

# Collin Educational and Support Services /Programs

## Faculty Survey: Spring 2011

Collin College

April 5, 2011

### Section I. Administrative Services

Please indicate which of the following administrative units you are aware of?

(Check all that apply)

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

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

		0	1	Total
	Count	461	392	853
Have you used any services offered by following units? PI - Academic Computing & Labs	%	54.0%	46.0%	100.0%
Have you used any services offered by following units? PI - Administrative Programming (support for systems such as Banner)	Count	538	315	853
	%	63.1%	36.9%	100.0%
	Count	505	348	853
Have you used any services offered by following units? PI - Budgeting/Auditing/Payroll	%	59.2%	40.8%	100.0%
	Count	401	452	853
Have you used any services offered by following units? PI - Campus Police & Security	%	47.0%	53.0%	100.0%
	Count	591	262	853
Have you used any services offered by following units? PI - Financial Services (Bursars)	%	69.3%	30.7%	100.0%
Have you used any services offered by following units? PI - Grounds (external maintenance such as, parking, sidewalks, lighting etc.)	Count	654	199	853
	%	76.7%	23.3%	100.0%
Have you used any services offered by following units? PI - Help Desk	Count	123	730	853
	%	14.4%	85.6%	100.0%
Have you used any services offered by following units? PI - Media Services	Count	294	559	853
	%	34.5%	65.5%	100.0%
Have you used any services offered by following units? PI- Mail Services	Count	423	430	853
	%	49.6%	50.4%	100.0%
Have you used any services offered by following units? PI - Physical Plant Operations	Count	319	534	853
	%	37.4%	62.6%	100.0%
Have you used any services offered by following units? PI - Purchasing/Inventory Control	Count	641	212	853
Have you used any services offered by following units? PI - Telecommunications (support for phone systems)	%	75.1%	24.9%	100.0%
	Count	527	326	853
Have you used any services offered by following units? PI - Web Services	%	61.8%	38.2%	100.0%
	Count	433	420	853
	%	50.8%	49.2%	100.0%

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

**1= Strongly disagree, 5 = Strongly agree**

**The unit procedures are user friendly.**

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Procedurers are user friendly -Academic Computing & Labs	Count	2	11	49	105	191	18	376
	%	.5%	2.9%	13.0%	27.9%	50.8%	4.8%	100.0%
Procedures are user friendly -Administrative Programming*	Count	8	22	54	93	98	27	302
	%	2.6%	7.3%	17.9%	30.8%	32.5%	8.9%	100.0%
Procedurs are user friendly -Budgeting/Auditing/Payroll	Count	12	26	64	88	130	19	339
	%	3.5%	7.7%	18.9%	26.0%	38.3%	5.6%	100.0%
Procedures are user friendly -Campus Police & Security	Count	5	7	32	95	279	22	440
	%	1.1%	1.6%	7.3%	21.6%	63.4%	5.0%	100.0%
Procedures are user friendly -Financial Services (Bursars)	Count	4	9	30	73	128	10	254
	%	1.6%	3.5%	11.8%	28.7%	50.4%	3.9%	100.0%
Procedures are user friendly -Grounds**	Count	4	3	10	49	90	37	193
	%	2.1%	1.6%	5.2%	25.4%	46.6%	19.2%	100.0%
Procedures are user friendly -Help Desk	Count	11	10	44	171	446	10	692
	%	1.6%	1.4%	6.4%	24.7%	64.5%	1.4%	100.0%
Procedures are user friendly -Media Services	Count	9	12	43	130	330	8	532
	%	1.7%	2.3%	8.1%	24.4%	62.0%	1.5%	100.0%
Procedures are user friendly -Mail Services	Count	10	4	39	114	213	35	415
	%	2.4%	1.0%	9.4%	27.5%	51.3%	8.4%	100.0%
Procedures are user friendly -Physical Plant Operations	Count	13	14	50	146	276	16	515
	%	2.5%	2.7%	9.7%	28.3%	53.6%	3.1%	100.0%
Procedures are user friendly -Purchasing/Inventory Control	Count	18	34	34	57	55	9	207
	%	8.7%	16.4%	16.4%	27.5%	26.6%	4.3%	100.0%
Procedures are user friendly -Telecommunications ***	Count	4	13	21	85	177	19	319
	%	1.3%	4.1%	6.6%	26.6%	55.5%	6.0%	100.0%
Procedurs are user friendly -Web Services	Count	16	28	49	105	187	18	403
	%	4.0%	6.9%	12.2%	26.1%	46.4%	4.5%	100.0%

### Descriptive Statistics

	N	Minimum	Maximum	Mean	
Procedurers are user friendly -Academic Computing & Labs	358	1	5	4.32	.863
Procedures are user friendly -Administrative Programming*	275	1	5	3.91	1.064
Procedurs are user friendly -Budgeting/Auditing/Payroll	320	1	5	3.93	1.126
Procedures are user friendly -Campus Police & Security	418	1	5	4.52	.805
Procedures are user friendly -Financial Services (Bursars)	244	1	5	4.28	.932
Procedures are user friendly -Grounds**	156	1	5	4.40	.892
Procedures are user friendly -Help Desk	682	1	5	4.51	.813
Procedures are user friendly -Media Services	524	1	5	4.45	.870
Procedures are user friendly -Mail Services	380	1	5	4.36	.903
Procedures are user friendly -Physical Plant Operations	499	1	5	4.32	.949
Procedures are friendly -Purchasing/Inventory Control	198	1	5	3.49	1.305
Procedures are user friendly -Telecommunications ***	300	1	5	4.39	.895
Procedurs are user friendly -Web Services	385	1	5	4.09	1.128
Valid N (listwise)	22				

\*Support for systems such as Banner.

\*\* External maintenance such as parking, sidewalks, lighting etc.

\*\*\* Support for phone.

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

## The unit procedures are efficient.

		1 = Strongly disagree	2	3	4	5= Strongly agree	Don't know/Not applicable	Total
Procedures are efficient -Academic Computing & Labs	Count	3	13	52	104	174	27	373
	%	.8%	3.5%	13.9%	27.9%	46.6%	7.2%	100.0%
Procedures are efficient -Administrative Programming*	Count	10	26	59	84	90	32	301
	%	3.3%	8.6%	19.6%	27.9%	29.9%	10.6%	100.0%
Procedurs are efficient -Budgeting/Auditing/Payroll	Count	13	22	69	80	123	26	333
	%	3.9%	6.6%	20.7%	24.0%	36.9%	7.8%	100.0%
Procedures are efficient -Campus Police & Security	Count	5	11	35	89	250	43	433
	%	1.2%	2.5%	8.1%	20.6%	57.7%	9.9%	100.0%
Procedures are efficient -Financial Services (Bursars)	Count	5	11	39	59	121	19	254
	%	2.0%	4.3%	15.4%	23.2%	47.6%	7.5%	100.0%
Procedures are efficient -Grounds**	Count	3	5	11	42	89	42	192
	%	1.6%	2.6%	5.7%	21.9%	46.4%	21.9%	100.0%
Procedures are efficient -Help Desk	Count	12	7	61	171	418	19	688
	%	1.7%	1.0%	8.9%	24.9%	60.8%	2.8%	100.0%
Procedures are efficient -Media Services	Count	10	17	52	125	313	12	529
	%	1.9%	3.2%	9.8%	23.6%	59.2%	2.3%	100.0%
Procedures are efficient -Mail Services	Count	9	9	47	111	189	50	415
	%	2.2%	2.2%	11.3%	26.7%	45.5%	12.0%	100.0%
Procedures are efficient -Physical Plant Operations	Count	12	26	61	146	242	24	511
	%	2.3%	5.1%	11.9%	28.6%	47.4%	4.7%	100.0%
Procedures are efficient -Purchasing/Inventory Control	Count	18	29	41	56	54	10	208
	%	8.7%	13.9%	19.7%	26.9%	26.0%	4.8%	100.0%
Procedures are efficient -Telecommunications ***	Count	3	13	22	80	174	24	316
	%	.9%	4.1%	7.0%	25.3%	55.1%	7.6%	100.0%
Procedurs are efficient -Web Services	Count	16	27	60	95	169	28	395
	%	4.1%	6.8%	15.2%	24.1%	42.8%	7.1%	100.0%

### Descriptive Statistics

Procedures are efficient -Academic Computing & Labs 346 1 5 4.25 .906

	N	Minimum	Maximum	Mean	Std. Deviation
Procedures are efficient -Administrative Programming*	269	1	5	3.81	1.115
Procedurs are efficient -Budgeting/Auditing/Payroll	307	1	5	3.91	1.135
Procedures are efficient -Campus Police & Security	390	1	5	4.46	.868
Procedures are efficient -Financial Services (Bursars)	235	1	5	4.19	1.014
Procedures are efficient -Grounds**	150	1	5	4.39	.911
Procedures are efficient -Help Desk	669	1	5	4.46	.842
Procedures are efficient -Media Services	517	1	5	4.38	.932
Procedures are efficient -Mail Services	365	1	5	4.27	.948
Procedures are efficient -Physical Plant Operations	487	1	5	4.19	1.011
Procedures are efficient -Purchasing/Inventory Control	198	1	5	3.50	1.281
Procedures are efficient -Telecommunications ***	292	1	5	4.40	.885
Procedurs are efficient -Web Services	367	1	5	4.02	1.146
Valid N (listwise)	20				

\*Support for systems such as Banner.

\*\* External maintenance such as parking, sidewalks, lighting etc.

\*\*\* Support for phone.

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

## The unit met my needs in timely fashion.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Met my needs in timely fashion -Academic Computing & Labs	Count	3	7	38	105	205	17	375
	%	.8%	1.9%	10.1%	28.0%	54.7%	4.5%	100.0%
Met my needs in timely fashion -Administrative Programming*	Count	6	22	48	82	118	27	303
	%	2.0%	7.3%	15.8%	27.1%	38.9%	8.9%	100.0%
Met my needs in timely fashion -Budgeting/Auditing/Payroll	Count	12	15	43	85	165	13	333
	%	3.6%	4.5%	12.9%	25.5%	49.5%	3.9%	100.0%
Met my needs in timely fashion -Campus Police & Security	Count	8	9	25	85	291	16	434
	%	1.8%	2.1%	5.8%	19.6%	67.1%	3.7%	100.0%
Met my needs in timely fashion -Financial Services (Bursars)	Count	1	8	26	58	147	13	253
	%	.4%	3.2%	10.3%	22.9%	58.1%	5.1%	100.0%
Met my needs in timely fashion -Grounds**	Count	5	5	10	47	92	33	192
	%	2.6%	2.6%	5.2%	24.5%	47.9%	17.2%	100.0%
Met my needs in timely fashion -Help Desk	Count	10	13	47	164	445	10	689
	%	1.5%	1.9%	6.8%	23.8%	64.6%	1.5%	100.0%
Met my needs in timely fashion -Media Services	Count	11	11	41	119	340	7	529
	%	2.1%	2.1%	7.8%	22.5%	64.3%	1.3%	100.0%
Met my needs in timely fashion -Mail Services	Count	9	9	34	121	205	30	408
	%	2.2%	2.2%	8.3%	29.7%	50.2%	7.4%	100.0%
Met my needs in timely fashion -Physical Plant Operations	Count	12	25	61	135	273	5	511
	%	2.3%	4.9%	11.9%	26.4%	53.4%	1.0%	100.0%
Met my needs in timely fashion -Purchasing/Inventory Control	Count	15	19	33	50	75	15	207
	%	7.2%	9.2%	15.9%	24.2%	36.2%	7.2%	100.0%
Met my needs in timely fashion -Telecommunications ***	Count	4	9	17	80	193	10	313
	%	1.3%	2.9%	5.4%	25.6%	61.7%	3.2%	100.0%
Met my needs in timely fashion -Web Services	Count	16	19	54	102	188	22	401
	%	4.0%	4.7%	13.5%	25.4%	46.9%	5.5%	100.0%

### Descriptive Statistics

Met my needs in timely fashion -Academic Computing & Labs 358 1 5 4.40 .820

	N	Minimum	Maximum	Mean	Std. Deviation
Met my needs in timely fashion -Administrative Programming*	276	1	5	4.03	1.058
Met my needs in timely fashion -Budgeting/Auditing/Payroll	320	1	5	4.18	1.071
Met my needs in timely fashion -Campus Police & Security	418	1	5	4.54	.854
Met my needs in timely fashion -Financial Services (Bursars)	240	1	5	4.43	.845
Met my needs in timely fashion -Grounds**	159	1	5	4.36	.963
Met my needs in timely fashion -Help Desk	679	1	5	4.50	.825
Met my needs in timely fashion -Media Services	522	1	5	4.47	.887
Met my needs in timely fashion -Mail Services	378	1	5	4.33	.913
Met my needs in timely fashion -Physical Plant Operations	506	1	5	4.25	1.006
Met my needs in timely fashion -Purchasing/Inventory Control	192	1	5	3.79	1.274
Met my needs in timely fashion -Telecommunications ***	303	1	5	4.48	.837
Met my needs in timely fashion -Web Services	379	1	5	4.13	1.098
Valid N (listwise)	19				

\*Support for systems such as Banner.

\*\* External maintenance such as parking, sidewalks, lighting etc.

\*\*\* Support for phone systems.

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

## The unit staff are courteous.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
	Count	6	6	22	72	258	9	373
Staff are courteous -Academic Computing & Labs	%	1.6%	1.6%	5.9%	19.3%	69.2%	2.4%	100.0%
	Count	6	2	27	65	176	27	303
Staff are courteous -Administrative Programming*	%	2.0%	.7%	8.9%	21.5%	58.1%	8.9%	100.0%
	Count	8	17	33	70	183	23	334
Staff are courteous -Budgeting/Auditing/Payroll	%	2.4%	5.1%	9.9%	21.0%	54.8%	6.9%	100.0%
	Count	3	11	13	63	330	12	432
Staff are courteous -Campus Police & Security	%	.7%	2.5%	3.0%	14.6%	76.4%	2.8%	100.0%
	Count	5	2	12	43	178	15	255
Staff are courteous -Financial Services (Bursars)	%	2.0%	.8%	4.7%	16.9%	69.8%	5.9%	100.0%
	Count	3		7	30	123	28	191
Staff are courteous -Grounds**	%	1.6%		3.7%	15.7%	64.4%	14.7%	100.0%
	Count	9	9	36	112	511	10	687
Staff are courteous -Help Desk	%	1.3%	1.3%	5.2%	16.3%	74.4%	1.5%	100.0%
	Count	8	5	29	76	402	8	528
Staff are courteous -Media Services	%	1.5%	.9%	5.5%	14.4%	76.1%	1.5%	100.0%
	Count	6	5	20	72	248	58	409
Staff are courteous -Mail Services	%	1.5%	1.2%	4.9%	17.6%	60.6%	14.2%	100.0%
	Count	11	5	26	95	361	13	511
Staff are courteous -Physical Plant Operations	%	2.2%	1.0%	5.1%	18.6%	70.6%	2.5%	100.0%
	Count	9	14	19	46	100	16	204
Staff are courteous -Purchasing/Inventory Control	%	4.4%	6.9%	9.3%	22.5%	49.0%	7.8%	100.0%
	Count	4	4	9	39	241	15	312
Staff are courteous -Telecommunications ***	%	1.3%	1.3%	2.9%	12.5%	77.2%	4.8%	100.0%
	Count	9	6	30	67	258	29	399
Staff are courteous -Web Services	%	2.3%	1.5%	7.5%	16.8%	64.7%	7.3%	100.0%

### Descriptive Statistics

Staff are courteous -Academic Computing & Labs	364	1	5	4.57	.816
	N	Minimum	Maximum	Mean	Std. Deviation
Staff are courteous -Administrative Programming*	276	1	5	4.46	.867
Staff are courteous -Budgeting/Auditing/Payroll	311	1	5	4.30	1.030
Staff are courteous -Campus Police & Security	420	1	5	4.68	.723
Staff are courteous -Financial Services (Bursars)	240	1	5	4.61	.800
Staff are courteous -Grounds**	163	1	5	4.66	.732
Staff are courteous -Help Desk	677	1	5	4.64	.760
Staff are courteous -Media Services	520	1	5	4.65	.763
Staff are courteous -Mail Services	351	1	5	4.57	.807
Staff are courteous -Physical Plant Operations	498	1	5	4.59	.821
Staff are courteous -Purchasing/Inventory Control	188	1	5	4.14	1.162
Staff are courteous -Telecommunications ***	297	1	5	4.71	.713
Staff are courteous -Web Services	370	1	5	4.51	.896
Valid N (listwise)	20				

\*Support for systems such as Banner.

\*\* External maintenance such as parking, sidewalks, lighting etc.

\*\*\* Support for phone.

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

## The unit staff are knowledgeable.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Staff are knowledgeable -Academic Computing & Labs	Count	5	6	25	91	221	17	365
	%	1.4%	1.6%	6.8%	24.9%	60.5%	4.7%	100.0%
Staff are knowledgeable -Administrative Programming*	Count	5	8	27	68	163	27	298
	%	1.7%	2.7%	9.1%	22.8%	54.7%	9.1%	100.0%
Staff are knowledgeable -Budgeting/Auditing/Payroll	Count	4	6	28	85	183	28	334
	%	1.2%	1.8%	8.4%	25.4%	54.8%	8.4%	100.0%
Staff are knowledgeable -Campus Police & Security	Count	5	7	15	69	313	24	433
	%	1.2%	1.6%	3.5%	15.9%	72.3%	5.5%	100.0%
Staff are knowledgeable -Financial Services (Bursars)	Count	5	3	16	56	162	11	253
	%	2.0%	1.2%	6.3%	22.1%	64.0%	4.3%	100.0%
Staff are knowledgeable -Grounds**	Count	3	1	9	39	97	42	191
	%	1.6%	.5%	4.7%	20.4%	50.8%	22.0%	100.0%
Staff are knowledgeable -Help Desk	Count	7	11	44	134	475	10	681
	%	1.0%	1.6%	6.5%	19.7%	69.8%	1.5%	100.0%
Staff are knowledgeable -Media Services	Count	10	7	39	97	364	8	525
	%	1.9%	1.3%	7.4%	18.5%	69.3%	1.5%	100.0%
Staff are knowledgeable -Mail Services	Count	8	5	30	82	209	70	404
	%	2.0%	1.2%	7.4%	20.3%	51.7%	17.3%	100.0%
Staff are knowledgeable -Physical Plant Operations	Count	11	8	45	131	295	18	508
	%	2.2%	1.6%	8.9%	25.8%	58.1%	3.5%	100.0%
Staff are knowledgeable -Purchasing/Inventory Control	Count	7	15	21	52	97	15	207
	%	3.4%	7.2%	10.1%	25.1%	46.9%	7.2%	100.0%
Staff are knowledgeable -Telecommunications ***	Count	5	4	11	63	217	14	314
	%	1.6%	1.3%	3.5%	20.1%	69.1%	4.5%	100.0%
Staff are knowledgeable -Web Services	Count	9	8	37	94	227	25	400
	%	2.3%	2.0%	9.3%	23.5%	56.8%	6.3%	100.0%

### Descriptive Statistics

Staff are knowledgeable -Academic Computing & Labs 348 1 5 4.49 .819

	N	Minimum	Maximum	Mean	Std. Deviation
Staff are knowledgeable -Administrative Programming*	271	1	5	4.39	.916
Staff are knowledgeable -Budgeting/Auditing/Payroll	306	1	5	4.43	.839
Staff are knowledgeable -Campus Police & Security	409	1	5	4.66	.741
Staff are knowledgeable -Financial Services (Bursars)	242	1	5	4.52	.841
Staff are knowledgeable -Grounds**	149	1	5	4.52	.810
Staff are knowledgeable -Help Desk	671	1	5	4.58	.774
Staff are knowledgeable -Media Services	517	1	5	4.54	.845
Staff are knowledgeable -Mail Services	334	1	5	4.43	.897
Staff are knowledgeable -Physical Plant Operations	490	1	5	4.41	.891
Staff are knowledgeable -Purchasing/Inventory Control	192	1	5	4.13	1.116
Staff are knowledgeable -Telecommunications ***	300	1	5	4.61	.770
Staff are knowledgeable -Web Services	375	1	5	4.39	.924
Valid N (listwise)	18				

\*Support for systems such as Banner.

\*\* External maintenance such as parking, sidewalks, lighting etc.

\*\*\* Support for phone.

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



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

1= Very unsatisfied, 5 = Very satisfied

		1 = Very unsatisfied	2	3	4	5 = Very satisfied	Total
	Count	6	7	44	112	206	375
Rate overall satisfaction -Academic Computing & Labs	%	1.6%	1.9%	11.7%	29.9%	54.9%	100.0%
	Count	12	18	51	94	127	302
Rate overall satisfaction -Administrative Programming*	%	4.0%	6.0%	16.9%	31.1%	42.1%	100.0%
	Count	11	15	61	101	152	340
Rate overall satisfaction -Budgeting/Auditing/Payroll	%	3.2%	4.4%	17.9%	29.7%	44.7%	100.0%
	Count	8	9	24	109	291	441
Rate overall satisfaction -Campus Police & Security	%	1.8%	2.0%	5.4%	24.7%	66.0%	100.0%
	Count	7	8	27	77	135	254
Rate overall satisfaction -Financial Services (Bursars)	%	2.8%	3.1%	10.6%	30.3%	53.1%	100.0%
	Count	6		19	60	107	192
Rate overall satisfaction -Grounds**	%	3.1%		9.9%	31.3%	55.7%	100.0%
	Count	13	11	47	185	457	713
Rate overall satisfaction -Help Desk	%	1.8%	1.5%	6.6%	25.9%	64.1%	100.0%
	Count	8	12	49	149	323	541
Rate overall satisfaction -Media Services	%	1.5%	2.2%	9.1%	27.5%	59.7%	100.0%
	Count	6	9	46	131	222	414
Rate overall satisfaction -Mail Services	%	1.4%	2.2%	11.1%	31.6%	53.6%	100.0%
	Count	12	16	69	155	267	519
Rate overall satisfaction -Physical Plant Operations -	%	2.3%	3.1%	13.3%	29.9%	51.4%	100.0%
	Count	14	20	41	62	63	200
Rate overall satisfaction Purchasing/Inventory Control	%	7.0%	10.0%	20.5%	31.0%	31.5%	100.0%
	Count	3	6	20	84	204	317
Rate overall satisfaction -Telecommunications*** -	%	.9%	1.9%	6.3%	26.5%	64.4%	100.0%
	Count	18	21	53	109	196	397
Rate overall satisfaction Web Services	%	4.5%	5.3%	13.4%	27.5%	49.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Academic Computing & Labs	375	1	5	4.35	.876
Rate overall satisfaction -Administrative Programming*	302	1	5	4.01	1.091
Rate overall satisfaction -Budgeting/Auditing/Payroll	340	1	5	4.08	1.044
Rate overall satisfaction -Campus Police & Security	441	1	5	4.51	.837
Rate overall satisfaction -Financial Services (Bursars)	254	1	5	4.28	.968
Rate overall satisfaction -Grounds**	192	1	5	4.36	.899
Rate overall satisfaction -Help Desk	713	1	5	4.49	.833
Rate overall satisfaction -Media Services	541	1	5	4.42	.858
Rate overall satisfaction -Mail Services	414	1	5	4.34	.867
Rate overall satisfaction -Physical Plant Operations	519	1	5	4.25	.958
Rate overall satisfaction -Purchasing/Inventory Control	200	1	5	3.70	1.211
Rate overall satisfaction -Telecommunications***	317	1	5	4.51	.778
Rate overall satisfaction -Web Services	397	1	5	4.12	1.112
Valid N (listwise)	37				

\*Support for systems such as Banner.

\*\* External maintenance such as parking, sidewalks, lighting etc.

\*\*\* Support for phone.

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

## Please specify the reason for your rating.

### Specify reason for rating -Academic Computing & Labs

	Frequency
Did not respond	719
All good people doing great work...	1
aLL HAS GONE WELL	1
all of my needs were met	1
All programs listed on this page are necessary and needed to accomplish the goals to help the district achieve success.	1
Always available and very helpful	1
Always easy to deal with	1
Always have to have help when training in labs because software is not there, even though they know what the training is and when it is.	1
always helpful	1
Always helpful	2
Always helpful with any problems	1
Always knowledgeable and willing to assist.	1
Always prompt and efficient	1
Always respond quickly and know what to do.	1
always willing to help, familiar with and accommodate testing needs	1
Always willing to help, very courteous.	1
Answers are always courteous and in a timely manner.	1
As inventory control they always are aware of what I need, where it is, or have an answer to find it. They are very valuable to my needs with inventory control. Also they run very effecient labs	1
At times a little slow	1
ATNS at CYC is the best - love our crew here	1
available and helpful	1
Available to assist students	1
Available when needed	1
average	1
Blackboard has issues that staff are attempting to solve	1
Clean and organized	1
Competent. Helped me out in several situations.	1
Computer classrooms and Labs run effeciently	1
Computer work well & lab is efficient.	1
Computers are always available and the staff is very corteus	1
computers are old in the lab not in the library and too many are crammed together.	1
Computers in associate faculty offices are often slow and/or non-functional	1
Confusing as to who is in charge of what (lab, SW installation, key codes on labs., etc.)	1
cooperative and usually have a room for us to use	1
Cooperative, willing to offer help if needed	1
could use more computers	1
Couldn't explain Blackboard	1
Dedicated staff.	1
Depending on the part of AC/L I need, I do not always feel they are understanding or willing to meet my needs. Some parts are really quite good, but others aren't worth the bother.	1
Difficult to attain lab time. I use the business lab for English classes. They ha e been very accommodating	1
do not communicate well with faculty - like when they changed our passwords for BB without telling us.	1
do not use	1
downtime too long	1
easy to navigate registration for classes	1
Easy to work with, and efficient	1
effective	1
efficient and Knowledgeable staff	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1

Specify reason for rating -Academic Computing & Labs

	Frequency
Excellent help when needed	1
Excellent People.	1
excellent service when requested	1
Excellent support PRC	1
Failure to provide online resources that are dependable; Blackboard needs to go.	1
Fast and helpful response	1
Few computers per students	1
First hand experience	1
Friendly workers, easily accessible equipment	1
Friendly, helpful and knowledgeable	1
Good Communication	1
Good lab support, respond quickly and directly to solve computer and network problems.	1
great resources	1
Great Staff	1
Has met or exceeded my departmental needs.	1
Have always been there when I needed them.	1
Have always been very responsive and helpful.	1
Have always helped when called upon.	1
Have always responded to requests in a timely manner	1
Have had little trouble when I used the lab	1
Have not used them in my job	1
Helped for testing.	1
helpful	1
helpful and available	1
Helpful and courteous in spite of being under staffed	1
Helpful and courteous staff, good equipment	1
Helpful to students	1
Helpful when needed; knowledgable staff	1
helpful when scheduling lab use, knowledgable about equipment they oversee	1
I've had limited exposure to AC but was helped quickly.	1
I've only used the labs at CPC when I've had MAC questions, but the staff has always been willing to help.	1
I don't really use, I can only go by what students say.	1
I feel there is always room for improvement	1
I have had limited need.	1
I have had only positive interactions with the AC & L.	1
I have had very poor results from computer lab when experiencing difficulties I am always referred to someone else to fix the problem	1
I have to get them to unlock my lab classroom all the time. Why cant I have a key? Whats mor valuable students or equipment.? You trust me with students, so why not the classroom? Sometimes when I need the room opend, they are on the phone or not present, so I and the class wait in the hallway.	1
I know they utilize the recourses they are supplied with	1
I wish that CPC had tutors in their Computer Labs for students.	1
I work in the SCC Math Lab, so I am biased.	1
I work mostly with the labs and the people who supervise are very competent	1
Immediate response to my questions and suggestions for my needs.	1
Issues are often resolved very quickly with little disruption to students and faculty.	1
It has been years since I took my classes to the comp. labs (now all of my courses are taught in our dept. labs), but scheduling was always an issue, and there was not really any support--if/when someone did help me and/or my students, the so-called "help," always seemed burdensome.	1
it was organized and well explained	1
[Individual Name] is the best!	1
[Individual Names] at the CYC are very helpful always	1
Know the personnel and they are very consumer friendly	1
knowledgeable and friendly	1

Specify reason for rating -Academic Computing & Labs

	Frequency
Knowledgeable,helpful, cordial	1
Lab Assistants sometimes above student level	1
Lab personnel always help solve my student's problems promptly and helpful	1
Labs are always clean and quiet and have good hours	1
Labs that had capacity to accommodate my class were great.	1
Lately the upgrade is good with Mac computers. Need copiers too please.	1
math lab is understaffed and too crowded	1
Met my needs	1
my account had not been set at the time of the class	1
Need more computers and printers for students.	1
Needs have been met with courteous and knowledgable staff	1
Needs were met	1
Never had a problem that has not been solved to my satisfaction	1
never had an issue	1
Never have problems.	1
New update software, computer run fast	1
No outward communication from these units. Poor student reputation.	1
No problems	1
no problems with service	1
No problems, ever. Everybody friendly and helpful.	1
Not always clear who is responsible for what	1
Not applicable many times.	1
not clear on procedure re. certain programs	1
not friendly, not helpful, not easy to go to for help	1
Not much interaction with them	1
open when the students need access	1
People are efficient and friendly.	1
prepare computer labs for training accurately and helpfully	1
questions pertaining to transfer credits could not be answered	1
quick response - and referral if can't help	1
quick, friendly service	1
Rarely use computer labs, but when I do they are pleasant.	1
Readily available and willing to help	1
Responsive, professional, knowledgeable staff	1
Rigid, not innovative, increasingly obsolete staff and equipment	1
satisfied	1
Scheduling for Tests and Support	1
seem to be very helpful	1
Services are good, with quick resolution of any problems	1
Services are really good	1
Services provided have been very good.	1
Shortage of tutoring	1
Since printers require a password now, associate faculty cannot print now.	1
Some Administrators/Staff act superior & irritated by questions/requests	1
Staff are friendly and hepful	1
staff assistance & equipment has always been excellent	1
Staff member was unable to explain what I requested effectively.	1
staffs are knowledgeable and got help when I needed	1
students are happy	1
students seem pleased with availability and access	1
students state that labs are usually well-maintained	1
Testing Lab is great	1
The labs always seem to be up and running	1

Specify reason for rating -Academic Computing & Labs

	Frequency
The staff work well with students/my only contact is through students using the labs	1
the times I have used it they have been helpful and available	1
There are sufficient Labs located at each Location for collin College.	1
They allowed us to use the lab during our busiest TSI season	1
They always help me and my students.	1
They are helpful.	1
They are willing to do whatever necessary to be of help.	1
They do a good job and are always willing to help with questions about technology.	1
They do an adequate job.	1
They helped, answered questions.	1
They take the time to help when I have had issues with PowerPoint presentations	1
They were very helpful.	1
This department has been nothing but help when needed, courteous, and easy to ask and approach.	1
timely response	1
Used for one class, have not interacted with since.	1
usually good, but sometimes slow to get things done	1
very effective	1
Very good for the students	1
Very polite and answer all questions to your satisfaction.	1
Very responsive	1
well organized	1
When a need arises and there is no supervisor in the Lab, services can be delayed.	1
When I report any problem, staff is helpful and polite.	1
When I utilize the lab, the staff is always ready, available, and knowledgeable.	1
Work with the department on a regular basis	1
Writing Lab instructors are great and really want to help!	1
Total	895

Specify reason for rating -Administrative Programming\*

	Frequency
Did not respond	768
Administrators I have dealt with are top-notch	1
all questions are answered quickly	1
always available for concerns or problems	1
always helpful	1
Always helpful and knowledgeable	1
Always helpful and knowledgeable	1
Always helpful and offering suggestions.	1
always helpful when I have a question	1
Always helpful with any reports needed	1
Always polite, efficient & responsive	1
Answers are always courteous and in a timely manner.	1
At times Banner has even the trainers confused.	1
Banner (Oracle) has great capabilities as a database program; many issues that could and should be addressed are not (for example, print course name on student schedule; have system recognize a CE registration and override basic credit holds; build in capability to print a simple class list); make online student registrations more user friendly -- receive huge number of complaints	1
banner and support staff are not efficient or user friendly	1
Banner does not seem to be user friendly.	1
BANNER HAD GONE DOWN A NUMBE ROF TIMES	1
Banner is a beast which makes help difficult.	1
Banner is a difficult system to use, but the staff is great	1
Banner is a nightmare. Everyone knows it, but higher-ups won't admit it.	1
Banner is counter-intuitive, inefficient and most of us have not been trained to use it properly	1
Banner is cumbersome and the opposite of user-friendly.	1
Banner is not a good system for financial purposes.	1
Banner is not always user friendly	1
Banner is not particularly user friendly. It is difficult to get information needed.	1
banner is not user friendly and has excessive problems	1
Banner is not user friendly but at least we got rid of PATH	1
Banner is not user Friendly. There should be an easlier way to run reports.	1
Banner related questions/issues are resolved promptly.	1
Banner was a very complicated program but staff did a good job trying to transition us through the training process	1
BDMS support is great, others lack commitment & cooperation	1
Competent. Seem overworked.	1
Cumbersome	1
Cumberson system	1
Department is always able to meet our needs.	1
Difficult to schedule classes as a chair	1
Difficulty getting access to reports	1
do not know	1
Don't have much contact with them	1
don't know	1
don't use much	1
easy to talk to	1
Easy, fast,and user friendly	1
emails returned in a timely fashion	1
[Individual Person] and [Individual Person] are always helpful and efficient	1
Firsthand experience	1
Frequently problems during high usage time period	1
Friendly and timely	1
Friendly, helpful and knowledgeable	1
Good Communication	1

\*Support for systems such as Banner.

Specify reason for rating -Administrative Programming\*

	Frequency
good folks, but understaffed so the response time can be compromised because of this.	1
Great	1
Great Staff	1
Happy people and if they don't know they ask	1
Have always helped	1
Have always worked closely with me dealing with BANNER/Schedware issues	1
Have helped the library to run reports for student blocks	1
Have not received the outcome desired	1
Help is always available.	1
Honestly, rarely use BUT Banner is cumbersome.	1
I feel there is always room for improvement	1
I have asked them for support in the past and it was always done "as a favor" and now that person is gone so my understanding is that there is no support.	1
I have had only positive interactions with the AP.	1
I know they utilize the resources they are supplied with	1
I mostly deal with [Individual Person] or [Individual Person] and they are always very helpful, knowledgeable and courteous	1
If problems w/ Banner, the department is very helpful in walking you through phone step by step	1
In the past 13 years that I have worked at Collin College, I have always found the various departments very helpful with my needs.	1
it's very confusing	1
it is difficult to instruct one about a system that is so counter-intuitive	1
n/a	1
NA	1
Needs were met	1
Never had a problem that has not been solved to my satisfaction	1
never had an issue	1
new information isn't relied on a timely bases	1
Nice people. Banner/Oracle appears to be overwhelming them.	1
not clear in how to support product	1
Not efficient, no on-time service	1
organziational and communication problems	1
People were very helpful.	1
quick response	1
Quick response and resolution for my needs	1
Quick response to requests	1
Quick responses	1
Received outstanding assistance and guidance in the creation of database for our department which uses Banner student information.	1
Recently received Banner training; have not utilized it too much; As a new employee, I would have liked to have had the training shortly after being hired	1
Resolve problems efficiently	1
Respond to requests, works to resolve issues	1
responds quickly to any request	1
Responsive and Knowledgeable.	1
Service preformed efficiently	1
Services provided have been very good.	1
Slow response-don't keep me up to date on progress	1
Some issues previously, but seems to be improving	1
Some programmers are better than others! Have lessened their role in helping departments since have gone to Banner	1
Some times it is slow	1
sometimes communication within department are not what they could be.	1
Sometimes difficult to express problems to them so they understand	1
Sometimes i have to move around computers to get in.	1

\*Support for systems such as Banner.



Specify reason for rating -Administrative Programming\*

	Frequency
Sometimes it is hard to get questions answered	1
Support communication is good, and in a reasonable amount of time	1
support excellent	1
Support for Banner is good - The program itself is cumbersome	1
Support has been excellent	1
systems seem maze-like with frequent change	1
The Cougar web is excellent	1
The more you use Banner, the easier it is	1
The system is easy and efficient to use.	1
The usual response to Banner related questions is "Banner can't do that."	1
There are things I like about it and things I don't.	1
They've assisted me with Banner and am very happy	1
They do good work, it just takes alot of time.	1
They have met all of our needs	1
They provided meeting times for info, training.	1
they seem to get most things fixed in a timely manner	1
They try	1
They work together to get things done.	1
timing too short - have to keep logging in when working on projects	1
Very prompt in responding and very helpful	1
We have many reporting needs which are difficult to address without programming support. Banner is complex and people need more training in general.	1
Web interface is awkward.	1
well organized	1
Well trained staff who listen, formulate a solution, and test outcome with you.	1
when I have used them they have been helpful	1
While I don't always get the response I need or want in as timely a manner as I would like, I know how thin APS' resources are spread, and I know that they do the best they can with the resources they have.	1
willing to research problems	1
With incorporating new things into banner, and having to work with fixed assets on many issues my needs were met quickly, accurately, and I have always been satisfied	1
Work with the department occasionally	1
Total	895

\*Support for systems such as Banner.

Specify reason for rating -Budgeting/Auditing/Payroll

Did not respond	731
Accounts that you charge things to are not consistent resulting in more work for everyone. They need to be more specific and not change things.	1
always able to answer my questions about payroll	1
Always answered questions quickly, cleared issues.	1
Always reliable and accurate	1
[Individual Person] and [Individual Person] are a tremendous assets to Collin!	1
[Individual Person] is wonderful, but payroll staff is often abrupt	1
Answered effectively a question about FIT deduction.	1
Answers are always courteous and in a timely manner.	1
Auditor could be more professional. My paycheck is deposited on time. Yea!	1
Auditor seems unapproachable.	1
Budget, quick responses to helping w/ budgeting issues. Payroll, everything is always processed in a timely manner	1
Budgeting and payroll, fine. Auditing not as user friendly	1
Budgeting/audting, have process issues that make no sense i.e. a requisition will get kicked back, because the reveiwer does not know what the item is, and won't ask. Audting has been ambigious with some answers when asked about record keeping. Payroll has always been courtious, and easy to approach.	1
Constant, unreasonable & picky questioning and cutting of mileage we submit each month	1
Did not answer email or phone message, too 2 months to adjust payroll	1
Difficult working with certain people in these areas.	1
Difficulty in accesing certain documents	1
do not return e-mails or answer questions	1
easy access	1
Easy, just fill out and turn in; easy to track on Banner	1
effective	1
efficiency	1
efficient and accurate in processing/receiving pay!	1
Efficient.	1
emails returned in a timely fashion	1
Employees in Payroll can be rude. I am their "customer" and if I behaved the way they do to students, I would be written up. How do they get away with it?	1
Employees not working every pay period have expressed frustration with e-mail time sheets	1
Everyone has been very friendly and helpful.	1
everyone in the department is very helpful	1
Excellent support [Individual Persons]	1
Experience with payroll issues were resolved promptly; Budget access recently granted; would have liked to have gotten the access much sooner	1
explains thoroughly	1
Extremely helpful when i needed them	1
First hand experience	1
Friendly and courteous, knowledgeable staff	1
friendly helpful staff (I work with these people)	1
Friendly service and a willingness to answer questions	1
Generally fine, but took a little time to get me to the right person	1
get a paycheck but that's all I know about department	1
Good	2
Good Communication	1
Good working relationship, always helpful	1
Great job. One time several years ago I noticed a mistake and it was corrected immediately.	1
hard to find out answers; seems like on a need to know basis - and you don't need to know	1
Has met or exceeded my departmental needs.	1
Have always handled questions problems efficiently	1
Have had issues concernig explanations of leave balances	1

## Specify reason for rating -Budgeting/Auditing/Payroll

Haven't dealt with much, just during my first few weeks of employment	1
Havent had any concerns	1
Helpful	1
Helpful and knowledgeable in some areas.	1
huge amounts of paperwork, cumbersome procedures	1
I've never dealt with anyone who wasn't helpful.	1
I always get paid on time or early and reimbursement does not take long! Faculty pay stubs are hard to read – can't tell how much is overload pay and which is chair pay and which is co-op pay. There has not been a clear break down in 10 years.	1
I always seem to get my paycheck on time, so payroll must be doing something correctly.	1
I get my check, no clue beyond that.	1
I get paid each month with no problems. I like my job.	1
I get paid monthly!	1
I get paid on time plus I work with payroll for CE and it has always worked well together	1
I get what I need in a timely manner.	1
I had online timesheets at my first job in 1995. It's 16 years later, why do we have paper timesheets?	1
I have always been paid.	1
I have been paid on time every single month I have worked at Collin College.	1
I have experienced mistakes made in payroll that have taken too long to correct. We really should have a better, more efficient time sheet system.	1
I know they utilize the resources they are supplied with	1
Immediate response to all questions.	1
Inconsistent, lacks documented Payroll procedures, harsh information user friendly	1
Just OK (payroll)	1
Knowledge and assistance offered	1
Knowledgeable and friendly	1
Knowledgeable, efficient.	1
lacking in professional courtesy	1
Layered paper forms belong in a museum with dinosaurs--staff are great	1
Meets expectations	1
most things are fixed by a simple phone call	1
My first paycheck in a new position within the college (transferred from another department) was incorrect. It was based on the former job pay rate. After calls from my supervisor (not sure to exactly whom) and finally a call from me to payroll, I received the pay adjustment 3 weeks after I should have initially been paid. Having been a former HR assistant manager, I realize errors with paychecks will happen from time to time. However, I do not feel that 3 weeks is a reasonable time to get it corrected (despite the fact that it overlapped the snow days - 3 weeks is too long). After personally calling the payroll manager, it was resolved within days.	1
My paycheck is deposited in a timely manner each month, and I get an email about a pay stub.	1
NA	1
never had a problem; always answers questions quickly	1
never had an issue	1
no consistency with some of the policies	1
no identification on entries - i.e. PO#s	1
No issues	1
no problems	1
No problems	1
No problems, ever. Everybody friendly and helpful.	1
Normally answers my questions in a reasonable amount of time	1
Not sure if this is actually a "payroll" issue or a Banner/programming issue, but there is no PRINT view and option for paystubs. In order to print the entire paystub, I have to copy/paste the screen into Word.	1
not the friendliest, but have been helpful	1
Numerous payroll issues; slow responses	1
Ok	1

## Specify reason for rating -Budgeting/Auditing/Payroll

Only messed up on my paycheck once	1
outdated paper timesheets	1
Outdated processes and procedures! What year is this? Are we really going to continue to use paper time sheets? Make the move to electronic time sheets between the December and January deposits. There is already a lengthy time span between deposits during that time and it wouldn't be as large of an impact on our direct deposits if there is a delay during the transition. Also, numerous mistakes from both Payroll and HR staff about 457 deduction(s) and 457 Loan payment. Neither department seemed knowledgeable of correct procedures.	1
Paperwork is cumbersome and process is inefficient, but employees respond to questions promptly	1
Paycheck always arrives on time!	1
Payroll always on time	1
payroll answers questions clearly	1
Payroll does not answer phones or return calls promptly	1
payroll is always available to help with any questions	1
Payroll is ineffecient, frequently wrong and not helpful - Need better reports - On the other hand I have had excellent experiences with Budgeting	1
Payroll is one of the rudest divisions in Collin College.	1
Payroll is very good. Budgeting and Auditing are not helpful	1
Payroll procedures are very time consuming. On occassions they have been unhelpful.	1
Payroll, will sometimes get conflicted answers from different staff	1
Personal Contact	1
Policies are not always clear, change all the time	1
Precise and always on time.	1
Procedures cumbersome, constantly changing	1
Process for handling mid year budget adjustments could be more clear.	1
process my tutors time sheet and I get my pay check timely	1
processes make this dept somewhat efficient	1
Professional travel paperwork requirements are tedious	1
Prompt, full paydays	1
Questions and call backs are prompt!	1
Questions answered quickly	1
quick and courteous	1
quick response time to questions	1
Rarely get call backs or email replies from payroll. Timesheet procedure is ridiculous.	1
Receive checks regularly	1
responded quickly when time sheet was not turned in by supervisor	1
responds quickly to any request	1
satisfied	1
Seems to work well for accountants, otherwise not so clear.	1
Services provided have been very good.	1
should upgrade to electronic time sheets	1
Slow	1
Slow to respond to changes	1
Some inefficient processes involved	1
sometimes the payroll people are a bit unfriendly.	1
Sometimes they are just "to busy" to help with a problem and slack their duties onto other departments.	1
Staff are always helpful	1
Staff are friendly and helpful	1
Staff is very polite and helpful when contacted	1
Staff knowledge	1
Staff not very friendly	1
staff was not the nicest, but the issues were quickly dealt with	1
Staff work with you instead of against you	1

Specify reason for rating -Budgeting/Auditing/Payroll

The college representative that does the auditing should know more about the College Leadership Team for example who is the dean for each division. [Individual Person] hould be able to speak more clearly in English, it is very hard to understand her and what she is wanting for the audit.The process to add an Instructor or Employee is extremely hard.	1
The only thing I deal with from this dept. is my paycheck.	1
The payroll being posted ahead of time on my cougar web account.	1
Their knowledge and assistance	1
They are helpful.	1
They give information, help, listen to questions.	1
They have always been superb in taking care of my needs or having answers to questions	1
They provide the service they should	1
timely manner	1
timesheets should be electronic but I don't personally use timesheets nor do I know whose decision or responsibility it is to implement	1
Took me several months to get my paycheck corrected (several errors)	1
Took multiple calls and email reminders to resolve a payrate issue with one of my staff members. She had to wait three weeks to receive additional pay owed to her.	1
Typically everyone there is in a hurry	1
Typically, answer questions and respond in a timely manner	1
Very good	1
very helpful	1
Very helpful.	1
Very prompt with e-mail responses.	1
Wanted help with tax deduction and kept referring me to website. Not helpful.	1
We get calls all the time of complaints, because someone dropped the ball and missed people's pay.	1
When I asked them for help, they were always rude to me.	1
While they can sometimes be gruff, they are knowledgeable.	1
Work with the department occasionally	1
Working with [Individual Person] on budget is always a pleasure. She is knowledgeable, helpful and always cheerful.	1
Total	895

Specify reason for rating -Campus Police & Security

Did not respond	694
A few times when called they didn't appear in a timely manner.	1
Alert, make presence known, always willing to be of assistance	1
All good people doing great work...	1
Always around the campus	1
Always attentive, courteous, and professional.	1
Always available for both students, staff, and faculty	1
always available when needed for emergencies and non emergencies	1
Always available, friendly, and extremely helpful! Thank, Security, for keeping us safe!	1
Always efficient, and quick to respond. Friendly, yet firm.	1
Always follow through with requests and resolving confrontational situations	1
Always friendly and helpful.	1
Always had good service from the officers on campus	1
Always help when I need it	1
Always helpful and friendly	1
always helpful, accessible and available	1
Always polite, efficient & responsive	1
always professional	1
Always respond and help quickly.	1
Always respond quickly	1
Always responsive at SCC	1
always there to help	1
always very timely and efficient.	1
ambivalent experiences	1
answered promptly, didn't know solution but found out	1
Answers are always courteous and in a timely manner.	1
anytime I call them or need them, there are there to help	1
appreciate their visibility on campus	1
awesome staff	1
Came promptly to lock a door at closing time.	1
Campus police always available.	1
Courteous, prompt	1
Courteous, quick response time	1
Daily working relationship	1
[Individual Person] I is an excellent asset to the Police Dept.	1
Department is slow with responses at times	1
effectient	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1
Efficient, cordial.	1
Excellent dealing with student issues in our Lab.	1
excellent resonse to a need	1
excellent response time	1
excellent service when requested	1
Excellent support late night and events	1
exceptional performance	1
Extremely helpful	1
Fast and friendly	1
Fast help.	1
Feel more comfortable.	1
feel safe when I am on campus and tey are helpful when needed.	1
First hand experience	1
Found out after my purse was stolen out of my office and under the desk, that there are no cameras in the halls.	1
There has been several thefts at the CPC Campus and no one has put up any cameras to try to catch the thief.	1
Friendly and responsive	1

## Specify reason for rating -Campus Police & Security

Friendly quick to respond	1
frienly and available	1
Front parking spaces at Allen Center should be available for us to park in in the evenings	1
Good	1
good job overall! Could patrol speeding students in parking lot. I don't care for the policy to call the PD before calling an ambulance in a student health emergency during class.	1
Good to always have a presence on campus.	1
Great folks! Female students have commented they feel safe.	1
Great job	1
Great presence on campus	1
Great service; always available and responsive Both at SCC and PRC - thanks for all you do to keep us safe	1
have always answered any issues quickly	1
Have always handled questions problems efficiently	1
Have always responded quickly to any problems or questions	1
Have always responding promptly when summoned, and given good advice	1
have been very quick on response every time I have called	1
Have never had a problem though I often wonder if they are prepared if we ever were to have a crisis	1
Have provided classes, and answered requests,	1
Have used their services and found individuals friendly.	1
Helped me with a car problem. Were courteous and efficient.	1
helpful	1
Helpful and available	1
helpful and fast response time	1
helpful with incident that occurred last year	1
Helpful. Would like them to be more visable around campus.	1
I feel our Police/Security staff are quite good at their jobs and willing to put forth that extra effort to serve and protect our campuses.	1
I feel that this could be improved.	1
I feel there is always room for improvement	1
I feel very safe	1
I have had only positive interactions with the Police.	1
I know they utilize the resources they are supplied with	1
I work there	1
Just does a great job. Always helped with anything I've needed for my area.	1
Last year, there was a tornado warning, the police and campus security in less than one minute gathered every one in a safe place.	1
Little interaction	1
Lots of free time. Seem bored.	1
Meets expectations	1
Met my needs	1
mired in self-important procedures	1
Modertely helpful when purse reported stolen	1
Most are nice.	1
My department must maintain a cordial relation with them, and often times work hand in hand. Most of the Police Officers on staff have been doing it for some time, and it shows; not a bad thing.	1
My objectives were met.	1
My questions and needs were taken care of.	1
need more presence	1
Needs have been met with courteous and knowledgable staff	1
Needs to be more of a team player with the District	1
never had an issue ... our PD is the best !	1
Never make you wait too long if you need something	1
No complaints..staff is visible and pleasant.	1
<del>No problems, ever. Everybody friendly and helpful.</del>	<del>1</del>

Specify reason for rating -Campus Police & Security

Officers are helpful	1
Officers are usual visible and are courteous	1
ok	1
On the few occasions I have needed assistance, they have been very timely, courteous, and ver professional.	1
On two occassions, I called to report vehicles in handicap spaces without handicap placard or plate, but no one ever showed up to ticket or warn the vehicles parked there. All three instances, I waited more than 2 hours on a police officer to show up. With limited handicap parking available, police need to patrol these spaces and ensure they are only being used by authroized vehicles.	1
One of your officers was extremely rude to me. His tone of voice was rude, arrogant, and insulting.	1
Only had to call them once, but they were very helpful.	1
Outstanding ... response time sometimes lacks.	1
personable and extremely knowledgeable of law enforcement procedures	1
Police and and security have been responsive.	1
Police at CPC are visable, friendly and available when needed.	1
police were not aware when I fell on the ice, I needed to contact HR	1
Present and visible, courteous	1
Pretty prompt when needed	1
Processes could be improved	1
Professional staff, friendly, safety oriented	1
Professional, efficient, responded to me immediately	1
Prompt	1
Prompt and courteous, professional	1
prompt response to request	1
quick	1
quick and able to solve problem asap	1
quick and very friendly	1
quick response	1
Quick response	1
Quick response, determined to provide quality service.	1
Quick to respond and helpful	1
Rarely visible enough. No security cameras. Nice people. Well trained.	1
react quickly	1
ready to help and responds in a timely matter	1
Reliability, availability, courtesy	1
respond to our needs quickly	1
Responds quickly to any issues we may have	1
Responds to all our call for help!	1
Response at each campus is fast.	1
response time	1
Same as above	1
seldom seen active on campus other than bs'ing women staff	1
Services provided have been very good.	1
Several years ago some money was stolen from my office. Campus police identified the thief and recovered the money within three weeks.	1
Slightly "secretive" but overall prompt and efficient	1
Slow, at time rude	1
So far, so good.	1
Some officers are more knowledgeable than others	1
Some times hard to get in touch with if needed in a hurry.	1
Sometimes they are slow to respond when called to see about a student that might be causing trouble. By the time they get there, the student may have already left.	1
sometimes too slow to respond	1
stolen property never heard back on investigative report	1
Strong presence on campus, friendly, respond promptly	1



Specify reason for rating -Campus Police & Security

The Police are always helpful and deliver information in a timely manner	1
The Police officers at Collin are some of the best officers I've met! Always willing to go the extra mile to help!	1
The staff is helpful, thoughtful, and active.	1
Their knowledge and assistance	1
Their response time in emergency situations is amazing!	1
There are times when response for assistance has been slow.	1
These guys are fantastic and always there whenever you need them	1
They are always quick to respond & friendly	1
they are always quick to respond even if you dial 911 by accident	1
They are always quick to respond to our requests	1
They are always there to assist us.	1
They are always willing to help and approachable.	1
They are here to protect and serve and I feel safe	1
they are quite friendly.	1
They are responsive and generally seem to work well with the student population. Professionalization has been positive move over the years.	1
They are there we they are needed.	1
They come when called and calm situations	1
they do provide services requested	1
They do their job keeping us safe and secure.	1
They do their job will and are nice people	1
They have always been very nice and efficient	1
They have helped me-dead battery!	1
They have helped several of my students - jumping dead batteries, escorting them, etc.	1
They have let me in the building when I need help, one time they found my keys and put them up	1
They protect handicapped parking spaces from misuse	1
They provide good service	1
They seem to be more on the student side and not staff.	1
they are very responsive to my needs and are friendly and courteous in their service	1
timely and helpful	1
timely, friendly and helpful	1
Unsing heroes of the college; quick to respond to questions and concerns, always courteous and professional	1
Very Alert and highly motivated	1
very helpful	1
Very helpful and available to give assistance	1
Very pleased	1
Very professional and courteous	1
Very professional.	1
Very prompt responses to emergencies and security issues that arise in our area.	1
Very quick response	1
Very responsive and professional	1
very responsive; with one exception easy to work with	1
We need them.	1
were not able to help me but responded very quickly	1
When experiencing large amounts of students, police should be in Student Development not just a walk through.	1
when I needed them they never respended to me	1
when needed they are there right away	1
when stay til lights are out in lot they always walk me out	1
Willing to be helpful and appear to be knowledgable	1
Wish we will have more police patrolling at night at parking lot areas.	1
Work with the department occassionally	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Financial Services (Bursars)

	Frequency
Did not respond	793
absolutely no complaints!	1
All is well.	1
Always friendly	1
Always friendly and efficient!	1
always friendly and helpful	1
Always has foms needed on hand	1
Always helpful and cheerful.	1
Always helpful in solving problems	1
always helpful to my students and with the student organization budget	1
Always polite and prompt	1
Always polite, efficient & responsive	1
Always ready to assist my students in paying their tuition	1
Always very prompt with answers and business transactions.	1
As efficient as possible; I work there.	1
Banner issues	1
Bursars are wonderful. Financial Aid very difficult to deal with.	1
Cashiers not kept in loop on student financial issues	1
Challenging role working with the students. Sometimes decisions are made and implemented without consideration for possible negative impact - drops for non-payment very late in the semester last fall - difficulties with financial aid, etc.	1
Changes in process are not always communicated in a clear & timely manner.	1
communication seems to break down and is not consistent	1
complicated process for prof leave/travel reimbursement	1
Cordial,helpful,efficient.	1
Courteous, always answered my questions	1
cpc bursars office always willing to help FA help students	1
CPC Bursars Office is Fantastic! [Individual Person] and [Individual Person] are just fantastic to work with. As for Banner it is not user friendly for our students trying to pay. Also Students get dropped for no reason all of the time. As well as Financial Aid students getting dropped when they have a credit in their account. 1	1
don't use frequently but find the people aren't generally very helpful	1
efficiency with processing pay	1
excellent answer too much wait time in line	1
Excellent customer service at SCC Staff very knowledgeable	1
Excellent support [Individual Persons]	1
Extremely friendly and helpful.	1
fast and efficient	1
Fast and friendly	1
Financial Services has helped me get money lost in the vending machines and helped me pay for children's classes.	1
First hand experience	1
Friendly	1
friendly and courteous	1
friendly customer service	1
friendly helpful staff (I work with these people too)	1
friendly staff	1
Friendly, helpful and knowledgeable	1
Friendly, helpful, quick to solve problems when they arise.	1
Good working relationship, always helpful	1
great customer service	1
Great staff and very student oriented	1
Happy and nice even early in the morning	1
Has always been ready with answers when I need them. Great work	1

Specify reason for rating -Financial Services (Bursars)

	Frequency
Have always had an answer to any question and carry out any procedure I needed.	1
Have positive attitudes	1
Help with reimbursements	1
helpful	1
Helpful when needed	1
Helpful, courteous, competent.	1
I feel there is always room for improvement	1
I had some trouble with the payment on line.	1
I have never had to deal with them much but what I have has been ok	1
I know they utilize the resources they are supplied with	1
If this includes financial aid, I'd give it a 1. our students are definitely NOT beign well-served by financial aid (probably due to understaffing and/or lack of training rather than desire to help)	1
More responsive in recent months.	1
More than willing to be of assistance to students and staff	1
mY PAYMENTS ALWAYS ARRIVE ON TIME	1
my use of this service has been minimal	1
N/A	1
Need to address students questions and not send student to ARO	1
Needs have been met with courteous and knowledgable staff	1
Never had a problem that has not been solved to my satisfaction	1
No complaints	1
no problem	1
No problems, ever. Everybody friendly and helpful.	1
Not sufficiently easy to use. Out of date procedures.	1
OMG! some one with knowledge need to come to our aid especially in the CPC campus. They never have answers to your questions	1
Petty cash request and they are always helpful, just sometimes seems to be different rules at different campuses.	1
Reimbursement services are fast and efficient.	1
Reimbursements usually, but not always, timely	1
Rigid and unwilling to see another department's perspective	1
Seem to do a good job.	1
Services provided have been very good.	1
somewhat helpful	1
Staff are friendly and helpful	1
staff are so nice	1
Staff is monetarily accountable	1
Staff is not always willing to help students with payment or money issues.	1
Still has room to improve; some processes are outdated	1
The ladies at the window at SCC can be very snippy especially when you ask for change etc.	1
The reason I gave a 2 is because we receive several calls from students regarding financial aid. We understand why the lines automatically go to voicemail (because of the volume of calls). I would recommend that Financial Aid be given additional staff to help the students be able to get a response. Many call us not being able to reach someone, and we usually tell them to either e-mail or go to the campus. ( I gave a 2 instead of 1 because I "don't" see this as staff not doing their job...it appears they could if they had a percentage of staff compared to the amount of students calling in. I can imagine how stressed they must be being put into such an impossible situation.	1
The staff here is usually pretty good to go, though there are some that rub the wrong way, likely due to personality differences. As a student, I have had issues with them that are now mostly resolved.	1
Their unwillingness or lack of capability to think outside the box to assist students and or staff.	1
They are efficient, smiling, and friendly, even when they are 'swamped.'	1
They are student focused, work hard for the student	1
They have become very institutionalized	1
They were very friendly & helpful	1
<del>Very courteous, sometimes not sure how to post a payment, but they do find out</del>	<del>1</del>

Specify reason for rating -Financial Services (Bursars)

	Frequency
Very friendly and helpful	1
Very helpful	1
very helpful anytime I need help	1
Very little contact, but were courteous	1
Very prompt with direct deposit into my checking account	1
We use them all the time, but sometimes there are miscommunications	1
Work with the department occasionally	1
works as it should: smoothly & timely	1
Works very efficiently to get funds to you	1
<b>Total</b>	<b>895</b>

## Specify reason for rating -Grounds\*\*

Did not respond

809

Always keep the grounds neat and tidy	1
always very timely and efficient.	1
Campuses are VERY clean and professional looking	1
Can sometimes take up parking or block in cars during peak hours.	1
do a great job in keeping the outside of the campuses looking nice	1
Do not use qwn judgement on what needs to be accomplished.	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1
Everything looks very nice	1
Exterior lighting issues at SCC	1
Fell on ice because walkways were not well kept after ice storm.	1
First hand experience	1
Generally kept clean and attractive	1
good order	1
Great work over all.	1
gREATLY IMPROVED AT prc	1
Grounds always look nice. Workers are always busy.	1
grounds are always clean and staff is always friendly and helpful	1
Grounds are always neat and clean.	1
Grounds are clean and beds are kept dressed.	1
Grounds are kept very nice	1
grounds are well kept, ice was removed from walkways, stop leaf blowers when I walk past	1
Grounds at CPC are well maintained; permanent plantings would be better.	1
Grounds look good.	2
grounds look great	1
Grounds look nice on campuses throughout the district.	1
Have not had issues	1
haven't used much, but bldg is always looking nice	1
I know they utilize the resources they are supplied with	1
If we request they are always willing to assist	1
immediate repsonses	1
issues are taken care of in a timely fashion	1
It usually takes a day or two to get help on say the sprinklers or such, but all do a great job on the grounds.	1
[Individual Person] has always helped with any problem when asked.	1
[Individual Person] is always a pleasure to deal with.	1
Just does a great job to help maintain our campuses in a warm friendly clean and inviting environment	1
Just need to let someone know that when grounds are using the blowers it should not be in the flower beds and blowing all of the debri towards our cars. One day it is going to be scratched and someone will need to get it fixed.	
Several times the grounds crew have had blowers and the debri would hit our legs, in our faces, exct.. I am located at CPC and many times have been hit by the debri, one time almost lost my contact. They need to be a little more aware of the studenst and employees walking into the building or pick a different time.	1
Keep the grounds beautiful and safe. The campus is visitor friendly and parking continues to improve.	1
Keeps the campuses looking great, employees are always working	1
kept up	1
Knowledgeable and hard working staff	1
Lighting is not sufficient for night students	1
Lights sometimes don't work at PRC. Sprinklers sometimes running endlessly	1
Little interaction	1
Maintenance occurs outside of classroom windows during peak class times. Its not pleasant to try to teach with a leaf blower going at 9 AM.	1
never had an issue	1
Never really had to deal with them	1
Nice people, always pleasant, keep grounds spotless	1
No communication from dept - heads up on projects	1

\*\*External maintenance such as parking, sidewalks, lighting etc.

Specify reason for rating -Grounds\*\*

No complaints	1
Not enough handicap parking	1
not used this service, know of this service	1
O.K. but could be better	1
Outside lighting needs to be checked and replaced more often, plant beds often get scraggly in front of Founders and University	1
Poor drainage in front of Allen Center,	1
pretty as a picture	1
pristine campuses	1
Prompt and highly effective at doing their jobs	1
Responsive, courteous, and consistent	1
Salt was not provided for ice on parking lot or sidewalks.	1
sometimes hard to communicate with	1
the college is very attractive	1
The grounds and parking lots are very well maintained.	1
The grounds are attractive and well manicured	1
The grounds are primarily well maintained. Staff is courteous.	1
The Grounds Crew are very efficient.	1
The grounds look good on the several campus' that I have seen.	1
The grounds look great, response time is not usually a 'rush' matter	1
The grounds on all campuses always look nice & clean!	1
There should be parking for faculty--I am tired of competing with students for parking spaces.	1
They are always nice and friendly. They will stop what they are doing to let you pass by them.	1
They are always responsive and do a good job when we need them.	1
They are prompt and efficient.	1
They do a great job @ CPC!	1
they fix whatever problem you may see	1
They get the job done when needed.	1
They have always responded quickly when needed	1
They keep things looking great around the campuses	1
They work hard.	1
Things generally look great all the time	1
This is not a dig on the staff because the landscapnig is great BUT the curbs really need to be painted at SCC and teh new carpet at SCC looks horrible with the cream walls.	1
walks were mostly icy, good lighting at night	1
Well kept grounds. OK lighting at night.	1
Well kept.	1
Work hard to maintain the grounds. See them every day.	1
worked with grounds on projects, great group	1
Total	895

\*\*External maintenance such as parking, sidewalks, lighting etc.

## Specify reason for rating -Help Desk

D

Did not respond	562
All of these do their job	1
All good people doing great work...	1
All my trouble tickets were taken care of immediately.	1
all of my needs were met	1
All of my questions have been answered in a very timely manner.	1
Always a pleasure to deal with on the phone	1
Always able to answer questions and assist me with a problem.	1
Always answer my questions no matter how stupid they are	1
always courteous and provide timely help	1
always courteous and helpful	1
Always deals immediately with any issues.	1
always effective and prompt	1
Always fixed my issue when I call	1
Always friendly and helpful	1
always friendly and helpful staff with quick responses	1
always friendly and ready to help	1
Always friendly and very knowledgeable	1
always friendly and willing to help	1
Always friendly, and helpful although the emails indicating they got my request, someone looked at my request, someone accepted my request and someone cleared my request may be a few too many	1
Always friendly, follows-up immediately and knowledgeable and helpful	1
always have the answer	1
Always help me when needed.	1
always helpful	2
Always helpful	3
Always helpful and timely	1
Always helpful, but sometimes overloaded	1
Always on top of things	1
Always pleasant and quick to fix problem	1
Always polite and help with problems	1
Always polite, efficient & responsive	1
Always prompt and efficient	1
always prompt with clear instructions	1
Always prompt, thorough and friendly!	1
aLWAYS PROMPTLY SOLVE PROBLEMS	1
always ready to help	1
always ready with answer	1
always reply and assit	1
Always resolve my computer issues	1
Always responsive	1
Always rprompt, and meet my need	1
Always solve my problem fast	1
always solves my problem or send me to who can solve my problem	1
Always very courteous and helpful	1
always very timely and efficient.	1
Always willing to help! Jonathan is especially awesome!	1
Answer calls and send you to the right place	1
Answered my questions.	1
Answered question quickly.	1
Answers are always courteous and in a timely manner.	1
Any calls I have placed there have been handled in a professional manner.	1
any campus I call, they are always able to help me out	1
Anytime having computer challenges, they get orders in fast	1

Specify reason for rating -Help Desk

At the tip of my fingertips with immediate working solutions	1
At times they are overwhelmed	1
available to answer questions	1
average	1
Awlays find an answer to my question	1
Can't solve problems I eventually figure out myself, don't deal with iws, no test bed for problems	1
can always point you in the right direction	1
can solve most problems; good phone help	1
Cant't fix problems when college will not provide up-to-date equipment	1
Courteous and responsive most of the time.	1
Courteous and timely service	1
Courteous even though they probably answer the same questions many, many times!	1
Courtesy and timely -- always!	1
didn't have a solution for my problem. didn't take initiative to find a solution. Showed no concern.	1
Do not remember.	1
Don't like an answering machine, they need to be better at getting to the professor's needs when asked.	1
easy to reach and get assistance, very courteous staff	1
efficiency	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1
Every time I've used help desk I have received timely & germane assistance	1
excellent	1
Excellent customer service	1
Excellent help when needed	1
Excellent people	1
exceptional performance	1
extremely helpful!	1
extremely helpful, knowledgeable, and courteous	1
Extremely patient and knowledgable	1
fast response	1
First hand experience Efective rapid solutions	1
Friendly and committed to answering questions. Will call back if necessary.	1
friendly and efficient staff people	1
friendly and knowledgable	1
Friendly and knowledgeable	1
friendly customer service	1
friendly staff	1
Friendly staff and solutions in a timely manner	1
Friendly, patient, attentive service.	1
Front line phone workers are efficient; some computer techs are slow and don't seem to know what to do to help	1
get answers most of the time	1
Get answers to my questions or resolution of issues quickly.	1
Good experience with these people, but they don't seem to know how to do simple things.	1
good problem solvers	1
good quick service, friendly staff	1
good response	1
good service, not excellent	1
got full support whenever I needed	1
got my password fixed!	1
Got task done in a timely and efficient manner	1
got the information I needed	1
Great customer service... [Individual Person] is very nice.	1
great information	1
Great service but sometimes is slow	1



Specify reason for rating -Help Desk

Great service [Individual Person] and team!	1
Great Staff, very helpful.	1
Great!	1
hard to contact remotely	1
has been helpful when needed	1
Has met or exceeded my departmental needs.	1
Have always handled questions problems efficiently	1
Have always responded quickly to requests or problems	1
Help desk never responded to my emails for help	1
Help desk resolves problems quickly and definitively	1
Help Desk services always resolve my personal computer issues.	1
Help desk was always quick to fix our computers.	1
Helped me quickly	1
helpful	2
Helpful and courteous	1
Helpful folks; don't like changing passwords so often, but its safe and that's good.	1
Helpful in working on computer problems ASAP	1
Helpful, at times overwhelmed by volume	1
Helpful, courteous, competent	1
helps me find info on anyone I contact	1
I believe the person answering the phone that day was new and was not real familiar with the system.	1
I call them frequently and [Individual Person] in particular is superb! Very polite and knowledgable.	1
I feel there is always room for improvement	1
I felt that I was helped, and that a colleague was supporting me as I worked through my technical problem.	1
I get very good service from our help desk.	1
I get what I need in a timely manner.	1
I have always found them to be helpful	1
I have called a few times, sometimes I couldnt get through, one rep wasnt as friendly as they could have been	1
I have called helpdesk 2-3 times and have always gotten an immediate answer to my questions.	1
I have had excellent results from certain people at help desk and very unsatisfactory results from others	1
I haven't had much interaction with them, but when I did, they were friendly and helpful	1
I know they utilize the resources they are supplied with	1
I like this people when you can get them on the phone/email. They take too long to return your call or not email at all. But when you do get them, they know what they are doing.	1
if they do not have an immediate solution, they quickly find it and respond	1
Immediate professional and courteous resolutions	1
Immediate response to questions and quick solutions.	1
Impatience	1
Inmediate help	1
intelligent, emphathetic, fast and correct	1
It sometimes takes a while between my placing the request and someone actually responding.	1
[Individual Person] especially, always helpful and is very knowlegeble	1
[Individual Person] is *very* helpful, courteous, patient - always.	1
[Individual Person] is always a delight and very helpful	1
[Individual Person] is always friendly and helpful!	1
[Individual Person] is always patient and helpful	1
[Individual Person] is amazing. Others not as good. he can always solve my problem	1
[Individual Person] is great, [Individual Person] .....	1
[Individual Person] is the most helpful person in the universe.	1
[Individual Person] is the most helpful staff member	1
[Individual Person], [Individual Person] and [Individual Person] are the best	1
knowledgable	1
Knowledgable, supportive, and always available.	1
Knowledgeable	2

Specify reason for rating -Help Desk

k

Knowledgeable and always willing to advance your needs	1
knowledgeable and friendly	1
Knowledgeable staff	1
Knowlegable, efficient and frendly	1
link between classrooms and blackboard as well as turnitin are disjointed	1
listens & and gives assistance or sends tech	1
Love these people. What would we do without them.	1
Maintains Lost and Found contact	1
Maybe have a follow up to insure problem was taken care of instead of needing a new request for same issue.	1
Maybe the most important service.	1
Meets expectations	1
met all my needs	1
Met my needs	1
[Individual Name] is always prompt, efficient, and courteous.	1
Most of the time the Help Desk is very helpful however when there is a problem with our computers there is not a proceedure to have the technician to come to our office on an emergency status. The process to add a new Instructor and getting their office set-up is overwhelming. Hopefully with the new system that replaces PATH will be much easier.	1
Most times the help desk can walk me through my problem to fix it.	1
My objectives were met.	1
Needs have been met with courteous and knowledgable staff	1
Needs were met	1
Never failed at knowing what I needed when I've asked and havel always known what direction to point me in	1
Never had a problem that has not been solved to my satisfaction	1
never had an issue ... [Individual Person] is great !	1
Never sure what information is given or received from this area	1
no comment	1
No help, not knowledgable	1
No one @ desk after 6pm - need to page someone	1
no problems with service	1
No problems, ever. Everybody friendly and helpful.	1
not always able to help (though might not be their fault)	1
not always knowledgable re. problem/solution	1
Not very accessible all the time	1
Occasional confusion as to the right dept to call	1
Occasionally don't seem to be understanding of issues that are outside of the box.	1
ok	1
Out of the loop for Banner, Network, or Cougarweb issues.	1
overall good	1
Overall good, but getting them is somtimes a problem--often not be open when I need them since I teach often at night.	1
Overall very good except for requirement to constantly change our passwords	1
Overall, good, but there is a woman who has worked for the help desk for at least six years who always seems upset and "put out" when faculty call with questions.	1
periodically Help Desk does not know answers to problems	1
Polite and knowlegable	1
Polite fast service with effective communication	1
Problems are taken care of quickly.	1
professional, knowable & friendly	1
Professional, knowledgeable, able to help me in a timely fashion	1
Promised to look into computer problems immediately.	1
Prompt and courteous service	1
prompt resolutions, great customer service by[Individual Person], [Individual Person] and [Individual Person]	1
Prompt to take care of issues	1

Specify reason for rating -Help Desk

P

Promptly assisted me with a login issue	1
Questions were answered and problem was resolved in a timely manner, even with the complications encountered.	1
quick and courteous	1
quick and helpful	1
Quick intervention	1
quick resolution	1
quick response	1
Quick response time	1
quick response to requests	1
Quick response, but due to the constant changing of programs and the problems connected with those programs, they are forced to figure things out, which hinders their ability to provide quick, accurate service. No fault to the team! Whoever decides what software the college should use should do more homework and consult those who know more about the available products and how each product is rated.	1
Quick response, helpful, solution-oriented	1
Quick to respond with service order. Quick response from techs.	1
received help whenever needed	1
Report from students	1
Requests for assistance are often met within a few hours, sometimes less. Very helpful staff.	1
Reset passwords immediately, explained issues with Blackboard well	1
responded fast	1
Responds in a timely manner to problems with computers	1
responds to requests quickly	1
Response is quick, efficient, and friendly	1
Response to my questions in a timely matter and very friendly	1
Response to Problem and Solutions Rapid	1
responsive, informative	1
Responsive. Forms for services hard to find.	1
Rude, answers phone as if she detests the people seeking assistance. Unwilling to listen to problem and provide meaningful help. Has hung up on me.	1
Seem to know what going on for the most part.	1
Service oriented	1
Services have been good; however, the supervisor needs an attitude adjustment.	1
solve problems quickly	1
Some of the people who answer the phone act like you are causing them a great injustice by asking them questions.	1
The email responses are always answered quickly though by the campus techs.	1
Some of the staff are friendly & helpful. Some are not.	1
some people on the phone are rude	1
Some persons are excellent, others need more expertise	1
some staff are well informed, but others only tell you to restart your computer if you are experiencing problems...not very helpful	1
Sometimes I could not be helped.	1
sometimes I do get voices that are not phone friendly	1
Sometimes not able to help with problems.	1
Sometimes slow probably because of an overload of work	1
Sometimes they are over whelmed with requests and resolution of request is delayed.	1
Staff courteous and friendly	1
Staff is very cautious	1
staff members were helpful and knowledgeable.	1
Super great people initiate the process.	1
Superb, courteous, helpful service available on instant notice	1
support excellent	1
Support has been excellent	1
Techs aren't always as knowledgeable	1
the best service on campus	1
The few times I have called they were very helpful.	1

Specify reason for rating -Help Desk

The help desk has responded quickly to issues with my password. However, my supervisor requested access to an application in January. Since 2/8/11, there has been an open ticket with no resolution to solving this access problem. I need access to this application in order to help our department prepare for an upcoming outside audit. My access remains unresolved and the most recent email 2/18/11 stated that someone "do not have time to look into this issue that only affect one user right now". So, I am unable to fully contribute in this effort until this access is resolved.	1
The help desk has to have a vast knowledge of all of our systems including the heat system.	1
The Help Desk is good.	1
The service they provide is usually referred to someone that knows better, and behind the scenes this area can be a bit finicky.	1
The staff is extremely knowledgeable and courteous. Even during stressful situations when we have network outages, the help desk staff provide us as much information as they have available and are genuinely friendly.	1
Their knowledge and assistance	1
There are too many help desks so I really don't know which one you are talking about.	1
They are efficient in answering their phones	1
They've always been helpful.	1
They always answer the phone and respond quickly	1
They always correct my problem.	1
They answer questions and address problems.	1
They answered my call within 24 hours or less.	1
They are ALWAYS rapid to respond.	1
They are always responsive and helpful	1
They are courteous and are able to help me whenever I've called	1
They are great on the phone. Sometimes things take a while.	1
They are quick, knowledgeable, and courteous.	1
They are there when they are needed.	1
They do an adequate job.	1
They gave complete information to all my questions.	1
They have always been responsive and helpful	1
They have always been very nice and efficient	1
They have always fixed what I needed fixed.	1
They have always had an answer to the problem I present to them.	1
They have been helpful in the past, but not sure if it was anything special.	1
They have helped me reset my password remotely, before it was available on Virtual Office.	1
They have resolved any problem I have contacted them about.	1
They solve problems in a timely manner. They are helpful.	1
They try their best when something isn't working	1
Timely help whenever needed	1
Top notch. Always helpful or pointing me to the right person.	1
Tough one to rate. One staffer is exceptional (winning recognition) ... the other doesn't seem to want to be here.	1
Unwilling to assist students with technology issues that are their responsibility; instead, pass buck and have students call our department that is NOT trained in or responsible for technology issues and questions	1
useful information	1
Usually helpful. Sometimes fail to accurately describe problems on help tickets.	1
Usually knowledgeable	1
usually quick to respond and often helpful.	1
Usually very polite, courteous, and helpful.	1
Very courteous staff	1
Very courteous	1
very efficient in getting helping information to me and my students	1
Very friendly and knowledgeable	1
very friendly, competent staff. resolves issues very quickly	1
Very friendly, helpful	1
Very good at problems solving	1
Very helpful	1

Specify reason for rating -Help Desk

Very helpful & friendly. Solved problems quickly.	1
Very helpful and always courteous	1
Very helpful and responsive to assistance request	1
Very helpful, but sometimes it can take up to a month to get a problem fixed and they do not communicate with you during that time.	1
Very helpful, knowledgeable and courteous.	1
Very helpful.	1
very helpfull walk through steps	1
very informative and knowledgeable	1
Very prompt and efficient.	1
very responsive	1
Very responsive and quick - always helpful	1
Very responsive, always fixes problems right away	1
very responsive, helpful	1
When I call with a problem, they fix it	1
When problems occur, I have not found the help desk to be informed. They only take name for a follow-up.	1
While I have had a couple of incidents where communications were not what they needed to be, our Help Desk staff are typically on the ball and very helpful.	1
will not always listen first to my issue, just starts with their routine and they are not always able to help with Mac issues	1
With the number of request they get they always seem to be very efficient with their time	1
WONDEFUL, HELPFUL, GRACIOUS	1
Wonderful with computer help, but a bit slow when printer assistance is needed.	1
Work until they have the problem fixed.	1
Work with the department occassionally	1
works hard to solve problems	1
Works to resolve issues, helpful	1
Would like to see Help Desk support in the evening hours, but good during the day	1
Total	895

## Specify reason for rating -Media Services

Did not respond	645
A media rep has fixed problems in a matter of minutes after calling (usually from the classroom).	1
[Individual Person] always wears a smile and immediately tackles problems	1
again courteous and usually on time with setup	1
All good people doing great work...	1
all of my needs were met	1
Almost instant response for classroom problems	1
Almost perfect. Because of how large we are growing we have had to readjust our working relationship with inventory and their department to communicate more. WE are almost perfect and they do a great job. Things are smoother now than they have been in a long time.	1
Always accommodating	1
Always available, knowledgeable, friendly,.	1
Always effective and prompt	1
Always exceed my expectations! [Individual Person] and [Individual Person] are professional and have advanced knowledge of their field!	1
always friendly, get it right and fast.	1
Always helpful although not always timely	1
Always helpful and immediate to respond.	1
Always helpful and on time w equipment	1
Always helpful, quick courteous response	1
Always helpful.	1
Always polite, efficient & responsive	1
Always prompt when I needed help.	1
Always ready to assist when I am doing a class presentation	1
Always respond quickly if there are any issues	1
Always responds to requests.	1
Always responsive at SCC	1
Always seem to get everything set up	1
Always take care of my needs in a timely fashion	1
Always very responsive.	1
Always willing to help with whatever you need.	1
Any calls I have placed there have been handled in a professional manner.	1
are prompt	1
Arive ASAP	1
at PRC not responsive, tend to be rude	1
Available when i need them	1
average	1
Computer classrooms should have a direct phone line to Computer Services	1
courteous and willing to assist	1
customer service/support needs improvement	1
dept communication	1
Did a great job!	1
didn't fix the projector	1
don't always respond as quickly as need	1
Don't have much experience but haven't had issues	1
Dont use very often, but when I did it was fine.	1
eager to help trainers; equipment at the right place/right time	1
easy to deal with staff and very quick to respond to my needs, even after hours	1
Easy to reach and efficient. Courteous, too.	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1
Efficient, knowledgeable.	1
equipment on time	1
Excellent customer service	1
Excellent help when needed	1

## Specify reason for rating -Media ServicesFrequency

excellent response time	1
Excellent staff/always willing to assist	1
excellent, prompt service	1
Extremely knowledgeable and proficient	1
fast response and clean fix	1
fast response	1
Fast response	1
fast, efficient and courteous	1
fast, smart, friendly, respectful, problem solvers	1
First hand experience	1
Follows-up immediately, knowledgeable, helpful & friendly	1
For our conferences they have always performed as requested.	1
Friendly	1
friendly customer service	1
Generally okay, some computer/ media issues in classrooms	1
give verbal instructions very quickly as though I am an expert...information needs to be written down in the classroom so I can refer to it...they need to slow down so that I can learn the procedures rather than just rattle them off and then walk out...	1
Good	1
Good follow through and prompt service. Very friendly.	1
good job	1
good quick service, friendly staff	1
good response	2
Good response times; good service at PRC and SCC (except for [Individual Person] girl who has an attitude. [Individual Person] is great! 1	
good when open	1
Good working relationship, always helpful	1
Got task done in a timely and efficient manner	1
Great drop offs. Don't always pick up the equipment without a call	1
Great Staff	1
Great!	1
Hard to reach and not always able to respond quickly, not everyone is knowledgeable	1
has been helpful when needed	1
Have always provided equipment when needed	1
Have always supplied what I have requested and are on hand for support.	1
Have had quite a few problems with the same projector.	1
helpful, timely and assist	1
Helpful	2
Helpful and friendly	1
Helpful and knowledgeable	1
Helpful but sometimes takes longer discussion than expected.	1
Helpful in delivering equipment or troubleshooting problems.	1
Helpful in the past, but don't know if its outstanding or not.	1
Helpful, on-time, resourceful	1
Here at CYC they are great and we work well together	1
I've called them a few times, and they always help me in a timely manner.	1
I don't really use.	1
I get everything I need. often will stay to make sure everything goes well	1
I get what I need in a timely manner.	1
I have made requests and Media Services has forgotten me a few times.	1
I have not needed very often, but respond when I need.	1
I have reported issues with the classroom computers to media services once or twice and have gotten very fast response.	1
I have used the media services on three different occasions and each time they met my expectations.	1

## Specify reason for rating -Media Services

I know they utilize the resources they are supplied with	1
I usually get a quick response but not every time.	1
immedaite response	1
immediate help in time of need	1
in building and responded fast	1
Increasingly obsolete. Not even a little innovative. Isolated.	1
instant responses given	1
know one knows MAC computers and accepts this	1
Knowledgeable	1
knowledgeable and friendly	1
knowledgeable and good customer service, they come immediately when having issues	1
Librarians are always extremely helpful	1
Limited use	1
Media machines are available in the classrooms.	1
Media Services are always willing to lend supplies and a helping hand.	1
Media Services at PRC goes above and beyond the call. Courteous, competent, responsive. They know their stuff!	1
Media technology in the classroom is good	1
Messed up our link access between computer and doc cam	1
Met my needs in a timely manner	1
[Individual Name] is great and before him [Individual Name] is great	1
Mixed experiences	1
Most of the time they are great but a few times that we scheduled Pike Hall and a Overhead projector, the projector bulbs have been out. The technician needs to check the bulb at set-up.	1
move media techs just when they are at their best	1
My objectives were met.	1
NA	1
Need to be open at 7 or before for help with early morning classes.	1
Needs for our area are met in a timely manner.	1
Never had a problem that has not been solved to my satisfaction	1
Never have problems with their attendance when needed.	1
No problems, ever. Everybody friendly and helpful.	1
not always available	1
Not always easy to contact	1
Not always pleasant, late with media, inefficient system in place	1
Not enought personel to handle all the campus equipment	1
Not readily available	1
not user friendly, has often been late in set-up	1
Often late	1
Only used once and don't remember.	1
Outstanding service	1
personnel willing to help but equipment limited, condition variable	1
podiums usuallywell set up; media carts need to be eliminated	1
PRC--out-of-date equipment (the last time I used them-Spring10) and were not been able to get equipment from other campuses. Had to drive to SCC and check out equipment there and then return it.	1
PRC Media Services are on the ball and very pleasant to deal with.	1
Pretty good with making sure audio/visuals are good	1
Professional, knowledgeable, able to help me in a timely fashion	1
prompt	1
Prompt and courteous, professional	1
Prompt help in the classroom when needed, delivered equipment in a timely manner when reserved	1
Prompt in responding to my requests for assistance in the classroom	1
Prompt in response	1
prompt response	1



Specify reason for rating -Media Services

	Frequency
prompt service, excellent	1
Prompt to help with equipment needed for grant class	1
Provided needed information when needed. Responded in timely fashion	1
Puntual, polite, good job!	1
quick and dependable	1
quick and helpful	1
quick response	3
Quick response	1
quick results	1
Quick to help even on short notice	1
Quick to respond to questions and helpful. But why are the classrooms so often not set up properly for use of media? Every system seems to be different and instructions are either not posted or outdated.	1
Quick to respond when an instructor needs media assistance in the classroom.	1
ready to help and responds in a timely matter	1
Really do not utilize this division.	1
Reliably available	1
Replacement equipment is sometimes slow to arrive.	1
Respond effectively.	1
Respond very promptly when I have had media problems in the classroom. Very courteous and helpful.	1
Responds immediately	1
responds to requests quickly	1
Response to getting equipment and help rapid	1
Responsive, prompt attention whenever there are problems.	1
same as above	1
Same as help desk	1
same as the above	1
satisfied	1
SCC Media Services staff is outstanding! Have dealt with them for college and non-college related functions.	1
Seem to go the extra mile to repair or set things up	1
seems knowledgeable and willing to help	1
Services provided have been very good to excellent.	1
slow response during evening class, rectified by day staff	1
slower process	1
solve problems quickly	1
Some requests are a little hard to process.	1
Sometimes if have media trouble in a classroom, the student or tech has trouble helping me or they are slow to respond	1
Sometimes it is the equipment and not the personnel	1
Sometimes makes me feel stupid if I can't operate media	1
staff courteous don't always know the answers but try to solve the issues	1
Staff knows what they need and does it, there are a couple of issues with the leadership and this department trying to stay afloat with their leadership.	1
Staff should not be rotated to different campuses creating inefficiency as they have to learn the specifics to their new location, CYC campus should contain data projectors in the ceiling and podiums in all of the class rooms	1
At this point in technology power point is the new marker board and ALL class rooms should contain their own podiums	1
Superlative service and attitude; I couldn't ask for improvement here	1
Technical knowledge; otherwise self-explanatory	1
The classroom media always works without issue	1
The MS services I worked with were great.	1
The nicest, most courteous, and immediate help possible!	1
Their assistance is very helpful and the staff is very knowledgeable.	1
They are ALWAYS rapid to respond.	1
they are ALWAYS very responsive to correcting any problems with my computer or media cart of any sort.	1
They are extremely slow and do not come prepared to fix problems/issues with media.	1

Specify reason for rating -Media Services

	Frequency
They are helpful.	1
They are immediately available when I am in trouble	1
they are supportive of stuff I do in class/need equipment	1
THEY ARE THE BEST. THEY SUPPORT INSTRUCTION	1
They are there we they are needed.	1
They came to lecture room with minutes of my calling the and resolved the problem for me	1
They come and fix the problem quickly	1
they come and fix things but not always immediately if in middle of class	1
they handle student requests for help promptly	1
They have always been very nice and efficient	1
They have been late or forgot about my media cart requests. This does not bode well when you have presentations.	1
they have been very helpful and come to the classroom immediately	1
They immediately answered the phone and came to the room I was working in to resolve the problem.	1
They move them around to much.	1
They respond promptly to any requests.	1
They were quick and efficient in responding to my problem.	1
timely	1
timely and haven't missed a request	1
timely and helpful	1
Timely responses to the needs of our department	1
usually call them with last minute requests. Always helpful.	1
Usually helpful and friendly.	1
usually quick to respond, but sometimes don't solve my problems	1
Very effective service to classrooms	1
Very hard to locate during times of critical need.	1
Very helpful	1
Very helpful and efficient.	1
Very helpful and quick to respond.	1
Very knowledgeable and quick to respond to issues	1
Very limited contact	1
Very prompt to come in an emergency.	1
Very quick to respond to issues	1
Very responsive and quick - always helpful	1
very responsive to classroom needs	1
VERY responsive, very helpful, have assisted me considerably	1
Very Slow	1
Very timely intervention	1
When I'm in class & have a problem always able to help with equipment	1
When I've needed technical help in the classroom they arrive quickly and always fix the problem easily.	1
Whenever I call them, they come right away and are always very helpful. If I have a question, they take time to answer them.	1
Whenever the equipment in my classroom is malfunctioning, they always show up immediately and fix it right then and there so that I don't have to lose much class time.	1
Wish they were available to support 7:00 AM classes	1
With some of the student assistants, language/ESL/communication issues have been a problem, especially on the phone.	1
Work with the department occasionally	1
[Personal Identifier] in the library was efficient in getting my key for the classroom lecturn.	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Mail Services

Did not respond

715

A quiet efficient service done well by good folks	1
All good people doing great work...	1
Always helpful	1
Always helpful, friendly	1
Always on time	2
always prompt	1
Always running out of internal envelopes! :-)	1
Answers are always courteous and in a timely manner.	1
As a new faculty member, I receive a lot of new complimentary books every month, there has always been on time and courteous deliveries.	1
Basic use of service	1
Campus mail is a very reliable. Delivery and pick up times are very dependable.	1
Can be slow & inefficient at peak times	1
can rely on stuff to get to other camps in a timely manner	1
consistent	1
convenient and timely	1
daily is always good	1
delivery and picks timely	1
Delivery schedule is not always reliable.	1
dependable	1
Dependable	1
Do a great job.	1
do not use much other than mailing letters	1
don't use this service directly	1
effective	1
effiecient	1
Efficient	2
Efficient, but not always happy when we bring large mailings	1
Efficient, cordial,helpful.	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1
Excellent customer service	1
Fine, the mail comes	1
First hand experience	1
frequently unclear on procedure	1
Friendly and fairly efficient	1
friendly customer service	1
Friendly, clean area, consistent.	1
Generally very timely unless the Post Office is behind, courtious and thourogh.	1
Good	1
good service	1
Got task done in a timely and efficient manner	1
great staff	1
Great Staff, I always get my mail.	1
Has met or exceeded my departmental needs.	1
Have not needed to use much, but helpful and useful when I have	1
have sent mail through interdepartmental mail always arrives	1
Having to fill out a form to mail an envelope seems antiquated	1
Helped locate a piece of mail.	1
helpful	1
I'm not familiar with their procedures, but I don't notice that there is rarely a mixup or delay receiving mail.	1
I've had a few things lost in the mail, but it's only happened once every 5 years or so.	1
I do not use this often, and have little interaction with them.	1
I feel there is always room for improvement	1

Specify reason for rating -Mail Services

I get my mail!

1

I get what I need in a timely manner.	1
I have never had a problem with this service	1
I have never lost anything in our mail system	1
I have not had much interaction with the Staff of Mail Services, but all materials for me have been delivered in a timely manner.	1
I know they utilize the resources they are supplied with	1
I only have contact with the instruction office staff in relationship to mail service	1
I wish mail went out to other campuses more frequently	1
Interoffice mail only.	1
interoffice mail works	1
It's all we have	1
It's common for mail to be placed in the wrong box at PRC	1
Items often are stolen once delivered; however, the people are friendly.	1
[Individual Person] is so nice to talk to on the phone. Very helpful.	1
[Individual Person] & [Individual Person] are great! Very personable, and efficient!	1
[Individual Person] is the best!	1
Just wish we can have stamps for purchase and more pronounced mail presence on campus	1
Large variances in time it takes mail to be delivered between campuses	1
Limited pick up and delivery	1
Little interaction	1
Lost mail. Seem unconcerned.	1
Mail always delivered on time	1
Mail delivery time is good	1
Mail gets deliver in a timely matter	1
mail gets out quickly	1
Mail goes, mail arrives.	1
Mail has been very consistant.	1
Mail is always on time	1
Mail is always sent on time	1
Mail is often in incorrect mailbox	1
Mail is processed in a timely manner	1
mail is received on time	1
mail often takes days before it shows up from another campus. ???	1
Mail seems to run smoothly!	1
Mail Services do a wonderful considering the volume of mail they handle. Great Job!	1
mail system is easy and efficient	1
Mails are delivered on time	1
Meets expectations	1
Minimal interaction, but mail seems to be very efficient	1
Modesto does a great job, always on time. Plant should do a better job distributing the mail in a timely manner.	1
My objectives were met.	1
N/A	2
Neutral	1
never a problem	1
Never a question about relying on their help.	1
Never had a problem that has not been solved to my satisfaction	1
Never had a problem with mail	1
never had an issue	1
Never had any issues	1
Never had any mail problems as of late. Always get everything in a timely manner when I know I have things coming in the mail	1
never had any problems sending or receiving mail	1
Never had any problems with mail.	1

Specify reason for rating -Mail Services

new mail room mail slots increase efficiency

1

no comment	1
No complaints	1
No complaints.	1
No complaints. For questions I have had they have always provided assistance.	1
No difficulties in this area	1
No mail service to Library Building at CPC (PRC has done mail service to separate buildings for over a decade, at least.) The people involved are wonderful, but this policy should change.	1
No problems	2
No problems here.	1
No problems receiving our mail.	1
No problems to report. Mail is received and delivered in a timely manner.	1
No problems with deliveries, conflicting information regarding mass mailings and cost for same	1
no problems with service	1
No problems. Campus to campus one day.	1
Not much direct interaction, but mail is delivered in a timely manner, or so it seems.	1
Not the most efficient way to send things. Buld items (from the Print Shop, e.g.) tend to get lost.	1
Nothing to say	1
ok	1
On time. Everyday.	1
One of those services that you forget because the mail is always on time.	1
Only complain I have is that they come too early and we miss the mailrun.	1
Only sent mail a few times.	1
Ontime with delivery.	1
Pick-up & delivery on schedule most times	1
Processes could be improved	1
Prompt delivery and pick-up, but mail not sorted promptly	1
Reliable and accurate.	1
responds to requests quickly	1
Rigid. Mail disappears too frequently.	1
[Individual Person] brings books to office so as Chair I get them for my faculty wo stolen	1
seems to be working fine from my experience	1
Services provided have been very good.	1
slow, old fashioned, cumbersome	1
So far, so good.	1
Some mail has gotten lost or delivered elsewhere	1
Some times interoffice mail gets "lost" and shows up weeks later.	1
Some times it is slow	1
somewhat bound by outdated processes	1
Staff are friendly and helpful	1
staff communication	1
standard performance	1
sYSTEMWORKS WELL	1
tends to be a bit slow	1
the Best	1
The interoffice mail person we see on a daily basis is doing a great job!	1
The mail not always gets to its destination	1
The new mail boxes are great and [Individual Person] is always on top of things	1
The process in getting mail out the door and delivered to us is fine. It is important to make sure that we pay the correct rate for bulk mail. Not everyone is aware of the rates for non-profit organizations vs. for profit organizations.	1
Their knowledge and assistance	1
They are great!	1
They are helpful.	1

## Specify reason for rating -Mail Services

they are very timely

1

---

They do an adequate job.	1
They have regular schedules we count on.	1
They provide the service they should	1
Timely	1
Timely. Dependable.	1
Too much misfiled mail comes to the office	1
Using the print shop at SCC from PR-great service!	1
very efficient	1
Very good.	1
Very helpful with all mail transactions and never place blame on others when something goes missing.	1
Very inconsistent ... finding the mail can be difficult.	1
Very little contact, but experience has been satisfactory	1
was prompt in delivering the inter campus mail	1
We have never had any issues with them. They are dependable and friendly.	1
We lost some very important interoffice mail - it took 3 weeks to be delivered to the proper person - so we hand deliver important documents now.	1
We ship tubs of library materials every day. We use this heavily.	1
well organized	1
Whenever I call, they are quick to help me in whatever I need.	1
Work with the department rarely	1
Works when fully staffed	1
Total	895

---

Specify reason for rating -Physical Plant Operations

D

Did not respond	647
A couple of times I have not received things I've requested and had to make follow up calls	1
A+ ! Our campus has GREAT Physical Plant staff ! Very friendly and quick to respond.	1
All good people doing great work...	1
All staff are friendly but requests aren't always met in a timely manner	1
Always accommodating	1
always address issue (if in a emergency) quickly	1
always available and helpful	1
always efficient with requests	1
always friendly and available	1
Always gets what I need done in a timely manner	1
Always give good service	1
Always helpful	3
Always polite, efficient & responsive	1
always ready to help with problems	1
Always ready to help with supplies	1
Always responsive when needed	1
Always there to help, knowledgeable and the work orders are done in exexploratory time.	1
Always try to be helpfule, sometimes things are out of their control	1
Always very helpful and answer calls efficiently.	1
always very timely and efficient.	1
anytime I have needed to contact them, they have always been courteous and helpful	1
assists or gives information when needed	1
Awesome-courteous-timely etc.	1
bathrooms are not kept clean consistently during all times, but esp on weekends, and service for spills etc is not always available on weekends	1
Campus is clean	1
cleaning in office areas questionable	1
Communication is an issue, stored articles disappear during renovations	1
consistant	1
Cordial, efficient,helpful	1
could be faster	1
Could use improvement in their work notification system.	1
Courteous, prompt	1
CPC bathrooms are the cleanest I've ever seen. [Individual Person] at SCC was friendly & helpful when I needed keys & my office was freezing.	1
CYC great; CHEC uneven services; always courteous	1
Delays in answering problems and concerns	1
Delivery of packages/equipment not made in a timely manner.	1
Do their best to keep the school buildings running	1
does the work I request in a timely matter	1
Efficient and effective	1
Efficient and timely in making repairs	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1
Every single person I have met has been so nice. They are very efficient.	1
Everyone I've dealt with is friendly	1
Excellent customer service	1
extremely efficient	1
Facilities are clean/running smoothly	1
fair response-speed	1
Fantastic crew at PRC. Always very helpful and knowledgeable when planning and setting up for events.	1
Fantastic service, very hard working.	1
First hand experience	1
fix our issues	1

## Specify reason for rating -Physical Plant Operations

Friendly	1
Friendly and effective, but a little lackadaisical in approach to tasks	1
Friendly and very accommodating person in Physical plant ([Individual Name])	1
friendly group	1
Friendly staff and hard workers.	1
generally doing a good job; towel dispensers at CPC need servicing--some haven't worked in months, others only dispense about 6" of paper towel	1
generally good, but slow response and sometimes solutions are half assed	1
Generally, [Individual Names] are wonderful but [Individual Name] is the reason for the very low rating - he gives them a very bad name with his negative attitude - I will avoid calling if I know he is there	1
Gets the job done quickly	1
Good	1
Good people. They deal with many demands. Good job.	1
Good personnel and very reliable	1
good reporting; some delay in addressing issues at times	1
Good response	1
Good response time, courteous and friendly	1
good staff, but it took 6 months and 3 requests to fix a slamming door in one of my classrooms	1
Great can do attitude	1
Great service from both [Individual Name] at PRC and SCC - thanks (I didn't know that there was a separate mail dept - I thought mail was under Plant Ops - but that's great too.	1
Great Staff, quick response	1
Great working relationship. I couldn't be successful in dealing with inventory control and fixed assets without them.	1
Great, very helpful	1
Had problem in the classroom with an odor, had to call many times to get anyone to come down to check. Odor was burning students' eyes and was pretty intolerable. Eventually someone came down but did not find anything.	1
hard workers and always willing to help out	1
Has met or exceeded my departmental needs.	1
Have always been responsive and helpful	1
Have always handled questions problems efficiently	1
having key requests filled has been very difficult, but staff is friendly overall	1
Help me with any of my concerns	1
help to the best of their abilities, if they cannot then they bring in a contact service	1
helpful and reliable	1
Helpful and respond to requests in a timely manner.	1
Helpful though some generally minor delays in deliveries.	1
Helpful, but take a long time to diagnose any problems	1
I can ALWAYS count on them to get the job done!	1
I feel there is always room for improvement	1
I had problem with my office door lock for several times, it was handeled nicely and quickly.	1
I have had a few bad experiences in recent years with Plant Ops personnel at SCC not wanting to follow the new procedures which were in place, but this has mostly been resolved.	1
I have had valuable works of art damaged by cleaning crews, I have had things on my desk disturbed or thrown away, and there does not seem to be a willingness on the part of the physical plant management to take my concerns seriously.	1
I know they utilize the resources they are supplied with	1
I love plant operations staff! They are wonderful.	1
I not sure whether the building cleaning services is part of Plant Operations, but SCC bathrooms and the building in general never appears clean.	1
I only called them once about temperature in a room and it was okay.	1
I think these fellas' are probably tired of hearing from me, nonetheless, they are quick to respond to the needs of the Ceramic Lab and assist me in keeping the studio running smoothly.	1
I worked and interviewed them for projects, very good	1



Specify reason for rating -Physical Plant Operations

If we request they are always willing to assist	1
immediate responses	1
In general, Plant Ops is helpful and competent. However, every now and then when I need help from them (like unlocking doors for a weekend class, or help moving something heavy), the staff will be a bit rude. I've had Plant Ops staff members tell me "I'm not supposed to have to come and unlock doors on the weekend," or even flat-out refuse to help me. I've asked several times for my own key to the building so I can get into my office without having to deal with the rudeness of the Plant Ops staff.	1
Inconsistent customer service.	1
Internal staff is good, outside cleaning service is terrible.	1
issues are taken care of in a timely fashion	1
[Individual Person] and [Individual Person] are always helpful to me	1
janatorial services needs improvement	1
[Individual Person] is always quick to respond to our requests. Very friendly	1
[Individual Person], [Individual Person], and [Individual Person] are my go-to people and always on the ball in getting things done fast and well	1
lady's room is not clean most of the time	1
Like My School Building. Normally fast turn-around.	1
Look 2 weeks to get a key for my office. Seemed kinda long	1
m-w not so helpful Thurs and Fri staff is very efficient and gets things done	1
Many personnel are not qualified to do job,	1
Meets expectations	1
Most of the time issues are handled quickly and efficiently, I think they have too much to do and so sometimes responses are slower than I would like.	1
Most of the time they are great to work with. [Individual Person] is Fantastic she keeps CPC going strong! As for Maintenance, we can put in a ticket for Academy or complex building and it take 6 months to do the repairs. I feel like the only employees that do any work there is [Individual Names]. Those 3 keep CPC going strong.	1
Mostly cooperative.	1
Mostly responsive and effective.	1
My objectives were met.	1
my supervisor ([Individual Person]) seems to get highly emotional in very low stress situations (tends to fly off the handle) this has caused a lot of disrespect from a lot of the employees that works around him but my co-workers and the upper staff ([Individual Name]) seems good to work for..	1
my use of this service has been minimal	1
need to work more as a unit	1
Needs have been met with courteous and knowledgeable staff	1
Needs were met	1
Never had a problem that has not been solved to my satisfaction	1
never had an issue ...	1
Never sure whether to do a "School Dude" report or call and it sometimes takes way too long to get the problem corrected	1
Nice people, responsive, helpful	1
Night crews not as efficient in care of cleaning as day crews. Other personnel efficient and helpful.	1
No complaints.	1
no problems with service	1
No problems, ever. Everybody friendly and helpful.	1
not always cooperative	1
Not very efficient.	1
Nothing was ever done about the very cold temperature in my classroom for the entire semester. Unacceptable and unprofessional.	1
Occasionally have to make a second request, but generally good service	1
office move went smoothly	1
Online maintenance site no longer works. Not proactive. Slow to notice problems.	1
Organized, friendly, available.	1
outdated processes but very courteous	1
<u>Overall OK but some maintenance requests take far too long.</u>	1
Personnel are awesome, very helpful.	1

## Specify reason for rating -Physical Plant Operations

Physical Plant Operations is a important cog in the machine called Collin College. Plant Operations Staff prides itself on great customer service and it shows daily!	1
Physical plant quickly responded to my requests	1
Plant operations staff are extremely helpful and respond quickly to work requests.	1
Plant Ops at CPC is outstanding. They are always willing to help with events and always do so with a smile. I've never met a plant ops person who wasn't willing to give 110%. Even when asked to help with something at the last minute, they are quick and efficient!	1
Plant staff make it easy to expect clean, safe campuses.	1
Pleasant but not always quick to move furniture	1
polite and helpful	1
Procedures are cumbersome.	1
Processes could be improved	1
Prompt and courteous, professional	1
quick and courteous	1
Quick to respond to concerns, but bathrooms are often not optimally clean.	1
Quick to respond.	1
Readily available when problems arise.	1
Renovation at Allen Center was done beautifully but was not done on time	1
requested window blinds for months - never happened. request media screen be fixed - hasn't happened yet.	1
Respond in a timely manner, knowledgeable, and generally easy to use.	1
Respond quickly and efficiently.	1
Respond quickly to request	1
responds to requests quickly	1
Responsive and available	1
Restrooms are frequently filthy. My student assistants do most of our cleaning.	1
Rosa, especially, always available and helpful	1
same as above	1
SCC & CHEC plant ops are always willing to go the extra mile to help us.	1
Service	1
Services provided have been very good to excellent.	1
slow to get somethings done. Maybe a problem with vendor rather than Collin staff	1
Slow to respond to requests	1
solid foundation in Spring Creek Department	1
Sometimes communication could be better; but overall, they work hard and do what they are supposed to.	1
Sometimes jobs were not finished in a timely manner.	1
Sometimes requires repeat contacts with little report of status or call back, but helpful and very courteous, good quality work	1
sometimes slow to respond...often do not seem knowledgable	1
Sometimes takes two or three requests (but I understand they are swamped) and when they arrive they are wonderful (5)	1
Staff are friendly and helpful	1
Staff are not always knowledgeable or respond in a timely manner.	1
Stan Gardner at the Courtyard Center is wonderful.	1
Superb, courteous, helpful service available on even short notice	1
support excellent	1
The building is clean and well kept	1
The hardest working group at the college. Unsung heroes.	1
The only problem is the HVAC unit inconsistencies	1
The people at CPC are efficient, prompt and always friendly	1
The plant ops. staff we have brought in have been helpful, friendly and efficient.	1
Their knowledge and assistance	1
Their service is good	1
They're doing a great job with this old building!	1
They always assist us when we need temp controls or have other needs. They try not to bother us during working hours.	1

Specify reason for rating -Physical Plant Operations

T

They are actively attempting to eradicate the mouse in my office	1
They are also very responsive and handle things right away	1
They are always helpful when needed	1
They are always helpful, prompt, and congenial. Sometimes having to place a work order in advance is problematic since I'm not very familiar with the system.	1
They are ALWAYS rapid to respond.	1
They are always there when I call within five minutes. Only complaint is that package deliveries are sometimes delayed.	1
They are courteous and helpful whenever I call.	1
they are nice and they get the job done	1
They are there we they are needed.	1
They do a great job, but they need to restripe the parking lot at PRC	1
They do an adequate job.	1
They friendly	1
They have always been friendly and they do a good job	1
They have always responded quickly when needed	1
They ignore the needs of the users. I've had a request in for 2 months they refuse to honor	1
They need more people.	1
tHEY RESPOND TO REQUESTS	1
They seem stretched thin sometimes, but they are always professional and courteous when responding to a call.	1
They were good when I requested assistance in my office.	1
Timeliness; otherwise self-explanatory	1
took awhile to figure out lighting system to darken area in front of screen	1
took over a week and multiple reports from several people to get a paper towel dispenser rebatteried	1
Transport of stuff tween campi will only grow w/time & this has not been planned for--staff are greatstaff	1
Typically respond to requests for assistance very quickly	1
up tp the task	1
Usually prompt, but had problem scheduling any to help move my desk last summer	1
Very courteous, prompt to come but cannot seem to regulate air issues	1
very friendly and always accommodating to help with plant needs for the campus	1
Very friendly and always respond quickly.	1
very friendly and hard working	1
Very friendly and will assist you	1
Very friendly, but we have been waiting on some orders for nearly 6 months	1
Very helpful and friendly.	1
Very helpful and prompt	1
very helpful,	1
Very little follow-up on requests for repairs. Sometimes takes 3-4 requests, then worker reports that they will have to call someone else.	1
very quick to respond to needs	1
Very respectful and order delivery is pretty much on time	1
Very responsive and helpful	1
Very responsive regardless of the issue.	1
Very Responsive to any needs that arise	1
very responsive, helpful	1
We have had several changes to the cleaning staff at our campus and the first person did the best job.	1
We have learned to do it ourselves!	1
we strive to get the work done in a neat and precentable matter to make the collin college a great and wonderful place to work for.	1
When classrooms were locked, they arrived quickly to open.	1
When I call with a problem, they fix it	1
When requests are turned in it seems turn around is not always prompt. When checking on work order they seem to get lost.	1
Whenever I call or put in a work order, they respond as they have staff to answer the requests	1

W

Specify reason for rating -Physical Plant Operations

---

Willing to assist - some more than others	1
Willing to help, but could be more efficient in setup requests	1
willingness to assist and quick response	1
Work order system needs a lot of improvement .A lot of useless W/O being summited takes two minutes to complete the work and 5 min. to fill out work order.	1
work request system difficult to locate, lack of prompt confirmation	1
Work to hard for little money.	1
Work with the department occassionally	1
workers extremely polite & do a good job, slow and seemingly bureaucratic response	1
Worst managed crew in the district. It's like pulling teeth to get work done and it is usually done half way and with out any supervision.	1
Total	895

---

Specify reason for rating -Purchasing/Inventory Control

D

Did not respond	798
???	1
A headache I would not want but they seem to keep up with property	1
Almost where we need to be and we are working well together. After communicating more with one another about some issues with some requisitions affecting fixed assets the problem has been corrected. Very grateful for the hard work their department has done	1
Always helpful when I have a question. Friendly staff	1
Always helpful when questions arise	1
Ambiguity reigns here, most have learned to deal with them by e-mail and prefer to do that solely.	1
Answer questions and help with bids in a professional and timely manner.	1
Any purchasing questions are always answered	1
can be a maze to deal with; frequent changes	1
Changes are not communicated	1
Complexity related to following purchasing laws/rules/regulations. They seem to require more and more to be done at the department level when department level staff do not have a full understanding of the issues. There is often considerable unproductive effort and the need to go back and forth.	1
Complicated procedures.	1
Continues to improve at a difficult job.	1
cumbersome process, one particular person in purchasing could be more helpful	1
cylical processes outdated	1
[Individual Person] is extremely helpful, others not so much. Information on link on Cougarweb could use improvement but is better than it used to be.	1
do not use much; clear emails	1
Doesn't seem like anyone has a handle on this.	1
Don't care about the necessary equipment/orders that we need for an efficient class room, just numbers and are not always friendly when asked for help.	1
Immense amount of paper work for product purchase is not efficient and difficult to negotiate.	1
Fast turnaround on PO's, very polite and knowledgeable	1
Good response	1
Good working relationship, always helpful	1
Great deal - but rather than ask us for id #'s each year couldn't you just ask us to verify and notify you if there's been a change.	1
Has met or exceeded my departmental needs.	1
Helpful	1
Helpful.	1
I've asked several times for someone to come pick up the old computer equipment that has been taking up space in our storage closet for years. I am always told, "Yes, we'll get to it," but it never gets picked up. In terms of "in-use" equipment though, the procedures seem fairly efficient.	1
I am in charge of ordering budget items for the department. Purchasing pushes the papers, but demands all of the work from the departments. IE securing bids for items needed.	1
i can't really comment since I am not incharge of purchasing all Items	1
I don't do purchasing for the department	1
I don't know what is going on there.	1
I get what I need in a timely manner.	1
I know they utilize the resources they are supplied with	1
Interact with these individuals infrequently, but seem to work out okay	1
Inventory control has recently improved, but for awhile we kept recycling the same bad inventory list. Corrections seemed to be ignored, but like I said it seems to be improving.	1
Inventory seems to have lost control of the inventory and are relying on departments to provide all information.	1
inventory systems/procedures difficult to navigate	1
Knowledgeable and friendly especially considering Banner and recent personnel changes	1
more up to date than what we dealt with in the past	1
Must jump through many hoops to get the desired result	1
My purchasing accounts have always been organized and prepared for necessary and emergency purchasing.	1
never had an issue	1

## Specify reason for rating -Purchasing/Inventory Control

Never had any problems	1
New furniture for Allen Center arrived late	1
No problems, ever. Everybody friendly and helpful.	1
Not to difficult to order, but sometimes responses to questions are slow.	1
Only interact every 3 or 4 years when it is time to order new computer. You order in the Spring for Fall, on the old specs that are usually out-of-date and have to justify any upgrades, and then they renegotiate during the summer, and you have an entirely different set of specs available when the computer arrives.	1
Only used inventory control	1
Ordering of supplies and Equipment is Rapid	1
Outdated processes and procedures. Inventory control should be electronic by this year.	1
Please don't put labels we need to check once a year on the back of heavy items we can't easily access!	1
policies are not always clear and change without notice. Staff is friendly and helpful	1
Procedures are confusing	1
Procedures change for end users & we don't know until after the fact.	1
procedures require a lot of approval levels and paperwork, but I understand that is necessary	1
Procedures seem to change from day to day.	1
purchase orders move too slowly to approval	1
Purchases are handled properly and goods are received promptly	1
Purchasing agents should not ask CC staff the questions only the vendor can answer	1
Purchasing fine. Inventory control process lacking.	1
Purchasing has always helped us when ever we need something, especially when we need something quickly.	1
Purchasing process is not efficient	1
Purchasing processes are too complicated.	1
purchasing seems to be working fine	1
Purchasing timelines always seem to take longer than what we are told. Some procedures do not seem very efficient.	1
Rigid. Labyrinthine rules at AP. No inventory control exists, it seems.	1
Services provided have been very good.	1
Sometimes the entire purchasing process is a big headache where multiple answers to a question are given.	1
Staff are always helpful when we ask questions.	1
Staff are friendly and helpful	1
Staff is friendly and never fail to help me get what I need for daily operations.	1
Staff somewhat helpful; procedures not user friendly	1
The Banner purchasing system is very user unfriendly. Also, staff are not always willing to support you in your purchasing needs. They do not provide much advice when you are trying to determine what vendors to use, etc	1.
I've also found there to be a disconnect between the purchasing department and accounts payable. They give conflicting advice on procedures. Those two areas should be more knowledgeable about each other and their processes	1
The biggest problem in purchasing is the limitation on vendors and requesting quotes from the same vendors when the same one always gets the bid.	1
The fixed assets people are doing a good job, purchasing could be friendlier.	1
The people are awesome and very helpful. However the processes are constantly changing and are different for different items purchased and often redundant. What can I say , Banner is very difficult to operate within.	1
The purchasing staff is very helpful and quick to respond to questions that often arise during the purchasing process.	1
Their knowledge and assistance	1
There's got to be a better way - Inventory control.	1
There are too many steps involved in purchasing and not enough assistance. There is too much research involved for the user instead of purchasing taking that part over.	1
They are always helpful and assist us with Banner issues.	1
They are sufficient	1
too many forms read tape and not time efficient	1
Too many have to sign-off in order to get an item. Process takes too long. What is purchasing's job if I am the one who gets the quotes, enters the requisition, signs for delivery, approves to pay, and handles disputes with damaged or incorrect orders?	1
Too many roadblocks to get purchases completed	1

T

Specify reason for rating -Purchasing/Inventory Control

---

oo much paperwork, repeatative steps, unnecessary procedures, changes made without informing others causing a lot of do overs.	1
too restrictive, won't allow purchases from certain vendors, won't allow reimbursement purchases in many cases when there's no alternatives, won't allow many check requests for vendors who don't accept credit cards, won't allow purchases for staff needs such as water and tissues 1	1
Very adversarial relationship and the district's CFO makes the process very difficult. Inventory is even worse and very unfriendly and not process oriented.	1
Very helpful	1
very helpful and timely	1
Very knowledgeable	1
very slow, rude	1
We do the quotes, calling on billing, requisitions ect. What does Purchasing do? Do we still need so many in purchasing since the departments are doing all of the work. There are so many people in purchasing and no one talks to each other in thier own department. I get different answers each time I call.	1
While I do understand why, I would prefer to see a quicker turnaround on P.O.'s.	1
Wonderful assistance with all of my purchasing questions.	1
Work with the department occassionally	1
Total	895

---

## Specify reason for rating -Telecommunications\*\*\*

Did not respond

753

Courteous and timely service	1
Always have an answer or solution for my problem	1
always available and helpful	1
Always fix phone problems	1
Always friendly	1
always have been kind and courteous	1
always help, friendly and care about your concerns	1
Always helpful and efficient	1
Always helpful and timely	1
Always helpful.	1
Always polite, efficient & responsive	1
Always prompt in response - moving phones or issues with voice mail, etc	1
Always quick to respond when there are problems	1
Always respond with info and resolve problems in a timely manner.	1
Always responsive	1
Always terrific results	1
Always very prompt when answering calls.	1
Answers are always courteous and in a timely manner.	1
Anytime I have needed them they are top notch. Don't have many interactions.	1
are very quick to get things done	1
Awesome group	1
Checked my office for an extra line-in, very knowledgeable.	1
Courteous, patient and timely. Understand what I need even when I'm not completely sure myself.	1
Do not use that much but have never had an issue.	1
eager to help	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1
efficient, knowledgeable, and courteous	1
Efficient.	1
Everything always works just fine.	1
Excellent customer service	1
Excellent group of people, quick to respond, very friendly.	1
Excellent people.	1
Excellent service. The process is not clearly communicated.	1
exceptional performance	1
Exceptionally dependable.	1
expected	1
Fine dealing with our phone issues.	1
First hand experience	1
Friendly and courteous	1
Friendly and they know their stuff	1
Friendly staff, quick solutions	1
Friendly very helpful staff can not say enough	1
Good	1
Good Communication and good response	1
Great department, friendly personnel, ready to help customer	1
Great staff/ They have good ideas for assisting any department with communication issues	1
Great!	1
Great, prompt service	1
Had trouble finding the help.	1
Hardly ever use them, but when I do, all is resolved quickly.	1
Has met or exceeded my departmental needs.	1
Have not dealt with this department alot.	1

\*\*\*Support for phone systems.



Specify reason for rating -Telecommunications\*\*\*

Help in timely manner	1
Helped with a telephone problem.	1
Helpful and respond to requests in a timely manner.	1
Helpful and responsive.	1
Helpful in resolving phone problems.	1
helpful, knowledgeable, courteous and friendly	1
I can always call and they go above and beyond to help me.	1
I feel there is always room for improvement	1
I get what I need in a timely manner.	1
I have trouble understanding their instructions and explanations because sometimes one person will give a completely different explanation than another.	1
I know they utilize the resources they are supplied with	1
I have not had much contact with this area but when I have, they have been courteous and professional	1
[Individual Name] has always been very helpful and responsive	1
[Individual Name] especially, always available and helpful	1
[Individual Name] is always friendly and helpful when I need assistance	1
knowledgeable and friendly	1
Knowledgeable personnel always willing to help.	1
knowledgeable staff	1
Limited use - just during the move	1
Little slow on response but polite and helpful	1
Meets expectations	1
met my need	1
Minimal interaction, but very friendly and responsive	1
Most always helpful	1
Multiple staff changes in our department in last 2 years - Telecommunications worked fast and professionally to assist them.	1
My new line was up and running quickly	1
N/A	1
Needs have been met with courteous and knowledgeable staff	1
Needs were met	1
Never had a problem that has not been solved to my satisfaction	1
never had an issue	1
no comment	1
No problems	1
PHONE SERVICE IS ALWAYS AVAILABLE	1
Phone to my office was out for 2 weeks, I spend at least 2 hours a day ordering parts, or trouble shooting tools, SEE the problem!	1
phones work	1
Probably the best service and communication I have dealt with, and I staff that always lifts my spirits. Good people.	1
prompt resolution and good customer service	1
quick response	1
quick response in emergency; have the answers needed	1
Quick responses to phone system issues (which are not many). Prompt attention for logistical changes and directory updates.	1
rarely needed any help in this area	1
Report of phone problems, the department responds quickly	1
Resolve problems efficiently	1
Resolve problems in a friendly, efficient manner.	1
responds quickly and resolves problem	1
Sara and Judy respond almost immediately whenever something is requested	1
Service	1
Services provided have excellent.	1

\*\*\*Support for phone systems.

Specify reason for rating -Telecommunications\*\*\*

Sometimes can't "Divert" other caller to vm while on other line. Can't send callers to an individual's vm when asked.	1
Staff are friendly and helpful	1
Staff is always able to meet our needs.	1
Staff is very courteous and efficient. Telecommunications has always addressed my concerns/needs in a timely fashion and worked to resolve my problems efficiently.	1
Support is good. Do not like the Directory system.	1
Telecom has always met my needs.	1
The phone system works well	1
The phone systems are overly complicated in many cases.	1
The phone works...not sure beyond that	1
The phones and e-mail needs are well taken care of.	1
The same comments from Help Desk apply here.	1
The telecommunications people are always helpful and friendly.	1
Their always quick to respond to my request	1
Their knowledge and assistance	1
They are always knowledgeable, friendly and helpful.	1
They are always quick to respond	1
They are great!!	1
They are prompt and efficient.	1
They do an adequate job.	1
They don't get going to fast.	1
They have provided equipment needs when necessary.	1
they know what they are talking about	1
They respond promptly to any requests.	1
Two of the nicest [Personal Identifier] on campus.	1
Understaffed for so many computers	1
Usually very efficient and friendly	1
Very efficient and courteous in all encounters	1
Very happy. No issues	1
Very helpful	1
Very helpful and quick to respond	1
very helpful and timely	1
Very helpful.	1
very helpfull and immediate responses	1
Very little contact, satisfactory experience	1
Very nice, helpful personnel. Quick turn-around.	1
Very quick response	1
Very responsive and knowledgeable	1
We make and take lots of phone calls--it works	1
When the phones are having a problem, [Individual Name] always gets them back up in a fast manner	1
WONDEFUL, HELPFUL, GRACIOUS	1
Work with the department occasionally	1
Total	895

\*\*\*Support for phone systems.

## Specify reason for rating -Web Services

	719
Did not respond	1
Again, the people are awesome and very helpful. However, the new process of us creating our own site and maintaining it has consumed a very large amount of my time. Simply because I have no previous training of knowledge in this field. What might take a web person a short period of time, it takes someone whose skills are in other areas much longer. However, it is easier to update and keeps things more current.	1
All good people doing great work...	1
Although I have not required any help recently, the staff has always been very helpful and helped to resolve issues quickly. Updates for the website in our area are very easy to make.	1
Always a quick and courteous response when I need help! THANK YOU!!	1
always available and helpful	1
always great	1
Always helpful	1
always very timely and efficient.	1
Always willing to help	1
Answer their emails very fast.	1
Answers are always courteous and in a timely manner.	1
any and all questions are taken care of and explained	1
Are attempting to be more sensitive to timing for procedures	1
At times a little slow	1
Attempts to resolve issues, reactive not proactive. Lack communication	1
Awesome!	1
Blackboard difficulties	1
Blackboard has crashed at crucial times & therefore don't depend on it anymore	1
Blackboard is not reliable or consistent/people and staff are great	1
Blackboard is unreliable - updates are inconvenient to students	1
Blackboard issues, server space limited	1
Blackboard seems to baffle them	1
Blackboard! Groupwise! Full of bugs, frequently non-functional and unreliable.	1
Both web services and the staff in the TLC are willing to help with ANYTHING. Whether it's a quick question or a complex problem, the staff always goes above and beyond to help.	1
Brash but get the job done, I feel like they think I am dumb	1
Bugs associated with updates can be a hassle, timing of updates doesn't always make sense in terms of when they occur during the academic semester.	1
confusing despite training	1
Consistently great service from [Individual Name] and team! Thanks.	1
continuous failures, blackouts, slow response and policy reversals; refusal to support software application we are expected to use or are offered for use.	1
Could create a more user friendly, attractive web site for College	1
Design is not user friendly. Response to requests not efficient.	1
Do not use.	1
does the work I request in a timely matter	1
don't know	1
Dont use very often, but when I did it was fine	1
Easy to work with - Heather is the best out there	1
Effective but understaffed and not knowledgeable. Restrictive as a whole. Case in point - they want us to fax them updates to CV - this is ridiculous and antiquated.	1
Efficient, Good Customer Service, Friendly, Every Job Well Done	1
Efficient	1
excellent	1
Excellent resource and assistance offered by staff	1
First hand experience	1
For the most part, satisfactory	1
For the new employee it can be confusing as to who to call regarding which product and service	1
Friendly	1
friendly and I don't have any complaints	1

## Specify reason for rating -Web Services

Friendly, knowledgeable and courteous	1
Good	1
Good group and much better at communicating Blackboard status than several years ago.	1
good service, not excellent	1
Good Support	1
gOOD SUPPORT GIVEN	1
great	1
Great group of people! Always ready and willing to help!	1
Great Job!	1
Great personnel working hard even though systems can pose challenges.	1
great, knowledgeable staff	1
has been helpful when needed	1
Have not much experience with this office	1
haven't used alot, but happy with the service so far	1
Helpful	2
helpful and patient	1
Helpful and respond to requests in a timely manner.	1
Helpful staff however inefficient processes make things very cumbersome	1
Helpful, friendly, diligent	1
I'm somewhat ambivalent because I've had both bad and good experience with them. Usually, they respond immediately, but on several occasions in the past, they took a long time to respond to my needs. Plus, they seem overworked and inefficient because of it.	1
I've had little dealings with them; positive experiences	1
I can always find what I need	1
I do not know what "web services" means.	1
I don't deal directly with Web Services, but our Collin web presence is great!	1
I don't really use.	1
I get what I need in a timely manner.	1
I know they utilize the resources they are supplied with	1
I still remember the Blackboard frustration.	1
informative and helpfull	1
informative and current	1
Inquiries/requests not responded to; when they are, the responses are usually helpful but not very friendly.	1
Instability in Blackboard and CougarWeb... most IT depts brag about their 99.99% uptime, where's ours?	1
It would be nice if we could integrate Collin email to smart phones and/or devices	1
[Individual Names] (individuals that I call) have always fixed my problems expediently and courteously. They are very knowledgeable.	1
Knowledgeable staff, but not enough of them. Too few people are informed or can do what needs to be done.	1
Knowledgeable, but slow to follow through	1
limited interface	1
Mainly use LCMS. This is not the best, user friendly, system.	1
make no attempt at timely support for staff	1
MANY issues w/ blackboard for students and self with nothing but frustration	1
My objectives were met.	1
My students and I are constant customers of this department, I have been here more than a year, I do not remember any unsatisfactory performances on their part.	1
N/A	1
Needs were met	1
network is reliable	1
Never had a problem that has not been solved to my satisfaction	1
never had an issue	1
New software limiting, new site still not up, slow responses	1
No comment	1
No complaints. Seldom use.	1

## Specify reason for rating -Web Services

No issues	1
no major issues, but then I have not used blackboard yet	1
No problems	1
no problems with service	1
no recent use; past experience has sometimes been frustrating	1
not always able to support BB and CS on Copugarweb	1
Not always helpful regarding Blackboard problems but always courteous and prompt in response	1
not always working efficiently	1
not enough staff to sufficiently respond to all needs promptly if at all, inflexible	1
Not much experience...have not had issues, however	1
periodically does not know answer to problems	1
Pleasant and quick to answer questions and solve problems	1
Poor communication, understaffed, standards unenforced, not willing to delegate	1
poor support, often unaware of problems	1
Post my reports in a timely manner.	1
Professional, knowledgeable, able to help me in a timely fashion	1
prompt	1
quick and helpful	1
Quick responses	1
Quick service	1
[Individual Names] are amazing in all they do	1
Received good guidance and assistance in creating and re-vamping our department website.	1
Requested help with more than one Blackboard course and received fast responses and solutions.	1
Responds immediately	1
responds quickly and resolves problem	1
so far so good	1
So far, so good.	1
Some problems with passwords	1
Some slow response times but otherwise excellent	1
Some staff go above & beyond ([Individual Name]) and some have a hard time responding to e-mail.	1
Somewhat confusing at times but overall not bad	1
Somewhat helpful	1
Staff knowledge	1
staff was very friendly	1
Students are often disappointed when dealing with Web Services	1
Support has been excellent	1
support is good	1
The group does their best under a difficult work load	1
The link to Site Studio needs to be put back in CougarWeb.	1
The new web system is not nearly as user friendly as promised.	1
The people in web services are very knowledgeable and are great to work with.	1
The Web is fast..Web Services is a bit S..... L... O.....W probably due to too many procedures & too few staff	1
These people need to reprioritize important tasks, such as get WebCT and Cougarweb working effectively, and not worry so much about incidentals like domain names.	1
They are helpful.	1
They are the best.	1
They are under staffed and have subpar servers.	1
They assist us when we request.	1
They go out of their way to help our department! CPC Web Services are Fantastic!	1
They have been very helpful.	1
They seem to be short staffed and can't follow up on requests sometimes	1
they take too long to help. sometimes not very knowledgeable of what they are doing.	1
too many critical failures with blackboard	1
<del>Too many issues with Blackboard, Groupwise, etc.</del>	<del>1</del>

Specify reason for rating -Web Services

Unclear procedure and often implement pointless and confusing changes	1
Understaffed. Undertrained. Rigid. Very slow to respond or explain.	1
Unresponsive to email, issues take a long time to resolve (some never resolved), always a reason why we "can't" do things certain ways, not open to change	1
updated and informative	1
very efficient in getting training/web classes done	1
Very Happy. No issues	1
very helpful	1
very helpful with my web page	1
Very helpful, but seem understaffed	1
Very helpful.	2
very knowledgeable	1
Very pleased with recent assistance in setting up a link.	1
Very quick responses to my queries	1
Web is hardly down	1
Web services does a great job with helpful ideas to make things on the web better.	1
Web Services fails to make things when their control user friend. Also, they have failed to address concerns and needs of faculty/staff/students. I hear numerous complaints about how difficult it is to find things on our website. Web Services fails to consider or implement suggestions from students/faculty/staff. A major flaw on our website is that students can't find on our website where a "current" student can obtain their username/password or CWID number. Also, we constantly use the ATNS technical support site to complete forms, request toner, access password instructions, etc, but the url for the site is a long ridiculous, not to mention hard to remember, address on iws. Surely this can be made simpler for us. My main issue with Web Services is that our online website is not user friendly and Web Services doesn't seem to strive to make it better. It is as if the staff of Web Services lacks the knowledge or skillset to achieve a better web environment.	1
web services staff are great...they take time so that I understand what they are telling me...they don't treat me like I am stupid when I have a question....	1
Website is dense and somewhat difficult to navigate; getting better	1
well organized	1
were not always eager to help	1
When I've had questions, they were solved fairly quickly.	1
When I asked questions about resetting my password, I was given answers.	1
When I have needed them, they have been there.	1
Work with the department on a regular basis	1
works well with the requests I have had	1
<b>Total</b>	<b>895</b>

## Section II. Educational Support Services/Programs

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

	Count	344	491	835
Please indicate which of the following educational support - Athletic Programs (e.g., Tennis & BB)	%	41.2%	58.8%	100.0%
		0	1	Total
	Count	480	355	835
Please indicate which of the following educational support - College Success	%	57.5%	42.5%	100.0%
	Count	349	486	835
Please indicate which of the following educational support - College Foundation /Fundraising	%	41.8%	58.2%	100.0%
	Count	272	563	835
Please indicate which of the following educational support - Distance Learning	%	32.6%	67.4%	100.0%
	Count	239	596	835
Please indicate which of the following educational support - Fitness Center	%	28.6%	71.4%	100.0%
Please indicate which of the following educational support - Instruction Office (Associate Faculty Workroom)	Count	300	535	835
	%	35.9%	64.1%	100.0%
	Count	121	714	835
Please indicate which of the following educational support - Library Services	%	14.5%	85.5%	100.0%
Please indicate which of the following educational support - Math Centers / Labs (for academic assistance)	Count	342	493	835
	%	41.0%	59.0%	100.0%
Please indicate which of the following educational support - Online Student Support Center (OSSC)	Count	478	357	835
	%	57.2%	42.8%	100.0%
	Count	678	157	835
Please indicate which of the following educational support - Science Den	%	81.2%	18.8%	100.0%
	Count	448	387	835
Please indicate which of the following educational support - Teaching Learning Centers	%	53.7%	46.3%	100.0%
	Count	251	584	835
Please indicate which of the following educational support - Wellness Program	%	30.1%	69.9%	100.0%
Please indicate which of the following educational support - Writing Centers (for academic assistance)	Count	222	613	835
	%	26.6%	73.4%	100.0%

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

		0	1	Total
	Count	677	61	738
	%	91.7%	8.3%	100.0%
Have you used any services offered by the following educa - Athletic Programs (e.g., Tennis & BB)	Count	696	42	738
Have you used any services offered by the following educa - College Success	%	94.3%	5.7%	100.0%
	Count	582	156	738
Have you used any services offered by the following educa - College Foundation /Fundraising	%	78.9%	21.1%	100.0%
Have you used any services offered by the following educa - Distance Learning	Count	561	177	738
	%	76.0%	24.0%	100.0%
Have you used any services offered by the following educa - Fitness Center	Count	461	277	738
Have you used any services offered by the following educa - Instruction Office (Associate Faculty Workroom)	%	62.5%	37.5%	100.0%
	Count	421	317	738
	%	57.0%	43.0%	100.0%
Have you used any services offered by the following educa - Library Services	Count	225	513	738
Have you used any services offered by the following educa - Math Labs / Labs (for academic assistance)	%	30.5%	69.5%	100.0%
	Count	604	134	738
Have you used any services offered by the following educa - Online Student Support Center (OSSC)	%	81.8%	18.2%	100.0%
	Count	631	107	738
	%	85.5%	14.5%	100.0%
Have you used any services offered by the following educa - Science Den	Count	710	28	738
	%	96.2%	3.8%	100.0%
Have you used any services offered by the following educa - Teaching Learning Centers	Count	556	182	738
Have you used any services offered by the following educa - Wellness Program	%	75.3%	24.7%	100.0%
	Count	507	231	738
Have you used any services offered by the following educa - Writing Centers (for academic assistance)	%	68.7%	31.3%	100.0%
	Count	538	200	738
	%	72.9%	27.1%	100.0%



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

**1= Strongly disagree, 5 = Strongly agree The unit**

**procedures are user friendly.**

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Procedures are user friendly -Athletic Programs (Tennis & BB)	Count			1	13	39	7	60
	%			1.7%	21.7%	65.0%	11.7%	100.0%
Procedures are user friendly -College Success	Count	1		6	7	24	3	41
	%	2.4%		14.6%	17.1%	58.5%	7.3%	100.0%
Procedures are user friendly -College Foundation /Fund raising	Count	6	8	23	48	60	9	154
	%	3.9%	5.2%	14.9%	31.2%	39.0%	5.8%	100.0%
Procedures are user friendly -Distance Learning	Count	3	4	27	52	79	7	172
	%	1.7%	2.3%	15.7%	30.2%	45.9%	4.1%	100.0%
Procedures are user friendly -Fitness Center	Count	5	6	24	68	152	12	267
	%	1.9%	2.2%	9.0%	25.5%	56.9%	4.5%	100.0%
Procedures are user friendly -Instruction Office (Associate Faculty Workroom)	Count		8	27	51	201	13	300
	%		2.7%	9.0%	17.0%	67.0%	4.3%	100.0%
Procedures are user friendly -Library Services*	Count	6	5	22	95	338	10	476
	%	1.3%	1.1%	4.6%	20.0%	71.0%	2.1%	100.0%
Procedures are user friendly -Math Centers / Labs	Count	3	5	10	25	83	4	130
	%	2.3%	3.8%	7.7%	19.2%	63.8%	3.1%	100.0%
Procedures are user friendly -Online Student Support Center (OSSC)	Count	1	5	15	23	49	11	104
	%	1.0%	4.8%	14.4%	22.1%	47.1%	10.6%	100.0%
Procedurs are user friendly -Science Den	Count			1	4	18	3	26
	%			3.8%	15.4%	69.2%	11.5%	100.0%
Procedures are user friendly -Teaching Learning Centers	Count	2		10	29	124	9	174
	%	1.1%		5.7%	16.7%	71.3%	5.2%	100.0%
Procedures are user friendly -Wellness Program	Count	2	4	13	47	143	9	218
	%	.9%	1.8%	6.0%	21.6%	65.6%	4.1%	100.0%
Procedures are user friendly -Writing Centers	Count	2	3	14	32	121	11	183
	%	1.1%	1.6%	7.7%	17.5%	66.1%	6.0%	100.0%

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Deviation	Std.
Procedures are user friendly -Athletic Programs (Tennis & BB)	53	3	5	4.72	.495	
Procedures are user friendly -College Success	38	1	5	4.39	.946	
Procedures are user friendly -College Foundation /Fund raising	145	1	5	4.02	1.083	
Procedures are user friendly -Distance Learning	165	1	5	4.21	.929	
Procedures are user friendly -Fitness Center	255	1	5	4.40	.898	
Procedures are user friendly -Instruction Office (Associate Faculty Workroom)	287	2	5	4.55	.778	
Procedures are user friendly -Library Services*	466	1	5	4.62	.742	
Procedures are user friendly -Math Centers / Labs	126	1	5	4.43	.967	
Procedures are user friendly -Online Student Support Center (OSSC)	93	1	5	4.23	.979	
Procedures are user friendly -Science Den	23	3	5	4.74	.541	
Procedures are user friendly -Teaching Learning Centers	165	1	5	4.65	.704	
Procedures are user friendly -Wellness Program	209	1	5	4.56	.777	
Procedures are user friendly -Writing Centers	172	1	5	4.55	.811	
Valid N (listwise)	2					

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

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

# The unit procedures are efficient.

		1 = Strongly disagree	2	3	4	2 =Strongly agree	Don't know/Not applicable	Total
						46.0%	6.3%	100.0%
						152	16	266
						57.1%	6.0%	100.0%
Procedures are efficient -Athletic Programs (Tennis & BB)	Count			1	12	190	16	302
	%			1.7%	20.0%	62.9%	5.3%	100.0%
Procedures are efficient -College Success	Count	1	2	3	7	334	25	485
	%	2.6%	5.1%	7.7%	17.9%	68.9%	5.2%	100.0%
Procedures are efficient -College Foundation /Fund raising	Count	5	9	24	34	75	9	126
	%	3.3%	5.9%	15.8%	22.4%	59.5%	7.1%	100.0%
Procedures are efficient -Distance Learning	Count	4	4	30	45	50	13	105
	%	2.3%	2.3%	17.2%	25.9%	47.6%	12.4%	100.0%
Procedures are efficient -Fitness Center	Count	5	2	28	63	18	4	25
	%	1.9%	.8%	10.5%	23.7%	72.0%	16.0%	100.0%
Procedures are efficient -Instruction Office (Associate Faculty Workroom)	Count	1	9	30	56	123	11	176
	%	.3%	3.0%	9.9%	18.5%	69.9%	6.3%	100.0%
Procedures are efficient -Library Services*	Count	5	7	23	91	138	16	224
	%	1.0%	1.4%	4.7%	18.8%	61.6%	7.1%	100.0%
Procedures are efficient -Math Centers / Labs	Count	2	2	13	25	114	13	186
	%	1.6%	1.6%	10.3%	19.8%	61.3%	7.0%	100.0%
Procedures are efficient -Online Student Support Center (OSSC)	Count	1	6	11	24			
	%	1.0%	5.7%	10.5%	22.9%			
Procedurs are efficient -Science Den	Count	1			2			
	%	4.0%			8.0%			
Procedures are efficient -Teaching Learning Centers	Count	1		11	30			
	%	.6%		6.3%	17.0%			
Procedures are efficient -Wellness Program	Count	3	2	20	45			
	%	1.3%	.9%	8.9%	20.1%			
Procedures are efficient -Writing Centers	Count	4	5	18	32			
	%	2.2%	2.7%	9.7%	17.2%			
		38	9	60				

	N	Minimum	Maximum	Mean	Std. Deviation
	63.3%	15.0%	100.0%		
	22	4	39		
	56.4%	10.3%	100.0%		
	63	17	152		
	41.4%	11.2%	100.0%		
	80	11	174		

## Descriptive Statistics

Procedures are efficient -Athletic Programs (Tennis & BB)	60	3	6	4.92	.645
Procedures are efficient -College Success	39	1	6	4.51	1.121
Procedures are efficient -College Foundation /Fund raising	152	1	6	4.26	1.222
Procedures are efficient -Distance Learning	174	1	6	4.30	1.049
Procedures are efficient -Fitness Center	266	1	6	4.52	.924
Procedures are efficient -Instruction Office (Associate Faculty Workroom)	302	1	6	4.57	.878
Procedures are efficient -Library Services*	485	1	6	4.68	.791
Procedures are efficient -Math Centers / Labs	126	1	6	4.56	.943
Procedures are efficient -Online Student Support Center (OSSC)	105	1	6	4.48	1.084
Procedures are efficient -Science Den	25	1	6	4.92	.954
Procedures are efficient -Teaching Learning Centers	176	1	6	4.74	.715
Procedures are efficient -Wellness Program	224	1	6	4.61	.881
Procedures are efficient -Writing Centers	186	1	6	4.54	1.003
Valid N (listwise)	4				

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

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

Collin IRO na; April 5, 2011; Page 67 of 170  
J:\IRO\Snap WebHost Surveys\Faculty Service Unit-KFenton\Service Unit 1-11-2011\Report.spo

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

		1 = Strongly disagree	2	3	4	5 =Strongly agree	Don't know/Not applicable	Total
Met my needs in timely fashion -Athletic Programs (Tennis & BB)	Count			1	11	41	7	60
	%			1.7%	18.3%	68.3%	11.7%	100.0%
	Count	1	1	2	5	24	7	40
Met my needs in timely fashion -College Success	%	2.5%	2.5%	5.0%	12.5%	60.0%	17.5%	100.0%
Met my needs in timely fashion -College Foundation /Fund raising	Count	5	8	24	36	67	13	153
	%	3.3%	5.2%	15.7%	23.5%	43.8%	8.5%	100.0%
	Count	1	4	22	40	95	11	173
Met my needs in timely fashion -Distance Learning	%	.6%	2.3%	12.7%	23.1%	54.9%	6.4%	100.0%
	Count	5	3	23	61	162	15	269
Met my needs in timely fashion -Fitness Center	%	1.9%	1.1%	8.6%	22.7%	60.2%	5.6%	100.0%
Met my needs in timely fashion -Instruction Office (Associate Faculty Workroom)	Count	3	6	17	49	210	18	303
	%	1.0%	2.0%	5.6%	16.2%	69.3%	5.9%	100.0%
	Count	6	3	21	69	372	15	486
Met my needs in timely fashion -Library Services*	%	1.2%	.6%	4.3%	14.2%	76.5%	3.1%	100.0%
	Count	2	3	11	25	75	9	125
Met my needs in timely fashion -Math Centers / Labs	%	1.6%	2.4%	8.8%	20.0%	60.0%	7.2%	100.0%
Met my needs in timely fashion -Online Student Support Center (OSSC)	Count	1	5	10	23	53	12	104
	%	1.0%	4.8%	9.6%	22.1%	51.0%	11.5%	100.0%
	Count	1			3	17	4	25
Met my needs in timely fashion -Science Den	%	4.0%			12.0%	68.0%	16.0%	100.0%
Met my needs in timely fashion -Teaching Learning Centers	Count	2		4	26	136	9	177
	%	1.1%		2.3%	14.7%	76.8%	5.1%	100.0%
	Count	5	9	17	40	139	13	223
Met my needs in timely fashion -Wellness Program	%	2.2%	4.0%	7.6%	17.9%	62.3%	5.8%	100.0%
	Count	3	6	14	29	121	14	187
Met my needs in timely fashion -Writing Centers	%	1.6%	3.2%	7.5%	15.5%	64.7%	7.5%	100.0%

### Descriptive Statistics

Met my needs in timely fashion -Athletic Programs (Tennis & BB) 53 3 5 4.75 .477

	N	Minimum	Maximum	Mean	Std. Deviation
Met my needs in timely fashion -College Success	33	1	5	4.52	.972
Met my needs in timely fashion -College Foundation /Fund raising	140	1	5	4.09	1.096
Met my needs in timely fashion -Distance Learning	162	1	5	4.38	.857
Met my needs in timely fashion -Fitness Center	254	1	5	4.46	.860
Met my needs in timely fashion -Instruction Office (Associate Faculty Workroom)	285	1	5	4.60	.783
Met my needs in timely fashion -Library Services*	471	1	5	4.69	.703
Met my needs in timely fashion -Math Centers / Labs	116	1	5	4.45	.898
Met my needs in timely fashion -Online Student Support Center (OSSC)	92	1	5	4.33	.951
Met my needs in timely fashion -Science Den	21	1	5	4.67	.913
Met my needs in timely fashion -Teaching Learning Centers	168	1	5	4.75	.617
Met my needs in timely fashion -Wellness Program	210	1	5	4.42	.976
Met my needs in timely fashion -Writing Centers	173	1	5	4.50	.913
Valid N (listwise)	2				

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

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

## The unit staff are knowledgeable.

		1= Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Staff are knowledgeable -Athletic Programs (Tennis & BB)	Count			1	11	41	5	58
	%			1.7%	19.0%	70.7%	8.6%	100.0%
Staff are knowledgeable -College Success	Count	1	1	3	7	23	5	40
	%	2.5%	2.5%	7.5%	17.5%	57.5%	12.5%	100.0%
Staff are knowledgeable -College Foundation /Fund raising	Count	3	9	17	38	72	14	153
	%	2.0%	5.9%	11.1%	24.8%	47.1%	9.2%	100.0%
Staff are knowledgeable -Distance Learning	Count	1	2	13	42	107	8	173
	%	.6%	1.2%	7.5%	24.3%	61.8%	4.6%	100.0%
Staff are knowledgeable -Fitness Center	Count	5	4	33	43	157	25	267
	%	1.9%	1.5%	12.4%	16.1%	58.8%	9.4%	100.0%
Staff are knowledgeable -Instruction Office (Associate Faculty Workroom)	Count	2	4	16	47	211	22	302
	%	.7%	1.3%	5.3%	15.6%	69.9%	7.3%	100.0%
Staff are knowledgeable -Library Services*	Count	4	4	11	45	402	22	488
	%	.8%	.8%	2.3%	9.2%	82.4%	4.5%	100.0%
Staff are knowledgeable -Math Centers / Labs	Count	3	1	19	23	74	6	126
	%	2.4%	.8%	15.1%	18.3%	58.7%	4.8%	100.0%
Staff are knowledgeable -Online Student Support Center (OSSC)	Count	1	3	9	22	58	11	104
	%	1.0%	2.9%	8.7%	21.2%	55.8%	10.6%	100.0%
Staff are knowledgeable -Science Den	Count				3	18	4	25
	%				12.0%	72.0%	16.0%	100.0%
Staff are knowledgeable -Teaching Learning Centers	Count		1	2	27	140	9	179
	%		.6%	1.1%	15.1%	78.2%	5.0%	100.0%
Staff are knowledgeable -Wellness Program	Count	1	2	14	39	157	11	224
	%	.4%	.9%	6.3%	17.4%	70.1%	4.9%	100.0%
Staff are knowledgeable -Writing Centers	Count	5	4	10	26	136	5	186
	%	2.7%	2.2%	5.4%	14.0%	73.1%	2.7%	100.0%

### Descriptive Statistics

Staff are knowledgeable -Athletic Programs (Tennis & BB) 53 3 5 4.75 .477

	N	Minimum	Maximum	Mean	Std. Deviation
Staff are knowledgeable -College Success	35	1	5	4.43	.979
Staff are knowledgeable -College Foundation /Fund raising	139	1	5	4.20	1.030
Staff are knowledgeable -Distance Learning	165	1	5	4.53	.745
Staff are knowledgeable -Fitness Center	242	1	5	4.42	.931
Staff are knowledgeable -Instruction Office (Associate Faculty Workroom)	280	1	5	4.65	.718
Staff are knowledgeable -Library Services*	466	1	5	4.80	.604
Staff are knowledgeable -Math Centers / Labs	120	1	5	4.37	.952
Staff are knowledgeable -Online Student Support Center (OSSC)	93	1	5	4.43	.877
Staff are knowledgeable -Science Den	21	4	5	4.86	.359
Staff are knowledgeable -Teaching Learning Centers	170	2	5	4.80	.469
Staff are knowledgeable -Wellness Program	213	1	5	4.64	.691
Staff are knowledgeable -Writing Centers	181	1	5	4.57	.908
Valid N (listwise)	1				

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

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

## The unit staff are courteous.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total	
	Count			2	9	43	5	59	
Staff are courteous -Athletic Programs (Tennis & BB)	%			3.4%	15.3%	72.9%	8.5%	100.0%	
	Count		1	4	6	26	3	40	
Staff are courteous -College Success	%		2.5%	10.0%	15.0%	65.0%	7.5%	100.0%	
	Count		8	12	37	88	8	153	
Staff are courteous -College Foundation /Fund raising	%		5.2%	7.8%	24.2%	57.5%	5.2%	100.0%	
	Count		1	10	34	119	8	172	
Staff are courteous -Distance Learning	%		.6%	5.8%	19.8%	69.2%	4.7%	100.0%	
	Count		5	8	20	56	14	266	
Staff are courteous -Fitness Center	%		1.9%	3.0%	7.5%	21.1%	61.3%	5.3%	100.0%
Staff are courteous -Instruction Office (Associate Faculty Workroom)	Count		1	3	11	32	242	14	303
	%		.3%	1.0%	3.6%	10.6%	79.9%	4.6%	100.0%
Staff are courteous -Library Services*	Count		4	5	17	43	406	14	489
	%		.8%	1.0%	3.5%	8.8%	83.0%	2.9%	100.0%
	Count		2	2	14	21	83	3	125
Staff are courteous -Math Centers / Labs	%		1.6%	1.6%	11.2%	16.8%	66.4%	2.4%	100.0%
Staff are courteous -Online Student Support Center (OSSC)	Count		2	8	20	65	10	105	
	%		1.9%	7.6%	19.0%	61.9%	9.5%	100.0%	
	Count				2	20	3	25	
Staff are courteous -Science Den	%				8.0%	80.0%	12.0%	100.0%	
	Count			2	21	147	7	177	
Staff are courteous -Teaching Learning Centers	%			1.1%	11.9%	83.1%	4.0%	100.0%	
	Count		2	2	12	34	166	9	225
Staff are courteous -Wellness Program	%		.9%	.9%	5.3%	15.1%	73.8%	4.0%	100.0%
	Count		6	2	11	24	136	11	190
Staff are courteous -Writing Centers	%		3.2%	1.1%	5.8%	12.6%	71.6%	5.8%	100.0%

### Descriptive Statistics

Staff are courteous -Athletic Programs (Tennis & BB)	54	3	5	4.76	.512
	N	Minimum	Maximum	Mean	Std. Deviation
Staff are courteous -College Success	37	2	5	4.54	.803
Staff are courteous -College Foundation /Fund raising	145	2	5	4.41	.863
Staff are courteous -Distance Learning	164	1	5	4.65	.653
Staff are courteous -Fitness Center	252	1	5	4.44	.915
Staff are courteous -Instruction Office (Associate Faculty Workroom)	289	1	5	4.77	.599
Staff are courteous -Library Services*	475	1	5	4.77	.642
Staff are courteous -Math Centers / Labs	122	1	5	4.48	.884
Staff are courteous -Online Student Support Center (OSSC)	95	2	5	4.56	.740
Staff are courteous -Science Den	22	4	5	4.91	.294
Staff are courteous -Teaching Learning Centers	170	3	5	4.85	.387
Staff are courteous -Wellness Program	216	1	5	4.67	.709
Staff are courteous -Writing Centers	179	1	5	4.58	.917
Valid N (listwise)	2				

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

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

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

**1= Very satisfied, 5 = Very satisfied**

		1 = Very unsatisfied	2	3	4	5 = Very satisfied	Total
Rate overall satisfaction -Athletic Programs (e.g.,Tennis & BB)	Count	1	1	1	16	39	58
	%	1.7%	1.7%	1.7%	27.6%	67.2%	100.0%
Rate overall satisfaction -College Success	Count	1	3	5	13	19	41
	%	2.4%	7.3%	12.2%	31.7%	46.3%	100.0%
Rate overall satisfaction -College Foundation / Fund raising	Count	7	10	27	39	71	154
	%	4.5%	6.5%	17.5%	25.3%	46.1%	100.0%
Rate overall satisfaction -Distance Learning	Count	6	5	22	62	79	174
	%	3.4%	2.9%	12.6%	35.6%	45.4%	100.0%
Rate overall satisfaction -Fitness Center	Count	6	7	35	70	152	270
	%	2.2%	2.6%	13.0%	25.9%	56.3%	100.0%
Rate overall satisfaction -Instruction Office (Associate Faculty Workroom)	Count	4	5	28	70	202	309
	%	1.3%	1.6%	9.1%	22.7%	65.4%	100.0%
Rate overall satisfaction -Library*	Count	7	4	26	85	372	494
	%	1.4%	.8%	5.3%	17.2%	75.3%	100.0%
Rate overall satisfaction -Math Centers / Labs	Count	2	5	14	34	77	132
	%	1.5%	3.8%	10.6%	25.8%	58.3%	100.0%
Rate overall satisfaction -Online Student Support Center (OSSC)	Count	3	6	15	22	56	102
	%	2.9%	5.9%	14.7%	21.6%	54.9%	100.0%
Rate overall satisfaction -Science Den	Count	1		1	6	19	27
	%	3.7%		3.7%	22.2%	70.4%	100.0%
Rate overall satisfaction -Teaching Learning Centers	Count	2		9	37	131	179
	%	1.1%		5.0%	20.7%	73.2%	100.0%
Rate overall satisfaction -Wellness Program	Count	4	9	20	65	126	224
	%	1.8%	4.0%	8.9%	29.0%	56.3%	100.0%
Rate overall satisfaction -Writing Centers	Count	5	5	17	40	126	193
	%	2.6%	2.6%	8.8%	20.7%	65.3%	100.0%



### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Athletic Programs (e.g.,Tennis & BB)	58	1	5	4.57	.775
Rate overall satisfaction -College Success	41	1	5	4.12	1.053
Rate overall satisfaction -College Foundation / Fund raising	154	1	5	4.02	1.146
Rate overall satisfaction -Distance Learning	174	1	5	4.17	.992
Rate overall satisfaction -Fitness Center	270	1	5	4.31	.949
Rate overall satisfaction -Instruction Office (Associate Faculty Workroom)	309	1	5	4.49	.828
Rate overall satisfaction -Library*	494	1	5	4.64	.745
Rate overall satisfaction -Math Centers / Labs	132	1	5	4.36	.926
Rate overall satisfaction -Online Student Support Center (OSSC)	102	1	5	4.20	1.081
Rate overall satisfaction -Science Den	27	1	5	4.56	.892
Rate overall satisfaction -Teaching Learning Centers	179	1	5	4.65	.682
Rate overall satisfaction -Wellness Program	224	1	5	4.34	.928
Rate overall satisfaction -Writing Centers	193	1	5	4.44	.945
Valid N (listwise)	3				

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank. NOTE : The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

## Please specify the reason for your rating.

Specify reason for rating -Athletic Programs (e.g.,Tennis & BB)

	Frequency
Did not respond	874
Always a great environment with great staff	1
Coaches/asst. coaches work well with all depts.,	1
COLLIN HAS ENJOYED GREAT SUCCESS IN MEN'S ATHLETICS	1
Enjoyed watching the games	1
Excellent programs that build character	1
excellent quality of people involved in our athletic programs	1
friendly, helpful	1
Games are accessible	1
good for student, staff, and faculty involvement	1
Great programs and athletes do very well in the classroom	1
Great teams- been to games	1
I have enjoyed attending basketball games.	1
Needs have been met with courteous and knowledgeable staff	1
no problems	1
Provide a good program of student athletics for the students who need the program.	1
The games are good to watch	1
The teams coaches are great to work with.	1
Very good programs.	1
Well run and enjoyable	1
Would be interested in learning more about the programs.	1
would like to see schedule of events	1
<b>Total</b>	<b>895</b>

Specify reason for rating -College Success

Did not respond	876
Excellent faculty; wish more students were encouraged to take class	1
From what I understand this program is successful	1
Good instruction/faculty seem to be very interested in the students/continue to provide good learning strategies to students so they can be successful	1
great people	1
great resource for our students who struggle academically	1
I advise students to take College Success when needed. It is a great program and helpful to students on probabtion	1
I am amazed at the number of freshmen that are expecting a continuation of high school. Very few have attended any college orientations. There is much better material for new college students from major univerisies. Orientation should be a mandated requirement before enrolling in any classes. Online orientation should be developed and made a requirement of both faculty and students. The philosophy of letting students have the opportunity to fail is welcome but taking a hands-off approach with new students sets them up for higher rates of failure than should be tolerable.	1
I teach College Success & know the faculty who teach the courses	1
I teach this course and have received positive feedback from students	1
I was not convenced about what they said.	1
Just started the Mentoring programe with them	1
Knowlegeable, efficient.	1
Love the wellness programs offered (pilates)	1
Need to communicate with Credit Faculty about seminars	1
[Individual Name] has worked specifically with my class sections-awesome presentations on study skills	1
Programs apply on new technique. Get job after finish college,	1
Programs are undirected. Dual credit is a mess.	1
should be more emphasized.	1
Teach in that department and understand the services/programs	1
<b>Total</b>	<b>895</b>

Specify reason for rating -College Foundation / Fund raising

Did not respond	824
Always responsive	1
at times has been difficult to get emails or calls returned when seeking information	1
Complete lack of communication with college as a whole; bad organization	1
Cumbersome overly bureaucratic processes.	1
Do not reply in a timely manner	1
Does a good job keeping faculty/staff up to date with needs/opportunities to contribute	1
Efficient.	1
Employee Charitable Campaign process/donation options a bit confusing and unefficient	1
Events I have been to have been wonderful	1
excellent job raising funds	1
Excellent program, can't be too much simpler than an envelope to complete once a year	1
Fills an important need for students. Professional staff.	1
form was confusing to fill out.	1
Foundation staff provides personal attention and responds to questions quickly.	1
fund raisers for departments that need an injection of supplies or equipments	1
Fund raising is a tough job. I salute them	1
good communication and good cause	1
Good vision, friendly staff, informative brochures, flyers. As campus captain for annual fundraising drive, I have worked for several years with foundation staff.	1
Great	1
Great people but seem reluctant to tackle new initiatives	1
great that they raise money for scholarships	1
Have enjoyed Scholarship ceremonies	1
have worked with them and they assist	1
Helpful	2
Helpful and constantly assisting students	1
Helps students in need	1
Holds effective fundraising, however they failed to communicate at all with several students about the status of their spring 2011 foundation scholarship applications, even after being contacted multiple times through different mediums.	1
I am a small donor, but my name was left off a comprehensive donor list.	1
I am glad to see that we are now nominating students for Jack Kent Cooke scholarships but my only dealings with the Foundation was a number of years ago when I tried to get an outstanding student nominated for that scholarship and was told no.	1
I asked Destination College staff if they had any items to donate for my daughter's (she's a teacher) school where they were having College week. They were very helpful!	1
I believe they work hard to get \$\$ for our students.	1
I think they have worked out the problems after moving	1
Inaccurate accounting of money by donor otherwise great people	1
informative	1
Keeps getting bounced around for answers	1
Knowledge and assistance	1
My associate's degree was funded by foundation.	1
N/A--I know nothing about how they work. I just write them a check for scholarships from time to time.	1
Needs to provide more funds beyond Scholarships	1
New Director started and some things got delayed. Took a very long time for invoices to be paid.	1
Nice people, sincere, want to assist students	1
No Comment	1
no problems with service	1
Not always timely in submitting requests.	1
only made contributions	1
Only used to donate. They seem to try hard to respond appropriately.	1
Procedures needed to provide more timely feedback and appreciation.	1
Run an efficient program generating numerous scholarships	1

Specify reason for rating -College Foundation / Fund raising

Serves a good need; but does not do a good job identifying scholarships. received e-mail from mentor program today saying that X# of students will receive a scholarship - but the mentor program is not effective or successful. Eliminate the \$100 scholarships and increase those going to needy students.	1
slow on the uptake and volunteering for them needs work	1
some confusion as to the proper form for making donation	1
Sometimes difficult to know how to easily contribute. Receipts not always available, such as for fall food boxes.	1
Students have to wait too long to receive awards or scholarships	1
supports our students with scholarships	1
The Foundation staff work endless hours with scholarships, helping students with F/A questions and working long hours for fundraisers.	1
the people in the foundation department are nice and courteous to not only former employees but also the students they strive to make the Collin college a better place to work for	1
The process was easy	1
The staff are sometimes arrogant and unfriendly, when you ask a question no one present knows the answer. Why do they hire part time temps who know nothing about the college, but act as though they know more than the full time employees?	1
They did a great job of processing my scholarship	1
They do an excellent job	1
They do not follow up with donors	1
They have a lot of policy work to develop and procedures to create.	1
They paid for my school one semester	1
they try many things to get support and have helpful phone support	1
This is the first college I worked at which does not have a catastrophic fund for employees. I am proud of the efforts by this department in raising money for scholarships for students, but I believe there should also be a focus on helping employees in a time of need.	1
Time to change from the Collin Caberet to something else. They do make it easy to donate through our paychecks.	1
Too much emphasis on the big donors	1
Very professional	1
very student-centered	1
Where are the donations?	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Distance Learning

Did not respond	812
Always helpful	1
Always problems with blackboard	1
always willing to help	1
Attempted to use Distance Learning Help twice as a student and was not helped either time. Distance Learning classes on the other hand are great!	1
Better communication needed when changes occur	1
Big and growing but a bit rigid and not innovative. Isolated.	1
Blackboard breaks down at the worst times	1
blackboard has too many issues to get a 5; Collin needs to write their own e-college system. We could model what other universities are doing.	1
blackboard inefficiencies-too many problems	1
Blackboard is horrendous and it takes seven mouse clicks to get to/find my classes. It is also not listed under anything that makes any sense on Cougarweb. As with most of the web site, you have to know w h e r e t o g o t o f i n d a n y t h i n g .	1
Blackboard is undependable at crucial times	1
Blackboard is unreliable - has been for many years	1
Blackboard issues	1
Blackboard shutdown in fall 2010 was a nightmare; very little upfront communication to staff/faculty/students; otherwise all okay	1
Collin employees are trying their best with inadequate technical support; often have conflicting information between departments. Non-Collin support has been a disaster.	1
Conflicting info on procedures to get online class approved	1
Confusing as to which services they provide	1
Could use a little more team communication. I get passed around a little.	1
Distance Learning allows me to take classes at my convenience, which is great for a working dad!	1
Distance learning opens a broader perspective	1
[Individual Name] is extremely supportive for professors	1
Easy to find location, friendly service	1
Everyone I've encountered in the dept is pleasant.	1
Excellent resource for students; gives faculty new opportunities for instruction	1
Excellent staff though understaffed. Knowledgeable but not geniuses, so they can't always fix what goes wrong with Blackboard.	1
Excellent support	1
fantastic people...wonderful and helpful in every way!!!	1
For my students, not always helpful	1
Good program. Seems somewhat confusing for students in obtaining the forms and necessary information from their instructor.	1
good quick service, friendly staff	1
Good when server is not down	1
great program, always have help when I need it.	1
Great programs are provided that lead to enhancement of my teaching strategies.	1
have always assisted me when needed	1
have some nice tutorials for students	1
Helpful	2
Helpful available, responsive	1
I am in charge of helping students with our CE Ed2go distance learning courses...I hope they are satisfied...I try my best...	1
I get what I need in a timely manner.	1
I probably should not be answering this question because I think in my position that I provide support for them rather than use them as a service (I am responsible for building their courses). However, the one problem I did have was that the schedule building deadlines were moved up by several months but I did not have the information from them to build my courses at that time. 1	1
If you mean OAB and Blackboard, they are not helpful	1
in-efficient procedures	1
Inconsistent at times	1

## Specify reason for rating -Distance Learning

Increases communication with students and easily allows supplemental materials for class. However, interface is a little confusing unless others instruct me on links and functions on how to set it up.	1
Information is updated and easy to understand	1
informative online workshops	1
It was good when I utilized this service	1
Knowledge and assistance	1
Knowledgeable, efficient.	1
Learning curve high for students unfamiliar with online learning.	1
like the additional options it gives our students	1
like the wimba webinars	1
need additional courses	1
Need more online courses AND ONLINE tutoring--the full-time load should at least be 4 online courses, especially considering the budget cuts.	1
Need to push to get rid of Blackboard	1
Needs have been met with courteous and knowledgeable staff	1
No contact	1
No issues	1
Ok for now, Taking online classes still trying to adjust.	1
Oversee online teaching to keep it pedagogically sound	1
Personnel are always helpful.	1
problems with Blackboard for online course	1
responds to questions quickly	1
Software upgrades caused problems, suggest testing more before implementing	1
support provided	1
support stretched	1
teaching online the Blackboard issues are sometimes frustrating	1
The Blackboard Help Desk in SCC Library is not always helpful, esp. to faculty who they pawn off to [Individual Name] at the drop of a hat. Everyone else is great.	1
The procedure for designing new courses are cumbersome compared to other college districts in this area.	1
They are very helpful when putting a class together	1
they keep me informed	1
this is where my instructor-participation is found--only online. Very pleased with support.	1
This worked for my needs. However, my son took some developmental math courses, which were online. Obviously he did not do well as a result, he lost interest and hope. It makes sense that if a student is obviously struggling in a particular subject, they would do better in a classroom environment.	1
usually available and helpful	1
Very helpful	1
Very quick and efficient responses	1
Very supportive	1
way too many procedures.	1
Wimba presenters are excellent.	1
Wonderful and knowledgeable staff, very helpful in developing my web courses	1
Wonderful Experiences	1
Work with the department on a regular basis	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Fitness Center

Did not respond	775
A terrific Collin benefit	1
Again, all of these folks do their job	1
Although I have not been recently I have never had a problem in the past.	1
always a good experience to use	1
Always a great environment with great staff	1
Always able to use some facet of the Center without waiting	1
ALWAYS CLEAN AND FUNCTIONING	1
Always very helpful.	1
Are organized and clean. It is important to have a fitness center for student and staff. Exercise increases creativity and clarity, and decreases anxiety, stress, depression, and grief.	1
As an employee I use the facility occasionally for personal use	1
Attitude	1
Availability	1
Available and FREE!	1
Available facilities	1
Available. Clean. Staff friendly and helpful.	1
average	1
Can never find anyone to assist	1
center was small and very crowded	1
check in system outdated	1
Clean; Excellent place to work out	1
cleanliness needs improvement	1
could be open more hours	1
courteous and knowledgeable	1
CPC has a newly renovated Fitness Center, I feel very lucky to be at this campus.	1
CPC should have been enlarged during last build!	1
Don't use as much as I should, but so appreciate it is there/available	1
don't use much anymore	1
Efficient, Good Customer Service, Friendly	1
equipment	1
Every time I ave been there, the students (many of them mine) have always been courteous.	1
excellent equipment and staff	1
Exercise facilities are good but could always be better--staff are courteous	1
Facilities are good but hours open are restrictive	1
Facilities available, programming for staff good.	1
Facility is clean & the people are helpful	1
Free Gym membership	1
Friendly	1
friendly, helpful	1
Good	1
good equipment	1
Good equipment but not a good environment to use if you are faculty or staff (and don't enjoy loud rap music and profanity)	1
Good equipment. Loud. A bit crowded. Rigid staff.	1
Great facilities.	1
Great free service for students with helpful staff, hours should be more flexible on weekends.	1
great place but staff is flaky at times	1
great place to workout when its available	1
Great that it's available	1
great that it is available to faculty and staff	1
Have always gotten good responses with excerise questions	1
Have difficulty working it into my schedule. Would love to use it again.	1
haven't used often this year	1



## Specify reason for rating -Fitness Center

Haven't used the center this year, but new equipment is much appreciated	1
Haven't used the fitness center in years	1
Helpful, friendly staff.	1
hour of operation are good	1
hours are good	1
Hours are pretty much useless. Oakpoint is supposed to be accessible for Collin Faculty and it is almost completely off limits. One swimming lane from 8 a.m to 4 p.m. No access to the weight room. The SCC weight room hours are very limited as well.	1
Hours do not match my schedule.	1
hrs are not good	1
I always can go to the Fitness Center and get advice or just workout.	1
I have not used in a long time because I have another facility available now.	1
I have not used our fitness center in a while.	1
I have worked out there and haven't had any concerns	1
I know they utilize the resources they are supplied with	1
I use the facility and I am pleased	1
I work out here.	1
It is nice to have a facility so we can stay in shape so that we can perform our jobs efficiently.	1
just started this semester, clean and helpful staff	1
Just wish I could use it more	1
Knowledgable	1
Like access to facilities to workout at lunch	1
like the equipment	1
Limited exposure but would prefer faculty-staff only area	1
limited facility over crowding	1
Lot of equipment, clean, and helpful staff!	1
Meets expectations	1
Meets the needs of all students, faculty and staff	1
Most often, I have encountered student assistants, who don't know answers or who don't seem to care. I found only 1 SA this semester who is extremely helpful and friendly	1
Mostly equipment was available.	1
Mostly run by student aids, they are not friendly	1
NA	1
Need a bigger fitness center (work out area)	1
Need a larger facility.	1
need more early morning access	1
Needed an update that has been done and looks great!	1
Needs have been met with courteous and knowledgable staff	1
Never used them but I do know that's available @ CPC.	1
Nice to have, Not a necessity	1
Offers variety of classes. Great programs!	1
On the SCC campus, you never know when an if the gym is available; no accurate schedule is ever posted anywhere.	1
Only used it a couple of times, but good equipment and availability.	1
quick access	1
racquetball courts are filthy	1
staff don't seem to care about you.	1
State of the art equipment	1
Student Asst. are not professional-facilities not clean	1
The center has a great variety of machines that met the needs of students, faculty, and staff.	1
The equipment is current and up to date	1
<del>the negative is the music</del>	1
The staff is very friendly but doesn't know much about the machines or the weights	1

T

## Specify reason for rating -Fitness Center

Though I have not used the center recently, I recall that most students working there were friendly and helpful.	1
To much problems from the out side residence using the weight rooms.	1
Too small	1
Use the fitness center almost every day	1
Use them three times a week and they are always friendly	1
used only few times and they were very courteous	1
user friendly	1
Usually well taken care of and clean	1
Very convenient	1
Very Good	1
Very Satisfied	1
Weight Room is in great condition, but Fitness Center (smaller room) has poorly maintained equipment, tight spaces for working out, and is squeezed into a narrow hall-like room with eery fluoresdent light.	1
Weight room is small, could use more cardio classes	1
well equipped	1
Well equipt	1
Well organized, very good equipment.	1
When I have used it, it was good, but use rarely.	1
Wish more classes were offered at PRC. Not much variety here.	1
Work with the department rarely	1
Yeahhhh! love my CPC fitness campus, need more programs.	1
<b>Total</b>	<b>895</b>

## Specify reason for rating -Instruction Office (Associate Faculty Workroom)

Did not respond

752

Access to assistance and supplies makes it very easy for an associate faculty member to have access to whatever is needed.	1
adequate	1
Allowed to use with students	1
Always friendly, eager to help and dependable.	1
Always helpful!	1
Always on top of things.	1
always provide assistance when needed	1
Always well stocked. Staff is helpful and tends to needs quickly.	1
Always well supplied and a positive atmosphere	1
always willing to assist if needed	1
Always willing to help and provide needed supplies.	1
As an [Personal Identifier] at CPC, I get food feedback from Associates	1
Asked for assistance from secretary once & received impression I was interrupting her work. (Never asked again.)	1
Associate Faculty Workroom in LRC @ CPC is often dirty and supplies not readily available	1
At CPC, the office is not adequately staffed and is empty at times	1
average	1
[Individual Name] is a doll and helps my associate faculty and me get our job done	1
[Individual Name] is amazingly helpful and friendly!	1
[Individual Name] is the best....BTW...I don't like it that we have been blocked from making copies until the end of the year. It's very difficult to teach a foreign language without practice sheets!	1
[Individual Name] is ALWAYS helpful in any and every way she can be	1
clean and functional	1
Courteous and helpful	1
Crowded at SCC	1
Ease of use.	1
easy to find	1
Efficient, Good Customer Service, Friendly	1
EQUIPMENT AND SUPPORT AVAILIABLE	1
Every request fulfilled expertly	1
Everyone was very helpful and friendly.	1
Excellent resource, provides a valuable service and access to needed equipment	1
Excellent service. [Individual Names] they just spoil us with outstanding support!!!!	1
xcellent staff	2
Excellent support (PRC)	1
excellent support when I visit CPC	1
Facilities are limited, materials are limited.	1
First class service with a smile	1
For the most part, the faculty workrooms are convenient and have met me needs.	1
Friendly staff, useful to have a computer to use when on campus.	1
Friendly, helpful	1
furniture at SCC needs updating; B103 too small	1
gets the job done, not much more	1
Good	1
good work areas, can be loud and crowded at times.	1
great atmosphere, supplies always available	1
great facility!	1
Great people who are willing to help everyone who needs it.	1
Great place to work at! Secretaries are incredible helpful with all faculty.	1
Great service	1
Great service, but the computers are poor and they keep changing the door codes, so when no one is there and door codes are changed, I dont get the email and have to beg for help or else change my plans.	1

Specify reason for rating -Instruction Office (Associate Faculty Workroom)  
 great staff. always have a smile on face.

1

Had tools needed for me readily available when I needed	1
Helpful	1
helpful, informative	1
helps instructors and students	1
I access supplies and pick up mail there	1
I am lucky to come in contact with [Individual Names]	1
I appreciate having this type of office available	1
I don't feel professors should have students in the office.	1
I don't use the AF workroom but MOST of the staff are helpful	1
I don't use the room much, but I see the instruction staff pass through the library a least twice a day to monitor it.	1
I get the help I need when I need it.	1
I like our admin. asst. but she's never here! I also have needed supplies and asked for things to be taken care of and they have not been met in a timely fashion. I am not here when she is here and so I usually end up doing/finding things myself.	1
I made photocopies at an office& someone offered to assist me. I don't know much about the assoc faculty wkrm. I'm not on campus much as I work two jobs, so I haven't had time to investigate as much about the school as I'd like.	1
I rarely use the B-103 office but when I do it is clean and computer/supplies available	1
I was an associate professor for a year before I was hired as a FT, during that time my office supply needs, copying, scantron reader machine use, ... had taken care of in an excellent manner.	1
Inconsistent at times	1
Interact very little with them.	1
just a room	1
just ok	1
[Individual Names] are professional and caring - ALWAYS	1
machinery old and slow, room musty, too tight	1
Mailboxes	1
Many professors use the faculty workroom as an area for socializing with each other, frequently disturbing other faculty. I am unable to find a quiet place to work on campus including the library.	1
[Individual Name] does a fabulous job with the workroom. She is extremely organized and keeps the room tidy and comfortable. She is able to answer any question and does so with a friendly attitude.	1
Meets all my needs 99% of the time-I am an adjunct	1
Met or exceeded my departmental needs.	1
[Individual Name] goes above and beyond	1
[Individual Name] is excellent in the IO office in the Library	1
Need a full-time assistant in D-bldg at PRC	1
Need improvement. It is very small place for so many associate faculty.	1
Never had an issue or negative experience, except mail getting stolen/lost.	1
no problems with service	1
No problems, ever. Everybody friendly and helpful.	1
No system to alert me when I get mail	1
Not always able to answer questions they sometimes act like you are bothering them	1
Not always staffed	1
One of the offices is too small and crowded.	1
One room (in K) is good, the other, (in B) is way too small	1
outdated computer systems run very slow.	1
[Individual Names] at CPC do a fantastic job.	1
people in office are very helpful	1
provost/trustees have sink, but associate faculty do not!	1
[Personal Identifier] is knowledgable, helpful, efficient and friendly	1
[Personal Identifier] is very helpful and efficient.	1
Should be staffed at all times. Staff shouldn't be pulled to work in other offices.	1
Since moving everything to PRC, I do not use. It is a pain to check my mail. I have always worked out of H hall.	1

Specify reason for rating -Instruction Office (Associate Faculty Workroom)

Some are underutilized whereas others are overloaded. The secretaries that work in these areas are magnificent, though, especially [Individual Names]!	1
Spacious and with fast efficient computers.	1
Staff always is very helpful.	1
Staff are helpful	1
Staff is courteous and helpful	1
staff is efficient	1
Staff members are courteous, efficient, and knowledgeable	1
Staff person is very helpful	1
staff sometimes sent to cover other staff positions, leaving no one in the office	1
Staff work hard to keep the offices covered and to provide support services to a multitude of associate faculty.	1
Super well kept workrooms, a pleasure to work in	1
Support staff are wonderful but offices are understaffed. Computers are frequently slow and/or non-functional.	1
the best I've ever worked with	1
the combination changes and we are not always given correct access code and no one is at the desk	1
The functionality of computers in multiple places with printers, helps me do my job.	1
The Instruction Office in the U building had some equipment problems in 2010, but they have now been addressed. It would be better if we could have more than one administrative assistant available during all times that associate faculty are working, but I know that would probably be too costly.	1
The instruction office that I use in D building on PRC is always well supplied, clean, computers working. The secretary in this office is very helpful.	1
The rooms are always clean and a workstation is always available	1
The secretaries there are very helpful. The workroom had all the supplies I ever needed.	1
the secretary is courteous and helps	1
The staff in the instruction offices on our campus are extremely help to our associate faculty and also with coordinating class cancellations from faculty who call in sick.	1
The staff is helpful and courteous.	1
There is always someone willing to answer questions.	1
These vary dramatically by campus. CPC has the cleanest, most well-kept rooms with modern equipment. PRC's are adequate, and SCC's B103 is cramped and dirty.	1
They are always available for assistance.	1
They have always been helpful and courteous to me	1
Things are organized neatly	1
Use it all the time and Love it.	1
use it often and [Individual Name] is very willing to help, goes out of her way to ensure you have what you need.	1
used for 10 years, always great.	1
useful technology (ie computers, printers, etc)	1
usually free and avialable not always fully supplied however	1
very friendly and helpful staff people	1
Very good. Wonderful staff!!	1
very helpful	1
Very helpful	1
Very helpful and ready to assist	1
Very helpful staff especially in dealing with issues in the evening.	1
Very helpful.	1
Was not able to get assistance or find staff and the instructors were not very friendly.	1
well equipped	2
Well organized	1
When I have used it, it was good, but use rarely.	1
Will do anything for you	1
Wonderful resource for A.F., especially those workrooms that are staffed	1
Total	895

## Specify reason for rating -Library\*

	Frequency
Did not respond	648
A wonderful resource for information needed in my work. Great support.	1
All of the CPC librarians are knowledgeable and helpful.	1
all the knowledge is there	1
All the libraries provide excellent service to students and staff.	1
Always courteous; excellent inter-library loan service	1
always friendly and helpful, love to go to the library	1
Always gets the books through ILL when requested	1
Always help me find materials that I request for class	1
always helpful	2
Always helpful	2
Always helpful and willing to help students	1
Always helpful with teachers and students	1
Always ready to work with faculty and students, innovative and helpful. I can't say enough good things about them.	1
Assist very well with developing the students research ability	1
At PRC, the staff are always helpful. They promptly answer my emails and all of my questions. Great work!	1
average	1
Beautiful! Good staff ready to help	1
Because I am a Librarian at SCC Library and have experienced excellent service	1
best library in Texas! librarians always helpful	1
Best library in the universe	1
Beth Adkins is awesome	1
Bobbie Long is the greatest and runs the CPC library with excellence.	1
Books are available both in paper-form and electronic form (please keep paper form an option!!)	1
Books well ordered and present	1
Concerned and wanting to help build resources for class	1
Contact with library staff at SCC to request addition of specific books and periodicals for our students. Handled in a timely manner.	1
Courteous and helpful at all times	1
Courteous and knowledgeable	1
CPC, easy	1
Decent collections, helpful staff	1
do not have my class text materials on file or as a resource	1
Don't use the campus libraries much, but when I have used them I've had a good experience. Especially at the CPC library.	1
During high peak seasons, like beginning of school year, they really should have a seperate line for staff/faculty members so we don't have to wait in line for such long periods.	1
easy acces to all books	1
easy to locate books	1
Excellent, excellent staff. Helpful in all capacities. [Individual Name] even assist with AAHM library display.	1
efficient and proactive	1
Efficient, Good Customer Service, Friendly	1
enforce no cell phone use in Libraries	1
especially [Individual Name] @ Spring Creek	1
Everyone has always been so helpful and eager to support instructors.	1
Everyone I've encountered in the dept is pleasant.	1
excellent - materials, access and study	1
Excellent	1
Excellent service, a role model for the college	1
excellent service, friendly staff	1
Excellent services	1
Excellent staff that is helpful to both students and faculty alike. Very solicitous and knowledgeable. Great facilities and well stocked shelves. Also magnificent online sources.	1

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

## Specify reason for rating -Library\*

Excellent staff, enjoyable to work with, excellent online portal	1
excellent support	1
excellent support with Ereserves	1
excellent, especially the liaisons!	1
First class service with a smile	1
Friendly	1
Friendly helpful staff. When I had a question regarding their website they were quick to respond.	1
friendly service	1
Fun people, always willing and able to assist	1
good and prompt customer service	1
good quick service, friendly staff	1
Good Service and Excellent selection of materials	1
Great at meeting my needs	1
Great atmosphere for study and a good resource.	1
Great library and services and very helpful.	1
Great resource for faculty, staff and students; professional and knowledgeable; generally respond to needs in a timely fashion	1
great resource for the whole Collin community	1
great resources	1
Great resource	1
Great service	1
Great staff	1
Great staff, very easy to find what I needed and are always quit to get me information needed for end of year closing	1
Great support for professors; very responsive.	1
great support from an great group here at PRC	1
Great to work with	1
Had the materials I needed.	1
has many services	1
have used quite a bit	1
Have used the services for my students and found the library services staff helpful and accommodating	1
helpful	1
Helpful	1
helpful and courteous.	1
helpful and knowledgable	1
Helpful in find resources and provide rapidly	1
Helpful not as friendly as expected	1
Helpful staff-collection good.	1
helpful staff	1
Helpful staff and I usually find what I need	1
Helpful staff for a question.	1
Helpful staff who are well informed.	1
helpful staff, quick services, lots of good books!	1
helpful, research	1
Helpful, works with you when assisting faculty with requests	1
I've never had anything but good interactions with the librarians. However, my students have reported that one librarian at the PRC library is unhelpful and somewhat abrupt and unapproachable in her manner.	1
I am biased, but everyone works extremely hard to satisfy patrons.	1
I am part-time and do not have much time to use the library	1
I can call in advance or go by and get help at any time. They are knowledgeable and courteous.	1
I deal mainly with [Individual Name] , she is excellent!	1
I do not know where to begin, the help that I received in PRC library to take a tour, designing a link for my course resources, teaching my students how to use the library link to access different resources, all have been amazing.	1

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

I get what I need in a timely manner.	1
I have not had occasion to use the library often, but the times i have needed library assistance I was able to find it quickly.	1
I know they utilize the resources they are supplied with	1
I love the Library, most everyone is friendly and helpful, once you get the hang of the databases they are easy.	1
The Library computer lab (Pharos?) is overly complicated and not user friendly to students between semesters.	1
I receive tremendous support and help from the librarians - especially from my Humanities Liaison [Individual Name]	1
I scheduled some class time there to learn about research. They were awesome and flexible but they taught MLA when I specifically emphasized that my students needed to learn APA in using citations.	1
ILL library staff were very helpful in procuring research materials in a timely fashion	1
Information is there and staff is helpful	1
It's getting better!	1
[Individual Name] is awesome!!	1
keeps reserves for my classes and helps me find resources when needed	1
Knowledgeable	1
Knowledgeable and helpful staff. Electronic database superb.	1
Knowledgeable personnel eager to assist.	1
Knowledgeable staff and excellent resources make this a very helpful place.	1
Knowledgeable, cordial, efficient.	1
Knowledgeable, friendly and helpful	1
length of time to keep out DVD'S should be longer	1
Librarians always courteous and ready to assist at all times.	1
Librarians and support staff are very helpful	1
Librarians are extremely helpful to me as a member of staff and to any students I bring to the library for help with research.	1
Librarians waste money and then complain that they need to cut costs.	1
Library collection is well selected & supports the academic mission to a T. Librarians & staff are hardworking & dedicated to providing excellent service	1
Library staff are courteous and helpful. CPC library is beautiful.	1
Limited use-I teach math	1
[Individual Person] has been great in introducing me to the resources available to the staff and students.	1
[Individual Person] is very helpful and knowledge, thank you.	1
[Individual Person] is an awesome support to nursing	1
lots of resources	1
Love the CPC Library!	1
Love the information sessions-and the LibGuide the library has created just for my class.	1
meet my needs	1
[Individual Person] is the best. She always gets what we ask for to help us teach as effectively as we can.	1
My objectives were met.	1
Need audiobooks that staff ask for not what the librain wants to order.	1
Need more copiers for students.	1
Needs have been met with courteous and knowledgable staff	1
nice online resources. Love Safari Books Online.	1
nice staff	1
No library at my current campus	1
No one to help me or to explain system. I'm used to the Dewey Decimal System and couldn't understand how books were shelved.	1
no problems	1
no problems with service	1
No problems, ever. Everybody friendly and helpful.	1
No Video/CD transfer from one campus LRC to another: BIG ISSUE!	1

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.



## Specify reason for rating -Library\*

not enough study rooms for the amount of students at the campus. the wide open spaces make a lot of noise and it is hard to study when people are talking. also the study rooms are not that quiet and you can hear the people inside of them talking. the dvds need to have a week check out time and there need to be more and better scanners.	1
Not too much to complain about. I have encountered some crankiness from a few staff members when asking for assistance, but nothing severe.	1
Our CPC library liaisons are awesome!	1
Our CPC library staff are ALWAYS very kind and helpful.	1
Our library is great, employees are knowledgeable, and if you need an item ordered or purchased, they will get it for you.	1
Outstanding help	1
Overall the Library is great but trying to use the systems with limited knowledge of how to do that can be frustrating.	1
people always willing to help	1
Personally, I have not had a problem; however, I have heard students complain about the lack of available computers and assistance.	1
PRC - always there to help in any way.	1
PRC	1
PRC and CPC campus librarians are top-notch, but I have found SCC librarians to be not very friendly and to have different policies on holding books and whether or not they'll help you find a book over the phone. I find this discrepancy alarming and odd, hence the "3"--the midpoint between satisfied and unsatisfied. 1	1
PRC Library staff very knowledgeable and friendly, always ready to help	1
PRC well organized	1
prompt services	1
Provided much information, attention to detail, showed us other ways of searching items, improved our knowledge of what the library databases offer, how to better use them, took time to answer questions, very willing to help	1
Provides a ton of resources	1
Really only familiar with D.L. or virtual library-- tutorials are excellent, the D.L. librarian, [Individual Name] is very helpful.	1
Requested a presentation for my class and they obliged and were very helpful	1
RESPONDS WELL TO REQUESTS	1
Responsive to acquisition requests for new materials/books.	1
same as the above	1
Satisfied with services, Overcrowded. Lines at service points	1
Satisfied my needs.	1
SCC - excellent collection	1
SCC	6
SCC and PRC	1
SCC staff go out of their way to help.	1
Some problems with changes in help over time	1
Sometimes they do not carry the books I'm looking for	1
Spring Creek	1
Spring Creek campus	1
Spring Creek Campus	1
Staff are helpful	1
Staff has been very helpful in locating materials.	1
Staff is always helpful with assistance in selecting and finding resources.	1
staff is great in the library	1
Staff is not very helpful.	1
Staff is present and knowledgeable, easy to find, quick to answer questions	1
Staff is very friendly , but at night problems could not be solved.	1
Staff knowledge, service level	1
Staff members are very helpful	1
Staff very service oriented and have the resources I need.	1
Staff was very helpful with information.	1

---

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

Specify reason for rating -Library\*

	Frequency
Staff went out of the way to help.	1
Staff, books and computers are great, Operating hours is inconvenient. Need to be open till midnight	1
the Books and Scientific Journals are a plus however, there are not many DVDs/Videos for Biology students	1
the circulation staff is friendly, helpful and efficient	1
The humanities librarian is outstanding! But the librarians who check out material always seem to be having a bad day or pissed off.	1
The librarians go above and beyond with my classes every semester.	1
The library is a treasure of services and products.	1
The library staff at CPC are amazing. They are always ready and willing to help with anything!	1
The library staff has been very helpful. I use the videos to show in the class.	1
The library staff helps me pull materials for class in advance. They're helpful, knowledgeable and friendly!	1
The Library was a great help with Distance Learning.	1
the people there always smile and are very friendly	1
The PRC library staff are excellent!	1
The procedures for e-reserves is much too complicated. One should not have to fill out a new form for the same documents every semester.	1
The research librarians are eager to help and go above and beyond	1
The resources are vast and the librarians are helpful	1
The SCC library staff are extremely friendly and knowledgeable.	1
The staff has always been very helpful and patient. They are very knowledgeable and organized. Used both the SCC and the CPC library	1
the staff is always very helpful	1
the staffs at PRC Library are always ready to help with any need.	1
They are courteous and efficient.	1
They are Fantastic!	1
They are FANTASTIC!!!	1
They are friendly and helpful	1
THEY ARE THE BEST	1
They are very knowledgeable and friendly.	1
They call to say when requested material is available	1
They have been helpful to and more than that to my students. Great team.	1
They have helped me obtain videos.	1
They provide the service they should	1
They seem to know where everything is at	1
Too many clicks to get to library media collections like music, etc.	1
Too small at SCC	1
use PRC, CYC, SCC; librarians very helpful	1
Very clean & employees are very helpful	1
very efficient	1
Very efficient, and helpful	1
very friendly and willing to help	1
Very helpful	2
very helpful staff-took my class there and the librarian was very well prepared for us	1
very helpful to me and my students about options	1
Very helpful, courteous, knowledgeable	1
Very helpful.	1
very organized, courteous staff	1
Very pleased with the Library.	1
Very professional. Have always gone out of their way to help me.	1
We receive a list of new business books; who approves these books? Recommend sending a list to faculty of new books and faculty recommend purchase of new books for library. Perhaps this could be a cost savings realized.	1
Well lit, organized floor plan	1
Well supported. Popular with students. Best in N. Texas.	1

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

Specify reason for rating -Library\*

	Frequency
Were able to help me when I needed assistance in a timely fashion	1
What will we do with all the space when books go digital?	1
when I am at a campus, very helpful	1
Wonderful	1
Total	895

\*Please provide information about the library at your primary campus, if your primary campus does not have a library leave it blank.

## Specify reason for rating -Math Centers / Labs

	Frequency
Did not respond	851
a great resource for students, but some tutors lack the knowledge they need to help students	1
another great resource for students	1
Both the math lab and the testing center do a great job.	1
Crowded but efficient	1
easy to use	1
Efficient, Good Customer Service, Friendly	1
Extensive hours of help including evenings and weekends	1
First class knowledge and service	1
good hours	1
good teachers	1
great! I work there.	1
helpful and courteous.	1
helpful and excellent staff	1
Helpful free service, however it is overloaded and difficult for students to receive help in an orderly fashion. There should be some sort of formal queue for students to receive help instead just a raise of hands.	1
I dont use	1
I have had many students complain that they were not very helpful, and some refused to help them with simple concepts like learning multiplication tables.	1
I LOVE the math lab at PRC. Most of the tutors are knowledgable and helpful.	1
Instructors and staff have been very helpful. Go above and beyond and have even stayed late to help when I needed	1
Math Labs have suffecient staff to aid students	1
Need more staff to meet so much demand.	1
Needs have been met with courteous and knowledgable staff	1
needs more staff and expanded schedule	1
not friendly	1
OK but the waiting time is way too long at the CPC campus. Need more help.	1
Our students bring back reports of helpful staff in Math Labs and Centers.	1
Provides great support for our math program, great people in PRC math lab	1
referred students there	1
rude, no heart in helping students, not focused on the student	1
Some Associates are not respectful.	1
some complaints about a few tutors ability	1
Some of the tutors are condescending when you do not understand the concepts on the first explanation	1
staff can be irritable	1
Staff was helpful to me	1
students can pass math classes b/c of the help recevied through math lab	1
Students have complained regarding no help offered in the Math labs.	1
Support for students	1
The Math Lab meets needs for both math and science students.	1
They are very helpful and knowlegeable.	1
They were very helpful	1
Too many tutors are not working with students	1
used very little and got very good support	1
very helpful	1
Very Knowledgeable	1
Very knowledgeable and helpful as well as friendly	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Online Student Support Center (OSSC)

Did not respond	839
A great resource for our students.	1
A thankless job since we have Blackboard, but the staff are very dedicated to assisting online students.	1
As associate faculty teaching via the Internet (live in San Antonion) I rely on OSSC's many procedures and tutorials to prepare my students for navigating in Blackboard.	1
Collin employees are trying their best with inadequate technical support; often have conflicting information between departments. Non-Collin support has been a disaster.	1
DK - I make my students aware of this.	1
Everyone I've encountered in the dept is pleasant.	1
fantastic and wonderful and incredibly helpful!!!	1
few student complaints	1
great services and staff	1
great to have	1
Hard to get in touch with, short in dealing with students	1
Helpful	1
Helpful and courteous	1
Helpful to online students	1
I have not been a user myself, but I know my students are getting a lot of their helps.	1
I know they utilize the resources they are supplied with	1
I refer students for my online classes and students seem to get their problems handled	1
I wish would be more efficient in providing the information to students.	1
Information not highly visible.	1
knowledge and assistance	1
Love the tutorials	1
many student complaints	1
Must offer on campus support through census date and 5 days after. Need to support evening students as well.	1
NA	1
Not always helpful for my student, tho courteous	1
Obsolete. Not used by students. Cougarweb is easy. Vestige of long ago.	1
Offers valuable service to online students	1
Ok for now.	1
Only know that students have occasionally complained. Overall, based on student comments, service is fine.	1
problems with Blackboard for online course	1
Professional and knowledgeable; great resource for distance learners/faculty; respond in a timely fashion	1
Really appreciate the onsite & online orientations.	1
referr students to this center	1
responses to my questions was prompt	1
Role not well defined. Students seem unaware of services.	1
Send my students to this services and has been helpful for my students	1
some students have complained to me that they take a long time to return calls	1
staff are friendly and students report that they are helpful	1
Student's main complaint is no user friendly help offered from the online support center.	1
Students complain about services	1
students report back as pleased with these services/tutorials.	1
Terrific at helping students and faculty	1
The Blackboard Help Desk in SCC Library is not always helpful, esp. to faculty who they pawn off to Jackie at the drop of a hat. Everyone else is great.	1
Their email in Jan led me to incorporate their info into my syllabus. If they deliver what they promise, its very needed.	1
They are so helpful!	1
they are there when students need help	1
This is much better this semester than it has been in the past.	1
too hard to understand	1
<del>Too many reports of problem-solving challenges, responses students feel discourteous</del>	<del>1</del>

Specify reason for rating -Online Student Support Center (OSSC)

use often and they are efficient in helping students with their tech issues	1
Useful -- help my online students	1
very good	1
very helpful seminars wish more online students used their services	1
Very important since students have several learning centers, Cougarmail, and admission and registration online.	1
vital and need more of this.	1
Work with the department on a regular basis	1
Total	895

Specify reason for rating -Science Den

	Frequency
Did not respond	885
Great place to student either in groups or individually	1
I believe this is a great resource for students, and have received great feedback about it.	1
No problems, ever. Everybody friendly and helpful.	1
Open to my student for tutoring periods	1
please hire more tutors!	1
Satisfied my needs.	1
still could use more tutors for anatomy , physics and chemistry	1
The models and slides we have at the science Den are very useful for our students	1
The Science Den provides approximately 45 hours per week of free tutoring for Collin science students.	1
Very sharp. Popular. Interesting.	1
Total	895



## Specify reason for rating -Teaching Learning Centers

A great resource for faculty, but I had to learn of this resource from my peers. It may be possible to

	Frequency
Did not respond	811
enlighten new faculty about the TLC in a prominent way so they are aware of the resource available to them.	1
A number of the tutorials are outdated and information is not always intuitively organized	1
A tremendous team of trainers provide wonderful services	1
always fabulous and flexible	1
always helpful	1
Always helpful	2
always there for me	1
Becoming obsolete. Not innovative. Isolated.	1
can't do my job well without them	1
classes good and individual one-on-one excellent	1
Couldn't help me with blackboard	1
Courteous staff always seems willing to assist	1
Difficult to schedule time to receive help	1
Everyone I've encountered in the dept is pleasant.	1
excellent help; friendly staff	1
Excellent service	1
excellent support	1
Extremely knowledgeable, always willing to help, courteous & frank	1
Fantastic staff always available to assist faculty.	1
Francis is great -- quick response to my queries	1
gets the job done, not much more	1
[Individual Name] at the CPC TLC is awesome!	1
[Individual Name] is great!	1
[Individual Name] is the bomb! (that's good!)	1
Good job of providing support, need more info about new Blackboard.	1
Great help and wonderful people	1
Great instructional resource; have used often and very pleased with help I received	1
Great people and very knowledgeable/helpful...	1
Great resource.	1
Great resource for help	1
Great service	1
great services and staff	1
have been very helpful in a timely fashion over the years	1
Have seen improvements over past 5 years in workshops quality; very responsive to questions, but again working without adequate technical support.	1
helpful but understaffed. Faculty need help with new programs (Banner, Blackboard versions) and one person is not enough.	1
Helpful staff. Very knowledgeable.	1
helpful with student problems	1
I could not function without it--I use it every semester	1
I get the help I need when I need it.	1
I have met with TLC on Preston Ridge, very helpful	1
I have taken so many workshops at TLC either as a group or individually designed to meet my needs, I am in debt of [Individual Name] for helping me get a hang of BlackBoard.	1
I have used the one at CPC and SCC and found the services to be excellent	1
I used the online information - was very helpful	1
[Individual Name] is kind and smart and no doubt knowledgeable - but NO ONE can understand a word she says - WHY do you have her in a position where she teaches training classes?	
She should give online support only or be moved to another position. It is so frustrating to ask her a question and not be able to understand the answer.	1
[Individual Name] is worth her weight in gold. I have worked with her for years and she is *always* professional, knowledgeable, efficient and dependable.	1

Specify reason for rating -Teaching Learning Centers

	Frequency
Knowledgeable	1
Knowledgeable, efficient, cordial, helpful.	1
More instructional and updated info needed on web site	1
most contact via e-mail	1
Need more staff to meet the needs of all faculty.	1
Needs have been met with courteous and knowledgeable staff	1
no problems with service	1
Outstanding personnel at all campuses.	1
periodically they don't know the answers to Blackboard issues	1
pleased with the level of online tutorials for me as instructor	1
Prompt, accurate response along with friendly service.	1
Same as above	1
satisfied with [Individual Name]	1
Sometimes the wait is a bit too long	1
Specific courses help me develop programs to fit our needs.	1
Spring Creek	1
Staff are knowledgeable and friendly.	1
thanks for the technology workshops and help developing the online course I teach	1
The only limitation I have experienced is my own motivation to ask for the help. When I do attend a class or visit the office, I always leave with helpful information!	1
They are exceptionally friendly with great services.	1
They are great; They just need more staff in busy times before the start of the term	1
Though probably understaffed, the TLC does an amazing job of keeping faculty trained. Wonderful assistance offered as well as diligent and dedicated troubleshooting. They are friendly and patient!!!	1
Top notch services! No matter what ideas I have in my head the TLC always help me figure out how to make it a reality!	1
Tremendous support on a consistent basis!	1
Use this service on a regular basis in SP and FA and find them extremely helpful	1
very good	1
Very Good	1
very helpful	1
very helpful with my web page	1
VERY HELPFUL!!!!	1
Very Informative!	1
Very knowledgeable staff	1
Very pleasant to work with, always knowledgeable about their product, creative	1
Very, very helpful	1
well informed and friendly	1
when I need help they have always been able to fix it.	1
Wonderful staff	1
Work with the department on a regular basis	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Wellness Program

Did not respond	803
A great benefit for staff	1
A healthy academic community is a happier & more productive intellectual & social community	1
Accommodated our group with a room to exercise at lunch.	1
Adequate facilities and programs offered.	1
Always helpful	1
Amazing opportunity, valuable	1
appreciate emails and fitness opps; haven't used recently	1
AWARE OF THEIR PROGRAMS	1
Awesome thing to have. We are very blessed to have such a program. It's great that the college is concerned w/ our health	1
Awesome! Need more later in the day after work/school CPC.	1
Class offering times not convenient	1
Courses at CPC are few and happen during the middle of the day. Who wants to sweat in the middle of the day and go back to work?	1
do wellness everyday and they are inspiring	1
Don't use as often as I should but appreciate it is there/available for all	1
Efficient, Good Customer Service, Friendly	1
Enjoy the program.	1
Excellent	1
Friendly	1
Full of new ideas	1
good facilities	1
Good idea but classes and times suit staff, not patrons.	1
Good Program	1
Good program, motivation to exercise, and informative health emails	1
Good programs; ongoing information to support our health.	1
great to allow faculty and staff to have to time for wellness and that it is on campus	1
Great variety of programs	1
Great! Have taken part- love the news letter	1
Great.	1
Have not participated recently but did so many years ago. Would like more classes such as tennis	1
Have received much help from the Wellness director	1
help us stay healthy	1
Helpful	1
hrs are not good	1
I am well aware of our wellness programs, fitness centers, wellness time etc. I wish I had more time to use them.	1
I believe it is a great encouragement to have wellness classes and programs to encourage its workers to stay healthy.	1
I can't always get away to exercise, which is not their fault.	1
I enjoy and learn a lot from the email updates	1
I feel very fortunate that we have a wellness program and wish I had the time to take better advantage of it.	1
I have been taking [Individual Name] kickboxing class for a year, it helped me get off my BP meds, and I lost some weight. This class is great for promoting healthy and safe exercise.	1
I like the instructor and helps me exercise.	1
I liked the old program with teams.	1
I love the wellness program and attend the a few classes on a regular basis.	1
I need to utilize the program more often.	1
I participate. [Individual Name] is very encouraging.	1
I receive regular e-mails with helpful wellness information.	1
I use the Fitness center as my wellness program.	1
I wish the wellness programs at PRC were not all between 11-1 or at 6am. How about some late afternoon classes for those of us who teach?	1
inadequate space provided for program	1

Specify reason for rating -Wellness Program

Informative. Efficient.	1
Instructor was not reliable; no showed more than showed	1
instructors are very good	1
It is wonderful to participate! The staff running it are always so friendly!	1
keeps everyone updated about events	1
Keeps me aware of my Health!	1
Linda does a good job keeping us informed	1
Love the programs	1
Love this - [Individual Name] on for Pilates is incredible - great technique & very knowledgeable! [Individual Name] (Line Dancing) is the best - we have such a great time - we don't know we are working out. I would love it if Line Dancing were twice a week!	1
More programs at CYC	1
More programs needed at various campuses	1
New to program.	1
nice additional option for workouts	1
Nice avenue to meet and workout with colleague	1
Nice program, many times are not able to due to coverage.	1
Not enough exercise classes at CHEC. I need cardio, not just just stretching and toning.	1
not used a lot	1
Offer a great set of free classes and programs	1
offers great classes	1
Offers timely for maintaining good health habits.	1
Processes could be improved	1
Program has helped with stress and self esteem	1
Program needs provisions to exercise off campus for CYC	1
program needs to be more personable	1
Programs offered are ok but not at good times	1
Redundant	1
Should be offered at more varied times	1
The exercise classes last the whole semester	1
The program has never adequately addressed a viable weight loss/weight management program for college employees (a huge component of any successful wellness program.)	1
The time the classes are offered fit my schedule and the instructors are dedicated.	1
The Wellness Program for the college staff is so very important. For me it has reduced my stress and anxiety so much I am able to focus and complete my deadlines more efficiently. I am able to come back into the office and be more patient and a better problem solver for the students and staff. Alot of times we can not leave and take breaks or lunch. So having the Wellness right here at our campus helps us to walk away and be healthy for ourselves and be a stronger for others. Please Please consider keeping this program.	1
There could be more different types of classes offered.	1
They give good information and awareness,	1
This is an excellent service offered by the college	1
too few employee fitness offerings in the early morning	1
very up to date information	1
We should have more wellness options at the CHEC.	1
we should not be made to do this program but it nice to offer for those of us that are not allergic to Exercise.	1
Well organized	1
Wellness is a Great benefit	1
Wellness Program is a great source of encouragement from an unlikely source.	1
why don't more employees use it?	1
Wish there was more variety but the fact that this program exists is wonderful. Thank you!	1
Work with the department rarely	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Writing Centers

Did not respond	804
a fantastic service -	1
A very much needed resource	1
Academics would decrease w/o writing centers	1
again, another great resource to allow our students to be successful	1
Always available for my students	1
Always inform me of student usage	1
Always provide excellent aid to my students	1
are very helpful to my students	1
Can't say if it is the student work or the center - sometimes essays still are not well written even after student seeks help from writing center - may be a student issue	1
Consultants are extremely knowledgeable, friendly, & helpful	1
Definitely need to hire more help!	1
detailed report on useful instruction given to my students	1
Do a great job with students.	1
Essential. Popular. Energetic.	1
excellent	1
Excellent persons employed in the writing center.	1
Excellent resource for aiding students and our instruction	1
excellent staff	1
For the most part, the PRC Writing Center is helpful, but some of the tutors give my students incorrect information about MLA format, and many of the online tutors are downright condescending to my students.	1
friendly, knowledgeable, efficient staff; short time for consultation, though	1
generally are quite helpful to my students	1
good service	1
Good variety of offerings for students with helpful personnel.	1
Great resource for students and faculty	1
Great support for my teaching and student writing	1
Great support for students	1
great to help with student writing	1
HAD a very effective system prior to NEW management--messed it up!	1
Have benefitted my students many times; probably raises their grades on writing assignments by a letter grade at least	1
help students with papers	1
Helpful	2
helpful to students	1
helpful with student problems	1
helpful, friendly	1
helps interested students with our writing assignments--they report back as pleased.	1
Highly efficient and courteous staff.	1
I'm not impartial. I work at the Writing Center and am impressed with the staff.	1
I have directed my students to them and never heard a complaint. Seems to help when the student bothers to actually use the service.	1
I have only put their info into my syllabi that I give to my students. Students say they help.	1
I LOVE the Writing Centers. Very supportive and helpful to the students.	1
I occasionally receive random information on students utilizing this with no explanation as to the reason or what my involvement is expected to be.	1
I refer my students to the writing center and they always help	1
I send my students but haven't had direct interaction	1
I send my students to it when they have a paper and it really helps.	1
I used writing center as a student. Was very helpful.	1
In my one conversation with them, I was able to seek help for a student whose writing I was concerned about.	1
Interested and willing to help students get assignments done properly	1
<del>It is difficult to get an appt. at various times and staff can be irritable.</del>	<del>1</del>

Specify reason for rating -Writing Centers

Kind, friendly and very helpful to my students...	1
Little contact, but was good experience	1
Love the CPC Writing Center	1
Love the feedback they put in my box after meeting with students.	1
Love them! They do great work with students	1
My objectives were met.	1
My students have almost all positive comments.	1
my students have benefited tremendously from writing center support	1
Need more tutors--online & onsite--AND more space (for onsite). In addition, the online writing center focuses too much on grammar & "little" issues--content/substance & level of thought/writing/analysis need more attention. Because of these issues, I refer studetns to Smarthinking.	1
Needs have been met with courteous and knowledgable staff	1
not enough tutors/times	1
Not time-efficient; not always gramatically correct.	1
offer great help to students...very accessible...	1
Ok, but they need more people. Getting a schedule to talk with some one is a bit daunting. Online is much better. Love the seminars, they are informative.	1
one of the best support programs for students - my students continue to use the writing center long after my class is over	1
only address specific concern rather than general help	1
Satisfied my needs.	1
Sometimes long waits for an appointment. Not enough staff.	1
Staff are helpful and procedure is very user friendly	1
Staff well informed, student access adaqueate	1
Students generally have a positive experience but there don't seem to be enough time slots open; therefore, many of my students end up using the online writing center, which is not as effective as face-to-face instruction.	1
students give positive feedback on their services	1
Students of mine who used it seemed to be satisfied	1
The writing centers always provide quick feedback regarding student visits.	1
They are all terrific.	1
This service is so needed. thank you for providing this to our students, it is ver helpful.	1
Too general in reports.	1
Tutors were very helpful to my students.	1
Used once. Staff was very helpful and patient.	1
useful feedback on student's progress	1
Valuable service for students to get extra help	1
Valuable service with effective scheduling services	1
very curteous and helpful	1
Very good. They always send e-mails with their hours and always send instructors feedback when our students got to the writing center.	1
Very helpful	1
very helpful to students.	1
very helpful with students	1
Very proficient writing assistance and helpful to students.	1
Very supportive. Helped my students a lot	1
WC really needs its own director rather than a co-chair: tutoring is vital to struggling writers. I am on a committee to help work on ways to meet the growing student demand and lack of available times and tutors for the center	1
Whenever a student has gone to the writing center, he/she shows marked improvement	1
Writing Center housed on our campus was well used. Students lined up for advice and feedback on a daily basis. Writing Center does not operate out of this location any longer.	1
<b>Total</b>	<b>895</b>

## Section III. Student Development

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

		0	1	Total
	Count	141	654	795
	%	17.7%	82.3%	100.0%
Please indicate which of the following offices you are aw - Academic Advising	Count	173	622	795
	%	21.8%	78.2%	100.0%
Please indicate which of the following offices you are aw - ACCESS Office	Count	137	658	795
	%	17.2%	82.8%	100.0%
Please indicate which of the following offices you are aw - Admissions & Records Office/Registration	Count	235	560	795
	%	29.6%	70.4%	100.0%
Please indicate which of the following offices you are aw - Counseling & Career Services	Count	297	498	795
	%	37.4%	62.6%	100.0%
Please indicate which of the following offices you are aw - Dual Credit (High School Concurrent Enrollment)	Count	233	562	795
	%	29.3%	70.7%	100.0%
Please indicate which of the following offices you are aw - Financial Aid Office	Count	421	374	795
	%	53.0%	47.0%	100.0%
Please indicate which of the following offices you are aw - Recruitment & Programs for New Students	Count	258	537	795
	%	32.5%	67.5%	100.0%
Please indicate which of the following offices you are aw - Tech Prep	Count	535	260	795
	%	67.3%	32.7%	100.0%
Please indicate which of the following offices you are aw - Testing Centers & Assessment Services	Count	108	687	795
	%	13.6%	86.4%	100.0%

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

		0	1	Total
	Count	319	295	614
Have you used any services/programs offered by the follow - Academic Advising	%	52.0%	48.0%	100.0%
	Count	283	331	614
Have you used any services/programs offered by the follow - ACCESS Office	%	46.1%	53.9%	100.0%
Have you used any services/programs offered by the follow - Admissions & Records Office/Registration	Count	302	312	614
	%	49.2%	50.8%	100.0%
	Count	426	188	614
Have you used any services/programs offered by the follow - Counseling & Career Services	%	69.4%	30.6%	100.0%
Have you used any services/programs offered by the follow - Dual Credit (High School Concurrent Enrollment)	Count	471	143	614
	%	76.7%	23.3%	100.0%
	Count	439	175	614
Have you used any services/programs offered by the follow - Financial Aid Office	%	71.5%	28.5%	100.0%
Have you used any services/programs offered by the follow - Recruitment & Programs for New Students	Count	519	95	614
	%	84.5%	15.5%	100.0%
	Count	364	250	614
Have you used any services/programs offered by the follow - Student Life	%	59.3%	40.7%	100.0%
	Count	552	62	614
Have you used any services/programs offered by the follow - Tech Prep	%	89.9%	10.1%	100.0%
Have you used any services/programs offered by the follow - Testing Centers & Assessment Services	Count	181	433	614
	%	29.5%	70.5%	100.0%



**Using a five-point scale, to what extent do you agree or disagree with the following statements based on your experience with the Student Development services you have used.**

**1= Strongly disagree, 5 = Strongly agree**

**The unit procedures are user friendly.**

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Procedures are user friendly -Academic Advising	Count	12	29	53	77	109	10	290
	%	4.1%	10.0%	18.3%	26.6%	37.6%	3.4%	100.0%
Procedures are user friendly -ACCESS Office	Count	1	6	37	78	181	17	320
	%	.3%	1.9%	11.6%	24.4%	56.6%	5.3%	100.0%
Procedures are user friendly -Admissions & Records Office/Registration	Count	17	22	50	85	125	8	307
	%	5.5%	7.2%	16.3%	27.7%	40.7%	2.6%	100.0%
Procedures are user friendly -Counseling & Career Services	Count		1	14	38	119	12	184
	%		.5%	7.6%	20.7%	64.7%	6.5%	100.0%
Procedures are user friendly -Dual Credit*	Count	5	7	14	35	67	10	138
	%	3.6%	5.1%	10.1%	25.4%	48.6%	7.2%	100.0%
Procedures are user friendly -Financial Aid Office	Count	24	18	37	28	51	10	168
	%	14.3%	10.7%	22.0%	16.7%	30.4%	6.0%	100.0%
Procedures are user friendly -Recruitment & Programs for New Students	Count	1	2	10	22	42	15	92
	%	1.1%	2.2%	10.9%	23.9%	45.7%	16.3%	100.0%
Procedures are user friendly -Student Life	Count	2	5	26	56	134	19	242
	%	.8%	2.1%	10.7%	23.1%	55.4%	7.9%	100.0%
Procedures are user friendly -Tech Prep	Count	4	2	10	16	22	5	59
	%	6.8%	3.4%	16.9%	27.1%	37.3%	8.5%	100.0%
Procedures are user friendly -Testing Centers & Assessment Services	Count	6	14	36	95	259	10	420
	%	1.4%	3.3%	8.6%	22.6%	61.7%	2.4%	100.0%

**Descriptive Statistics**

Procedures are user friendly -Academic Advising	280	1	5	3.86	1.168
	N	Minimum	Maximum	Mean	Std. Deviation
Procedures are user friendly -ACCESS Office	303	1	5	4.43	.806
Procedures are user friendly -Admissions & Records Office/Registration	299	1	5	3.93	1.180
Procedures are user friendly -Counseling & Career Services	172	2	5	4.60	.664
Procedures are user friendly -Dual Credit*	128	1	5	4.19	1.085
Procedures are user friendly -Financial Aid Office	158	1	5	3.41	1.428
Procedures are user friendly -Recruitment & Programs for New Students	77	1	5	4.32	.895
Procedures are user friendly -Student Life	223	1	5	4.41	.849
Procedures are user friendly -Tech Prep	54	1	5	3.93	1.195
Procedures are user friendly -Testing Centers & Assessment Services	410	1	5	4.43	.896
Valid N (listwise)	12				

\*High School concurrent enrollment.

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

## The unit procedures are efficient.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Procedures are efficient -Academic Advising	Count	14	36	64	63	96	13	286
	%	4.9%	12.6%	22.4%	22.0%	33.6%	4.5%	100.0%
Procedures are efficient -ACCESS Office	Count	3	11	41	78	167	22	322
	%	.9%	3.4%	12.7%	24.2%	51.9%	6.8%	100.0%
Procedures are efficient -Admissions & Records Office/Registration	Count	17	23	59	77	116	14	306
	%	5.6%	7.5%	19.3%	25.2%	37.9%	4.6%	100.0%
Procedures are efficient -Counseling & Career Services	Count		2	17	38	111	16	184
	%		1.1%	9.2%	20.7%	60.3%	8.7%	100.0%
Procedures are efficient -Dual Credit*	Count	7	7	14	38	63	11	140
	%	5.0%	5.0%	10.0%	27.1%	45.0%	7.9%	100.0%
Procedures are efficient -Financial Aid Office	Count	27	21	32	26	49	13	168
	%	16.1%	12.5%	19.0%	15.5%	29.2%	7.7%	100.0%
Procedures are efficient -Recruitment & Programs for New Students	Count	1	4	13	17	42	14	91
	%	1.1%	4.4%	14.3%	18.7%	46.2%	15.4%	100.0%
Procedures are efficient -Student Life	Count	4	10	19	58	123	23	237
	%	1.7%	4.2%	8.0%	24.5%	51.9%	9.7%	100.0%
Procedures are efficient -Tech Prep	Count	3	4	10	14	23	4	58
	%	5.2%	6.9%	17.2%	24.1%	39.7%	6.9%	100.0%
Procedures are efficient -Testing Centers & Assessment Services	Count	8	12	31	100	257	12	420
	%	1.9%	2.9%	7.4%	23.8%	61.2%	2.9%	100.0%

### Descriptive Statistics

Procedures are efficient -Academic Advising 273 1 5 3.70 1.221

	N	Minimum	Maximum	Mean	Std. Deviation
Procedures are efficient -ACCESS Office	300	1	5	4.32	.912
Procedures are efficient -Admissions & Records Office/Registration	292	1	5	3.86	1.194
Procedures are efficient -Counseling & Career Services	168	2	5	4.54	.725
Procedures are efficient -Dual Credit*	129	1	5	4.11	1.140
Procedures are efficient -Financial Aid Office	155	1	5	3.32	1.476
Procedures are efficient -Recruitment & Programs for New Students	77	1	5	4.23	.999
Procedures are efficient -Student Life	214	1	5	4.34	.954
Procedures are efficient -Tech Prep	54	1	5	3.93	1.195
Procedures are efficient -Testing Centers & Assessment Services	408	1	5	4.44	.901
Valid N (listwise)	12				

\*High School concurrent enrollment.

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

## The unit met my needs in timely manner.

		1= Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Met my needs in timely fashion -Academic Advising	Count	10	20	62	72	104	17	285
	%	3.5%	7.0%	21.8%	25.3%	36.5%	6.0%	100.0%
Met my needs in timely fashion -ACCESS Office	Count	4	7	32	80	184	13	320
	%	1.3%	2.2%	10.0%	25.0%	57.5%	4.1%	100.0%
Met my needs in timely fashion -Admissions & Records Office/Registration	Count	20	18	43	83	128	12	304
	%	6.6%	5.9%	14.1%	27.3%	42.1%	3.9%	100.0%
Met my needs in timely fashion -Counseling & Career Services	Count		1	14	47	108	13	183
	%		.5%	7.7%	25.7%	59.0%	7.1%	100.0%
Met my needs in timely fashion -Dual Credit*	Count	7	7	11	33	65	15	138
	%	5.1%	5.1%	8.0%	23.9%	47.1%	10.9%	100.0%
Met my needs in timely fashion -Financial Aid Office	Count	24	27	18	34	54	9	166
	%	14.5%	16.3%	10.8%	20.5%	32.5%	5.4%	100.0%
Met my needs in timely fashion -Recruitment & Programs for New Students	Count		3	11	20	45	12	91
	%		3.3%	12.1%	22.0%	49.5%	13.2%	100.0%
Met my needs in timely fashion -Student Life	Count	3	8	18	62	129	18	238
	%	1.3%	3.4%	7.6%	26.1%	54.2%	7.6%	100.0%
Met my needs in timely fashion -Tech Prep	Count	2	1	14	16	21	4	58
	%	3.4%	1.7%	24.1%	27.6%	36.2%	6.9%	100.0%
Met my needs in timely fashion -Testing Centers & Assessment Services	Count	8	10	28	83	278	11	418
	%	1.9%	2.4%	6.7%	19.9%	66.5%	2.6%	100.0%

### Descriptive Statistics

Met my needs in timely fashion -Academic Advising	268	1	5	3.90	1.117
	N	Minimum	Maximum	Mean	Std. Deviation
Met my needs in timely fashion -ACCESS Office	307	1	5	4.41	.864
Met my needs in timely fashion -Admissions & Records Office/Registration	292	1	5	3.96	1.205
Met my needs in timely fashion -Counseling & Career Services	170	2	5	4.54	.672
Met my needs in timely fashion -Dual Credit*	123	1	5	4.15	1.160
Met my needs in timely fashion -Financial Aid Office	157	1	5	3.43	1.486
Met my needs in timely fashion -Recruitment & Programs for New Students	79	2	5	4.35	.863
Met my needs in timely fashion -Student Life	220	1	5	4.39	.887
Met my needs in timely fashion -Tech Prep	54	1	5	3.98	1.037
Met my needs in timely fashion -Testing Centers & Assessment Services	407	1	5	4.51	.879
Valid N (listwise)	13				

\*High School concurrent enrollment.

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

NOTE:

## The unit staff are knowledgeable.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Staff is knowledgeable -Academic Advising	Count	16	37	53	65	108	7	286
	%	5.6%	12.9%	18.5%	22.7%	37.8%	2.4%	100.0%
Staff is knowledgeable -ACCESS Office	Count	1	2	22	69	211	17	322
	%	.3%	.6%	6.8%	21.4%	65.5%	5.3%	100.0%
Staff is knowledgeable -Admissions & Records Office/Registration	Count	15	15	37	83	148	9	307
	%	4.9%	4.9%	12.1%	27.0%	48.2%	2.9%	100.0%
Staff is knowledgeable -Counseling & Career Services	Count		2	9	37	126	8	182
	%		1.1%	4.9%	20.3%	69.2%	4.4%	100.0%
Staff is knowledgeable -Dual Credit*	Count	4	9	12	26	82	6	139
	%	2.9%	6.5%	8.6%	18.7%	59.0%	4.3%	100.0%
Staff is knowledgeable -Financial Aid Office	Count	10	19	19	45	66	9	168
	%	6.0%	11.3%	11.3%	26.8%	39.3%	5.4%	100.0%
Staff is knowledgeable -Recruitment & Programs for New Students	Count	1	2	9	16	54	8	90
	%	1.1%	2.2%	10.0%	17.8%	60.0%	8.9%	100.0%
Staff is knowledgeable -Student Life	Count		7	20	53	143	13	236
	%		3.0%	8.5%	22.5%	60.6%	5.5%	100.0%
Staff is knowledgeable -Tech Prep	Count	1	3	10	14	27	3	58
	%	1.7%	5.2%	17.2%	24.1%	46.6%	5.2%	100.0%
Staff is knowledgeable -Testing Centers & Assessment Services	Count	4	5	38	79	279	13	418
	%	1.0%	1.2%	9.1%	18.9%	66.7%	3.1%	100.0%

### Descriptive Statistics

Staff is knowledgeable -Academic Advising	279	1	5	3.76	1.254
	N	Minimum	Maximum	Mean	Std. Deviation
Staff is knowledgeable -ACCESS Office	305	1	5	4.60	.682
Staff is knowledgeable -Admissions & Records Office/Registration	298	1	5	4.12	1.125
Staff is knowledgeable -Counseling & Career Services	174	2	5	4.65	.634
Staff is knowledgeable -Dual Credit*	133	1	5	4.30	1.080
Staff is knowledgeable -Financial Aid Office	159	1	5	3.87	1.253
Staff is knowledgeable -Recruitment & Programs for New Students	82	1	5	4.46	.878
Staff is knowledgeable -Student Life	223	2	5	4.49	.788
Staff is knowledgeable -Tech Prep	55	1	5	4.15	1.026
Staff is knowledgeable -Testing Centers & Assessment Services	405	1	5	4.54	.794
Valid N (listwise)	15				

\*High School concurrent enrollment.

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

## The unit staff are courteous.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
	Count	5	22	30	79	138	8	282
Staff is courteous -Academic Advising	%	1.8%	7.8%	10.6%	28.0%	48.9%	2.8%	100.0%
	Count	2	3	22	52	230	9	318
Staff is courteous -ACCESS Office	%	.6%	.9%	6.9%	16.4%	72.3%	2.8%	100.0%
Staff is courteous -Admissions & Records Office/Registration	Count	14	22	38	63	160	7	304
	%	4.6%	7.2%	12.5%	20.7%	52.6%	2.3%	100.0%
Staff is courteous -Counseling & Career Services	Count		2	6	32	139	6	185
	%		1.1%	3.2%	17.3%	75.1%	3.2%	100.0%
Staff is courteous -Dual Credit*	Count		4	8	29	93	5	139
	%		2.9%	5.8%	20.9%	66.9%	3.6%	100.0%
Staff is courteous -Financial Aid Office	Count	20	16	22	30	71	7	166
	%	12.0%	9.6%	13.3%	18.1%	42.8%	4.2%	100.0%
Staff is courteous -Recruitment & Programs for New Students	Count	1	1	7	18	54	8	89
	%	1.1%	1.1%	7.9%	20.2%	60.7%	9.0%	100.0%
Staff is courteous -Student Life	Count	3	4	18	39	165	7	236
	%	1.3%	1.7%	7.6%	16.5%	69.9%	3.0%	100.0%
Staff is courteous -Tech Prep	Count	3	3	8	14	27	2	57
	%	5.3%	5.3%	14.0%	24.6%	47.4%	3.5%	100.0%
Staff is courteous -Testing Centers & Assessment Services	Count	6	9	33	62	302	6	418
	%	1.4%	2.2%	7.9%	14.8%	72.2%	1.4%	100.0%

### Descriptive Statistics

Staff is courteous -Academic Advising 274 1 5 4.18 1.035

	N	Minimum	Maximum	Mean	Std. Deviation
Staff is courteous -ACCESS Office	309	1	5	4.63	.715
Staff is courteous -Admissions & Records Office/Registration	297	1	5	4.12	1.174
Staff is courteous -Counseling & Career Services	179	2	5	4.72	.581
Staff is courteous -Dual Credit*	134	2	5	4.57	.740
Staff is courteous -Financial Aid Office	159	1	5	3.73	1.435
Staff is courteous -Recruitment & Programs for New Students	81	1	5	4.52	.808
Staff is courteous -Student Life	229	1	5	4.57	.817
Staff is courteous -Tech Prep	55	1	5	4.07	1.168
Staff is courteous -Testing Centers & Assessment Services	412	1	5	4.57	.845
Valid N (listwise)	16				

\*High School concurrent enrollment.

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

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

**1= Very unsatisfied, 5 = Very satisfied**

		1 = Very unsatisfied	2	3	4	5 = Very satisfied	Total
Rate overall satisfaction -Academic Advising & Student Success	Count	17	32	74	75	87	285
	%	6.0%	11.2%	26.0%	26.3%	30.5%	100.0%
Rate overall satisfaction -ACCESS Office	Count	4	7	41	88	180	320
	%	1.3%	2.2%	12.8%	27.5%	56.3%	100.0%
Rate overall satisfaction -Admissions & Records Office / Registration	Count	16	23	51	94	118	302
	%	5.3%	7.6%	16.9%	31.1%	39.1%	100.0%
Rate overall satisfaction -Counseling & Career Services	Count		3	17	50	109	179
	%		1.7%	9.5%	27.9%	60.9%	100.0%
Rate overall satisfaction -Dual Credit*	Count	5	6	15	45	66	137
	%	3.6%	4.4%	10.9%	32.8%	48.2%	100.0%
Rate overall satisfaction -Financial Aid Office	Count	25	23	40	31	50	169
	%	14.8%	13.6%	23.7%	18.3%	29.6%	100.0%
Rate overall satisfaction -Recruitment & Programs for New Students	Count	1	2	14	29	43	89
	%	1.1%	2.2%	15.7%	32.6%	48.3%	100.0%
Rate overall satisfaction -Student Life	Count	4	7	29	63	135	238
	%	1.7%	2.9%	12.2%	26.5%	56.7%	100.0%
Rate overall satisfaction -Tech Prep	Count	5	4	11	14	21	55
	%	9.1%	7.3%	20.0%	25.5%	38.2%	100.0%
Rate overall satisfaction -Testing Centers & Assessment Services	Count	7	14	38	95	266	420
	%	1.7%	3.3%	9.0%	22.6%	63.3%	100.0%

**Descriptive Statistics**

Rate overall satisfaction -Academic Advising & Student Success	285	1	5	3.64	1.195
	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -ACCESS Office	320	1	5	4.35	.877
Rate overall satisfaction -Admissions & Records Office / Registration	302	1	5	3.91	1.157
Rate overall satisfaction -Counseling & Career Services	179	2	5	4.48	.737
Rate overall satisfaction -Dual Credit*	137	1	5	4.18	1.035
Rate overall satisfaction -Financial Aid Office	169	1	5	3.34	1.410
Rate overall satisfaction -Recruitment & Programs for New Students	89	1	5	4.25	.883
Rate overall satisfaction -Student Life	238	1	5	4.34	.921
Rate overall satisfaction -Tech Prep	55	1	5	3.76	1.290
Valid N (listwise)	21				

\*High School concurrent enrollment.

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

## Please specify the reasons for your rating.

### Specify reason for rating - Academic Advising & Student Success

	Frequency
Did not respond	750
Absolutely the worst. Advisors don't have a clue. Often give students wrong information, and I'm the one who hear's about in class! Constantly making apologies for their errors. And why do they not answer phones during registration?	1
advising gives students incorrect info about FA sometimes	1
Advising is not particularly knowledgeable about academic programs/assessments.	1
Advisors are knowledgeable and helpful	1
Advisors are not consistant with information and usually gives out incorrect information.	1
Advisors have always been a great help to me, but I worry about students waiting/standing in the long lines.	1
Advisors need to be more educated in the computing disciplines so they don't bounce students around from department chair to department chair	1
Advisors not knowledgeable. Tend to push problems off on division offices.	1
Advisors sometimes give out incorrect information and are not knowledgeable of College organization--students are referred to wrong department for assistance	1
Advisors will not see students unless they comeplete admissions. They should be open to speaking with studnents regardless.	1
All staff does not seem to assist in following degree plans and checking transfer credit which can be detrimental for some students and Veterans in particular	1
Alleged mistakes in advising are too frequent.	1
Always get timely answers to questions when asked	1
Always willing to help faculty with getting classes to make.	1
As a student, and a veteran I have a few bones to pick with some of the process, otherwise no issues.	1
Based on comments received from students who come to us after having experienced great frustration at not being able to get hold of an advisor at the peak admissions and registration times. Phones are not answered for hours at a time. This a college-wide problem. Even though peak student activity is cyclical, we as a college, do not seem to be prepared for it and students' needs are not served. We need to do much better in the way prospective students are advised, with better explanation of processes used and rationale for them. I believe we need to make it a requirement that every Collin freshman works with a designated advisor - student success and retention rates will go up dramatically if a student has an advisor who takes the time to work with them, celebrates their success and continues to guide the students as they progress through the semesters.	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
[Individual Name] has been helpful with questions involving transcript issues and prereq/test score issue. However, we do still have problems with other staff sending students to our office who should be going to another division office.	1
Come into the classroom, ease of information	1
complaints from my students re: transferability; students in my classes who are unprepared for the coursework	1
Cordial,helpful.	1
degree audit never finished	1
didn't give reasonable or appropriate advising to students	1
Do a good job, but sometimes don't give students enough information	1
Do not follow prerequisites set for courses	1
Don't always give the right information	1
Don't like how names are yelled out - very unprofessional!	1
Each advisor gives out different information on the same subject.	1
Efficient, Good Customer Service, Friendly	1
Excellent	1
Excellent Customer Service	1
Excellent staff/very student oriented/several items would improve efficiency too many to list here, but given the system restraints advising does a great job for our students	1
Excellent support for my students	1
<del>extremely knowledgeable group</del>	<del>1</del>

Specify reason for rating - Academic Advising & Student Success

	Frequency
far too many students are enrolled in my classes without the requisite college-level skills	1
First hand experience	1
frequently conversations - little action on issues	1
Friendly	1
friendly and helpful	1
Friendly staff at SCC. A pleasure to work with everyone in the office. Especially [Individual Name] . I have yet to work with the staff at PRC.	1
Generally little academic advising occurs. Function has become almost entirely registration focused.	1
Difficult for staff to stay abreast of academic department/discipline info.	1
Get these people more help!	1
Give incorrect information to students, faculty, staff	1
Give students wrong information sometimes(such as sending unregistered students to the library to register for classes), misplaced my document 3 times and the supervisor accused me of not submitting it.	1
good	1
good info, bad use of time	1
Have given students wrong information about developmental math classes	1
have not used service	1
Haven't used much, but they were helpful and informative.	1
help me figure out what I want to do	1
helpful and friendly staff	1
Helpful in advising students in courses that I teach.	1
Horrible. The advisors have GOT to get out and learn about all the academic programs - they know only the core well and they misadvise the WECM students.	1
I felt rushed and confused about my requirements after speaking to multiple people. I was not sure what classes transferred.	1
I think they have good advising tools, but in order to assist more students, sometimes it seems like they just want to get rid of the one they are helping in the moment	1
I think this has gotten better; however, they sometimes pass the students off to other areas that can't help the student.	1
I was told to stop being a baby and register for my own classes online!	1
I work regularly with an advisor during my program application process. She has always been available whenever I have needed her assistance.	1
I work with them! Knowledgeable people and are working especially during peak times	1
Improving but still insufficient	1
Incorrect information sometimes given. Students do not receive information in a timely manner	1
It appeared to me on more than one occasion that this area is pressed for time and it showed through poor customer service received as a student.	1
[Individual Name] is a GODSEND!	1
knowledgeable and student oriented	1
knowledgeable, courteous, generally good at getting back in a timely fashion	1
Lack of knowledge on ESL	1
level of service, interest, helpfulness, and knowledge varies greatly per advisors. It's a crap shoot unless you know who to see.	1
Lines can be long during busy times	1
Little knowledge of technical programs.	1
misinform students, some times uninformed	1
Most staff are very knowledgeable and courteous, one FT male staff, [Individual Person] , in particular is excellent with students and staff	1
Mostly, I refer students to this office and they have been consistently helpful.	1
My experience at SCC has been wonderful with the advisors. My experience at CPC has not always been so positive - sometimes there is a harsh edge to their customer service with students. With CPC, as an employee, the advisors have been helpful. Timing is always an issue which can not be helped when we have so many students.	1
needs a way to respond to the uneven nature of workload	1
Needs more individual training, customer service. Some procedures overlap with Admissions and it can cause students to wait in line longer.	1



## Specify reason for rating - Academic Advising & Student Success

	Frequency
No one answers the phone, voicemail only	1
Not about my needs, but needs of the student. Overall on target, but programs are not exactly user friendly for staff or students.	1
Not all staff members are on the same page regarding our programs.	1
not knowledgeable enough in area to give good advice	1
Not sure that students are made aware that extensive reading and writing is required in many classes other than English.	1
Over-burdened, temp employees are not aware.	1
Phones going to a call center is unefficient/many complaints of students being given the wrong information	1
placement non-fluent ESL students in credit courses	1
Provide useful information when needed. Willing to help as time allows.	1
responds to suggestions	1
Service takes too long to get	1
Setting a student up on a computer when she does not know how to use a computer and telling her what classe to take, incorrectly is not acceptable. Added to that is that the c lasses she enrolled for were totally wrong and because the system showed her to be 'self registered' the staff ducked responsibility for the error. There is no obvious feedback from professors to staff or staff to professors about classes. They work at a level it seems just above what students get at Everest College , and that is not complementary.	1
Some are good, some not. Need more training.	1
some misinformation	1
some of my students get help there	1
Some staff members in Academic Advising are providing students wrong information (i.e. telling them to contact technical support at X6555 when in fact that extention is the help desk – Faculty/Staff. Students should be referred to student technical support at x1777). Although this has been clarified multiple times for Academic Advising, students are continuing to be misled by advisors.	
Sometime offer inaccurate information to students	1
Sometimes give erroneous information. 1	
Sometimes it seems like the advisors do not spend enough time with the students and the students are not completely clear on what they need to do when the leave.	1
Sometimes receive conflicting information (or have students coming to ask questions because of incorrect information) depending on which advisor I've spoken with	1
sometimes they can be a bit nonchalant	1
Sometimes using information that is not current	1
staff always courteous	1
Staff are good, but having them out in the open talking to students is a major FERPA violation.	1
Staff do not always tell the student the correct info for classes	1
Staff do not know enough about programs and their requirements	1
Staff is always quick to help me get on track with a good direction and plan and how to get there	1
Student Development needs financial support. Please do your very best to provide an increase in the budget for this area. Each department is in need of extra help, overtime monies, and office supplies monies. All advertising materials such as the Collin pencils should now be under Public Relations or Student Life budget and provided to other departments within Student Development to give the a new student. The budget other areas in Student Development are using for advertising supplies could be used to pay for another part time staff person to help at the counters, report cleanup, state reporting.	1
students are often given mis-information	1
Students are, much too often, given incorrect information or, simply, bad advice. When we tell students they should go to advising or see an advisor, they respond angrily with stories of poor advice, lack of knowledge, and misinformation. Students are made to run from office to office because they are not told what they need to know.	1
Students do not always receive the best advice, or any advice, on what they should take to pursue their desired goals.	1
Students express difficulty getting to speak to an advisor.	1
Students given bad advise	1
Students placed in courses with prerequisites met	1
<del>The procedure for Advising could be more efficient, update computers</del>	<del>1</del>
The staff is very helpful, but the process is cumbersome, they need a seating area with a login computer like PRC and CPC	1

Specify reason for rating - Academic Advising & Student Success

There could be some improvement based on the many student comments I receive daily as academic chair 1

	Frequency
they're there when ever I have a student problem	1
They always answer any questions I have.	1
They are overworked and understaffed	1
They come into my College Success and present to the students	1
They do the best they can. There is one person who knows about Fine Arts - the rest seem very unfamiliar with details of the programs.	1
they dont know what they are doing and they are not helpful. they just want to get rid of the person requesting the information and just send you to one of the department even for things they should handle.	1
They employ persons who are not trained adequately and do not spend adequate time in helping students	1
they know most of the answers	1
They seem to assume and not ask	1
Too many times, students are given incorrect information about classes, requirements or procedures. I'm not seeking to blame the advisors, they are probably overwhelmed with business. But maybe better guidelines or more accurate information needs to be given to them.	1
Too much incorrect information given by advisors	1
Too much incorrect information given to students.	1
Too much turnover, resulting in students told varying answers. Need more college-wise communication among advisors.	1
Try to give information to guide student choices, temp employees for registration never seem to have it.	
Progress reports for probation students need to be online and directly to the professors, not allowed in the last quarter; by then it is too late.	1
Understaffed/Overburdened. They try, but too many students per staff member during "peak times".	1
Until I met Lynn Meyer, I did not get the info needed.	1
Very confusing and the staffs sometimes are misleading	1
Very Helpful	1
Very helpful to students	1
very helpful with basic transfer courses, more difficult to help with fine arts	1
very knowledgable	1
Very overloaded group of staff. Sometimes receive conflicting/incorrect information from different advisors.	1
Very polite and helpful, not always fast	1
We can do much better with this process. Our students are lost.	1
We had answers when we needed them.	1
we need a better communication between advising and admissions	1
What I know of them they have always been very helpful	1
When I was a student, I was satisfied.	1
when they come to my class some are good, others don't really seem to be able to answer the questions	1
Willing to search for additional information requested	1
Wonderful Staff & Customer Service	1
work in the dept. think we're doing a good job	1
Wrong advice to students	1
Total	895

Specify reason for rating -ACCESS Office

Did not respond	747
Staff who lie and cannot utilize critical thinking skills to do their work therefore placing their incompetency on others.	1
A bit inefficient when relying on the students to bring faculty paperwork. Can we get notification earlier, please?	1
ACCESS helps a great deal with my students who have learning disabilities	1
Access personnel work to their schedule rather than student or professor	1
advocacy for students	1
Always been timely and courteous the few times we have interacted.	1
Always communicate well re: students needing accommodations	1
always great	1
Always handled my student's needs well	1
always help out	1
Always helpful and supportive, prompt return of calls and help.	1
Always helpful!	1
always there to help, especially [Individual Name] at CPC	1
always willing to provide support for teaching and facilitating students with a need. I have a blind student this term, and they have been really great with helping me meet her needs.	1
and again these folks all do their jobs	1
Appreciate the job they do - great work!	1
At the time, local person was out of office. Did get referred to another campus for assistance. This person did supply me with information to assist me with my needs.	1
average...but helpful	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
Better at SCC than PRC	1
Cannot offer help to BCIS students or those who need foundation skills unless they get a lobby by a group of students.	1
Caring and compassionate people work here.	1
Communication not always good but this might also be students' fault.	1
Cordial,efficient.	1
Easy explanations of programs	1
Easy office to work with	1
Employees try but job is difficult	1
Excellent Customer Service	1
excellent one-on-one help	1
Excellent services and always helpful	1
Excellent support for my students	1
excellent support for my students needing this	1
exceptionally professional and compassionate	1
First floor easier "access" for people who have "access" issues	1
further development needed for efficient means of interacting with testing center	1
Good advocates for disabled students	1
Good service for my students in need.	1
great communication between student and instructor	1
Great job but alittle defensive	1
great staff to work with and all work hard for the student	1
Great variety of resources available for both faculty and students.	1
Had major issues with access office allowing a students mother to attend my class, it was a liability to me and the school, it take about 2 months to get help with this situation	1
Have helped me help my students with ACCESS accomodations appropriately; professional/knowledgeable	1
Have not met any of the staff - I just leave test in the testing center for various students	1
have not used service	1
have spoken with but no interaction as of yet	1

Specify reason for rating -ACCESS Office

Help students in need	1
Helped me with a good tutor	1
Helpful and knowledgeable	1
helpful to students	2
helpfull with students	1
I have been in close contact with access office regarding one student, they have been very helpful.	1
I have had many positive experiences with the ACCESS office. I appreciate what they do for the students and how they work with the faculty.	1
I have had to call to inquire to better serve my students	1
I have lots of students that bring forms, but am not sure how they can help me as an instructor.	1
I have received timely notification of modifications necessary	1
I interact with officers on particular student in need	1
I know students who benefit from the program.	1
I would like to know before the first class day if there is a deaf student in the class	1
informational meeting for parents & student assistance very helpful	1
Insufficient follow-thru w/student. Provides very little help for students.	1
knowledge and assistance	1
Knowledge and service	1
maddening sometimes, but I guess that's the law	1
Minimal interaction, but staff seems responsive to questions, and willing to supply information for responding positively to student needs.	1
mostly courteous	1
Mostly, I refer students to this office and they have been consistently helpful.	1
my contact ewith them has been very favorable	1
My students have found an abundance of help when needed.	1
need to provide more information to professors up front	1
Nice group of people and very helpful	1
Nice to have a place that can help students with special needs	1
No explanation of what the student with the disability is having trouble with. Some students using access don't seem to need it.	1
no problems with service	1
No problems with this department.	1
Not about my needs, but needs of the student. Overall on target, but programs are not exactly user friendly for staff or students.	1
Not aware of any complaints	1
not many dealings with ACCESS yet, still in first semester of teaching	1
one student left in toilet fallen to the floor and was screaming for help. No one was there. Otherwise, they do a good job in a tough situation.	1
Online student support	1
Only asked one question--it was answered in a timely manner and staff was courteous	1
only had one incident which required referral to my dean to get accommodation for a student	1
only slips in boxes - no interpersonal contact	1
Outstanding Team	1
Previous work experience	1
Process information requested regarding students was quick and direct.	1
Provide a valuable service to all students, I've seen positive results	1
Quick access to information/assistance for ACCESS-identified students. Very satisfied with these results.	1
Rarely been of any help in our area	1
Really helpful when I used them but I wish I had more information from them in regard to meeting these student's needs	1
Reliable and helpful	1
Send information with students that helps instructors focus their learning to suit the student's requirements.	1
should be on the first floor, should have more services nights and weekends	1
<del>small room, no photocopy for english dept</del>	<del>1</del>

Specify reason for rating -ACCESS Office

so very important to our students. If a student knows they have a place to go for support and help with their academic studies, tutoring, staff to be there for them, it creates a more stable environment for the student. What a great team in the Access Office. Great job!	1
some of my students benefited from their services	1
Some of my students have been placed in the wrong class.	1
Sometimes confusion occurs when sending a test to another campus	1
sometimes students dont know what to do...	1
Staff	1
staff courtesy issues / not faculty friendly	1
Staff is very helpful and solves challenging issues.	1
Student advocates/ sometimes too much	1
students have spoken with access and received help easily and efficiently	1
students sometimes seem not to understand their own obligations	1
The access office has helped many of my students to succeed.	1
The ACCESS staff are always very helpful and courteous. They go above and beyond even while short-staffed.	1
The ACCESS staff has always been very helpful and sensitive to the needs of our lab students.	1
The documents that they provide the students are done in a timely fashion	1
the few times I've worked with them they have been pleasant and easy to work with	1
The problem is the students. We don't have the time to work individually with some of these students. ACCESS can't tutor so we are left dealing with the academic problems plus the discipline and behavior problems	1
The staff here seems to change often, and faculty need better information about how the ACCESS office works. ACCESS also needs to work with disciplines in the hiring of tutors to make sure they are qualified.	1
The Students appear pleased.	1
There is a disconnect. Students with ACCESS have the idea teachers should alter the entire class for them. ACCESS says we shouldn't, but students say ACCESS gives them this right, and teachers have to follow it. It feels as if ACCESS does not really understand how much work goes into a course. 1	1
There is a lot of leniency in some cases.	1
They are great from start to finish...	1
They are student oriented.	1
They are wonderful with the students, very helpful	1
They contact me when there is a problem with a student and involve me in the process of problem solving rather than just inform me of their position.	1
They do a great job, but more evening service is needed	1
They have been very helpful and responded to my needs quickly.	1
They have been willing to provide accomodations for our TCP students in the past.	1
they provide additional tutoring and services for a wide range of students.	1
They still don't seem to understand that Art classes are not all therapy. Many of our classes are dangerous and quite academically challenging. Most of us are not trained to deal with many of the ACCESS students	1
They work very hard to assist their students	1
This Access Office is the best I have ever worked with. The staff (especially with Hearing Impaired students) makes my job easier, and helps bridge a gap between me and my students.	1
Tutoring has helped many students. Special needs student support worked well with me.	1
Unresponsive. Isolated. Not proactive.	1
Use often - staff ([Individual Names] ) are very professional, courteous and do great work with my students.	1
Usually very good - however lately I have not been receiving notice of students accommodations and I would much prefer to receive it from ACCESS instead of through students so that it can be more reliable.	1
Very courteous staff.	1
very efficient with addressing students' needs	1
Very good at determining student needs	1
very helpful	1
Very helpful	2
Very helpful and competent	1

Specify reason for rating -ACCESS Office

Very helpful and nice.	1
Very helpful in assisting students with special needs.	1
Very helpful to students	1
Very helpful to students needing academic assistance.	1
Very helpful, focused on needs of students.	1
Very knowledgeable and courteous people. Great resource for faculty and staff!	1
Very poorly managed.	1
With open enrollment, it is difficult, but students are often placed in classes they cannot handle when more basic classes are available. Not being informed that a student is access presents problem.	1
works well	1
would say 4.5	1
Total	895

Specify reason for rating -Admissions & Records Office / Registration

	Frequency
Did not respond	747
2 specific ladies not courteous at all. I have no idea whom to give my paper work to, when I ask one person tells me one thing another tells me otherwise. Waiting unnecessary long periods of time before I have to say s o m e t h i n g a g a i n f o r a s s i s t a n c e .	1
Academic advising was never suggested. I found it on my own.	1
adequate	1
Admissions procedures are confusing and inefficient.	1
Again, not about my needs, but needs of the student. Novell Messenger makes it easy for me to get awnswers to my questions, but students have difficulties. Get the run around and no feedback.	1
Again, see # 1	1
Also the worst in the college. New students routinely comment that it is easier to enroll in a class at a major university than Collin College. Procedures are a mess - not user friendly. Students often get incorrect information or no assistance from the folks who work there. A major overhaul is needed in this area. Seek direct input from those of us in the classrooms who hear about the nightmares brought on by ARO.	1
Always answers my questions quickly and efficiently	1
always available and helpful	1
always helpful	1
Always helpful when I need to help a student.	1
always quick to reply to my concerns/questions--very pleased with ARO services.	1
ARO is mostly knowledgeable, but there are some staff (just like Advising) who are still referring students to the wrong numbers for help. Also, it would be nice if ARO available to students (possibly on their page on the website) about how a current student can obtain their username/password since ARO is the one who handles these requests. It is unfortunate that our students do not know they need to contact ARO.	1
Bad system makes their job impossible	1
Banner has created a very labor intensive environment lacking in customer service.	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
Called once and they helped	1
colleagues are friendly and helpful	1
Could really help us out by directing students to a particular Dean's office instead of sending students to the nearest Dean's office	1
Daily contact with student issues	1
Do a good job	1
Do a good job with the staff they have	1
Do not always answer phone; more staff needed	1
Do not help students enough, tell them to go online and regrister, they do not do their job	1
drops for non-payment at a late date wreak havoc in making schedules	1
During peak times, there seem to be few people scheduled. Wait times of several hours is physically painful for people with trouble standing for extended periods. They do what they can to expedite the line, but it seems like splitting the functions they perform into a couple of groups of people would help ameliorate the situation best.	1
Efficient and well-organized staff.	1
efficient, except for the late drop for non-payment dates	1
Efficient, Good Customer Service, Friendly	1
Efficient, knowledgeable.	1
everyone is very friendly even at those stressful times of the year	1
Excellent Customer Service	1
First hand experience	1
frequently conversations - little action on issues	1
Generally they are great but they are not the brightest in the book - tend to not think for themselves and pass that buck all the time to others	1
Get these people more help!	1
good	1
Good communication when enrollment problems occur	1
Got everything i needed done in a hurry.	1
got my transcript quickly	1

Specify reason for rating -Admissions & Records Office / Registration

	Frequency
grace under stress of state requirements	1
Great help and very student friendly	1
Great service from the Registrar - however customer service absolutely must improve during registration periods. The phones are forwarded to some answering service that knows NOTHING about Collin. Students need customer service from qualified Collin staff by phone, online and in person during registration - this is the most important thing because we are in business for new students and you are the first point of contact for new students.	1
have not used service	1
Helped me with information of subjects I was needed to take	1
Helpful and knowledgeable	1
helpful, knowledgeable	1
High demand, too few staff to met the needs of students during the peak times.	1
I always had a goo experience with them.	1
I get updated student list	1
I had an issue with a student last semester, and a staff member quickly resolved the issue.	1
I have had little interaction but I've had no serious issues	1
I have had to sign in and wait to be called for help.	1
I have little contact with them, but they are always helpful	1
I have used this office few times and have found the staff to be discourteous (at CPC front desk), misinformed (at SCC) gave me incorrect information and documents.	1
I know they utilize the resources they are supplied with	1
I like these people. Good procedures, just have to wait a while sometimes	1
I went one time to ask for a form I was told they had by the Dean. They were unhelpful until they realized I was faculty and even then it took a while for them to even determine whether they had the form I needed. I hope they are not this ineffective with students.	1
I work closely with ARO and they are always knowledgeable and helpful	1
I would really like a bigger and better schedule print out stating the names of the classes. I get that request from the students too.	1
Inefficient process of dropping students off rolls in banner	1
Infor senmt out via email regarding students ina timely fashionn	1
informative	1
It's an understatement to say this area needs more support staff and budget. Please do everything you can to help this department. This area works hard endless hours on state reporting, Banner, CE Online, Sungard, transcripts. There is so much to be done even during slower times. Staff work long hours day after day during peak times. We appreciate any help you can provide each semester. Phone bank staffing is imperative. Just as Financial Aid has an increased volume in calls but so does the Admissions and Records Office. Thank you for all support for this department.	1
It appeared to me on more than one occassion that this area is pressed for time and it showed through poor customer service received as a student.	1
It is a challenge for the staff to process such a large number of students	1
knowledge and assistance (Could improve in Residency issues)	1
knowledgeable and nice	1
Limited experience	1
Lines can be long during busy times	1
long lines	1
long lines / student frustration	1
[Individual Name] has been very helpful in resolving issues with students being dropped from courses. However, we do have issues with staff sending students to our area that should be sent to another office.	1
Met my needs	1
Most helpful with registering students. Need more people working during peak times.	1
Most people over there are rude and impatient, and unclear.	1
Mostly, I refer students to this office and they have been consistently helpful.	1
Need more staff to accomodate student needs.	1
Need to find a better system to work with students - currently too many deterrents to student success - freshmen need guidance - online applications are confusing to students but even more to parents. Older students entering college for the first time need additional guidance and different approach	1
no good information, no response, no customer service	1



Specify reason for rating -Admissions & Records Office / Registration

	Frequency
No one answers the phone, voicemail only	1
No problems, ever. Everybody friendly and helpful.	1
Not always aware of CE class procedures	1
not friendly	1
Offices are understaffed and online registration process is NOT working well. Students are often dropped from classes and must re-enroll, sometimes multiple times.	1
Only dropped classes with them they were very helpful	1
Overall efficient and helpful once enrolled. Not knowledgeable on residency status procedures at all.	1
Patient, but too busy at times, Banner issues	1
Personnel are great but systems seem capable of creating registration errors to be corrected.	1
Procedural changes are not always communicated in a clear & timely manner. Lack of timely training delays our staff in providing services.	1
Prompt in dealing with student enrollment status	1
quick process	1
Registrar [Individual Name] is extremely helpful.	1
Registration is not aware of how to register noncredit ESL students.	1
Registration procedures are sometimes confusing. Students stand in line and then when they get to the counter, they're told to go sign in on the computer. There needs to be a bigger sign or something.	1
Registration process not so friendly, staff is very slow in attending people in the line	1
Rude, crude employees; also don't like how names are yelled out!	1
Same as above comments.	1
Sat in the registration area by myself for 20 minutes before someone offered help	1
Some staff still can't figure out that when a lab is full, a lab is full	1
Sometimes give students wrong information (such as sending unregistered students to the library to register for classes)	1
Staff can be rude and purposely unhelpful	1
staff has been helpful to students	1
Staff is rude and talks to people like they are stupid and that it's a problem for them to help the student. This has happened not only to myself, but I have seen them treat many, many students badly.	1
Staff on the "front line" are very unfriendly	1
still not all admissions offices oare on the same page	1
Student Development as a whole is extremely short handed. If there were more staff, I think it could solve a lot of efficiency and customer service issues.	1
Students are placed in incorrect sections--past the census date	1
Students express difficulty with registration and are reluctant to return to admissions for their CWID if they don't have their cheat sheet with them.	1
Takes far too long to change records and on-line registration is halted by this.	1
the lines are so long I think the personnel are overworked and that makes them irritable	1
The lines are very long at times and it would be nice if we had a pager system so the students don't have to stand the whole hour or two they are waiting to be served	1
The process is cumbersome, new classes don't get integrated into all levels so many of the special learning environments we offer are doomed before they start....honors, veterans and learning communities have been very poorly handled, but we advertise them as great advantages. Veterans could not register online for many classes this last semester.	1
The staff is very helpful, but the process is cumbersome, they need a seating area with a login computer like PRC and CPC	1
There are times the staff is very unfriendly and it leaves a bad impression of our college.	1
There has to be an easier way to process and register students. I feel that all of the front staff are very unfriendly and want to herd the students through not actually focusing on customer service. They are also nto asking any questions trying to help the students and send them to the department and we have to send them back down to registration because of holds ect.. they do not communicate at all with the student. We have to send a student 2 snd 3 times back to get them processed. When registration starts all calls are forward to phone bank and no one to answer our calls so we have no choice but to send them back down. There shoul be a phone were staff can reach registration during those hours. I feel if tey would give them all informatin on holds ect.. we would service the students allot better.	1
There is a very rude lady that works in the office. Students are given wrong info.	1
<del>Those folks are so helpful and dependable.</del>	<del>1</del>

Specify reason for rating -Admissions & Records Office / Registration

	Frequency
They always help with any questions I have.	1
They are helpful and knowledgeable.	1
They are understaffed; however, most staff are not knowledgeable of College organization--students are referred to wrong department for assistance	1
They have been oh-so-helpful in having my classes make.	1
They provided information for my needs (Years ago).	1
They work very hard to assist their students	1
Timely responses	1
timely responses and helpfull	1
Todd Fields is a GODSEND!	1
Too many places to walk and get signed	1
Used at SCC	1
Very capable, but too many late registrations.	1
Very courteous and was able to get what I needed in a timely manner	1
VERY disappointed!! Our disciplines are on probation with the state. Tracking completers is extremely important to us. Paperwork gets "lost" between campuses. Chairs need more complete and up-to-the-minute access of completers so we can track. PLEASE put course substitution form and degree form online so we can electronically sign it!! This chasing paper across campuses is inefficient and ARCHAIC!!! Our discipline is taking the beating for your inefficiencies!!!	1
very helpful	1
Very helpful all semester	1
Very helpful to students	1
very proficient when used	1
Very unresponsive and unknowledgeable. Collin policy is partly to blame. Collin's no-tolerance of the 3-peat law is the only one like it. Other schools allow students to pay a fine of about \$100. The same goes for the 6-withdrawal and transcripts. I had to get transcripts from a college 20 years ago from a college in another nation. This is ridiculous. Why would the State of Texas care if a student dropped a class in another state.	1
Wait too long - no knowledgeable	1
Web registration may bypass prerequisites and may not give support to some that need direct contact	1
Well trained staff	1
When I left the office I felt like I shouldn't have come because I was an inconvenience to them.	1
While I don't always get everything I need when I need or want it, I understand that ARO is understaffed and does the best they can with the resources they have. They do their very best and are a joy to work with.	1
While staff is courteous, procedures overlap with advising and causes longer wait in line.	1
why ask for nonattendees if not going to do anything about it?	1
Wonderful Staff & Customer Service	1
work well under pressure	1
Work with [Individual Names] on degree substitutions and they are great	1
Work with them on Banner issues - Great	1
<b>Total</b>	<b>895</b>

## Specify reason for rating -Counseling & Career Services

	Frequency
Did not respond	818
A difficult job to be extremely knowledgeable in making decisions for students	1
aid students and staff in need	1
always available and helpful to students	1
Always available; wide range of purpose and opportunity for students to get help in a variety of areas, both academic and personal. This is a wonderful support for many in these stressful and challenging times! Without them, many would not be able to afford these services.	1
Always willing to help a student in need--great resource!	1
Always working to benefit students	1
Appear to have difficulty with certain student populations	1
at registration, too many parttimers who give faulty advice	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
Better at PRC than SCC	1
Career Services/Elaine has coordinated MBTI testing with my evening classes - always knowledgeable!	1
Close working relationship	1
Come into the classroom, ease of information	1
Comes to my class for a presentation to make students aware	1
Counselors do a great job providing assistance to the ever increasing number of students at Collin	1
Counselors have always been very accessible to my students and provided great handouts for my classes.	1
dependable, reliable	1
Do not have adequate resources for students who need to draft resumes, find out what their personal interests are and how those relate to careers. Limited staff and limited space. The staff seem knowledgeable but limited in what they can do.	1
Everyone supportive and available, as needed.	1
Excellent counselors, just need more given the serious mental health issues many of our students have	1
Excellent Customer Service	1
Excellent support for my students	1
excellent, beyond the job discription	1
First hand experience	1
free counseling	1
Friendly and full of knowledge	1
friendly, helpful	1
Good for students to get mental help and jobs!	1
Great people and procedures. Need awareness/presentations to new students.	1
great staff to support students in time of need!	1
has helped msny of my students throught difficult problems	1
have not used service	1
Helpful at times	1
Helpful in placing students in jobs	1
helpful with students making decisions	1
I don't see any support for technical programs and coops right now unless the professors are doing it themselves.	1
I have found them to have the student's best interests in mind and they are very responsive.	1
In my opinion, counseling and career service is THE most important service offered at Collin.	1
[Individual Names] are both amazing. Students speak very highly of them.	1
knowledge and assistance	1
Knowledge and service	1
[Individual Name] helped me resolve a student problem. She is great!	1
N/A	1
Needs have been met with courteous and knowledgable staff	1
Not as knowledgeable of the existing job markets, but that may be impossible.	1
[Individual Name] is available. She is a great support!	1
[Individual Name] is so helpful!	1
Personal Counseling services are stellar.	1

## Specify reason for rating -Counseling & Career Services

	Frequency
refer students to this dept	1
Responses not as timely; followed new procedures to procure speaker but had to follow up, as I never received a response; speakers always very good with my students	1
[Individual Name] is always very helpful and knowledgeable	1
So much better now that [Individual Name] is gone. Bless her heart, she just did not have a clue and she made the co-op process miserable for students and faculty.	1
Some counselors seem afraid to counsel students with "challenges."	1
superb responsiveness to requests and referrals	1
Testing can be too general	1
The co-op experience is important and the seminars are value-added to our courses we teach.	
This needs to be expanded to more instructors in disciplines. Downsizing to one co-op coordinator is understandable to cut costs but if there is a way to make this department grow the real life experience it gives our students about the hidden rules of organizations is tremendous value.	1
The counselors and secretary are always ready to help.	1
The people downstairs are magnificent; the people upstairs who have changed things and are not involved are frustrating.	1
They have also come into my class and presented. I have called to inquire about services	1
They have always be available to counsel our students.	1
They work very hard to assist their students	1
Understaffed, but the staff that's there is excellent! Helpful and compassionate, and sponsors of great programs for students.	1
Understaffed. Overwhelmed.	1
Understaffed/Overburdened. They try, but too many students per staff member during "peak times".	1
Update computers on regular basis.	1
Used few times - found them to be very courteous, knowledgeable, willing to help.	1
Very friendly and helpful staff	1
Very good tips and advising, people with good experience	1
Very helpful and friendly. Truly caring.	1
Very helpful service that should be utilized on a wider scale for all students.	1
very helpful to distressed students	1
Very helpful to students	1
Very quiet, not great understanding of what they do. Undecided student options? Unsure where to refer, and/or to what?	1
Wonderful when you call on them.	1
worked w Career Services primarily; helpful, prompt replies	1
Worked with them on internships and they do a fine job.	1
Wow, how important this department is for our college. More and more unstable people are coming to the college. The stressers in the world are different these days. We have students who have learning and social disabilities that are dropped off in the morning by their parent or caregiver and then picked up at the end of the day. The college is a free babysitter service. Some students that can not function in the workplace or society can receive benefits to attend school sometimes causing a volatile environment.	1
Total	895

## Specify reason for rating -Dual Credit\*

Did not respond

838

[Individual Name] has been helpful in resolving issue involving dual credit students. The only complaint I have is that we received fall scheduling information late.	1
Always working to benefit students	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
Better communication and responsiveness needed	1
college administration is great at supporting faculty who teach dual credit	1
courteous and competent staff who respond quickly	1
Deal with this department alot--always receive help that I need from them	1
Department is well-led and staffed, but program itself needs work. Too many students are being admitted who are NOT ready for college level work, either intellectually or emotionally. Students need to be better prepared for the classes they take and the consequences of things like non-attendance or cheating.	1
Didn't like the answer but that wasn't the fault of the employee	1
difficulties enrolling daughter and problems in semester after graduating with not being able to register on the web	1
Dual credit program as I have experienced is working well.	1
Efficient operation. Could screen students better--some are unprepared.	1
Enroll lots of dual credit students	1
Excellent	1
Excellent Customer Service	1
Faculty and Deans have no input	1
friendly	1
Good program/ needs to continue growing	1
great opportunity to high school students. Staff always helpful	1
great programs - anytime I need support, I get it.	1
have not used service	1
Helpful. And do their best to inform both students and staff.	1
I am teaching a dual credit course this semester and things appear to be going very smooth. I have not had to contact the dual credit office with issues.	1
I did a pilot program and the HS I worked with complained that the communication with the Dual credit person was almost non-existent. I was able to get information needed, but I know the HS was dissatisfied.	1
I have several students in this program	1
I know this is a growing program-but sometimes e-mails are not answered and information is not disseminated in a timely fashion.	1
I work with them at Allen High School. They are nice.	1
its been many many moons but when I did take dual credit everyone was beyond helpful	1
Just need to continue flow of communication to academic divisions.	1
knowledgeable staff, hard working	1
Lack of communication hinders our ability to make informed decisions & provide quality services.	1
More communication is needed with faculty; not being informed that a student is dual credit presents problem.	1
Mostly, I refer students to this office and they have been consistently helpful.	1
My daughter is in Dual Credit & she loves it. [Individual Name] is wonderful!! My daughter is having a great experience and the procedures were easy to follow.	1
needs an academic officer	1
Never had any issues with processing dual credit students	1
not always informed of classes with one or two dual credit students	1
OK	1
Outstanding relationship building - Allen is a tremendous joy to teach and be involved with.	1
poor communication, lack of information, scheduling nightmare	1
Poorly managed	1
Professor is engaging and my HS student now wants to attend Collin	1
Provide referrals to this department and receive good information as requested.	1
reports are sent on dc students to this office. sometimes emails do not work	1
seems to work well for high school students	1
so far so good	1

\*High School concurrent enrollment.

Specify reason for rating -Dual Credit\*

Staff is wonderful, process is getting easier for the students and parents as they are enrolling at the high schools instead of on campus	1
Staff seem to do nothing more than record grades. Leadership seems more interested in going to meetings instead of working hard to resolve real problems for dual credit faculty such as poor compliance by High Schools at an operational level	1
The dual credit program should work as a partnership between the high schools and Collin to meet the demands on each party (education boards, accrediting bodies) while serving the students. It is, however, not a partnership as the schools dictate to the college to meet their needs without consideration for the college or the students.	1
The staff such as [Individual Name] are great, the problems I have seen are with the schools, espeically PSHS,	
There seems to be a disconnect and lack of true cooperation with the college. The want to do it their way not our way.	1
There are significant problems with the quality and availability of data on dual credit students.	1
They don't really try.	1
Too much confusion. I teach dual credit, and the HS I work at says that too many students have trouble with faulty registration. I also think they could steam line the registration process for the second semester. Not enough real info given before you start teaching dual credit. Also we could have more workshops concerning the nature of the HS classroom and policy conflicts that may arise between schools. The faculty development seminar this year was really just a gripe session. We need to work on fostering positive relationships with these schools between their counselors since they advise these students to sign up and the dual credit administrators. My school will ask me enrollment questions rather than call the DC office because they never feel they get a straight answer.	1
very good	1
Very helpful to students	1
Very helpful when I taught dual credit.	1
What a big job and responsibility. The teen does not communicate and the parent protects. Please provide everything they need to help the families transfer from high school life to college life.	1
Total	895

\*High School concurrent enrollment.

Specify reason for rating -Financial Aid Office

	809
Did not respond	1
above & beyond to help students, courteous, professional	1
Again, another overloaded group of staff. Very slow process where many times students do not find out that are selected for verification and such until late in the process.	1
always assist students	1
Always polite, efficient & responsive	1
Appeal process	1
At peak times, phones are not answered! Unacceptable delays in disbursement of financial aid causing undue hardship to students I work with. Is the department short staffed? Are the staff caring enough about the mission of their department? Are they knowledgeable about the ever changing regulations at the state and federal levels? Are they able to communicate with empathy with the students?	1
Backlogged and lots of student complaints	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
Contact with student and veteran issues	1
Could possibly use some communication training. Once upon a time students were sent to the library for copies of financial documents. I believe now the department has their own copy machine. Thanks goodness!	1
[Individual Name] is a GODSEND!	1
Delayed paperwork for a month after enrolled in class	1
Do not service CE students in timely fashion	1
Does not answer the phone in a timely manner	1
Easy to help my students get needed info	1
Excellent	1
Excellent Customer Service however not enough staff to cover all areas of duties	1
Financial Aid needs more staff and budget. They need extra staff to help at the counters and now they need a separate staff to help with the volume of calls coming in. They are not even able to answer their phone lines during slower periods in the year. Also, the staff that are on the front line need to have more access to student accounts and be able to help answer questions. They must be training to know when a student is asking for F/A for credit or CE and need to be sure the student understands to apply for the exact semester/term they need.	1
First hand experience	1
friendly and efficient, especially [Individual Name]	1
have not used service	1
Hear of constant complaints from staff and students	1
High demand, too few staff to met the needs of the students.	1
I always get an answer to my questions.	1
I gave my response on a prior page...	1
I had no problems with financial aid. Each issue I had with FAFSA was answered to my satisfaction.	1
I know little about their procedures, but the personnel have been very courteous and helpful to me when a few issues have come up.	1
I know they need help! It's really not their fault!	1
I know they utilize the resources they are supplied with	1
I work in FA	1
inefficient as to tuition paid timely and book purchase	1
It appeared to me on more than one occasion that this area is pressed for time and it showed through poor customer service received as a student.	1
it has been a total disaster between adding and dropping because financial aid doesn't always get it right	1
It may not be the staff's fault (it could be that they are under staffed) but probably two hours per day of my time is spend fixing errors due to financial aid "glitches".	1
knowledge and assistance	1
Lack professional courtesy.	1
long lines and impossible to reach on the phone	1
Many challenges associated with dramatic increase in number of students on FA. Staff is so stressed that they barely can look up to see the student.	1
Mostly, I refer students to this office and they have been consistently helpful.	1
Need to answer their phones	1
<del>never answers phone, students always seem frustrated with staff and process</del>	1

Specify reason for rating -Financial Aid Office

No one answers the phone, voicemail only	1
Not available or student friendly.	1
Not enough staff to fully help students	1
Not given in a timely manner	1
Not incredibly organized, unsure.	1
not very customer friendly	1
One of the rudest divisions I have worked with.	1
Overwhelmed and definitely need more resources	1
paid for school	1
Personnel seems to work hard to serve students' needs.	1
PROCEDURES INTERFACE WITH BOOKSTORE DIFFICULT TO INSTITUTE	1
Quick responses for students	1
Realistic expectations are not always communicated to our TCP students.	1
really appears to be understaffed for the current workload	1
Responds to questions regarding FA as time allows. Difficult to reach	1
Ridiculously understaffed.	1
same as above	1
Same as above comments.	1
See comments above for ARO. The same applies here. Also, they talk about a lot of personal information with their physical set up. I could see where it makes students uncomfortable.	1
Several semesters students have been dropped from class due to financial aid not being processed in a proper and timely manner	1
Some staff members would benefit from additional training	1
Some workers need to learn how to be friendly. Others need to learn how to respond to questions and e-mails. I have heard numerous complaints from students.	1
Staff is courteous, but students are not being serviced well. FA never answers their phones, so students are transferred around to any department that will answer and students are always upset and frustrated	1
staff not friendly and sometimes even rude	1
Systems for teacher reporting need to be online; progress reports for financial aid need to be early in the semester. Progress reports for probation students need to be online and directly to the professors, not allowed in the last quarter; by then it is too late.	1
The only way to conduct business with their office is to come in, they do not answer their telephone	1
the people are never nice or know what they are doing.	1
The rudest, most inefficient department on this campus to my knowledge	1
These people cannot answer any questions and are not helpful at the CPC campus.	1
They also do not communicate with the students on time frame of financial aid. They do not explain the process at all to the student and it is difficult to call the department when they don't take phone calls. Students have to come in person. We had a student drive all the way to Houston just to get his financial aid check because our college was taking so long to process his payment.	1
They don't answer their phone.	1
They work very hard, but do not have adequate staff to do all that is expected of them. In addition, they don't seem to have a good handle on their data.	1
This office needs more help. They are unable to keep up with the number of students. Their staff can only do so much.	1
Too much p/w not enough staff	1
too much work or maybe the personnel are not happy people	1
Too slow, frustrating. FA Office is apparently overwhelmed.	1
Understaffed, under-trained, and I don't know what else. Students are poorly served, especially our veterans. paperwork is not processed in a timely fashion, and students are dropped from classes much too often due to problems here. Staff come across as uncaring and unsympathetic to the problems students face when they cannot receive aid in a timely fashion.	1
Usually cannot reach anyone by phone. Emails take a couple of days generally. Students usually complain that they cannot reach anyone. Funds for our program don't disburse when our students need them.	1
valuable	1
<del>Varies per campus - incorrect information given</del>	<del>1</del>
Very helpful to instructors with questions	1



Specify reason for rating -Financial Aid Office

Very proficient when used	1
very rude	1
Waited in line, my name was called, then someone who didn't hear their own name went up while I was going to the Fin. Aid CSR. At this point, I asked another Fin. Aid CSR if my name was still on the list & it was not. This attendant took my information instead. The other attendant should've asked for the person's name, compared to the one called most recently, and seen that person. There needs to be a better system.	1
Were able to get what I needed quickly being a veteran of the military and set up so I had nothing to worry about financially	1
Total	895

Specify reason for rating -Recruitment & Programs for New Students

	Frequency
Did not respond	858
A good program for college-bound students and freshmen.	1
[Individual Name] is on the ball. [Individual Name] is a great presenter!	1
always helpful	1
Always helpful	1
Better communication would help our center to provide quality services.	1
Bridge program is great in helping students adjust to College life	1
Close working relationship	1
Continuously working and recruiting	1
Excellent Customer Service	1
First hand experience	1
good communications and timely responses	1
great staff	1
has made incoming students aware of fine arts offerings, especially in music/guitar	1
have not used service	1
helpful and friendly staff	1
Helpful to dual credit students	1
i don't interact with them that much	1
I get what I need in a timely manner.	1
informational meedint for parents very helpful	1
It's working, but we tout what we cannot always deliver in web and special services.	1
Like the programs offered to our students - would like to see more	1
Mostly, I refer students to this office and they have been consistently helpful.	1
No problems here.	1
Not much novelty	1
OK. Nursing programs are not.	1
Orientation could be made more substantive and could impact more students.	1
orientation is friendly but in my table conversations with the students are ignorant of what to expect in the classroom	1
orientations give good information to incoming students	1
Staff are easy to work with and helpful when needed.	1
Student life is Fantastic! We just love the energy that [Individual Name] puts out.. She is a breathe of sunshine!	1
student orientation is a good idea, but should not be optional for first-time students	1
students still seem unaware of what to expect at Collin- maybe not the new student program's fault though!	1
They do such a great job. Thank you for taking care of the needs for Recruitment, Student Life, and Testing and Assessment. .	1
they try hard and use effective programs	1
Used to have more interaction with income new students to explain our services	1
very effective orientations	1
Very successful. Great outreach. Top staff.	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Student Life

Did not respond	792
100% student focused. Always willing to help and go the extra mile.	1
A great place for students to eat and relax after and before classes	1
A ton of money & a pound of ideas	1
A wonderful department to partner with	1
Always cheerful and helpful. New office at CPC is really nice.	1
always fun	1
Always helpful and friendly	1
Always helpful.	1
Always polite, efficient & responsive; student emps need more training on College	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
Can't figure out what it does. Must be important, though.	1
could provide more activities for students to meet and feel a part of the college	1
CPC staff are very helpful	1
Do a good job in activities and ID cards	1
[Individual Names] are wonderful!	1
[Individual Name] excellent - fantastic to work with. Other staff at PRC has not always been especially helpful.	1
[Individual Name] is wonderful. She is in a job that really matches her strengths.	1
Dynamic and engaged with students and faculty	1
easy to talk to	1
efficient	1
Every single person does a great job down to the student workers.	1
Excellent	2
Excellent Customer Service	1
Fantastic attitudes and very helpful ([Individual Name])	1
Good experiences, very good overall.	1
good resource, but some staff are hard to reach	1
Good service - thanks [Individual Name] O!	1
Great department- encourages student involvement and leadership	1
Great service, knowledgeable staff	1
great staff	1
Great staff	1
Great staff. This needs to grow because they have outgrown space. The new file cabinets are not conducive to maintaining files so advisor's offices absorb need for better filing cabinets. The new building's central theme should be Student Life as the center with each organization given cubicle and meeting room area and larger centralized meeting areas. A "Community is our middle name" theme could be utilized where students could interact in a larger scale to meet the economic, social, and environmental needs of our local and global community.	1
great support system	1
Have always handled questions problems efficiently	1
have not used service	1
helpful	1
Helpful	1
helpful and friendly staff	1
Helpful during last year's Associate Faculty Conference	1
Helpful to students, and they remember to call us if ID machine is down	1
helpful with student organizations	1
Helpful.	1
I'm not sure they did what I needed from them	1
I get what I need in a timely manner.	1
I had a great experience with Student Life. It lead me to other avenues and opportunities. The staff was very courteous, welcoming and knowledgeable. Although I am no longer a student, we still maintain a warm friendship.	1
I like the way they program with faculty	1

Specify reason for rating -Student Life

I obtained my faculty ID from this department. Staff was courteous and efficient.	1
I work there	1
knowledge and assistance	1
Level of courtesy and knowledge depends on who is at the front desk.	1
Like the opportunities offered to students through this office	1
lost and found is very organized	1
[Individual Name] is an exceptional person to work with!	1
Mostly, I refer students to this office and they have been consistently helpful.	1
My interaction with this area has been positive	1
N/a	1
Need to be more proactive in student programs at prc	1
nice and quick service	1
No complaints	1
Not helpful for anything unless it is a student club.	1
Offer a balanced variety of offerings to students and encourage faculty to participate as volunteers.	1
often poor attitudes	1
ok	1
PRC - we need some work here. papers get lost, office not friendly to me or my students. Do not help support student orgs -everyone seems to have problems with them in my org. I always have to goto SCC to get support. [Individual Names] are a great help. The staff at PRC need work.	1
Reliable and consistently involved staff. Very crucial to a positive student environment at Collin.	1
Seem preoccupied by the computer, less interested in patrons needs. Also, had a few issues with mishandling/organizing lost items.	1
service	1
Slow, disarticulated and unfriendly	1
Sometimes hours are not sufficient. Provides support for student projects.	1
Staff always helpful	1
Staff are excellent; yearly training, as manifested by the state, is ridiculous	1
Staff are great; student assistants are perhaps a little less than professional at times. But overall these folks do an amazing job.	1
Staff at CPC are knowledgeable and helpful. Great resource for faculty and staff!	1
Staff helpful, fun activities needed for students	1
student assistants don't seem to care.	1
Student Life doesn't really act like other programs at other institutions. I'm not really sure what they do, to be honest.	1
Student life is Fantastic! We just love the energy that [Individual Name] puts out.. She is a breathe of sunshine!	1
System for posting signs could be improved and streamlined. Seems that there are many students and staff who are not always busy.	1
The staff are so friendly and wonderful to be around.	1
they always help me	1
they are trying	1
They have been helpful in placing informational posters and picking up lost and found items.	1
They have been very supportive of campus initiatives.	1
They provide the service they should	1
They remember our campus & try to connect with our students.	1
They work very hard to assist their students	1
They work well with the students.	1
Too many student assistants with improper training and incomplete knowledge of what is required to get a student ID or a library card.	1
too overloaded with paperwork; certain individuals are very unfriendly & difficult to work with (for students & faculty) - [Individual Name] is WONDERFUL!	1
Ususally great, need between semester access to student id's	1
Very active and engaged leaders	1
Very fiendly staff	1
very friendly and willing to help	1

Specify reason for rating -Student Life

---

Very friendly staff. Handles all lost and found items in our area.	1
Very helpful to my students.	1
Very helpful to students	1
What they do is great, can do more.	1
While the full-time staff are knowledgeable and efficient, their student staff are not always so motivated.	1
Why is the [Personal Identifier] always MIA? Why can't support staff answer questions?	1
Wonderful resources for students	1
Wonderful Staff & Customer Service	1
would say 4.5	1
Total	895

---

Specify reason for rating -Tech Prep

	Frequency
Did not respond	878
Always working to benefit students	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
condescending arrogant staff attitudes	1
First hand experience	1
have had no difficulty	1
Have not been helpful in posting tech prep credit	1
have not used service	1
helpful	1
I Have had a great deal of interaction due to hybrid courses. services are always friendly but no always efficient and many changes required are confusing and unnecessary.	1
I love their programs such as Career Bytes! & Focus on the Future. Their outreach to High Schools is great.	1
Information is not always current	1
Is their focus high school or college?	1
Just found out about them and talking with the staff though they are not too friendly	1
Needs to be dissolved; serves no real purpose	1
not friendly	1
They promote technical education and getting students Collin college credit	1
Useless	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Testing Centers & Assessment Services

	710
Did not respond	
A couple of students have taken tests through the testing center. They were helpful, friendly and got the job done on time!	1
academic	1
Again, staffing issues I think could help them a lot here, with heavy traffic times.	1
Although I have not used them recently I love the staff in the Testing Center, they are helpful and kind.	1
Always available and makes testing students a lot easier.	1
Always available when my students need to take an exam	1
always been efficient	1
Always cheerful, patient, and efficient	1
Always friendly and courteous!	1
always friendly, professional and efficient; wish I could use them more often so as to have more classroom time for coursework than exam-taking	1
always helpful	1
Always helpful and friendly	1
Always receive timely, efficient help when we need them	1
Always willing to help instructors with great attitudes	1
an important service, but probably the only office I know of that seems overstaffed. Many people seem to sit around, doing very little. I am concerned about security' faculty and staff are seldom if ever asked for identification.	1
Assistance, someone is always willing to help	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
Capable to do the work needed.	1
class structure has been changed and content has been cut due to the TC being unavailable for testing.	1
Close working relationship	1
Completely useless and when I do try to use it, it is very inconvenient and time consuming. I now just arrange to meet the student during my office hours. It is much more time efficient than going to the testing center, filling out forms, returning to pick up the test, waiting for them to be "processed", etc.	1
Constant student worker changes means that at the beginning of every semester, testing is difficult if using online services.	1
cooperative, timely	1
Cordial, knowledgeable, efficient.	1
courteous, helpful, professional	1
courteous and prompt	1
Do a nice job, always timely and very friendly to faculty and students.	1
do good job but not available to faculty for testings	1
do not keep faculty waiting	1
Effective procedures, and good speed at admitting students into the testing centers, and giving directions	1
Effective, could have longer hours	1
Efficient	1
Efficient, Good Customer Service, Friendly	1
Everytime I've used them they have been very helpful but some of their employees seem less than thrilled to help you	1
every semester there are some students who need extra time or have missed an exam and they need to take it, I have used the testing center facility every semester, very helpful and curteous.	1
everyone is very friendly	1
Everyone is very helpful and friendly.	1
Excellent	1
excellent continued support	1
Excellent Customer Service	1
excellent service	1
excellent staff and facility	1
excellent support	1
<del>Excellent support when needed to administer make-up exams</del>	<del>1</del>

Specify reason for rating -Testing Centers & Assessment Services

Faculty should be able to place exams here anytime they need	1
Fantastic! They do it right.	1
First hand experience	1
Flexibility	1
Friendly	1
gave the test	1
good	1
Good cooperation and easy to work with.	1
Good folks/ student oriented/need more room for computerized testing	1
Good job processing thousands of students	1
great and friendly staff, despite the stress they must handle daily	1
Great service for my online class.	1
great staff	1
Great working with on assessment information	1
Has always been accomodating	1
has become much more limited in who can test. Room is almost empty a lot of the time. Staff, reading knitting etc.	1
Have had to put tests in testing center frequently. Staff helpful, respectful, and students and my needs met.	1
Have heard them be rude to students	1
have not used service	1
Have used often, usually very courteous and helpful; only one negative experience where student was allowed to test who was not listed on the sheet turned in with the test	1
Haven't used them in a few years, but it was a madhouse a few years ago. Go from paper to paperless!!	1
Help with testing students during off office hours	1
Helped me in proof reading my essays and prepare my math assignment	1
helpful	2
Helpful	1
helpful and friendly staff	1
Helpful staff	1
Highly efficient.	1
I've had pleasureable experiences using the Testing Center	1
I do not use the service anymore because of the policy changes. The staff at PRC when I did use was very good. I had more frustration with knowledge of SCC staff.	1
I don't find this dept very helpful	1
I get what I need in a timely manner.	1
I have given test in the testing center, I have been very pleased	1
I have had other teacher's tests placed in my file.	1
I have not had as much conctact as previously since we are not allowed to use the center for semester academic exams but my experiences with the centers have been mostly positive	1
I use them a lot and they are great.	1
I wish hours of operation were longer	1
I wish we could send an entire class to take a test. It would free up class time.	1
It would be helpful to expand their services during peak registration times.	1
Little confusion with Clep test and Credit by Exam policies	1
Majority of people seem inattentive to students coming in. Most seem to look at me as if asking "what are you doing here?"	1
many testing limits and limited space, otherwise fine	1
Met every need and request efficiently	1
Mission creep and provincial	1
Mostly, I refer students to this office and they have been consistently helpful.	1
must be the nature of the business, watching people so they don't cheat, have NEVER cheated but think the personnel are hard core disciplinarians, or maybe its the person that oversees the testing center that is there demeanor	1
necessary in evaluation of students' ability	1
Nedd computers	1



Specify reason for rating -Testing Centers & Assessment Services

need to allow professors to give exams in testing center to free classtime for lecture.	1
Need to have classroom testing back! Less and less instructional time due to in class assessments and in class procter	1
Need to work on being secure without making testees feel like they are committing a crime	1
Needs have been met with courteous and knowledgable staff	1
Never a problem. They get me in and out quick when they identify me as a faculty dropping off.	1
no issues; system and personnel have met nearly all my needs	1
No major problems.	1
No problems	1
no problems with service	1
No problems, ever. Everybody friendly and helpful.	1
not allowed to use for large classes which makes it difficult to give multiple exams during the semester--seems that is the point of having a testing center	1
not as accommodating as in past.	1
Not enough staff to servie the students needs	1
Not used correctly to help academics	1
ok.	1
On the few occassions where I have been required to utilize the Testing Center they have always been courteous and efficient.	1
One point contact for 5 things (check in, lockers, drop off tests, etc)	1
One time they lost a student's test, but other than that, they have been very efficient.	1
Outstanding Team and service with a smile	1
[Individual person] is fantastic to work with, she always accomidates our department fo rstate testing.	1
Perfect for concentration and testing. Much more efficient than taking tests in a classroom. Helps to focus better.	1
placement tests do not place students in correct course	1
PRC - they do a great job!	1
PRC testing center staff is always super-friendly	1
Procedure is ok the staffs are mean and they suck.	1
rarely used in the past	1
really helpful	1
Reliable and helpful	1
Same as above comments.	1
SCC testing center always has staff sitting around chatting and eating - ALWAYS - and they complain that they cannot accommodate administering tests to whole classes - if that is the case then cut half the unbusy staff. Otherwise restore the services that we recently lost.	1
Seem to be understaffed at times.	1
seems to work ok; I wonder about more online capabilities	1
Seen a lot of improvement in testing center staff in terms of customer relations.	1
Serves its purpose	1
services are fast and efficient, customer service/interaction needs improvement	1
somewhat disconnected	1
Staff has always been very courteous to me when I've had to leave tests, etc.	1
Staff is always efficient, friendly, and helpful, even going out of their way on one occasion to receive a corrected front page to my test via email and replace the page on several copies in the file. Couldn't do it without them.	1
Staff is always helpful and knowledgeable and things get done correctly	1
staff is always polite, works well under pressure and extremely knowledgeable of testing procedures	1
Staff there was very kind and was always positive. They called me when they had a question about my test.	1
staff very helful and answer all my questiions	1
Stellar group of people	1
Supervisors and staff are frequently slow to respond or don't respond at all to emails; hours have been changed with little advance notice (wintermester 2011); while there are some staff who are friendly and organized the overall assistants and supervisors appear unprofessional	1

## Specify reason for rating -Testing Centers & Assessment Services

testing center no longer allowed to support lecture classes (which have somehow become 2nd class citizens to web classes)	1
Testing center procedures are a little difficult to understand at first. Have not used them in a while, could be quite chaotic in the office.	1
That office is typically in chaos because of the number of people who use it and who work there. But they seem to make it work.	1
The CPC Testing Center has always been great. Since moving to their new space, things seem to run even more smoothly. (On the other hand, I had too many problems at SCC over the years - I think due to the limited training for student workers. The FT people there always seemed to get things right.)	1
The ease with which I can accomplish make-up tests is awesome.	1
the necessary tasks get done	1
The organization iw very well structured, well run, procedures and policieis are implemented smothly, they are knowledgeable and eager to help professors and students. They not only do their work well, but the staff hostile and distracting. I find it extremely difficult to concentrate seems to interact very well with eah other, they seem generally happy and make work look fun even though its obviously tiresome at times.	1
The people are helpful, but the testing environment is overly when having to take a test in the testing center. Treating all students in an accusatory manner is intimidating and unappreciated.	1
The Students appear pleased.	1
The testing center is a God send for me with makeup exams for my students	1
The Testing Center is very helpful when students have failed the writing assessment and come to the Writing Center for help. The Testing Center will either e-mail or deliver a copy of the student's test so that we consultants can identify areas of weakness.	1
The Testing Center people are fabulous.	1
The testing center staff are courteous and efficient.	1
they always work with me and my students in a quick, polite fashion	1
they are a very good support during make up exam and the staffs at PRC are great	1
they are always accomodating and helpful	1
They are always friendly and efficient in processing tests	1
They are awesome and willing to help. I appreciate what they do.	1
They are consistently helpful!	1
They are overworked and harried but efficient, and a great collective sense of humor...	1
They are very fast and efficient.	1
They are very friendly	1
To my knowledge, they are doing a great job	1
Too many students (workers) milling around, eating, etc. Gives the center the feeling of incompetence	1
Totally Dependable!!	1
Use it for ADA studnets and they are really helpful.	1
use them often (SCC) - always courteous, professional, willing to help. Mistakes are made but they acknowlege it and do their best to fix it.	1
Used a couple of times no complaints	1
Used at SCC	1
Very efficient processes and smooth procedure.	1
Very friendly and helpful staff	1
very good	1
Very helpful - we were able to get in and get the test done in a timely fashion. They have worked well with me to schedule testing for multiple students.	1
very helpful	1
Very helpful to students and professors	1
Very helpful with setting up tests.	1
Very helpful.	1
very helpfull	1
very warm and friendly	1
We'd be lost without them. Easy to work with	1
we are awesome!	1
well done	1

Specify reason for rating -Testing Centers & Assessment Services

---

Were not able to administer my quiz because I allow hand written notes from class to be used on the quiz.	1
Willing to help	1
wish we could return to ability to outsource test function to centers	1
Won't allow students in Humanities to take makeups with textbook.	1
work very well to help students and other departments	1
Total	895

---

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

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

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



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

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

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

**1= Strongly disagree, 5 = Strongly agree**

**The unit procedures are user friendly.**

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

**Descriptive Statistics**

Procedures are user friendly -Center for Scholarly Learning and Civic Engagement 99 1 5 4.10 1.147

	N	Minimum	Maximum	Mean	Std. Deviation
Procedures are user friendly -HR-Information & Services/Benefits	391	1	5	4.04	1.033
Procedures are user friendly -HR-Internal Audit (Compliance)	44	1	5	3.80	1.268
Procedures are user friendly -HR-Organizational Development	48	1	5	4.10	1.016
Procedures are user friendly -HR-Professional Development	297	1	5	4.40	.853
Procedures are user friendly -Institutional Effectiveness-Assessment	64	1	5	3.88	1.076
Procedures are user friendly -Institutional Effectiveness-Curriculum	53	1	5	3.87	1.057
Procedures are user friendly -Institutional Research Office (IRO)*	151	1	5	3.99	1.131
Procedures are user friendly -Public Relations	200	1	5	4.12	1.040
Procedures are user friendly -Transfer Programs **	62	1	5	4.52	.763
Valid N (listwise)	3				

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

\*\*

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

NOTE:





## The unit procedures are efficient.

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

### Descriptive Statistics

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

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

\*\* Services to help with transfer process.

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

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

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/ Not applicabl e	Total
Met my needs in timely fashion -Center for Scholarly Learning and Civic Engagement	Count	3	7	17	23	54	7	111
	%	2.7%	6.3%	15.3%	20.7%	48.6%	6.3%	100.0%
Met my needs in timely fashion -HR-Information & Services/Benefits	Count	9	34	48	126	192	4	413
	%	2.2%	8.2%	11.6%	30.5%	46.5%	1.0%	100.0%
Met my needs in timely fashion -HR-Internal Audit (Compliance)	Count	2	3	4	12	22	3	46
	%	4.3%	6.5%	8.7%	26.1%	47.8%	6.5%	100.0%
Met my needs in timely fashion -HR-Organizational Development	Count	1	3	9	12	21	3	49
	%	2.0%	6.1%	18.4%	24.5%	42.9%	6.1%	100.0%
Met my needs in timely fashion -HR-Professional Development	Count	8	7	32	78	172	4	301
	%	2.7%	2.3%	10.6%	25.9%	57.1%	1.3%	100.0%
Met my needs in timely fashion -Institutional Effectiveness-Assessment	Count	2	3	16	20	23	6	70
	%	2.9%	4.3%	22.9%	28.6%	32.9%	8.6%	100.0%
Met my needs in timely fashion -Institutional Effectiveness-Curriculum	Count	1	3	11	20	20	4	59
	%	1.7%	5.1%	18.6%	33.9%	33.9%	6.8%	100.0%
Met my needs in timely fashion -Institutional Research Office (IRO)*	Count	6	7	26	49	69	7	164
	%	3.7%	4.3%	15.9%	29.9%	42.1%	4.3%	100.0%
Met my needs in timely fashion -Public Relations	Count	9	15	33	52	88	7	204
	%	4.4%	7.4%	16.2%	25.5%	43.1%	3.4%	100.0%
Met my needs in timely fashion -Transfer Programs **	Count	1		5	18	40	3	67
	%	1.5%		7.5%	26.9%	59.7%	4.5%	100.0%

### Descriptive Statistics

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

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

Services to help with transfer process.

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

\*\*

NOTE:

## The unit staff are knowledgeable.

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

### Descriptive Statistics

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

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

\*\* Services to help with transfer process.

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

## The unit staff are courteous.

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

### Descriptive Statistics

Staff are courteous -Center for Scholarly Learning and Civic Engagement 107 1 5 4.47 .955

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

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

\*\* Services to help with transfer process.

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

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

**1= Very unsatisfied, 5 = Very satisfied**

		1 = Very unsatisfied	2	3	4	5 = Very satisfied	Total
Rate overall satisfaction -Center for Scholarly Learning and Civic Engagement	Count	5	9	18	24	56	112
	%	4.5%	8.0%	16.1%	21.4%	50.0%	100.0%
Rate overall satisfaction -HR- Information & Services/Benefits	Count	13	23	68	141	166	411
	%	3.2%	5.6%	16.5%	34.3%	40.4%	100.0%
Rate overall satisfaction -HR- Internal Audit (Compliance)	Count	4	4	7	14	18	47
	%	8.5%	8.5%	14.9%	29.8%	38.3%	100.0%
Rate overall satisfaction -HR- Organizational Development	Count	2	2	15	11	21	51
	%	3.9%	3.9%	29.4%	21.6%	41.2%	100.0%
Rate overall satisfaction -HR- Professional Development	Count	4	8	42	92	156	302
	%	1.3%	2.6%	13.9%	30.5%	51.7%	100.0%
Rate overall satisfaction -Institutional Effectiveness- Assessment)	Count	1	5	19	26	19	70
	%	1.4%	7.1%	27.1%	37.1%	27.1%	100.0%
Rate overall satisfaction -Institutional Effectiveness- Curriculum	Count		8	12	23	17	60
	%		13.3%	20.0%	38.3%	28.3%	100.0%
Rate overall satisfaction -Institutional Research Office (IRO)*	Count	3	10	25	52	70	160
	%	1.9%	6.3%	15.6%	32.5%	43.8%	100.0%
Rate overall satisfaction -Public Relations	Count	7	14	31	66	84	202
	%	3.5%	6.9%	15.3%	32.7%	41.6%	100.0%
Rate overall satisfaction -Transfer Programs**	Count	1		6	20	38	65
	%	1.5%		9.2%	30.8%	58.5%	100.0%

**Descriptive Statistics**

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

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

\*\*

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

NOTE:

## Please specify the reasons for your ratings.

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

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

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

---

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

---

Specify reason for rating -HR- Information & Services/Benefits

Did not respond	724
A number of errors or being ignored	1
address my concerns	1
All HR forms need to be put online	1
Always answer my questions and easy to get a hold of when needed.	1
always answers my questions expediently	1
Always available to answer questions and provide information	1
always direct us to the right source	1
Always friendly	1
Always get the greatest service from HR-IS/Benefits	1
always helpful	1
Always helpful and courteous.	1
always on target when I have a question	1
Always very help, but sometimes not all the staff have the answers and do not give you an option of finding them.	1
Amazing! I had a really specific problem and they were right on top of it until it was fixed. Very helpful!	1
Answer questions promptly	1
Answers are not accurate	1
Answers benefit questions in a timely manner.	1
any time I had a question they answered it thouroughly and coursteously	1
as a new employee very helpful	1
As an employee, I have had to make calls about my personal HR information. Each call has been handled courteously and promptly.	1
average, sometimes it is hard to get info, [Individual Name] is good	1
Benefits are complicated and should be covered over and over again. I personally think that all employees should have orientation through HR where all hiring paperwork is completed upon each person's start date including part-time employees. Certain paperwork is required of all employees both part-time and full-time. Common forms could be covered first in morning and full-time benefits could be covered in the afternoon. These forms and benefits can be very complicated and often difficult to understand. This is HR's area of expertise and should be clearly communicated by someone who clearly understands the complexities of each. To have this preformed by various people in the departments is inappropriate and dangerous. If the college was ever audited, HR would be held responsible for making sure all required documents are on file and accurately completed.	1
[Personal Identifier] should be more knowledgeable of all benefits	1
Benefits department not what I would expect from this College	1
Benefits [Personal Identifier] is hard to work with, my peers and I discuss how we get information by other means than contact with him.	1
Benefits [Personal Identifier] information is NOT reliable-I would not consider his advise	1
Benefits/insurance questions are always answered promptly. Updates regarding benefit changes, important dates, etc are clearly communicated.	1
Collin's HR dept. does a great job. I hear horror stories from colleagues who teach at other schools, and I'm so thankful we don't have those sorts of problems.	1
Could be easier to get specific information/answers	1
Counter-productive	1
dealt with as new employee, not much sense, but they were helpful	1
Department is multi-faceted, but I am able to connect with a knowledgeable representative when needed.	1
dept good but our benefits stink - soo expensive!	1
Despite repeated attempts to inform them, HR still does not understand how their actions affect processes downstream from them, nor understand how they fit into the overall process	1
did not answer email or return call	1
Difficult to find pieces of information that would be included in a faculty handbook. Also, cannot access Intranet via CougarWeb (need that for those working while not on campus).	1
Efficient	1
everyone in HR is very courteous and knowledgeable	1
Fast answer to my questions	1



Specify reason for rating -HR- Information & Services/Benefits

Filling out the on line application was not user friendly. I was confused by it. Also, I think my application was misplaced. I rec'd a confirmation # so I thought I had done it all properly. But the contact person in the dept did not receive the application and HR did not have it. If I had not followed through with callbacks, my application would not have made it to the dept.	1
First hand experience	1
For what I've used them for they have been great !	1
Friendly staff, sometimes info is not clear	1
Friendly. Efficient.	1
Generally meets my needs in a timely manner.	1
Generally helpful and informative	1
Get information about benefit when needed	1
getting better - more communication	1
Good job getting the information out the employees.	1
Great job!!	1
Great jon keeping us informed with e-mails	1
H.R. seems to think everyone exists for their convenience, not vice-versa.	1
Has met my expectations	1
Have always been able to answer my questions	1
Have always handled questions problems efficiently	1
Have met or exceeded my departmental needs.	1
Helpful	1
Helpful during my new employee info period.	1
helpfull and responsive answered questions quickly	1
Hiring process should be HR's responsibility but w/communication w/departmental managers regarding specific needs	1
HR has always been available to assist and/or train	1
HR has such a wonderful staff and they are excellent.	1
HR not only answered questions for me, but helped solve problems. VERY effective.	1
HR staff that I have worked with have been very helpful	1
HR staff treated me like family!	1
I am going to at workshop soon, I don't know much about this yet.	1
I get timely information from HR I am only part time	1
I had a question and got a business card of another person in HR to contact, my question was simple and should have been able to be answered by anyone in the HR office. Doesn't seem like anyone is cross trained in that office.	1
I have always been provided the benefit information that I have needed. The ERS website is difficult to navigate but that is not HR's fault.	1
I have had good experiences mostly, but at one point a policy change (or a policy re-read) threw my office into chaos, and some of my peers' hours had to be cut in half. Thankfully, they recanted on their decision. I can't say I could give them a good rating after that.	1
I have had issues with information not being updated after I have personally submitted changes. I was told that things take time to post. It has been almost 3 months.	1
I have had numerous problems with my 457 election when I make changes online. When resolving my issues, it became apparent that members of HR staff were not knowledgeable of all of our benefits.	1
I have used very rarely.	1
I haven't talked with them a lot, but the contacts I have had have been good.	1
I know they utilize the resources they are supplied with	1
I tend to have an issue with the FMLA policy. Being forced to take vacation and all other accrued leave seems to be contradictory to the policy. For those with illnesses, it makes one very nervous about the possibility of losing a job. Staff should be allowed to use their accrued time, and then have that 12 week unpaid cushion if necessary.	1
I think the college can do better with Information on benefits and services.	1
improvement recently or would have been 1	1
Information is very helpful	1
Information presented in a clear and timely manner	1
Information provided was helpful	1

Specify reason for rating -HR- Information & Services/Benefits

Informative	1
informative, helpful	1
Informative.Efficient.	1
Insurance is confusing.	1
It's difficult to get an answer regarding what the benefits actually mean.	1
It's too hard to get the information that you need.	1
It has been nice to obtain info on the website but sometimes difficult to find a specific answer.	1
[Individual Name] helps get things straight on hiring	1
keeps us informed of changes	1
knowledge and assistance	1
knowledgeable and courteous staff	1
knowledgeable and friendly	1
Lack of timely response. Staff not very customer friendly. Emails need to be more informative and written in simpler language.	1
Lack of willingness to share information with ALL eligible employees.	1
[Individual Name] is very knowledgeable of his area	1
Met my needs	1
misinformation about benefits / changes in plans	1
My experience has been overall a positive one (except for getting phone calls returned), but I know several colleagues who have been poorly advised. The overview of benefits for new hires requires people to make too many decisions too quickly, without adequate time for thought.	1
My objectives were met.	1
Navigation	1
need more info more often	1
Needed more information at retirement	1
Needs have been met	1
never get the same answer twice, confusing	1
New HR Smart fraught with problems	1
no problems with service	1
No problems, ever. Everybody friendly and helpful.	1
No return phone calls. Not addressing questions asked.	1
No specific reason	1
Not all people say the same thing	1
not always knowledgeable	1
not efficient, not helpful with basic questions	1
not knowledgeable or cordial – [Individual person ] is great!	1
Not very accessible - sometime they are OK but other times it feels like I get a run-around	1
Not very helpful, answers are not always correct	1
ok	1
OK, Never met any staff. Just heard complaints from people.	1
One must wait for the person in charge of question	1
Policies aren't clearly defined due to campus closing for bad weather for facilities employees. No one could define what's the policy.	1
procedures are confusing, hard to know how and where to submit forms such as for 403(b), not many vendors offered for 403(b)	1
provide me with important updates and benefits information regularly	1
provide update services and information	1
Provided needed information.	1
Provides info when I need it.	1
Provides timely updates on changes and procedures.	1
Puts out timely information. Info is pretty easy to find on intranet.	1
Responsive to requests	1
retrieved helpful information when requested	1
Rocky start to benefit plan when first became eligible. Seemed a little rigid. Much better subsequently. No complaints	1

Specify reason for rating -HR- Information & Services/Benefits

Rude	1
Seemed agitated when asked questions	1
Since I work in the admission office, I work closely with the cashier. When I had applied for a part time cashier position, I was denied because I did not have the exact number years of experience, eventhough, I had been working with the cashier for 6 years part time. I found out later they hired someone outside instead of hiring someone from the inside first.	1
Smooth. Efficient. Transparent.	1
So much on line, it's automatic	1
Sometimes difficult to contact the person with the answers.	1
Sometimes forms are not current on Website	1
Sometimes it take a long time for them to reply to questions.	1
Staff are courteous, but they have lost documents I have dropped off in person	1
staff have always been friendly and my payroll has been accurate!	1
staff is very helpful and friendly	1
Staff is very knowledable and helpful	1
Staff member that handles benefits is not helpful and has poor communication skills. Very disappointing.	1
The application process was unusually difficult and error prone.	1
The first meeting I ever had with HR was the description of the benefits and their services, very informative and organized meeting.	1
The HR staff are all very courteous and helpful. The subject is very confusing and seems to always be shifting; they seem at ease with this and make it easy for us to understand.	1
The people are great. Sometimes I find the HR website not so user-friendly.	1
Their information sessions seem to always be during peak class times; therefore I am unable to attend. Perhaps some afternoon sessions.	1
They gave me applicable, helpful information.	1
Timely and helpfull.	1
timley and advance your needs when needed	1
Too many assumptions of benefits. Needs drilled down	1
training sessions are helpful	1
Updates are current and informative;	1
Useful to staff and faculty	1
Very friendly and helpful.	1
very helpful	1
Very helpful	3
Very helpful in answering questions in response to benefits	1
Very helpful with all of my requests	1
Very helpful with staff on medical leave, although it does take too much time to receive a response to emails/phone calls...sometimes more that three days	1
very informative	1
very outdated and completely inefficient	1
Very responsive considering the number of college employees requiring assistance.	1
Web site could be updated - More user friendly	1
When I needed HR information for a task I was performing, they met with me and assisted me in filling out the paperwork I needed completed.	1
When needed, I receive good information.	1
When you have a problem, they walk you through it.	1
<del>Whenever I need their advice, it seems to be sound and well informed.</del>	<del>1</del>
Total	895

Specify reason for rating -HR- Internal Audit (Compliance)

Did not respond	882
Could be a bit more communicative	1
Dosen't listen, jumps to conclusions, Slow to complete work, looses information already provided. Makes assumptions that are not necessarily correct. Creates a great deal of stress. Not sure understands big picture.	1
Gestapo tactics	1
Good procedures, good staff	1
haven't had much interaction	1
HR seems to have very good procedures in place.	1
I don't find the compliance activities particularly useful. It seems to be mostly about jumping through hoops.	1
Is this the dept that send out the same sexual harrassment training video each year? OMG!	1
knowledge and assistance	1
Misread this on the questions before/thought this was regarding internal audit from the Business office/ no real response on my part here	1
Some seem to have god complexes.	1
Staff have no idea about other areas and complexity of other areas	1
We didn't mind the audit itself, but did not like being treated so rudely	1
Total	895

Specify reason for rating -HR- Organizational Development

Did not respond	877
Anticipate our needs. Very professional. effecient and resourseful	1 1
For what I've used them for they have been great !	1
Great staff	1
HR consultants are a vital part of the organization. Extremely helpful and quick to assist when needed.	1
HR does a fine job on organizational development.	1
HR has always been available to assist and/or train	1
HR never gives feedback after job interview.	1
i feel they can do better it is really hard to hire an employee and go though the process. PATH was not user friendly.	1
If this is Path, I'm glad it's gone.	1
knowledgeable and courteous staff	1
Need better documentation of HR policies and procedures	1
Need more info - not sure what all this includes	1
Not sure.If this is the hiring area, very horrible procedures, too complex. Does not make hiring anyone an easy or semi easy task.	1
Received outstanding assistance	1
recent improvements (HRNewsletter, HR info sessions)	1
Staff are very courteous and helpful. Forms are very cumbersome, especially request for leave and sub form process.	1
Whenever problems arise, the staff is wonderful at helping work them through!	1
Total	895

Specify reason for rating -HR- Professional Development

	Frequency
Did not respond	772
A lot more courses have been offered.	1
A number of good programs are available. ACE is a fine program but needs to be tailored more specifically for faculty who want to transition into administration - or another program needs to be developed for this purpose.	1
all of student development was required to attend. The information given wasn't necessary to require everyone to go. Not ground breaking at all.	1
All sessions attended have been well done.	1
always answers my questions expediently	1
Always polite, efficient & responsive	1
Always seeking ways to improve resources, always friendly and helpful	1
An important element of improving the institution in a number of ways. I appreciate the opportunity for professional development!	1
Approval process cumbersome.	1
average	1
average, sometimes it is hard to get info, [Individual person] is good	1
Bad hours for seminars,	1
Beneficial, Supportive, and Work Enhancing	1
Class act!	1
Course offerings are timely and respond to my needs.	1
differences of statements coming out of the area.	1
Does not offer optional career path for employees - Formal programs needed to prepare employees obtaining higher education degrees to prepare them to move up within the departments or organization.	1
Easy to register for trainings, open communications, willing to ask our opinion regarding needs.	1
excellent online professional development programs..face-to-face programs generally not in a useable time frame for adjunct faculty	1
Excellent service, prompt responses	1
exceptional service	1
Extremely helpful service that is easy to use.	1
First hand experience	1
For what I've used them for they have been great !	1
Good	1
Good classes offered and registration is simple	1
good insight and current information	1
Good job although some of the presenters are not very good, but they have improved over the last year.	1
Good opportunities	1
Good staff, but sometimes a lack of organization	1
Great job, [Individual person] !!! Continually offer new and helpful courses.	1
Great programs & training opportunities	1
Great service	1
Great variety of in-house seminars. Learned a lot.	1
Great variety of topics.Efficient. Knowledgeable.	1
Have attended some useful sessions. Good job.	1
have only done online professional development by this office	1
Have taken some of the online training modules. They were ok.	1
Helpful	1
HR has always been available to assist and/or train	1
HR has always been helpful and responsive.	1
I'm sure folks do a great job, but since there is very little advance notice for those that work full-time outside the College, there has been little opportunity to take advantage of their hard work.	1
I've enjoyed the professional development opportunities attended in the past. I would like to see more opportunities for full time staff.	1
I enjoy the various opportunities to learn and grow that this program offers.	1
I have always found it easy to register for and attend professional development activities at the college	1
<del>I have found the seminars that I have attended very well presented and helpful in my job.</del>	<del>1</del>

## Specify reason for rating -HR- Professional Development

	Frequency
I have only really used this once and it was fine although a little cumbersome to deal with.	1
I have taken some workshops and online training, very organized and useful.	1
I personally don't take many of the classes (no time) but it does seem organized	1
I really like that they e-mail opportunities! I want to attend more but can't because I teach when sessions are offered	1
I very little of use in the HR-sponsored professional development activities.	1
informative	1
Informative classes	1
knowledge and assistance	1
knowledgeable and courteous staff, a lot of great course offerings for staff	1
Lots of interesting program offered but haven't been able to participate due to schedule; looking forward to March 11 program.	1
Many computer classes offered, but other classes are not as frequent. Wish they were!	1
Many opportunities and easy to set up	1
Many opportunities available	1
Maybe my fault, but I still don't have website or use many resources.	1
Most professional development classes are very informative	1
Need different paperwork for professional growth and no human contact	1
Needs have been met	1
Neutral	1
New opportunities for professional development. Feedback mechanism created after attending professional development, particularly All College Day!	1
Nice thing to have, just wish more professional development classes will be offered at PRC	1
nice variety of classes for us to take	1
no issues in this area	1
No problems, ever. Everybody friendly and helpful.	1
Now offering a wider range of seminars.	1
offer a variety of helpful subjects and areas	1
Offer good programs	1
Offer good training and make it easy to enroll	1
Offer many Professional Development classes for employees	1
offer needed services, well-informed	1
Offering are easily accessed	1
offers good programs	1
offers opportunities to meet faculty needs	1
OK, never met any staff, just on the phone.	1
okay program; making an effort to be relevant	1
online registration and website easy to use	1
options	1
our tuition reimbursement program is a joke. \$400?? I also want to take classes for free here at Collin (for faculty) - this can be a benefit since most of benefits are going down the drain..	1
Plenty to offer	1
Proactively offers workshops that may assist in being a better manager	1
Prof Dev classes are very helpful	1
Professional Development classes are the best training I have used for last few years.	1
provide good workshops to staff	1
Provides a lot of options.	1
Provides a myriad of classes.	1
Provides excellent development opportunities	1
redundant training opportunities. not much I can use.	1
Relevant workshops	1
Responsive, but could be a bit more timely.	1
She is doing a good job with Professional Dev options	1
[Individual Name] is great - but the trainers are horrible - this service is a waste of money	1

## Specify reason for rating -HR- Professional Development

	Frequency
Signed up for an online and spoke to [Individual Name] and [Individual Name] . Both very friendly and helpful.	1
So many of the classes I've had were so beneficial for my professional development. The classes offered are easy to register for.	1
some online services were not available as advertised	1
Specific need to target associates	1
The class was great but there was not anyone to meet the instructor to be sure that all the media equipment was functional and the wrong books were delivered to the class, so my assessment is that prep was not followed up on.	1
The classes I have taken have been great! CPR was the best.	1
The courses offered were beneficial in my present position	1
the online classes are wonderful!	1
The tone of wording on paperwork that is required for travel assumes that one is likely to be presenting false and unrelated expenses and or reasons for attending a conference and the like. A number of in-house programs have been of little help or substance in the focus and presentation of the subject matter.	1
The workshops I have attended have been useful. Just wish I had more time to devote to Professional Development.	1
Ther are many to choose from.	1
there needs to be more funds provided for professional development	1
They always provide excellent programs and services for staff.	1
They just began offering online seminars. That is so important. As the college has grown it is harder to leave our areas to attend training and PD offerings. They do a great job in this department.	1
They offer good classes, we just need to take better advantage	1
They provide the service they should	1
This was a good experience.	1
Training is superb and top notch, VERY pleased!	1
Useful to staff and faculty	1
user friendly and immediate feedback	1
Usually pleased with program offerings	1
variety, quality, ease of registration, evaluations	1
Very good classes and lots of opportunities.	1
Very informative topics but not always accessible due to work schedule.	1
We are updated on offerings, and they have developed courses specifically for our needs	1
Wide range of opportunities offered for free	1
with respects to faculty, most of what is promoted for pro development is useless	1
<b>Total</b>	<b>895</b>



Specify reason for rating -Institutional Effectiveness- Assessment)

Did not respond	868
Adjunct faculty asked to do burdensome evaluation too often.	1
Always helpful.	1
Assessment does not really do a good job of letting faculty and staff give input to effectiveness of upper administration	1
Assessment process becoming more meaningless and onerous as we develop program outcomes, etc. More "stuff" to go in a file cabinet.	1
data occasionally slow in coming	1
departmental assessment effective	1
Disorganized & not effective	1
Good response, good information	1
I think we need a standardized outcomes assessment report for each instructor to complete - particularly for core courses.	1
informative	1
Issue is more about how it is done	1
Limited use	1
meetings are hindered with jargon and ineffective efforts to clarify the objectives	1
Met requirements	1
need more lead time on things we have to turn in	1
need to find out why many students are poor readers	1
Needs to publish progress	1
Not necessarily clear on what the college is doing	1
OK	1
Process is thorough and productive.	1
Process will never be efficient due to rules and regs but people working here are great.	1
Provides valuable information regarding what it taking place	1
So far so good.	1
Staff is very cooperative and conscientious.	1
Supply ongoing process for making Collin a better institution	1
this is a state issue, but my grades which I give to my students are a better assessment than anything else that can be devised	1
We are told that we must do this assessment for SACS or the state and more times than not the measurements are completed by the personnel and then it disappears in the black hole of academia. On the otehr hand things appear, at times to be bounced back for correction or madification simmply as a means to create work for the justification of a committee or program.	1
<b>Total</b>	<b>895</b>

Specify reason for rating -Institutional Effectiveness- Curriculum

	Frequency
Did not respond	875
a quality education can be has as long as our curriculum leads students to being more prepared for 4-year institutions	1
Academic administration is pretty blurry at Collin College	1
Always helpful.	1
Bad, Bad!!! Curriculum office is overwhelmed. Curriculum mandates from the state are NOT reaching the deans and chairs/discipline leads in a timely fashion. Information we receive from curriculum office isn't consistent. One person will tell you one thing, and someone else will tell you the complete opposite. This service MUST be improved - especially since they are dealing with state-mandated procedures that must filter down to deans/chairs in a timely manner. HELP!!!	1
Comments on assessment apply here as well.	1
Could give more updates on issues	1
Curriculum is good. Standard requirements but individual discretion.	1
Good	1
Helpful	1
information follow appropriate channels	1
insure that all classes transfer	1
Keep Collin on track with SACS	1
many forms to fill out	1
Needs a lot of work, there really doesn't seem to be anyone in charge	1
Process will never be efficient, but good efforts are being made.	1
same as above	1
staff clear explanations, cheery & helpful attitude	1
Staff is very cooperative and conscientious.	1
Too bureaucratic	1
Very helpful in process of changing curriculum - went above and beyond my expectations	1
Total	895

## Specify reason for rating -Institutional Research Office (IRO)\*

Did not respond

824

Always a pleasure working with staff from IRO/very professional, knowledgeable, good perspective and a good sense of humor!	1
Always helpful and informative	1
Always knowledgeable	1
Always polite, efficient & responsive	1
An IRO environment is not my cup of tea - more power to them	1
Can't seem to get useful data sometimes	1
Deadlines for reports from our department are always within 3 days, I feel we should have more time. Our numbers never match IRO. They are always off maybe need to update the process better. Surveys are not be counted if a class falls after or before pickup for the semester. All of our classes are not traditional and need to extend dates for sending to outside company.	1
Despite the wealth of data and advanced tools to work with, the studies being done do not seem to correlate with the needs of the faculty and academic departments. The IRO should work WITH faculty on studies of academic success, etc.	1
Difficult to find data needed - website is unclear	1
Either they are overworked or understaffed. Don't get what I need in a timely manner.	1
enjoyed participating in survey group	1
exceptional service	1
Finding information is difficult b/c of terminology not being universally known.	1
friendly staff, difficult procedures	1
Friendly staff, lots of very informative statistics	1
Good	1
Good response, good information.	1
Good work is being done here -work that needs to get out to more people.	1
Great resource for know what is going on and for seeing what other colleges are doing	1
[Individual person] is very helpful.	1
Had good success with this office	1
Haven't worked with IRO in a few years but when I did, staff did a great job. I don't think the person I dealt with is with the college anymore.	1
Helpful	2
I am satisfied because I can honestly say what I think and hope someone is listening.	1
I have not worked with IRO in a few years. I would like to see the science lab surveys put into place again. These were very helpful in identifying areas for improvement.	1
I often need information, prompt response	1
I use their information all the time! I show it to students and other teachers. I am curious if they study more than just district stats. and if they work with faculty to find out information	1
I was asked be on a focus group as a student. I felt very impressed and honored that students were included in the research and development of the institution we attended	1
If lose evals not good but others could be to blame otherwise seem to get info when needed	1
informative	1
IRO has always provided info needed in a timely manner.	1
IRO needs to allow more time to respond when making a request for information about students, program data, etc.	1
Just pulled information. Sometimes the info is hard to find or not available.	1
keeps us informed regarding statical data	1
Like data on CougarWeb	1
Limited use	1
Lots of great information and knowledgeable people. Pleasant to work with many in the department.	1
Many opportunities presented	1
Many times express evaluations are distributed after the class ended.	1
Missed promised survey delivery date by months. Received no analysis whatsoever.	1
Nearly invisible. Undertrained. Understaffed. Unresponsive to requests.	1
Not efficient; poor organizational effectiveness	1
Online stats are helpful, responses to individual requests are not always prompt	1

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

Specify reason for rating -Institutional Research Office (IRO)\*

Provides the information I am seeking in a timely manner	1
Responsive to my request.	1
Review reports online, but not familiar with processes.	1
Staff First hand experience	1
Staff is very courteous and helpful	1
Staff places blame on others when there is a mistake. Repeatedly.	1
Staff works hard and is cooperative, but not always timely.	1
Surveys like this are necessary	1
Surveys, surveys, surveys	1
Taking a survey such as this one.	1
The staff at IRO are wonderful to work with.	1
They are always responsive, organized and ready with suggestions.	1
They do their job	1
They help me with my data needs - great job.	1
This area has to work so hard under unrealistic deadlines set by the state. Please take care of this department and provide the necessary budget and staff they need. They work so hard and do a great job. The stress level is tremendous and the state requirements and deadlines are always during peak registration times.	1
Too much data is undirected toward a solution	1
Too often have to "fill in blanks" concerning graduates, completers.	1
useless statistics provide for strategic planning and other needs	1
Very good in making surveys available	1
Very hard to schedule survey and little if any analysis	1
Very helpful with the IRTF for our Lab.	1
Very knowledgeable and efficient.	1
Very Knowledgeable - used for surveys	1
We have always received our student evaluation information in a timely manner. When we complained that evaluations were not in the order useful to us, they accommodated us by reorganizing them by professor in alphabetical order.	1
Why isn't info from them ever made available?	1
Work collaboratively, communicate effectively	1
Would like to get faculty evals faster	1
Total	895

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

Specify reason for rating -Public Relations

Did not respond	801
Again, a pleasure and a staff that is creative, hard working and willing to work with us to provide comprehensive information to our students	1
Again, staffing is an issue. Multiple drafts occur for products, and sometimes it gets down to the wire on getting a product delivered. When you send them things, that are edited with your corrections, often times you get the next draft and it doesn't even appear that they have read over what you have asked them to change. It makes for double the work.	1
alerts timely, alumni profiles, Connections, magazine articles	1
Always polite, efficient & responsive	1
Arbitrary as to what is picked up for promotion.	1
average	1
Can be slow to respond	1
Could use more staff	1
Courteous-communication while working on projects could be improved	1
Did not receive what we were asking for and it was dropped.	1
Do not really supply marketing advice to CE	1
Does a good job. Has developed a positive image for the college.	1
easy to work with great communication	1
Enthusiastic, professional, creative.	1
Every time I call, even if it turns out to not be their area, the PR staff are so kind and helpful to point me in the right direction.	1
Excellent help with projects	1
exceptional service	1
failure to provide photographer when requested on occassion, limited creative skills	1
First hand experience	1
friendly and courteous	1
great job	1
great notification for events and closures	1
have done a great job for everything they have helped us with	1
Have only used them a few times but am satisfied.	1
Have worked with them and have always been available	1
Haven't had recent experience.	1
[Individual Name] is great. No dealing with anyone else.	1
Helpful	1
Helpful and friendly	1
Helpful but timelines seem very long. Six weeks for a program seems a little much.	1
Helpful staff	1
Helpful when they have time	1
I am completely satisfied with the help I received from [Individual Name] in building our new departmental website.	1
I am not a PR expert. Went to PR for help marketing our program. Left feeling like the only way to get anything accomplished with them was to be a PR expert - Felt like I had wasted my time. / Writer did a story on our program. Sent rough draft for review. Had created the article by cutting and pasting from other already written articles. How did I know? Forgot to change the other programs' names to our program's name in the various paragraphs.	1
I have found the PR department to be inflexible some times, and I don't always like their color scheme choices.	1
I see the CC ads at the Angelika from time to time & love them	1
I worked with Public Relations for years submitting articles in Cougar News. I loved the rapport between the staff members. I miss it.	1
Incredible staff-- very dedicated and work well with faculty [Individual Name] in particular	1
informative	1
It seems the public relations section should be more visible to us--they are public relations after all!	1
know what they are doing and work as a team	1
Knowledgable, but sometimes not courteous, sometimes arrogant.	1
<del>Lisa and staff are very responsive.</del>	<del>1</del>

## Specify reason for rating -Public Relations

Mailings to my home made me know about the school. Love the Cougar Web alerts	1
Means well, but most policies I've experienced with are inefficient and time consuming.	1
Need better communication with college community. Changes to college website, cougarweb etc. were not very well communicated or managed. "Professional" photographs taken at our events less than stellar.	1
On top of their job	1
One of the best groups on campus to work wity.	1
Outstanding Mark is always responsive to story ideas and this dept does a great job of promoting the college	1
Persist in creating a friendly community environment for Collin	1
PR has a wonderful staff and they are excellent.	1
Presents a positive image of the College. Good Group	1
Previous projects	1
Process are time consuming and hinder the ability to get products produced in a timely manner. Editing could be greatly improved.	1
Processes could improved - Communiation, Processes, Friendliness	1
professional	1
Publications and ads for the general public are outstanding. Makes me proud to be with Collin.	1
[Individual person] is very helpful	1
Refer callers to them when they want statistics	1
Scheduling conflict	1
seems to be good but could be improved, for ex. PR person should take photos rather than the faculty member who is busy teaching the class	1
service	1
Slow to respond to emails, difficult to work with	1
Sometimes system gets bogged down; delayed orders	1
Staff are friendly, however, process not efficient. We feel we have to be the PR experts and extract from them the direction we need to go with marketing, developing materials, etc.	1
staff is great, procedures are confusing and frustrating at times	1
Staff is most helpful.	1
Staff is not very friendly - odd for PR	1
Staff is very cooperative and conscientious.	1
Takes forever to get results, procedures too cumbersome	1
The only gripe that I have with PR is that often I get voice mail and do not get to speak with a human being. I have to often ask several times for information I need from them to get my job done.	1
There should be only 1 person working on a job. It makes it very difficult when someone is in charge of writing , one in charge of graphics. It makes our projects for brochures take 6 months or longer. We can pay someone else to do our projects with the amount of time invested form our department and public relations.	1
They've "lost" my requests or I get the "turnaround" about who to contact for requests.	1
They do fantastic work	1
They do good work, are friendly, polite and professional. Sometimes they do not seem tio realize that their requests may come at a bad (busy) time for employees.	1
They have been to several events taken pictures and then no stories	1
time lag if response	1
timely responses	1
Too much administrative control	1
Turnaround time is long, but their work is excellent and the demands on their time are high.	1
Useful to staff and faculty	1
Very creative and responsive!	1
Very friendly -some of the best in the District. However, getting a simple brochure is not user friendly. I should only have to deal with ONE person in PR to get what I need in a simple brochure - not 3-4. They provide high quality work, but it is not efficient in any form.	1
Very good communications about the great work that is taking place at Collin College	1
Very good from outside the College, not so good from inside.	1
Very helpful	1
very helpful and great staff	1

Specify reason for rating -Public Relations

Very helpful, creative, and friendly	1
Very knowledgeable and efficient.	1
Very, very slow in responding and CE is not a priority at all with them	1
When I used them for a poster I needed, the result was not quite what I wanted. However, from judging other flyers and posters around campus, they seem to do a better job.	1
when involved with Foundation and when won award easy to get picture taken.	1
Wonderful! [Individual Name] is terrific.	1
Worked with PR on Industry Giants summer forum; nice folks, easy to work with.	1
Total	895

Specify reason for rating -Transfer Programs\*\*

Did not respond	870
"I can't answer that, you need to talk to the transfer university" is not truly helpful.	1
Always courteous and willing to help.	1
Always have information on transfer programs. Staff sends updated information regularly	1
always helpful	1
As above. [Individual Name] is such an asset to the college.	1
Complicated due to State requirements, but staff works diligently to compensate. Everybody friendly and helpful.	1
courteous, knowledgeable and good communication	1
Efficient & timely information	1
Good prgorams	1
Good programs and a great website.	1
great job	1
Great partnerships. Awesome! love it. Hope to use it in the future.	1
I have been sent emails on this issue	1
informative	1
nice to have a contact person to get transfer questions answered	1
Not familiar with processes; years since I have used service.	1
Should fight for the students more!	1
Staff very knowledgeable	1
[Individual Name] helped me to tailor my core curriculum to the universities I was planning to apply to. She even suggested the college to which I would attend. Austin College was an excellent fit for me.	1
[Individual Name] rocks!!!	1
Useful to staff and faculty	1
very easy to work with	1
Very helpful to me when I am helping students.	1
Very knowledgable	1
We work hard and try our best.	1
Total	895

\*\*Services to help with transfer process.



## Primary Campus (i.e, office location) in Spring 2011.

Spring Creek Campus 369 41.2 43.6 43.6

	Frequency	Percent	Valid Percent	Cumulative Percent
Preston Ridge Campus	184	20.6	21.7	65.3
Central Park Campus	180	20.1	21.3	86.5
Collin Center for Higher Education	65	7.3	7.7	94.2
Other	49	5.5	5.8	100.0
Total	847	94.6	100.0	
No response	48	5.4		
Total	895	100.0		

## Please specify the "other" campus.

Did not respond 848

	Frequency
Allen	2
Allen Center	3
Allen Teacher Certification Program	1
chec	1
Court Yard	2
Court Yard (CYC)	1
Court Yard Campus	1
Court Yard Center	1
Courtyard	5
Courtyard Campus	3
Courtyard Camputs	1
Courtyard Center	10
cyc	1
CYC	8
CYC and Allen	1
I have only taught dual credit courses	1
online	1
Online Instructor	1
Rockwall	1
Rockwall Center	1
Rockwall Higher Education Center	1
Total	895

## What best describes your status in Spring 2011.

	Frequency	Percent	Valid Percent	Cumulative Percent
Full-time faculty	186	20.8	21.8	21.8
Part-time faculty	238	26.6	27.9	49.6
Full-time staff	301	33.6	35.2	84.9
Part-time staff	95	10.6	11.1	96.0
Administrator	34	3.8	4.0	100.0
Total	854	95.4	100.0	
No information	41	4.6		
Total	895	100.0		

## Gender

Female	546	61.0	67.6	67.6
Male	262	29.3	32.4	100.0
Total	808	90.3	100.0	

	Frequency	Percent	Valid Percent	Cumulative Percent
No information	87	9.7		
Total	895	100.0		

## How long have you been with Collin College?

	Frequency	Percent	Valid Percent	Cumulative Percent
Less than 2 years	179	20.0	21.2	21.2
2-5 years	225	25.1	26.6	47.8
More than 5 years	442	49.4	52.2	100.0
Total	846	94.5	100.0	
No information	49	5.5		
Total	895	100.0		

## Any additional Comments or suggestions.

Please use the space below for any additional comments or suggestions.

	Frequency
Did not respond	815
1) Full-time faculty should be allowed to teach AT LEAST four online courses at part of regular load--if the college wants to save money AND to continue to be competitive and "cutting edge," full-time faculty should teach more online courses as part of regular load.--mo 2) Assessment needs to be much more rigorous--most high-school A.P. courses are more rigorous (with respect to the level of thought and writing expected of students AND to the level of texts students read) than the College's core courses. If the College is expected to compete with universities, then the College should offer the same level of rigor; however, it is very difficult to do so because of retention, which is related to assessment/placement--we cannot retain students who are improperly placed in courses and thus not able to complete them, no matter how hard the students and instructors work. 3) More and better online writing and tutoring services--FULL-TIME (although \$ is always an issue) writing and math tutors, who can communicate with students synchronously and asynchronously, would really help with retention and thus funding.	
A very efficient and thorough survey of Collin programs and services	1
All in all, I am so proud of Collin and the services provided. I think we shine and believe that the services, especially those offered to our students,are the major influence that distinguish us from other institutions. Go Collin!	1
As a fairly new employee, I was surprised there was no "personalized" on-site form of orientation between me and the HR office. I printed forms out and submitted them in by mail. This was so impersonal, it set an odd tone for my experience so far as an employee with Collin College. Also, I have found a lot of the administrators to be very unfriendly.	1
Banner is not such a good system for financial purposes. It's an archaic system; not even Microsoft based; it is DOS based (old school). Copy and paste features do not even work well. - On a whole I am so proud of Collin College and I let everyone I run into, know it's value in the community. I went to school here myself and had a very enriching experience.	1
Be sure to get all faculty (full- and part-time) feedback on changes, and don't be afraid to make changes.	1
Collin College is a caring college for all students.	1
Collin College is my favorite campus to teach at (Spring Creek). Wonderful faculty and staff, and I have always received help when I need in, in any area.	1
Collin College truly exemplifies a professional and enjoying environment!	1
Collin is a great and caring institution!	1
Collin is relatively young and I enjoy having opportunities to aid in our growth and improvement. I believe everything always has room for improvement. We should strive to keep up with current trends and keep improving. I would like to see more unity in faculty and staff. I think if we were all united it would better the college. We need more school spirit and show a united front. I think we should have designated days where we all wear Collin spiritwear. We are all in this together! 1	
Collin needs to improve computer infrastructure - for example, Groupwise from home is extremely difficult to use. Also, payroll and timekeeping forms and staff need a complete overhaul. System is excessively cumbersome for all employees and staff is virtually unresponsive.	1
Establish clearer lines for academic administration and include clear roles for faculty to play. It also might be nice if faculty were occasionally listened to when academic issues were considered.	1
For IT dept: I'm very disappointed in the constant GroupWise outages. Where's our 99.99% uptime that every other organization's IT department maintains? When are we moving to a modern email system? When will we be able to check and respond with our email program of choice (cell phone, Outlook) like everyone else allows - we're not inventing the wheel here, everybody else has already figured it out. When will the wireless at SCC be upgraded to adequately support the number of students trying to use it? For WebServices: Fix the "Email Class" link so it works off campus. Maybe replace it with a web form to input your email. But using the mailto: when email programs can't reach our mail servers is nothing but pointless frustration.	1
I've had great interactions with all service oriented departments mentioned in this survey. Everyone is friendly, helpful and tries hard to solve my issues promptly.	1
I am a student and full time staff here. I am very happy with all the services Collin college provides to the students and staff members.	1
I am about "surveyed" out but thanks for asking my opinion.	1

Please use the space below for any additional comments or suggestions.

	Frequency
I am grateful for the effort [Individual Name] puts into the Texas Legislative process.	
I am thankful [Individual Name] and the Board of Trustees had the foresight to anticipate the current legislative climate and protect the benefits of Collin College faculty and staff. I would like to see the part-time staff and associate faculty be a little more integrated or welcomed as part of the Collin College team. 1	
I am NOT in Texas to be familiar with any on-campus services provided by Collin College. What I have identified/rated in this survey has only been reached as an off-campus, part-time instructor.	1
I am pleased with all the services provided to our student, faculty and staff. One department forgotten in this survey is the "International Student Office" which serves more than 900 enrolled International Students, transfer students, community members and is a great resource to many of our faculty.	1
I appreciate the opportunity to share my views.	1
I do not feel my response to the survey adequately reflects the quality of our college and its services.	1
I do not feel that staff have support in HR when there is a serious problem with their supervisor. There needs to be a department formed to give guidance to staff in difficult or abusive situations without reporting back to the supervisor.	1
I do thing after working with fixed assets for all of these years that I certainly see ways of being more cost effective. We all want nice things and a great environment to work in with quality workmanship in our chairs, desks , etc but I do thing that surely there have to be other vendors out there that we can get better deals from for some of these things that are just as quality and just as nice but for less the price. Instead of 600 for a chair 300 or 200.. I am aware that purchasing does try to find the best vendor they can but it's just my opinion that maybe there are places that could have been overlooked. This is just one area I see where we might be able to save some cost. Other than That I thing everyone at this college is conscious and tries to conserve and do the best they can to preserve and take care of our school and assets.	1
I feel that lumping Payroll with Budget is very unfair to Budget. I have had ongoing problems with Payroll and they lack basic courtesy skills. My Budget experience on the other hand has always been fast, efficient and friendly and [Individual person] is always willing to answer any and all questions!	1
I find it interesting that we have increased the number of faculty but not staff. Faculty are constantly praised at All College Day and other events, but staff are not. While faculty are very important, staff are equally important and are often forgotten!	1
I have been at Collin since August 2009 and still do not know what Blackboard is. I don't know if I am supposed to be using it or where to go to find it. I get emails all the time that something is wrong with it and always wonder if this applies to me. There are a lot of services or programs that I have heard about but have no idea what they are. I think that people might forget that new associate faculty have a slower learning curve because they have less contact with the rest of the faculty. I feel like a lot of the things I have learned were just by running into the right person at the right time.	1
i just want to say what a wonderful place collin college is great to work for the staff,faculty,and students are great, what makes a job great is wanting to wake up to come to wk...instead of hesatting say well here we go again.... so on behave of myself i just want to say what a pleasure it is to work for collin college its a great fun and enjoyable job i plan on retiring at college college....	1
I know every institution has problems. However, I have honestly experienced very few here issues at Collin College and am very grateful and honored to work here. I believe we will work through budget issues and constraints over the next months and years and remain solid.	1
I LOVE Collin College! I gave up a tenured position at another school to return here many years ago. Overall, I find the support staff to be wonderful and the departments to be very successful and helpful to faculty and students. However, I have noticed an increasing trend of disempowering the faculty in decision-making processes. Faculty should be actively involved in important decisions concerning institutional effectiveness, advising, tutoring services, testing centers, scheduling, budgeting, etc. - and not merely allowed to speak and then be ignored.	1
I love Collin County Community College and I'm very happy to be here and want to remain here. :-)	1
I rate the Collin Services and programs better than any college I have taught at or attended.	1
I really enjoy teaching at Collin College. The students are great and so are my co=workers and supervisors. I know Collin College has more to offer me that I have not had time to investigate.	1
I really enjoy teaching at Spring Creek. The staff and faculty are friendly, easy to work with and I enjoy the students tremendously. It's a joy to work here. Thank you!	1
I think we need to expand the wellness program at my campus. It is difficult for everyone to come because of lunch schedules or at least have a small workout room set up for us to use.I do take advantage of the dance class which is offered and I have lost 24 pounds so far.	1
I trust that my answers will remain confidential. I have answered directly and honestly in an effort to give feedback that may be helpful in improving college services.	1

Please use the space below for any additional comments or suggestions.

	Frequency
I would also like to say that the Printing Express (the copy center) has been EXTREMELY useful. They always get the job done and done correctly.	1
I would like to see a more social and efficient staff in the Financial Aid department. I have heard nothing but complaints from students and I have personally noticed the attitude of the staff members. They don't seem to care about the students and they are never nice. Thank you and have a nice day!	1
In my ratings it was very difficult due to the groupings-In the Budget/Payroll/Audit I am only rating payroll, not the others. I know how the groupings were done (leadership), but they are very difficult to rate as a group. I know some areas only have one or two people so you might be rating a person, but at least people who work hard to be customer service oriented would not be grouped with people who are perceived to not care about customer service at all.	1
Individuals in each department impact positively or negatively. Communication regarding processes and changes in procedures needs improvement. Seeing some within the past few months.	1
It would be very beneficial for staff to have a workout room with a treadmill and bicycle.	1
I've never had any problems with any faculty or staff members. Everyone seems to go above and beyond to help each other out. I love my job and working for such a great organization. I am proud to be where I am.	1
Just FYI, survey took 1 1/2 hours to complete--not ten minutes.	1
keep up the good work, stay strong, keep smiling and remember its almost friday :)	1
Many of my answers were based on my experiences more than 5 years ago at various campuses.	1
Morale is low at the college.	1
need to take care of the parking issue. and the bathrooms are very disgusting; the locks in the bathroom need to be fixed because when people hit the doors hard, they swing wide open. there needs to be more seating throughout the school WITH BACKS!!!! sitting against the wide chair rail hurts your back so much! and the ones that are provided make you hunch and they are very uncomfortable.	1
none	1
Ok, Looking at it from a part-time staff and also a student, Library operating hours need to be expanded to accommodate many schedules. The Nursing program need to be expanded because there are too many people needing the program and in different campuses. Advising staffs need regular training as they are giving different conflicting advise. Financial Aid at the CPC..? Well I guess need training as well. Thanks for this opportunity.	1
On one occasion, I had an Associate Dean at PRC send out broadcast email to all Chairs and Deans at every campus embarrassing me to the point that I quit teaching at the Ridge FOREVER. I was never at fault and my Spring Creek Dean "handled" it. I switched permanently to Spring Creek Campus and am happy. Preston Ridge has had poor Chairs and Deans in my discipline for approximately 4 years. I would rate them Incompetent.	1
On the 28 <sup>th</sup> , I will have been unable to make copies for 15 days, which is unreasonable for a language teacher! I am very upset by this mandate.	1
On the whole, I think Collin is doing well in the way it interacts with students, staff, and faculty. The issues I've noticed seem to stem from "growing pains" and will take time and some mis-steps along the way to fix.	
Overall I have found all staff and faculty to be extremely helpful, friendly & courteous	1
Overall, I deeply enjoy and appreciate all aspects of Collin College, our staff, faculty, and administrators are Top Notch. Any conflicts or complications that I have personally experienced have been due to the inherent challenges of a larger scale institution and are invariably handled with diligence and professionalism. Truly, no complaints.	1
Please get more servers for online courses and allow faculty to have more space allocation on their H:/ drive. I teach 10 different courses on several campuses and would like not to have to purchase or carry an external hard drive.	1
Please take care of the Student Development Division. Please find a way to increase our budget to ensure we are available to the student needs. We thank you for all your efforts in this critical time.	1
Surveys are only as good as the questions being asked. For my part, these questions were not particularly useful for eliciting good critique of the various areas/departments at the college. Hence, I have strong reservations against the idea that this survey will yield any real use value.	1
Thank you for developing the survey and getting our opinions.	1
Thank you for soliciting feedback. I appreciate it.	1
Thanks for asking!	1
Thanks for asking. TLC on CPC is wonderful. Librarians are great too.	1

Please use the space below for any additional comments or suggestions. Frequency

The lines at SCC in Admissions/Advising/Financial Aid are sometimes a 2 hour wait, standing in line. This is not good service to our students. I would recommend that a re-arrangement be done with the library move, in order to accomodate a larger office and seating areas for the students, with a sign-in computer, same as PRC and CPC. Procedures are much more efficient at those campuses. It would also be helpful if something could be done in order for Financial Aid to have the time to answer their phones and help students, or at least return the calls. Their phones go direct to voice mail on the first ring, year round. Students tell me that FA does not return voice mails or emails.	1
The majority of college employees are courteous and helpful and it is understandably difficult to meet the needs of each and every student. Staff surveys are great, but no one wants to badmouth another department. Interdepartmental communication is much better for staff than for the student, and in most cases students get the run around while trying to resolve any issues. I am aware of the many departments and services offered here, but the average student does not. As community college becomes more of a realistic option for both traditional and nontraditional students, more attention needs to be placed in making students aware of the services as well as, making everything as user friendly and uncomplicated as possible. The college has made great strides in becoming paperless, yet online systems do not appear to be very user friendly for students. Plus teachers are using technology in classrooms that they themselves do not know how to access and/or navigate, forcing students to seek out assistance from who?	1
The Rockwall campus is sometimes overlooked. [Individual Name] does a great job helping us.	1
The staff at Collin are the most knowledgeable and professional that I have ever had the pleasure to work with. One can tell that the institution, and the individual employees here, really do care about doing an excellent job for the students and community we serve. I am VERY proud to be a Collin employee.	1
This is the first survey of this type. Good Job! Please do this type, more often.	1
This survey began by assuring me that the comments I was about to provide would be completely confidential. The last few questions in this survey take away any shred of confidentiality. How does information about my gender, length of service with the college or the campus where I am located help improve the quality of services that are under scrutiny? Please note that 5 - 10 minutes is a gross understatement of the time required to complete this survey. I have spent the better part of one hour answering questions in a responsible way, providing explanations for my ratings of certain departments and services in the college.	1
This survey did not take 10 minutes. It took almost an hour. We need people to be honest and respectful of people's time.	1
This took longer than 5-10 minutes if you took it seriously. Don't misrepresent surveys.	1
Thr only frustration I have had is with Blackboard issues. Especially, at the end of a semester. I think a lot has been done to rectify these situations.	1
We can save the earth and cut our College expenses by following "GO GREEN" slogan.	1
We must address the long lines in the Student Development areas, and the lack of student access to financial aid offices. There is much frustration there....	1
Wellness is a valued asset to promote employees to stay healthy which in turn reduces sick time used when medical conditions can be prevented. Every campus should contain a gym and work out facility and the college should highly promote the use of wellness time by its employees.	1
While we have all had to adjust to recent software conversions and budget issues, the college is a caring community determined to offer the best it has to insure student success and staff support. We must be patient with the process of growth and ensuing service adaptations.	1
Why did you exclude Courtyard Center as a campus?	1
Why does Media Service make us change internet access password so frequently? Is it really necessary to do it every 3 months? Can i suggest every 6 months instead?	1
Why is it that CYC is NEVER included - to my knowledge we are not an "other" campus	1
With the restructuring of the parking lot with the building of the new library I would like to suggest an increase in handicap parking.	1
You may see from my responses that I hold Collin College in high esteem. The people here are friendly, helpful, and very efficient.	1
You might try using PsychData Academic Surveys. I think you will find them more user-friendly and they will compile your data with several layers of security protocols. PsychData is being used across many disciplines at many two and four-year institutions ( <a href="http://www.PsychData.com">www.PsychData.com</a> )	1
Total	895