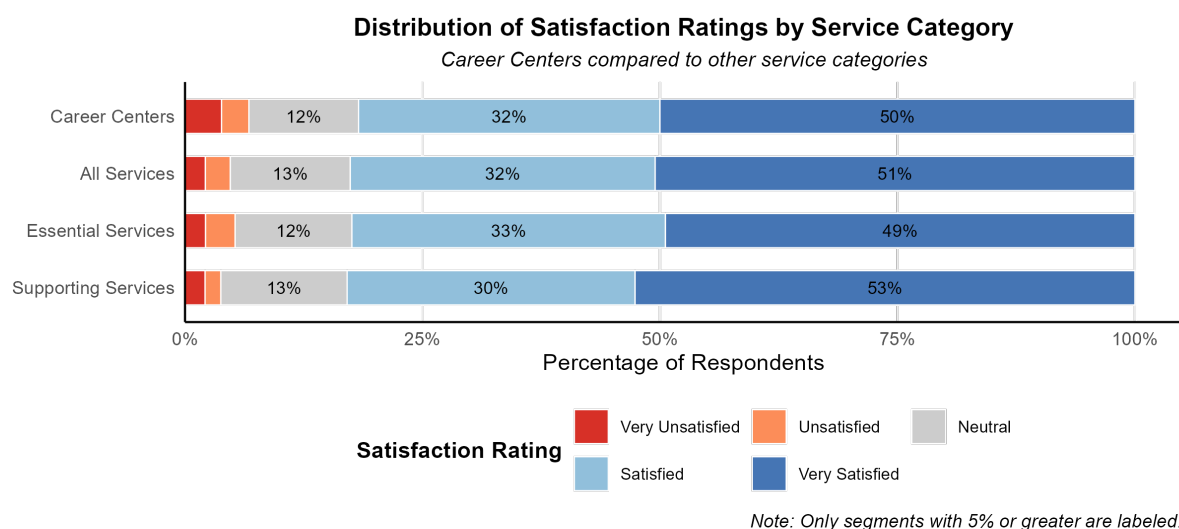


Table 5. Satisfaction Ratings for Career Centers Services

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	4 (4%)	3 (3%)	12 (12%)	33 (32%)	52 (50%)	82%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Career Center Services

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

Not helpful at all the staff don't know anything

Table 6.2 Overall Satisfaction Rating : Unsatisfied

unable to help customize resumes; only has the most basic of knowledge

The career center staff is always very kind, but I feel like they are geared more toward helping younger students. I am a returning middle aged student and the few times I have been in there to ask questions they haven't really been able to provide much guidance.

Table 6.3 Overall Satisfaction Rating : Neutral

ok

Table 6.4 Overall Satisfaction Rating : Satisfied

Very intriguing stuff, especially the tests for potentially matching careers.

Providing ideas

useful

They use outdated testing to see your career interests, but they're very helpful with resumes and cover letters.

they are timely and their response is effective

Always get what I want

Terrific people, great service, and amazing resource.

impressed

Table 6.5 Overall Satisfaction Rating : Very Satisfied

The representative every time was very kind and helpful to me in multiple ways.

It was very helpful for an interview coaching.

[Person] was super helpful, took the time to sit down and hear my plans and give recommendations.

Very helpful and patient when I needed help

They have helped me.

Staff is very knowledgeable and courteous to help.

They answer my questions and sufficiently resolve any issues I might have

[Person] at the Frisco campus is fantastic.

Table 6.5 Overall Satisfaction Rating : Very Satisfied

[Person] is the loveliest lady I've ever met; she is very courteous and helped me find my degree plan, originally, I had planned to come to Collin to do my general classes and figure it out along the way but after one visit with dawn I found what I wanted to do in my life.

Friendly and knowledgeable of their products and service. They helped me create a beautiful resume. Helped me become marketable

Collin College Website (<https://www.collin.edu/>)

This section presents key findings for the Collin College Website based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Seventy-six percent of respondents reported being aware of the Collin College Website, and 59% indicated they had used it (see Table 1).

Table 1. Awareness and Usage Frequency for Collin College Website Services (n = 772)		
Service Unit	Awareness Count (%)	Usage Count (%)
Collin College Website (https://www.collin.edu/)	586 (76%)	455 (59%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 440 responses were received for the Collin College Website. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 78% to 85%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

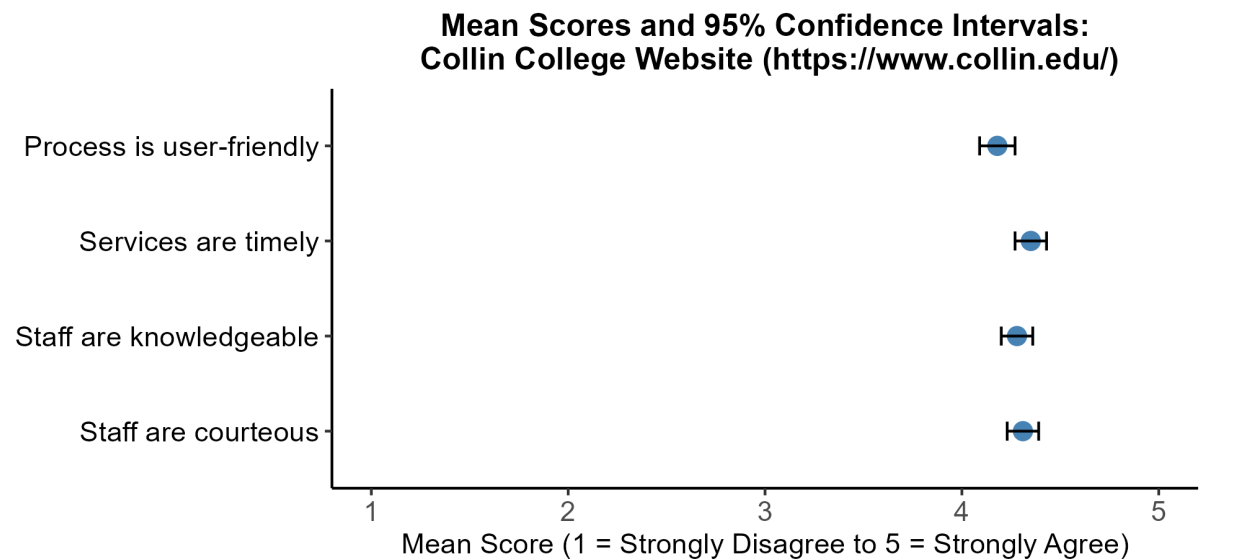


Table 2. Mean Scores and Margins of Error for Collin College Website			
Statement	Total Responses	Mean	Margin of Error (±)
The process is user-friendly.	447	4.18	0.09
The services provided are timely.	445	4.35	0.08
The staff are knowledgeable.	444	4.28	0.08
The staff are courteous.	446	4.31	0.08

Table 3. Service Quality Statement Ratings for Collin College Website

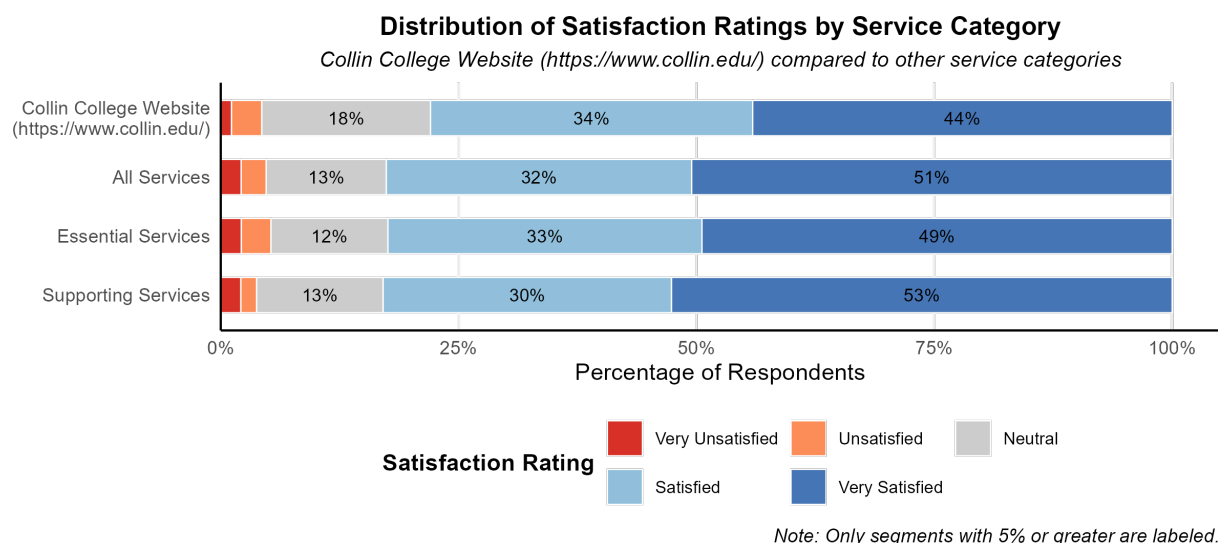
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	5 (1%)	23 (5%)	60 (13%)	158 (35%)	201 (45%)	80%
Services are timely	2 (0%)	11 (2%)	55 (12%)	137 (31%)	240 (54%)	85%
Staff are knowledgeable	3 (1%)	4 (1%)	89 (20%)	117 (26%)	231 (52%)	78%
Staff are courteous	2 (0%)	2 (0%)	95 (21%)	103 (23%)	244 (55%)	78%

Overall Satisfaction

The Collin College Website received an average overall satisfaction rating of 4.17 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Collin College Website with those of other service categories. As presented in Table 5, Positive Rating (%) column, 78% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Collin College Website

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (\pm)
Collin College Website	440	4.17	0.08

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Collin College Website**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	5 (1%)	14 (3%)	78 (18%)	149 (34%)	194 (44%)	78%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Collin College Website

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

eh
the organization and UI are awful, you really have to know where to find stuff or what the particular name is
so hard and unrealistic to navigate.

Table 6.2 Overall Satisfaction Rating : Unsatisfied

IT IS OK. STILL CAN'T FIGUER OUT HOW TO APPLY TO GRADUATE
Difficult to navigate since redesign.
The website now is complicated to use. It is not easy to find what you are looking for.
Couldn't find the email address(es) I needed, had to ask someone to send them to me.
Website is nebulous. There's a lot of old information that comes up when you try to do searches. For department pages I really wish it would have contact phone, email, and hours listed. There's a lot there that's irrelevant, I wish it were simpler and more streamlined in terms of content.
Very difficult to navigate and find information

Table 6.3 Overall Satisfaction Rating : Neutral

it is neither great or horrible
Pretty basic, no issues.
Hard to navigate and contacts a lot of trackers
The website is very complex when it was changed
Sometimes helpful sometimes not
There isn't much I visit the Collin website for, but it seems like some infromation regarding course credits for degres and policies are outdated sometimes.
Confusing to navigate but mostly works.
I haven't ever had a case where I needed to use the website for something.
easy to use
The Collin website lacks a lot of information I have tried to find. I always use the chat to ask what or where something is. The information is not up-to-date. Staff will say one thing, but it is not correct on the website. I can never find phone numbers quickly. Some links take you nowhere or do not provide the necessary steps you are looking for.
neutral
its confusing
I mainly use it to check the yearly calendar and to look at the degree plans.
duh

Table 6.3 Overall Satisfaction Rating : Neutral

5/10

NOT TOO MANY ISSUES. ITS A STANDARD WEBSITE

an easy walk through, step-by-step type method.

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations

Sufficient

Can also be difficult to parse, but still somewhat doable.

A lot of information and resources

its good, useful resources.

The website is decent overall but sometimes it's hard to find stuff and the search bar returns lots of irrelevant information.

Good

The website has many helpful tools to access information. However, it may take the user a long time to find what they are looking for.

informative

Its a website. Has a little too much extraneous stuff and is a little hard to navigate but does its job.

Easy layout

Always get what I want

Good

The website works - what else is there to say.

The website is nice and easy to find items I'm looking for.

Simple, easy to use website. Everything is easy to locate.

impressed

The website is quite well outlined and has everything you might need, but it can sometimes be hard to navigate.

5/5

I don't really use this except to login to the WiFi

user friendly

Table 6.5 Overall Satisfaction Rating : Very Satisfied

great experience. Never had any technical issues.

Table 6.5 Overall Satisfaction Rating : Very Satisfied

I absolutely love and adore the website. There's so much information. It's a time saver because I can do so much from the website instead of having to go inside the campus offices many times.

Love all the extra info and services offered.

super easy to use and find everything I am looking for or the search bar will take me directly to it

Can't complete courses without it. Haven't had many problems with it though the new design feels a little too much and it's a bit harder to locate what I need.

Easy to navigate and well put together.

great

Meh

I love the designs because it looks the widget form of Apple IOS devices.

The home page is very easy to navigate, although, I would prefer the results of the search engine to be condensed into specific topics.

Easy to understand

Good

I use this almost everyday and it is a very useful tool.

I dont really go on here, but the few times I do its easy to navigate

good

Good website

It's okay. A little clunky still

They have helpful tools in the webpage that can guide you to success.

Easy to use.

easy to navigate

i like the website

I use it everyday

very easy to navigate

Good people good service

very helpful

Easy to use. Why aren't any of the trades online. especially those that don't require a lab. There's always talk about a shortage of instructors. It seems like placing some classes online can draw new instructors.

easy to use

Best world wide!!!!

No issues.

Reliable technology services and ease of use

All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.

Table 6.5 Overall Satisfaction Rating : Very Satisfied

The website seems like it could use an update.

Very good

I barely use it, but when I do, they give good info

easy to use

yes

nice to learn about the college and needed to know information

easy to use

Very helpful

Just love the website

Finding events and navigating to classes or email is very easy and efficient.

Table 6.6 Overall Satisfaction Rating : Not Rated

not sure what this is evaluating, but it's not easy to find info on

Easy to maneuver

Very easy to use

Computer Labs

This section presents key findings for the Computer Labs services based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Fifty-eight percent of respondents reported being aware of the Computer Labs services, and 25% indicated they had their services (see Table 1).

Table 1. Awareness and Usage Frequency for Computer Labs (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Computer Labs	451 (58%)	193 (25%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 190 responses were received for Computer Labs. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 87% to 90%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

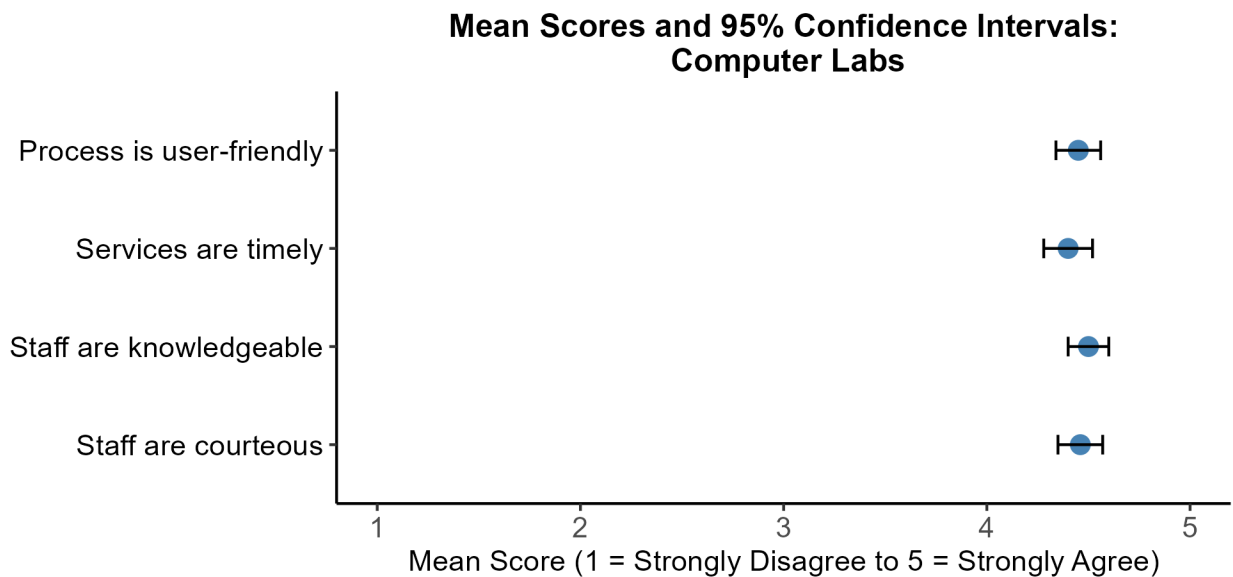


Table 2. Mean Scores and Margins of Error for Computer Labs Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	192	4.45	0.11
The services provided are timely.	192	4.40	0.12
The staff are knowledgeable.	191	4.50	0.10
The staff are courteous.	190	4.46	0.11

Table 3. Service Quality Statement Ratings for Computer Labs Services

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (1%)	2 (1%)	19 (10%)	57 (30%)	113 (59%)	89%
Services are timely	2 (1%)	3 (2%)	20 (10%)	58 (30%)	109 (57%)	87%
Staff are knowledgeable	1 (1%)	0 (0%)	19 (10%)	54 (28%)	117 (61%)	90%
Staff are courteous	1 (1%)	2 (1%)	22 (12%)	48 (25%)	117 (62%)	87%

Overall Satisfaction

Computer Labs received an average overall satisfaction rating of 4.37 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for Computer Labs with those of other service categories. As presented in Table 5, Positive Rating (%) column, 85% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Computer Labs Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Computer Labs	190	4.37	0.12

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

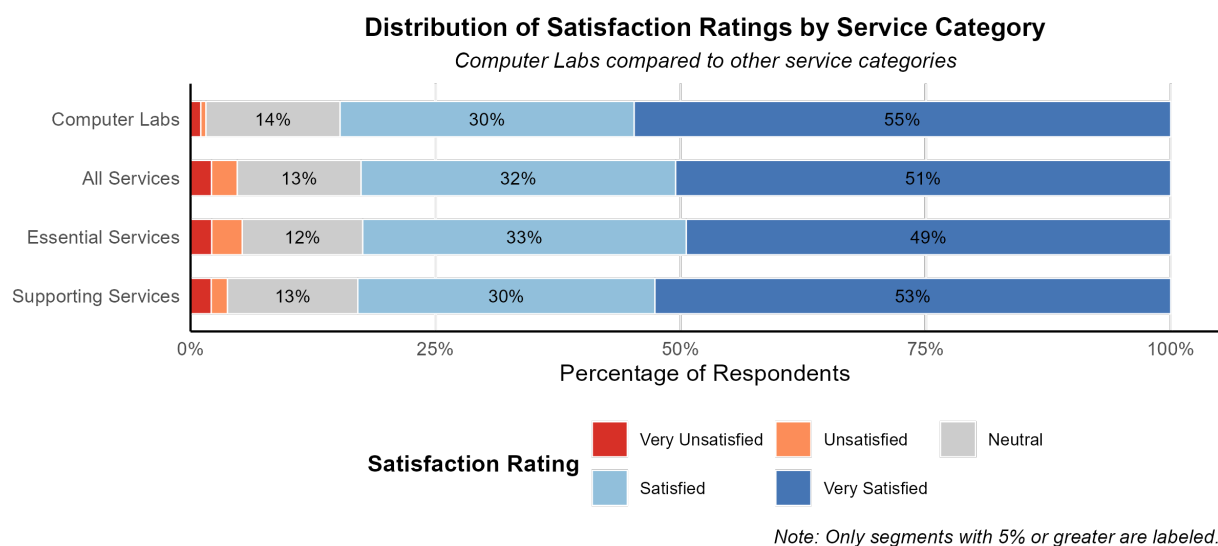


Table 5. Satisfaction Ratings for Computer Labs

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (1%)	1 (1%)	26 (14%)	57 (30%)	104 (55%)	85%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Computer Labs

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

Ok

Table 6.2 Overall Satisfaction Rating : Unsatisfied

I would like if they had more people who knew what they were explaining and who were willing to work slower for students. I hate going to lab because I never learn anything and get someone does my work for me, it's disheartening most of the time.

Table 6.3 Overall Satisfaction Rating : Neutral

Helpful

i am unable to print in colored.

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations

Sufficient

Were vital for some classes.

Very respectful environment and easy to navigate.

they are timely are their response is effective

Exactly what it says on the tin. They're rooms with computers in them. No notes.

Nice lab

impressed

A great resource to have

Table 6.5 Overall Satisfaction Rating : Very Satisfied

THEY WERE NICE

the computer labs are pretty self explanatory but after a quick intro they are very easy to use and have every software I need

Quiet place for study

I have only used this service once or twice but the staff were always helpful.

good

Good people good service

Great.

Great to use

Always get what I want

good

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Accessible
Fantastic
All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.
Easy to do assignments with programs I couldn't do at home
Robotic
clean and comfortable to work on
great
In my first semester we were given a computer lab for Intro to huminites, currently I sit in the back of the class which doesn't really help me since I wear glasses, fortunately since the teachers lecture notes are in canvas I can follow along on the computers while she lectures, this has led to a significant assist in my class and probably why I have an A in it.

Table 6.6 Overall Satisfaction Rating : Not Rated

good, need to be more available

Continuing Education

This section presents key findings for Continuing Education services based on students' awareness, usage, feedback on service quality dimensions and overall satisfaction.

Awareness and Utilization

Thirty-six percent of respondents reported being aware of the Continuing Education services, and 6% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Continuing Education Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Continuing Education	281 (36%)	47 (6%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 40 responses were received for Continuing Education. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 78% to 84%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

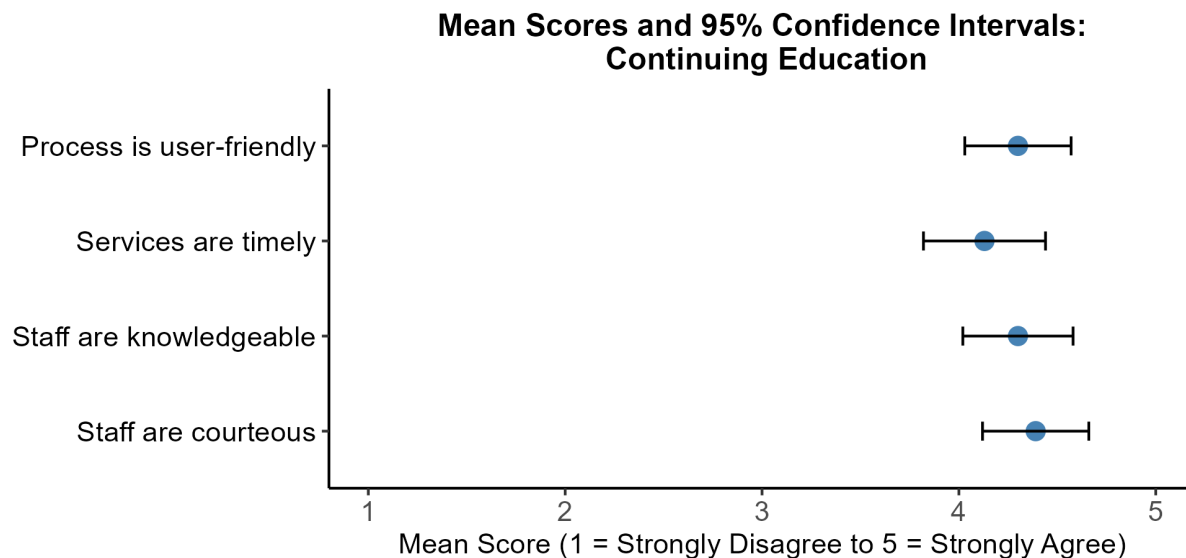


Table 2. Mean Scores and Margins of Error for Continuing Education Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	46	4.30	0.27
The services provided are timely.	46	4.13	0.31
The staff are knowledgeable.	43	4.30	0.28
The staff are courteous.	44	4.39	0.27

Table 3. Service Quality Statement Ratings for Continuing Education Services

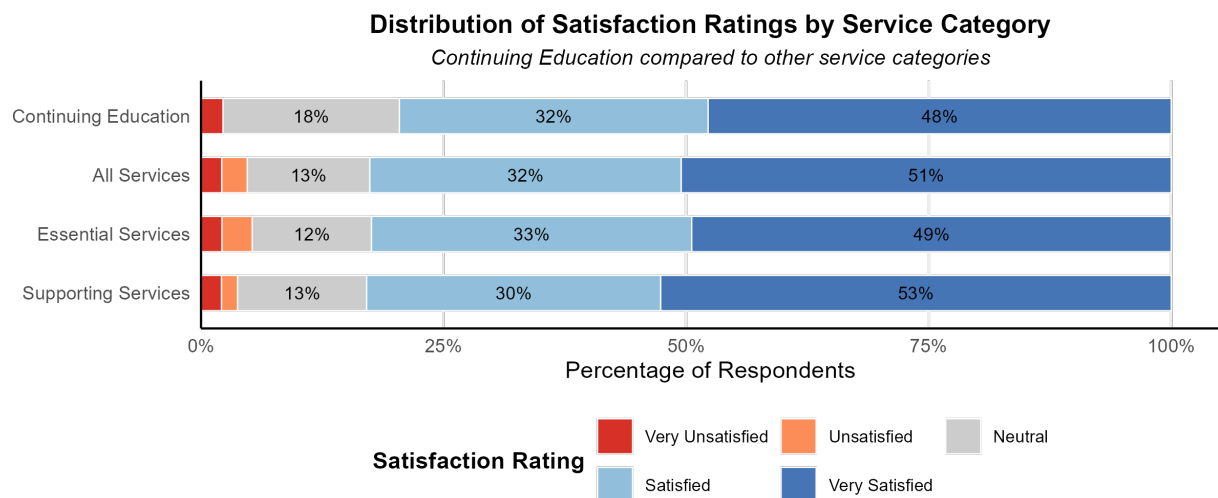
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (2%)	0 (0%)	8 (17%)	12 (26%)	25 (54%)	80%
Services are timely	2 (4%)	1 (2%)	7 (15%)	15 (33%)	21 (46%)	78%
Staff are knowledgeable	1 (2%)	0 (0%)	7 (16%)	12 (28%)	23 (53%)	81%
Staff are courteous	1 (2%)	0 (0%)	6 (14%)	11 (25%)	26 (59%)	84%

Overall Satisfaction

Continuing Education received an average overall satisfaction rating of 4.23 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for Continuing Education with those of other service categories. As presented in Table 5, Positive Rating (%) column, 80% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Continuing Education Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Continuing Education	44	4.23	0.28

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

Note: Only segments with 5% or greater are labeled.

Table 5. Satisfaction Ratings for Continuing Education Services

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	1 (2%)	0 (0%)	8 (18%)	14 (32%)	21 (48%)	80%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Continuing Education

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating : Neutral

ok

Table 6.2 Overall Satisfaction Rating : Satisfied

Helping with career

Not bad but never answer the phone

Had some excellent art instructors, some so-so
--

Nice and quick

I've taken a couple of classes through Cone continuing Ed that have been very beneficial. It was easy to use and access.
--

Table 6.3 Overall Satisfaction Rating : Very Satisfied

Excellent experience

Took a course with ease. Communicated with ease to the head of that department last year.

Counseling Services

This section presents key findings for Counseling Services based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Fifty-four percent of respondents reported being aware of the Counseling Services, and 11% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Counseling Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Counseling Services	417 (54%)	86 (11%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 80 responses were received for Counseling Services. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 81% to 87%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

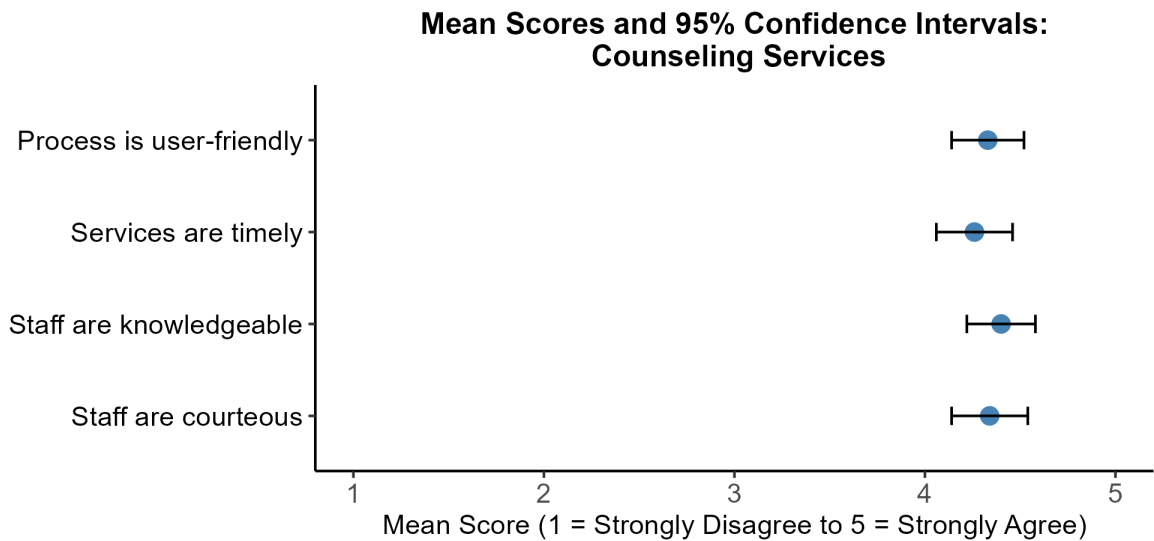


Table 2. Mean Scores and Margins of Error for Counseling Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	83	4.33	0.19
The services provided are timely.	85	4.26	0.20
The staff are knowledgeable.	84	4.40	0.18
The staff are courteous.	83	4.34	0.20

Table 3. Service Quality Statement Ratings for Counseling Services

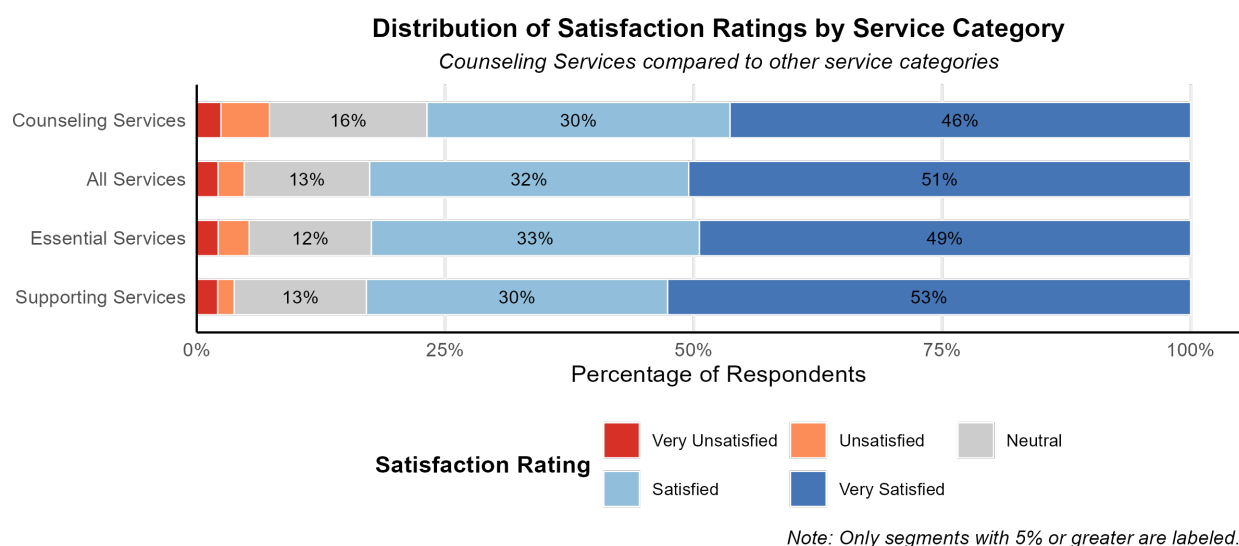
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (1%)	1 (1%)	14 (17%)	21 (25%)	46 (55%)	81%
Services are timely	2 (2%)	2 (2%)	11 (13%)	27 (32%)	43 (51%)	82%
Staff are knowledgeable	1 (1%)	2 (2%)	8 (10%)	24 (29%)	49 (58%)	87%
Staff are courteous	1 (1%)	3 (4%)	9 (11%)	24 (29%)	46 (55%)	84%

Overall Satisfaction

The Counseling Services received an average overall satisfaction rating of 4.13 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Counseling Services with those of other service categories. As presented in Table 5, Positive Rating (%), 77% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Counseling Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Counseling Services	82	4.13	0.22

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Counseling Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (2%)	4 (5%)	13 (16%)	25 (30%)	38 (46%)	77%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Counseling Services

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

They are not equipped to help someone who is recovering from addiction and having trouble coping with life's challenges while going to school. It is definitely more for the average person dealing with the typical stress of being in college.

Table 6.2 Overall Satisfaction Rating : Unsatisfied

I had to complete the intake forms twice and there was no information on the counselors besides their names, so the last counselor I tried was a poor fit for my concerns. However, the staff is very courteous and emails are answered quickly.

cooperative

The counseling center was a bit of a let down. My one and only visit was due to seeing a sign that the counselors could provide assistance with time management. The counselor I spoke with really had no idea that it was even a service she was supposed to offer. In the end she pointed me to search YouTube for the information I was seeking regarding time management. She didn't provide links to helpful videos only that I should search for it on that site. I left with the impression that the counseling center wasn't much help other than to go get a load off my chest as they made remarks regarding my attire and that it looked like I had my act together. While it may be true that I'm well rounded I went to learn new techniques to better plan for the future and work load management. It was fairly disappointing

Cancelled my appointments with the explanation of "this counselor isn't in the office today", despite suggesting said counselor and date for my rescheduled appointment.

Table 6.3 Overall Satisfaction Rating : Neutral

ok

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations

The representative every time was very kind and helpful to me.

Helping with advise and handling issues

Counseling services are nice. It just wasn't for me.

Counseling has been useful. I don't always remember it until I need it right then, then I have to wait days to speak to a preferred Counselor.

Easy to gain access to, friendly staff, explained their services well.

they are timely are their response is effective

Always get what I want

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Only used once, need more info again but helpful.

LOVE [Person]!!! She has helped me so much in developing emotional maturity, independence, and sense of self. I could not have asked for a better counselor. The only thing I would recommend is that more counselors are hired at Wylie campus because we've got a LOT of people coming here now.

The counseling services are a must for students. As a student who utilizes this resource that Collin offers, I can not say enough good things about them. I appreciate their hard work and dedication to students.

All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.

Needed help from a counselor to resolve my behaviors.

Ariana Herman

friendly people willing to help

Table 6.6 Overall Satisfaction Rating : Not Rated

excellent

eLearning Center (eLC)

This section presents key findings for the eLearning Centers based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Forty-four percent of respondents reported being aware of the eLearning Centers, and 11% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for eLearning Centers Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
eLearning Center	338 (44%)	85 (11%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 80 responses were received for the eLearning Centers. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 82% to 84%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

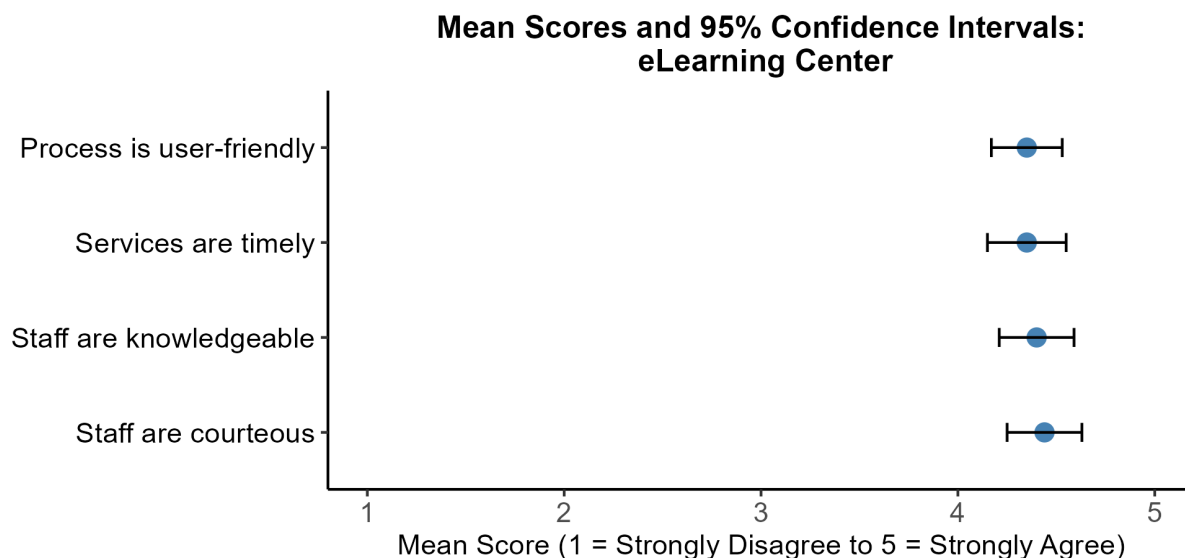


Table 2. Mean Scores and Margins of Error for eLearning Centers Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	84	4.35	0.18
The services provided are timely.	83	4.35	0.20
The staff are knowledgeable.	82	4.40	0.19
The staff are courteous.	81	4.44	0.19

Table 3. Service Quality Statement Ratings for eLearning Centers Services

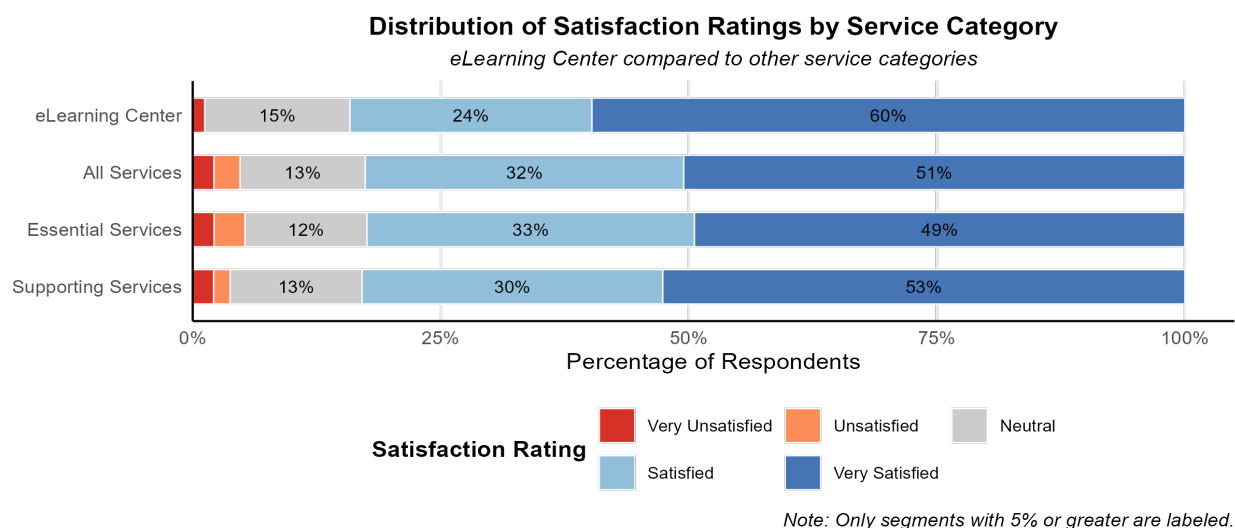
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (1%)	0 (0%)	14 (17%)	23 (27%)	46 (55%)	82%
Services are timely	2 (2%)	1 (1%)	10 (12%)	23 (28%)	47 (57%)	84%
Staff are knowledgeable	1 (1%)	0 (0%)	13 (16%)	19 (23%)	49 (60%)	83%
Staff are courteous	1 (1%)	0 (0%)	13 (16%)	15 (19%)	52 (64%)	83%

Overall Satisfaction

The eLearning Centers received an average overall satisfaction rating of 4.41 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the eLearning Centers with those of other service categories. As presented in Table 5, Positive Rating (%), 84% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for eLearning Centers Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
eLearning Center	82	4.41	0.18

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for eLearning Centers Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	1 (1%)	0 (0%)	12 (15%)	20 (24%)	49 (60%)	84%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for eLearning Centers

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating : Neutral

Great
neutral
haven't used this and I'm not sure what to do with it.
ok

Table 6.2 Overall Satisfaction Rating : Satisfied

Good information
There when you need them
duh

Table 6.3 Overall Satisfaction Rating : Very Satisfied

I have used this service several times and it is a helpful tool.
They offer lots of assistance like admissions
easy to use
The Pearson Program is a great program and helps me learn the topics of Biology and Algebra
very easy to reach out with the concerned person.
Good people good service
Great Customer Service

Table 6.4 Overall Satisfaction Rating : Not Rated

excellent

Fitness Centers

This section presents key findings for the Fitness Centers based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Forty-eight percent of respondents reported being aware of the Fitness Centers, and 14% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Fitness Centers (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Fitness Centers	372 (48%)	111 (14%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 100 responses were received for the Fitness Centers. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 78% to 87%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

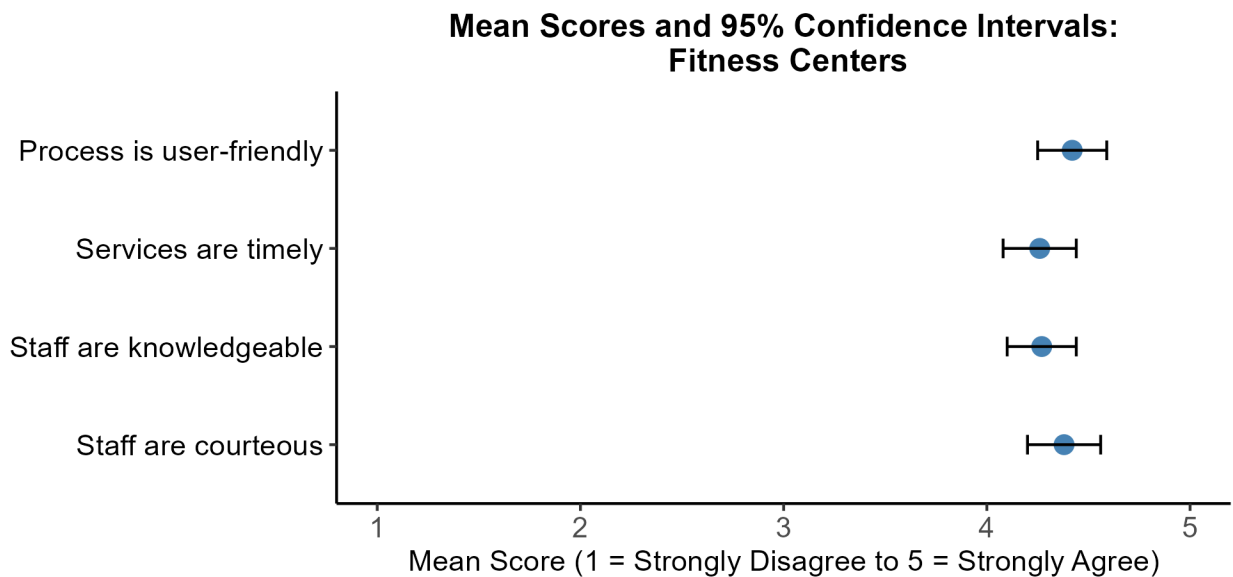


Table 2. Mean Scores and Margins of Error for Fitness Centers

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	110	4.42	0.17
The services provided are timely.	108	4.26	0.18
The staff are knowledgeable.	108	4.27	0.17
The staff are courteous.	108	4.38	0.18

Table 3. Service Quality Statement Ratings for Fitness Centers

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	3 (3%)	0 (0%)	11 (10%)	30 (27%)	66 (60%)	87%
Services are timely	3 (3%)	3 (3%)	12 (11%)	35 (32%)	55 (51%)	83%
Staff are knowledgeable	1 (1%)	2 (2%)	21 (19%)	27 (25%)	57 (53%)	78%
Staff are courteous	2 (2%)	3 (3%)	13 (12%)	24 (22%)	66 (61%)	83%

Overall Satisfaction

The Fitness Centers received an average overall satisfaction rating of 4.26 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Fitness Centers with those of other service categories. As presented in Table 5, Positive Rating (%) column, 85% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Fitness Centers

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Fitness Centers	107	4.26	0.18

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

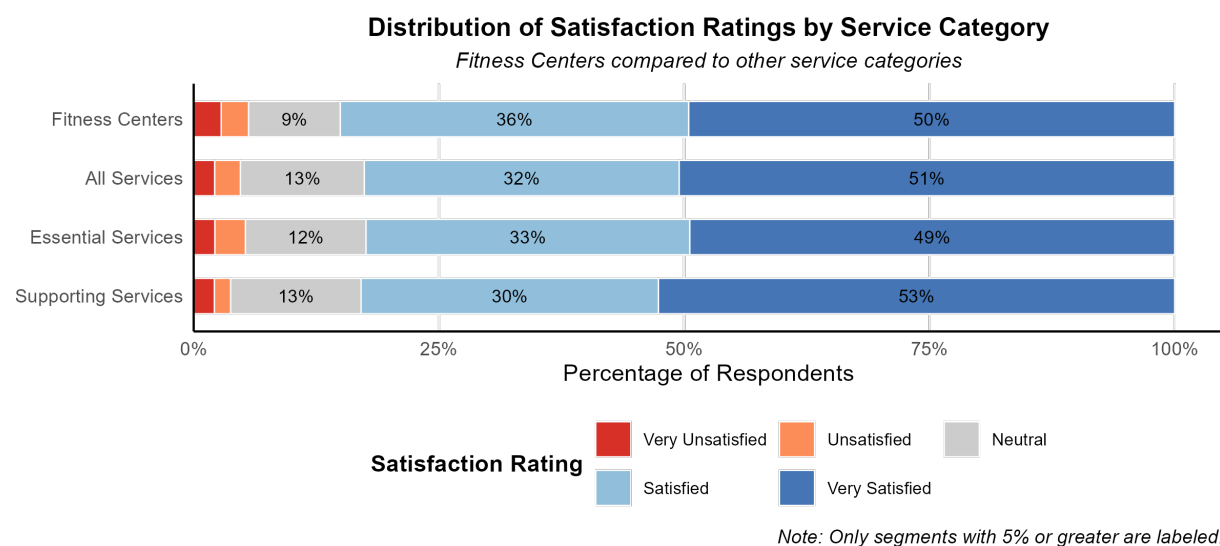


Table 5. Satisfaction Ratings for Fitness Centers

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	3 (3%)	3 (3%)	10 (9%)	38 (36%)	53 (50%)	85%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Fitness Centers

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

Some of the workers at the front desk at the fitness center dont bother with basic formalities, they scan your ID and nod their heads. At the very least say "youre good" or somethin
very outdated and dirty

Table 6.2 Overall Satisfaction Rating : Unsatisfied

I wanted to train many times this semester and every time I went they wouldn't let me in because some team was going to train. Sometimes there were 5 people maximum and I could train without interrupting their training. This semester I couldn't train even once. If it rained, I couldn't either because some team was in the gym because of the rain. And the hours posted on the door weren't respected.

Table 6.3 Overall Satisfaction Rating : Neutral

The staff can be rude at times. For example, I once played some audio from my phone on the speaker in the weights room. An employee came in and asked me to lower the volume. I did as he requested, but then he came back 2 minutes later and turned off the speaker from the utility closet. I feel like this was quite rude, as people are always playing music in there. Additionally, fitness rooms are randomly closed for seemingly no reason. (This is referring to Frisco campus.)

don't know anything about it

friendly staff.

Table 6.4 Overall Satisfaction Rating : Satisfied

met expectations

They're much lower hygiene than other gyms, but they get the job done. I wish there were more barbell racks. I wish they were actually cleaned. There's always brown muck whenever I wipe them. It seems like they aren't wiped very often by the students or staff... kinda gross. But overall, they're decent gyms (I've used Frisco and Plano). I also wish they were open more! Especially Saturday afternoons/evenings. Being open later into the night would be a game changer, but I know that means a lot more staff with tough shifts. I really appreciate that these fitness centers are provided and free for students, it's seriously awesome. Gym memberships are prohibitively expensive these days.

good service

Good to have available, but for a guy like me who lifts more than he runs the gyms are mainly set up for cardio and too many restrictions on weight usage.

well-maintained

Always clean and fresh. Great to workout during long breaks!

Table 6.5 Overall Satisfaction Rating : Very Satisfied

Nice place to work out, clean environment.

Love the Wylie Campus fitness center! I wish there were more machines, but that's about my only gripe.

Well maintained and the people there are helpful too.

Good people good service

Table 6.6 Overall Satisfaction Rating : Not Rated

I don't know if it covers Starbucks, but the Starbucks lady is very rude

International Student Office (ISO)

This section presents key findings for the International Student Office (ISO) based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Nineteen percent of respondents reported being aware of the International Student Office (ISO), and 7% indicated they had used its services (see Table 1).

Table 1. Awareness and Usage Frequency for International Student Office (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
International Student Office (ISO)	147 (19%)	51 (7%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 40 responses were received for the International Student Office. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 66% to 86%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

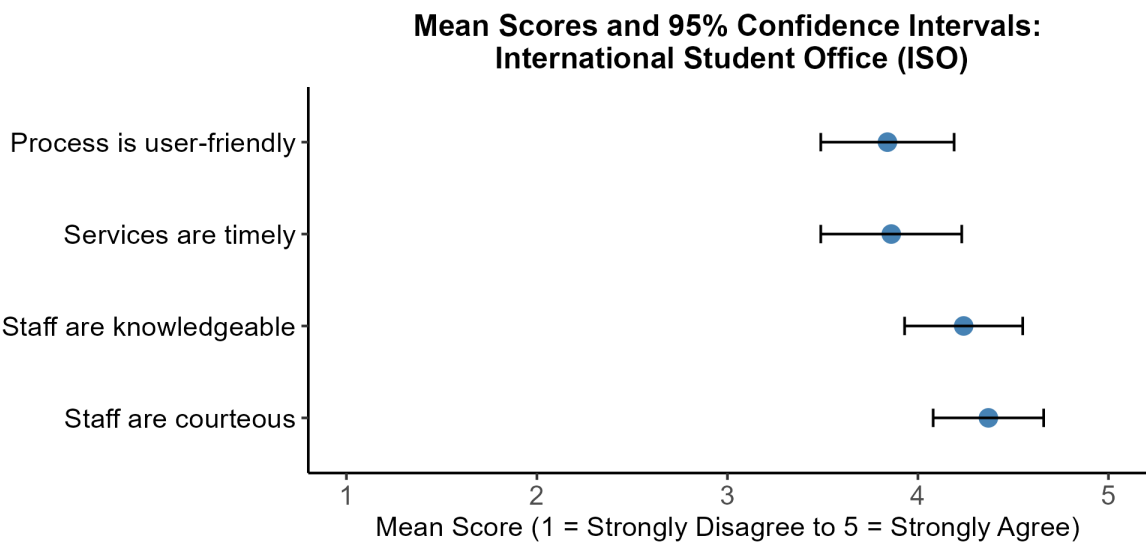


Table 2. Mean Scores and Margins of Error for International Student Office (ISO)

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	50	3.84	0.35
The services provided are timely.	50	3.86	0.37
The staff are knowledgeable.	50	4.24	0.31
The staff are courteous.	49	4.37	0.29

Table 3. Service Quality Statement Ratings for International Student Office (ISO)

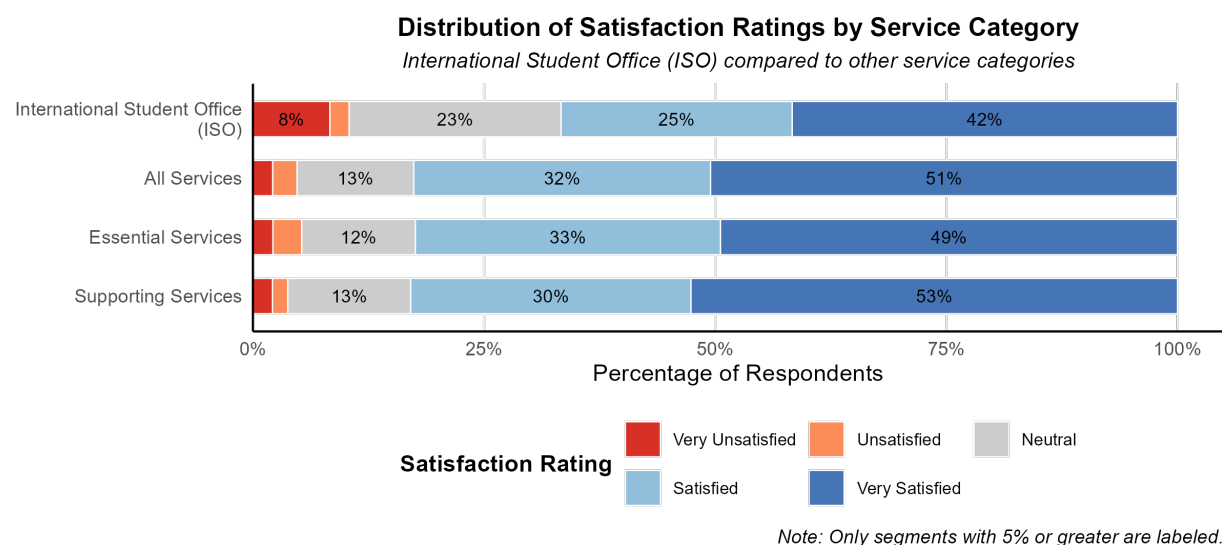
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	4 (8%)	3 (6%)	8 (16%)	17 (34%)	18 (36%)	70%
Services are timely	4 (8%)	4 (8%)	9 (18%)	11 (22%)	22 (44%)	66%
Staff are knowledgeable	3 (6%)	0 (0%)	6 (12%)	14 (28%)	27 (54%)	82%
Staff are courteous	2 (4%)	1 (2%)	4 (8%)	12 (24%)	30 (61%)	86%

Overall Satisfaction

The International Student Office received an average overall satisfaction rating of 3.90 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the ISO with those of other service categories. As presented in Table 5, Positive Rating (%) column, 67% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for International Student Office (ISO)

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
International Student Office	48	3.90	0.36

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for International Student Office (ISO)**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	4 (8%)	1 (2%)	11 (23%)	12 (25%)	20 (42%)	67%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for International Student Office (ISO)

Note: Comments containing NA, None, or blank entries were excluded.

Table 6.1 Overall Satisfaction Rating : Very Unsatisfied

They are not available most of the time

Table 6.2 Overall Satisfaction Rating : Unsatisfied

Usually it takes too long time to get reply from them.

Table 6.3 Overall Satisfaction Rating : Neutral

There is nothing to say about this office

The international student office adviser and ISO should be available in person at the office.

slow response times

helpful

I don't know where its office and the process of answering email is so so so long. I had to remind sometimes

Table 6.4 Overall Satisfaction Rating : Satisfied

The International Student Office has efficiently automated the requests that students may have, such as transferring out, I-20 forms, etc. This is very effective in serving current students. On the other hand, new students who are willing to meet with a staff member from that office are unfortunately unable to do so, as there is no front-facing presence for this department. It would be beneficial to have an office on the first floor of the McKinney campus, well known as the contact point for the ISO. This would allow for direct communication with students and, as a result, improve customer satisfaction and increase enrollment.

I believe the international student office should stop working behind the scenes and have a designated representative on each campus. They are the only support many students rely on, and their presence would make a significant difference.

[Person] is extremely gracious and helpful. Go the extra mile to assist

Table 6.5 Overall Satisfaction Rating : Very Satisfied

They give timely replies and also help students with the sought information.

Always there to answer my questions

They answer my questions and sufficiently resolve any issues I might have

Very knowledgeable.

friendly people willing to help

Table 6.6 Overall Satisfaction Rating : Not Rated

its good not better

Intramural Sports

This section presents key findings for Intramural Sports based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Eighteen percent of respondents reported being aware of Intramural Sports, and 2% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Intramural Sports (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Intramural Sports	136 (18%)	12 (2%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 10 responses were received for Intramural Sports. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 75% to 83%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

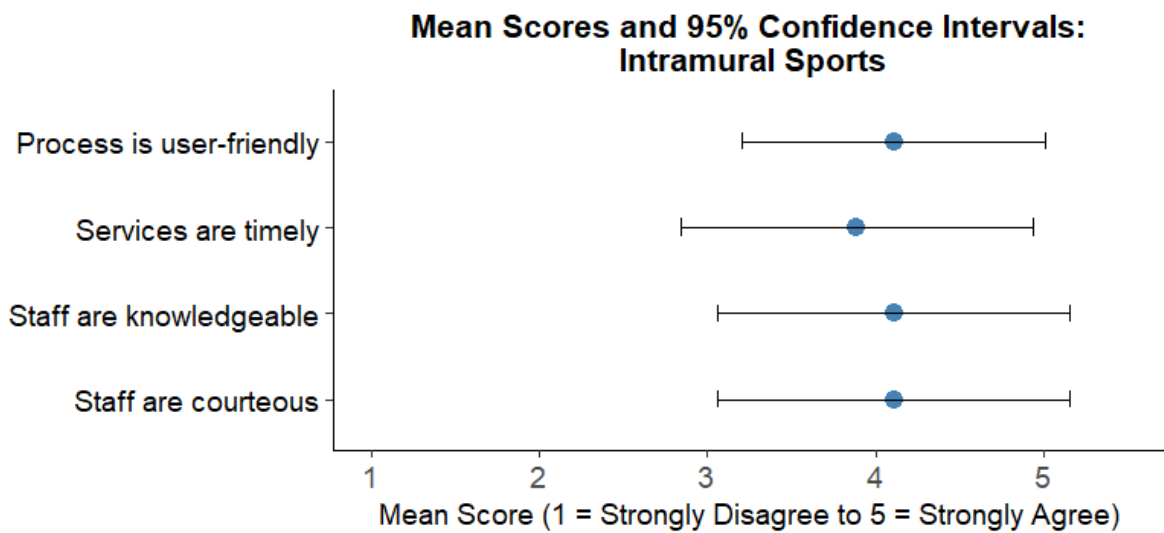


Table 2. Mean Scores and Margins of Error for Intramural Sports Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	12	4.25	0.77
The services provided are timely.	12	3.75	0.98
The staff are knowledgeable.	12	3.75	0.90
The staff are courteous.	12	3.92	0.96

Table 3. Service Quality Statement Ratings for Intramural Sports Services

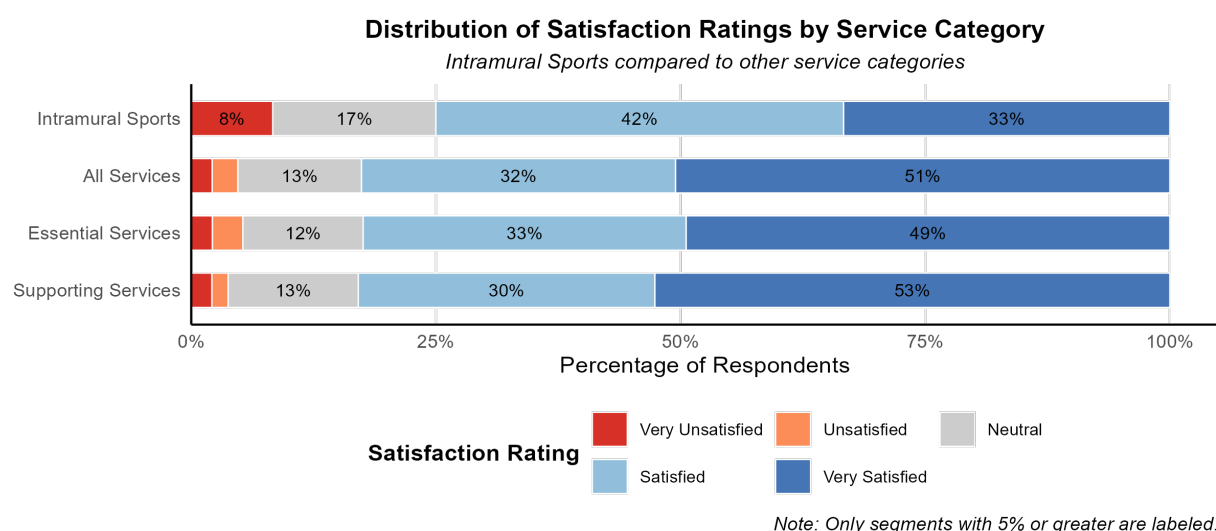
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (8%)	0 (0%)	1 (8%)	3 (25%)	7 (58%)	83%
Services are timely	2 (17%)	1 (8%)	0 (0%)	4 (33%)	5 (42%)	75%
Staff are knowledgeable	2 (17%)	0 (0%)	1 (8%)	5 (42%)	4 (33%)	75%
Staff are courteous	2 (17%)	0 (0%)	1 (8%)	3 (25%)	6 (50%)	75%

Overall Satisfaction

Intramural Sports received an average overall satisfaction rating of 3.92 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for Intramural Sports with those of other service categories. As presented in Table 5, Positive Rating (%) column, 75% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Intramural Sports Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Intramural Sports	12	3.92	0.74

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Intramural Sports Services**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	1 (8%)	0 (0%)	2 (17%)	5 (42%)	4 (33%)	75%

Note: No comments were provided by respondents for Intramural Sports following their overall satisfaction ratings.

Libraries

This section presents key findings for the Collin College Libraries based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Seventy-seven percent of respondents reported being aware of the libraries, and 51% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Libraries Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Libraries	597 (77%)	397 (51%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 380 responses were received for the Collin College Libraries. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 90% to 94%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

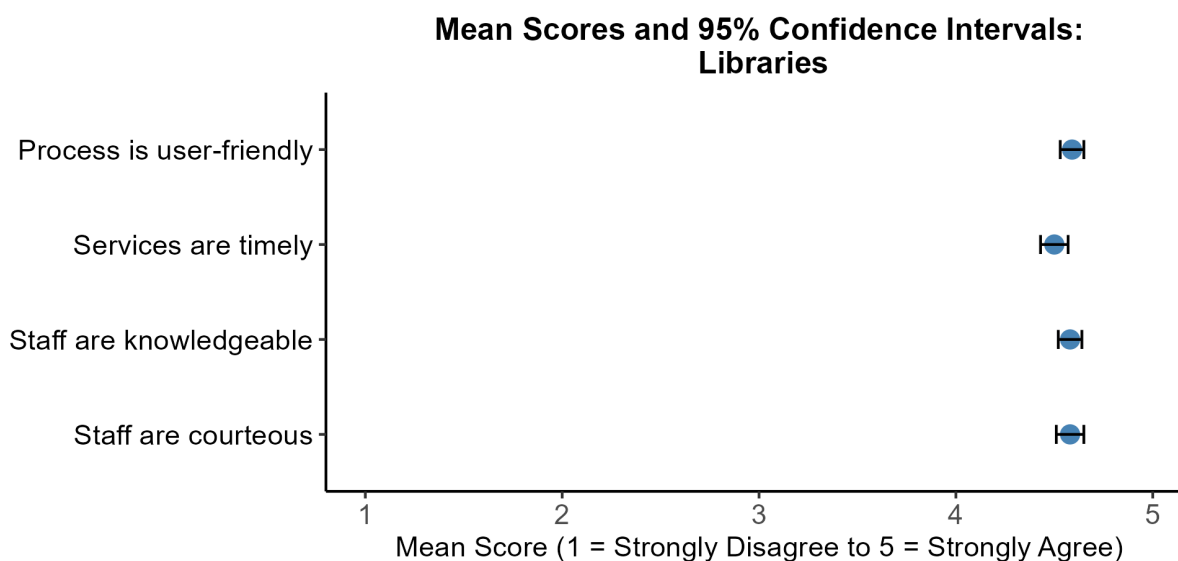


Table 2. Mean Scores and Margins of Error for Libraries Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	391	4.59	0.06
The services provided are timely.	390	4.50	0.07
The staff are knowledgeable.	387	4.58	0.06
The staff are courteous.	389	4.58	0.07

Table 3. Service Quality Statement Ratings for Libraries Services

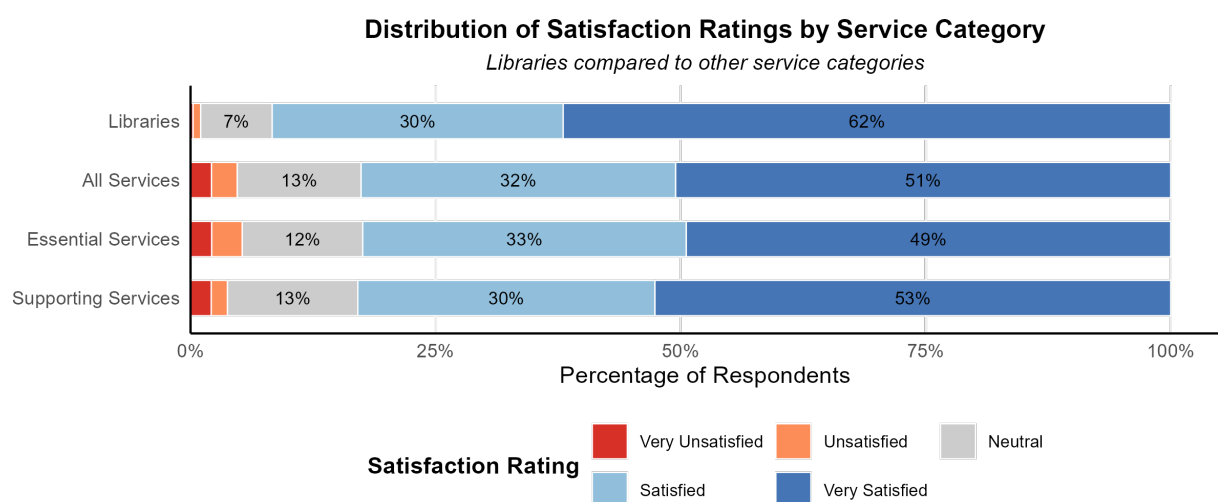
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (0%)	2 (1%)	23 (6%)	106 (27%)	259 (66%)	93%
Services are timely	2 (1%)	5 (1%)	31 (8%)	109 (28%)	243 (62%)	90%
Staff are knowledgeable	1 (0%)	1 (0%)	22 (6%)	110 (28%)	253 (65%)	94%
Staff are courteous	2 (1%)	4 (1%)	19 (5%)	104 (27%)	260 (67%)	94%

Overall Satisfaction

Collin College Libraries received an average overall satisfaction rating of 4.52 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for libraries with those of other service categories. As presented in Table 5, Positive Rating (%) column, 92% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Libraries Services

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (\pm)
Libraries	384	4.52	0.07

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

Note: Only segments with 5% or greater are labeled.

Table 5. Satisfaction Ratings for Libraries Services

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	1 (0%)	3 (1%)	28 (7%)	114 (30%)	238 (62%)	92%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Libraries

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service unit.

Table 6.1 Overall Satisfaction Rating : Neutral

Ok
It would be great if it's open on Sunday as well.
Didn't have any of the books I like to read, but was okay.
Great
Haven't spoken to anyone yet.
I use the library quite a bit. The workers are very friendly. My complaint is that it's not really a library. I'm talking about actual books for research or educational books to read. There is not enough access to plugs to plug your computer in you have to search and sometimes the few they have are not open. It's not quiet all the time. They have activities a lot and are talking. Even when there's not an activity, they are talking and carrying on, and so do the students that come in. I got a phone call one time and was whispering, and I was asked to go out. What is the difference between them having loud, playful conversations and someone whispering on the phone?
The textbooks are not available to borrow

Table 6.2 Overall Satisfaction Rating : Satisfied

met expectations
Sufficient
Same as computer labs.
Well appointed and sadly underutilized
Always clean and organized. Very impressive libraries with great services. I wish they had better flatbed scanners for photos and film.
Satisfactory
good service
Overall very nice. The staff was helpful and being able to borrow calculators and print is cool.
They offer help when asked but usually dont reach out much
good range of resources provided
I didnt use the library proper a whole lot but the Plano campus maker space was amazing.
The facilities the library provides are great. However, I feel that they need to fix their technology. For example, laptops that students borrow should have the same or a similar login system as the desktop PCs. Additionally, the Wi-Fi does not reach all the way to most of the study rooms. Additional access points need to be installed in that area. (This is referring to Frisco campus.)
Libraries are great, excellent collection of books and helpful people
At the Frisco campus most of the library staff members are not very friendly. Charles has been the only pleasant staff member from that location.
impressed

Table 6.2 Overall Satisfaction Rating : Satisfied

librarians are relatively nice and easy going.

good selection, good atmosphere and well organized

Table 6.3 Overall Satisfaction Rating : Very Satisfied

Very polite staff. Very helpful and knowledgeable. Most librarians go above and beyond!

The representative every time was very kind and helpful to me.

Absolutely wonderful to be able to scan your pages in the nook and pdf it to your phone. This was tremendously helpful for me.

I love the libraries and the Makerspaces.

They have lots of books.

Great

HELPFUL

Easily one of the most helpful resources on campus. It has some of the greatest staff and some of the most varied and reliable sources of information.

the library workers are great especially at the Allen campus, the Wylie campus not so much.

Super useful for studying and a great place to get work done.

Very respectful center and ability to help

Very approachable and always willing to help.

An impactful resource

great

Very calm environment

The library is a great place to study. I especially love the maker space and the study rooms!

Love the staff here. Very friendly and helpful

I love the library, favorite place on campus

Friendly

Fine, rarely use

I have utilized the libraries several times to locate certain information that I was searching for.

I mainly use the library for printing and computer use. I've never had any problems using the Library, and the staff there is very kind and helpful.

Very good service, and very helpful too with events and all the other things going on in the college.

No complaints, consistently clean, friendly staff, a variety of places to sit and charge laptops and useful services that the average student can and would actually make use of.

The librarians are always kind, knowledgeable, and helpful!

good

Easy to gain access to, friendly staff, explained their services well.

Table 6.3 Overall Satisfaction Rating : Very Satisfied

The few times I've been there they have been friendly and quick to help

The library is well-organized and clean, providing a calm environment for studying.

Knowledgeable folks down there. Helpful too. Shhhh!

Very helpful staff, always get what I need.

Available to assist

They are super sweet and nice. I love that the library has lots of free events students can attend, especially their bracelet making and crochet ones.

I love using the library to study and I like the design of everything there.

Very friendly and helpful staff

Good people good service

10/10

Can be costly to print. Many of the textbooks have to remain in library

Always get what I want

I have had the best experience here! The staff were lovely and helped me with multiple tasks, especially with printing!! They were very patient, and I could tell they were kind people.

good

Accessible

Really calm , and the staff are really nice.

The library was challenging to figure out online in the beginning. I contacted the staff online, and they were absolutely the best. I am great with the library now and have no problems.

Very courteous and knowledgeable.

Very excellent overall for all students including me.

It's comfy :)

helpful and patient

Providing professional and timely services

Always kind and helpful

All services I've ever had to use with Collin have been exceptional, staff, access, problem solving, if any.

Staff is always incredibly helpful and knowledgeable on how to best utilize their services. Whenever I have a question or need help, they are always willing to lend a helping hand.

It is easy to find what articles and books I am looking for.

I love the Wylie campus library. It has lots of fun craft events and an amazing selection. Lots of quiet places to study, too.

I haven't used the library much except for printing and having to rent a laptop at the beginning of the semester, but anytime I've been there they've been friendly and willing to help.

Very helpful finding research for assignments

Table 6.3 Overall Satisfaction Rating : Very Satisfied

informative and helpful, were very kind and supportive

Wonderful space with wonderful services

great

Great staff, great facility, and great support system. You're really able to find everything you need.

The staff at the library gave me a full tour as well as what to expect and how to use the services offered due to that I am currently renting out a TI-84 calculator for Stats and using the computers and printing system to ensure that my assignments are turned in

helpful

Table 6.4 Overall Satisfaction Rating : Not Rated

This is very good place for studying.

Perfect and helpful

Can we get recording studios? For non-music majors. Or allow the non-music majors to be able to use the practice rooms. Why did we lock the Wylie practice rooms? No one damaged anything to my knowledge.

Resourceful and easy process. Research was easy, and helpful, I was able to write good papers.

Office of Academic Partnerships (Transfer Services)

This section presents key findings for the Office of Academic Partnerships (Transfer Services) based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Twenty-two percent of respondents reported being aware of the Office of Academic Partnerships, and 2% indicated they had used their services (Table 1).

Table 1. Awareness and Usage Frequency for Office of Academic Partnerships (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Office of Academic Partnerships	172 (22%)	17 (2%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 15 responses were received for the Office of Academic Partnerships. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 67% to 73%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

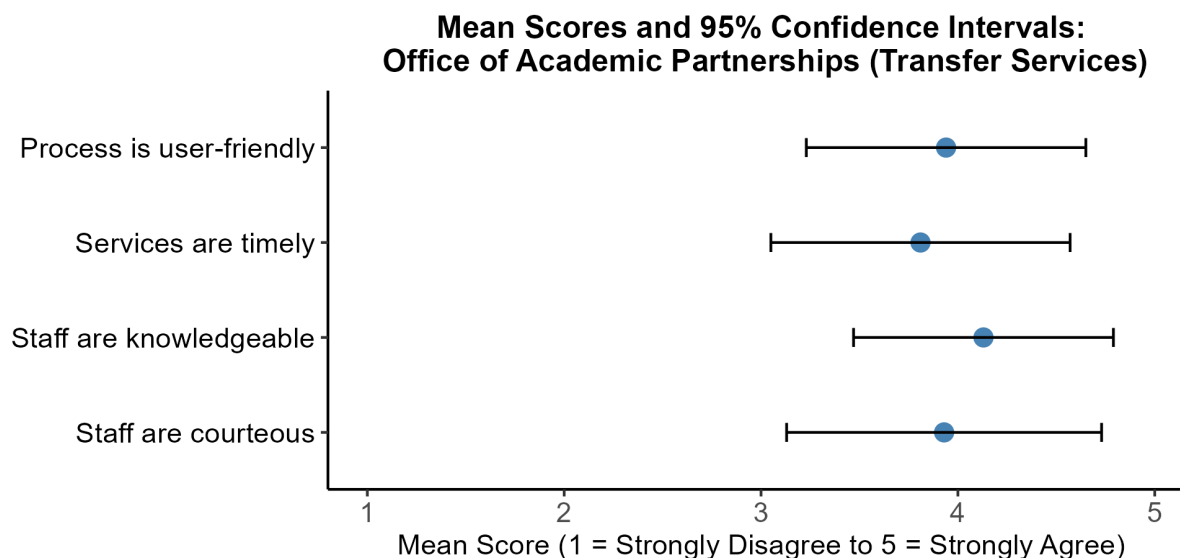


Table 2. Mean Scores and Margins of Error for Office of Academic Partnerships

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	16	3.94	0.71
The services provided are timely.	16	3.81	0.76
The staff are knowledgeable.	15	4.13	0.66
The staff are courteous.	15	3.93	0.80

Table 3. Service Quality Statement Ratings for Office of Academic Partnerships

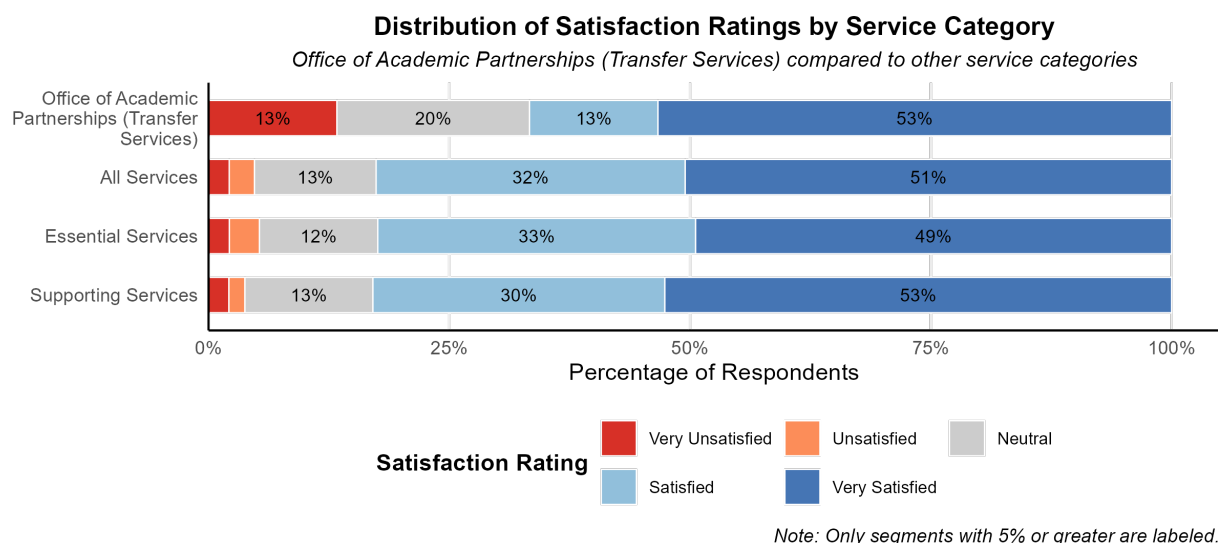
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (6%)	2 (12%)	2 (12%)	3 (19%)	8 (50%)	69%
Services are timely	2 (12%)	1 (6%)	2 (12%)	4 (25%)	7 (44%)	69%
Staff are knowledgeable	1 (7%)	0 (0%)	3 (20%)	3 (20%)	8 (53%)	73%
Staff are courteous	2 (13%)	0 (0%)	3 (20%)	2 (13%)	8 (53%)	67%

Overall Satisfaction

The Office of Academic Partnerships received an average overall satisfaction rating of 3.93 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Office of Academic Partnership with those of other service categories. As presented in Table 5, Positive Rating (%) column, 67% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Office of Academic Partnerships

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (\pm)
Office of Academic Partnerships	15	3.93	0.8

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Office of Academic Partnerships (Transfer Services)**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (13%)	0 (0%)	3 (20%)	2 (13%)	8 (53%)	67%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Office of Academic Partnerships

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating : Neutral

Same as my thoughts on admissions. Collin College needs proper academic advisors in the same place as admissions and transfer services because A lot of students dont really know where to go for actual advice and walk away with a stack of printed documents telling them every possible path feeling confused.

Service Learning Program

This section presents key findings for the Service Learning Program based on students' awareness, usage, feedback on service quality dimensions and overall satisfaction.

Awareness and Utilization

Sixteen percent of respondents reported being aware of the Service Learning Program, and 3% indicated they had used its services (see Table 1).

Table 1. Awareness and Usage Frequency for Service Learning Program Services (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Service Learning Program	122 (16%)	23 (3%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 20 responses were received for the Service Learning Program. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 82% to 90%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

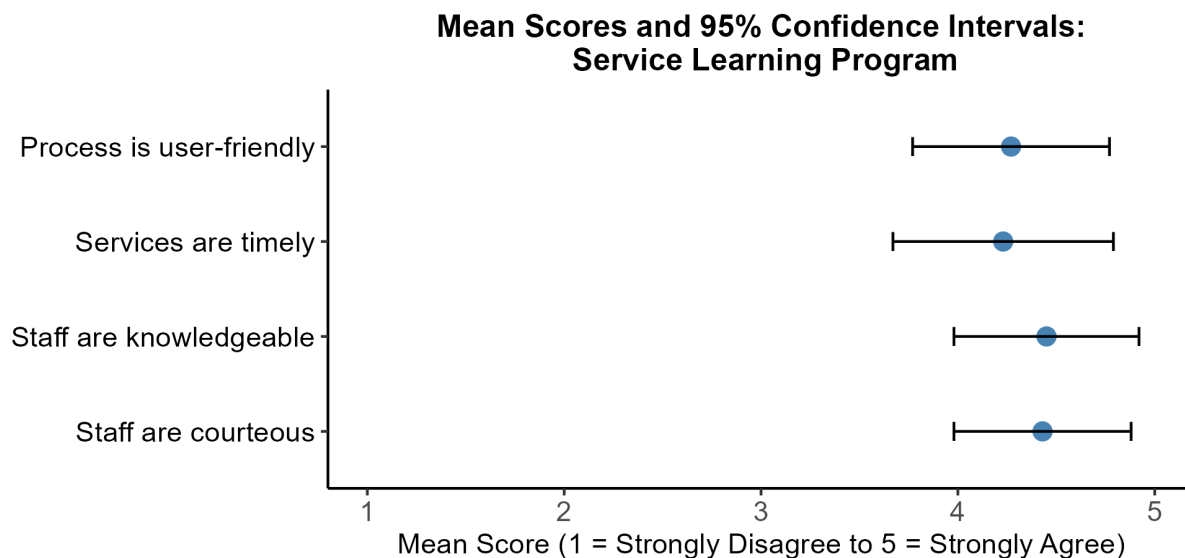


Table 2. Mean Scores and Margins of Error for Service Learning Program Services

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	22	4.27	0.50
The services provided are timely.	22	4.23	0.56
The staff are knowledgeable.	20	4.45	0.47
The staff are courteous.	21	4.43	0.45

Table 3. Service Quality Statement Ratings for Service Learning Program Services

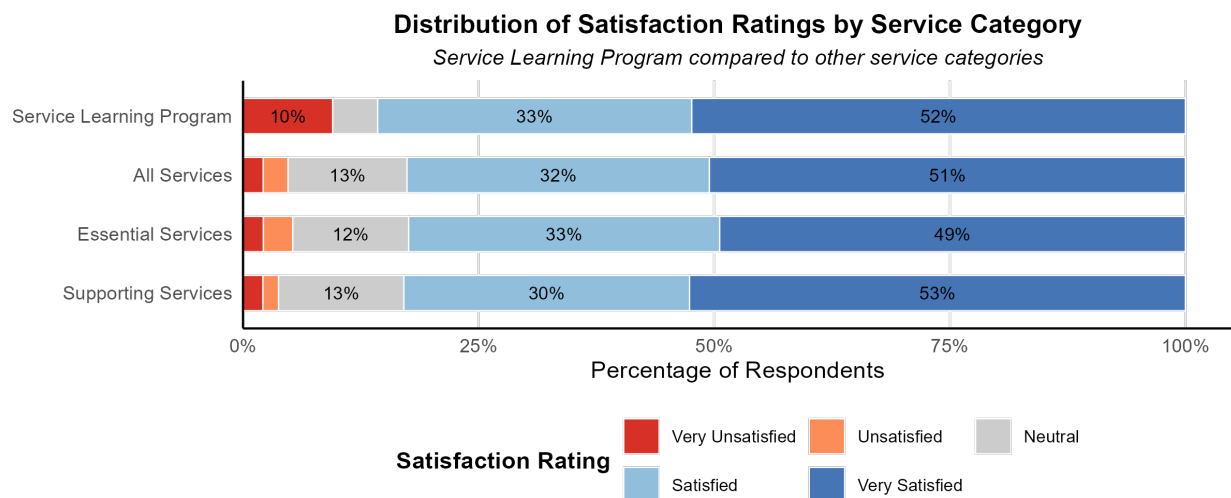
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (5%)	1 (5%)	2 (9%)	5 (23%)	13 (59%)	82%
Services are timely	2 (9%)	1 (5%)	0 (0%)	6 (27%)	13 (59%)	86%
Staff are knowledgeable	1 (5%)	0 (0%)	1 (5%)	5 (25%)	13 (65%)	90%
Staff are courteous	1 (5%)	0 (0%)	1 (5%)	6 (29%)	13 (62%)	90%

Overall Satisfaction

The Service Learning Program received an average overall satisfaction rating of 4.19 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Service Learning Program with those of other service categories. As presented in Table 5, Positive Rating (% column, 86% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Service Learning Program

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Service Learning Program	21	4.19	0.55

Figure 2. Comparison of Satisfaction Ratings Across Service Categories

Note: Only segments with 5% or greater are labeled.

Table 5. Satisfaction Ratings for Service Learning Program Services

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	2 (10%)	0 (0%)	1 (5%)	7 (33%)	11 (52%)	86%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Service Learning Program

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating: Very Unsatisfied

THEY NEVER SHOWED UP TO ANY OF MY CLASSES TO GIVE THE PRESENTATION ABOUT SERVICE LEARNING. MY SECOUND PROFESSOR WAS UNABLE TO AQUIRE THE INFORMATION NEEDED FROM THEM. I ENDED UP HAVING TO GET THE OTHER INFORMATION FROM ANOTHER PROFESSOR

Table 6.2 Overall Satisfaction Rating: Satisfied

Always get what I want

Its ok

Veterans Resource Centers (VRCs)

This section presents key findings for the Veterans Resource Centers (VRCs) based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Thirty-two percent of respondents reported being aware of the Veterans Resource Centers (VRCs), and 6% indicated they had used their services (see Table 1).

Table 1. Awareness and Usage Frequency for Veterans Resource Centers (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Veterans Resource Centers (VRCs)	246 (32%)	44 (6%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 40 responses were received for the Veterans Resource Centers. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 79% to 81%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

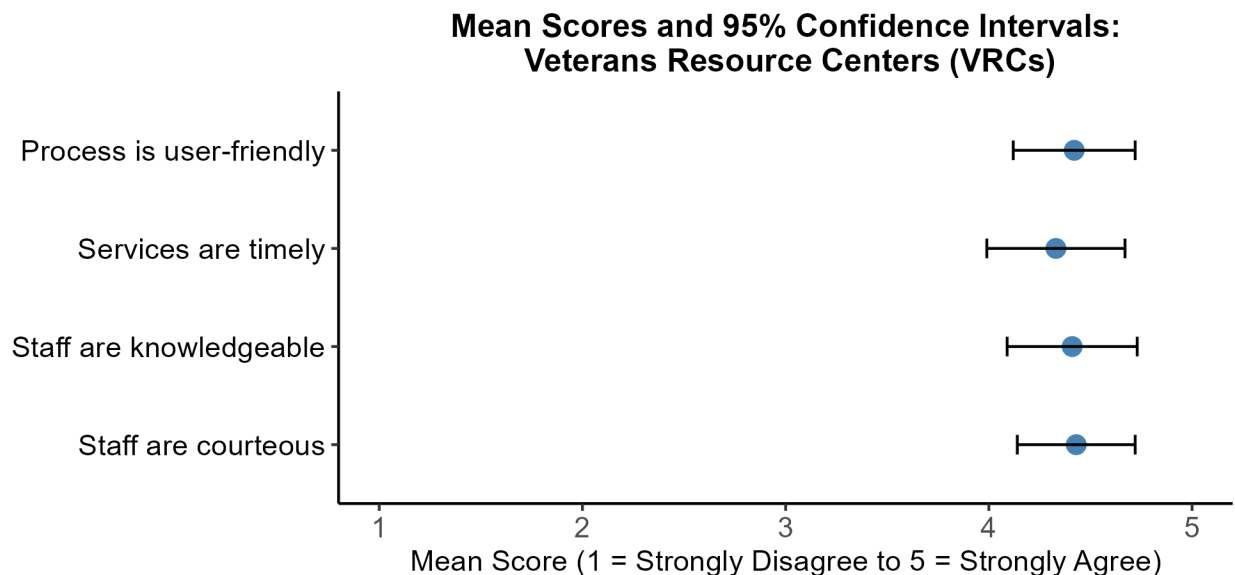


Table 2. Mean Scores and Margins of Error for Veterans Resource Centers (VRCs)

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	43	4.42	0.30
The services provided are timely.	43	4.33	0.34
The staff are knowledgeable.	41	4.41	0.32
The staff are courteous.	42	4.43	0.29

Table 3. Service Quality Statement Ratings for Veterans Resource Centers (VRCs) Services

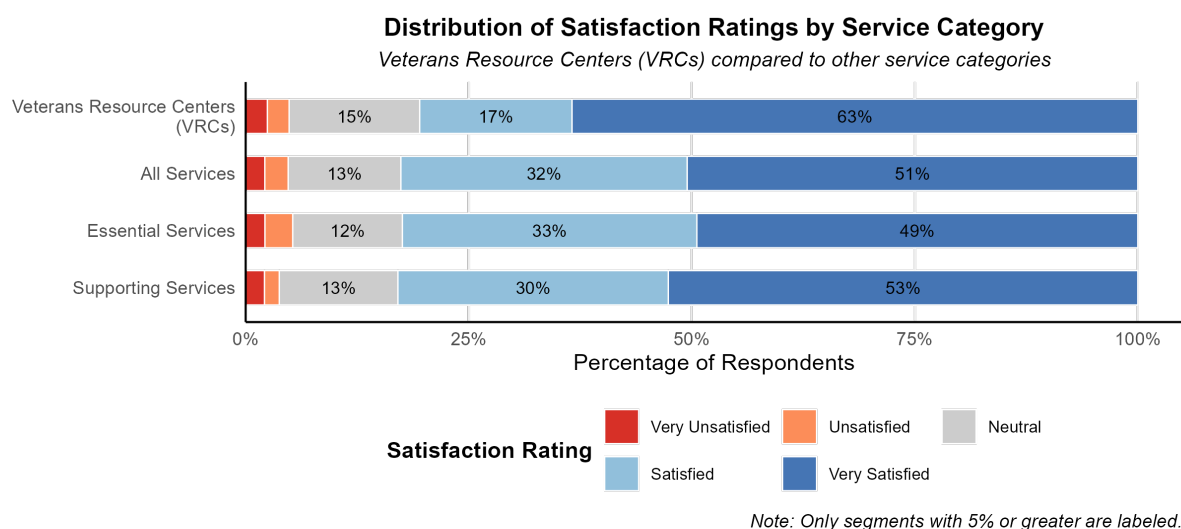
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (2%)	1 (2%)	6 (14%)	6 (14%)	29 (67%)	81%
Services are timely	2 (5%)	1 (2%)	6 (14%)	6 (14%)	28 (65%)	79%
Staff are knowledgeable	1 (2%)	1 (2%)	6 (15%)	5 (12%)	28 (68%)	80%
Staff are courteous	1 (2%)	0 (0%)	7 (17%)	6 (14%)	28 (67%)	81%

Overall Satisfaction

The Veterans Resource Centers (VRCs) received an average overall satisfaction rating of 4.37 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the VCRs with those of other service categories. As presented in Table 5, Positive Rating (%), 80% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Veterans Resource Centers

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Veterans Resource Centers	41	4.37	0.31

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Veterans Resource Centers (VRCs)**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	1 (2%)	1 (2%)	6 (15%)	7 (17%)	26 (63%)	80%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Veterans Resource Centers (VRCs)

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating: Unsatisfied

I visited this office multiple times for help with applying to college and using my GI benefits, but the Frisco office was no help at all. Every time, I was just directed to another location instead of getting the assistance I needed. I was given bad advice repeatedly, and anytime I had questions, they couldn't provide answers—just an email and a phone number. In the end, I had to figure everything out on my own.

Table 6.2 Overall Satisfaction Rating: Satisfied

met expectations

Table 6.3 Overall Satisfaction Rating: Very Satisfied

I like the events they hold and early registration program

My Tech writing partner is a Veteran. We got to use the conference room in there and it was sweet! There's extra snacks and such for them and resources. That's a great benefit! Nice job with honoring our service people.

I use this space every day I am on campus and [Person] on the Frisco campus is amazing. Make sure she is well taken care of

Great personality. Always smiling and courteous.

Outstanding service and support

Great staff, always. Very knowledgeable.

Table 6.4 Overall Satisfaction Rating: Not Rated

Very helpfull

Weekend College Program

This section presents key findings for the Weekend College Program based on students' awareness, usage, feedback on service quality dimensions, and overall satisfaction.

Awareness and Utilization

Twenty-five percent of respondents reported being aware of the Weekend College Program, and 4% indicated they had used its services (see Table 1).

Table 1. Awareness and Usage Frequency for Weekend College Program (n = 772)

Service Unit	Awareness Count (%)	Usage Count (%)
Weekend College Program	195 (25%)	34 (4%)

Service Quality

Respondents were asked to rate four dimensions of service quality: the user-friendliness of the process, the timeliness of the service, and whether staff were knowledgeable and courteous. Over 30 responses were received for the Weekend College Program. Detailed results are presented in Table 2 and 3. Figure 1 shows the mean scores along with 95% confidence intervals for each service quality statement. The percentage of positive ratings ranged from 79% to 85%.

Figure 1. Mean Scores with 95% Confidence Intervals for Service Quality Statements

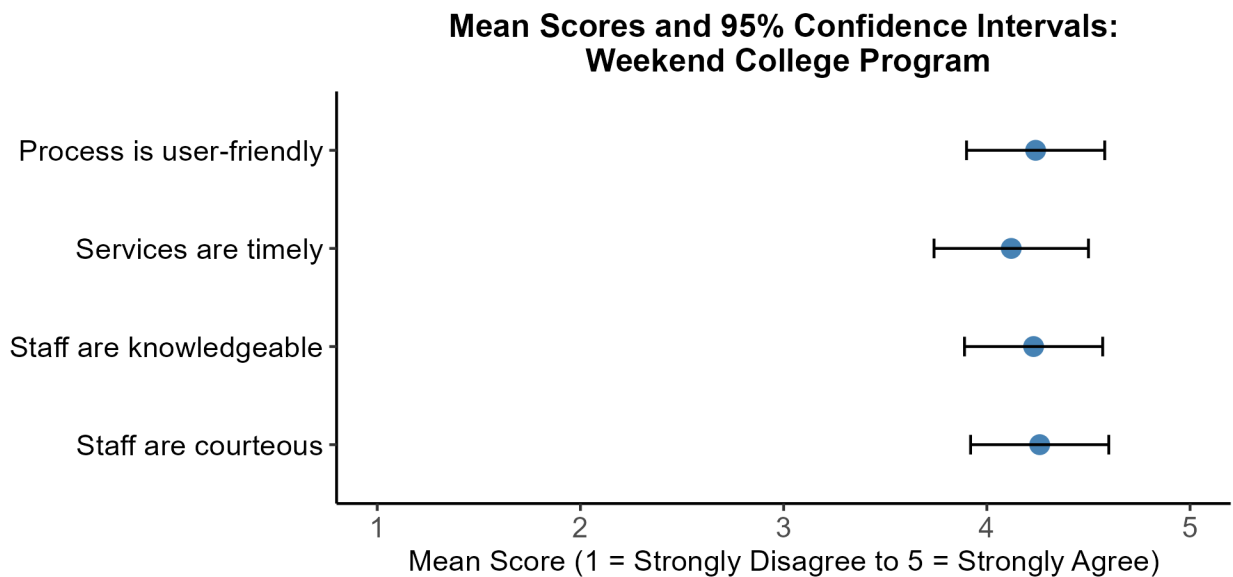


Table 2. Mean Scores and Margins of Error for Weekend College Program

Statement	Total Responses	Mean	Margin of Error (\pm)
The process is user-friendly.	33	4.24	0.34
The services provided are timely.	33	4.12	0.38
The staff are knowledgeable.	31	4.23	0.34
The staff are courteous.	31	4.26	0.34

Table 3. Service Quality Statement Ratings for Weekend College Program

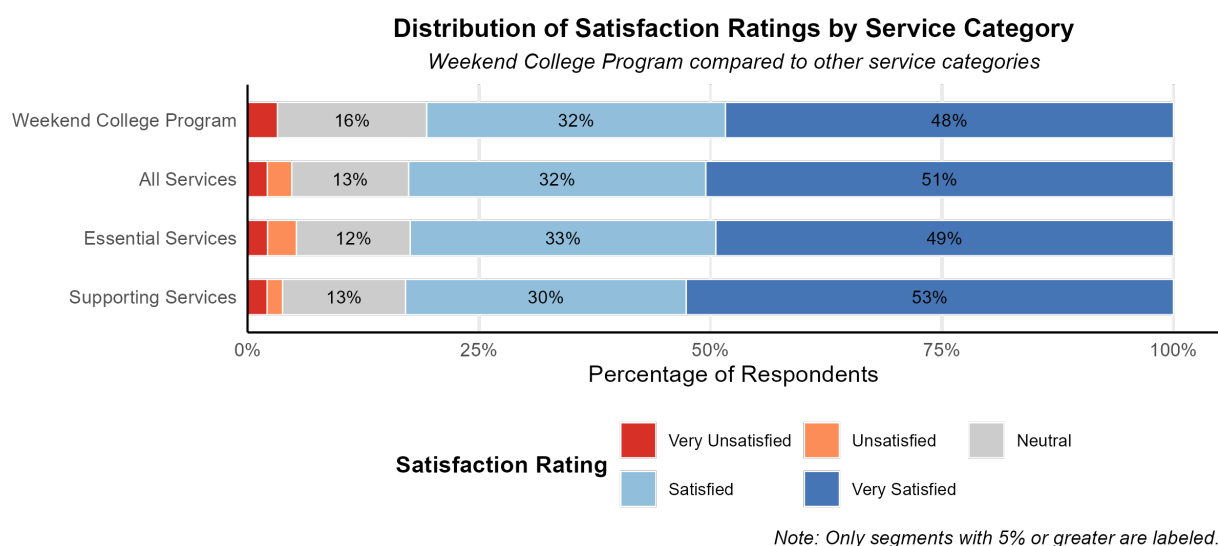
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive Rating (%)
Process is user-friendly	1 (3%)	0 (0%)	6 (18%)	9 (27%)	17 (52%)	79%
Services are timely	2 (6%)	1 (3%)	2 (6%)	14 (42%)	14 (42%)	85%
Staff are knowledgeable	1 (3%)	0 (0%)	4 (13%)	12 (39%)	14 (45%)	84%
Staff are courteous	1 (3%)	0 (0%)	4 (13%)	11 (35%)	15 (48%)	84%

Overall Satisfaction

The Weekend College Program received an average overall satisfaction rating of 4.23 out of 5, as shown in Table 4. Figure 2 compares the distribution of overall satisfaction ratings for the Weekend College Program with those of other service categories. As presented in Table 5, Positive Rating (%) column, 81% of respondents reported either Satisfied or Very Satisfied.

Table 4. Overall Satisfaction Mean Score with Margin of Error for Weekend College Program

Service Unit	Total Response	Mean Satisfaction Score	Margin of Error (±)
Weekend College Program	31	4.23	0.35

Figure 2. Comparison of Satisfaction Ratings Across Service Categories**Table 5. Satisfaction Ratings for Weekend College Program**

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Positive Rating (%)
Overall Satisfaction	1 (3%)	0 (0%)	5 (16%)	10 (32%)	15 (48%)	81%

Open-Ended Feedback by Satisfaction Rating (Verbatim Responses) for Weekend College Program

Note: Comments containing NA, None, or blank entries were excluded. Additionally, some rating categories did not have any comments provided for this service.

Table 6.1 Overall Satisfaction Rating: Satisfied

Good courses
Always get what I want

Table 6.2 Overall Satisfaction Rating: Very Satisfied

great
Oaky

TECHNICAL APPENDIX & SUPPLEMENTAL MATERIALS

Appendix A: Survey Administration

The Institutional Research Office (IRO) employed two approaches to administer the Student Service Units Satisfaction Survey (SSUS) at Collin College during Spring 2025. An online survey was developed using Snap Survey, and a QR code was generated for distribution through multiple channels across the college. These included announcements on Canvas and Workday, as well as flyers posted in key areas on each campus. Additionally, all credit students received an email invitation sent to their Collin email addresses via Snap Survey.

Sample Selection

A Spring 2025 credit student enrollment file was exported from Workday on Feb 28, 2025. This file contained 38,436 student records in Excel format and was used as the basis for the email invitation list. The demographic information was updated in another Workday file export on May 7, 2025, to support the analysis of respondents' characteristics.

Administration Window & Survey Promotion

The SSUS was open for data collection from March 3 to March 14, 2025. The initial email invitation was sent prior to March 3, followed by two reminder emails. The QR code was shared with the Collin College Student Engagement Office, Communications Office, Presidents of Student Organizations, and staff responsible for managing announcements on Canvas and Workday. These partners helped promote the survey and encourage student participation across the college.

Respondents Survey Completion Rate and Demographic Information

Initial data analysis focused on two areas: the survey completion rate by section (Table X) and the demographic characteristics of respondents compared to the full sample (Table X). A total of 772 responses were collected through both email and QR code distribution methods. Duplicate responses and entries with invalid Collin IDs or email addresses were removed from the final dataset.

Table A1. Completion Rate by Section in Survey (n = 772)

Section	Title	Average Completion Rate
1	Service Awareness and Utilization	96.8%
2	Feedback on Services Used	94.0%
3	Background/Student Experience at Collin College	98.2%

Table A2. Distribution of demographic characteristics between full sample and respondent

Category	Label	Full Sample (n = 38,436)	Respondent (n = 772)
Student Type	Dual Credit High School	11,195 (29%)	102 (13%)
	First-Time Freshman	1620 (4%)	34 (4%)
	First-Time Transfer	2213 (6%)	63 (8%)
	Ongoing	23,408 (61%)	563 (73%)
	Unknown or Not Enrolled in Spring 2025	0 (0%)	10 (1%)
Credit Load	Full-Time	12,917 (34%)	435 (56%)
	Part-Time	25,463 (66%)	329 (43%)
	Unknown or Not Enrolled in Spring 2025	0 (0%)	8 (1%)
Ethnicity	Hispanic or Latino	8758 (23%)	156 (20%)
	Non-Hispanic or Latino	29,678 (77%)	616 (80%)
Race	American Indian or Alaska Native	913 (2%)	15 (2%)
	Asian	6851 (18%)	148 (19%)
	Black or African American	5719 (15%)	146 (19%)
	Native Hawaiian or Other Pacific Islander	85 (0%*)	2 (0%*)
	White	20,211 (53%)	380 (49%)
	Multiracial	2596 (7%)	45 (6%)
	Unknown	2061 (5%)	36 (5%)
Age Group	Under 18	7356 (19%)	83 (11%)
	18 - 21	18,398 (48%)	290 (38%)
	22 - 24	4982 (13%)	87 (11%)
	25 - 29	3168 (8%)	64 (8%)
	30 - 34	1567 (4%)	54 (7%)
	35 - 50	2389 (6%)	147 (19%)
	51 or above	523 (1%)	42 (5%)
	Unknown	0 (0%)	5 (1%)
Gender	Female	20,780 (54%)	517 (67%)
	Male	17,431 (45%)	252 (33%)
	Unknown	225 (1%)	3 (0%*)

*Note. * Indicates percentages less than 0%. For the Race category, the proportion for Native Hawaiian or Other Pacific Islander is 0.2% in the full sample and 0.3% in the respondent sample. For Gender, the Unknown category has 0.4% in respondent sample.*

Appendix B: Likert Scale, Means, Error Calculations, and Positive Ratings

Likert Scale

Likert scale is used in the design of the survey to capture respondents' perceptions of service quality dimensions, overall satisfaction, and sense of belonging. The responses are converted to numerical values for quantitative data analysis.

Service Quality

The four dimensions of service quality are measured by these statements:

1. The process is user-friendly.
2. The services provided are timely.
3. The staff are knowledgeable.
4. The staff are courteous.

A Likert scale assigned to each level of the agreement labels are:

1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

Overall Satisfaction

An overall satisfaction question - "How is your overall satisfaction with this service?", is used to obtain an overall satisfaction score for each service unit. A Likert scale was assigned to each level of the satisfaction labels:

1 = Very Unsatisfied, 2 = Unsatisfied, 3 = Neutral, 4 = Satisfied, 5 = Very Satisfied

Sense of Belonging

There are two survey items to assess respondents' sense of belonging and retention:

1. I feel like a part of the Collin College community.
2. My experience at Collin College encourages me to return.

The respondents were asked to rate their level of agreement on a Likert scale:

1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

The Sense of Belonging items complement the Net Promoter Score (NPS) by evaluating the respondents' emotional engagement toward Collin College which is critical for fostering long-term loyalty, retention, and growth.

Means

When analyzing the Likert scale data, the response labels are first coded numerically (as described above). This allows the calculation of mean scores and standard deviations, which

summarize the central tendency and variability of responses for each construct: service quality, overall satisfaction, and sense of belonging.

These summary statistics are then used to calculate the margin of error for each mean score obtained by each item. The margin of error provides information to help assess the precision and reliability of the estimates in relation to the true population mean. This is particularly important when interpreting scores for each of the following service quality statements.

Margin of Error Calculation

The margin of error for a mean score at the 95% confidence level is calculated using the *t-distribution critical value*, which adjusts for the sample size by incorporating degrees of freedom. This approach accounts for uncertainty in small or moderate sample sizes (sample-based statistics, especially when the population standard deviation is unknown).

The formula applied is:

$$\text{Margin of Error} = t^* \times \frac{s}{\sqrt{n}}$$

where,

t^* is the critical value (for 95% confidence),

s is the sample standard deviation,

n is the sample size.

This formula is applied to the mean scores of each service quality statement by each service unit to produce confidence bounds around the reported means.

Interpretation of the Margin of Error

The margin of error represents the range of values above and below the mean scores at the 95 % confidence level. It defines a confidence interval around the mean estimate.

For example:

- Service Unit One has a mean score of 4.50 for the timeliness service quality, with a margin of error of ± 0.08 . This results in a 95% confidence interval ranging from 4.42 to 4.58.
- Service Unit Two has a mean score of 4.50 for the timeliness service quality, with a margin of error of ± 0.54 , yielding a 95% confidence interval of 3.96 to 5.04.

Narrow margin of error: A smaller margin of error for Service Unit One indicates the mean score estimate is more precise and thus greater confidence in interpreting less variation of this score.

Wide margin of error: A wide confidence interval like Service Unit Two indicates greater uncertainty with the mean scores obtained from the survey. This is often due to a smaller number of responses or high variability in the responses. Thus, the reliability of the mean score decreases as the margin of error increases and the result should be interpreted with caution.

As a general guideline, a margin of error that is less than 0.095 is considered narrow. This suggests that the mean score is a precise and reliable estimate of the true population mean at a 95% confidence level. In contrast, a margin of error greater than 0.095 indicates greater uncertainty. In such cases, comparisons across service units or conclusions about score differences should be made cautiously. The wider the margin of error, the less confidence we have that the sample mean accurately reflects the true population mean within the specified confidence interval.

Positive Ratings (%)

Positive ratings are used to represent the proportion of respondents who express favorable views toward the three constructs: service quality, overall satisfaction, and sense of belonging. These ratings are calculated by summing the percentage of responses that fall under the *Agree* and *Strongly Agree* categories for agreement-based items or the *Satisfied* and *Very Satisfied* categories for the overall satisfaction measure.

Appendix C: Supplemental Tables and Figures

Essential Services

Service Quality Statement: The Process is User Friendly.

Figure C1. Mean Scores Comparison for Essential Services with 95% Confidence Intervals

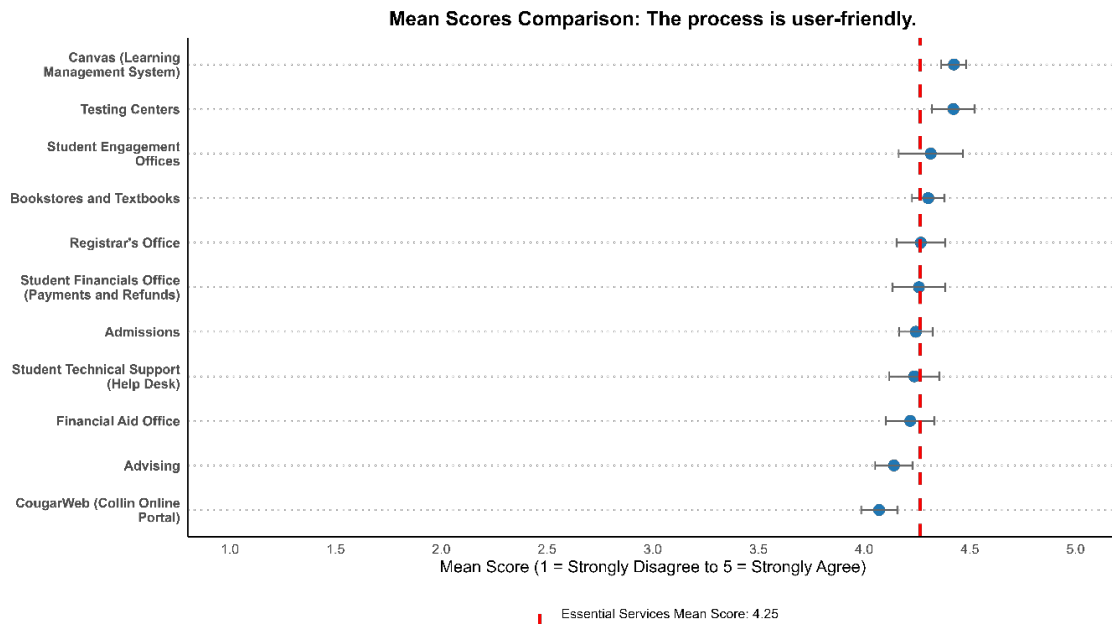


Table C1. Mean Scores and Margins of Error for Essential Services (Process is User Friendly)

Service Unit	Total Response	Mean Score	Margin of Error (±)
Canvas (Learning Management System)	610	4.42	0.06
Testing Centers	244	4.42	0.10
Student Engagement Offices	127	4.31	0.15
Bookstores and Textbooks	475	4.30	0.08
Registrar's Office	224	4.27	0.12
Student Financials Office (Payments and Refunds)	224	4.26	0.12
Admissions	454	4.24	0.08
Student Technical Support (Help Desk)	215	4.24	0.12
Financial Aid Office	266	4.22	0.12
Advising	482	4.14	0.09
CougarWeb (Collin Online Portal)	607	4.07	0.09

Essential Services

Service Quality Statement: The Services Provided are Timely.

Figure C2. Mean Scores Comparison for Essential Services with 95% Confidence Intervals

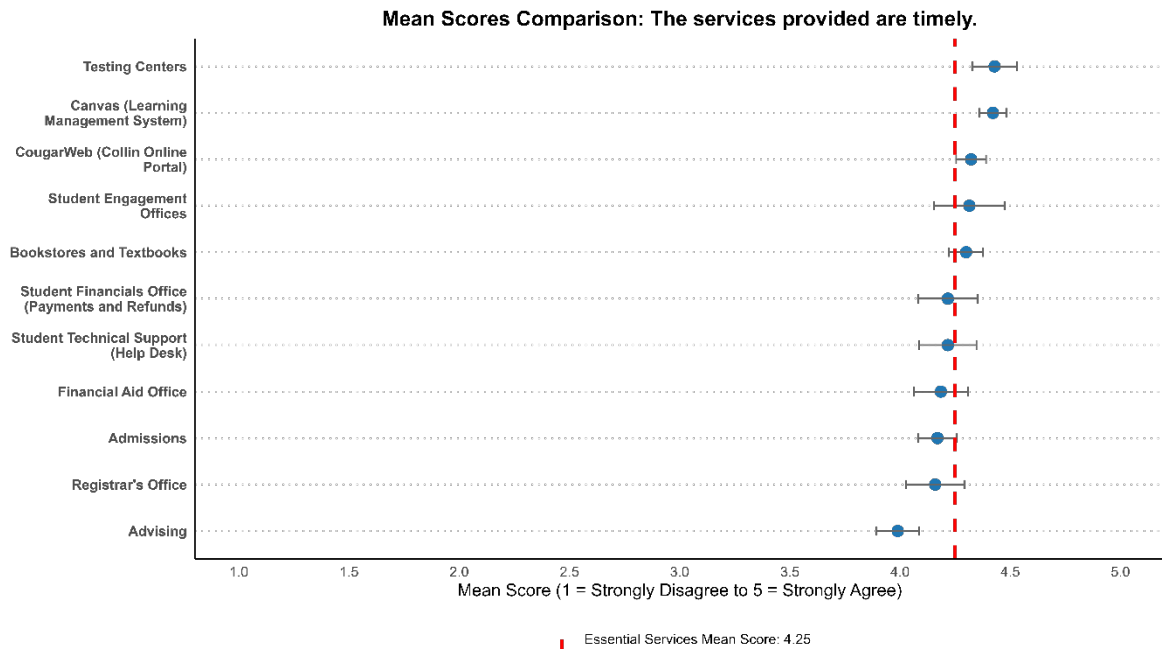


Table C2. Mean Scores and Margins of Error for Essential Services (Services are Timely)

Service Unit	Total Response	Mean Score	Margin of Error (\pm)
Testing Centers	245	4.43	0.10
Canvas (Learning Management System)	610	4.42	0.06
CougarWeb (Collin Online Portal)	602	4.32	0.07
Student Engagement Offices	124	4.31	0.16
Bookstores and Textbooks	474	4.30	0.08
Student Financials Office (Payments and Refunds)	226	4.22	0.14
Student Technical Support (Help Desk)	217	4.22	0.13
Financial Aid Office	265	4.18	0.12
Admissions	454	4.17	0.09
Registrar's Office	226	4.16	0.13
Advising	482	3.99	0.10

Essential Services

Service Quality Statement: The Staff are Knowledgeable.

Figure C3. Mean Scores Comparison for Essential Services with 95% Confidence Intervals

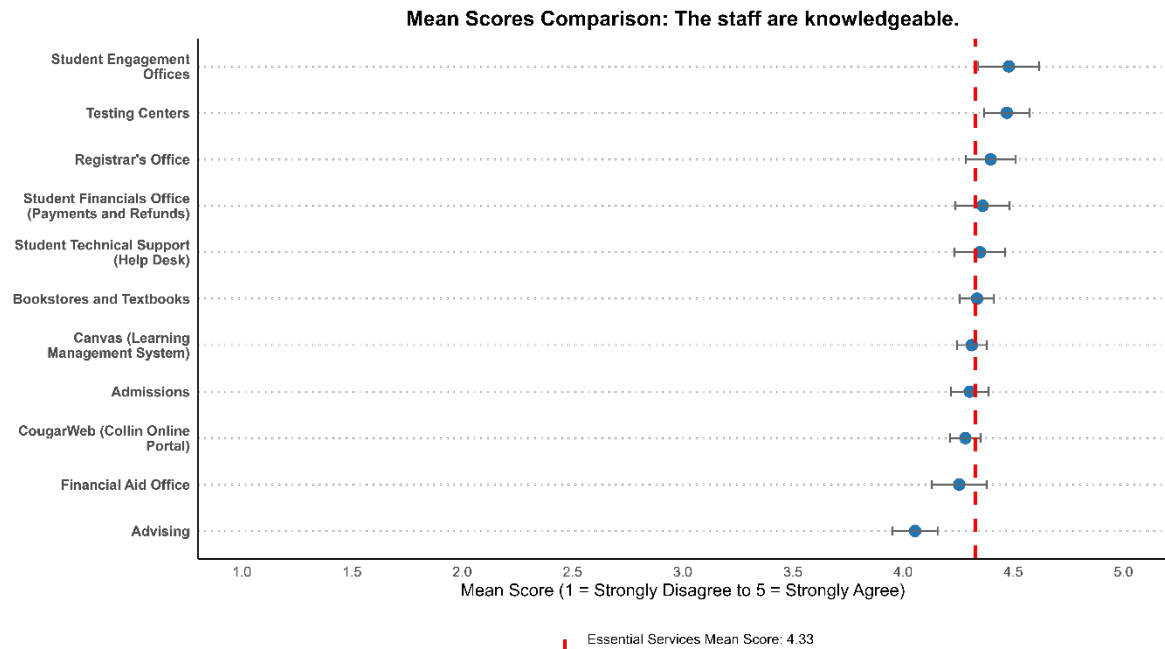


Table C3. Mean Scores and Margins of Error for Essential Services (Staff are Knowledgeable)

Service Unit	Total Response	Mean Score	Margin of Error (\pm)
Student Engagement Offices	125	4.48	0.14
Testing Centers	240	4.47	0.10
Registrar's Office	224	4.40	0.11
Student Financials Office (Payments and Refunds)	222	4.36	0.12
Student Technical Support (Help Desk)	212	4.35	0.12
Bookstores and Textbooks	468	4.34	0.08
Canvas (Learning Management System)	603	4.31	0.07
Admissions	447	4.30	0.08
CougarWeb (Collin Online Portal)	601	4.28	0.07
Financial Aid Office	263	4.25	0.12
Advising	477	4.05	0.10

Essential Services

Service Quality Statement: The Staff are Courteous.

Figure C4. Mean Scores Comparison for Essential Services with 95% Confidence Intervals

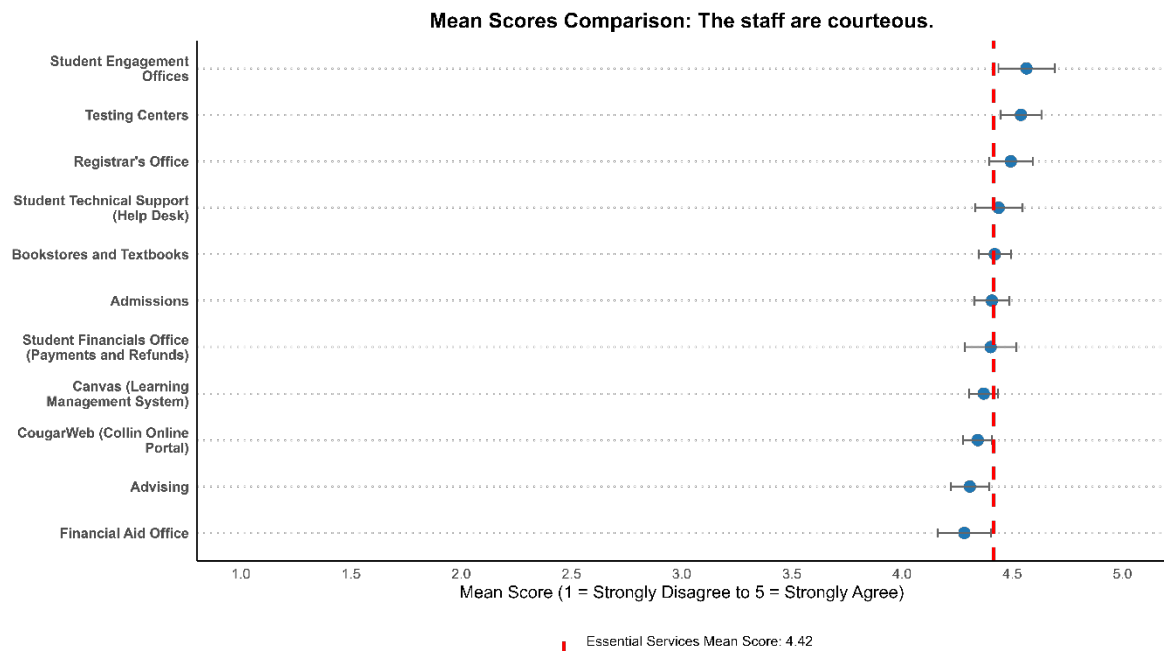


Table C4. Mean Scores and Margins of Error for Essential Services (Staff are Courteous)

Service Unit	Total Response	Mean Score	Margin of Error (\pm)
Student Engagement Offices	124	4.56	0.13
Testing Centers	241	4.54	0.09
Registrar's Office	223	4.49	0.1
Student Technical Support (Help Desk)	212	4.44	0.11
Bookstores and Textbooks	473	4.42	0.07
Admissions	449	4.41	0.08
Student Financials Office (Payments and Refunds)	224	4.40	0.12
Canvas (Learning Management System)	607	4.37	0.06
CougarWeb (Collin Online Portal)	603	4.34	0.07
Advising	478	4.31	0.09
Financial Aid Office	262	4.28	0.12

Supporting Services

Service Quality Statement: The Process is User Friendly.

Figure C5. Mean Scores Comparison for Supporting Services with 95% Confidence Intervals

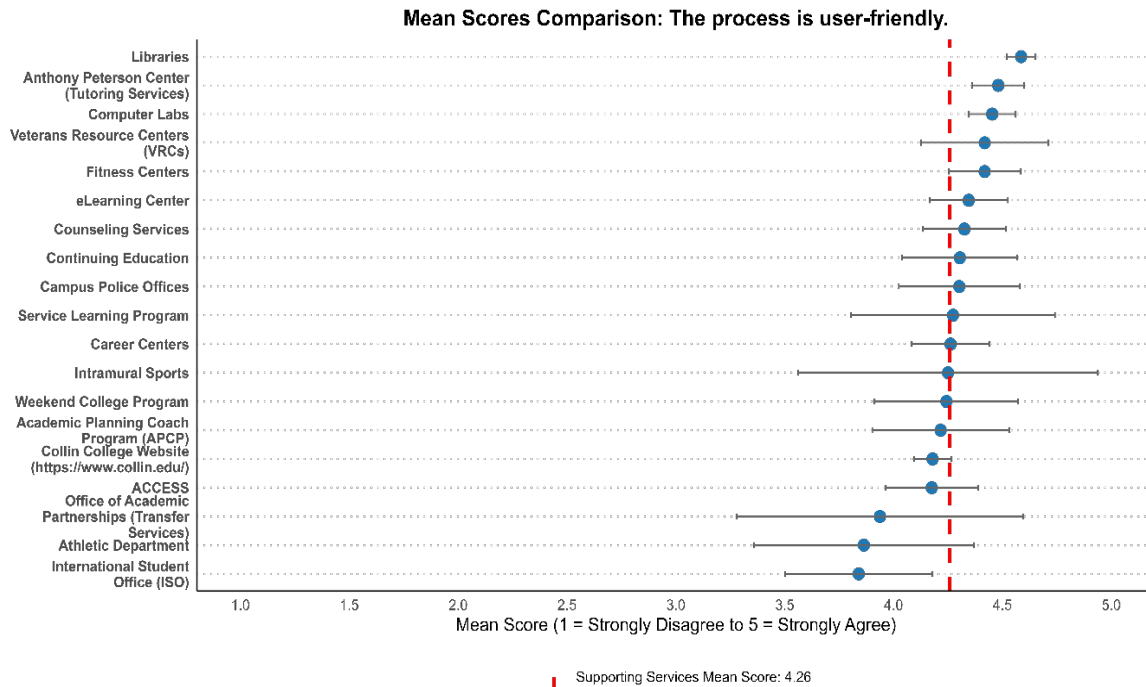


Table C5. Mean Scores and Margins of Error for Supporting Services (Process is User Friendly)

Service Unit	Total Response	Mean Score	Margin of Error (\pm)
Libraries	391	4.59	0.06
Anthony Peterson Center (Tutoring Services)	183	4.48	0.12
Computer Labs	192	4.45	0.11
Veterans Resource Centers (VRCs)	43	4.42	0.29
Fitness Centers	110	4.42	0.16
eLearning Center	84	4.35	0.18
Counseling Services	83	4.33	0.19
Continuing Education	46	4.30	0.26
Campus Police Offices	53	4.30	0.28
Service Learning Program	22	4.27	0.47
Career Centers	107	4.26	0.18

Service Unit	Total Response	Mean Score	Margin of Error (\pm)
Intramural Sports	12	4.25	0.69
Weekend College Program	33	4.24	0.33
Academic Planning Coach Program (APCP)	37	4.22	0.31
Collin College Website (https://www.collin.edu/)	447	4.18	0.09
ACCESS	97	4.18	0.21
Office of Academic Partnerships (Transfer Services)	16	3.94	0.66
Athletic Department	22	3.86	0.50
International Student Office (ISO)	50	3.84	0.34

Supporting Services

Service Quality Statement: The Services Provided are Timely.

Figure C6. Mean Scores Comparison for Supporting Services with 95% Confidence Intervals

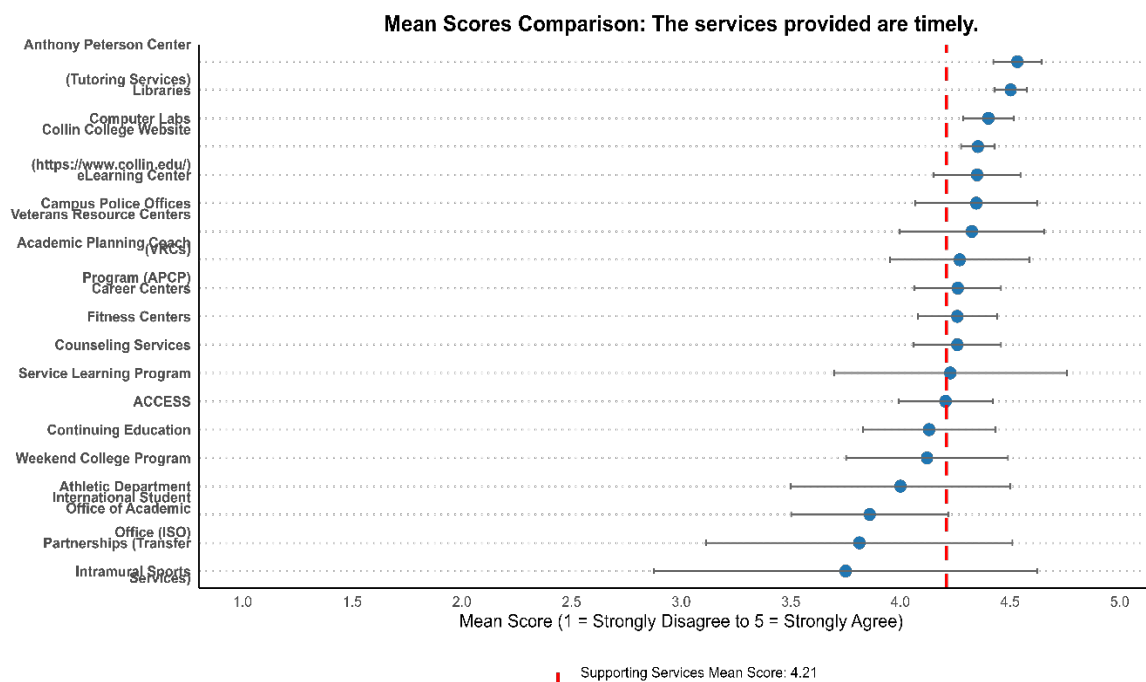


Table C6. Mean Scores and Margins of Error for Supporting Services (Services are Timely)

Service Unit	Total Response	Mean Score	Margin of Error (\pm)
Anthony Peterson Center (Tutoring Services)	182	4.53	0.11
Libraries	390	4.50	0.07
Computer Labs	192	4.40	0.12
Collin College Website (https://www.collin.edu/)	445	4.35	0.08
eLearning Center	83	4.35	0.20
Campus Police Offices	52	4.35	0.28
Veterans Resource Centers (VRCs)	43	4.33	0.33
Academic Planning Coach Program (APCP)	37	4.27	0.32
Career Centers	107	4.26	0.20
Fitness Centers	108	4.26	0.18
Counseling Services	85	4.26	0.20
Service Learning Program	22	4.23	0.53
ACCESS	97	4.21	0.21
Continuing Education	46	4.13	0.30
Weekend College Program	33	4.12	0.37
Athletic Department	22	4.00	0.50
International Student Office (ISO)	50	3.86	0.36
Office of Academic Partnerships (Transfer Services)	16	3.81	0.70
Intramural Sports	12	3.75	0.87

Supporting Services

Service Quality Statement: The Staff are Knowledgeable.

Figure C7. Mean Scores Comparison for Supporting Services with 95% Confidence Intervals

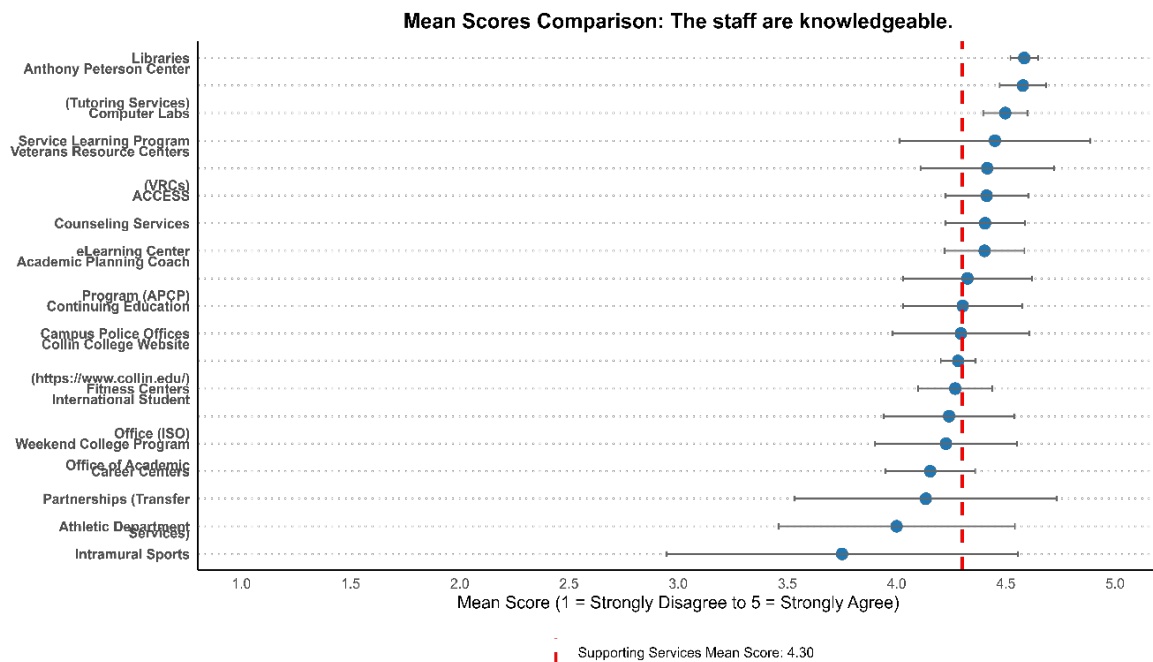


Table C7: Mean Scores and Margins of Error for Supporting Services (Staff are Knowledgeable)

Service Unit	Total Response	Mean Score	Margin of Error (\pm)
Libraries	387	4.58	0.06
Anthony Peterson Center (Tutoring Services)	180	4.58	0.11
Computer Labs	191	4.50	0.10
Service Learning Program	20	4.45	0.44
Veterans Resource Centers (VRCs)	41	4.41	0.31
ACCESS	97	4.41	0.19
Counseling Services	84	4.40	0.18
eLearning Center	82	4.40	0.18
Academic Planning Coach Program (APCP)	37	4.32	0.29
Continuing Education	43	4.30	0.27
Campus Police Offices	51	4.29	0.31
Collin College Website (https://www.collin.edu/)	444	4.28	0.08

Service Unit	Total Response	Mean Score	Margin of Error (±)
Fitness Centers	108	4.27	0.17
International Student Office (ISO)	50	4.24	0.30
Weekend College Program	31	4.23	0.32
Career Centers	104	4.15	0.21
Office of Academic Partnerships (Transfer Services)	15	4.13	0.60
Athletic Department	21	4.00	0.54
Intramural Sports	12	3.75	0.80

Supporting Services

Service Quality Statement: The Staff are Courteous.

Figure C8. Mean Scores Comparison for Supporting Services with 95% Confidence Intervals

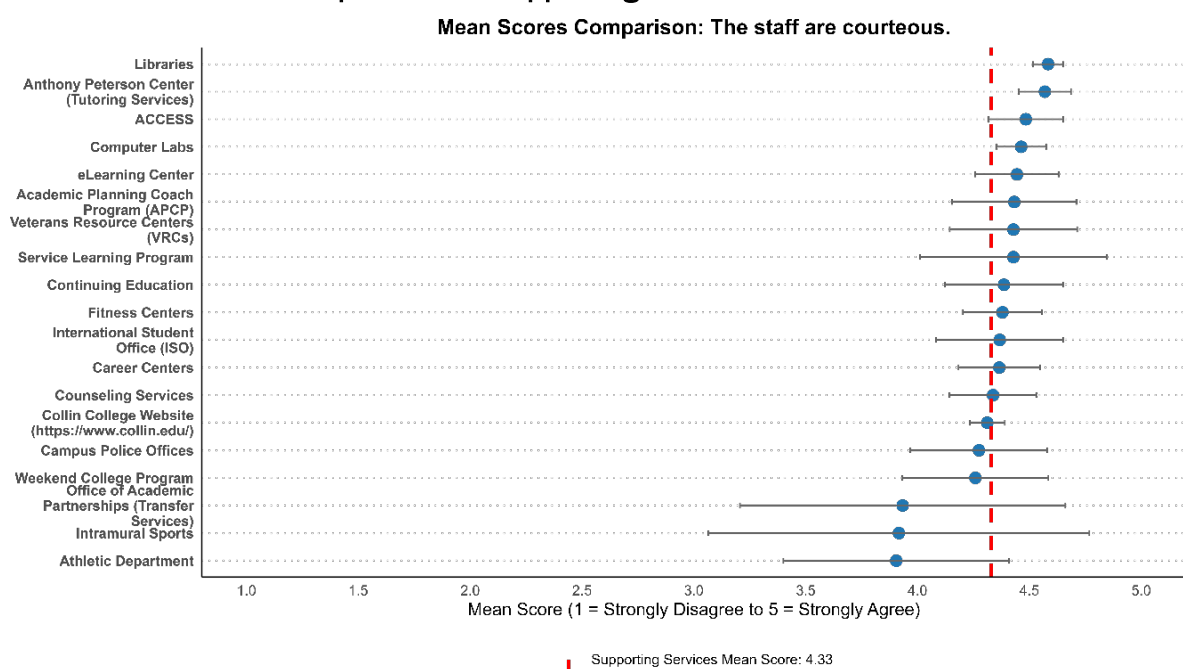


Table C8: Mean Scores and Margins of Error for Supporting Services (Staff are Courteous)

Service Unit	Total Response	Mean Score	Margin of Error (\pm)
Libraries	389	4.58	0.07
Anthony Peterson Center (Tutoring Services)	181	4.57	0.12
ACCESS	95	4.48	0.17
Computer Labs	190	4.46	0.11
eLearning Center	81	4.44	0.19
Academic Planning Coach Program (APCP)	37	4.43	0.28
Service Learning Program	21	4.43	0.42
Veterans Resource Centers (VRCs)	42	4.43	0.28
Continuing Education	44	4.39	0.26
Fitness Centers	108	4.38	0.18
International Student Office (ISO)	49	4.37	0.28
Career Centers	104	4.37	0.18
Counseling Services	83	4.34	0.19
Collin College Website (https://www.collin.edu/)	446	4.31	0.08
Campus Police Offices	51	4.27	0.31
Weekend College Program	31	4.26	0.33
Office of Academic Partnerships (Transfer Services)	15	3.93	0.73
Intramural Sports	12	3.92	0.85
Athletic Department	21	3.90	0.50

Sense of Belonging Items Analysis by Demographic Groups

Table C9. Summary Statistics of Sense of Belonging Items by Groups: Credit Load

Q18a: Belonging to Collin College community				Q18b: Encouraged to Return		
Group	Total Responses	Mean	Positive Ratings (%)	Total Responses	Mean	Positive Ratings (%)
Full-Time	424	3.85	65%	419	4.08	76%
Part-Time	325	3.77	58%	324	4.11	76%
Not Enrolled	7	4.14	57%	7	4.43	86%

Note. For Q18a, there is no significant differences between full-time and part-time students, $\chi^2(3) = 4.60$, $p = .204$. For Q18b, there is no significant differences between full-time and part-time students, $\chi^2(3) = 2.24$, $p = .523$. Not Enrolled ($n = 7$) or Unknown ($n = 1$) status group is excluded from chi-square tests due to small sample size.

Table C10. Summary Statistics of Sense of Belonging Items by Groups: Race

Q18a: Belonging to Collin College community				Q18b: Encouraged to Return		
Group	Total Responses	Mean	Positive Ratings (%)	Total Responses	Mean	Positive Ratings (%)
American Indian or Alaska Native	15	3.67	53%	15	4.00	73%
Asian	144	3.85	65%	143	4.11	80%
Black or African American	141	4.07	71%	138	4.19	83%
Native Hawaiian or Other Pacific Islander	2	3.50	50%	1	2.00	0%
White	369	3.70	56%	369	4.05	72%
Multiracial	45	3.82	67%	44	4.09	75%
Unknown	21	3.95	71%	21	4.29	86%

Note. For Q18a, there are no significant differences by racial group, $\chi^2(15) = 26.14$, $p = .036$. For Q18b, there are no significant differences by racial group, $\chi^2(15) = 12.47$, $p = .643$. Native Hawaiian or Other Pacific Islander group ($n = 2$) is excluded from chi-square tests due to small sample size.

Table C11. Summary Statistics of Sense of Belonging Items by Groups: Age Group

Q18a: Belonging to Collin College community				Q18b: Encouraged to Return		
Group	Total Responses	Mean	Positive Ratings (%)	Total Responses	Mean	Positive Ratings (%)
Under 18	83	3.41	41%	83	3.84	66%
18-21	280	3.70	60%	277	3.99	73%
22-24	86	3.74	55%	86	3.99	70%
25-29	62	3.97	71%	62	4.24	84%
30-34	54	4.02	65%	54	4.26	76%
35-50	145	4.10	75%	143	4.32	87%
51+	42	4.02	66%	41	4.29	83%
Unknown	1	4.00	100%	1	4.00	100%

Note. For Q18a, there are significant differences by age group, $\chi^2(18) = 63.34$, $p < .005$. Age between 35 – 50 reported highest sense of belonging with a mean of 4.11 and 75% positive ratings. For Q18b, there are significant differences by age group, $\chi^2(18) = 49.67$, $p < .005$. The Unknown($n = 1$) status group is excluded from chi-square tests due to small sample size.

Table C12. Summary Statistics of Sense of Belonging Items by Groups: Gender

Q18a: Belonging to Collin College community				Q18b: Encouraged to Return		
Group	Total Responses	Mean	Positive Ratings (%)	Total Responses	Mean	Positive Ratings (%)
Female	508	3.82	62%	505	4.10	77%
Male	246	3.81	63%	243	4.10	76%
Unknown	3	3.00	33%	3	3.67	67%

Note. For Q18a, there is no significant difference by gender, $\chi^2(6) = 3.74$, $p = .712$. For Q18b, there is no significant difference by gender, $\chi^2(6) = 4.58$, $p = .599$. Unknown group ($n = 3$) is excluded from chi-square tests due to small sample size.

Table C13. Summary Statistics of Sense of Belonging Items by First-Generation Indicator

Q18a: Belonging to Collin College community				Q18b: Encouraged to Return		
First-Generation	Total Responses	Mean	Positive Ratings (%)	Total Responses	Mean	Positive Ratings (%)
Yes	179	4.01	69%	176	4.26	84%
No	578	3.76	60%	575	4.05	74%

Note. For Q18a, there is no significant difference by first generation indicator, $\chi^2(3) = 9.58$, $p = .022$. For Q18b, there is no significant difference by first generation indicator, $\chi^2(3) = 8.14$, $p = .043$.

Table C14. Summary Statistics of Sense of Belonging Items by Economically Disadvantaged Indicator (Pell Grant Recipients)

Q18a: Belonging to Collin College community				Q18b: Encouraged to Return		
Pell Grant Recipients	Total Responses	Mean	Positive Ratings (%)	Total Responses	Mean	Positive Ratings (%)
Yes	112	4.10	73%	111	4.33	87%
No	645	3.77	60%	640	4.05	75%

Note. For Q18a, there is no significant difference by economically disadvantage indicator, $\chi^2(3) = 11.02$, $p = .011$. For Q18b, there is no significant difference by economically disadvantage indicator, $\chi^2(3) = 9.99$, $p = .018$.

Appendix D: Sentiment Analysis and Topic Modeling

Sentiment Analysis and Topic Modeling

This section outlines the natural language processing (NLP) used to analyze and interpret open-response comments from the survey after the respondents selected their overall satisfaction ratings. The data analysis was conducted in R programming languages using the AFINN lexicon for sentiment analysis, LDA (Latent Dirichlet Allocation) for topic modeling in themes identification and sentiment categorization. A bigram extraction was applied to feedback that is not captured in the survey's service quality Likert-scale items.

The outputs of the three models are reviewed and then re-input into a large language model (LLM) for further analysis. The final generative narrative from the LLM is further reviewed and revised and added to the College Level Results section of this report.

Appendix E: Net Promoter Score (NPS) Calculation

Net Promoter Score (NPS)

In this survey, the Net promoter Score (NPS) is used to assess brand loyalty and satisfaction toward Collin College. It provides a high-level perspective on student advocacy and satisfaction, complementing the more detailed service quality measures.

The Net Promoter Score is a widely used metric for gauging customer (or student) satisfaction and loyalty. It is based on responses to the question:

“On a scale from 0-10, How likely are you to recommend Collin College to a friend or a family member?”

The results are organized by each NPS group, and the percentage of respondents in each group is calculated for use in the overall Net Promoter Score (NPS).

- Promoters (score 9–10): Enthusiastic advocates who are likely to recommend the college
- Passives (score 7–8): Satisfied but indifferent users who are unlikely to promote the college
- Detractors (score 0–6): Unhappy users who may discourage others from attending

NPS Calculation

Responses are categorized, and the percentage of respondents in each group is calculated. The NPS is then derived using the formula:

$$\text{NPS} = \% \text{Promoters} - \% \text{Detractors}$$

Interpretation of NPS

A higher NPS indicates stronger student advocacy for the organization, while a lower or negative NPS may point to areas in need of improvement. The NPS range from –100 to +100. A positive NPS (> 0) is seen as a sign of good performance as there are more promoters than detractors. A negative NPS (< 0) suggests significant improvement because dissatisfied users outweigh the satisfied users. The NPS Benchmark aligns with industry standards are:

- Above 50: Excellent - indicates strong customer loyalty.
- 30–50: Good - indicates a healthy level of customer satisfaction.
- 0–30: Average – indicates room for improvement.
- Below 0: Poor – indicates significant customer dissatisfaction.

Appendix F: Psychometric Properties of Survey Items

The psychometric properties of the service quality and sense of belonging survey items were evaluated using the psych package (v 2.5.3) in the R. Item statistics, standardized correlation (r) and Cronbach's alpha were used to assess reliability. Internal consistency was evaluated using Cronbach α , a measure of how reliably the items reflect the intended construct. Item-total correlations were also assessed to examine the strength of the relationship between each item and the overall scale. A Cronbach's alpha value above 0.70 is considered desirable, supporting the reliability of the items on each scale.

Descriptive statistics (means and standard deviations) were calculated, and internal consistency was measured via Cronbach's alpha and item-total correlations. The Service Quality Scale showed excellent reliability ($\alpha = 0.98$, $SE < 0.01$), and the Sense of Belonging Scale demonstrated good reliability ($\alpha = 0.84$, $SE = 0.01$). All items had strong item-total correlations (> 0.85), with means from 3.78 to 4.37 and standard deviations from 0.69 to 1.06, indicating consistent measurement of the intended constructs (see Table F1 and F2).

Table F1. Item Statistics of the Service Quality Construct

Items	Total Response*	Standardized Item-Total Correlation	Item Mean	SD
The process is user-friendly.	5956	0.88	4.27	0.69
The services provided are timely.	5947	0.89	4.27	0.72
The staff are knowledgeable.	5880	0.94	4.29	0.72
The staff are courteous.	5896	0.90	4.37	0.70

*Note. SD = Standard Deviation. *Total Response represents all the service quality ratings across all units. Respondents can select more than one service unit for each corresponding statement.*

Table F2. Item Statistics of the Sense of Belonging Construct

Items	Total Response	Standardized Item-Total Correlation	Item Mean	SD
Q18a. I feel like a part of the Collin College community.	756	0.93	3.78	1.06
Q18b. My experience at Collin College encourages me to return.	751	0.93	4.07	0.92

Note. SD = Standard Deviation