

Collin Educational and Support Services /Programs
Faculty/Staff Survey: Spring 2012

Collin College
 June 26, 2012

Demographic Background of Respondents:

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

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

*For details see next table.

***Please specify the other campus.**

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

What best describes your status in Spring 2012:

	Frequency	Percent	Valid Percent	Cumulative Percent
Full-time faculty	202	24.1	24.2	24.2
Part-time faculty	233	27.8	27.9	52.0
Full-time staff	301	35.9	36.0	88.0
Part-time staff	77	9.2	9.2	97.2
Administrator	23	2.7	2.8	100.0
Total	836	99.6	100.0	
Did not respond	3	.4		
Total	839	100.0		

Gender:

	Frequency	Percent	Valid Percent	Cumulative Percent
Female	554	66.0	69.9	69.9
Male	238	28.4	30.1	100.0
Total	792	94.4	100.0	
Did not respond	47	5.6		
Total	839	100.0		

How long have you been with Collin College?

	Frequency	Percent	Valid Percent	Cumulative Percent
Less than 2 years	141	16.8	17.1	17.1
2-5 years	225	26.8	27.3	44.4
More than 5 years	458	54.6	55.6	100.0
Total	824	98.2	100.0	
Did not respond	15	1.8		
Total	839	100.0		

Section I. Administrative Services

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

		0	1	Total
	Count	275	545	820
Accounts Payable & Budget	%	33.5%	66.5%	100.0%
	Count	326	494	820
Administrative Programming*	%	39.8%	60.2%	100.0%
	Count	250	570	820
Audit, Accounting & Payroll	%	30.5%	69.5%	100.0%
	Count	94	726	820
Campus Police & Security	%	11.5%	88.5%	100.0%
	Count	352	468	820
Financial Reporting/Operations (Bursars)	%	42.9%	57.1%	100.0%
	Count	255	565	820
Grounds**	%	31.1%	68.9%	100.0%
	Count	76	744	820
Help Desk	%	9.3%	90.7%	100.0%
	Count	122	698	820
Media Services	%	14.9%	85.1%	100.0%
	Count	229	591	820
Mail Services	%	27.9%	72.1%	100.0%
	Count	190	630	820
Physical Plant Operations	%	23.2%	76.8%	100.0%
	Count	395	425	820
Purchasing/Inventory Control	%	48.2%	51.8%	100.0%
	Count	340	480	820
Telecommunications ***	%	41.5%	58.5%	100.0%
	Count	220	600	820
Web Services	%	26.8%	73.2%	100.0%

* Support for systems such as Banner.

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

*** Support for phone systems.

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

		0	1	Total
	Count	509	288	797
Accounts Payable & Budget	%	63.9%	36.1%	100.0%
	Count	533	264	797
Administrative Programming*	%	66.9%	33.1%	100.0%
	Count	481	316	797
Audit, Accounting & Payroll	%	60.4%	39.6%	100.0%
	Count	344	453	797
Campus Police & Security	%	43.2%	56.8%	100.0%
	Count	600	197	797
Financial Reporting/Operations (Bursars)	%	75.3%	24.7%	100.0%
	Count	613	184	797
Grounds**	%	76.9%	23.1%	100.0%
	Count	130	667	797
Help Desk	%	16.3%	83.7%	100.0%
	Count	248	549	797
Media Services	%	31.1%	68.9%	100.0%
	Count	389	408	797
Mail Services	%	48.8%	51.2%	100.0%
	Count	283	514	797
Physical Plant Operations	%	35.5%	64.5%	100.0%
	Count	601	196	797
Purchasing/Inventory Control	%	75.4%	24.6%	100.0%
	Count	506	291	797
Telecommunications ***	%	63.5%	36.5%	100.0%
	Count	393	404	797
Web Services	%	49.3%	50.7%	100.0%

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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.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
	Count	7	19	54	85	88	24	277
Accounts Payable & Budget	%	2.5%	6.9%	19.5%	30.7%	31.8%	8.7%	100.0%
	Count	11	10	50	66	94	19	250
Administrative Programming*	%	4.4%	4.0%	20.0%	26.4%	37.6%	7.6%	100.0%
	Count	12	15	54	96	113	19	309
Audit, Accounting & Payroll	%	3.9%	4.9%	17.5%	31.1%	36.6%	6.1%	100.0%
	Count	8	6	25	89	279	29	436
Campus Police & Security	%	1.8%	1.4%	5.7%	20.4%	64.0%	6.7%	100.0%
	Count	2	8	17	53	99	15	194
Financial Reporting/Operations (Bursars)	%	1.0%	4.1%	8.8%	27.3%	51.0%	7.7%	100.0%
	Count	2	2	8	39	94	29	174
Grounds**	%	1.1%	1.1%	4.6%	22.4%	54.0%	16.7%	100.0%
	Count	30	40	61	142	340	16	629
Help Desk	%	4.8%	6.4%	9.7%	22.6%	54.1%	2.5%	100.0%
	Count	7	16	40	127	314	18	522
Media Services	%	1.3%	3.1%	7.7%	24.3%	60.2%	3.4%	100.0%
	Count	7	9	23	96	217	32	384
Mail Services	%	1.8%	2.3%	6.0%	25.0%	56.5%	8.3%	100.0%
	Count	14	16	44	125	279	17	495
Physical Plant Operations	%	2.8%	3.2%	8.9%	25.3%	56.4%	3.4%	100.0%
	Count	9	14	38	51	70	10	192
Purchasing/Inventory Control	%	4.7%	7.3%	19.8%	26.6%	36.5%	5.2%	100.0%
	Count	4	5	15	79	160	22	285
Telecommunications ***	%	1.4%	1.8%	5.3%	27.7%	56.1%	7.7%	100.0%
	Count	7	23	44	94	199	19	386
Web Services	%	1.8%	6.0%	11.4%	24.4%	51.6%	4.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable & Budget	253	1	5	3.90	1.051
Administrative Programming*	231	1	5	3.96	1.109
Audit, Accounting & Payroll	290	1	5	3.98	1.076
Campus Police & Security	407	1	5	4.54	.835
Financial Reporting/Operations (Bursars)	179	1	5	4.34	.905
Grounds**	145	1	5	4.52	.782
Help Desk	613	1	5	4.18	1.152
Media Services	504	1	5	4.44	.874
Mail Services	352	1	5	4.44	.878
Physical Plant Operations	478	1	5	4.34	.981
Purchasing/Inventory Control	182	1	5	3.87	1.157
Telecommunications ***	263	1	5	4.47	.814
Web Services	367	1	5	4.24	1.015
Valid N (listwise)	24				

* Support for systems such as Banner.

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*** Support for phone systems.

Note: The above table excludes the "Don't Know" category to compute the mean and standard deviation.

The unit procedures are efficient.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Accounts Payable & Budget	Count	9	23	44	78	97	21	272
	%	3.3%	8.5%	16.2%	28.7%	35.7%	7.7%	100.0%
Administrative Programming*	Count	11	15	47	67	88	20	248
	%	4.4%	6.0%	19.0%	27.0%	35.5%	8.1%	100.0%
Audit, Accounting & Payroll	Count	11	27	40	92	107	25	302
	%	3.6%	8.9%	13.2%	30.5%	35.4%	8.3%	100.0%
Campus Police & Security	Count	7	9	29	97	249	44	435
	%	1.6%	2.1%	6.7%	22.3%	57.2%	10.1%	100.0%
Financial Reporting/Operations (Bursars)	Count	3	7	25	45	86	23	189
	%	1.6%	3.7%	13.2%	23.8%	45.5%	12.2%	100.0%
Grounds**	Count	2	3	14	34	84	34	171
	%	1.2%	1.8%	8.2%	19.9%	49.1%	19.9%	100.0%
Help Desk	Count	20	42	64	154	325	22	627
	%	3.2%	6.7%	10.2%	24.6%	51.8%	3.5%	100.0%
Media Services	Count	5	19	44	130	295	23	516
	%	1.0%	3.7%	8.5%	25.2%	57.2%	4.5%	100.0%
Mail Services	Count	4	10	36	104	190	38	382
	%	1.0%	2.6%	9.4%	27.2%	49.7%	9.9%	100.0%
Physical Plant Operations	Count	16	21	45	139	235	30	486
	%	3.3%	4.3%	9.3%	28.6%	48.4%	6.2%	100.0%
Purchasing/Inventory Control	Count	9	18	35	48	67	11	188
	%	4.8%	9.6%	18.6%	25.5%	35.6%	5.9%	100.0%
Telecommunications ***	Count	2	5	20	80	149	28	284
	%	.7%	1.8%	7.0%	28.2%	52.5%	9.9%	100.0%
Web Services	Count	8	20	56	94	175	27	380
	%	2.1%	5.3%	14.7%	24.7%	46.1%	7.1%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable & Budget	251	1	5	3.92	1.118
Administrative Programming*	228	1	5	3.90	1.134
Audit, Accounting & Payroll	277	1	5	3.93	1.130
Campus Police & Security	391	1	5	4.46	.867
Financial Reporting/Operations (Bursars)	166	1	5	4.23	.976
Grounds**	137	1	5	4.42	.872
Help Desk	605	1	5	4.19	1.088
Media Services	493	1	5	4.40	.879
Mail Services	344	1	5	4.35	.869
Physical Plant Operations	456	1	5	4.22	1.034
Purchasing/Inventory Control	177	1	5	3.82	1.191
Telecommunications ***	256	1	5	4.44	.785
Web Services	353	1	5	4.16	1.031
Valid N (listwise)	20				

* 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" category to compute the mean and standard deviation.

The unit met my needs in timely fashion.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Accounts Payable & Budget	Count	8	9	43	67	130	18	275
	%	2.9%	3.3%	15.6%	24.4%	47.3%	6.5%	100.0%
Administrative Programming*	Count	9	12	40	67	104	18	250
	%	3.6%	4.8%	16.0%	26.8%	41.6%	7.2%	100.0%
Audit, Accounting & Payroll	Count	14	15	33	86	143	16	307
	%	4.6%	4.9%	10.7%	28.0%	46.6%	5.2%	100.0%
Campus Police & Security	Count	9	7	22	90	287	19	434
	%	2.1%	1.6%	5.1%	20.7%	66.1%	4.4%	100.0%
Financial Reporting/Operations (Bursars)	Count	3	4	15	37	117	13	189
	%	1.6%	2.1%	7.9%	19.6%	61.9%	6.9%	100.0%
Grounds**	Count	3	3	11	28	96	30	171
	%	1.8%	1.8%	6.4%	16.4%	56.1%	17.5%	100.0%
Help Desk	Count	14	25	51	155	371	12	628
	%	2.2%	4.0%	8.1%	24.7%	59.1%	1.9%	100.0%
Media Services	Count	10	12	41	97	344	12	516
	%	1.9%	2.3%	7.9%	18.8%	66.7%	2.3%	100.0%
Mail Services	Count	7	3	26	109	217	23	385
	%	1.8%	.8%	6.8%	28.3%	56.4%	6.0%	100.0%
Physical Plant Operations	Count	20	14	34	131	275	13	487
	%	4.1%	2.9%	7.0%	26.9%	56.5%	2.7%	100.0%
Purchasing/Inventory Control	Count	7	12	28	50	83	10	190
	%	3.7%	6.3%	14.7%	26.3%	43.7%	5.3%	100.0%
Telecommunications ***	Count	6	3	16	64	180	16	285
	%	2.1%	1.1%	5.6%	22.5%	63.2%	5.6%	100.0%
Web Services	Count	11	17	47	86	202	21	384
	%	2.9%	4.4%	12.2%	22.4%	52.6%	5.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable & Budget	257	1	5	4.18	1.033
Administrative Programming*	232	1	5	4.06	1.086
Audit, Accounting & Payroll	291	1	5	4.13	1.110
Campus Police & Security	415	1	5	4.54	.847
Financial Reporting/Operations (Bursars)	176	1	5	4.48	.875
Grounds**	141	1	5	4.50	.891
Help Desk	616	1	5	4.37	.957
Media Services	504	1	5	4.49	.892
Mail Services	362	1	5	4.45	.822
Physical Plant Operations	474	1	5	4.32	1.024
Purchasing/Inventory Control	180	1	5	4.06	1.112
Telecommunications ***	269	1	5	4.52	.840
Web Services	363	1	5	4.24	1.044
Valid N (listwise)	25				

* Support for systems such as Banner.

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*** Support for phone systems.

Note: The above table excludes the "Don't Know" category to compute the mean and standard deviation.

The unit staff are courteous.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Accounts Payable & Budget	Count	3	6	27	62	150	26	274
	%	1.1%	2.2%	9.9%	22.6%	54.7%	9.5%	100.0%
Administrative Programming*	Count	6	7	18	51	150	17	249
	%	2.4%	2.8%	7.2%	20.5%	60.2%	6.8%	100.0%
Audit, Accounting & Payroll	Count	9	14	29	73	157	25	307
	%	2.9%	4.6%	9.4%	23.8%	51.1%	8.1%	100.0%
Campus Police & Security	Count	9	3	17	64	333	7	433
	%	2.1%	.7%	3.9%	14.8%	76.9%	1.6%	100.0%
Financial Reporting/Operations (Bursars)	Count	4	1	10	28	133	12	188
	%	2.1%	.5%	5.3%	14.9%	70.7%	6.4%	100.0%
Grounds**	Count	2	2	4	25	121	17	171
	%	1.2%	1.2%	2.3%	14.6%	70.8%	9.9%	100.0%
Help Desk	Count	13	16	32	100	458	10	629
	%	2.1%	2.5%	5.1%	15.9%	72.8%	1.6%	100.0%
Media Services	Count	6	8	24	85	388	8	519
	%	1.2%	1.5%	4.6%	16.4%	74.8%	1.5%	100.0%
Mail Services	Count	6	2	12	71	245	45	381
	%	1.6%	.5%	3.1%	18.6%	64.3%	11.8%	100.0%
Physical Plant Operations	Count	11	7	24	78	357	13	490
	%	2.2%	1.4%	4.9%	15.9%	72.9%	2.7%	100.0%
Purchasing/Inventory Control	Count	5	5	17	38	110	15	190
	%	2.6%	2.6%	8.9%	20.0%	57.9%	7.9%	100.0%
Telecommunications ***	Count	5	0	8	37	215	19	284
	%	1.8%	.0%	2.8%	13.0%	75.7%	6.7%	100.0%
Web Services	Count	9	5	24	63	259	22	382
	%	2.4%	1.3%	6.3%	16.5%	67.8%	5.8%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable & Budget	248	1	5	4.41	.868
Administrative Programming*	232	1	5	4.43	.946
Audit, Accounting & Payroll	282	1	5	4.26	1.040
Campus Police & Security	426	1	5	4.66	.775
Financial Reporting/Operations (Bursars)	176	1	5	4.62	.812
Grounds**	154	1	5	4.69	.708
Help Desk	619	1	5	4.57	.870
Media Services	511	1	5	4.65	.747
Mail Services	336	1	5	4.63	.746
Physical Plant Operations	477	1	5	4.60	.841
Purchasing/Inventory Control	175	1	5	4.39	.975
Telecommunications ***	265	1	5	4.72	.699
Web Services	360	1	5	4.55	.875
Valid N (listwise)	27				

* 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" category to compute the mean and standard deviation.

The unit staff are knowledgeable.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Accounts Payable & Budget	Count	5	4	26	66	145	27	273
	%	1.8%	1.5%	9.5%	24.2%	53.1%	9.9%	100.0%
Administrative Programming*	Count	2	10	19	58	143	19	251
	%	.8%	4.0%	7.6%	23.1%	57.0%	7.6%	100.0%
Audit, Accounting & Payroll	Count	9	9	26	76	158	25	303
	%	3.0%	3.0%	8.6%	25.1%	52.1%	8.3%	100.0%
Campus Police & Security	Count	9	4	17	85	293	26	434
	%	2.1%	.9%	3.9%	19.6%	67.5%	6.0%	100.0%
Financial Reporting/Operations (Bursars)	Count	4	1	16	35	120	12	188
	%	2.1%	.5%	8.5%	18.6%	63.8%	6.4%	100.0%
Grounds**	Count	2	1	7	31	102	31	174
	%	1.1%	.6%	4.0%	17.8%	58.6%	17.8%	100.0%
Help Desk	Count	8	16	47	116	428	12	627
	%	1.3%	2.6%	7.5%	18.5%	68.3%	1.9%	100.0%
Media Services	Count	6	16	31	82	368	14	517
	%	1.2%	3.1%	6.0%	15.9%	71.2%	2.7%	100.0%
Mail Services	Count	4	4	22	68	230	57	385
	%	1.0%	1.0%	5.7%	17.7%	59.7%	14.8%	100.0%
Physical Plant Operations	Count	15	10	21	104	316	22	488
	%	3.1%	2.0%	4.3%	21.3%	64.8%	4.5%	100.0%
Purchasing/Inventory Control	Count	5	7	19	40	106	12	189
	%	2.6%	3.7%	10.1%	21.2%	56.1%	6.3%	100.0%
Telecommunications ***	Count	6	0	11	48	196	22	283
	%	2.1%	.0%	3.9%	17.0%	69.3%	7.8%	100.0%
Web Services	Count	7	11	26	72	245	20	381
	%	1.8%	2.9%	6.8%	18.9%	64.3%	5.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable & Budget	246	1	5	4.39	.891
Administrative Programming*	232	1	5	4.42	.879
Audit, Accounting & Payroll	278	1	5	4.31	.994
Campus Police & Security	408	1	5	4.59	.806
Financial Reporting/Operations (Bursars)	176	1	5	4.51	.862
Grounds**	143	1	5	4.61	.741
Help Desk	615	1	5	4.53	.846
Media Services	503	1	5	4.57	.839
Mail Services	328	1	5	4.57	.775
Physical Plant Operations	466	1	5	4.49	.926
Purchasing/Inventory Control	177	1	5	4.33	1.008
Telecommunications ***	261	1	5	4.64	.770
Web Services	361	1	5	4.49	.901
Valid N (listwise)	24				

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*** Support for phone systems.

Note: The above table excludes the "Don't Know" category to compute the 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

		Very unsatisfied	2	3	4	Very satisfied	Total
Accounts Payable & Budget	Count	5	13	47	89	129	283
	%	1.8%	4.6%	16.6%	31.4%	45.6%	100.0%
Administrative Programming*	Count	6	15	45	87	103	256
	%	2.3%	5.9%	17.6%	34.0%	40.2%	100.0%
Audit, Accounting & Payroll	Count	11	20	42	99	140	312
	%	3.5%	6.4%	13.5%	31.7%	44.9%	100.0%
Campus Police & Security	Count	4	7	31	97	310	449
	%	.9%	1.6%	6.9%	21.6%	69.0%	100.0%
Financial Reporting/Operations (Bursars)	Count	2	6	19	58	111	196
	%	1.0%	3.1%	9.7%	29.6%	56.6%	100.0%
Grounds**	Count	3	2	15	37	123	180
	%	1.7%	1.1%	8.3%	20.6%	68.3%	100.0%
Help Desk	Count	16	28	64	161	394	663
	%	2.4%	4.2%	9.7%	24.3%	59.4%	100.0%
Media Services	Count	4	10	46	127	359	546
	%	.7%	1.8%	8.4%	23.3%	65.8%	100.0%
Mail Services	Count	3	6	39	111	244	403
	%	.7%	1.5%	9.7%	27.5%	60.5%	100.0%
Physical Plant Operations	Count	11	20	42	131	303	507
	%	2.2%	3.9%	8.3%	25.8%	59.8%	100.0%
Purchasing/Inventory Control	Count	3	12	32	65	78	190
	%	1.6%	6.3%	16.8%	34.2%	41.1%	100.0%
Telecommunications***	Count	2	0	27	72	186	287
	%	.7%	.0%	9.4%	25.1%	64.8%	100.0%
Web Services	Count	7	13	56	107	216	399
	%	1.8%	3.3%	14.0%	26.8%	54.1%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable & Budget	283	1	5	4.14	.973
Administrative Programming*	256	1	5	4.04	1.013
Audit, Accounting & Payroll	312	1	5	4.08	1.074
Campus Police & Security	449	1	5	4.56	.765
Financial Reporting/Operations (Bursars)	196	1	5	4.38	.860
Grounds**	180	1	5	4.53	.828
Help Desk	663	1	5	4.34	.981
Media Services	546	1	5	4.51	.786
Mail Services	403	1	5	4.46	.789
Physical Plant Operations	507	1	5	4.37	.948
Purchasing/Inventory Control	190	1	5	4.07	.987
Telecommunications***	287	1	5	4.53	.723
Web Services	399	1	5	4.28	.944
Valid N (listwise)	38				

* Support for systems such as Banner.

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

*** Support for phone systems.

Please specify the reason for your rating.

Accounts Payable & Budget

	Frequency
Did not respond	729
always about to reach a person a obtain an accurate answer	1
Always friendly and helpful.	1
always helpful	1
Always helpful	1
Ann is wonderful! Even though some of the procedures or data is confusing, staff helps to answer questions or works to figure out solutions to issues.	1
Ann T. is awesome.	1
Ann Thompson couldn't be more patient and helpful. Always cheerful and cares about your concerns.	1
Ann Thompson is awesome. Others are helpful and knowledgeable. I'm impressed by how fast reimbursements gets processed for my group.	1
Ann Thompson is very knowledgeable and always very helpful.	1
AP & Budget always work with us to get our jobs done.	1
Awkward reporting software	1
Both departments are quick in responding to all my questions.	1
Budget and cost center guidelines are easy to follow.	1
Budget info and proceedures unclear	1
Budget input is still too difficult	1
Budget process is efficient	1
Changes made but not announced. When someone is on vacation, all of thier work waits till they get back.	1
Checks are issued in a timely manner, some of the procedures are cumbersome	1
Complicated & high stress process	1
confusing forms ... they act you should know their area of expertise	1
courteous, helpful	1
Courteous, helpful personnel	1
Delays in reimbursements	1
Difficult to get a person who can answer questions	1
Division deals directly with office, but they are timely in reimbursement of funds and other needs.	1
Don't use their services often, but when I have, they are effecient and responsive to my needs.	1
don't use them often enough to really have a reason	1
easily accessable , good service	1
Efficient and customer service oriented.	1
Fixed a problem orders made.	1
For the limited amount that I have contact with them, Accounts Payable and Budget have always helped me with my needs	1
From my end Budgeting process is unclear	1
gave me properr information	1
Good job	1
Good to work with..	1
Have not had any discrepancies	1
helpful and have always been friendly to me	1
I always get paid on time and correctly	1
I can't remember her name, but she is a twin. She has always been very helpful and explain things.	1
I get mileage.	1
I get what I need when I need it	1
I have always had great experiences with depart.	1
I have not used them in a long time.	1
I never had any problem with any of the services	1
I work mainly with Ann Thompson & Yvonne Hooper, they have always been very helpful and pleasant.	1
inefficient software	1
Interact with almost daily, timely, helpful	1

Accounts Payable & Budget

	Frequency
It would be helpful if end users were notified about procedure changes	1
Met my needs efficiently and courteously	1
Month to month, I feel like the process to get something done is never consistent.	1
More than meets my needs.	1
Most of time turning in receipts within 3 days is hard- pending on multi layers of approval	1
multi part paper forms are so 20 years ago.	1
My limited contact has been positive.	1
Need a better communication system	1
Needed help was received in a professional manner.	1
New employee still learning the procedures.	1
No issues	2
Not everyone is as helpful as everyone else, but on the whole good.	1
Not very flexible	1
Our needs were met according to the service they provide.	1
Paid expense report	1
Paper intensive	1
payroll info easily accessed	1
People are knowledgeable and friendly. Always willing to help.	1
Personnel in Budget are very friendly	1
PO invoices have been lost or gone unpaid	1
Policies and procedures are convoluted.	1
previous employess new system and customers well	1
Procedures for travel (local as well as the other) are painfully time-consuming and, frankly, ridiculous.	1
Procedures/ approvals depend on who you talk to	1
Processes change without notifying users.	1
processes pretty easy but would like to see better communications about changes	1
professional and helpful	1
prompt payment	1
reimbursement procedures are too slow and complicated	1
Respond in a timely matter	1
Respond to questions quickly/efficiently	1
responsive and accurate	1
Seems should be more electronic	1
service completed in timely manner	1
Service received in a timely and courteous manner.	1
some processes are cumbersome	1
Sometimes instructions given are not followed.	1
sometimes take too much time processing check requests	1
Staff are helpful in answering questions	1
staff can sometimes seem "stiff" and unfriendly	1
staff is always friendly and willing to help	1
The school appears equipped to handle changing budget circumstances.	1
The staff always helps me with no complaint	1
Their work is up-to-date.	1
There are frequent, complex changes that seem poorly understood even by AP staff. Slow, inconsistent responses guaranteed.	1
There are occasions when you can't reach anyone.	1
There is some confusion about payment on service contracts that extend over 2 budget years.	1
there seems to be a lack of communication, new procedures ineffect without warning	1
They are nice to work with but sometimes I don't think they understand what they do.	1
They are so nice and smart	1
They get the job done!	1
They handled my request promptly	1

Accounts Payable & Budget

	Frequency
They have always been prompt and courteous.	1
timely effective	1
timely, courteous responses	1
usually don't receive print outs of budget till Spring semester	1
Vendor pay timely & questions responded to quickly	1
very helpful with answering questions	1
Very nice & knowledgeable staff.	1
Very responsive to our needs.	1
we did have a student who needed immediate medical help and teachers did not know how to get that student help	1
Working refunds promptly	1
Total	839

Administrative Programming*

	Frequency
Did not respond	734
"	1
A serious situation arose dealing with computer entry, and persons were not held responsible for their actions. This was a grave mistake.	1
AAs/ADs need to be better informed; usual response = "Banner can't do that." in spite of potential pedagogical benefits.	1
Again helpful	1
Always responsive to needs	1
Answer questions and delivered results.	1
Answered issues in a timely manner	1
APS is very responsive and provides accurate information	1
Banner - It's not user friendly or intuitive to work with	1
Banner and cougarweb are not very user friendly.	1
Banner is full of problems and is not user friendly.	1
Banner is not user friendly; too many different places to enter data, which can cause confusion and errors.	1
Banner is sometimes illogical, resolving frustrating	1
Banner poorly set-up, not user friendly, does not meet needs	1
Banner procedures are usually helpful	1
Banner seems plagued by poor planning and integration. I also suspect it isn't a very good product.	1
Banner was a real challenge when implemented, staff very helpful	1
because it helps me access to what i need as fast as possible and gets my work done as well as answer any questions people have	1
constant changes not helpful	1
Couldn't do my job without them	1
Courteous	1
Did excellent work on Banner to Polaris upload project	1
easy to use	2
Effort and accomplishment are equally advanced	1
Every time there is a request, it takes way too long and often there are issues with what you get.	1
Excellent, immediate service	1
fairly satisfied with services but sometimes timing of outages could be better and notice given could be better.	1
finding all my classes in one place is poor; find my grades is also inconvenient	1
Fixes problems and answers questions	1
friendly, timely work	1
Generally responsive to my needs	1
Good job.	1
good working relationship and support	1
Had training class on Banner but don't use it much.	1
Have always helped when I had a problem	1
Have always met my needs	1
I am happy with their help	1
I feel more can be done to make Banner useful to our campus.	1
Interact with almost daily, timely, helpful	1
It seems as though every time someone in our department finds an issue with Banner or another system and we ask about getting it resolved, we are told "It can't be changed."	1
keeps in touch	1
Lacking sufficient knowledge and scope of needs to provide students better service.	1
LeAnne Eaton is a "jewel!" She has been extremely helpful to the AD's with the Flip Faculty Load program.	1
Minimal usage.	1
More customer service focus needed. Banner system exists to serve the needs of students and staff, let's make sure the staff supporting systems such as Banner is as customer and student focused as we are all expected to be.	1
Need more assistance for Banner issues	1
Need more training on Banner on screen that are specific to your job.	1

*Support for systems such as Banner.

Administrative Programming*

	Frequency
Need to receive some cost center manager reports, but that is apparently impossible.	1
never had a problem	1
no complaints, helpful, timely	1
No written procedures on intranet for new hires nor existing employee access to technical resources for supervisors and employees; access does not happen in a timely manner. A thorough understanding of a department needs before creating accurate Argos reports.	1
Not enough people! They try but they have so many projects that they can never take on small projects that would be helpful to have done.	1
not having a programmer solely for FA sometime causes issues with getting help in a timely manner	1
Not much experience with it	1
not sure if it is their problem or the system, but it seems that anything we have asked of the system that was supposed to "fix everything" cannot be done as it would mean having to "customize" it	1
not user friendly	1
OK	1
Our needs were met according to the service they provide.	1
Outdated, cumbersome	1
Problems get solved quickly	1
professional and helpful	1
prompt;quick recovery when system goes down	1
questions about the system	1
Quick reponses when I need their help, entire staff is friendly and helpful.	1
Receive good assistance	1
received excel file data from BANNER when requested	1
Reports from Banner are improving and becoming more consistent. That had been a concern.	1
Respond to questions quickly/efficiently	1
Response time not always as fast as needed	1
Rude people. Give rude answers to questions. I understand what I am being told so don't talk to me like I am 3.	1
Rude, assumes user is stupid.	1
Seems to take forever to get programming	1
Seems we serve computer systems rather than the other way around	1
sent me timely reply to important Banner question	1
Service received in a timely and courteous manner.	1
Slow and unable to communicate needs with them, don't understand the nature of my requests	1
Some areas are strong, some need improvement.	1
Some glitches every now and then in the system	1
Some members seem to believe their project should override everything else you are doing.	1
Some requests for program revisions are not done in a timely manner and/or I am not informed of the status.	1
Speedy and helpful services	1
staff are helpful but sometimes to overworked to get to issues immediately	1
Staff is not very knowledgeable on product.	1
staff seem to lack skills needed, have not (fully) utilized techn resources, not progressive	1
Support for Touchnet is not adequate.	1
Susan Acklin is awesome!	1
Suzanne Acklin is very knowledgable, very precise and accurate	1
The Banner system is not too good, but staff is.	1
The staff is great to work with.	1
the system is not user friendly	1
There is usually a lag between the request and the time to complete, but I cannot blame it in the employees. I assume they are very busy.	1
They are knowledgeable and courteous when I need help.	1
They have help us several times.	1
They know how to program but not listen to our needs and interpret them to produce items useful and accurate to meet our needs.	1

*Support for systems such as Banner.

Administrative Programming*

	Frequency
They provide information on any system changes	1
they try, but are dealing with a huge job that is sometimes slow	1
timely effective	1
Use very little	1
Usually "fix" challenges or explain alternate ways of getting things done	1
Very patient and helpful	1
Very practical & have support for any difficulty	1
very responsive	1
Very well run department	1
We have great programmers who are more than willing to help out any department. It is a shame that they are not given the recognition they deserve.	1
Total	839

*Support for systems such as Banner.

Audit, Accounting & Payroll

	Frequency
Did not respond	699
"	1
A form I used was unclear.	1
Accounting & Payroll are efficient and courteous.	1
Always catches any small mistakes made on our timesheets.	1
Always get answers to my questions. If that person doesn't know they make sure my question gets to the right person.	1
Always gives helpful instruction/staff is pleasant	1
always helpful	2
answer questions	1
answer questions about payroll	1
Answer questions and delivered results.	1
answered ? quickly/accurately	1
Archaic System with Time Sheets	1
Audit is efficient and respectful, but payroll is rude.	1
Audit lacks people skills. Payroll, very good.	1
Auditing and accounting are hard to deal with.	1
Better customer service needed	1
Can be rude	1
change of banks for direct deposit	1
Correct information	1
correctly pd on time	1
courteous; prompt	1
Courtesy issues -- come across like they do not want to work.	1
Dealing with them is a bother. They demand me to do things now, now, now, but when I ask things of them I have to ask multiple times or I'm totally ignored. Also, their paperwork is poorly written and too long and they have incorrectly interpreted a TRS rule that has severely limited the hours I work. I am unhappy to say the least.	1
Does not respond timely, but eventually corrects the errors. Unfortunately, too many errors.	1
don't use them often enough to really have a reason	1
Donna Stoutley & Ann Broussard have always been very helpful.	1
Donna Stoutly has always been willing to help and explain whatever I needed help with.	1
Efficient and helpful	1
Forms were not easy to find online	1
friendly	1
Get paid	1
Good job	1
Good to work with. Ann Thompson is great about responding to questions.	1
good working relationship and support	1
Got back to me quickly and handled my problem	1
Had no issues	1
Have experienced an issue with payroll	1
Have not had any discrepancies	1
Haven't had any problems, except some of the technicalities of timesheets and the like can be extraneous	1
Helpful and Quick to respond	1
helpful when I have needed them	1
Helps resolve issues or fixes problems as soon as possible. Very appreciated!	1
I've been trying since February of 2011 to get the correct pay code on my timecard. My supervisors have called several times, but the correct timecard has yet to be emailed. In fact, my timecard lists a pay code for a campus that I don't work at and have never worked at. One might think that Collin's commitment to excellence would not be overlooked in one of its most essential departments. The staff is pleasant, but they tend to "pass the buck" when it comes to correcting a simple clerical error.	1
I deal mostly with payroll and they do a satisfactory job.	1
I get paid on time.	1
I get what I need when I need it	1
I have had to email payroll a few times to find out information but they are always helpful.	1

Audit, Accounting & Payroll

	Frequency
I have no interaction; I know the payroll is electronic so just trust them.	1
I have only talked with payroll in the last few months and they were knowledgeable and courteous.	1
I like that my check is always on time.	1
I never had any problem with any of the services	1
Implementation of processes is not consistent.	1
Interact with almost daily, timely, helpful	1
It takes three weeks for payroll to be processed from the time it was turned in.	1
Like dept but some procedures need to be automated	1
Long turnaround from time sheet submitted to actual payday.	1
Love getting paid	1
luckily I have had few issues to talk to them about but am not sure exactly how efficient having 3 people dealing with the same items (professional travel) will work	1
My deposits are always made on time.	1
My experience with Payroll has not been ideal. Some staff are very rude and do not apologize for it either!	1
My issues were resolved in a timely and professional manner.	1
My limited contact has been positive.	1
my paycheck is on time	1
my payroll questions have been answered quickly and efficiently by a friendly staff	1
Needed help was received in a professional manner.	1
Neutral	1
Never friendly, avoid helping employees	1
Never had a problem that was not handled quickly.	1
Nice people. Get the job done but strict which isn't bad.	1
no complaints	1
No issues	1
no problems	1
No problems thus far.	1
Not a much interaction, but generally helpful	1
Not always effective, but we eventually get the info we need	1
Not everyone in payroll answers their phone	1
Not everyone is as helpful as everyone else, but on the whole good.	1
One employee in payroll was rude to me.	1
one short-tempered response to a question I had was enough to sour me on that department.	1
only deal with Payroll, and the manager is rude and impatient	1
Only had to call on personal issues nothing in depth.	1
operates in a timely fashion	1
Our needs were met according to the service they provide.	1
pay, W2s, substitute pay, all easily handled	1
Payroll Dept. does a good job, especially considering complexity of the payroll.	1
Payroll gave my check to someone else one month	1
Payroll has been great	1
Payroll has worked with me when unusual circumstances have occurred.	1
payroll is helpful, auditor is somewhat overwhelming and rigid	1
Payroll is on-time and accurate - check gets deposited.	1
Payroll processes seem efficient & effective.	1
Payroll very efficient and knowledgeable. Some accounting staff lacks depth of experience and basic understanding	1
Paysheets are cumbersome to complete, usually takes me an hour or more. I can never get anyone on the phone.	1
Poor information on pay stub. Extra courses are often missed.	1
Procedures and policies are not helpful for part time faculty	1
Processes are too antiquated, timesheets hard to read	1
professional and helpful	1
provided good service	1

Audit, Accounting & Payroll

	Frequency
provides all information and services promptly	1
Quick to respond, answer question, resolve issues.	1
Reimbursement on professional travel was over a month.	1
repeatedly lose paperwork	1
Repsond quickly	1
Respond to questions quickly/efficiently	1
rules and regulations delivered with large doses of condescension or no reply to questions at all	1
Service received in a timely and courteous manner.	1
some past confusion about from which campus budget some assistants' pay should be taken	1
some processes are cumbersome and Auditor is sometimes not willing to be flexable with meetings when we are in busy times with students	1
Some processes could be updated	1
Sometimes don't respond in a timely manner	1
Staff are always friendly and helpful.	1
Staff don't always respond in timely manner, new online app is NOT intuitive	1
Staff extremely helpful with my unique issues.	1
Still using time sheets!	1
The few times I've had questions about payroll or accounting, they were answered quickly and competently.	1
There was grave miscommunication concerning my paycheck which resulted in a need to deduct money from my future paychecks for 7 months. There was NO communication concerning a change in my nursing stipend until I noticed that I was not paid for January. This created a severe hardship for my family economically. The contract that I had signed stated my stipend would be paid over 9 months, when it was only paid over 8. I was never instructed that I would not be paid in January until my load was calculated. My stipend had always been paid over 9 months. The payroll department overpaid me for September the year before and did not notice it until I said something about it a year later. I assumed when I didn't get paid in January it was because I was overpaid in Sept. After that was caught, some 18 months later, the overpayment was deducted from my next 7 checks. We were never told about the change in payment schedule until after this occurred. I am very displeased with this department.	1
They are stars of the Business office.	1
They get my paycheck out on time	1
They have always been prompt and courteous.	1
They havent made a mistake on any of my paychecks.	1
They make the crazy weeks make sense to report	1
They pay the bills promptly and get our checks to us on time	1
They were able to answer my questions.	1
Time sheets procedure needs to be updated and simplified	1
timely effective	1
Timesheets should be automated using Banner. Other academic institutions do it. Paper copies are a huge time and money waster.	1
Took care of an issue with my first paycheck.	1
Took care of my needs with little effort on my part	1
Took time to understand the rules, but now that I have, no problem	1
travel expense reimbursement was timely	1
Unfriendly staff, unwilling to provide clarification on policy	1
Usually rude	1
very fast turnaround; very courteous	1
very satisfied	1
Were very helpful when I had to change bank accounts.	1
when need help someone is always there	1
will tell you one thing and do another then youre at their mercy.. waiting on a check	1
worked out a payment issue for me	1
You have to talk to specific people in the department. You have to talk to the person who handles students to have simple questions answered. It seems that it would be better if everyone could answer BASIC questions!	1
Total	839

Campus Police & Security

	Frequency
Did not respond	637
"	1
Addressed but were unsuccessful in solving my issue.	1
All are very friendly.	1
All police officers at CPC have been friendly, helpful, and right where they need to be when you need them.	1
Always available	1
Always available and ready to assist	1
Always available.	1
always courteous, professional and I feel safer with them around	1
always courteous, prompt when needed	1
always do their job well, just a tad slow to respond on a couple of occasions - although I know they have a lot of ground to cover!	1
Always efficient and dependable	1
always efficient and friendly	1
always helpful and makes me feel safe	1
always helpful, courteous, and knowledgeable and fast response	1
Always helpful, quick response	1
always nice and helpful and make people feel safe	1
Always on top of things	1
Always professional and efficient	1
Always respond to our calls quickly, all are very friendly.	1
Always responsive and helpful	1
ALWAYS RESPONSIVE!	1
Always responsive, courteous.	1
Always there if I need them	1
Always there on time when needed!	1
Always very responsive to requests	1
answer all questions, great support	1
Answer questions and delivered results.	1
Anytime I have had a problem, they have been very helpful and respond quickly. I feel safe here.	1
As an adjunct, when I was in the final stages of a pregnancy and needed some help, I did not receive it promptly.	1
available quickly and very professional	1
available when ever needed and willing to help with even minor issues like getting locked out of office	1
Campus police accessible, friendly.	1
Campus Police are doing a great job	1
Constantly check on us inside and in parking area	1
Courteous and professional, always.	1
Courteous and professional. Thorough.	1
courteous on the phone; I feel safe on campus!	1
Courteous, caring and respond quickly/efficiently	1
courteous, responsive	1
courteous and professional staff	1
Dead battery	1
Doing a great job!	1
don't see much presence at night	1
Don't see them much but campus is safe	1
During the tornado warning a few days ago, campus security seemed ill prepared to deal with a building full of students and staff. No one seemed to know the rules - should we be on lock-down or should students be allowed to leave even if the sirens were going off? How to take care of students with physical or health challenges? Who is the "go to" person at each campus when a real emergency strikes?	1
Each individual is consistently conscientious and friendly	1
Easy to contact and respond quickly.	1
efficient	1
Efficient	1

Campus Police & Security

	Frequency
Effort and accomplishment are equally advanced	1
Excellent department	1
excellent response time and professionalism	1
Excellent services	1
excellent support and information, friendly	1
Fast response.	1
fast responses	1
fast to respond	1
For the most part, excellent services.	1
Friendly and always ready to help	1
Friendly and knowledgable of law, although I would feel more secure if they responded in a more expedient manner.	1
Friendly personnel, efficient; great wealth of experience and know-how	1
Friendly!	1
friendly, competent people who genuinely care about our safety	1
Friendly, efficient, respond quickly	1
Friendly, helpful	1
Friendly, I appreciate their visibility on campus	1
friendly, professional	1
Good job	1
good response time	1
Great job at CPC - Friendly and helpful	1
Great to work with, helpful	1
Had no issues.	1
have been fantastic to work with!	1
Have been helpful and efficient (used infrequently)	1
Have completed requests promptly	1
Have had to call them for disruptive student and my filing of report	1
Have had to call them. Always come quickly.	1
have helped everytime I have called	1
Have used police services after dark to car- prompt and feel safe.	1
Haven't dealt with them much, which is a good thing, but they have always been helpful and friendly.	1
Helped me find something	1
Helped me retrieve my lost book	1
Helpful	1
Helpful and efficient	1
helpful timely effective	1
helpful when needed	1
helpfull	1
highly visable, quick responses, courteous	1
I've dealt with campus police on only one occasion with a student issue not relating to my class (they came to seek the student). They were discreet and efficient which was helpful for the sake of my class as well as the student involved.	1
I've talked to them; they are friendly. Officer Mike has been a guest speaker for my class, which was a big help.	1
I am so glad we have this on campus!	1
I do not have as much experience with security	1
I feel more secure knowing that they are here.	1
I feel that part of the campus police is corrupt.	1
I have not interfaced in recent months with Campus Police and Security.	1
I have only had to use the campus police 1 time in my ten years at Collin but they were great.	1
I never had any problem with any of the services	1
I received help from them when I needed help	1
I wish they would take a greater role during fire drills and Tornado lock downs	1
I wish they would walk around the campus more. The times that I've seen them, they're int their office. I like them personnally; however, I think a more "visible" presence from them is needed.	1
I work in the evenings and feel very safe. I have also asked them to walk me to my car at night. They are always happy to.	1

Campus Police & Security

	Frequency
immediate sense of safety, security and relief ! !	1
Immediately helped me with student in potential crisis/danger	1
inefficient reporting system - calling central dispatch and having them contact the campus police is too time consuming	1
Lacking in standard operational procedures as demonstrated in recent weather day, also security parks security vehicle in narrow parking garage during high traffic times (noon) making drivers move over to wrong side of road to pass.	1
Met my needs efficiently and courteously	1
most of the time they come immediately, once due to only 1 officer being on staff, I had to wait 40 minutes - but it was not an immediate emergency	1
Need much more indoor visibility from them, especially at night.	1
need to get them out of the basement	1
Nice to have them around	1
no complaints	1
no complaints, helpful, timely	1
No issues	1
Not all staff is knowledgeable. In an emergency that is not comforting.	1
not applicable	1
not as informative as would like	1
Not flexible with situations that they could be and should be to give a better feeling to visitors.	1
Not sure if all rules are applied uniformly. I see employees smoking daily in the parking lot - are they given tickets?	1
Nothing but good things to say	1
Officer Scott Knight was exceptionally helpful when I had car issues last November. The dispatch staff were also very kind, courteous and helpful, but Officer Knight went beyond the call of duty.	1
Officers are courteous and competent.	1
Our needs were met according to the service they provide.	1
Overall, they do a good good keeping us safe, but sometimes there are speeding vehicles that can be dangerous	1
pleasant and helpful	1
Police are diligent and make me feel secure on campus	1
Police officers respond quickly to calls, are friendly and professional.	1
Present, helpful, courteous, professional	1
professional efficient	1
Prompt and courteous	1
prompt and courteous response	1
prompt and friendly	1
Prompt service when required, officers make their presence known in a supportive manner.	1
Prompt, efficient and courteous service	1
Prompt, helpful, courteous, competent	1
provided access to locked K247 when I did not have key code but I had ID	1
Quick reponse	1
quick response	1
Quick response whenever I called.	1
Quick to respond	1
Rank and file are good to go.	1
Reponse is quick and courteous	1
Respond quickly and always extremely helpful	1
respond quickly and efficiently	1
Respond quickly when needed	1
Responded quickly	1
responded quickly to my emergency	1
response was quick	1
Security guard stood watch while I dealt with a combative student, then stepped in when the situation escalated, and escorted her from the building.	1
Seem to always be available and around	1
Select Service	1
Service received in a timely and courteous manner.	1

Campus Police & Security

	Frequency
slow to respond	1
Some officers are responsive in all situations, some feel it is not up to them to assist us except in certain circumstances.	1
sometimes patronizing response	1
Sometimes slow response time, after incident	1
Student was locked out of car at Courtyard campus, I dont feel like she got sufficient support. As a faculty member I stayed with her until her door was unlocked and she was safe in her car.	1
supportive and efficient	1
The best	1
The department has ALWAYS responded in a timely and professional manner when needed.	1
the issue was fixed without their intervention	1
The officers are generally pleasant and willing to talk when I approach them with questions.	1
The officers are wonderful. The procedures keep changing which makes it confusing and difficult to know what to do.	1
The police and security are always courteous and helpful, even when i forgot to put up my handicapped plaque.	1
The police have been great about after hour patrols in the art studios.	1
their handling of a terrible situation with a student	1
Their responding time is slow.	1
They've responded rapidly every time I've called them.	1
They are always available and helpful.	1
They are always awesome!	1
they are always visible on campus.	1
They are available when needed	1
They are good at what they do.	1
They are knowledgeable about the campus, the laws, and are willing to listen and help when needed. The officers show respect and concern for the staff and students, and are always quick to respond to a call.	1
They are the greatest!	1
They are very timely and I love the followup and presense.	1
They do a good job.	1
They have always been on our side and have our backs.	1
They know their job.	1
They need to be more visible	1
They respond very quickly when called.	1
They were there when needed	1
Timely and courteous	1
unlock building on Sundays so I can get into my office	1
Usually very quick to respond. Friendly and courteous	1
Varies per staff/campus	1
Very friendly officers willing to assist with whatever is needed	1
very helpful	2
Very helpful	1
Very helpful and always come promptly when needed.	1
Very positive interaction.	1
Very professional and couteous	1
Very quick to respond to my calls	1
vey helpful but some do have issues. Great people	1
visible presence	1
Walked me out to my car late; felt very safe	1
was there when I needed them	1
Were there when I needed them	1
Were very helpful	1
When you have an issue and call the operator by the time the officer gets to you the situation is over or handled.	1
Whenever needed they respond promptly	1
Willing to help in any way & always concerned	1
Total	839

Financial Reporting/Operations (Bursars)

	Frequency
Did not respond	763
"	1
Accurate -- do a great job	1
accurate	1
Adequate but not impressive	1
Always friendly no matter how long the lines are!	1
Always helpful	1
Always helpful and efficient.	1
always helpful and knowledgeable	1
Always very helpful to students we send to them, knowledgeable of all offices and what they do.	1
Assist students/faculty	1
Bursar is very good. Friendly.	1
Bursars are always friendly and helpful.	1
CPC Bursar's office is excellent and always very polite and well spoken.	1
Don't always get the answers I need	1
Excellent assistance and always helpful	1
friendly and timely	1
Friendly staff	1
friendly, efficient people	1
friendly, efficient	1
friendly, patient with requests	1
Generally provide the information I need for my financial activities	1
good, but long lines sometimes	1
Great customer service	1
Great people at CPC!	1
Great to work with.	1
Have been helpful and efficient (used infrequently)	1
have been helpful when I have needed them	1
Helpful and efficient	1
Helpful and Quick to respond	1
I have always gotten prompt response to any questions or inquiries. My questions have always been answered accurately.	1
I read their emails	1
Interact with almost daily, timely, helpful	1
limited use- good service	1
Most cashier's are very friendly	1
My experiences have been excellent	1
My limited contact has been positive.	1
Nice people will work well with you.	1
No Cashier in the Registration office on Saturdays! If we are open for business on Saturday, we should be providing all services available to students on regular business days, or we need to be closed.	1
No issues	1
No issues, bursars are friendly	1
Not aware of Student Dev. procedures-make issues worse	1
not much contact; helpful	1
On CYC great - other campuses not so much	1
Only dealt with cashiers a couple of time for petty cash reimbursements	1
Our needs were met according to the service they provide.	1
Overall my experience has been good	1
Personnel work hard to meet our needs and those of the students.	1
PRC and CPC bursars extremely helpful with unique CE course issues.	1
professional efficient	1
Provided help for students in timely fashion.	1
Respond in a timely matter	1

Financial Reporting/Operations (Bursars)

	Frequency
Respond to questions quickly/efficiently	1
Service received in a timely and courteous manner.	1
smiles all the time and is helpful	1
So many procedures not all of which are written down. Staff aren't always on the same page.	1
Some staff are difficult to work with, while others are not. It is extremely difficult to interpret their screens in an effective and useful way that is needed for my job. Some are resistant to change.	1
Staff at cpc are outstanding to work with	1
Staff is friendly	1
The friendliest department I encounter!	1
The staff is great to work with.	1
They are always friendly - even when they are swamped!	1
They are effecient, accurate, and friendly.	1
They have always been prompt and courteous.	1
Those ladies are always helpful and knowledgable	1
Tonya Smith has always gone above and beyond to assist me. Sammie Woodard has also doen the same.	1
Usually meet my needs	1
Very customer service oriented.	1
very friendly	1
Very helpful	1
Very helpful and informative	1
Very helpful in explaining processes and response time	1
Very nice/professional	1
Was able to help respovle difficulties in making payments right away	1
We need to integrate with them electronically, not by pushing paper.	1
We work well together.	1
Wonderful staff that are very helpfull and very professional	1
Total	839

Grounds**

	Frequency
Did not respond	757
"	1
always clean and in working order	1
always clean, and safe	1
always look great, help when asked	1
always making sure that the grounds/bldg's are ok	1
Always responsive and helpful	1
Always see workers..working hard in landscaping, no trash in parking lot,	1
beautiful and maintained	1
Beautiful work	1
beautiful, clean, well maintained. It is nice to come to work at such a lovely campus.	1
Campus always looks nice.	1
Campus looks great.	1
courteous	1
CPC always looks GOOD	1
Dependable	1
don't have much interaction	1
Effort and accomplishment are equally advanced	1
Everything is well lighted and clean	1
excellent look to the campus	1
excellent maintenance, friendly	1
fine	1
friendly and helpful work crews-- i've obtained much ornamental plant help from them	1
friendly, attention to detail	1
Gets things done right away	1
Good looking campus and beds	1
Great guys. They go above and beyond.	1
Great work!	1
Grounds always look nice	1
Grounds are beautifully maintained.	1
grounds are kept, sidewalks are clear	1
Grounds look good	1
grounds look nice, listen to suggestion and respond in timely fashion	1
Hard workers, very polite. I'm glad to see more perennials and less annual plants	1
Have always met my needs	1
Helpful and efficient	1
helpful and knowledgeable	1
I feel as though ground keeps all the campuses looking very nice on the outside	1
I have no complaints	1
I never had any problem with any of the services	1
it is easy to find parking space. Grounds are well kept.	1
Jim needs more staff to field calls.	1
keep grounds clean and well lit, for the most part	1
keep things beautiful and give good directions	1
keeps the sidewalks clean and holds open doors	1
Look amazing!	1
N/A	1
never enough parking, and groundskeepers take up 4+ spaces	1
No complaint with grounds	1
no complaints	1
no problems	1
No requests, but staff are always polite when spoken to	1
Our facility always looks nice - response time is great when there is a problem	1

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

Grounds**

	Frequency
Our grounds look great. The people maintaining the grounds go out of their way to be courteous, turning off leaf-blowers when pedestrians walk by, etc.	1
Our grounds personnel keep the campuses looking great.	1
pretty neutral on this--have not had to personally call on them much	1
professional and helpful	1
quick to respond	1
Quick to respond	1
Really have not worked with the a lot.	1
Service received in a timely and courteous manner.	1
So impressed with flower bed designs	1
take care of the things asked for	1
The do a great job.	1
The grounds are usually well maintained.	1
The plantings are always beautiful on every campus!	1
the sidewalks uneven...they blow grass on you	1
The staff is great to work with.	1
They are always friendly.	1
They have kept the campuses looking nice.	1
They have responded to our needs promptly and done a good job	1
They keep CPC clean and well maintained.	1
They keep everything looking great.	1
They look good and are kept up.	1
Trees are dying. Entry ways are not pretty. Heritage Hall	1
Upkeep on bathrooms and cleanliness	1
Utilize parking, clean, spacious, curb appeal	1
very helpful	1
very nicely maintained even durning construction	1
Well maintained, attractive, could use more lighting	1
whenever i needed my teaching area mowed it was.	1
Willing to assist	1
With all the rain, the grounds are looking very lush this spring, the guys are doing well keeping up with the cutting	1
Total	839

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

Help Desk

	Frequency
Did not respond	552
"	1
A bad apple does spoil the whole bunch	1
Ability to solve my issues.	1
accessing my account on line	1
Accurate, prompt	1
All staff are great, I've had frequent computer issues	1
Always get a good service from them.	1
always available-- never wrong	1
always available	1
Always been a immediate help for me	1
ALWAYS EXCELLENT!	1
always friendly and answers my questions	1
Always have good information.	1
Always have the answers to the questions	1
always helpful	1
Always helpful and courteous	1
always helpful and punctual	1
Always helpful and timely	1
Always helpful and timely in response	1
Always helpful for me--and I use them a lot	1
Always helpful when I call with a question or concern	1
Always helpful with quick response time	1
Always helpful.	1
always in reach and answers and guidance are provided	1
always knows the answer	1
always patient and helpful	1
Always prompt to get me help.	1
Always provides the help I need in a timely manner	1
Always responsive and helpful	1
Always responsive, courteous. Very knowledgeable.	1
Always responsive.	1
always seem to be available on the phone	1
Always solve the problem, very quick service	1
always very helpfull	1
Always willing to listen and sort out issues.	1
Answer questions and delivered results.	1
Answer questions effectively	1
Answered my questions quickly	1
Answered questions in a timely and professional manner.	1
Answered questions in understandable manner.	1
Answered several questions promptly.	1
Assistance was given in a professional, friendly manner - my problem was solved - I felt good about our exchange	1
At PRC the help desk personnal have always helped out, no matter how much effort is needed.	1
Automated phone system does not help with problems	1
Automated system is very long, could be reduced or employees given alternative number.	1
Can't say enough good things about everyone on the HELP DESK team! Thank you.	1
Can be frequently rude and snooty	1
Courteous, knowledgeable, sense of humor	1
current method of contact too lengthy to navigate; one employee just does not want to do any thinking "outside the box" . Says things are not part of her job.	1
delays were out of their control	1

Help Desk

	Frequency
Depending on who answers, sometimes more/less knowledgeable or helpful. I have called on occasion and had no answer.	1
Depends of who you get when you call	1
Depends on who you get to help	1
Desk is vacant on occasions	1
Did not always answer the telephone	1
Dislike the new answering system, more help and better qualified	1
Do not always help	1
Don't like the recorded message.	1
easy to work with	1
Efficient, timely, courteous, eager to assist.	1
employees friendly but new conversant system is horrible and frustrating, takes too long to reach someone or get only recording	1
Every time I called it was helpfull.	1
Excellence services, Jeremy and Amy have great attitudes. 4 instead of 5 because of long wait on phone to get through the options.	1
excellent response time and professionalism	1
Excellent. They dispatch quickly if they can not help fix issues on phone. I would like them to be open later in the evening.	1
Extremely knowledgeable and helpful, easy to work with	1
Extremely patient and knowledgable	1
Fairly responsive.	1
Fantastic service!	1
fast and helpful!	1
Fast response and great support	1
Fast response.	1
fast responses	1
friendly and helpful responses to my calls	1
Friendly and helpful.	1
Friendly staff - slow to respond	1
Gets the job done	1
good at what they do	1
Good to work with.	1
good with their computer stuff and help you understand necessary policies	1
Got to my questions quickly and effectively	1
great by email; phone tree is purely awful for help	1
Great service	1
Great service, I just wish that the information message that plays when they are called was shorter or that you could dial through to the extensions immediately	1
Had some problems with my logon information it was resolved very quickly.	1
Hate the new automated phone menu. Takes 5 min before you can talk to someone	1
Hate the new phone messaging system. It takes forever to get to the help desk.	1
Hate the voicemail for students but other wise great	1
have been fantastic to work with!	1
Have called Help Desk for assistance and their response was helpful and timely.	1
Have to listen to too much for Employee Technical Support; suggest moving up in message or a separate phone number.	1
Help deak does not always attend to the needs of staff in a timely manner.	1
Help desk has always been helpful and prompt when I have had any issues.	1
Help Desk staff are knowledgeable.	1
Help for department direction	1
help me at least twice a week--very well	1
helped me on time	1
Helped me resolve my issue rapidly.	1

Help Desk

	Frequency
helped with computer problems during first year here	1
helped with opening classroom	1
Helpful	1
helpful and friendly	1
how to access the help desk is not clear	1
I've always had timely & effective help with issues	1
I am able to call and get my needs met quickly.	1
I appreciate Jeremy Hicks great customer service and attitude!	1
I appreciated the fact that someone was available to assist me after hours.	1
I dislike the new message system. It is a lot of trouble to get to someone who can help.	1
I dislike the new touch tone menu that you have to wade through before actually being allowed to talk to someone at the help desk.	1
I don't like the new phone system, but being able order toner through the computer should have helped.	1
I loathe the voice mail they have set up. The message impression is that they are trying to send you to everyone else on campus rather than being bothered. Also the impression that you are an idiot who doesn't know who to call for different problems. There is no way to get around this message. After you sit and listen to the entire message, and get to a person then they are generally helpful and friendly.	1
I really don't like the long, long, long introductory message when I call. It feels as though I'm being delayed on purpose.	1
I wish there was a way to by pass the long introductory message in order to get to a person. I understand they don't want to receive calls that would belong to other areas, but it takes forever to ask a simple question. Once you get the staff, they are great.	1
I work with them every day.	1
If they don't know the answer, they find the answer	1
If they don't know the answer, they send students on a wild goose chase. Pick up the phone and call so students are not wandering all over campus!	1
If this is the desk that helps students with Blackboard in the Library, then the results are mixed. Otherwise, these folks are great.	1
immediate response to problems	1
IT Technicians are outstanding	1
Jeramie Hicks, very awesome	1
Jeremy and Amy are great. They always resolve issues promptly and are always cheerful.	1
Jerome is Awesome!	1
knowledge	2
knowledge and response to inquiries	1
knowledgeable	1
Knowledgeable	1
Knowledgeable and Ontime	1
knows just about everything	1
Locate instructor	1
Love 'em	1
Love everyone but Marilyn	1
Makes doing my job much easier and secure.	1
Marilyn could improve her friendliness, but rest of team is friendly.	1
Met my student's needs efficiently and courteously	1
Mostly knowledgable, sometimes get the run around making calls to various department when they are unsure of who/or department to contact you with.	1
Must listen to lengthy recording; no way to circumvent when issue is none of the above. When computer was not functioning, I was told to continually save my documents which, of course, I do. It was a far more complex issue but I felt that I was being marginalized.	1
My issues were resolved in a timely and professional manner.	1
My only problems is sometimes no one answers, but that rarely happens and I am including all campuses.	1
My requests have all been answered	1
need more people that can do the EXCEL troubleshooting	1
Needed help was received in a professional manner.	1

Help Desk

	Frequency
needed phone number for computer lab urgently for scheduling purposes	1
Neutral	1
New help desk messaging system is a step backwards. "Your call is not important to us. Please hold"	1
New phone system is not efficient - takes way too long to get to support - techs are great but could improve support for macs	1
Nice and helpful. One person is rude but the others are great.	1
no complaints	1
no complaints, helpful, timely	1
No direct contact without menus (tedious)	1
no follow-up, length of time to complete job	1
No issues	1
No one's perfect but overall very good	1
no problems	1
Not always helpful despite being help desk	1
Not fond of the new recorded voice system, but overall email response time is good	1
Not friendly, rude at times, problems slow to resolve-if resolved	1
Not happy with the 45 second recorded menu - when I call it is for a status check on why something doesn't appear to be working, Groupwise problems. Phone numbers and other information not kept current in Groupwise when people move / change positions.	1
Not very fast turnaround	1
not very helpful	1
on the job as soon as possible	1
opening messages are way toooooo long	1
Our main help desk staff is great. They are very knowledgeable about any issues that may arise.	1
Our needs were met according to the service they provide.	1
Outstanding service and timely	1
Overall pleasant and courteous. Very knowledgeable. Offers solutions to a problem rather than a quick fix.	1
Patient and quick to respond	1
People are helpful	1
Phone menu is impossible to get through	1
phone recording is over 1.5 min to listen to; who they think they are; the banks with their recording; GREAT RID OF IT. are they too lazy to keep count, so they have the recording!	1
Phone support good, actual technician vary greatly	1
Phone system when you call the help desk stinks.	1
Phone tree saves me time by guiding me in the right direction	1
phone tree still doesn't get to right person	1
Please note I HATE their new phone system when you call for help	1
Pointed me the way to go	1
professional and helpful	1
professional efficient	1
Prompt and courteous	1
Prompt and effective service	1
Prompt response	1
Prompt, efficient and courteous service	1
provided good service	1
Provided the information I needed	1
provides answers immediately or in-person contact	1
Quick and helpful	1
quick answers and helpfull	1
quick response	1
quick responses	1
quick to help or send request to the right person	1
quick to respond	1
quick to solve issues	1

Help Desk

	Frequency
Ready to assist anyone anytime	1
Really quick to resolve issues and friendly.	1
Reasonable response time	1
recording on phon to long, but friendly, effceint help when you get through	1
resolved problem quickly	1
Respond in a timely matter	1
Respond quickly to problems	1
Respond to emails quickly; telephone service is poor	1
respond well, but it is not easy to put in help requests	1
Responded to my needs in a timely manner	1
Responds quickly.	1
responsive and as effectient as possible	1
Responsive, quick, and accurate at problem solving	1
Rude, "unhelpful" voice response system, not timely	1
Same as Bursars	1
Service received in a timely and courteous manner.	1
Services are good, but the voice message is frustrating.	1
Slow to respond, slow networks, no cure	1
Solve problems/answer questions	1
Solved my problem after some interaction & follow-up	1
some issue they are not able to address	1
Sometimes do not arrive in timely manner	1
sometimes staff is not friendly	1
Somewhat helpful and friendly	1
somtime the anwering is late.	1
Staff and actual response times are terrific but the new phone message system is not	1
Staff is always helpful and friendly.	1
Staff is courteous and helpful, and service is delivered in a timely manner. Their phone options listing is somewhat frustrating, as the staff option is toward the end of the list.	1
Staff is really on the ball and very helpful.	1
Staff responds quickly by email-always friendly and helpful.	1
Students complain about repeat issues often	1
Superb service for difficult problem solving - they are great!	1
Takes too long to reach a person on the phone.	1
the automated system is not user friendly	1
The automated system takes a long time to wait through, and once I get a person, more often then not, I am told they don't know the answer to my question and tell me to contact someone else. Very frustrating!	1
The ladies at the help desk are very freindly as well as helpful.	1
The long automated message that you are forced to listen to each time before contacting the help desk is neither efficient or user friendly. Support after that though is fine.	1
The new phone menu is a nightmare.	1
The new system is terrible	1
The only reason I am scoring this a two is because in order to talk to a person now, I have to listen to an extremely long message. This has stopped me from calling the Help Desk altogether. It is isn't a good change. The people who are on the line of the Help Desk, on the other hand, are truly excellent at what they do. I just don't feel like taking such a long time to get to them, especially with so much to do...	1
the phone message is way too long to get to the option to speak to a person	1
The website is impoosible to find and navigate	1
there are times during the semester that they are very busy and it is hard to get thru to them	1
They always provide an immediate answer to my questions.	1
They always solve my issues immediatly	1
They always solve the problem even though sometimes there is a queu.	1
They are always courteous and willing to help.	1
they are evasive and non caring to help w/students	1

Help Desk

	Frequency
They are fine	1
They are good at what they do.	1
They are there when you need them.	1
They are very courteous and try to help asap. If a situation requires immediate attention, they try their best to take care of it.	1
They are very friendly but not always as helpful.	1
They didn't help me right away with my computer	1
They do a good job, but I do not like the lengthy call center message.	1
They do a good job.	1
they have answered every question and solved every problem I gave them	1
They have been super helpful whenever I needed them	1
They helped me with a problem I was having.	1
They seem to be in their own little world.	1
They send a tech to work on my computer promptly	1
they try to help as quickly as possible, but when there are problems, sometimes it can take a bit--especially when many have that same problem	1
they were knowledgeable respectful	1
they were not available many times when I needed them	1
they work very hard and quickly.	1
Timely responses	1
Timely service and handful of guidance	1
Took care of my needs with little effort on my part	1
Trying to get to the HelpDesk thru the phonesystem is extremely frustrating .. You need to go back to a simple 6555 phone call for the Help Desk . the current system wastes too much of my time trying to reach a LIVE person to talk to.	1
Used to be satisfied with the HelpDesk but I absolutely hate the new phone message that takes so long to sit through.	1
User is required to provide too much info for others such as usernames for managers, etc. Can't see status of HD tickets	1
Usually can fix problem or route to person who can	1
usually respond in a timely fashion	1
Very competent, but help line is cumbersome	1
Very difficult to get through the long message to the menu to actually talk to a person. They are often dismissive and refuse to actually listen to what I am saying.	1
Very efficient and courteous	1
very efficient in caring for issues	1
very fast; very effective	1
Very friendly and reassuring that help is available and on the way	1
very helpful	1
very helpful & easily understood	1
Very helpful and efficient	1
very helpful when needed	1
Very helpful.	1
Very prompt and knowledgeable.	1
Very prompt, understands everyone's different levels of computer knowledge, explains steps of correction well.	1
very supportive and good service	1
Voice Mail too long! Help Desk staff are great to work with ONCE we get to the live person. Let's make this experience more positive.	1
was helpful when I was new to campus	1
Way too many prompts to deal with. Need a live person	1
Went above and beyond	1
went out of their way to provide information	1

Help Desk

	Frequency
While the onsite staff are very helpful, courteous and knowledgeable, the call center is a nightmare to deal with. If I have to call for technical support, it is usually a priority ticket. I would not have thought that a priority email would EVER be quicker than a phone call, but I find this is the ONLY way I can reach someone in a semi-timely manner. To go through the WHOLE phone message to get a technician to my desk as soon as possible is next to impossible. I really resent this message, which makes me feel like I am stupid for calling.	1
With the exception of the very long phone menu, they are great. They respond quickly and do a good job.	1
Would love to call and actually talk to a human being when there is a problem instead of an automated voicemail selection.	1
Total	839

Media Services

	Frequency
Did not respond	602
"	1
Always answer phone and come help if necessary.	1
always available	1
always available when I need help in the class room	1
Always been quick to respond and complete what was needed	1
ALWAYS EXCELLENT!	1
always have addressed my issues immediately	1
always helpful	1
Always helpful to me	1
Always here right away and work until I am satisfied	1
Always knowledgeable and very helpful	1
always late for setting up but know their job	1
always polite and helpful	1
Always prompt in answering calls	1
Always quick and efficient. Very courteous and respectful of class times and not being disruptive. They are awesome!	1
Always responsive	1
Always responsive and helpful	1
always responsive if not on time every time	1
Always save the day; staff are courteous	1
Always very helpful	2
Always very prompt with replies and setting up equipment even on short notice.	1
Always willing to assist me in assisting students	1
Always willing to help	1
Answer questions and delivered results.	1
Answered my questions quickly	1
Any issues I have had in the classroom with computers/media equipment are quickly addressed with minimum disruption to classtime. Very happy with the courteous staff.	1
Any problem in my classroom podium was resolved in less than 5 minutes.	1
Assistance was given in a professional, friendly manner - my problem was solved - I felt good about our exchange	1
Available when needed.	1
Awesome and knowledgeable	1
Basically Efficient	1
Booking media is not an obvious or easy procedure.	1
Bring equipment/answer questions	1
Bulbs for overhead projector	1
Came to help me quickly when I had problems in class	1
Class room set up ready before requested time	1
come to my rescue within 15 minutes each time	1
Communicate with faculty on changes in future	1
Consistently go above and beyond	1
could not live without them!	1
courteous, helpful, and on time	1
Dependable, competent support	1
didn't have a clue how to fix problem, wouldn't answer phone	1
Difficult to get equipment, requests sometimes "lost"	1
do a good job under difficult circumstances	1
Do not need them much, but the few times I have, they have been very helpful.	1
do not use much but always helpful when needed	1
Don't always understand our needs. Takes forever to get a projection screen	1
easy to find, respond quickly	1
Easy to order and always available	1
Effort and accomplishment are equally advanced	1

Media Services

	Frequency
Equipment not set up as scheduled	1
equipment replacement is too slow	1
Every person in Media Services on each campus has been extremely helpful.	1
Excellence services, very responsive to our needs.	1
Excellent service.	1
Excellent services	1
Excellent. I use them daily.	1
Fast response and great support	1
fast to fix problems on classroom equipment when needed of class in progress	1
For every problem I have ever had, they come right out and work quickly and efficiently	1
freindly people	1
Friendly and fast	1
Friendly and helpful when they can be.	1
Friendly, courteous, knowledgeable	1
Goes out of their way to help	1
Good job. Better support during day hours than at night.	1
Great help when needed	1
Great response and very knowledgeable	1
had to contact several times for same issue	1
hardware checked out worked just as needed for faculty search	1
Has assisted me in whatever I needed help with and has tried to provide feedback and alternative solutions	1
Has come immediately to my class to help with a problem or question	1
Have always help me with my needs	1
Have always met my needs / requirements.	1
have always met my needs and requirements 100%	1
Have always responded quickly to any request.	1
have been fantastic to work with!	1
Have completed requests promptly	1
Have not used them in a long time, but have always been very helpful.	1
Have used Media Services in emergency situations in classrooms and responses have always been immediate, friendly, and helpful.	1
Haven't used them in several years but were happy with them when I did.	1
help when needed	1
help with computer problems in classroom every semester	1
helped dealing with lights and screens	1
helpful and efficient	1
Helpful and fixed my issues in a timely manner.	1
helpful and friendly	1
Helpful and informative	1
Helpful in a timley manner	1
Helpful with media.	1
Helpfull, friendly	1
I've always had timely & effective help with issues	1
I've used MS more than any other service, and I've been consistently pleased with their prompt service.	1
I call media services every semester with an issue in one of my classrooms and they always come right down to help.	1
I have called them many times and they promptly and efficiently resolved the problem I called for.	1
I interact with Media Services quite a bit. They are always courteous, competent, efficient, helpful, and professional.	1
I received help from them but long ago	1
I understand that Glen Gatlin is so very busy. I am new so many issues initially with Blackboard and coming during mid-academic year certainly was not advantageous. When I would call and leave a voice mail, Glen would call me back...maybe not same day due to workload. He has been gracious in solving Blackboard issues.	1
immediate assistance	1
Immediate technical help	1

Media Services

	Frequency
Inconsistent knowledge	1
It is amazing--a media services person will come help me immediately if I am in need. They always have everything taken care of and are incredibly helpful and kind.	1
It is unpredictable	1
knowledgable	1
Knowledgable and helpful	1
knowledgeable and helpful	1
Knowledgeable, efficient and helpful	1
Laminated items were bubbled, did not take their time to ensure they were done correctly	1
life savers when tech fails in the classroom!	1
limited use - good service	1
limited use, but was very positive experience	1
Lots of issues with Blackboard.	1
maintains schedule to provide services	1
Media services personnel have been very helpful when I've had issued with classroom media.	1
Meets my needs	1
Met my needs efficiently and courteously	1
most of my contact here -- super guys, great service, hi 5's	1
Mostly, I am satisfied. I did wait for one classroom projector to be repaired for longer than I felt was necessary.	1
My issues were resolved in a timely and professional manner.	1
My needs have been met more completely in the past.	1
My requests have all been answered	1
na	1
Need more updated equipment	1
Needed help was received in a professional manner.	1
needs met in a timely fashion	1
Never any problems getting equipment needed.	1
no complaints	2
No complaints; if I've asked for them to do something, it got done.	1
No issues	1
No issues to be had.	1
not always get the answer, they are friendly.	1
Not always informed when they have "fixed" a problem you reported and then you end up reporting on it again...	1
numerous times have provided Elmo for teaching and responded to my cries for help on phone and by email	1
often late bringing pr-ordered equipment to classroom, attitude of being "inconvienced" from an employee	1
ok	2
OK fix things when needed	1
Ok, but could be better-seems like phasing out assistance for faculty...	1
On two occasions I have had my copy projects lost	1
Only to send patrons for help.	1
Our campus' Media is on top of things	1
Our needs were met according to the service they provide.	1
Overall great....We recieve TV's in a timely fashion, but it is often not picked up for a few weeks..	1
performed tasks asked	1
professional and helpful	1
professional efficient	1
projectors	1
Prompt and courteous	1
Prompt and effective service	1
prompt and efficient response	1
prompt helpful	1
Prompt to fix things, or send over media carts!	1
Prompt, efficient and courteous service	1

Media Services

	Frequency
Provided the help that I needed	1
provides timely service upon request	1
quick response	1
Quick response	1
Quick to respond	1
Requested equipment, and was unable to obtain said equipment. The staff that was on duty was unable to answer any questions. The one time I was able to get equipment the staff neglected to communicate at all.	1
Respond fast when needed in a classroom	1
Respond in a timely fashion, but sometimes they are unaware as to whether or not a service falls to them or plant operations. We are still waiting on an overhead screen to be fixed from four weeks ago.	1
Respond to issues in a timely manner.	1
Respond to questions quickly/efficiently	1
responded to my needs in a timely manner	1
responds to my needs when asked	1
Response time can be variable	1
Response time has been rapid and effective in each instance I've needed their service.	1
responsive, helpful	1
Responsive, timely (usually).	1
seriously, these people made my learning community possible-- I owe them sooo much	1
Service received in a timely and courteous manner.	1
Set up what I needed for a meeting	1
Simply the best - always available and willing to help.	1
so nice and helpful!	1
Sometimes a wait for computer services, but when I had a rush to get a computer problem fixed- rep was prompt and even found areas that my computer needed to be updated and took care of the problem immediately. Great to work with knowledgeable and efficient staff.	1
Sometimes deliveries not at right time or place	1
Sometimes they are effective, but recently I have experienced some dissapointments	1
Staff is always helpful and accommodating to last minute requests	1
Staff is always quick to respond to our needs. Tim is very friendly and helpful. Very efficient.	1
Staff responds quickly in the classroom, conference room, or for questions.	1
Staff very helpful, helps with equipment setup	1
Super, always helpful	1
talk down to me..go so fast it is difficult to remember directions	1
tech support has always been helpful	1
Terrible knowledge, were rude to me in front of students when there was an issue with a speaker in a classroom last semester	1
The few times I have interacted with this group, they have been helpful and responded in a timely manner. Kept me updated.	1
The personnel there is friendly and hard working	1
The staff are friendly and knowledgeable. They respond to calls in a timely manner and communicate with the staff and faculty when needed.	1
The techs in media services are always friendly and knowledgeable.	1
There have been a couple of times where I have had a media request and had to remind them of the scheduled date.	1
They always have everything set up, ready to go and tested before an event starts.	1
They always respond in a timely manner when I need help in my classroom.	1
they always respond quickly when I have had a problem in the classroom.	1
They are always dependable.	1
They are fast to resolve problems.	1
They come quickly to solve the problem.	1
They do a good job.	1
They do a great job. Always have everything ready to go with a smile on their faces.	1
They have always been able to fix any issues I have had.	1
They have always come quickly and solved problems in my classrooms.	1

Media Services

	Frequency
They have always provided my faculty with the media they request, however I have been sent around in circles by this department before with a whole lot of "That's not my job, call..." or "I don't do that, try calling..." To me, that's not a solution.	1
They have been responsive and helpful.	1
they have been very helpful and have always helped immediately	1
They have maintained the classroom equipment well.	1
they have sometimes not shown up when scheduled, but always make good on their promises. very courteous	1
They Media Services staff are adequate. They seem to do just what is needed, but many of them act like they don't really want to be there.	1
They try to take care of your needs in a timely maner	1
They were very friendly but, could not solve the problem	1
they were very prompt	1
timely and friendly	1
timely manner in response	1
timely; not much contact	1
try to be helpful, but not always able to find problem right away	1
under staffed at PRC	1
Used a few times, took care of problems quickly.	1
usually very quick to help	1
very accommodating	1
Very courteous and responsive to my needs.	1
Very few media services are provided. Want quality video shot and edited? Want quality audio recorded and edited? Want professional looking photographs? Forget about it.	1
Very generous	1
very helpful	1
Very helpful	1
very helpful and quick personnel	1
Very helpful, even with short notice!	1
Very knowledgeable	1
Very positive interaction.	1
very professional	1
very quick response/solved problem everytime	1
Very quick service	1
Very rapid response	1
Very responsive, accurate and friendly.	1
Very timely	1
When I need a portable projector they are very quick	1
When problems arise in the classroom tey always respond within 24 hours	1
Total	839

Mail Services

	Frequency
Did not respond	690
"	1
Always appreciated	1
always friendly	1
Always on time	1
Answer questions and delivered results.	1
Bring/deliver mail	1
Consistent, dependable way to send documents between campuses as long as time is not a factor	1
Delivery timely	1
Dependable	1
Dependable, prompt support	1
Distributes mail & packages ASAP	1
does not seem to keep up with where people are.	1
don't use them often enough to really have a reason	1
During Fall2011 I taught at multiple campuses. I recieved important mail at an extra mail box on a campus where I was not teaching at.	1
easy to work with	1
Efficiencies can be realized	1
Effort and accomplishment are equally advanced	1
Every now & then an envelope gets misdelivered, but that's rare and easily solved.	1
Excellent	1
excellent service	1
Excellent services, consistently!	1
fast and Courteous	1
faster inter campus mail service	1
few issues only with misdelivered mail	1
For documents that really must get there, don't use intercampus mail. Tiny vehicle, tiny tubs. Not interested in our needs.	1
Friendly and helpful. Goes above and beyond.	1
Friendly, courteous, expedient	1
Friendly, they deliver sometimes	1
generally good	2
get my mail daily!	1
Good customer service.	1
Good experience	1
Good job	1
Good mail system	1
Good service	1
good, but need to have more mailing options	1
Great jobs	1
had no problem	1
Have only used interoffice mail - so far so good!	1
helpful	1
I'm not as aware of how they operate, but I have never had issues.	1
I've dealt with many shippers, and folks in mail room were of great professional assistance	1
I've never had any problem with Mail Services. Always timely.	1
I don't actually see them at work.	1
I get packages just fine	1
I get what I need when I need it	1
I had to deal with them regarding a large survey, they were OK.	1
I have never dealty with them directly.	1
I have never had a problem with mail	1
I have used inter-office mail system and it has been very effective.	1
I have4 sent and recieved a lot of interoffice mail and it has always made it safely to its' destination.	1

Mail Services

	Frequency
I never had any problem with any of the services	1
I use interoffice mail everyday to send important paperwork back and forth to the other campuses. It does not always get there in a timely manner. I also receive a lot of mail that is not intended for me or my department.	1
I use mail services between campuses all the time and they are great.	1
Incoming mail not a problem. Outgoing most faculty and staff do not trust.	1
Interact with almost daily, timely, helpful	1
Interoffice mail and outside mail take "forever" to get to me.	1
Interoffice mail could be a bit faster	1
it is quick and sends what i need.	1
It would like great if when advertise their routing/pick up schedule.	1
Jessey has our mail ready and on time	1
Jessy always answers any questions I may have regarding mail.	1
Just good service. No problems. Just what you want in this group.	1
Mail always picked up and delivered as scheduled	1
Mail between campuses is sometimes unreliable.	1
Mail gets across district timely	1
mail gets through, but is slow	1
Mail is delivered quickly - have not had any issues with the mail.	1
Mail is received in a timely fashion	1
mail room is self explanatory	1
maintains schedule to provide services	1
Minimal contact. However very helpful.	1
Mo is the Bomb!	1
Much more efficient than they used to be.	1
My limited contact has been positive.	1
My requests have all been answered	1
na	1
Needed help was received in a professional manner.	1
Never doubt that mail is delivered in a timely manner	1
Never had an issue with mail.	1
never had any problem	1
never had any problems (in 24 years)	1
never had lost mail	1
Never had trouble sending or receiving mail	1
Never see them, but get my mail	1
no complaints	3
no issues	1
No issues	1
no problems	1
No problems encountered with sending or receiving mail	1
Not had any problems with delivery aspects	1
Not used very often	1
Nothing bad to say.	1
ok	1
ok as far as I can tell--how do you know if you are NOT getting your mail?	1
on a limited basis but always good.	1
on time	1
On time, helpful	1
Only to receive my mail- package was missing and they found it quickly.	1
Our needs were met according to the service they provide.	1
Outgoing mail always gets where it was supposed to.	1
outstanding job	1
Overall just fine....We often receive mail that is not ours.	1

Mail Services

	Frequency
performs as needed	1
Phone contact is not always friendly	1
Poor service and few services offered. They do not send out UPS or FEDex packages any longer!	1
Problems dealing with bulk mail	1
Process for using fedex, ups etc very vague	1
professional efficient	1
Prompt, efficient and courteous service	1
Respond to questions quickly/efficiently	1
rude	1
Runs smoothly	1
Seems efficient	1
Seems fine - no problems	1
Service received in a timely and courteous manner.	1
Ship ontime inter campus, just once in a while misplace mail, only human.	1
Snail Mail	1
Some of the fill ins don't do it often enough to be smooth and on time.	1
Sometimes mail is held back	1
Sometimes they are effective, but recently I have experienced some dissapointments	1
The mail goes through.	1
The mail moves quickly between dept's and campuses.	1
The only time I ask them for assistance it is for interoffice envelopes and I normally receive these immediately.	1
Their schedule is consistent.	1
They are friendly and helpful when needed.	1
They are ok. Robert talks to much.	1
They do a good job.	1
They do a great job	1
They get the mail out!	1
they have "delivered" for me	1
They have always been prompt and courteous.	1
Things seem to get where they should in a timely manner.	1
timely	1
Timely and efficient.	1
timely effective	1
Timing to send interoffice to campus other than SCC.	1
use occasionally, seem professional	1
Usually cooperative and on schedule.	1
usually on time	1
very helpful	1
Very quick interoffice mail delivery.	1
We have had mail that has not arrived at our office. Not sure if it is the U.S. postal service or our campus mail.	1
We would like to have our packages delivered without all the college gossip	1
Would like more mail pickups	1
You can set your watch by Moe.	1
Total	839

Physical Plant Operations

	Frequency
Did not respond	616
"	1
a/c is not balance, wasteful to be cold in winter/spring	1
Addressed and solved problem	1
Again, terrible knowledge --my computer smelled like it was frying inside and the person told my office mate that all he could smell was "candle" and we most certainly wouldn't have a candle in an office.	1
again...on a limited but always tried to do their very best.	1
All the personnel are friendly, very quick to respond, and skillful	1
always friendly, effcinen when I call. There is an answer or help.	1
Always available, respond quickly	1
Always been quick to respond and complete what was needed	1
Always curteous and help quickly	1
Always curteous and quick	1
always do good work; promptness of response could be improved	1
Always fast, helpful, and skilled!!!	1
Always friendly and responsive.	1
Always friendly and helpful in a timely manner	1
always help when I ask	1
always helpful	3
Always helpful on cpc campus	1
Always helpful, always friendly, always quick to respond	1
Always helpful, friendly, and courteous	1
Always helpful, timely, and very courteous	1
Always kind and professional.	1
always knowledgeable	1
Always responsive and helpful	1
Always set up as requested and on time.	1
Always there for repairs, Efficient.	1
always there to help	1
Always took care of repairs needed	1
always very helpful	1
Always very helpful and quick to respond.	1
always very helpfull	1
Always willing to assist	1
always willing to help when needed	1
Answer questions and delivered results.	1
Appear quickly when called	1
awkward work order system, usually placing lipstick on pig's in terms of solutions, but sometimes they come through and there are some diamonds in the rough there like Chuck	1
because I am part of plant operations	1
Because of mixed experiences depending on staff on duty at the time	1
Building is in good shape	1
CPC is wonderful to work with. Thank you very much.	1
CPC personnel (Drane, Bill, etc) always willing to help	1
Dependable	1
Did not always repair the problem or confirm the call	1
Ditto.	1
do a good job	1
door on south end of Founders Hall often locked during weekday	1
Effecient, courteous, and responsive. Nice people.	1
Efficient	1
Effort and accomplishment are equally advanced	1
Even now placed order 3 weeks ago for PO and still no response.	1
excellent service	1

Physical Plant Operations

	Frequency
Exception service	1
exceptionally knowledgeable group of men-- I chat with them often and they always go the extra mile for me	1
extremely helpful and nice	1
fast service	1
Fix things in a timely manner and keep things running smoothly. Very appreciated!	1
for the most part, great job	1
friendly and helpful willing to correct/fix problems	1
Friendly and helpful.	2
friendly group of staff! they do a fantastic job @ CPC!	1
friendly people and easy to access.	1
Friendly personnel, efficient; great wealth of experience and know-how	1
friendly, efficient, and responsive to questions	1
friendly, prompt to respond, excellent maintenance of building and grounds	1
Gets work completed	1
Getting plant to respond at big campuses is very difficult and the customer service of Tony Banner is terrible	1
Goes out of their way to support	1
Good job	1
Good response to hot or cold problems with classrooms.	1
good service and friendly attitude and helpful	1
Good, need to follow up more	1
Great helpers in delivering the big shipments	1
great to assist in prep for events, unlocking classrooms	1
Had an issue with my money getting stuck in the machine & I didnt wait long for them to fix it	1
hard workers and make themselves available	1
Have always met my needs	1
have been fantastic to work with!	1
Have completed requests promptly	1
Help quickly.	1
helpful	2
Helpful and efficient	1
Helpful and friendly. Responded quickly to water leak by my office.	1
Helpful in classroom arrangements	1
Helpful, courteous	1
HR needs to give more control to managers and trust their judgement	1
I always use plant ops and they are very helpful and courteous. If I need packages shipped or delivered, I never have an issue. I have been locked out of my class and can always count on them to come in a timely manner and let me in. Great experience.	1
I can only assume there must have been severe budget cuts. Cleaning, painting, and general maintenance have dropped off significantly.	1
I didn't like having to call them every day of class to unlock a classroom door, which should have been unlocked before the first class	1
I fixed my own door, but rest of requests were met.	1
I have to call on plant operations twice a week to open doors for me and they are always courteous and prompt.	1
I never had any problem with any of the services	1
If it is an emergency they are here immediately. Always friendly and polite, but for smaller things they say that they will come by to assist us, and then never do.	1
Inconsistent results	1
indifferent	1
interface is very difficult and clunky, response is often slow	1
It seems things do not always get communicated to others, especially when calling in a problem.	1
It takes so long to get things taken care of and then its been so long we have to put another work order in and ask again.	1
Jimmy is always quick to respond to any needs we have in our office.	1
Jobs could be done a bit faster. Budget cuts are hurting all of us here	1
keep the building looking good, but sometimes they ignore service needs	1

Physical Plant Operations

	Frequency
Kenny and group are always very helpful	1
Kenny and Karen are quick to help	1
Majority of staff members are very helpful with requested assistance, however one in particular is always very rude and almost makes you feel bad for having to ask for help - like you are bothering him.	1
Many job requests either take a really long time to execute or are ignored altogether at scc	1
many times in the morning I have to wait for people to open the building where my office is. They don't seem to be in any hurry...	1
Most of the time courteous and willing to help	1
My lab is always functioning	1
My requests have all been answered	1
Need english speakers predominantly	1
Needed help was received in a professional manner.	1
Needed help when leading a class in a conference room and could not get sound system to work. It was difficult to find help, took too much time for someone to arrive and assist, and the person who came was not very approachable or forthcoming in how to operate the system.	1
No comment	1
No hot water in restrooms, very poor directional signage	1
Offices are too cold.	1
Often delayed in fixing items even after numerous reports.	1
ok	1
One very rude person at CYC	1
Outside contracts are careless about cleaning. Plant Ops needs to follow-up on quality of their work	1
outstanding service all around	1
Overall an efficient system, however have also had an incident with lost items and incomplete tasks; some requests are never acknowledged or carried through	1
Plant Ops is very responsive and Schooldude works great for inputting requests	1
Plant ops staff is courteous and does the job right	1
Plant ops very efficient and helpful	1
Plant staff was very friendly and helpful.	1
poor management of recent weather emergency	1
PRC buildings are very well carded for.	1
pretty easy to do business with, usually good work	1
Process far too complicated to request any help, even to simply replace a broken chair in a classroom. The individuals either can't help or often completely ignore requests for help.	1
professional and helpful	1
Prompt on repair & custodial requests	1
Prompt, efficient and courteous service	1
Provide services when I need them, accurately and in a friendly manner.	1
Provides a valuable service.	1
quick response	1
quick turnaround	1
Really quick to resolve issues and friendly.	1
Reporting issues needs to be simpler	1
request for walls painted, lights fixed, etc--great courteous staff	1
Requests are not being fulfilled in a timely fashion.	1
Requests responded to in a timely manner	1
requires multiple notifications to get things done	1
Respond in timely manner and are helpful	1
Respond to questions quickly/efficiently	1
Responded to my need quickly	1
responds as needed - on a timely basis	1
Responds quickly to requests and always cheerful	1
Response slow if at all @ PRC. Scotch taped an electric box to the wall recently in lieu of proper repair.	1
Responsive and timely.	1

Physical Plant Operations

	Frequency
Responsive to needs, friendly. Sometimes mgrs have staffing issues regarding conference centers	1
responsive, friendly, efficient	1
responsive, friendly, helpful	1
Rosa and the CPC group is Awesome!	1
Service received in a timely and courteous manner.	1
Slow to respond.	1
Sluggish acknowledgement & response time	1
Some campues are better then others. CPC is great. SCC is not. PRC is O.K. I have worked at all of these campues and still do. SCC group are grippers and will talk about everyone. It is not nice plus if we serve food for a luncheon meeting they are the first to show up to eat the leftovers. A little rude at SCC. CPC and PRC do great jobs and they don't talk about people at there campues.	1
sometimes a two day delay on small things, which is ok, but not effective.	1
Sometimes building & classroom doors don't get unlocked when they're supposed to, esp. for weekend classes.	1
Sometimes do not arrive in timely manner,but overall good	1
sometimes gruff and blunt, but overall very good	1
sometimes there are delays	1
sometimes, not the most professional staff members	1
speedy response to issues	1
Staff can be lazy and unwilling to assist or give excuses why they cannot do something.	1
Staff is always friendly and helpful. There are work requests that have been entered and in a month they have still not been done. But when I check on them they are quick to handle the situation.	1
Staff is so friendly and helpful	1
Staff very dependant on one/two employees to do all work.	1
Stan Gardner is excellant. Jon at CYC has been very rude.	1
the library is a low priority for Plant Operations	1
The Physical Plant staff are excellent: efficient, timely, thorough.	1
The plant staff are helpful and courteous. They try to respond as quickly as possible to calls.	1
The staff who do repairs and building maintenance are very courteous and helpful. The cleaning staff do a very poor job.	1
The restrooms are frequently dirty and in disrepair.	1
There has been issue with request being completed in a timely manner..	1
These folks are helpful and friendly.	1
These guys are sharp and knowledgeable, answers calls immediately.	1
These guys should be on retainer with me--very helpful	1
These guys will do everything they can to help.	1
They always come to attend to the need.	1
They always have my room set up how I asked for it to be and come back and check to make sure I don't need anything else.	1
They are also corteous and willing to help.	1
They are always courteous and willing to complete any task asked of them.	1
They are always prompt to meet my needs. Jimmy (CHEC) is wonderful	1
They are always willing to help you.	1
They are always willing to help. They were very friendly and prompt when moving my office a few months ago, and are really nice about putting shipments of supplies in whichever room I direct.	1
They are always willing to travel to Allen Center to help	1
They are eager to be helpful	1
They are normally very responsive to the work orders that I have placed, but the opening of the new building has taxed them a bit.	1
They are quick to respond, polite, and do a great job	1
they did not come on that time when they said they would	1
They do a good job, but I wish their process was embedded into the college website and not a separate app.	1
They do a good job.	1
They do a great job!	1
They don't seem to take requests for assistance very seriously or in a timely manner. Very seldom are phone calls returned if I have a question about something. I find it easier to just do what needs to be done ourselves and try not to request any assistance from this area.	1

Physical Plant Operations

	Frequency
They fix everything!	1
They have always been prompt and courteous.	1
They have always come to help me quickly, and even gone out of their way to do so.	1
They maintain the properties well.	1
They really helped	1
They try to help whenever possible. Friendly group.	1
Things get taken care of as far as I know...	1
Timely	1
timely help when needed	1
timely response and smiles all the time	1
Tony at Spring Creek Campus is a grade A jerk.	1
Took a year to correct freezing (50degrees) room K129 after noumerous complaints	1
Truly outstanding, especially the CPC Plant personnel	1
try to get it done	1
Used to heat and cool my classroom or problems in my office-great service and friendly staff.	1
Very efficient and courteous	1
Very friendly - hard workers	1
Very helpful and polite.	1
Very helpful but sometimes delay service because relying on outside contract service	1
Very helpful!	1
Very helpful.	1
very pleasant and will try to help however they can--but with larger campus, harder to get all bldgs and classrooms open on time first ting in the morning	1
Very positive interaction; friendly and courteous staff.	1
We do what we can, people expect us to handle things that are not nessecarily ours to do.	1
Whenever needed they respond promptly and are always will to help	1
Wonderful staff but wish longtime problem with temeptrature control in various areas could be resolved for good!	1
Total	839

Purchasing/Inventory Control

	Frequency
Did not respond	757
"	1
A lot of unwritten rules.	1
Accommodates employee schedule with inventory	1
Always available to walk me through processes and offer tracking assistance	1
always helpful	1
Always professional.	1
Always responsive and helpful	1
Answers to questions are never the same twice, and former staff left a bad taste in everyone's mouth.	1
Changing equipment needs to be simpler	1
clear instructions	1
Complicated process	1
Cougar mart is very good. Inventory control?	1
CougarMart is very user friendly	1
cumbersome process	1
don't use them often enough to really have a reason	1
Every question is answered "on the spot" and efficiently.	1
Everything needed is available	1
excellent turn around on request to ordering	1
Generally helpful and responsive	1
Good to work with.	1
great job	1
I'm confused as to what can be purchased and when, e.g. new computers	1
I don't have a frame of reference here	1
I don't personally do the ordering, but I've always received my shipments in a very reasonable timeframe.	1
I get what I need when I need it	1
I think they have a very difficult job and when you look at the volume of equipment involved they do a good job.	1
Interact with almost daily, timely, helpful	1
Inventory control; unknowledgeable	1
It's a very confusing system of people and processes	1
Knowledgeable and usually helpful.	1
Most of the purchasing staff is pleasant and helpful to work with	1
My issues were resolved in a timely and professional manner.	1
My limited contact has been positive.	1
Natalie is quick to respond to any questions I have regarding inventory control.	1
new requirements always going into effect - sometimes not sure where to find information	1
Nice jobs and they do it fast.	1
no complaints	1
No issues	1
No problems with this. I don't do a lot of purchasing so I'm probably not the best to ask. Sometimes it is hard to know who to ask about getting a quote or other questions.	1
Not sure about communications between staff, if the person who originally helped you is out it seems no one else can help you.	1
Not very flexible	1
Occasional routing of requisitions to wrong approver	1
open PO's save time and make job completions quicker	1
Organized and fair	1
Our needs were met according to the service they provide.	1
payment quick once everything makes it through people and systems	1
People are helpful new purchasing system still has kinks	1
Procedures are clear, the system seems efficient.	1
Procedures are confusing but the staff is very helpful.	1
Procedures are confusing sometimes	1
Procedures can be streamlined	1

Purchasing/Inventory Control

	Frequency
Prompt	1
Provides service to help my customers.	1
Purchasing is always helpful and friendly to deal with.	1
Purchasing is great, very professional; Note: The staff person in Fixed Assets is disrepectful	1
Purchasing procedures are somewhat complicated but I have received excellent help from the staff.	1
Purchasing process has not been as responsive as I would like, and inventory control has not been "user friendly"	1
Purchasing process itself is okay	1
Purchasing seems to require the department to do all of what would seem to fall under them. Anything ordered, they do the paperwork only.	1
Respond to questions quickly/efficiently	1
Service received in a timely and courteous manner.	1
Slow	1
slow to respond to requests	1
Smooth operators.	1
So happy purchasing went to a very user friendly system!	1
super nice to work with	1
Suzanne Stroman has explained and helped in many ways	1
Takes to long for turn around of purchase orders.	1
Tere, Ana, Ann, and everyone is great!	1
the purchasing procedures are outdated - not being able to order from Amazon means we are unable to order certain dvds requested by professors	1
The whole process is difficult and time consuming. They are also difficult to work with.	1
They have always been prompt and courteous.	1
Time requirements for processes and approvals is sometimes a problem.	1
Users required to do much of purchasing function.	1
Very difficult and time consuming at the department level	1
Very helpful	1
Very helpful also.	1
Very helpful when we have something going out for bid.	1
Very willing to help at any time	1
When I asked for materials they were there	1
While CougarMart has significantly improved the purchasing process, many times procedures are not clear and staff does not provide assistance in timely manner. Also, Banner is not user friendly.	1
Works pretty good most of the time.	1
Total	839

Telecommunications ***

	Frequency
Did not respond	734
"	1
always courteous & helpful	1
Always friendly and helpful	1
always helpful	1
always helpful and efficient	1
Always helpful and responsive	1
Always helpful to me.	1
Always helpful.	1
Always responsive and helpful	1
always there to help	1
Always very helpful and efficient	1
always very helpfull	1
Another truly outstanding department, great CPC personnel	1
Bill, Sara, and Judy are a real team.	1
Courteous staff who do an excellent job.	1
delays were out of their control. Power out sort of thing.	1
Did what they needed to do without any inconvenience on my part.	1
don't use them often enough to really have a reason	1
easy to work with	1
Effecient and responsive, they are dependable.	1
effective	1
efficient	1
Effort and accomplishment are equally advanced	1
Every question and issue is quickly addressed.	1
Every time I have dealt with this group, they have been very helpful.	1
Excellent customer service	1
Excellent customer service.	1
excellent service and equipment	1
Excellent staff! Judy White is amazing!	1
Fancy phones. I know very few people who can use many of the features though.	1
Fine, never seem them but phone works.	1
friendly and helpful	1
Good experience and accommodations	1
Good people. Have helped many times.	1
good responses when you can find the right people to call	1
good service and supportive	1
good service when needed	1
Good to work with	1
great service!	1
Have always been helpful and respond in a timely manner	1
Have been helpful and efficient.	1
have not had problems with it in awhile	1
Helpful in a timely manner	1
helpfull	1
I received no information about voicemail (including how to get a password) until months into my service.	1
I work with them every day. They are great.	1
Judi is friendly and knowledgeable	1
Judy is on the ball -- hard to contact at time because she is soooooo busy.	1
Judy White has great knowledge and learns quickly when she doesn't know	1
Knowledgeable and quick to respond	1
My issues were resolved in a timely and professional manner.	1
My personal experience with telecommunications has been quite positive.	1

*** Support for phone.

Telecommunications ***

	Frequency
My phone always works, although I wish I had two way speaker on my office phone.	1
No communication between different parts.	1
No direct contact but they are doing a good job	1
No issues	1
Not used them in a while, but staff are awesome.	1
OK	1
only used this once and they were great!	1
Our needs were met according to the service they provide.	1
Our office move went smoothly due to their prompt assistance	1
Phone services is moved in a timely/accurate manner	1
professional and helpful	1
prompt and very polite service	1
prompt, courteous, accurate	1
Prompt, efficient, and courteous	1
Quality work and timely	1
quick response time	1
quick to respond to need for assistance	1
respond to needs	1
Respond to questions quickly/efficiently	1
response time is great	1
Responsive and timely.	1
Sara Chacon and Judy White were very helpful and extremely patient in helping set up our new offices.	1
Service received in a timely and courteous manner.	1
She's abrupt but always has the answer.	1
Staff are always responsive, quick to fix problems and resolve issues	1
Staff helpful and quick to respond to questions.	1
Staff is always helpful and friendly. It would be helpful to have better directions on how to submit work orders. Really not a sight for just telecommunications.	1
Staff is friendly and helpful in resolving any issues almost immediately	1
Staff is great at answering questions and getting things fixed quickly.	1
Staff members are always extremely helpful!	1
System is usually working well and receive prompt response when changes are needed	1
Takes some time but they do good.	1
Takes too long to reach a person on the phone.	1
Telecommunications at PRC are very good.	1
Terrific! Great staff, very helpful.	1
the automated system is not user friendly	1
The staff are very courteous, caring, and willing to go the extra mile to assist where needed.	1
They are friendly and know their job. Great!!!	1
They are good at what they do.	1
They are helpful, courteous and quick to assist with any problem that arises.	1
They told me how to work my phone	1
Took care of my request very quickly	1
Very courteous. Provided instructions when needed.	1
very easy to work with	1
Very friendly and knowledgeable. As with the programmers, they don't get the recognition they deserve.	1
Very helpful	1
Very informative and timely response to requests	1
Very knowledgeable	1
Very positive interaction; friendly and knowledgeable staff.	1
Very professional and Helpful	1
when you have a problem, they make sure it is fixed.	1
Works on phone's right away if there down	1

*** Support for phone.

Telecommunications ***

	Frequency
Would like to be able to set up my own personal phone directory - option 4.	1
Total	839

*** Support for phone.

Web Services

	Frequency
Did not respond	672
"	1
A bit slow to respond.	1
A more efficient means of updating websites is needed	1
A real weak point that deserves help. Distant, unresponsive and seemingly overwhelmed.	1
Absolutely the best!!	1
Accommodated my time schedule for meeting.	1
account access	1
again, they try but the job is monumental.	1
almost timely effective	1
also life savers, willingness to investigate problems	1
Always do what they can	1
always helpful - although a bit undertrained in new Blackboard	1
always helpful	1
Always helpful	1
Always helpful and informative	1
Always responsive and helpful	1
Always very helpful	1
Always willing to help correct any problem that arose.	1
Always willing to help.	1
Answer emails promptly.	1
Answer questions and delivered results.	1
Answered my questions and solved the problem	1
Any questions I have are met with timely and correct responses.	1
Appear to be overworked and understaffed and haven't met my needs in a timely fashion. Have no complaint about their work once they are able to get to it..	1
At times, Web services is a little slow in fixing problems.	1
choice and knowledge of software	1
Computer crashed, replaced quickly	1
constant system changes means they often are behind	1
continue to have small issues	1
Delay in responding to requests - one request made five months ago still has not been completed	1
Delays in getting blackboard shells created for migration	1
Did great work with the Library's web team	1
Did not respond quickly	1
direct students for needed information	1
Do not deal with them much, but when I have they have been quite helpful	1
do not know the Blackboard product we have had to move to very well	1
do their best to keep things running	1
easier password change procedure	1
Efficiently address online problems	1
Every time I need something they are very helpful	1
Excellent	1
excellent service	1
Excellent service	1
fantastic especially PRC	1
Fast response.	1
fast, efficient, and knowledgeable people	1
fine	1
Fixes issues and answers questions quickly.	1
Generally, the web services fulfill all my needs.	1
Glenn does not know the answers, I had to find answers from other staff in Spring Creek/Preston Ridge Campus.	1
Good experience	1

Web Services

	Frequency
good response time for studentsw	1
good to work with	1
Got to my questions quickly and effectively	1
great	1
Great job on web services; 4 instead of 5 because slower to respond.	1
Great staff.	1
Great work in a stressful situations	1
Hard to Find	1
hard to get thru to sometimes	1
Help me with the new technology	1
help solve web questions and problems	1
Helped me with blackboard quickly & fixed the problem	1
helpful	3
Helpful and prompt in setting up shells for courses	1
helpful and supportive	1
helpful in fixing the websites	1
helpful when problems arise	1
I've had great and no-so great experiences with them.	1
I assume this would mean anything related to blackboard and anytime I have an issue or question, it gets resolved.	1
I have received great hands-on assistance from this group - they are a small group, but very effective	1
I never had any problem with any of the services	1
I would like to see more analytics from internal and external usage of our web sites.	1
If this is the desk that helps students with Blackboard in the Library, then the results are mixed. Otherwise, these folks are great.	1
In overall it is ok, but sometimes it takes for ever to log in.	1
Inefficient. Very poor url for sites we use regularly -- such as Virtual Office's site not having the www. in fron of the virtualoffice.collin.edu. Why not? Also, the tech support site is http://iws2.collin.edu/techsupport (why not www.collin.edu/it or www.collin.edu/atns or www.collin.edu/techsupport even). Another issue is web services does not respond in a timely fashion. I have put in Web Services requests which took weeks and some times months to complete.	1
Internet access is always available.	1
It is difficult to find various college departments, seems geared more for students and public	1
It is not good to say "you can go online to reset your password when you have been locked out of the system.	1
Jackie Hsu or one of her assistants has been very helpful.	1
Jon Stober and healthier Webb-Losch have been good to work with. However, Continuing Education is not "in the loop" for when major changes are made such as the new version of Blackboard, Continuing Education staff and faculty are not kept informed.	1
Jon Stober is tops!	1
Jonathan always is willing to assist	1
Knowledgeable and quick to respond	1
Like the staff and they are very knowledgeable.	1
Long time to resolve the issue with my passord	1
Lots of issues with Balckboard.	1
LOVE Web Services. Always a quick response.	1
Maintaining adjunct computers	1
Minimal usage. Helpful when I need password reset.	1
Need more consistency throughout the district	1
need more people that can do the EXCEL troubleshooting	1
Needed help was received in a professional manner.	1
No extra thought, time or effort is required. It does what it says it will do.	1
no issues	1
no problems, sometimes system is slow	1
No question is too dumb and everyone has super helpful.	1
No way of knowing when your job will be completed nor is there anyone to whom they report who can prod them into giving you a timetable	1

Web Services

	Frequency
Not much contact but everything goes pretty smoothly	1
Not well informed on different platforms	1
occasional lack of availability	1
occasional slow response times to needs.	1
ok	1
Our needs were met according to the service they provide.	1
Overworked. Can't help because they are always busy on "bigger" projects.	1
Performed well on my simple problem.	1
pretty good within reason	1
professional and helpful	1
professional, I depend on them	1
Prompt response	1
Prompt and courteous	1
Prompt responses and very informative emails.	1
Prompt, efficient and courteous service	1
Provide web services as needed. Friendly and responsive.	1
provided good service, but one time I used them it took several days for them to respond	1
provides information comprehensively	1
Prprompt and efficient response	1
Quick response and knowledgeable.	1
Quickly resolve problems and get things working again fast!	1
rarely use but when I call needing help I get it.	1
Ready to help with all my questions	1
Resistant to needs	1
Respond to questions quickly/efficiently	1
Response not always in a timely manner; however, staff is helpful and knowledgeable.	1
Satisfied with staff ... they can only do so much with the inferior and slow computer systems for staff. Unreal.	1
Seems fine.	1
Seems our teaching systems are always having too many serious issues	1
Seems to be tension within group and sometimes hard to get problems solved - I called regarding student e-mails and got vague answers.	1
Service received in a timely and courteous manner.	1
Slow to respond, either coming from above, or to implement changes.	1
Some of them work even on holidays.	1
Sometimes a run around on the phone when they do not know the correct department/person to conect you with.	1
Staff extremely helpful and friendly	1
Staff has always been helpful	1
Support	1
Takes forever to get a project completed; questions go unanswered; calls are not returned in a timely manner	1
Tech savvy	1
Thank you for all of your hard work.	1
there is no communication regarding Web Services	1
They are always very prompt at responding to my requests.	1
They are good to work with but need to improve the speed.	1
they are prompt in their responses; we have some problems with getting some classes (credit and non-credit) integrated on Blackboard; it's a nightmare for those who have to teach both	1
They keep the web running smoothly!	1
they promptly answered my request	1
They were able to answer questions and help fix issues.	1
Timely and competent support, often in trying circumstances	1
too many changes - too little time Francis Choy is great but the entire process is lacking. We need more time to prepare for changes and changes should be made on a judicious basis. This effects professor/student relationships at the beginning of a semester when it is crucial.	1
Understaffed	1

Web Services

	Frequency
update new technique such as update new software	1
User friendly	1
Usually have a good result	1
Very helpful	3
very helpful and effective	1
Very helpful in setting me up with accounts and educating me on their proper use.	1
Very helpful in password resettings	1
very helpful with the blackboard problems that I had	1
Very helpful.	1
very knowledgeable, want quicker response time	1
Website is easy to use.	1
website needs met for setup purposes well	1
Willing to assist	1
Willing to help	1
Would probably rank higher if they had better web app to work with.	1
Total	839

Section II. Educational Support Services/Programs

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

		0	1	Total
	Count	328	459	787
Athletic Programs (e.g., Tennis & BB)	%	41.7%	58.3%	100.0%
	Count	417	370	787
College Success	%	53.0%	47.0%	100.0%
	Count	282	505	787
Contracted Services-Bookstore	%	35.8%	64.2%	100.0%
	Count	290	497	787
Distance Learning	%	36.8%	63.2%	100.0%
	Count	241	546	787
Fitness Center	%	30.6%	69.4%	100.0%
	Count	286	501	787
Instruction Office (Associate Faculty Workroom)	%	36.3%	63.7%	100.0%
	Count	122	665	787
Library Services	%	15.5%	84.5%	100.0%
	Count	327	460	787
Math Centers / Labs (for academic assistance)	%	41.6%	58.4%	100.0%
	Count	460	327	787
Online Student Support Center (OSSC; part of e-Collin)	%	58.4%	41.6%	100.0%
	Count	606	181	787
Science Den	%	77.0%	23.0%	100.0%
	Count	432	355	787
Teaching Learning Centers (part of e-Collin)	%	54.9%	45.1%	100.0%
	Count	258	529	787
Wellness Program	%	32.8%	67.2%	100.0%
	Count	235	552	787
Writing Centers (for academic assistance)	%	29.9%	70.1%	100.0%

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

		0	1	Total
Athletic Programs (e.g., Tennis & BB)	Count	674	41	715
	%	94.3%	5.7%	100.0%
College Success	Count	661	54	715
	%	92.4%	7.6%	100.0%
Contracted Services-Bookstore	Count	403	312	715
	%	56.4%	43.6%	100.0%
Distance Learning	Count	582	133	715
	%	81.4%	18.6%	100.0%
Fitness Center	Count	481	234	715
	%	67.3%	32.7%	100.0%
Instruction Office (Associate Faculty Workroom)	Count	432	283	715
	%	60.4%	39.6%	100.0%
Library Services	Count	232	483	715
	%	32.4%	67.6%	100.0%
Math Labs / Labs (for academic assistance)	Count	613	102	715
	%	85.7%	14.3%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	633	82	715
	%	88.5%	11.5%	100.0%
Science Den	Count	683	32	715
	%	95.5%	4.5%	100.0%
Teaching Learning Centers (part of e-Collin)	Count	545	170	715
	%	76.2%	23.8%	100.0%
Wellness Program	Count	517	198	715
	%	72.3%	27.7%	100.0%
Writing Centers (for academic assistance)	Count	554	161	715
	%	77.5%	22.5%	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.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	Count	0	1	2	9	22	4	38
	%	.0%	2.6%	5.3%	23.7%	57.9%	10.5%	100.0%
College Success	Count	0	0	5	13	25	5	48
	%	.0%	.0%	10.4%	27.1%	52.1%	10.4%	100.0%
Contracted Services-Bookstore	Count	5	16	27	78	163	11	300
	%	1.7%	5.3%	9.0%	26.0%	54.3%	3.7%	100.0%
Distance Learning	Count	4	5	14	37	56	2	118
	%	3.4%	4.2%	11.9%	31.4%	47.5%	1.7%	100.0%
Fitness Center	Count	6	2	14	49	143	8	222
	%	2.7%	.9%	6.3%	22.1%	64.4%	3.6%	100.0%
Instruction Office (Associate Faculty Workroom)	Count	6	3	18	44	177	17	265
	%	2.3%	1.1%	6.8%	16.6%	66.8%	6.4%	100.0%
Library Services*	Count	3	5	11	54	347	13	433
	%	.7%	1.2%	2.5%	12.5%	80.1%	3.0%	100.0%
Math Centers / Labs	Count	0	1	5	23	62	5	96
	%	.0%	1.0%	5.2%	24.0%	64.6%	5.2%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	2	4	16	17	34	1	74
	%	2.7%	5.4%	21.6%	23.0%	45.9%	1.4%	100.0%
Science Den	Count	1	0	0	3	22	3	29
	%	3.4%	.0%	.0%	10.3%	75.9%	10.3%	100.0%
Teaching Learning Centers (part of e-Collin)	Count	0	4	13	36	91	9	153
	%	.0%	2.6%	8.5%	23.5%	59.5%	5.9%	100.0%
Wellness Program	Count	5	2	8	39	126	7	187
	%	2.7%	1.1%	4.3%	20.9%	67.4%	3.7%	100.0%
Writing Centers	Count	1	1	7	35	98	7	149
	%	.7%	.7%	4.7%	23.5%	65.8%	4.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	34	2	5	4.53	.748
College Success	43	3	5	4.47	.702
Contracted Services-Bookstore	289	1	5	4.31	.971
Distance Learning	116	1	5	4.17	1.032
Fitness Center	214	1	5	4.50	.881
Instruction Office (Associate Faculty Workroom)	248	1	5	4.54	.871
Library Services*	420	1	5	4.75	.629
Math Centers / Labs	91	2	5	4.60	.648
Online Student Support Center (OSSC; part of e-Collin)	73	1	5	4.05	1.079
Science Den	26	1	5	4.73	.827
Teaching Learning Centers (part of e-Collin)	144	2	5	4.49	.775
Wellness Program	180	1	5	4.55	.861
Writing Centers	142	1	5	4.61	.684
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" to compute mean and standard deviation.

The unit procedures are efficient.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	Count	0	1	2	8	22	6	39
	%	.0%	2.6%	5.1%	20.5%	56.4%	15.4%	100.0%
College Success	Count	1	2	3	14	24	4	48
	%	2.1%	4.2%	6.3%	29.2%	50.0%	8.3%	100.0%
Contracted Services-Bookstore	Count	9	17	34	81	146	14	301
	%	3.0%	5.6%	11.3%	26.9%	48.5%	4.7%	100.0%
Distance Learning	Count	3	9	16	39	58	4	129
	%	2.3%	7.0%	12.4%	30.2%	45.0%	3.1%	100.0%
Fitness Center	Count	4	2	20	49	139	10	224
	%	1.8%	.9%	8.9%	21.9%	62.1%	4.5%	100.0%
Instruction Office (Associate Faculty Workroom)	Count	5	2	22	45	177	23	274
	%	1.8%	.7%	8.0%	16.4%	64.6%	8.4%	100.0%
Library Services*	Count	4	6	17	62	347	15	451
	%	.9%	1.3%	3.8%	13.7%	76.9%	3.3%	100.0%
Math Centers / Labs	Count	1	1	8	21	57	8	96
	%	1.0%	1.0%	8.3%	21.9%	59.4%	8.3%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	2	7	10	22	28	3	72
	%	2.8%	9.7%	13.9%	30.6%	38.9%	4.2%	100.0%
Science Den	Count	0	2	0	4	19	3	28
	%	.0%	7.1%	.0%	14.3%	67.9%	10.7%	100.0%
Teaching Learning Centers (part of e-Collin)	Count	0	5	15	39	94	12	165
	%	.0%	3.0%	9.1%	23.6%	57.0%	7.3%	100.0%
Wellness Program	Count	4	5	8	35	118	20	190
	%	2.1%	2.6%	4.2%	18.4%	62.1%	10.5%	100.0%
Writing Centers	Count	1	0	14	30	93	14	152
	%	.7%	.0%	9.2%	19.7%	61.2%	9.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	33	2	5	4.55	.754
College Success	44	1	5	4.32	.959
Contracted Services-Bookstore	287	1	5	4.18	1.058
Distance Learning	125	1	5	4.12	1.044
Fitness Center	214	1	5	4.48	.849
Instruction Office (Associate Faculty Workroom)	251	1	5	4.54	.845
Library Services*	436	1	5	4.70	.694
Math Centers / Labs	88	1	5	4.50	.802
Online Student Support Center (OSSC; part of e-Collin)	69	1	5	3.97	1.111
Science Den	25	2	5	4.60	.866
Teaching Learning Centers (part of e-Collin)	153	2	5	4.45	.802
Wellness Program	170	1	5	4.52	.899
Writing Centers	138	1	5	4.55	.736
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" to compute mean and standard deviation.

The unit procedures met my needs in timely fashion.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	Count	0	1	2	6	25	5	39
	%	.0%	2.6%	5.1%	15.4%	64.1%	12.8%	100.0%
College Success	Count	1	0	5	12	25	6	49
	%	2.0%	.0%	10.2%	24.5%	51.0%	12.2%	100.0%
Contracted Services-Bookstore	Count	6	11	28	80	170	7	302
	%	2.0%	3.6%	9.3%	26.5%	56.3%	2.3%	100.0%
Distance Learning	Count	3	5	14	30	69	5	126
	%	2.4%	4.0%	11.1%	23.8%	54.8%	4.0%	100.0%
Fitness Center	Count	5	2	23	45	140	10	225
	%	2.2%	.9%	10.2%	20.0%	62.2%	4.4%	100.0%
Instruction Office (Associate Faculty Workroom)	Count	4	6	19	41	190	15	275
	%	1.5%	2.2%	6.9%	14.9%	69.1%	5.5%	100.0%
Library Services*	Count	6	2	15	51	367	10	451
	%	1.3%	.4%	3.3%	11.3%	81.4%	2.2%	100.0%
Math Centers / Labs	Count	1	1	9	15	64	5	95
	%	1.1%	1.1%	9.5%	15.8%	67.4%	5.3%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	3	6	10	22	31	1	73
	%	4.1%	8.2%	13.7%	30.1%	42.5%	1.4%	100.0%
Science Den	Count	1	1	0	5	19	2	28
	%	3.6%	3.6%	.0%	17.9%	67.9%	7.1%	100.0%
Teaching Learning Centers (part of e-Collin)	Count	1	7	10	37	100	6	161
	%	.6%	4.3%	6.2%	23.0%	62.1%	3.7%	100.0%
Wellness Program	Count	4	1	14	31	116	20	186
	%	2.2%	.5%	7.5%	16.7%	62.4%	10.8%	100.0%
Writing Centers	Count	2	1	7	30	100	10	150
	%	1.3%	.7%	4.7%	20.0%	66.7%	6.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	34	2	5	4.62	.739
College Success	43	1	5	4.40	.877
Contracted Services-Bookstore	295	1	5	4.35	.942
Distance Learning	121	1	5	4.30	.997
Fitness Center	215	1	5	4.46	.895
Instruction Office (Associate Faculty Workroom)	260	1	5	4.57	.847
Library Services*	441	1	5	4.75	.669
Math Centers / Labs	90	1	5	4.56	.809
Online Student Support Center (OSSC; part of e-Collin)	72	1	5	4.00	1.138
Science Den	26	1	5	4.54	.989
Teaching Learning Centers (part of e-Collin)	155	1	5	4.47	.855
Wellness Program	166	1	5	4.53	.865
Writing Centers	140	1	5	4.61	.746
Valid N (listwise)	1				

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Note: The above table excludes the "Don't know" to compute mean and standard deviation.

The unit staff are knowledgeable.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	Count	0	1	1	5	24	6	37
	%	.0%	2.7%	2.7%	13.5%	64.9%	16.2%	100.0%
College Success	Count	1	1	0	13	29	3	47
	%	2.1%	2.1%	.0%	27.7%	61.7%	6.4%	100.0%
Contracted Services-Bookstore	Count	7	8	26	78	170	10	299
	%	2.3%	2.7%	8.7%	26.1%	56.9%	3.3%	100.0%
Distance Learning	Count	3	1	11	34	75	2	126
	%	2.4%	.8%	8.7%	27.0%	59.5%	1.6%	100.0%
Fitness Center	Count	6	2	16	38	140	21	223
	%	2.7%	.9%	7.2%	17.0%	62.8%	9.4%	100.0%
Instruction Office (Associate Faculty Workroom)	Count	3	3	15	42	193	18	274
	%	1.1%	1.1%	5.5%	15.3%	70.4%	6.6%	100.0%
Library Services*	Count	5	3	7	44	382	11	452
	%	1.1%	.7%	1.5%	9.7%	84.5%	2.4%	100.0%
Math Centers / Labs	Count	1	1	6	21	61	5	95
	%	1.1%	1.1%	6.3%	22.1%	64.2%	5.3%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	3	1	10	18	35	3	70
	%	4.3%	1.4%	14.3%	25.7%	50.0%	4.3%	100.0%
Science Den	Count	0	1	0	6	19	2	28
	%	.0%	3.6%	.0%	21.4%	67.9%	7.1%	100.0%
Teaching Learning Centers (part of e-Collin)	Count	1	3	11	29	112	5	161
	%	.6%	1.9%	6.8%	18.0%	69.6%	3.1%	100.0%
Wellness Program	Count	2	0	4	23	139	16	184
	%	1.1%	.0%	2.2%	12.5%	75.5%	8.7%	100.0%
Writing Centers	Count	3	3	9	16	109	10	150
	%	2.0%	2.0%	6.0%	10.7%	72.7%	6.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	31	2	5	4.68	.702
College Success	44	1	5	4.55	.820
Contracted Services-Bookstore	289	1	5	4.37	.934
Distance Learning	124	1	5	4.43	.876
Fitness Center	202	1	5	4.50	.910
Instruction Office (Associate Faculty Workroom)	256	1	5	4.64	.749
Library Services*	441	1	5	4.80	.606
Math Centers / Labs	90	1	5	4.56	.766
Online Student Support Center (OSSC; part of e-Collin)	67	1	5	4.21	1.052
Science Den	26	2	5	4.65	.689
Teaching Learning Centers (part of e-Collin)	156	1	5	4.59	.761
Wellness Program	168	1	5	4.77	.609
Writing Centers	140	1	5	4.61	.871
Valid N (listwise)	1				

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Note: The above table excludes the "Don't know" to compute mean and standard deviation.

The unit staff are courteous.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	Count	0	1	1	4	26	5	37
	%	.0%	2.7%	2.7%	10.8%	70.3%	13.5%	100.0%
College Success	Count	1	0	0	11	34	2	48
	%	2.1%	.0%	.0%	22.9%	70.8%	4.2%	100.0%
Contracted Services-Bookstore	Count	9	6	24	72	189	1	301
	%	3.0%	2.0%	8.0%	23.9%	62.8%	.3%	100.0%
Distance Learning	Count	3	1	9	23	86	3	125
	%	2.4%	.8%	7.2%	18.4%	68.8%	2.4%	100.0%
Fitness Center	Count	5	6	14	38	150	9	222
	%	2.3%	2.7%	6.3%	17.1%	67.6%	4.1%	100.0%
Instruction Office (Associate Faculty Workroom)	Count	4	2	12	39	204	12	273
	%	1.5%	.7%	4.4%	14.3%	74.7%	4.4%	100.0%
Library Services*	Count	7	2	11	53	366	9	448
	%	1.6%	.4%	2.5%	11.8%	81.7%	2.0%	100.0%
Math Centers / Labs	Count	2	4	4	14	70	3	97
	%	2.1%	4.1%	4.1%	14.4%	72.2%	3.1%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	1	1	7	18	40	4	71
	%	1.4%	1.4%	9.9%	25.4%	56.3%	5.6%	100.0%
Science Den	Count	1	0	0	4	20	2	27
	%	3.7%	.0%	.0%	14.8%	74.1%	7.4%	100.0%
Teaching Learning Centers (part of e-Collin)	Count	1	1	5	20	131	4	162
	%	.6%	.6%	3.1%	12.3%	80.9%	2.5%	100.0%
Wellness Program	Count	3	1	3	28	139	14	188
	%	1.6%	.5%	1.6%	14.9%	73.9%	7.4%	100.0%
Writing Centers	Count	3	0	4	18	116	10	151
	%	2.0%	.0%	2.6%	11.9%	76.8%	6.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	32	2	5	4.72	.683
College Success	46	1	5	4.67	.701
Contracted Services-Bookstore	300	1	5	4.42	.942
Distance Learning	122	1	5	4.54	.864
Fitness Center	213	1	5	4.51	.914
Instruction Office (Associate Faculty Workroom)	261	1	5	4.67	.737
Library Services*	439	1	5	4.75	.676
Math Centers / Labs	94	1	5	4.55	.923
Online Student Support Center (OSSC; part of e-Collin)	67	1	5	4.42	.855
Science Den	25	1	5	4.68	.852
Teaching Learning Centers (part of e-Collin)	158	1	5	4.77	.599
Wellness Program	174	1	5	4.72	.693
Writing Centers	141	1	5	4.73	.716
Valid N (listwise)	0				

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Note: The above table excludes the "Don't know" 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

		Very unsatisfied	2	3	4	Very satisfied	Total
Athletic Programs (e.g.,Tennis & BB)	Count	0	2	3	11	24	40
	%	.0%	5.0%	7.5%	27.5%	60.0%	100.0%
College Success	Count	1	0	7	15	30	53
	%	1.9%	.0%	13.2%	28.3%	56.6%	100.0%
Contracted Services-Bookstore	Count	8	10	45	90	154	307
	%	2.6%	3.3%	14.7%	29.3%	50.2%	100.0%
Distance Learning	Count	4	4	17	43	60	128
	%	3.1%	3.1%	13.3%	33.6%	46.9%	100.0%
Fitness Center	Count	5	6	22	62	136	231
	%	2.2%	2.6%	9.5%	26.8%	58.9%	100.0%
Instruction Office (Associate Faculty Workroom)	Count	5	7	24	58	185	279
	%	1.8%	2.5%	8.6%	20.8%	66.3%	100.0%
Library*	Count	1	4	15	65	378	463
	%	.2%	.9%	3.2%	14.0%	81.6%	100.0%
Math Centers / Labs	Count	0	2	13	23	59	97
	%	.0%	2.1%	13.4%	23.7%	60.8%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	4	9	11	24	33	81
	%	4.9%	11.1%	13.6%	29.6%	40.7%	100.0%
Science Den	Count	0	1	4	5	22	32
	%	.0%	3.1%	12.5%	15.6%	68.8%	100.0%
Teaching Learning Centers (part of e-Collin)	Count	1	4	14	46	96	161
	%	.6%	2.5%	8.7%	28.6%	59.6%	100.0%
Wellness Program	Count	5	2	13	51	124	195
	%	2.6%	1.0%	6.7%	26.2%	63.6%	100.0%
Writing Centers	Count	4	1	14	30	106	155
	%	2.6%	.6%	9.0%	19.4%	68.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (e.g.,Tennis & BB)	40	2	5	4.43	.844
College Success	53	1	5	4.38	.860
Contracted Services-Bookstore	307	1	5	4.21	.986
Distance Learning	128	1	5	4.18	.992
Fitness Center	231	1	5	4.38	.919
Instruction Office (Associate Faculty Workroom)	279	1	5	4.47	.889
Library*	463	1	5	4.76	.571
Math Centers / Labs	97	2	5	4.43	.802
Online Student Support Center (OSSC; part of e-Collin)	81	1	5	3.90	1.200
Science Den	32	2	5	4.50	.842
Teaching Learning Centers (part of e-Collin)	161	1	5	4.44	.805
Wellness Program	195	1	5	4.47	.869
Writing Centers	155	1	5	4.50	.885
Valid N (listwise)	2				

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Note: The above table excludes the "Don't know" to compute mean and standard deviation.

Please specify the reason for your rating.

Athletic Programs (Tennis & BB)

	Frequency
Did not respond	830
always reliable	1
Great benefit for college	1
I attended a few basketball games-cheer more!	1
I do not use these services.	1
I go to basketball games all the time and love them!	1
I think the college should eliminate basketball and stick with tennis and academics	1
Only serves one campus	1
The coaching staff have been consistently supportive of faculty when student athletes have been slackers...	1
Very supportative	1
Total	839

College Success

	Frequency
Did not respond	821
always have great info and are willing to help	1
Excellent staff	1
faculty are informed and open to new ideas	1
given information for my students to succeed	1
great instructors - wish these classes were offered for credit	1
Have helped out with recruiting	1
I know they are there, but what do they do?	1
I teach college success and feel that every student that enters Collin needs to take this course.	1
I think it is an important services. Sometimes students need to jump through some hoops, but I think that it is important for them to re-evaluate there goals and plan for their future success.	1
Instructors not as enthusiastic as expected	1
Knowledgable and helpful.	1
no complaints; staff is very knowledgeable.	1
Procedures are not always clear	1
Staff is very student focused. Concerned for their success.	1
The study skills seminars offered are a great help	1
they work diligently to assist student success	1
too many students, not enough staff to effectively help students	1
very helpful	1
Total	839

Contracted Services-Bookstore

	Frequency
Did not respond	691
All but one of the employees are regularly rude and act annoyed at having to help or answer questions.	1
Always answered questions and delivered service	1
always available	1
Always helpful	3
always helpful. good attitudes. clean facility. well organized	1
Always meet our needs and they are helpful	1
Always meets my needs	1
always on time with information	1
always reliable	1
Bookstore is always helpful when placing orders and items are usually available next day.	1
Bookstore staff have been very helpful with our supply orders	1
Bookstore staff is friendly and does an adequate job-environment sometimes chaotic.	1
Can we find another way for chairs to order books other than printing out a paper copy of previous orders and killing trees???	1
Certain CPC staff are rude	1
Chartwells get a 0, remove restriction to use them.	1
Close too early	1
Confusing/Frustrating	1
Convenient to my office and fairly well stocked, but needs to be open more hours during the week.	1
CPC- Toby, Eric and Opal are Awesome -- we need milk and starbucks can coffees.	1
difficulty with book issues in past	1
Each of the campuses has great staff that are helpful and friendly.	1
efficient service	1
everything always works out well, no issues	1
Excellent - even under pressure.	1
Excellent - keep us in stock	1
Fast, courteous and accurate assistance.	1
For the most part very helpful and friendly	1
friendly	1
friendly and helpful	1
Friendly staff	1
friendly staff, excellent prblem solving	1
Friendly, courteous service.	1
Friendly,efficient,able to purchase books,snacks,water @ cheaper price than vending machines	1
From my past experience they are helpful.	1
Generally provides services in a timely manner,	1
get great service from a specific few, delays and poor communication from others	1
good job on books, so-so on misc. supplies	1
good rapport in ordering books	1
good service	1
Good service but not very knowledgeable	1
Great people who do a great job.	1
great with helping me get supplies	1
had my book helped students	1
have ordered wrong textbook two semesters in a row	1
helpful	2
Helpful & timely	1
Helpful in receiving book order & making changes if needed	1
hours of operation at my campus are not always conducive to students	1
Hours of operation; sometimes staff is not very friendly.	1
I'm amazed at how many students they assist during rush.	1
I didn't know the bookstore was a contracted service, when did tthat happen?	1

Contracted Services-Bookstore

	Frequency
I don't use them often and I know a lot of people, but they seems distant at times.	1
I have had many good experiences there, but many times there is a very long wait. Also, the managers don't seem to be there often enough. I will have a question the cashier won't be able to answer and will tell me to talk to a manager, but then the manager won't be there.	1
I have only used the book store twice. Therefore, I don't feel I have enough knowledge to rank it any other way.	1
I only use the CPC bookstore, but the staff are great. Toby and Opal are the friendliest people and more than willing to assist us.	1
I wish the bookstore have extended hours for night students.	1
If certain staff members are not there the others can not help you.	1
inefficient and will lie about their misdeeds	1
it is well-stocked	1
It seems chaotic a lot of the time, but the effort and accomplishment are high...	1
Keep making \$ for the college!	1
Make it easy to get my books every semester.	1
Mark up costs too high	1
Materials are consistently late; staff has not always been helpful or friendly	1
Met my needs in a timely fashion	1
Most personnel very friendly, ordering and invoicing proceedures are not.	1
Mostly helpful. Sometimes it is difficult to find things or find someone to help.	1
My bookstore doesn't have much. Staff isn't always friendly.	1
My limited contact has been positive.	1
My requests have been satisfied	1
my students have been told that there aren't textbooks available when there are	1
Need more gifts	1
Need to be open longer in the evening	1
Need to improve their processes to make them more efficient. Staff, however, are helpful.	1
Needed help was received in a professional manner.	1
Needs larger area (PRC)	1
never had a problem, always find what I am looking for..do wish they had whole wheat	1
No complaints they are timely and friendly	1
no complaints; staff is very helpful.	1
No problems encountered in this area	1
Often can not answer my questions related to course materials-may not be their fault, may be departments/professors	1
Often have to mail out packages, and there is always some confusion.	1
once ordered wrong book	1
Once they forgot to tell me my textbook was a new edition, but usually reliable.	1
Only dealt with them once	1
Only once, someone was rude. But the manager or whoever fixed the issue right away.	1
open when specified; helpful when I'm looking for something; order books for my class in timely manner	1
overall good service.	1
Overall, great services. Some of the staff are not knowledgeable.	1
PRC needs inventory security. One should be able to browse the books in a "Book"store.	1
Prices are not competitive	1
Product arrangement is confusing, some items difficult to find; however staff is always helpful	1
professional and helpful	1
prompt response	1
Prompt, efficient and courteous service	1
Ran out of necessary items	1
Rarely use, but no problems	1
Seems a little unorganized down there	1
sending paper copies of the list of courses offered last semester and the books used is inefficient; with our computer systems the courses being offered in the upcoming semester should be available to the bookstotre-then past books and if current editions are available should be shown to the instructor; even when I form on time the books aren't always correct and nobody follows up via email or snail mail about the order -	1

Contracted Services-Bookstore

	Frequency
Service is fine, but I think they should be open a little later to serve night students.	1
Several employees do go out of their way to help	1
some book store staff are not aware of some items	1
Some items are marked-up too high.	1
Some staff at CYC are not trained in Banner.	1
Sometimes the staff can be brusque and short	1
Staff are great to work with and good about getting your orders at PRC	1
Staff at CPC are very helpful	1
staff found answers to my questions, some items arrived last day of fin.aid	1
staff is helpful	1
Staff is incredibly courteous and efficient.	1
Staff is rude, less than helpful to students	1
staff unfriendly	1
Students report problems with getting correct books and having supplies on hand. My experience, however, has been positive with no problems.	1
Textbook ordering is laborious and time-consuming. Could easily be streamlined with the right technology. It's antiquated compared to how other college bookstores operate.	1
Textbooks too expensive	1
The bookstore almost always has everything my students need for my class.	1
The bookstore manager at CYC, Patricia, is often rude to our students and our staff. In my experience, most of the staff is not willing to go "above and beyond" to help the students. They only do the minimum necessary, and sometimes not even that much. I have even heard of situations where the bookstore was refusing to sell books to students.	1
The greeter was not friendly and very demanding about leaving belongings in cubbies by door.	1
The model of a bookstore being a "contracted service" to an academic institution would work a whole lot better if there was real competition to the service our bookstores provide. Students pay "over the top" prices for textbooks and suffer poor customer service, irrational opening and closing hours (closed for lunch from 1:15 to 2:45 PM, not open for business until 10 AM on Fridays). Lack of proper training for bookstore staff in customer service is a huge problem. Lack of proper staffing within the bookstores is an embarrassment to an educational institution whose core values are not only not being met by the bookstore, but flagrantly violated.	1
The staff hover over me when I browse the books.	1
They are available to help search for books	1
they are great at PRC	1
They are very helpful.	1
They conveniently have need office supplies and are very courteous	1
They get my orders ontime always and they are professional and friendly. SCC.	1
They take me to any books that i need	1
They were very helpful about my book orders	1
timing of charges for studnets with books for minisessions	1
Toby is awesome! Asset to the bookstore.	1
too crowd	1
Too many times books are not available for the start of the class.	1
Using temp help during busy times = mistakes	1
Usually have the extra books for my class in stock. Have new and different supplies (pens) that I don't see at Staples and offer a fair price	1
Very courteous and quick response to requests	1
very efficient	1
Very friendly and courteous. Available throughout the day for last minute needs.	1
Very friendly, knowledgeable staff but hard to know WHO is staff with they dress and lack of nametags, etc. Also lack of online ordering option a negative	1
very helpful and efficient staff	1
very helpful when used	1
Very knowledgeable staff and very prompt in response time	1
Very speedy service	1
When I forget something, I can always buy it	1
Wish the prices were a little lower	1

Contracted Services-Bookstore

	Frequency
Would be good if notice supply of books are low	1
Would like to have more products kept on hand rather than having to order most items	1
Total	839

Distance Learning

	Frequency
Did not respond	784
Always keep faculty aware of updates and coming changes	1
always very helpful, good training sessions for faculty	1
Attachment to online pedagogy sometimes at odds with nature of the discipline and demand for congruent learning in both traditional and online settings	1
attended workshops concerning distance learning	1
Awkward technology chosen to deliver services	1
Blackboard - inpenetrabel	1
Blackboard issues that didn't happen with CE8	1
Blackboard was awful, and BBL9 is just as bad.	1
Confusion over continuing education and no real feedback	1
convenient	1
Courteous	1
dept staff does not know everything about the new Blackboard	1
During peak time, you could tell person was stressful by the tone of voice.	1
Efficiently respond to issues	1
Expertise and program offerings	1
Good instructions and support	1
good offerings and marketing of services, usually helpful	1
Good support	1
great support	1
Have not used in a long time but was completely satisfied.	1
Helpful & timely	1
Helpful and friendly	1
Helpful, knowledgeable personnel	1
I do see us progressing in this area.	1
I don't really have much contact here	1
I found them prompt in answering any question I had	1
I teach distance learning	1
I took a couple of online classes, read the book answer the question, no worries.	1
J. Summerville, et al., are proactive and achieve at a high level	1
knowledgeable	1
need to be more user-friendly	1
Needed help was received in a professional manner.	1
New Blackboard roll-out was problem plagued.	1
OAB approval can be far too nitpicky and increases frustration level for faculty.	1
OAB procedures are burdensome and infringe on academic freedom, many mandates have no proven basis	1
Outstanding training and support	1
Paperwork forms could be shortened for online courses	1
problems with BB system hard to get resolved quickly	1
professional and helpful	1
prompt and efficient	1
Prompt, efficient and courteous service	1
Provide helpful seminars.	1
Questions to the instructors are not always answered prior to the class starting. If you have a question about the course there is no one to reply.	1
Quick to approve a new template	1
Review process for instructors is tedious and intrusive	1
Some of the expectations for online course designs are not clear	1
still needs work	1
support for off-campus students	1
The employees are helpful.	1
The service point does not keep regular hours. Difficult to get help.	1
up-to-date technology support	1

Distance Learning

	Frequency
Very efficient and willing to help.	1
Very happy with DL.	1
very helpful	1
very hepful to faculty and students	1
Total	839

Fitness Center

	Frequency
Did not respond	747
A great resource	1
Always clean	1
Always helpful and friendly. I use a lot.	1
always reliable	1
Assisted with completion of makeup classes/sign-in sheets-PR	1
At Preston Ridge the Fitness Center staff was very friendly and helpful, at SPC I teach in A107 on T/Th evenings and the floor is always dirty despite my bringing this issue to the attention of the department. Prior teacher could have students clean up after themselves before the next class.	1
Availability, student assistants not always courteous	1
Broken machines	1
center is clean, well equipped - music is nice but sometimes too loud / raunchy-vulgar // dress code isn't enforced-- jeans/street clothes allowed in	1
center is well equipped and cared for	1
Clean and well run	1
Clean facility, knowledgeable and friendly staff.	1
Connie is a great people person and manages her people well	1
could use more machines at SCC only 2 elipicals and we have the largest campus	1
Courteous, and the equipment is well maintained	1
CPC and PRC very clean, SCC needs work	1
CPC is excellent	1
Doug was kind.	1
facility needs updating, enlarging & customer service training	1
Facility should be cleaner, more one on one assistance	1
Fitness evaluations were helpful and staff professional.	1
flexible hours of operation and top notch equipment	1
friendly staff	1
Friendly, courteous staff	1
Good access and equipment	1
good equipment	1
Good equipments and trained staff	1
great equipment	1
great workout spots during the day	1
Great!	1
Great. Hours could be longer.	1
Gym is closed a lot; employees are unable to access on regular basis.	1
helpful with instruction	1
I am happy with their services.	1
I mostly use the wellness program.	1
I use CPC and PRC they are great locations. Always clean and helpful. I found SCC a little dirty and dark. Didn't like it but the others are great which make up for SCC.	1
I use it often; I wish there were more hours for faculty and that the center was cooler.	1
I use this as a part of a class, machines need a little more TLC for the amount of use they receive.	1
I wish the Fitness Center @ CPC was larger.	1
Longer hours in the evening	1
Love it	1
machines are available which i use the most	1
Met my needs	1
Mostly student assistants powering front desk, seem more concerned with talking with one another than helping you with something.	1
Music is too loud. I have to keep asking them to turn it down. Oher than that everyone is great.	1
My issues were resolved in a timely and professional manner.	1
My main fitness center could be expanded a bit	1
Need to ensure cleaniliness	1

Fitness Center

	Frequency
nice to have close by to work out	1
No complaints	1
Noisy and not too clean	1
Not always easy to be able to use around classes.	1
not enough working tread mills	1
Not too impressed by student asst. Who really do not want to assist students, only their friends.	1
overall satisfied, but wish there was r-ball at PRC	1
PRC & CPC are very clean and well staffed	1
Rarely use, but no problems	1
Really nice and have nice equipment	1
SCC is always dirty and provides no real way to check in and out	1
SCC needs more space and open hours	1
serves its purpose	1
Service received in a timely and courteous manner.	1
small but efficient	1
Sometimes at lunch I work out. Nice mid-day break.	1
Sometimes the staff is great. Other days they don't care and when I check in I'll be waiting for several minutes while the young men talk about their previous nights' conquests. This is at PRC.	1
staff is helpful at times	1
Stop going - equipment not available due to students dominate	1
Student assistants are sometimes not friendly or know what to do.	1
student employees seem disinterested	1
test Nasreen	1
The fitness center is old and need a great deal more space to provide for our students and faculty. A new state of the art fitness center is essential to classes and college community. It's rather embarrassing.	1
the MUSIC is too loud and obnoxious. Even when you bring ear buds and listen to your own music you can't hear it because of the fitness center's music. you can't even read a book because yo can't hear yourself think.	1
The staff are friendly and helpful. It's fun to go in and visit and workout.	1
The staff is great to work with.	1
There is a good range of equipment available	1
They are very helpful.	1
This is always well run, clean, and staffed with courteous people	1
Used to workout, it was very good	1
using fitness center to work out 3-4 times/week	1
Very Convenient	1
very good	1
Very good fitness center!	1
very informative	1
Very nice people at SCC and CPC	1
Very useful equipment and courteous staff	1
Were agreeable to work with and informative	1
When I go into the Fitness Center (over the course of about 3-4 years) I have yet to talk to any of the staff. They are always working out and doing their own thing so I never interact with them. Haven't been in a long time, though (6~ months), so this might have changed since then.	1
wish it was open longer hours	1
Wish they afford more classes for faculty and staff	1
work out	1
would like for the times when open to public use to be published prior to semester start	1
would like larger space and more ellipticals at SCC	1
Total	839

Instruction Office (Associate Faculty Workroom)

	Frequency
Did not respond	714
12 computers & 100 instructors	1
Adequate supplies provided.	1
admin assistant very efficient	1
Aides always very helpful	1
Always answered questions and delivered service	1
always available , well equipped	1
always clean, neat; secretary answers questions about a variety of topics I need help with.	1
Always helpful if needed	1
Always helpful, efficient	1
always very helpfull	1
Always willing to assist	1
Assistance that was once provided is now no longer available (to both full-time and Associate Faculty). Some new rules are very inefficient and hurt the students (i.e., posting of signs when instructors are ill)	1
available and helpful on Thursdays	1
Bad location at PRC, Do not use the workroom	1
can't access locked supply cabinet when employee is not present and they only work about 2 hours a day	1
clean and well stocked	1
Comfortable and available	1
Comfortable, spacious environment with space for private meetings if necessary.	1
Copier out of paper, office closed half the time	1
CPC- More support to the faculty and staff is needed.	1
Depends on which campus, currently SCC would rate a 5, PRC a 4, and CPC a 3	1
Does what they say they will do. That is all I ask.	1
Everything always works well here	1
Everything is always working and there is never a problem with getting access to the resources (computers, printers etc) in the workroom	1
Excellent associate faculty support.	1
For the most pary very helpful and friendly	1
friendly	1
Friendly and helpful consistently.	1
good computers	2
Has everything needed.	1
helpful staff	1
Helpful and have assisted me.	1
Helpful staff	1
helpful to find/get in touch with associate faculty	1
helpful with all requests	1
Honestly, there's not a lot to this place to be unhappy about. The computers function, there is always a stapler--it's not exactly a robust service, but it meets my needs.	1
I'm not Associate Faculty anymore, but I think some improvement in space is needed.	1
I deliver to the office myself	1
I have found my way around in there whenever I needed to use it.	1
I have used these facilities in the CPC Library Building. The area is always clean and well stocked.	1
I like the convenience of an office when I need to use a computer/telephone, MJ Gibbons is wonderful! Always helpful!	1
I use them often. helpful staff great workstations	1
Instruction Office Secretaries are knowledgeable and helpful.	1
Instruction office staff keep the room in good shape.	1
Instructional assistants are awesome at PRC!	1
It's just a place for a mailbox. Not an inviting place to be.	1
K237 has enough room, but B102 is much too small. Having secretaries cover multiple places also creates too much time where they're not available.	1
L222 needs to be bigger	1

Instruction Office (Associate Faculty Workroom)

	Frequency
locked or frequently unmanned when I need help	1
Love both at SCC & PRC	1
Many times are unstaffed when you need someone to answer, when looking for a particular professor. Wish they did not have to do double duty in other areas and get pulled away.	1
meets all the needs for supporting associate faculty	1
Met my needs efficiently and courteously	1
MJ maintains area with everything needed and establishes both efficient and comforting work environment.	1
Mostly helpful	1
My issues were resolved in a timely and professional manner.	1
Needed help was received in a professional manner.	1
Nice environment but too space is small	1
nice office to grade papers, or research on computer	1
nice place, coffee, supplies	1
no complaints	1
No complaints	1
No complaints; they've always been able to take care of whatever I needed.	1
No longer use, but as a part-timer, they had all I needed	1
No problems encountered in this area	1
no staff to help	1
no workroom at courtyard center for faculty	1
not enough privacy	1
not sure who works there-seems vacant most of the time	1
Office administrative assistants are always pleasant and helpful.	1
Offices are kept well-stocked with supplies & working computers. The administrative assistants are knowledgeable & helpful.	1
Often smells like stale coffee, but personnel have always been helpful	1
often unattended	1
Overall, good service	1
overall, good, but depending on who is staffing it, some are not as knowledgeable	1
Paula is very efficient and good to work with	1
Paula is wonderful, but when she isn't here, things do not run as smoothly.	1
Person is rarely there when I am there; does not volunteer to help or seem eager to assist. Seldom speaks to me.	1
professional and helpful	1
Prompt, efficient and courteous service	1
Provides materials needed	1
Provides needed space and resources.	1
quick and willing to help	1
Readily available; support staff helpful	1
Removing mail folders between semesters inhibits communication between Chairs and A faculty and door being closed so much is not user friendly for students in K237	1
Rude staff	1
secretaries are great!	1
Secretary is very helpful	1
serves my needs adequately	1
Service received in a timely and courteous manner.	1
Sink is broken	1
So glad to have this available. I use it about 3 times a semester.	1
some offices small and crowded (U and L)	1
sometimes there's no one to ask	1
Staff are always willing to help	1
staff does nothing to help...never offers...	1
staff is very, very helpful and it provides a great service to our associates	1
staffed very well and very helpful at CPC	1
Superb job of supporting services	1

Instruction Office (Associate Faculty Workroom)

	Frequency
Supplies always available and the room is kept neat	1
Teachers are welcoming and M.J. is extremely helpful and supportive.	1
The doors is almost always closed and this year there hasn't been someone to answer your questions.	1
The support offered by the PRC Instruction office is superb in every way.	1
They are good at what they do.	1
They are very helpful.	1
They have let me in when I have forgotten door code	1
They need to be larger and more heavily staffed.	1
Use it daily and it has everythign I need.	1
used instruction office for students one on one	1
usually clean and fucntional, wonderful staff but spread too thin.	1
Usually well equipped	1
Very friendly staff/helpful	1
very helpful	1
Very helpful at night if I need to get a hold of a professor or send a student up who needs assistance.	1
Very helpful when I need something.	1
very nicely kept and courteous Administrative Assistants	1
Very useful & friendly	1
We need to have access to dry erase markers. I teach in the library and do not have time to run over to the instuction office in the main building to get more markers.	1
well equipped for faculty.	1
Well set up to support Associate Faculty	1
With the exception of making whiteboard markers easily available, I am very satisfied.	1
Wonderful experiences! Great staff! Welcoming place to be!	1
Workroom is uninviting. Beckey is good. Paula was better. Wilma can't be bothered.	1
Would like access to supplies when secretary is gone	1
Total	839

Library Services*

	Frequency
Did not respond	612
"	1
accessible and loanin service efficient	1
Although I appreciate how hard our librarians work, I have had numerous issues with misplaced materials and long lag times in requested materials. Are they understaffed?	1
Although my campus doesn't have a library, I have worked w/personnel at all of the campuses. CPC and PRC are exceptional! Helpful, organized, cheerful, real problem solvers	1
Always informative and friendly	1
always a good experience	1
always extremely helpful	1
Always helpful	1
Always helpful and friendly.	1
always helpful and knowledgeable	1
always helpful and ready to assist with order request	1
always helpful with helping me get information	1
Always helpful, especially when my needs are immediate.	1
always helpful, go out of their way to research for me and find more than I need	1
Always knowledgeable and quick to help	1
Always quick to respond to email or questions	1
Always ready to help both students and professors. My reference librarian, Linda Andrews, takes my assignments and makes sure research materials are available. The personal professor research guides are awesome.	1
Always willing to go the second mile	1
Always willing to help, I just need to spend more time assessing needs	1
Any help requested is dealt with care	1
Ask for a book to be ordered and was here in 2 days!	1
Assistance was given in a professional, friendly manner - my problem was solved - I felt good about our exchange	1
Assisted with student class assignments-SC	1
Beautiful libraries	1
Beautiful!	1
been several times that a book was available, but a librian couldn't find it because one of the staff was looking at the book	1
Continuing Eduication students and instructors do not have access to library facilities. They are Collin College students! Some Continuing Education instructors have taught at Collin for many years. Why this lack of access to the library?	1
Couldn't ask for more - helpful, kind and courteous	1
courteous and helpful	1
Courteous staff; Well organized	1
Courteous, and helpful	1
Couteous and helpful	1
CPC	3
CPC Always meets my needs	1
CPC staff are very helpful, library is beautiful and either has what I need ot will help me get it.	1
Efficient helpful staff.	1
English liason went beyond the call of duty when a part-time faculty had an emergency absence.	1
EVERY librarian/staff person I work with at the library is EXCELLENT!	1
every question I had was answered accurately	1
Everyone there is prompt, courteous, and polite. I haven't had an issue there.	1
Everything goes smoothly and is up-to-date	1
Everything has always run smoothly for me	1
excellent	2
excellent and helpful	1
excellent atmosphere, helpful staff	1
Excellent online resources for distance education	1
excellent service	1

Library Services*

	Frequency
excellent staff	1
excellent staff from the top down; Melissa Blackmore=awesome!	1
excellent staff; always willing to assist	1
exceptional user experience	1
Excited new library is almost finished - like new book section	1
Extremely helpful staff.	1
Fabulous people, fabulous facility	1
Friendly & helpful staff.	1
Friendly and always helpful - great resource!	1
Friendly and helpful	3
Friendly, provides valuable resources	1
good attitudes. well organized.	1
Good experience. Very helpful.	1
great information and services	1
Great people	1
Great people very helpful	1
great resources	1
Great selection of books on CD; knowledgeable staff.	1
great staff	1
Great staff and great resource.	1
great support	1
has a lot of online help not so much book	1
have always gone the extra mile for my students	1
Have provided assistance when needed	1
Haven't used their services more than a couple of times but help was adequate, not stellar or deficient.	1
Helped me with re-checking out books.	1
helped with ancestry	1
helpful	3
Helpful & timely	1
helpful and knowledgeable	1
helpful for me and my students	1
Helpful staff - John Roggencamp. and Eboni (Harris?) were especially helpful	1
helpful staff	1
Helpful staff	2
Helpful with class instruction on research techniques. Sometimes don't communicate well with faculty about requests	1
helpfull	1
Hours of operation	1
I am a librarian here and the other librarians do a good job too	1
I do most of my research here, always a great place to study	1
I especially find the staff at CPC helpful.	1
I find the library to be user friendly.	1
I love the library, the staff, and the services	1
I love their science room, with all the models and the microscopes, i can study for hours and pass my classes.	1
I only use the online services....	1
I take my students every semester for an instructional class on using Library and it's databases. The staff has gone out of their way to help me access materials I need in the classroom. Wonderful experience every time!	1
I use library for recreational reading. Would prefer the fiction section was organized by author (as they do in public library) rather than by the Dewey Decimal system.	1
I was very please with the staff.	1
I worked in the SCC Library but when I was a student, I appreciated the good job all staff did on a regular basis.	1
I would give the Library very high marks in all categories.	1
If this is confidential and you do not ask the campus, what good is this?	1
In general top notch. I've had some bad personal encounters with just one librarian so I can't give it a full 5 rating.	1

Library Services*

	Frequency
It's a library, what's not to like	1
It is fine as is. The new LRC is extravagant and not as important as the faculty.	1
jewel of the crown	1
Knowledge and helpfulness of staff	1
knowledgeable staff	1
knowledgeable, friendly, helpful	1
Librarians are always helpful and go the extra mile to help students.	1
Librarians need to stop steering students just to full text searches and be more open to showing students how to get sources from outside the library as well.	1
like having a library at the campus, have used it for research for classing I've taken	1
Linda Andrews at PRC is most helpful!!!	1
Lisa H provides excellend resources to our instructors/students; very prompt in answering any queries	1
Lisa is always available to help and responded in timely fashion. She is knowledgable in Health Science issues.	1
Other staffs in the library are friendly and willing to help too. Excellent team!	1
Lisa is fantastic!	1
Lisa is there to assist both students and faculty. She is very knowledgable with a quick response time.	1
lots of things to check out	1
Love our library staff! They are so courteous and helpful.	1
love the on-line resources	1
Melisa Blackmore is wonderful	1
Most staff are helpful and friendly. Need more computers.	1
Ms Beth Atkins has been great with the students' research	1
My colleagues in circulation and reference work do true yoeman service	1
My issues were resolved in a timely and professional manner.	1
My requests have been satisfied	1
Needed help was received in a professional manner.	1
nice staff	1
no complaints; staff is very helpful.	1
No matter what time of the year, whether peak time or not, always helpful and friendly	1
Not all staff are courteous and helpful.	1
Online and in person - PAR EXCELLENCE!	1
Our library is great. Helpful, professional librarians who are great at research and really know their stuff.	1
Outstanding staff very helpful	1
part of my teaching method	1
people are friendly and helpful	1
poor process for placing items on reserve	1
PRC- Never a problem, nothing to add. Well done.	1
PRC-Highly trained personnel	1
PRC-staff always have been extremely helpful	1
PRC - Excellent	1
PRC	1
PRC nice and staff is well trained	1
Preston Ridge Campus very helpful staff!	1
professional and helpful	1
Prompt, efficient and courteous service	1
Provide assistance and support for what I do in the classroom	1
provide effective in-class training for online research	1
Provided assistance when needed in finding books, and got articles from other libraries--very professional.	1
provides reference material--both electronically and in book form	1
Quiet, Good place to study.	1
Rarely use, but no problems	1
scc	1
SCC	3
SCC librarians are the best! So helpful and kind.	1

Library Services*

	Frequency
SCC Library is excellent.	1
SCC library when i check out books there are nice people	1
SCC. Was not pleased with Library Tours and information provided so I no longer take my class.	1
SCC; Knowledgeable, helpful staff	1
Service received in a timely and courteous manner.	1
Some of the librarians are nicer than others.	1
Spring Creek	1
Staff and facilities are class act here.	1
Staff are always willing to help	1
Staff at Library are exceptional!	1
staff courteous, knowledgeable and helpful	1
Staff is very helpful in arranging reservations or locating items needed for courses	1
Staff is very knowledgeable and helpful.	1
Staff seem knowledgeable and helpful	1
Staff seem unwilling and bothered if asked for assistance. Items are difficult to find both in the library and when using the online library.	1
Staff work very hard and are very knowledgeable.	1
State-of-the art One of my favorite places	1
Terri Karlseng is an outstanding librarian!	1
The best anywhere. Totally student-and faculty-centered, always willing to help above and beyond expectations.	1
The librarians and staff are very knowledgeable and helpful. My students always enjoy the library orientation and learn so much.	1
The librarians are helpful and willing to help students and to accommodate my requests.	1
The library has so much potential to help students, yet many of the staff seem to discourage student participation	1
the library staff is excellent and well thought of	1
The PRC library staff is exceptional -- none better.	1
The resource librarians are eager to help.	1
The staff are friendly, knowledgeable, and helpful.	1
The staff are very courteous	1
The staff has always been great. They are always available to help when needed.	1
The staff is always helpful and courteous.	1
The women that work the check-out counter and info counter are always wonderful and pleasant to interact with.	1
They are good at what they do.	1
they are great	1
They are great and I use it all the time.	1
they are incredibly willing to help students learn	1
They are so helpful and willing to do anything for our department	1
they are the best -- hi 5's around -- especially Beth	1
They are very helpful.	1
They do a good job.	1
they do discipline specific training for students; offer to order books that are discipline appropriate content--they are incredibly helpful and friendly	1
They have met the requested function / need I was looking for.	1
they help me with whatever book i am looking for and also a place to study.	1
They helped me find books for my class	1
Too complicated getting e-reserves from one semester to the next.	1
usually has what I need	1
Utilize library for reference books and magazines, video	1
Very efficient	1
very friendly staff	1
Very good facilities and smart, friendly staff.	1
very good holdings and excellent staff	1
very helpful	2
Very helpful always	1

Library Services*

	Frequency
Very helpful and are always nice.	1
very helpful and kind to my students and myself	1
very helpful staff	1
very helpful with faculty web access room. I have also checked out books and videos here.	1
very helpful/cheerful attitude	1
Very helpfull and frendly	1
very impressive programs in the library	1
very intelligent staff-- work extremely hard to help	1
very responsive and helpful	1
Well organized with friendly, helpful personnel	1
well organized, clean, staff member helpful	1
well staffed, well equipped	1
Went beyond the expected and very efficient	1
Wonderful benefit for college	1
Wonderful experiences! Great staff! Welcoming place to be!	1
Total	839

Math Centers / Labs

	Frequency
Did not respond	798
Always a positive experience.	1
Answered questions when I had any.	1
competency decent overall, but problems with some	1
Could use more help	1
Could use some advertising, could be more user friendly	1
coworkers are friendly, helpful and knowledgeable	1
Differul perspective useful.	1
do well, but are overloaded and need more knowledgeable tutors	1
don't know	1
excellent lab at CPC	1
excellent resource for students but it gets very busy, additional staff and hours are needed	1
extremely helpful	1
Fantastic to be able to come in and use the computers with software I need on it. Cannot stree enough how wonderful that is.	1
For the most part very helpful and friendly	1
good environment	1
good staff good student/ faculty feedback	1
Good support	1
Has really helped me improve my grade	1
Helpful in giving tests for students that have missed class.	1
Homework help is excellent at math lab	1
I call occasionally to get help for a student, thier phone manners are the worse.	1
I send my students to the math lab as an assignment and I only wish they would document for teachers that the students were there and for how long.	1
knowledgable and friendly staff	1
My students have told me that some of the tutors are not very friendly. Also, the tutors need to look at the students notes and help them using the SAME method that was taught in class. Otherwise they will confuse the students even more by showing them a different method. I usually try to use the same methods taught in the book so the students can refer to the examples in the book. If the student request a different method because they didn't understand the way the teacher explained it, that is fine. Otherwise the tutors need to be consistent with the method that was presented in their class.	1
neutral	1
nice people and very helpful	1
nice professors to get help with math	1
people were not nice at all	1
professional and helpful	1
Some tutors do not know how to teach.	1
sometimes a long wait to get help	1
sometimes tutors do things differently than the teacher	1
Student assistants not always sensitive to student's current Math level	1
Student response	1
Use the math lab for personal study and tutoring	1
Used when I took a course	1
very helpful	1
Very knowledgeable and helpful	1
Very student oriented	1
wonderful, quality tutoring	1
work in math lab	1
Total	839

Online Student Support Center (OSSC; part of e-Collin)

	Frequency
Did not respond	806
always very helpfull	1
believe they could be more helpful with information for BBLearn 9	1
Contacted and not able to assist as was not their "area"	1
Feedback from students is long wait times and not being assisted.	1
Good support	1
good training videos and step-by-step instructions	1
great feedback from students	1
great for students	1
I am sure some is lack of trying on students' behalves, but not always helpful - I still have students who cannot get my e-mails, etc...	1
I refer students to the student support center	1
If this is the desk that helps students with Blackboard in the Library, then the results are mixed. Otherwise, these folks are great.	1
neutral	1
not always helpful or quick	1
professional and helpful	1
prompt and efficient	1
relatively user-friendly	1
same as above	1
Seems students aren't wanting to call them about issues	1
staff does not know everything about the new Blackboard	1
Students benefit from them if they will ask for help.	1
students have a bit of a problem	1
students like this service; I like being able to refer students to this service	1
support for our students is awful!	1
The employees are helpful.	1
Their mission is not clearly defined. Students are not aware of their services.	1
They're friendly, but they never resolved a single issue. I no longer bother contacting them.	1
This is an area where students used to be able to have workshops on campus. My students need this type of computer hand holding yet I am unable to see where these workshops are now offered on campus. My students usually feel frustrated with this service.	1
Took too long to get students into Blackboard when they had problems.	1
unavailable most time and unhelp at others	1
Very happy with OSSC and their services to my online students.	1
very helpful for online classes	1
Very little need for this service. Staff rarely has anything to do.	1
Voice mail lasting almost 2 minutes before getting to speak to a live person who is able to generate a "heat ticket" for a problem but may not be able to provide any real help to the desperate student.	1
Total	839

Science Den

	Frequency
Did not respond	829
At CPC very well used	1
Need more equipment/models/microscopes	1
neutral	1
Prompt, efficient and courteous service	1
Really need to update the models, etc in that room.	1
same as Math Centers. The science den is used quite a bit by my students and they greatly appreciate it.	1
something unique to Collin	1
Useful for students	1
very satisfied with their services	1
Very student oriented	1
Total	839

Teaching Learning Centers (part of e-Collin)

	Frequency
Did not respond	769
A great resource as we move more towards distanced, computer-mediated teaching and learning.	1
Absolutely outstanding, especially at CPC	1
All of the TLC staff are wonderful and do everything they can to help. However, it was frustrating that the TLC staff did not receive better training on Blackboard 9. It was frustrating for them and for faculty who were frantically trying to adapt courses to the new platform.	1
always extremely helpful	1
Always helpful and I use the TLC often.	1
Always solve the problems	1
Classes are ok. Glenn is helpful with some things. Always responds to questions	1
Courteous and knowledgeable.	1
CPC is wonderful/SCC is confusing	1
depends on which TLC person I work with...sometimes get a very quick answer, sometimes the person takes an hour to answer the simplest of questions...response time can ve very slow...	1
Do not use their services.	1
don't use, so can't comment	1
Everyone is extremely helpful in assisting me here	1
Everything I've used the TLC for has been good. Their trainings and support are awesome.	1
excellent	2
extremely helpful and knowledgeable	1
Extremely helpful when issues arise with my online courses	1
Fantastic - Jackie and her staff are exemplary	1
Francis is always there - responds to requests almost immediately. He even worked sick at the beginning of the semester to help all of us with transition to the new Blackboard.	1
good comunication and good online training, but the in-person training I received wasn't as good	1
Good service	1
good staff, very helpful, the new Blackboard is horrible, but not their fault	1
great help!	1
Great job!	1
Great people	1
Great service both individualized and group	1
great support staff, but probably need more people	1
Have good seminars to help faculty learn computer programs	1
Have not used often, but very pleased with staff when I do	1
helpful staff and programs	1
Huge thank you to everyone there! Kudos to these wonderful people!	1
I feel so fortunate to have the TLC - I hope Jackie Hsu and her staff are recognized for their efforts!	1
I have had a lot of help from the TLC	1
I request their help all the time and there was never treated with impatience or left to find my own solutions.	1
I use their services at night, on weekends, and holidays.	1
It is always busy. We need more staff specially during the beginning of the semester.	1
Jackie Tsu=awesome	1
Knowledgable, helpful, friendly staff to meet need for materials to be posted online for flexible learning environment.	1
Knowledgable, patient, very helpful, timely	1
learned... need to schedule indivual appt with teachers	1
Mr Francis Choy at PRC is a great assisstant in all computer-related problems	1
My requests have been satisfied	1
Needed help was received in a professional manner.	1
Not relevant to faculty needs	1
One staffer was not helpful	1
PRC Excellent	1
prompt and efficient	1

Teaching Learning Centers (part of e-Collin)

	Frequency
sometimes very busy	1
Staff always attempt to help solve issues but sometimes are not 100% sure how to handle issues	1
Staff are over-worked	1
Staff are overworked at certain times of year and when changes are made - give them support	1
Staff is hamstrung by administrative and technical constraints.	1
staff is nice--but not always up to speed on programs	1
Taken courses that have been very good.	1
The employees are helpful.	1
The PRC learning center is also excellent.	1
their busy schedule provides for a delay in getting what you want on BlackBoard. They don't want to remove dropped students from BlackBoard.	1
They are very helpful.	1
They do a great job with such a heavy workload	1
they need more staff; interns need to be better trained	1
TLC staff did not have enough experience or education in new Blackboard to be of help with complicated issues in new Blackboard - I don't think it was their fault as they didn't seem to have the appropriate amount of time to become proficient in new Blackboard before it was launched	1
Very happy with TLC.	1
Very helpful	1
Very helpful, quick to response	1
very responsive	1
Very supportive staff	1
Well-trained and willing to assist	1
Willing to help staff members	1
Wish I could work here in TLC!	1
Total	839

Wellness Program

	Frequency
Did not respond	759
"	1
A weight loss program is sorely needed	1
Always friendly and courteous.	1
Amazing benefit to working at collin, just need more at PRC.	1
available when I need it.	1
Completes staff informed	1
Constant updates and suggestions	1
Disappointed that after 26 years, the college has never offered a valid weight loss program; a huge component of wellness!	1
Don't use it anymore	1
Dr. Adams is great.	1
Enjoyable program that encourages teamwork.	1
Excellent	1
excellent and very helpful program	1
Excellent program!	1
Excellent, helpful and timely information always	1
fun instructor who goes above and beyond for the participants	1
Fun programs, would like to see more accountability set in place for tracking progress	1
good companionship - similar goals	1
good opportunity	1
good program	1
Good programs	1
good.	1
Great benefit for college	1
Great idea, but it is nearly impossible to find information on how the program works unless you email Linda Adams directly.	1
Great offerings, great time slots, great staff, couldn't be happier.	1
Great program	1
Great program but feel that some mgrs do not support staff use	1
Great that the school provides and it works. The people are very friendly	1
I'd prefer different scheduling, but that's not thier fault	1
I am in a wellness group. I have no contact with anyone.	1
I enjoy the opportunity to participate in this program.	1
i get information on woman wellnes that I don't need. person who sends the mail out said she was too lazy to separate men/woman wellnes emails. Clutters my email in mail list	1
I got necessary information	1
I have participated in a few of the exercise classes offered at my campus and they were great.	1
I love being able to participate in the water aerobics program two times a week	1
I love the wellness classes at PRC. They are motivating and make you feel good about yourself.	1
I wish they would offer more options for CHEC. The only class offered is after 5, and I do not want to stay so late and use my own time because the college lets us use wellness hour.	1
In a dream world each campus would have fitness center.	1
interesting and knowledgeable	1
Is wonderful. Maybe combine information and send a few less emails	1
It's nice that the college offers a wellness program	1
Just love the emails with helpful info.	1
keeps me aware of my health during the semester	1
Like the email updates	1
Linda Adams brought classes to CHEC	1
Linda Adams provides challeges and useful information.	1
Linda is excellent	1
Love the information sent on the web related to Wellness issues	1
Love water aerobics!	1

Wellness Program

	Frequency
Many wellness activities to choose from.	1
More classes offered at non-peak teaching times would be good	1
Need more flexible offerings for programs	1
No complaints	1
no identifiable way to track it on a time sheet, honor system?	1
No programs available for evening faculty	1
Noon hour is not a convenient time when you need to be available to help students	1
ok	1
Positive experience; however, additional after-work classes need to be offered at the CHEC.	1
provide good information	1
Regular emails, instructive and encouraging	1
Regularly read the wellness emails issued.	1
Reward-driven programs for improved wellness seem effective and build team environment	1
The newsletter provides invaluable information.	1
The teacher of line dancing at CHEC is the nicest, friendliest teacher. I love her class.	1
The wellness programs at collin for staff at CPC are offered at weird times during the day. Who wants to sweat in the middle of the day and go back to work? Crazy.	1
There should be more wellness classes offered at CPC	1
Those at CYC should be allowed to use the close by 24 hour fitness for Wellness (courtyard has no gym)	1
timely information	1
Timing is very bad for Student Development staff, virtually useless	1
Too much email not enough on site program	1
use wellness every week	1
Very informative and up to date	1
Very nice Collin feature.	1
Wellness newsletters informative -- I often share them with family members.	1
works well, great instructors	1
would like a few more options, not too big on Pilates or kick boxing	1
Would like some more offering but have participated in the past with great appreciation	1
Would like to have some wellness classes taught at the end of the day	1
would like to see free wellness classes offered at a variety of times	1
Would like to see more offerings at our campus, but as facilities are not conducive to wellness, would like to have the option for alternative programs	1
Total	839

Writing Centers

	Frequency
Did not respond	757
a great aid to our students.	1
Always eager to help my students	1
Always willing to help	1
any student I send there winds up with a better paper than before.	1
Betty Mayeur is an exceptional administrator and director	1
Complaints from students as to not being able to schedule appointments. Complaints on staff not helpful with APA format (only familiar with MLA)	1
Courteous, knowledgeable and helpful in essa writing assignments.	1
CPC - Holley is great, but she needs help and to be full-time	1
CPC is STRONG. PRC, SCC need some reworking	1
crap shoot, depending on who happens to be staffing that particular day	1
Dislike new 30 minute sessions and walk-in system. Half an hour does not allow adequate time for meeting the needs of most students.	1
don't use, thought these were just for students	1
excellent-It needs to be larger to meet student's needs	1
excellent staff and programming	1
excellent staff and services for me and my students	1
Excellent workshops and info	1
Get emails from them saying what students have used the services.	1
good assistance for helping students	1
Good support	1
Great	1
Great group.	1
Great presentations and are helpful to students	1
great resource/instructional support	1
Greatly assist my students in essay writing.	1
hard to schedule a time, short staffed, my students bring back incorrect corrections	1
Have good seminars for students	1
help me with my papers	1
helpful	1
Helpful critique	1
helpful to students especially	1
helpful with assignemnts	1
I've never require students to use them, but have visited them to hear more of their services and proceedures so I can better inform students as a recommendation	1
I am currently the chair of the improvement committee. It would be unethical for me to evaluate .	1
I can always tell when my students have gone to the writing center and when they haven't because the tutors do a great job helping the students with their papers	1
I encourage my students to take their drafts to the Writing Center. They get extra credit for doing it. The students have always reported that they are happy with the experience. I see improvement in their writing because of their visits.	1
I had a very bad experience at the spring creek campus. The CPC admin staff is very professional, but the person who helped me with my paper, was not able to communicate very effectively with me in a way that aided my learning how to write a better essay.	1
I have referred many students to the Writing Center. Students have always told me that the staff was very helpful.	1
I know these people work VERY hard - but I've had students say it's hard to get appointments.	1
I love working in the Writing Center.	1
I send my students for help all the time and I find it always worthy it.	1
I send my students to the writing center every semester as part of an assignment and they are fantastic! Both online and in person.	1
I send my students to the Writing Centers every chance I get. The staff is great about helping the students really improve their writing.	1
I work at the center, so my opinion may not be objective.	1

Writing Centers

	Frequency
It has helped me improve the quality of my drafts.	1
Knowledgeable staff	1
Knowledgeable and very helpful	1
Met my student's needs efficiently and courteously	1
Much like the Library staff. Always helpful and friendly	1
My issues were resolved in a timely and professional manner.	1
My students almost always are helped, but they need more personnel.	1
my students have complained of poor attention at the writing center	1
need more staff for students.	1
Needed help was received in a professional manner.	1
Needs a director	1
Our students need much help with learning to write. This program is much too small and needs major expansion to create student success. Many of our students are "crippled" in this area.	1
Overall this is a fabulous service, but they always seem overwhelmed by students. They seem to need more staff or at least some full time workers. Is it true that even the director isn't full time? If so, that's ridiculous to the point of scandal.	1
part of my classroom goals	1
Process can be difficult, staff can be rude. How helpful they are depends on if you catch them on a good day or not. It can also be extremely difficult to get on the schedule to be seen. Not enough employees to assist the current population at Collin.	1
Provide excellent support for my students	1
provide students with 1:1 tutoring; hard to get anywhere else	1
Serve my students well and communicate well with me	1
Significant output despite lack of funding and manpower - Online component needs a LOT more staff	1
Some of the tutors are either not knowledgeable enough about contemporary writing practices and/or they waste students time by talking about other things	1
Student grades improve and these wonderful people help with more than just mechanics. Many students return again and again. Writing skills are poor. My only recommendation would be to enlarge the staff.	1
Students find it helpful.	1
students find it useful	1
students report WC is very helpful	1
support instructors by providing help to student in writing assignments	1
The are friendly, but have given misinformation to many of my students over the years.	1
The student from Rockwall that go benefit greatly from the services.	1
The students that utilize this learn more and get a higher grade	1
They do everything right.	1
They helped me to not plagerise on my papers.	1
They love the students.	1
they meet my students needs	1
unable to understand what my students need	1
Unfortunately, the Writing Center at SCC leaves a lot of to be desired. I suggest my students visit for help with their papers and I have had 5 problems this semester with complaints from students about a few of the tutors. An example, for instance, involved a student going in and asking for help with clarity. The tutor told my student she didn't have a thesis and that the thesis needs to be the very last sentence of the first paragraph. This is incredibly wrong--unless one has only been trained in writing 5 paragraph essays. It seems the Writing Center has hired people who are not knowledgeable and quite honestly could learn a lot from the CPC WC, which is excellent.	1
used for personal use of writing research	1
very helpful/easily understood responses	1
Very qualified staff-very friendly and eager to help	1
Wonderful experiences! Great staff! Welcoming place to be!	1
Wonderful staff	1
Total	839

Section III. Student Development

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

		0	1	Total
Academic Advising	Count	162	603	765
	%	21.2%	78.8%	100.0%
ACCESS Office	Count	166	599	765
	%	21.7%	78.3%	100.0%
Admissions & Records Office/Registration	Count	154	611	765
	%	20.1%	79.9%	100.0%
Counseling & Career Services	Count	234	531	765
	%	30.6%	69.4%	100.0%
Dual Credit (High School Concurrent Enrollment)	Count	284	481	765
	%	37.1%	62.9%	100.0%
Financial Aid Office	Count	217	548	765
	%	28.4%	71.6%	100.0%
Recruitment & Programs for New Students	Count	424	341	765
	%	55.4%	44.6%	100.0%
Students Life	Count	261	504	765
	%	34.1%	65.9%	100.0%
Tech Prep	Count	537	228	765
	%	70.2%	29.8%	100.0%
Testing Centers	Count	111	654	765
	%	14.5%	85.5%	100.0%
Academic Computing & Labs	Count	307	458	765
	%	40.1%	59.9%	100.0%
Food Services	Count	269	496	765
	%	35.2%	64.8%	100.0%

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

		0	1	Total
	Count	411	244	655
Academic Advising	%	62.7%	37.3%	100.0%
	Count	354	301	655
ACCESS Office	%	54.0%	46.0%	100.0%
	Count	387	268	655
Admissions & Records Office/Registration	%	59.1%	40.9%	100.0%
	Count	488	167	655
Counseling & Career Services	%	74.5%	25.5%	100.0%
	Count	527	128	655
Dual Credit (High School Concurrent Enrollment)	%	80.5%	19.5%	100.0%
	Count	508	147	655
Financial Aid Office	%	77.6%	22.4%	100.0%
	Count	589	66	655
Recruitment & Programs for New Students	%	89.9%	10.1%	100.0%
	Count	432	223	655
Student Life	%	66.0%	34.0%	100.0%
	Count	624	31	655
Tech Prep	%	95.3%	4.7%	100.0%
	Count	249	406	655
Testing Centers	%	38.0%	62.0%	100.0%
	Count	511	144	655
Academic Computing & Labs	%	78.0%	22.0%	100.0%
	Count	365	290	655
Food Services	%	55.7%	44.3%	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.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Academic Advising	Count	13	12	49	63	89	14	240
	%	5.4%	5.0%	20.4%	26.3%	37.1%	5.8%	100.0%
ACCESS Office	Count	4	8	24	62	173	16	287
	%	1.4%	2.8%	8.4%	21.6%	60.3%	5.6%	100.0%
Admissions & Records Office/Registration	Count	13	13	45	68	110	6	255
	%	5.1%	5.1%	17.6%	26.7%	43.1%	2.4%	100.0%
Counseling & Career Services	Count	3	3	12	34	99	8	159
	%	1.9%	1.9%	7.5%	21.4%	62.3%	5.0%	100.0%
Dual Credit*	Count	4	7	17	28	55	6	117
	%	3.4%	6.0%	14.5%	23.9%	47.0%	5.1%	100.0%
Financial Aid Office	Count	12	12	32	30	46	12	144
	%	8.3%	8.3%	22.2%	20.8%	31.9%	8.3%	100.0%
Recruitment & Programs for New Students	Count	2	3	5	19	30	6	65
	%	3.1%	4.6%	7.7%	29.2%	46.2%	9.2%	100.0%
Student Life	Count	7	0	18	56	127	9	217
	%	3.2%	.0%	8.3%	25.8%	58.5%	4.1%	100.0%
Tech Prep	Count	1	0	3	10	12	5	31
	%	3.2%	.0%	9.7%	32.3%	38.7%	16.1%	100.0%
Testing Centers	Count	8	6	25	77	263	8	387
	%	2.1%	1.6%	6.5%	19.9%	68.0%	2.1%	100.0%
Academic Computing & Labs	Count	3	0	9	43	83	4	142
	%	2.1%	.0%	6.3%	30.3%	58.5%	2.8%	100.0%
Food Services	Count	15	20	39	74	117	15	280
	%	5.4%	7.1%	13.9%	26.4%	41.8%	5.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	226	1	5	3.90	1.156
ACCESS Office	271	1	5	4.45	.884
Admissions & Records Office/Registration	249	1	5	4.00	1.143
Counseling & Career Services	151	1	5	4.48	.878
Dual Credit*	111	1	5	4.11	1.107
Financial Aid Office	132	1	5	3.65	1.290
Recruitment & Programs for New Students	59	1	5	4.22	1.035
Student Life	208	1	5	4.42	.908
Tech Prep	26	1	5	4.23	.951
Testing Centers	379	1	5	4.53	.855
Academic Computing & Labs	138	1	5	4.47	.803
Food Services	265	1	5	3.97	1.185
Valid N (listwise)	6				

* High School concurrent enrollment.

The unit procedures are efficient.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Academic Advising	Count	14	18	52	59	82	13	238
	%	5.9%	7.6%	21.8%	24.8%	34.5%	5.5%	100.0%
ACCESS Office	Count	2	10	31	63	159	23	288
	%	.7%	3.5%	10.8%	21.9%	55.2%	8.0%	100.0%
Admissions & Records Office/Registration	Count	13	15	46	73	102	9	258
	%	5.0%	5.8%	17.8%	28.3%	39.5%	3.5%	100.0%
Counseling & Career Services	Count	1	9	16	27	97	12	162
	%	.6%	5.6%	9.9%	16.7%	59.9%	7.4%	100.0%
Dual Credit*	Count	4	9	21	28	49	10	121
	%	3.3%	7.4%	17.4%	23.1%	40.5%	8.3%	100.0%
Financial Aid Office	Count	16	10	32	34	42	8	142
	%	11.3%	7.0%	22.5%	23.9%	29.6%	5.6%	100.0%
Recruitment & Programs for New Students	Count	1	2	5	16	29	10	63
	%	1.6%	3.2%	7.9%	25.4%	46.0%	15.9%	100.0%
Student Life	Count	5	3	21	48	120	17	214
	%	2.3%	1.4%	9.8%	22.4%	56.1%	7.9%	100.0%
Tech Prep	Count	1	0	3	10	10	6	30
	%	3.3%	.0%	10.0%	33.3%	33.3%	20.0%	100.0%
Testing Centers	Count	8	4	27	84	256	13	392
	%	2.0%	1.0%	6.9%	21.4%	65.3%	3.3%	100.0%
Academic Computing & Labs	Count	2	1	11	39	76	9	138
	%	1.4%	.7%	8.0%	28.3%	55.1%	6.5%	100.0%
Food Services	Count	21	17	46	64	109	22	279
	%	7.5%	6.1%	16.5%	22.9%	39.1%	7.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	225	1	5	3.79	1.199
ACCESS Office	265	1	5	4.38	.889
Admissions & Records Office/Registration	249	1	5	3.95	1.144
Counseling & Career Services	150	1	5	4.40	.948
Dual Credit*	111	1	5	3.98	1.136
Financial Aid Office	134	1	5	3.57	1.323
Recruitment & Programs for New Students	53	1	5	4.32	.936
Student Life	197	1	5	4.40	.923
Tech Prep	24	1	5	4.17	.963
Testing Centers	379	1	5	4.52	.843
Academic Computing & Labs	129	1	5	4.44	.809
Food Services	257	1	5	3.87	1.262
Valid N (listwise)	6				

* High School concurrent enrollment.

The unit procedures met my needs in timely fashion.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Met my needs in timely fashion_	Count	11	10	50	54	98	14	237
Academic Advising	%	4.6%	4.2%	21.1%	22.8%	41.4%	5.9%	100.0%
ACCESS Office	Count	3	6	23	61	179	14	286
	%	1.0%	2.1%	8.0%	21.3%	62.6%	4.9%	100.0%
Admissions & Records Office/Registration	Count	11	6	36	79	117	10	259
	%	4.2%	2.3%	13.9%	30.5%	45.2%	3.9%	100.0%
Counseling & Career Services	Count	2	2	12	32	104	10	162
	%	1.2%	1.2%	7.4%	19.8%	64.2%	6.2%	100.0%
Dual Credit*	Count	4	4	16	27	58	10	119
	%	3.4%	3.4%	13.4%	22.7%	48.7%	8.4%	100.0%
Financial Aid Office	Count	13	7	30	31	48	13	142
	%	9.2%	4.9%	21.1%	21.8%	33.8%	9.2%	100.0%
Recruitment & Programs for New Students	Count	2	1	3	16	33	8	63
	%	3.2%	1.6%	4.8%	25.4%	52.4%	12.7%	100.0%
Student Life	Count	5	1	19	46	136	6	213
	%	2.3%	.5%	8.9%	21.6%	63.8%	2.8%	100.0%
Tech Prep	Count	1	0	1	12	11	5	30
	%	3.3%	.0%	3.3%	40.0%	36.7%	16.7%	100.0%
Testing Centers	Count	6	6	21	77	272	8	390
	%	1.5%	1.5%	5.4%	19.7%	69.7%	2.1%	100.0%
Academic Computing & Labs	Count	2	2	8	30	92	5	139
	%	1.4%	1.4%	5.8%	21.6%	66.2%	3.6%	100.0%
Food Services	Count	18	18	57	68	113	4	278
	%	6.5%	6.5%	20.5%	24.5%	40.6%	1.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	223	1	5	3.98	1.137
ACCESS Office	272	1	5	4.50	.828
Admissions & Records Office/Registration	249	1	5	4.14	1.045
Counseling & Career Services	152	1	5	4.54	.805
Dual Credit*	109	1	5	4.20	1.061
Financial Aid Office	129	1	5	3.73	1.292
Recruitment & Programs for New Students	55	1	5	4.40	.955
Student Life	207	1	5	4.48	.869
Tech Prep	25	1	5	4.28	.891
Testing Centers	382	1	5	4.58	.799
Academic Computing & Labs	134	1	5	4.55	.800
Food Services	274	1	5	3.88	1.210
Valid N (listwise)	6				

* High School concurrent enrollment.

The unit staff are knowledgeable.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Academic Advising	Count	11	23	48	57	94	3	236
	%	4.7%	9.7%	20.3%	24.2%	39.8%	1.3%	100.0%
ACCESS Office	Count	4	6	17	47	195	15	284
	%	1.4%	2.1%	6.0%	16.5%	68.7%	5.3%	100.0%
Admissions & Records Office/Registration	Count	7	11	23	77	134	5	257
	%	2.7%	4.3%	8.9%	30.0%	52.1%	1.9%	100.0%
Counseling & Career Services	Count	3	4	10	30	105	8	160
	%	1.9%	2.5%	6.3%	18.8%	65.6%	5.0%	100.0%
Dual Credit*	Count	1	3	14	27	63	11	119
	%	.8%	2.5%	11.8%	22.7%	52.9%	9.2%	100.0%
Financial Aid Office	Count	8	8	17	44	57	7	141
	%	5.7%	5.7%	12.1%	31.2%	40.4%	5.0%	100.0%
Recruitment & Programs for New Students	Count	2	1	4	14	35	6	62
	%	3.2%	1.6%	6.5%	22.6%	56.5%	9.7%	100.0%
Student Life	Count	5	1	23	37	133	11	210
	%	2.4%	.5%	11.0%	17.6%	63.3%	5.2%	100.0%
Tech Prep	Count	1	0	0	11	11	6	29
	%	3.4%	.0%	.0%	37.9%	37.9%	20.7%	100.0%
Testing Centers	Count	3	5	21	82	264	11	386
	%	.8%	1.3%	5.4%	21.2%	68.4%	2.8%	100.0%
Academic Computing & Labs	Count	3	3	7	26	92	5	136
	%	2.2%	2.2%	5.1%	19.1%	67.6%	3.7%	100.0%
Food Services	Count	12	8	36	65	128	28	277
	%	4.3%	2.9%	13.0%	23.5%	46.2%	10.1%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	233	1	5	3.86	1.190
ACCESS Office	269	1	5	4.57	.828
Admissions & Records Office/Registration	252	1	5	4.27	.989
Counseling & Career Services	152	1	5	4.51	.884
Dual Credit*	108	1	5	4.37	.882
Financial Aid Office	134	1	5	4.00	1.157
Recruitment & Programs for New Students	56	1	5	4.41	.968
Student Life	199	1	5	4.47	.903
Tech Prep	23	1	5	4.35	.885
Testing Centers	375	1	5	4.60	.728
Academic Computing & Labs	131	1	5	4.53	.880
Food Services	249	1	5	4.16	1.095
Valid N (listwise)	4				

* High School concurrent enrollment.

The unit staff are courteous.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Academic Advising	Count	11	9	32	52	127	4	235
	%	4.7%	3.8%	13.6%	22.1%	54.0%	1.7%	100.0%
ACCESS Office	Count	5	4	10	50	207	11	287
	%	1.7%	1.4%	3.5%	17.4%	72.1%	3.8%	100.0%
Admissions & Records Office/Registration	Count	12	15	28	57	140	6	258
	%	4.7%	5.8%	10.9%	22.1%	54.3%	2.3%	100.0%
Counseling & Career Services	Count	2	2	6	22	119	6	157
	%	1.3%	1.3%	3.8%	14.0%	75.8%	3.8%	100.0%
Dual Credit*	Count	1	2	9	28	73	8	121
	%	.8%	1.7%	7.4%	23.1%	60.3%	6.6%	100.0%
Financial Aid Office	Count	5	10	20	36	63	6	140
	%	3.6%	7.1%	14.3%	25.7%	45.0%	4.3%	100.0%
Recruitment & Programs for New Students	Count	1	1	3	13	40	5	63
	%	1.6%	1.6%	4.8%	20.6%	63.5%	7.9%	100.0%
Student Life	Count	5	1	15	40	149	3	213
	%	2.3%	.5%	7.0%	18.8%	70.0%	1.4%	100.0%
Tech Prep	Count	0	0	1	7	17	5	30
	%	.0%	.0%	3.3%	23.3%	56.7%	16.7%	100.0%
Testing Centers	Count	5	4	20	74	283	5	391
	%	1.3%	1.0%	5.1%	18.9%	72.4%	1.3%	100.0%
Academic Computing & Labs	Count	3	0	8	26	95	5	137
	%	2.2%	.0%	5.8%	19.0%	69.3%	3.6%	100.0%
Food Services	Count	13	10	30	67	148	7	275
	%	4.7%	3.6%	10.9%	24.4%	53.8%	2.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	231	1	5	4.19	1.114
ACCESS Office	276	1	5	4.63	.782
Admissions & Records Office/Registration	252	1	5	4.18	1.142
Counseling & Career Services	151	1	5	4.68	.734
Dual Credit*	113	1	5	4.50	.792
Financial Aid Office	134	1	5	4.06	1.122
Recruitment & Programs for New Students	58	1	5	4.55	.820
Student Life	210	1	5	4.56	.841
Tech Prep	25	3	5	4.64	.569
Testing Centers	386	1	5	4.62	.747
Academic Computing & Labs	132	1	5	4.59	.800
Food Services	268	1	5	4.22	1.098
Valid N (listwise)	6				

* High School concurrent enrollment.

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

1= Very unsatisfied, 5 = Very satisfied

		Very unsatisfied	2	3	4	Very satisfied	Total
Academic Advising & Student Success	Count	16	24	51	65	84	240
	%	6.7%	10.0%	21.3%	27.1%	35.0%	100.0%
ACCESS Office	Count	3	8	29	66	189	295
	%	1.0%	2.7%	9.8%	22.4%	64.1%	100.0%
Admissions & Records Office / Registration	Count	11	18	51	77	109	266
	%	4.1%	6.8%	19.2%	28.9%	41.0%	100.0%
Counseling & Career Services	Count	2	1	17	41	101	162
	%	1.2%	.6%	10.5%	25.3%	62.3%	100.0%
Dual Credit*	Count	3	6	23	33	61	126
	%	2.4%	4.8%	18.3%	26.2%	48.4%	100.0%
Financial Aid Office	Count	12	15	31	43	42	143
	%	8.4%	10.5%	21.7%	30.1%	29.4%	100.0%
Recruitment & Programs for New Students	Count	0	1	5	22	34	62
	%	.0%	1.6%	8.1%	35.5%	54.8%	100.0%
Student Life	Count	3	4	25	48	140	220
	%	1.4%	1.8%	11.4%	21.8%	63.6%	100.0%
Tech Prep	Count	1	0	3	16	11	31
	%	3.2%	.0%	9.7%	51.6%	35.5%	100.0%
Testing Centers	Count	9	7	25	97	263	401
	%	2.2%	1.7%	6.2%	24.2%	65.6%	100.0%
Academic Computing & Labs	Count	1	0	11	38	87	137
	%	.7%	.0%	8.0%	27.7%	63.5%	100.0%
Food Services	Count	23	23	62	77	97	282
	%	8.2%	8.2%	22.0%	27.3%	34.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising & Student Success	240	1	5	3.74	1.225
ACCESS Office	295	1	5	4.46	.856
Admissions & Records Office / Registration	266	1	5	3.96	1.117
Counseling & Career Services	162	1	5	4.47	.805
Dual Credit*	126	1	5	4.13	1.030
Financial Aid Office	143	1	5	3.62	1.244
Recruitment & Programs for New Students	62	2	5	4.44	.716
Student Life	220	1	5	4.45	.866
Tech Prep	31	1	5	4.16	.860
Testing Centers	401	1	5	4.49	.866
Academic Computing & Labs	137	1	5	4.53	.708
Food Services	282	1	5	3.72	1.245
Valid N (listwise)	10				

* High School concurrent enrollment.

Please specify the reasons for your rating.

Academic Advising & Student Success

	Frequency
Did not respond	722
A big organization underperforming.	1
Advising	1
Advising group is often rude. Act like they are doing you a favor and will get to you at their convenience.	1
Advising has helped over the phone with questions I have for Rockwall students.	1
Advising is nice to work with.	1
Advising is the worst. They routinely give students wrong information. We have more students complain about Advising, Admissions, and Financial AID than any other area of the college; and these are the first points of contact for most all students.	1
Advisors are helpful from a staff perspective (assisting with staff needs)	1
Advisors are not consistent with their information. You can get different answers about the same subject from different advisors	1
Advisors are wrong more often than not.	1
Advisors do not need to register, that should be done by division offices	1
Advisors tell students different responses to procedures	1
Advisors with whom I have ongoing contact have been great!	1
All advisors need to be better informed of degree programs	1
Always helpful for international students	1
Always Helpfull	1
Always there to answer questions.	1
An advisor speaks to my COSU class every semester and it is wonderful for my students to hear that information again and again.	1
Answered all questions and listened to suggestions	1
At times students are misinformed when they are advised at other campuses (per student); At CPC--no issues;	1
Advising always available for questions	1
Confusing SSP, unequal services to students	1
Did not have a pleasant experience with Advising	1
Difficult to contact Students are disgruntled with services	1
difficulty transferring credits from another university	1
Does not meet needs in a timely manner.	1
During peak times, stressful for them, not enough time to explain anything in full	1
everyone helps any student that needs help for their 4 year plan.	1
For the most part this department does a great job, However, I have had advisors come to my class that were not as prepared as others or not as friendly.	1
Frequent complaints by students & PARENTS, some are unfriendly to other employees, no knowledge of the departments they send students to as to times, procedures, gives out wrong information about my office or none at all to assist students.	1
Friendly staff	1
General advisors are good but departmental advising is more specific	1
Give out wrong information on Fire/EMS programs	1
Give students incorrect information and are rude to students	1
Good job	1
hear complaints all the time from students regarding courtesy and inaccurate advising	1
Help me with my degree program with steps to follow	1
HELP! We are losing students due to the lack of advising and the ability to properly advise. Mandatory orientations are needed.	1
Helpful & timely	1
I do get several students each semester who have been told incorrect things by their advisors. It may simply be that the students misunderstood, or it may be the advisors are overwhelmed with all the different details they're expected to know.	1
I do not "use" the services of Advising, but I will ask for their assistance on issues with students. They are most often very helpful but it depends on the advisors. Some advisors are excellent, some not so much.	1

Academic Advising & Student Success

	Frequency
I frequently get calls from the Advisors asking questions, and I call on them often for answers. They are always friendly and helpful.	1
I had to consult a dean for any questions about my degree program.	1
I have not used it directly for myself, but the phone system is frustrating students. I have had repeated complaints about not getting to speak to someone or the phone hangs up.	1
I would like to see students enjoy a more streamlined process, but I see this as a systems issue, not personnel.	1
Information to student inconsistent	1
Informative	1
It would be helpful to see advisors and faculty working closer together in this area	1
John Ciccio is a Godsend	1
long lines	1
more staff needed to meet students needs	1
more students are self-advising--need to hire more advisors	1
Mostly good experience, helpful staff; some are very caring. Some are clearly wanting to be somewhere else.	1
My issues were resolved in a timely and professional manner.	1
My students often complain about knowledge and lack of courtesy.	1
Need a new system for Advising, has never changed their procedures	1
Need to go by the course program i.e. prerequisites, etc.	1
Needs to be a better procedure in assisting students.	1
Never gives the correct information on our programs	1
No experience from a student standpoint, only as a colleague who works with them on programs. Most advisors are knowledgeable; however, there have been issues in the past.	1
Not all staff are familiar with the needs of Financial Aid students and especially Veteran Students. Part time employees in advising are poorly trained and not updated on changes to degrees and advise wrongly.	1
not knowledgeable about subject areas and available options--students rarely know what options are available or why they might want to view all options; time management of why students shouldn't overload	1
not knowledgeable about the Cisco/networking programs. Students get misled by these people	1
Not knowledgeable or student friendly	1
Not knowledgeable on EMS and Fire Science programs - often give wrong and conflicting information that has to be corrected by department staff.	1
offer good advice	1
offer poor advice to students ... never ask professors	1
ok	1
Our program gets very little support from advising, faculty has to do it mostly on their own	1
Overworked, understaffed and generally top notch, but telling students that some classes are easier than other is subjective and beyond the purview of advising. Also, failure to fully inform students of course offerings at Collin that may save them time and money by completion now rather than at the 4-year is problematic.	1
Overworked, understaffed and students need to be able to request a specific advisor who has specialty knowledge in their major.	1
pretty good job	1
Procedures need to be updated	1
Process is designed to get many people through quickly, no personal touch.	1
professional	1
ready to help	1
respond to information requests in a timely way	1
Respond to questions quickly/efficiently	1
Service received in a timely and courteous manner.	1
Some advisors lack adequate knowledge.	1
Some advisors regularly give my students wrong information about degree plans for our program even after we have spoken to them.	1
Some information is misinforming regarding Nursing	1
Some of the staff is awesome, some are useless	1
some staff do not tell students correct information	1
Sometimes I do not think they spend enough time with the students, it is like they cannot wait for them to get up and walk away.	1

Academic Advising & Student Success

	Frequency
Sometimes students don't always get correct information	1
students are frequently given incorrect information	1
Students are not always given the correct info.	1
students are not given clear direction on courses; not referred to Honors courses nor learning communities	1
students feel like they're not valued by the college	1
Students have been advised incorrectly	1
Students often get conflicting information depending on the advisor they speak with	1
Students sometimes do not take advantage	1
test	1
The advising does not meet the student's needs. Students often get the wrong advise.	1
The students come to me and are often confused about what they need to do.	1
their forms are more helpful then they are, and they can be rude and give wrong information	1
there are some advisors that confuse students and tell students to not take certain classes or sections.	1
There are some outstanding advisors (Keyona McClellan, Brian Lenhard), but there are some advisors who give misinformation to students; advisors need to stop telling students to "ask the professor" to get into classes that are already full.	1
There are times when students are told a professor will automatically give them an override into a full class. That is NOT true.	1
They are always there for students!	1
They are helpful and nice but they don't give the same answer everytime. I personally had 2 different people give my daughter 2 different answers. So I looked it up myself.	1
They could be a little more caring to guide the student	1
They have helped me seek students for enrollment	1
They have misplaced many ESL students and haven't paid attention to information given to them regarding these students	1
They help me with every question I have about my major, and put up with me multiple times during the semester.	1
they need more help. Can not make a difference for students if there aren't enough people to help	1
they often provide students with incorrect information	1
They provide the correct information	1
This note is specifically for John Ciccia, he has helped me with every advising need for my students	1
Too few advisors; difficult to contact during busy times; students sometimes report misadvisement	1
too much incorrect advise	1
too much wrong information is given out	1
Truly interested in students' well-being and goals	1
Using IM they are good to respond to questions	1
Very friendly, only problems occur when everybody decides to come to college at the same time.	1
Very helpful staff	1
Very helpful with any questions I have about registration, advising, or transfer.	1
We work closely with Advising and have always had exemplary assistance and support.	1
Total	839

ACCESS Office

	Frequency
Did not respond	724
A valuable asset for students in need.	1
ACCESS does a great job of communicating with professors and meeting students' needs.	1
ACCESS office communicate well with Rockwall Centers. Presenting solutions and going above and beyond to service our students.	1
ACCESS office has gone above and beyond with assisting me in students with special needs.	1
Access people work to their own schedule, not the instructors or the students.	1
alert and helpful staff	1
All tests I've sent there have been proctored and are ready for me when I ask.	1
Always available to answer my questions.	1
Always have interpreters at programs	1
Always Helpful!	1
Always ready to help students who need assistance.	1
Always seem willing to help!	1
Answered any questions I had about procedures.	1
Awesome!	1
Based on students rating.	1
Cannot always get answers for helping students (privacy issues?)	1
Caring considerate and professional	1
consistently did as requested	1
CPC Poor awareness of needs	1
do not coordinate with professors	1
easy to interact with them	1
efficient, friendly, challenging work that they do with a smile	1
excellent	1
Excellent	1
Excellent and top-notch...	1
Excellent, informative and helpful	1
Friendly and efficient	1
friendly people	1
Good attitude, very helpful.	1
Good services available	1
good staff, helpful to staff and students	1
good to work with	1
good work	1
Great ,sincere, well trained	1
Great job for such a small staff	1
Great service.	1
great, caring support staff -- need more of them!	1
has been very helpful	1
Hearing impaired	1
helped me when I needed it	1
helpful	2
helpful and effective	1
helpful with their students	1
Helpful with tutoring services	1
I've only had 1 encounter with the ACCESS office and it was a positive one. They all seem to be eager to help the students in any and every way possible.	1
I currently work for this service	1
I have at least one ACCESS student in each class	1
I haven't dealt with this office directly, but have left tests in the testing center for students to take in Access. I have never had any issues with this process.	1
I tutor through the access office and though a lot of students do not use the free services, it is amazing what we offer at Collin.	1

ACCESS Office

	Frequency
I wish they could find staff to tutor the course I teach.	1
Love these people: assists students thoroughly, responds to calls from our office immediately.	1
Met my student's needs courteously	1
more tutors needed	1
my experience has been great with interpreters and how they interact with faculty and students	1
My issues were resolved in a timely and professional manner.	1
needs met efficiently	1
never had a problem w/ students who register	1
Nice and efficient people to work with	1
No a lot of interaction, but have students who use service.	1
Not sure of all that they provide	1
offer helpful tips for students with special needs	1
Often do not know where our goals intersect	1
OK	1
One size fits all.	1
Paperwork heavy, complicated for students	1
PRC is very helpful but when one person is out it is difficult to handle.	1
Privacy act prevents them from being helpful at times	1
professional	1
Remarkable, focused on student success	1
remind us of exams!	1
Requests for student accommodations are often ambiguous	1
Respond to questions quickly/efficiently	1
Responsive to needs	1
Sharon and staff are always very helpful	1
Sharon Blakeman and her crew are wonderful, caring people. Honored to work with them.	1
sometimes confuse with who to talk to.	1
Sometimes does not respond to emails.	1
special needs testing	1
Staff are excellent at responding to needs of the student and staff who contact the office	1
Student needs	1
test	1
Thanks Tania for all your help with my ex-student! :)	1
The ACCESS office at PRC is efficient and courteous. I actually look forward to going there.	1
The ACCESS office has helped me alot. This semester is my first time having a blind student and they have been very helpful in coordinating my student and materials.	1
The ACCESS staff is excellent.	1
The employees are efficient.	1
The personnel were helpful and fit in quite well in classes when needed	1
The rules aren't always clear and some students seem to think the accommodation letters mean they should have a free ride	1
The staff goes above and beyond to help students.	1
The staff is good. They have missed several student's disabilities when testing. Procedures are very confusing for the students.	1
The students seem to use the office and it is easy to meet the students requirements.	1
The whole office is very helpful at facilitating student learning	1
They always provide the resources I need to work with ACCESS students.	1
They are always willing to work with me to help the access students.	1
They are willing to go the extra mile	1
They do a good job.	1
they do a wonderful job	1
They do not always answer questions in a clear manner and seem unsure of the answers when they do give them.	1
they don't consult with professors enough	1

ACCESS Office

	Frequency
This is generally behind the scenes so not as visible.	1
This office has improved. I used to never get a follow-up call on a student or in came late. The most recent time I did contact the office I did receive a follow-up. When I refer students they say they are happy with the services.	1
Tonya was extremely helpful in assisting me with a student who was visually impaired. She even stayed late, after her normal work schedule, to ensure a specific problem was addressed.	1
tutoring services are important for my students	1
Tutoring sessions offered are a great help	1
Used for the first time this school year; no issues	1
Valuable service to student success	1
very easy to work with	1
Very helpful	2
very helpful with ADA complaince questions	1
very prompt in determining student needs	1
very secretive so it is difficult to make headway, but I guess it is the law	1
Well staffed. Good people.	1
When I have had students using accommodations through ACCESS all has gone smoothly	1
Total	839

Admissions & Records Office / Registration

	Frequency
Did not respond	721
Again, I do not use their services as a student would but I call them to ask for assistance with student issues. I usually am able to get them to assist me with my problem or at least refer me to someone who can help.	1
Always helpful and timely to requests	1
Always Helpfull	1
always ready to help/knowledgeable	1
anxious to resolve matters	1
At times the employees in the admissions office make me feel as though I am a bother, and I am treated with an irritated, impersonal welcome	1
Available for instructor questions and assistance	1
Awesome staff, great team work.	1
Banner Issues, Apply Texas residency not designed to meet the requirements of two year schools	1
Better signs would help prospective students; easily confused with advising next to it.	1
Can't get help or phone help during registration	1
CPC needs customer service training - staff can be very, very rude	1
Difficult to contact and get answers in a timely manner. Students are unhappy	1
Difficult to contact during busy times	1
Do a difficult job well but wish they were more directly available during busy times (didn't send calls to phone bank)	1
Does not meet needs in a timely manner.	1
Drop off betwee Apply Texas and Admissions	1
every thing wend so smoothly.	1
Excellent and top-notch, though seemingly overworked and understaffed.	1
followup on grades, etc. -- always pleasant and helpful	1
Friendly/knowledgeable people	1
Good job	1
good service	2
good to work with	1
Have only used Records when transferring boxes to storage. Staff very courteous and helpful!	1
hear many complaints and sometimes lose potential students due to massive bureaucracy associated with being admitted	1
help international students for admission	1
HELP! We are running our students away because we lack courtesy, creativities, respect, and intervention. We are too formatted -- not every student situation is the same and not every student is dishonest. Vicki Woolverton is doing an excellent job, but she cannot do it only - backup is needed; help is needed; different procedures are needed and customer service skills are needed. We are here for the students.	1
Helped me with registration, though I though they could of helped me more & with a better attitude.	1
Helped solve registration problems	1
Helpful & timely	1
Helpful explaining state requirements	1
helpful in helping to register	1
helpful in sorting out my documents and pointing me in the right direction	1
Helpful to call to inquire about student issues from Rockwall Center.	1
Helpful when needed	1
Helpfull, friendly, knowledgeable	1
Helps faculty & students get ESL student schedules correct, patience w/ ESL students	1
i always recieve correct information	1
I got admitted and registered	1
I have not used it directly for myself, but the phone system is frustrating to the students. I have had repeated complaints about not getting to speak to someone or the phone hangs up.	1
I have received and witnessed others receive consistantly poor service from this area. Students are often made to feel that they are a burden or are stupid for not knowing all of the ins and outs of our admissions and registration process. If you try to ask for help, it is exceptionally difficult to get any without being face to face with someone from this area. Students consistently complain to me about this area.	1
I know they think everything is clear and simple, but it is confusing for students and staff who try to help them.	1

Admissions & Records Office / Registration

	Frequency
I sometimes need to know about a student's registration or non-registration	1
I teach at collin and I have a masters degree but I was not able to register for a class for personal development without all of my transcripts and such. Even though one department had my transcripts, needed them to work, the information was not available so I almost could not register in time because I was waiting not only for my transcripts to arrive but for them to be in the system I also did not feel like should have had to stand in line so many times only to be told process was not complete yet.	1
i work here and i know people that put the students as their number one priority.	1
Important for a first impression of Collin; some staff members are somewhat unpleasant and are unwilling to help students resolve problems, even during slow times.	1
Inefficient and unhelpful. Wrong information.	1
Long lines, confusing on-line registration. No way for students to get help with online reg. Once they have been through advising, they have to register online, but if they have a problem, they don't know where to get help.	1
more staff needed; students wait in long lines!	1
Need more help to manage student population	1
need more staff people to work registration	1
Need more staff to handle the students at the busy times. Also need a stronger supervisor for the PRC office.	1
Never seem to answer phone, always go to voicemail and no alternative number is given to employees.	1
No direct line for faculty to access we reach vm like everyone else	1
No experience from a student standpoint, only as a colleague who works with them. All are knowledgeable and most are courteous.	1
Not as courteous, seems to always be bothered by students and staff(including me)	1
Not enough staff for peak periods causing long linesat credit campuses.	1
Not student friendly	1
Not very friendly staff	1
Not very helpful with our students	1
Often rude. Needed to drop a class and had to wait for 30 minutes with no one in front of me because everyone was "chatting".	1
Online registration is excellent/ sit to long in person	1
Procedures need to be updated	1
Procedures are frustrating to students.	1
process is cumbersome, software bad	1
provides info as needed	1
Quick and friendly	1
Registrar's office does a great job of communicating with students and professors and keeping up with records.	1
registration is a nightmare. we need another method entirely for people who are not seeking a degree, having to go through the whole process again because the class you tried to sign up for first either was full or didn't make	1
Registration is not user friendly. Students complain they are not given all of the information. Ask any Collin employee who has tried to enroll their son/daughter in the school and you will get the same negative response.	1
Reports from students are mixed regarding helpfulness and clarity.	1
Residency issues are difficult to understand and follow, not all staff are prepared to answer questions concerning residency.	1
Respond to questions quickly/efficiently	1
Room to improve! Too much reliance on part-time staff who are not trained properly and perhaps not invested in students?	1
rpts lacking customer service skills	1
Rude and not professional conduct	1
same as advising	1
Service received in a timely and courteous manner.	1
Short staffed. Major problems are not handled well.	1
Slow helping students, unaware of other office procedures they direct people to.	1
some of them are not really knowledgeable and give false information	1
Some procedures could be streamlined	1
Staff have been very helpful in processing paperwork when needed.	1
State procedures makes it very difficult for this department to be efficient	1
students complain they are not treated well	1

Admissions & Records Office / Registration

	Frequency
Students complaint of long wait	1
Tends to slow or shut down computers, cumbersome test	1
The admission process does not seem efficient. To many procedures to getting admitted.	1
The employees are helpful.	1
The staff at CYC is nice and helpful, but our FlexReg and some of the other procedures the CE students have to go through to register are awkward, time-consuming, and seemingly unnecessary.	1
The Staff in Admissions is great.	1
The students come to me and are often confused about what they need to do.	1
The workers in this department regularly send students to me to ask me to perform tasks such as forcing them into my full classes, knowing full well that I do not have the authority to do that.	1
They are always there for students!	1
They assist with so many things and are very prompt. Vicki W. and Rhonda T. are great!	1
They do a good job.	1
They helped me through the admissions process.	1
They lack friendliness	1
they put up with a lot from students and staff	1
this is often the first impression students have about the college and many come away	1
Todd Fields and staff are efficient in responding to administration	1
Todd Fields has always been helpful to me with questions - I know Admissions overall deals with a lot of issues with students though.	1
Took several trips and steps, going to several offices, to register to audit a class and then the class was full.	1
Unable to speak with a person directly; slow response	1
Unacceptable behavior from Associate Registrar, others friendly and helpful	1
usually very helpful and cooperative	1
Very efficient ran and helpful staff; very difficult to know all rules	1
very friendly and fast	1
very helpful and efficient forms, people are nice	1
very helpful to me	1
Very rude, did not even try to help me when I first applied to this school	1
We can usually solve any problems.	1
Well staffed. Good people.	1
work hard to provide student services	1
Working the counter non-stop is hard, they should rotate to keep their staff well rounded	1
Total	839

Counseling & Career Services

	Frequency
Did not respond	772
Always helpful	2
Always Helpfull	1
Always willing to help students and taske referrals.	1
Amy Lenhart is exceptional.	1
Assistance was given in a professional, friendly manner - my needs were met - I felt good about our exchange	1
Career Services	1
Career Services provided me with information, assistance, and knowledge I needed to help our students.	1
Career testing helpful, Resume critique	1
Counseling is always great with assisting students at any time.	1
counseling is great. Don't think enough people use career services to justify the amount of people who work there	1
Counseling: sometimes you just need to talk	1
CPC - Pam and Amy does an excellent job, but back up is needed when there are unavailable.	1
Don't seem to want responsibility of handling MH population	1
Don Maxwell spoke to my class on Resume & Cover letter writing.	1
efficient with requested services for class presentation	1
excellent	1
Excellent. Follows up with students quickly but needs to be in a more visable and available location so students feel free to use services.	1
Friendly, student friendly	1
Give students direction when needed	1
Good experience	1
have a caring nature	1
have helped numerous students that I have sent their way	1
helped some students	1
helpful	2
Helpful and courteous.	1
Helpfull, friendly, practical information	1
I had questions for my Granddaughter's Schooling.	1
I hate that Discover is no longer available to students.	1
I have referred several students and they seem like they were helped tremendously by counseling services.	1
I haven't used them often, but they offer good seminars.	1
I send my students there all the time. We are very fortunate to have such great service available.	1
I use this department for in-class presentations. Great department.	1
Knowledgeable support, very helpful	1
Love Career Services, never see Counseling-but do refer to them	1
many great programs	1
Met my needs efficiently and courteously	1
My students have reported this center being helpful	1
My students rave about our career centers. They're very helpful.	1
never there when students come in for them	1
Nice staff.	1
Not accessible to all students, under used and full of red tape	1
Offer good seminars for students	1
Respond to questions quickly/efficiently	1
Responds to student needs in a timely manner	1
some of them are not really knowledgable and give false information	1
staff offer many services for students	1
Stronger Suicide referral plan	1
supply opportunity for helping students with issues	1
test Nasreen	1
Thank goodness for counselors	1

Counseling & Career Services

	Frequency
There are many helpful options for students.	1
They are always there for students!	1
They do a good job.	1
They have been very helpful in helping the Writing Center update resume instruction	1
they offer great services that are probably underutilized because value is unknown to students and not well publized; currently co-op services are under staffed and are difficult and cumbersome for students to	1
Tons of presentations and support for our students through the Counseling department.	1
Turns away some students	1
Understaffed, lack of good leadership	1
very helpful	1
VERY helpful for students and faculty	1
Very little activity is evident.	1
We just need more counselors!! I see more students in crisis and the times are often booked up.	1
Well staffed. Good people.	1
Went to a seminar & it was very helpful	1
Worked with Career Services...very helpful	1
Total	839

Dual Credit*

	Frequency
Did not respond	789
(Prosper HS)great staff, (problem)lowering standards	1
Always Helpfull	1
always responsive & quickly	1
Are not in sync with scheduling done by division offices causing last minute changes. They should have deadlines for having all information to divisions.	1
college should tell HS how to do it, not the other way around	1
dk	1
Do not work in collobaration with College	1
Dual credit classes can be problematic because high school administrators want things that are unrealistic for college classes or are actual violations of state laws.	1
Dual Credit has a hands on approach so that we have a person to direct the parents to if they have questions.	1
Dual Credit students are put through unnecessary redtape and it is a turnoff to parents -- some distention is needed. Dual Credit student are loss in the shuffle once they reach the admissions point.	1
Easy to deal with. The students they accept seem prepared for college work.	1
Easy to work with when I had a dual credit student enrolled in class.	1
Getting better; more efficient of late.	1
Good service so far	1
Grace under pressure in an impossible job	1
Have had students enrolled in this, but have never had any dealings with the program, so I have no complaints	1
Helps to have a coordinator who understands dual credit and does not give out incorrect information.	1
Inefficient midterm grade reporting, going to different contacts	1
It would be nice if we had direct communication in the schedule-building process. On our campus, chairs are not allowed to speak directly with Dual-Credit staff. Information is, therefore, sometimes completely mis-communicated and the students (and instructors) suffer. A meeting once every semester between the dual-credit office, deans, chairs, and even some dc faculty would help enormously.	1
keep good track of progress of high school students	1
Little support for maintaining college schedules and standards within the high schools.	1
love teaching high school	1
Met my needs courteously	1
My daughter took dual credit, great people who enrolled her!	1
New procedures makes enrollings students very efficient.	1
Nice lady came up to introduce herself, now I know who to send dual credit students to.	1
No consistent support for facuylty	1
Not had any neg experiences	1
Not sure what to tell the students and parents when they ask for the lead advisor of this area. I have not seen him.	1
ok	1
On top of things...	1
only 3 people to help with all dual credit students.	1
professional	1
Respond to questions quickly/efficiently	1
same standards for dual credit and regular classes in regard to content should be adhered to	1
Schedules are not made in a timely manner.	1
Some students need to be better screened for dual credit	1
Staff have always responded to emails quickly and are very courteous throughout the semester when they request numeric grade reports.	1
students are generally happy	1
students aren't aware of 120 hour and 2Xmax rules and that dual credit courses count for toward that--otherwise seems a good idea	1
Students do not come to campus prepared and both parents and students appear frustrated at times.	1
The Dual Credit services are great, however, these classes should not be taught in high schools where principals and teachers have too much power to interfere	1

* High School concurrent enrollment.

Dual Credit*

	Frequency
the only thing I would say is that some of the actual schools we work with are less than helpful - McKinney North High School for instance	1
There has recently been a change in staff with our dual credit coordinator. It seems to be a big improvement.	1
They didn't receive or respond to some of my emails	1
They do a good job.	1
This area has three full time staff members and 2500 students. They do a great job with that load.	1
very friendly and helpful	1
very helpful and cooperative	1
We cater too much to the high schools without really thinking about the ramifications when issues arise which end up really hindering the high school students' ability to be successful in a college course.	1
Total	839

* High School concurrent enrollment.

Financial Aid Office

	Frequency
Did not respond	779
Again, not enough people to help	1
Always helpful and timely to requests	1
Always Helpfull	1
Appeal process	1
Arianna Gray=awesome!	1
Carol and Kerry right there to assist	1
could develop the explanations of procedures better.	1
Difficult to get assistance Students are disgruntled with lack of service	1
staff in financial services were very helpful to my daughter when she applied here and for grants	1
good	1
guides students to what they need to do	1
Having a 5-6 week delay in processing financial aid is unacceptable. I understand that mostly they are waiting on students to return documents, but students tell me they send in documents, then have to wait 10 days for a response. 10 days! If the financial aid office cannot manage to answer phones and process applications, then they either need more training or more staff. I am highly disappointed in the majority of the FA processes and timeframes by which they work.	1
HELP! We have dropped one student too many unnecessarily. We need a system overhaul.	1
I do feel that, unlike the admissions area, the problems with financial aid are not their fault. There are only some many people who work in this area and they do try hard but it seems to me that they could use more help.	1
I do not see a clear process. I usually have to wait for an answer, and sometimes have to check back because of poor communication.	1
I had another student help me here, & again I think that I could of been helped more	1
I had questions for my Granddaughter's Schooling.	1
I think this area has issues, students are often frustrated by it.	1
Information to students inconsistent	1
Inordinately long process to receive financial aid. Too much reliance on communicating with students by email only instead of face to face counseling in financial aid which may help speed the process. Not properly staffed - we need many more financial aid counselors to meet the demand in the community.	1
Lacks leadership	1
Lots of red tape to be found, especially with government aid.	1
Mary B. saved my school plans. She is awesome!	1
Mary Banos is exceptionally helpful, above and beyond!	1
Mostly unhelpful and too many mistakes; too many students get dropped for NP due to staff error.	1
Nearly always difficult to contact	1
never heard students complain	1
Never seem to answer phone, always go to voicemail and no alternative number is given to employees.	1
Not always available for questions	1
Not student friendly	1
Not very helpful need more staff	1
Overworked and understaffed - courageous...	1
Overworked!	1
Personnel do a difficult job well but sometimes let "users" work the system too long before being terminated	1
professional	1
Respond to questions quickly/efficiently	1
Rpts of rudeness	1
rude and are not helpful	1
Rude, unhelpful for students, Veteran services have gotten better	1
Run late and students are dropped.	1
same as advising and admissions	1
Sends students to another place to find answers. Most are not knowledgeable of any questions asked of students	1
Short staffed during enrollment and other important times.	1
Sometimes hard to reach live personnel with question from college administration	1
Staff at PRC do an excellent job de-escalating students who are frustrated and angry. They move students through the lines in a timely manner ensuring that their questions are answered.	1

Financial Aid Office

	Frequency
staff is good, but extremely limited knowledge of transfer procedures and applying for aid at other universities	1
students dropped for non-payment when their aid hasn't come in	1
Systems need improvement to post FA to students account in a timely fashion.	1
The employees are helpful	1
There are times when students can't buy their books because financial aid has not come in.	1
They do a good job.	1
They helped me get my loans and become a federal work study student.	1
They seem overworked for the ratio of staff to students served.	1
Too many complaints from students that it takes too long to get their money. I had two students this semester that were dropped because they didn't make a loan payment. I never got notice that the students were dropped from my class.	1
too many students, too few people in Financial Aid	1
Too much time to get students approved - often they miss the start of their classes	1
Very often gave wrong information to students	1
Very rude. Did not even help or explain to me HOW to apply for aid	1
While staff is knowledgeable about the processes, they are not always able to take the time to work with individual students that need the extra help and/or explanations.	1
Why are students being dropped when it;s a financial aid issue?	1
Total	839

Recruitment & Programs for New Students

	Frequency
Did not respond	819
A very impressive staff team - innovative and hard working	1
Always Helpfull	1
do a nice job	1
Have not seen any notices on this	1
Helpful and courteous	1
helpful staff	1
I am a presenter at new student orientations for this student development program.	1
I oftne help with the new student orientation, and it is well run.	1
I work with this department and they are always put together well. I enjoy presenting at Orientaion because of them.	1
N/A	1
need mandatory new student orientation (but not their fault we do not have)	1
no communication with other departments	1
no problem	1
Orientations are well organized	1
Respond to questions quickly/efficiently	1
seem to care and very professional and courteous	1
Staff has always done a great job.	1
This is orientation, outreach and destination college-not heavy hitters.	1
We conduct a program with this office once a year and they are a pleasure to work with.	1
Would like to participate in a more basic way	1
Total	839

Student Life

	Frequency
Did not respond	756
"customer service" varies greatly depending on who is helping you in this office	1
a little too bureaucratic, but knowledgeable and helpful	1
Advisor	1
Always great!	1
Always helpful	1
always helpful and fast	1
Always helpful.	1
Always Helpfull	1
Always very helpful.	1
Awesome!	1
Barely aware of it, but so far good	1
club numbers too high	1
courteous and efficient	1
Courteous and Nice	1
CPC Overall, well run	1
Does a great job and staff is always helpful.	1
dont seem to be involved on a district wide type level	1
found lost book & quick student id	1
Friendly	1
friendly and helpful	1
Friendly helpful group. Love the events they put on. They try to be very informative.	1
friendly,helpful	1
Good experiences	1
good job	1
Good/easy/fun to work with	1
Great. Very nice	1
Had one issue with them denying a request that was previously accepted. Denial was sent afterhours via email on the evening before the event.	1
Had two id's made (one for the change), no issues.	1
Handles just about everything	1
Have always been helpful and attentive.	1
Haven't used them lately, but in the past they were awesome.	1
helpful	1
Helpful and courteous.	1
Helpful courteous, office staff as well as Student Assistants.	1
helpful to students and faculty	1
I've always received very good and efficient service and enjoy working with all the directors.	1
I don't know if there's a place on campus where you could be treated with more contempt and utter disregard.	1
I got my ID	1
i have only been there once to take my I.D so i thought they did an okay job.	1
I know the staff--they are excellent	1
Informative	1
Lacking in fun activities for students that would make them want to remain at Collin	1
Like the services offered	1
Many services that enrich students involvement	1
Needed help was received in a professional manner.	1
Nice staff.	1
nice, but some of the procedures are ridiculous	1
no problem	1
Not always real clear what they do other than provide college ID's	1
Not the friendliest group and not always seeming professional when I have gone in there.	1
offer many opportunities to students, Lynda Gates=awesome!	1

Student Life

	Frequency
ok	1
Partnership programs are crucial to the college population	1
Programs need improving	1
ready to assist and friendly	1
Respond to questions quickly/efficiently	1
Responsive and good to collaborate wit	1
SAFFAC procedures are too complicated and inadequate. Directors are short tempered and do not respect the needs of the faculty and students..	1
Service is quick and efficient.	1
Solid and enthusiastic...	1
Some student assistants are unable to help or answer questions.	1
Sometimes hard to reach a knowledgeable person...The director is always somewhere else when you need her.	1
Staff are courteous and involved in student activities	1
Staff have been very quick to answer questions and provide photos of students when needed	1
student assistants seem to be uninterested in interacting with those from outside the office	1
Student Life at PRC is an excellent department -- helpful for students and faculty alike.	1
Student needs	1
Student organizations are important. Student ID's are a joke as are the programs.	1
student workers really need to be trained in better customer service; they, for the most part, have terrible attitudes	1
The staff are knowledgeable, friendly and helpful.	1
The staff is great.	1
The student assistant's at the front desk need to be more professional.	1
There is a great attitude toward providing services to students.	1
They are fantastic! So helpful to faculty and students!	1
they do a good job	1
They do a good job.	1
This always seems to be run well and with dignity, respect, and support for all of our students	1
This department uses students at the reception window, so the information varies greatly - usually I see the coordinator and any issue is resolved immediately.	1
This group is fantastic; good work with happy hearts :o)	1
turn to them regularly and they always have the answers I need.	1
very easy to work with	1
Very helpfull	1
very supportive of faculty; invovled in campus activities	1
Total	839

Tech Prep

	Frequency
Did not respond	826
Are they still around?	1
as far as I know we are no longer getting funding for Tech Prep	1
difficulty understanding the English language as spoken by some staff	1
Friendly staff	1
Good for students currently in the pipeline. Would have preferred a different method of awarding students credit.	1
Haven't worked with them too much, but helps prepare students for college.	1
ok	1
Really not too familiar with the program.	1
Respond to questions quickly/efficiently	1
This is a one person contract area. It's gone.	1
Valuable program for high school students to each college credit in tech programs. Is this program still active?	1
Very helpful opening avenues into the local High Schools	1
very little interaction	1
Total	839

Testing Centers

	Frequency
Did not respond	670
A cheerful group - they've always been helpful. I can always count on Dena.	1
a great time help with make up exams	1
able to leave my test for student to take	1
Absolutely excellent and helpful in every way.	1
always attentive and quick to respond	1
Always courteous and extreamly helpful.	1
always friendly and supportive staff	1
Always friendly, helpful, and responsive	1
Always helpful	1
Always helpful.	1
Always Helpfull	1
always meet my needs, never had problem	1
always needed for international students' tests	1
Always prompt and courteous.	1
Always so courteous and helpful!!	1
any problem that has occurred has been dealt with in a timely and professional manner	1
Available for instructor questions and assistance	1
Awesome!!! Always friendly and helpful.	1
Because this is an extremely busy office, it must be difficult to be friendly and helpful all the time.	1
Busy office	1
Can the limit of 5 students per section please be lifted? If I have 6 students who need to makeup an exam, the testing center is prevented from helping.	1
Cannot use them to the full capacity	1
Clear procedures and much needed area.	1
courteous and efficient	1
Courteous and helpful.	1
courteous and very efficient	1
CPC - Great!	1
CPC is always empty however you are not allowed to give your class exams in the center	1
ease of use, scantron machines, helpful staff	1
easy operation - makes my job less difficult	1
easy to understand the instructions, nice	1
Efficient	2
efficient and try to get you in/out in timely fashion	1
efficient response whenever visited	1
efficiently process tests for students	1
Everytime I go into the testing center there are 3 or 4 student workers plus staff and no one taking tests, yet faculty can't put tests for a class in the testing center	1
excellemnt	1
Excellent	1
excellent at CPC	1
excellent staff	1
Extremely helpful	1
EXTREMELY overworked and understaffed, but among the most congenial support staff I have ever encountered (SCC/CPC), but PRC is another story - the person in charge up there is a real pain in the butt when it comes to anything "outside the box"	1
Extremely efficient	1
Fast and efficient	1
Flexibility of staff to take care of my requests.	1
Friendly and efficient	1
friendly and professional people -- have no complaints	1
friendly staff, don't use as much as in the past	1
good hours of operation and secure	1

Testing Centers

	Frequency
Good procedures for testing outside of the classroom	1
great option!	1
great people	1
Great resource. I wish it could be expanded for use by professors for a full test, not just make up and special needs testing.	1
Great to faculty; students complain	1
Great!	1
Great.	1
Grieve not being able to use the center for whole class one test a semester other than the exam. Only meet once a week as it is.	1
helpful	1
Helpful and friendly staff at all times.	1
helpful and knowledgable	1
helpful staff	1
Helps get tests to be taken either before or later	1
Helps me with students who miss tests in class	1
I don't have a complaint. When I was new to the service, they were very patient and worked with me.	1
I have not recovered from not being able to use the testing center but the people are great...the services very limited.	1
I have used the Spring Creek testing center extensively for student's make up exams.	1
I took my tests	1
I use this about once a semester and have always had a good experience.	1
I would like to be able to upload/e-mail tests to the testing center rather than have to physically walk them up to the office each time. Also, I've been met with resistance if I don't provide the exact number of copies that are needed. It would be nice if they could make copies as needed if I have to add a student to my test list.	1
inefficient setup	1
informative and helpful	1
invaluable for Final Exams--impartial administration of tests	1
Its a great resource	1
Knowledgeable and friendly and helpful! Great group of people and useful for students!	1
Love the staff at the CPC testing center!	1
Make my life a lot easier with the students who have not been able the exam at its original time.	1
Met my needs efficiently and courteously	1
Misplaced tests sometimes.	1
Most of the time flexible to work with	1
My issues were resolved in a timely and professional manner.	1
My limited contact has been positive. David Malone is extremely helpful.	1
new limitations concerning use of testing center are disappointing.	1
new policy is not efficient--need to allow more students to take exams in TC	1
Not always friendly	1
Not very friendly or helpful	1
ok	1
On occasion, the test center at PRC has given out general policies that we do not adhere to. For example, we do not offer a clep test for ENGL 1302. We also do not let language professors test students so they can clep out of a class. There wouldn't be any consistency.	1
One of the employees in the testing center offended one of my students in the way they treated her in making sure she got the locker she needed for her belongings and making sure she did not have a cell phone in her pocket. My students said they made her feel like she was lying and hiding things. My student said they accused her of having a cell phone in her pocket when she did not - it was in her purse. She was very upset, and came to me with this information. I told her it would be a good idea if she notified the manager of the testing center to let them know, and she said the manager was there at the time of the incident and was being equally as rude and offensive.	1
Organized when I occasionally leave a test for a student. Also prompt in getting CLEP essays to me for department grading.	1
outstanding service.	1
policies at different campuses are sometimes different	1

Testing Centers

	Frequency
pretentious...unhelpful to students	1
Pretty good, but they could be more helpful.	1
prompt, non-sense, and intelligent service	1
punctual and accurate	1
quick in and out, people are nice	1
Quiet and orderly	1
Respond to questions quickly/efficiently	1
seems unorganized and unfriendly at times	1
should be able to time test taking; very much socialization going on-doesn't seem professional	1
special circumstances testing	1
Staff always has student tests ready for us when we pick them up.	1
Staff and workers are rude and unknowledgable concerning ACT, CLEP and even THEA and COMPASS placements for pre-requisites.	1
Staff are very helpful in providing student samples, so we at the Writing Center can identify areas on which to concentrate when helping individual students prepare to be retested.	1
Staff can be a bit rude, and self righteous.	1
Staff has always been wonderful but use needs to be more streamlined	1
staff is always helpful	1
Staff is friendly and helpful.	1
Staff is very efficient	1
student assistants need better training	1
Students sometimes misadvised	1
Testing center has consistently been helpful and friendly when I have needed to use their services.	1
Testing center is wonderful to use. The staff have always been very helpful.	1
Testing center staff is extremely courteous and helpful! They make us feel supported, ALWAYS. Thank you for your smile and friendliness	1
Thats where I had to take tests all last semester for my math class, and my professor continueally messed up my test and they went out of their way to try and get ahold of her and fix my problem.	1
The centers are of little use to me as a teacher. I now use class time for testing.	1
The employees can be rude.	1
The folks that work in the testing center are the best. They always address me as Professor indicating that they remember me and care about being courteous. They have also kept my tests in an orderly fashion and have never made an error.	1
The hours across the district are not consistant, each testing site runs their own. CPC's hours are very difficult to refer students.	1
The staff makes it very easy to place and retrieve exams for students. i have also recieved a couple of phone calls to clarify my instructions. (very impressed)	1
The training of the staff at the Testing Centers has improved since the last survey. The supervisors are more reliable and are actually answering email now.(!)	1
The very best!	1
They are dramatically overstaffed. Whenever I am there, there are at elast four people doing nothing but gossiping. Despite this, they will not do class-wide testing!	1
They are good	1
They are good in service.	1
they are overwhelmed which often makes them a bit rude; they are, however, usually very helpful	1
They are very helpful and have a good director, but I liked the option of sending our face to face classes there on occasions instead of only online ones.	1
they are well organized and take tests in a serious matter.	1
they assist students	1
they do a good job	1
They do a good job.	1
They do an outstanding job and are efficient and friendly	1
They were able to give tests to students that missed class- very valuable for people like me that only teach 1 night per week.	1
they work hard but helpful and friendly	1

Testing Centers

	Frequency
too many restrictions on what test should be allowed	1
Trys to stay ahead of the testing scheduling	1
Unable to put tests for whole class in center. I would have lots more time for teaching if the students could take their exams in the testing center.	1
unfortunate we can no longer use it for whole classes--takes away from lecture time with useless test time in class; we have too much content to cover in time allotted w/o having to take out time for exam that could easily be done in the TC; staff is very friendly and knowledeable.	1
Use it all the time. Very good!!	1
use occasionally	1
Used only on two occasions and was completely satisfied with the Center's service.	1
Used when I took math class	1
Utilize Testing center every semester for my ACCESS students	1
varies by campus, lots of rules	1
very easy to work with	1
Very easy to work with; have easily met all my needs.	1
very efficient	1
Very efficient and nice	1
Very efficient and very friendly	1
very efficient with clear instruction to use the center. Always send out flyer on office hours and instruction.	1
Very efficient, well run.	1
very friendly	1
very helpful	1
Very helpful and courteous to staff and students	1
Very helpful and supportive of faculty	1
Very helpful staff, knowledgable of office procedures and assistance to students/parents.	1
Very helpful to faculty, always friendly	1
Very helpful.	1
Very satisfied.	1
veyr grateful they are here! Friendly, efficient	1
We need to give tests in the testing center	1
Well staffed. Good people.	1
Wish the testing centers had more capacity. They do a good job of providing service; staff is knowledgeable, competent & courteous.	1
Wonderful and nice	1
Wonderful rapport	1
work with them every semester, they are very good	1
Works for our students.	1
Would be nice to transport tests between campuses more than once a week	1
Total	839

Academic Computing & Labs

	Frequency
Did not respond	789
always helpful	1
always very helpful	1
Another wonderful department always ready to help.	1
Could use some signage, advertising	1
Courteous staff, timely help.	1
Excellent training experiences	1
Excellent!	1
For the most part, very helpful and efficient.	1
Good service	1
good, but need to be more proactive about faculty requests	1
Great folks, though perhaps a little more policing of students surfing for porn on terminals facing the windows and hallways where everyone can see?	1
have gone out of their way to be helpful	1
Helpful staff	1
helpful, convenient	1
I've only used them for borrowing software, but they've always been helpful.	1
I go there all the time to print out my important papers that I need for class, which is really helpful since my computer and printer at home barely work.	1
I had questions for my Granddaughter's Schooling.	1
I know they are open.	1
I used the computer labs	1
If lab can't be reserved because it is busy an easier way of finding available times for reservations would be better	1
improving	1
Knowledgeable, helpful staff	1
Labs are fine. The staff is hit or miss on helping students.	1
Labs are kept up and staff is supportive	1
Love them but whoever is staffing needs to be more approachable	1
My limited contact has been positive.	1
my student didn't know the sign-in information, which possibly hindered his ability to do the assignment	1
needs met quickly	1
nice service for our students	1
no complaints	1
not student friendly	1
ok	1
podium configurations vary too much from room to room	1
PRC lab staff is helpful, competent, and go the extra mile. Their support is wonderful.	1
Pretty good.	1
Quick response time and often a good source of information	1
Respond to questions quickly/efficiently	1
Seem efficient for the most part.	1
Service received in a timely and courteous manner.	1
Staff is always very nice and does their best to answer your questions even if they don't know the answer.	1
Staff is courteous and helpful, computers are well maintained.	1
The employees are helpful.	1
The staff appears to be spread so thin that areas aren't always completely supervised	1
They do a good job.	1
use often	1
Very helpful staff.	1
Very impressed with my lab staff.	1
very organized and flexible	1
Very slow to change or respond. Computers are old and slow.	1
Would like to know about software upgrades BEFORE they happen	1
Total	839

Food Services

	Frequency
Did not respond	691
(Food environment sometimes looks unsanitary, food types mixed(Grill Section only)). Back section clean and overall they are doing a great job. Nice variety.	1
5 Yet, pricey in hard economic times - cheaper to leave campus for lunch	1
A grill for Central Park Campus in the main bldg.	1
a little pricey	1
ALL campuses should have a "food court" which should be open during ALL times that classes are in session	1
All staff are extremely helpful and willing to go above and beyond to meet our needs. Patrick listens to our requests and trys to fulfil them.	1
Amazing quality of food for staff meetings/ training that is kept within a per diem that has not changed in 8+ years	1
As far as food services go, this is excellent. My low scores given at this time is that the person I am working with to set up my event will not answer my emails, no matter how kindly I write them or how much I need the info. I am kind of at a loss as to how to communicate with someone when they won't respond to my emails. All the other staff and food, excellent and well done.	1
bad food, worse service	1
badly overpriced and late	1
Buffalo Chicken Wrap to go.	1
Catered events are depended on heavily and they serve us well	1
Catered food tastes okay but is often delivered late. Very frustrating when you're on a time line! If food is right, often people will ignore the other issues. If food goes wrong, the entire function seems to fail. Odd, but that's the way it is.	1
Catering is not that great. Last time we received cookies that were wrapped in celephane - perhaps left overs from lunch? And this was for a meeting with external visitors.	1
Chartwells is sometimes inefficient (late with deliveries or overpriced for services)	1
Cost for comparable food is less expensive outside. Very slow to get an answer when requesting service for an upcoming event.	1
CPC Better to cross the smoker's bridge to eat	1
dangerously unhygenic environment, rude and innumerate staff, zombie cooks	1
delivered quality product perfectly when requested	1
difference in food items	1
Easy to deal with and responsive for catering	1
efficient - expensive	1
Efficient	1
Everybody's got to eat :=))	1
Expensive	1
extremely hit or miss on food quality. However, staff is always great.	1
fine services	1
food cost to much for the amount	1
food costs too much	1
food is excellent, having to stand in the line waiting for food to cook gets crowded and confusing	1
Food is generally good.	1
food is good and reasonably priced	1
food is OK-staff very good	1
Food is subpar at best, cost is extremely out of budget, takes several weeks to get a quote and even then you can find cheaper solutions elsewhere or better quality of food.	1
Food is too expensive in the library and the workers are slow!	1
food not that good and it's pricey for a school cafeteria	1
food quality good;some staff not very friendly	1
Food Services (and milk) are needed at CPC -- the Bookstore can only provide so much. In regards to our catering, services, we have to call/email too many times for a reply.	1
Food was burned last time I used them.	1
Food was not very good.	1
friendly	1
Friendly	1

Food Services

	Frequency
full services not available except during a very small window. Good food. great people	1
Generally provide the services when needed.	1
Good choices, well prepared, clean	1
Good food and friendly staff.	1
good food great people	1
Good food! Friendly staff!	1
good job	1
Good quality food, nice people working there	1
good selection of food	1
Good service	2
good staff	1
Good variety. good quality, a little pricey.	1
good.	1
Great folks, with a great product at a reasonable price - Manny, who works on the grill, should have his own restaurant...	1
Grill area has long lines. It was much more efficient with previous management. The eating area is frequently messy.	1
Has an issue with tardiness and staffing problems from time to time	1
have odd hours and do not always have products that are advertised	1
Haven't used it in some time but servers have always been friendly.	1
hey, it's food	1
High school cafeteria again - greasy food	1
hotline available at 1:15 pm on Thursdays	1
Hours for salad/bar fresh food line are short; not many healthy options available; food is served with cheap plastic and unhealthy styrofoam	1
Hours of service as so limited	1
I've had very little experience, but it seems like food service is a bit overpriced.	1
I ate their food	1
I don't use it that often.	1
I enjoy their offerings.	1
I have had to use outside catering three times because Patrick was too busy to answer my e-mail requesting catering for Advisory Committee Meetings. UNACCEPTABLE!!!!	1
I know they are open and do a good job at events.	1
I used it not too much but they are good	1
I work with Patrick Shimek on invoices. He's very friendly and helpful.	1
It would be nice to have a schedule of offerings in the cafeteria. Front counter person at the Grill is not welcoming.	1
Items not always available, expensive	1
Limited menu	1
long lines at busy times, some staff very friendly and kind (sandwich lady), others not so much	1
lunch	1
More healthy food throughout the day	1
More variety and better food services needed at all campuses	1
My limited contact has been positive.	1
Need more selection and nutritional foods	1
Need more variety	1
Needs better hours at CPC and better food offerings	1
never on time, too expensive, unfriendly staff, response time too long, terrible sandwiches	1
Never open at convenient times	1
Nice people and food, but we need more selection (healthier) and more room (prc)	1
no complaints; food is good and staff are friendly.	1
Not impressed	1
OK	1
Open area sometimes confusing for someone that doesn't go too often	1

Food Services

	Frequency
Overall, they do a good job.	1
Overpriced, mean employees, dirty workplace	1
Patrick has been responsive to my catering needs, etc. - would still like to see a few more healthy choices though in lunch line.	1
Patrick is great to work with, but he needs more help. The PRC campus needs healthier foods to pick from. To much fried fast food.	1
Patrick is the greatest food service manager we have ever had!	1
Patrick is very nice and helpful	1
PRC needs a better system.	1
pretty good food	1
Pretty responsive, but does not always meet needs	1
prices are a bit high	1
prices too high, quality marginal	1
Pricing is not competetive and product selection is poor.	1
provide food in orderly fashion	1
Quality of food and service is greatly lacking	1
rarely use them, but pretty good, slow response and restricted willingness to be flexible for internal events	1
Reasonable cost, good variety and taste, fresh	1
Repeated problems with food orders, overpriced, never know what you are going to get, etc.	1
Respond to questions quickly/efficiently	1
Response to food request verifications sometimes slow but food normally very good.	1
Rude, unfriendly. They make you feel that you are bothering them	1
SCC is slow and not good. CPC is good but horrible hours.	1
Service quality is not consistent; sometimes great, but not always. Not easy to get things resolved if Patrick is not available	1
Service received in a timely and courteous manner.	1
Slow to respond	1
some of the food is questionable	1
some of the signs with set prices could be bigger. Prices to high	1
some of the staff are downright rude	1
Staff are fine but set-up is inconvenient and food is overpriced and not healthy.	1
staff are friendly; would like to see more variety and healthier choices	1
staff is courteous, food selection is limited as are hours of operation	1
Takes much too long to get food; the staff procedure don't seem to be able to handle large crowds at peak times very efficiently (at PRC).	1
tend to close early, which disrupts my day. good otherwise	1
The Cougar Den is a mess. The food is low quality. The service is slow. The environment is an embarassment. For example, one of the workers brings her son, who plays loud music throughout the day. Do I really have to listen to loud pop music when I'm waiting in line for a sandwich? Someone needs to take control of the situation in the Cougar Den.	1
The food available for purchase at CPC is awful, frankly.	1
The food choice is poor but of good quality. The check-out lady (mature white lady) is very good and has made the cafe run better (signs on the cup sizes, etc.).	1
The food is always excellent and always on time.	1
The food is pretty good, and staff is always courteous.	1
The food services are not usually available when I am on campus.	1
The pricing of the food is outrageous. Way more expensive that fast food!	1
There are not enough vegetarian options, food is priced high, and the servers have not been very friendly.	1
There is a strong need at CPC for a larger food service area to meet students, faculaty and staff needs	1
They are hit & miss. Sometimes it's great and other times, it could be better.	1
They close at odd hours and the food is not fresh. We really need a cafeteria, or at least let other vendors come in like subway to sell lunch.	1
They do a good job.	1

Food Services

	Frequency
They have been uniformly excellent in their customer service.	1
they rarely have food - none on the weekends	1
they stop serving some foods before their office closing times. Need to be open more hours during the day.	1
too expensive	1
Toooooooooo long to respond to request and commitments	1
Usually good, but sometimes run out of food	1
Very friendly	1
Very slow but good food	1
wide differences per campus, mostly good food	1
Wish there was a better way to reconfigure their space at SCC. It is not efficient.	1
Would like more evening/weekend hours	1
Would like to see more healthy choices	1
Total	839

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

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

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

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

1= Strongly disagree, 5 = Strongly agree

The unit procedures are user friendly.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

The unit procedures are efficient.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

The unit procedures met my needs in timely fashion.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

The unit staff are knowledgeable.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

The unit staff are courteous.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

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

1= Very unsatisfied, 5 = Very satisfied

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

Descriptive Statistics

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

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

**Services to help with transfer process.

Please specify the reasons for your ratings.

Center for Scholarly Learning and Civic Engagement

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

HR-Information & Services/Benefits

	Frequency
Did not respond	701
able to answer questions about retirement	1
Able to locate benefits	1
Accurate information	1
Always answered my questions in a timely fashion and very effectively.	1
Always been helpful and supportive.	1
always efficient and helpful	1
always helpful	1
Always helpful and informative.	1
always quick to reply	1
Always very prompt with emails or phone messages. Explains procedures very clearly.	1
always willing to answer my questions	1
Answered all my questions.	1
Answered all questions	1
Answered all questions in a timely manner	1
Answers to question vary on any given day	1
Answered questions, solved problems	1
asking about kids' health insurance	1
Benefit training for new employees is weak	1
Benefits - not good information	1
Benefits are easy to understand on the website, but I can also call for clarification.	1
Benefits coordinator helpful and prompt when I have had questions or need information	1
benefits are hard to understand	1
Can't discuss Information and Services/Benefit with the staff, often we are given information in paper form	1
Can call HR and get courteous, complete help	1
certain staff members are not helpful or friendly	1
Confusing leave details - earned balance schedule? time off without pay should be an option or ability to negotiate vacation time	1
could offer more work shops through out the year	1
Difficult to gain access to HR representatives as they are located on another campus. When you have questions, it is difficult to get to anyone for an answer. The website information is hard to navigate. Looking for a phone number is difficult. I have no idea who my representative is. I have had dental insurance for 8 years but I am not even sure how to use it. There is just too many barriers to find help.	1
Do not respond in a timely and friendly manner.	1
do not use often	1
efficient	1
efficient, friendly, helpful	1
Excellent work at keeping employees informed	1
figured out my needs	1
Friendly and courteous. Would be helpful to have someone on campus rather than at CHEC. Didn't have enough information about retirement benefits.	1
Good experience and very helpful	1
Good information available, but hard to get immediate help	1
good information oline	1
Good luck getting someone on the phone	1
Good source of info	1
Good staff. Very responsive.	1
good to work with	1
Great folks - informative and helpful	1
Had one issue, it was resolved directly and in a professional manner.	1
Handled my request promptly	1
hard to get an answer	1
Have satisfactorily answered my questions	1
have to know exactly what to ask	1

HR-Information & Services/Benefits

	Frequency
Helpful, courteous staff.	1
helpfull	1
HR always curteous and helpful in a timely manner	1
HR did their job HR is HR.	1
HR does a good job of keeping employees informed and up to date.	1
HR website is not user friendly or intuitive. HR director is very unfriendly.	1
I am not impressed with the explanations I receive concerning benefits. Too much misinformation or lack of knowledge.	1
I felt that the services to me have been taking care of very efficiently	1
I had an emergency situation with my insurance and it was very promptly handled.	1
I have been very satusfied with response and timeliness when dealing with this dept.	1
I have found discounted rates that HR has not informed us about	1
I have little confidence in the ability of the benefits staff person and verify anything he tells me with another source	1
I needed benefit questions answered and I never really got a response.	1
Information is accessible; however, website is confusing	1
Information is not always timely or accurate.	1
Information is sent and is easy to read and keep up	1
Information is sent out and then changed. Have to repeat information you have already submitted in a manner of a few weeks.	1
Information not given in a responsive way	1
information obtained from HR is not always correct--and when asking for clarification, it takes much longer	1
INformation put out is helpful and timely	1
Informative and keep abreast of updates	1
Informative and timely	1
Knowledgeable personnel, plus information sessions	1
Larry answered my benefits questions when I needed to add my husband onto my health insurance last year.	1
Larry is always available for questions and answers, he is knowledgable in these areas.	1
Larry is rude and unhelpful.	1
Larry Merrill always helps! The online system is a little confusing as to benefits.	1
Larry Merrill was awesome!	1
Larry merrill, although very well versed always seems upset when I ask questions about benefits.	1
lose paperwork	1
Meet my needs	1
Minimal use - but always receive timely updates/emails, etc.	1
Most are very courteous and friendly	1
Most generally have answered my question immediately or by the next business day	1
Needed help was received in a professional manner.	1
Needs to be more programs offered explaining services and benefits.	1
Never any problems.	1
No issues had.	1
Not customer friendly	1
not much help on a certain matter	1
Not very in touch with employees. Getting information other than generalities is like pulling teeth.	1
Online	1
Overall good experiences but when I tried to put my adopted son on my health insurance. Initially seemed that I was a bother and didn't know whether it could be done. When I pointed to federal law, became a bit hostile but ultimately did get it done.	1
Part-time staff hours are 14 1/2 hrs/week-too low	1
people in H R seem very knowledgable in the jobs they do	1
Procedures are not always user friendly. Staff is courteous and knowledgable.	1
professional and helpful	1

HR-Information & Services/Benefits

	Frequency
Provided valuable knowledge to me as a new employee. 403b options would be better if you had direct access to mutual fund companies such as Fidelity or Vanguard. Doesn't make much sense that I have to pay an advisor 1% fee when I tell him which fund I want to invest in. This could be set up directly with the fund company and save me this expense.	1
Rarely helpful, never answer phones	1
Really had no issues with them ... do not understand or agree with certain things but ...	1
requested an appointment with HR to ask questions about retirement and was told to look at website, it had all I needed	1
Resolved issues in a timely manner	1
respond to questions quickly	1
seems to take "letter of law" to be more important than internet--have small people w/ small power trying to make themselves powerful--very pathetic--have seen evidence of this multiple times	1
Seems to work	1
Service received in a timely and courteous manner.	1
sessions could be attached to an e-mail instead of having to go to them	1
slow response, email best with benefits manager but too short answers	1
sometimes not friendly or knowledgeable	1
Sometimes the benefits representative is not helpful.	1
Sometimes, can't always get the answers I need	1
Staff make numerous errors and do not have the knowledge or skillset needed to perform their jobs well (such as software skills, logical thinking, and proper grammar/written skills)	1
Tax help	1
Thank you for the informational emails	1
The changes in benefits aren't always communicated very clearly; for example, did you know you can carry a child on your insurance until age 26 even if they are married?	1
The decrease in benefits is significant, but probably the legislature's fault.	1
The information I got was sketchy	1
The last time I had a benefits question I called Larry Merrill. Not only did he not know the answer to my question, he didn't offer to help find out the answer and he was extremely condescending to me on the phone. He didn't seem to care at all that I had a question. He is the "benefits guy"--he should be more accommodating!!	1
The new set-up on the web-site makes it harder to find answers.	1
The staff is willing to work with you.	1
There is a rude person that makes getting information about benefits difficult.	1
They are able to answer my questions knowledgeably and/or willing to find the answer.	1
They are highly informed and know what they are doing.	1
They are responsive and timely with answers to questions	1
They do a good job.	1
They don't always understand your request. We need a better health plan.	1
they keep employees informed	1
timely efficient	1
Too few usage to say but in my time of need. They assisted me promptly	1
Understaffed to meet college needs. Response time could improve.	1
Updated family life insurance policies - easy	1
Very helpful when I need assistance with another faculty member.	1
Very nice and helpful	1
very professional	1
very responsive	1
Vicki York is great and then after her it falls off dramatically	1
We are always receiving emails about new services or benefits.	1
Website is very unfriendly, difficult to find things	1
would like to see more support for employees	1
wrong advice three times cost me opportunities	1
Total	839

HR-Internal Audit (Compliance)

	Frequency
Did not respond	827
"	1
Always helpful and informative.	1
Auditor is very aggressive and unwilling to adjust schedule for vusy office times	1
Good experience	1
ok	1
rules are too long, and they want you to sign that you read and understand what cannot be fully understood	1
Should not be dealing with people	1
Staff is not in tune to meet needs.	1
That woman is crazy!	1
They do a good job.	1
timing of audits do not consider how busy department may be at that time. Auditors expect to be trained on what they are to audit.	1
Very rude, inconsiderate person.	1
Total	839

HR-Employment, Employee Relations & Compensation

	Frequency
Did not respond	704
"	1
a vert lengthing process in hiring	1
According to www.texastribute.org our compensation is not equal to equivilent faculty	1
Always a delay in job requisitions and have encountered multiple lost job descriptions	1
Always available for confidential advice on issues that may arise.	1
Always feels as if HR is in transition with both personnel and procededures.	1
Always Great	1
always helpful	1
Always helpful and informative.	1
always know the answers	1
Always very prompt with emails or phone messages. Explains procedures very clearly.	1
Anisha is helpful in hiring.	1
Answered all my questions.	1
Answered all questions	1
Antiquated method of time sheets-should be done online in this day and age.	1
Asnwers are always vauge	1
Can't get a straight answer and often different answers depending on who one talks to	1
clear information and timely with contract	1
Courteous, processes not transparent	1
Department job posting taken over 9 months and incorrect each time. Still not complete or position filled dispite need	1
Dishonest, passive agressive, disingenuous. HR is known to NOT be employee centered.	1
Efficiently answers employee questions on phone	1
Everyone is told something different. Some HR duties are reponsibilities are passed on to you.	1
Faculty hiring process from start to finish is rigid, inefficient, time-consuming, and insulting to the intelligence of members of the selection committees. Committees are so restricted in what they can choose to value for a specific position that they waste time interviewing applicants who are not suitable for that position. We can no longer ask follow-up questions to get clarification on something a candidate said. Some candidates may appear strong on papers but in an interview it is clear they are not a fit for the position or our institution. Yet, now, their strong rubric score can put them above candidates who performed much better. Then, we get conflicting answers to the same questions from HR. These problems existed before the "new" one-size-fits all process. The new process has not solved anything. It only makes things worse.	1
From seeking employment to gaining employment the staff has been very courteous and helpful to me.	1
getting hired as a PE professor was great, but the process for becoming a CPR instructor at Collin is awful	1
Going through the hiring process, and in needing to post positions has been very easy. The staff are helpful.	1
Good experience	1
Good help when requested.	1
Good idea to have a consultant at each campus	1
Good instructions; knowledgeable staff	1
Good job	1
good to work with	1
Good work but pretty slow to respond	1
Great	1
Great job moving me into my position.	1
Have satisfactorily answered my questions	1
Hear lots of complaints about entering jobs, applying for jobs, slow process	1
helpful	1
Helpful when they can be.	1
hiring process very slow	1
Hit or miss	1
Horrible	1
HR consultant assigned to us has been responsive to our needs	1
HR did their job.	1
HR procedures seem to be improving-- I like having an HR rep dedicated to my campus.	1
HR system is very cumbersome and hard to use	1

HR-Employment, Employee Relations & Compensation

	Frequency
I am a new hire, and they made the process very easy	1
I got the right information	1
I had an issue and the HR person was very helpful	1
I have been very satisfied with response and timeliness when dealing with this dept	1
I have had issues with other faculty abiding by the code of conduct. I followed the channels and still found no resolution. The process was inefficient and created more problems than it took care of. As far as I am concerned there is no help for anyone of us. What I see is only words. When there is a Code of Conduct, it should be clear that if it is broken, the employee no longer needs to be here. Because that line is fuzzy, we have so many issues they may never be taken care of. This is one of the weakest areas of the college.	1
I have never had an issue w/ HR	1
I was very disappointed when I applied for a Cashier position that I was already familiar and worked closely with them but did not get that position because I did not have the exact amount of years of experience and they hired someone else from the outside.	1
I wasn't informed that my paperwork was lost. until after I inquired about not getting paid.	1
Inefficient hiring process	1
Information is not always timely or accurate. Many tasks take too long to complete.	1
Information put out is helpful and timely	1
Informative and keep abreast of updates	1
It runs the gamut depending on what you need	1
It seems the compensation system probably needs to be re-evaluated. It seems there is a bit of inequity	1
It took an extremely long time to get a job offer.	1
It took FOREVER to hire an associate and a tutor. Ridiculous amount of time which both new employees mentioned in e-mail to me. Makes our school look like a bunch of bumbling idiots.	1
Kari Kimbrough has really cleaned it up, but day to day operations are still slow and you often get no response	1
Knowledge and friendliness of staff	1
my HR rep is great. Very nice and Friendly.	1
Needs to learn that there is a difference between faculty and staff; too many unqualified faculty members have been hired in part because of HR's procedures and policies. HR also needs to stand by what it tells faculty rather than caving to pressure from academic deans and VPPs to produce a different answer.	1
Never any problems.	1
New system is a bit hard to navigate	1
no explanation of pay check - constant inconsistencies - when applying for an "internal jobs" immediate feedback should be given, job descriptions need updating, staff unable to answer specific questions related to HR hiring policies	1
no feedback/reason ever given for not being hired for a position	1
No issues had.	1
no problems at this level	1
Not good experiences.	1
Not impressed	1
ok, but not sure if staff/faculty/admin really understand all procedures	1
online	1
Part-time staff hours (14 1/2 hrs/week) set too low	1
Part time staff need to have official yearly evaluation process	1
Policies on hiring are not always reasonable, screening of applicants is ineffective and allows non qualified people through, raises don't keep up with inflation people to get through	1
Previously satisfied, however in last year, difficult to get help, emails not answered	1
Procedures are not always user friendly. Staff is courteous and knowledgeable.	1
Procedures are very confusing and take too long	1
professional and helpful	1
Prompt service.	1
Rarely helpful, never answer phones	1
Really had no issues with them ... do not understand or agree with certain things but ...	1
represent the employer	1
response is slow	1
Response time needs to improve.	1

HR-Employment, Employee Relations & Compensation

	Frequency
science faculty has approached the subject of lack of compensation for lab hours compared to hours worked--though viewed as being poor-business practice, HR chose to ignore the issue and fail to address the faculty grievance--they fail to recognize any faculty grievance--perhaps we should form a "formal" union--rather than the informal one that we currently have	1
Search committee processes are cumbersome	1
seem anti-employee	1
seems to be very organized and efficient	1
Service received in a timely and courteous manner.	1
Should probably schedule these individuals for more hours during semester breaks and fewer during regular school year to improve efficiency for onboarding/new hires during semester breaks.	1
skilled guidance given	1
Slow to respond	1
Slowwww, slowwww...did I mention they are very slow?	1
so many new staff, they do not know the answers to questions.	1
Staff are sometimes curt when asking questions about retirement options.	1
Staff gives false hope of assistance. Cannot trust staff.	1
Staff have always answered payroll questions quickly and efficiently. They have always been friendly and knowledgeable.	1
Staff make numerous errors and do not have the knowledge or skillset needed to perform their jobs well (such as software skills, logical thinking, and proper grammar/written skills)	1
Staff was very prompt and courteous in answering my queries and assisting me.	1
Supportive staff	1
systems sometimes confusing, staff very helpful and friendly	1
The CougarHR has been a difficult transition and staff appear to be overwhelmed	1
the new procedures make hiring someone a nightmare	1
The payroll director has misinterpreted the TRS guidelines for part-time employees without an equivalent full-time employee. To my knowledge, only one other college/university in the area even approaches the same interpretation that she has applied at Collin.	1
They are able to answer my questions knowledgably and/or willing to find the answer.	1
They didn't take any of my 30 years of work experience	1
They do a good job.	1
they dont know that they have unqualifid people working where they dont belong	1
they have helped me get a job at school and are well organized.	1
they help us solve employee concerns	1
They provide accurate information.	1
They return calls and answer all questions	1
timesheets slightly confusing,but always paid on time with no problems :)	1
Too many regulations	1
unhelpful to be demaning of hiring committees	1
very confusing and nonspecific processes	1
Very friendly and helpful	1
Very friendly service	1
very helpful	1
Very helpful when asked questions	1
very helpfull	1
Very nice and efficient people	1
Was some confusion for retirees	1
Web site lacks information (comp), complicated hiring system	1
Were available and answered my questions in a timely manner.	1
When my pay was not correct, no one seemed concerned except me and I had to push to get it straightened out.	1
Why is HR messing with hiring grids??????	1
Wish paydays were Bi-Weekly instead of Monthly	1
Writing center staff had hours--and thus pay--cut after semester was underway and they had made financial obligations based on earlier expected income.All colleges and universities in the state did no experience such cuts.	1
Total	839

HR-Professional Development

	Frequency
Did not respond	741
Always helpful and informative.	1
Always Helpfull	1
Always very prompt with emails or phone messages. Explains procedures very clearly.	1
Appreciate opportunity to take CE classes at no cost to improve my skill set	1
Appreciate professional development opportunities	1
Appreciate workshop/seminar opportunities	1
Attended a few classes that have been beneficial to me.	1
Awesome! Staff is informative about what is available and they encourage you to attend these courses.	1
Can do without.	1
Classes for employees	1
Computer classes have had excelent instructors.	1
Confusing process to register, but helpful to resolve	1
Could be substantially better by having a plan. Richland has a great program.	1
Could use training more pertinent to educational effectiveness.	1
Doing a great job offering development opportunities. Keep it up!	1
Don't offer programs during summer months when a lot of employees finally have the time to take a class.	1
Excellent organization.	1
Excellent training programs	1
Few opportunities for internal development and promoting from within	1
good class offerings	1
Good instructions; knowledgeable staff	1
Good programs	1
Good programs!	1
great	1
Great	1
Great job with All College Day and in bringing us professional development oportunities.	1
great professional development support for faculty	1
Great programs, responsive to needs, like registering with Survey Monkey	1
Have had workshops available for professional development	1
have liked the training programs for faculty	1
Haven't used much yet	1
Helpful	1
HR does a good job of providing professional development and keeping us informed of oportunities.	1
I attended the well-run and informative Part Time Faculty Staff Dev day this school year	1
I have only used this process when I have been sent a notice of a mandatory requirement.	1
I have taken several classes that were arranged by this department. The ease of setting up a time and date to attend was a strong factor in attending. There have been times I have not been able to attend a class because of my schedule and so I hope they repeat favorite classes.	1
I just seem to have questions about what is expected for professional development	1
I take professional development and its always good information	1
I think that PD has gotten so much better over the last several years, but would still like to see more education related pd.	1
I was able to take my class.	1
It would be really nice to have an option to list a calendar of HR prof devel events on the "My Workplace" tab in cougarweb	1
its great to have this opportunity, but every time I avail myself; I feel as though I must defend every cent spent--LIKE I'M TRYING TO MAKE MONEY RATHER THAN BREAK EVEN--THAT NEVER HAPPENS; it really P_____ me off that I have to defend my expenses as I do when I never been compensated for my time away from home and family--not to mention all expenses I've had to eat--it makes PD onerous with all of the paperwork AND defense of it	1
lose paperwork	1
lots of classes only, want to see more in person, everyone friendly	1
lots of opportunities to learn new skills	1
Love being informed in a positive way.	1

HR-Professional Development

	Frequency
Love the opportunities for development offered	1
Many offered. The ones I took were good.	1
many oportunities; very flexible	1
many options available, responsive to suggestions	1
many programs offered throughout the year	1
More classes are being offered that benefit support staff.	1
need more beginning/refreshers courses	1
Need more classes to keep up with technology	1
need more options	1
Needs to be faculty driven	1
never helpful when it comes to employee conflicts	1
Never participating again, classes are a waste of time and penalizing.	1
No problems	1
not sure if this is the PD for sexual harassment, etc., but last time it was still not updated	1
Nothing is specifically towards Staffed Employees	1
Offer a variety, helpful with software updates, etc	1
offer good helpful classes	1
offer interesting workshops/ask for our input	1
Offerings are announced; sign-up process is easy to follow.	1
offers variety of help	1
Poor instructors, same programs over and over	1
Procedures, policies, and paperwork a load of crap. The process makes me not want to attend conferences or seminars because of the mundane amount of paperwork and reports to file. Does Israel have to file in the same manner?	1
Process is slow and cumbersome	1
Processes and services work very well.	1
Programming is relevant and informative; however fewer opportunities are offered	1
provide learning experiences	1
Responsive to needs and always polite	1
Satisfactory	1
send out development opportunities	1
Service is great but instructor/class offerings are not meeting needs.	1
Sheri Eadie is fantastic!	1
Sherie Eadie was very helpful and friendly when I asked about signing up for a computer class.	1
Sherie Eadie=awesome	1
So much better than it used to be!	1
Staff are courteous and helpful although in my job, I do not have the time to use their services very often.	1
Staff are great; always providing helpful information via email/seminars	1
Thanks for the opportunities to learn new things.	1
The programs are always easy to sign up for.	1
There are times when HR training misses vital information. For example, HR provided training for search committees. No where in the training or documentation did it say that interview questions were required at the same time as the grid completion.	1
They do a good job.	1
Too bureaucratic and disconnected	1
too many policies for travel and waiting a year before being eligible for certain programs is un motivating as a new faculty member at the college	1
tried numerous times to register for continuing ed program through HR...contacted Sherie Edie several times for assistance...never received assistance, so finally gave up on taking advantage of continuing education benefit for faculty	1
Value the wide range of classes offered to staff. Have taken one class so far.	1
variety of classes for prof dev.	1
Variety of training programs which change every year.	1
Very helpful and have needed trainings.	1
Very nice and helpful	1

HR-Professional Development

	Frequency
Very supportive and good opportunities available	1
videos are weak	1
Virtually eveything is staff oriented - is it supposed to be that way?	1
Workshop to learn new hiring procedures very helpful	1
Total	839

Institutional Effectiveness-Assessment

	Frequency
Did not respond	817
Always helpful and informative.	1
Assessments are much better than in the past. They require less time to complete and have to involve fewer people.	1
Dr. Fenton has been helpful, but often I do not know what they want from me	1
Great support	1
Had the opportunity to interact with this department recently. Excellent and HELPFUL staff. Knew little about this department until I needed information quickly. Will utilize this department in the future.	1
hard to figure out what they are measuring and how to read their reports	1
Helpful information sessions and guidelines	1
I'm no t certain the folks who run this are TRAINED in assessment. My experience shows otherwise.	1
informative	1
Institutional Effectiveness lead is very difficult to work with. Information unclear. Unprofessional confuseing. Needs overhaul. Disappointed	1
Muddled messages, directives begun and abandoned, conflicting statements about forthcoming requirements.	
Administrators are invariably courteous and supportive, but the process of assessment for SACS, the state, etc. needs greater clarity. Not a fault of the people. Process seems tenuous and uncertain.	1
need to involve more faculty	1
Never really got me what I needed.	1
No issues had.	1
overly complicated requirements; lost of work with absolutely no feedback	1
Process is not always clear.	1
process is too difficult	1
They do a good job.	1
This survey is an example; it is skewed by the language	1
Unsure of exactly what their mission is, I only completed a survey.	1
Very helpful	1
Workshops taught to improve effectiveness and testing methods.	1
Total	839

Institutional Effectiveness-Curriculum

	Frequency
Did not respond	825
Anytime I have asked for assistance or information, this office has gone over and above in providing that information to me.	1
faculty should have the say in curriculum--admin should stay OUT--trends come and go; faculty should be able to judge what they teach	1
Good office with prompt and accurate service	1
Great staff. But they are hesitant to deal with inappropriate curriculum due to political pressure. They need ultimate authority without pressure.	1
Great support	1
informative	1
Institutional Effectiveness lead is very difficult to work with. Information unclear. Unprofessional confuseing. Needs overhaul. Disappointed. Vickie Stone saving grace.	1
need to involve more faculty	1
not always clear about what is needed	1
Process is cumbersome	1
Provide great information to discipline leads	1
They do a good job.	1
very important	1
Vickie Dobbs-Stone=awesome	1
Total	839

Institutional Research Office (IRO)*

	Frequency
Did not respond	786
accuracy	1
Always Helpfull	1
always receive data accurately and timely	1
always reliable	1
archaic needs to join this century!	1
Asked for data and got weird stats	1
Customer service and response time could improve.	1
Dr. Martin and staff are very responsive to our needs.	1
easy to work with and responsive	1
Excellent at providing needed institutional analysis and research	1
experience with Monica Brussolo has been excellent	1
Good information	1
Good instructions; knowledgeable staff	1
good to work with	1
Great support and so helpful and willing to assist you	1
Gwen and your co-workers are great! Their are innovative and open to new ideas.	1
Gwen is very effective, nice, and friendly	1
helpful	1
Helpful for developing surveys and gathering statistics	1
I've taken survey's, wish they would return student eval's quicker	1
I have had to depend upon reports from this department and every one I got back this year has been miscalculated seriously. I have had to go back in and recalculate each area. It is obvious when you have a number of surveys returned and many of them are rated with 3's and 4's that the average is not 0.00. I do not trust them to be accurance and that is their job. Inefficiency is rampant ! Again, there is little help to know who to contact to fix this issue.	1
I have not been involved in requesting data and such; however, once the data has been provided, it has been beneficial for my needs.	1
I knew them through my last committee, but never used their services since.	1
If we can now access data by Argos we need more training and clearer explanations	1
Jacque Messinger was the only saving grace over there. Seems rather aloof	1
Know about this department through the Assessment department. Realize these surveys are necessary in evaluating departments and programs.	1
never hear a word from these guys-very secretive and do not know what they do or where all the data goes	1
no knowledge of real world	1
not always forthcoming with info that was asked for regarding certain programs	1
Office is run well	1
Office was always helpful when we were doing surveys	1
often late in gathering information	1
Often only give a few days to gather data for their reports.	1
organized, good collection of data; would like to see it shared more with faculty	1
Outstanding data and help; willingness to work with you	1
procedures are not always easy to follow	1
Productive and enlightening	1
Responsive and informative	1
Slow to respond	1
Statistics	1
Statistics they provide can be very helpful	1
stats are hard follow and not always accurate--I don't believe anything I get from them, but obviously admid does--I can't even get info about who is in my program	1
Surveys such as this one are poorly designed and time-consuming.	1
The employees are not always certain how to research.	1
The IRO folks really work very hard, they bend backwards to meet the needs of the clients in a timely manner.	1
They do a good job.	1
tom martin and k fenton have bee very kind and helpful with grant issues	1

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

Institutional Research Office (IRO)*

	Frequency
Very friendly staff	1
Very helpful, always courteous.	1
very knowledgeable and helpful!	1
we can't ever get the correct number of evaluations even after explaining split labs/clinical over and over	1
We need a more capable and responsive IR organization if we want to be data driven.	1
We put a lot of time and effort into updating their spreadsheet but they do not seem to follow the changes we have made. If the class doesn't end until after semester they do not pick it up from box and therefore does not get scanned for that semester.	1
Total	839

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

Public Relations

	Frequency
Did not respond	762
6-8 weeks for concept development seems a bit extreme.	1
Always great!	1
Always helpful and informative.	1
Always helpful, but some publications could be more professional.	1
approvals and requests can take entirely too long and impact marketing materials delay to advertise events	1
Availability good, some scheduling issues	1
can you answer an email or phone message sooner? expert knowledge	1
courteous	1
Creative, knowledgeable, helpful . . . very	1
Does not meet needs in a timely fashion.	1
Easy communication between us on printing and artwork	1
Excellent	1
excellent communication, timely and efficient	1
Excellent staff. More emphasis on the students accomplishments and even those who have smaller victories	1
First time to work with them this month - very helpful	1
Generally provide information in a timely msanner.	1
Good instructions; knowledgeable staff	1
good to work with	1
Good work	1
Great job	1
hard to work with/not good journalists	1
have always helped us produce great products/information	1
Heather Darrow and Nick Young are fantastic-- we are so lucky to have them	1
Helpful	1
helpful and knowledgeable	1
I feel like, once you are able to talk to the people who actually do the work, it is much easier to get things done with PR. Unfortunately, there is so much bureaucracy and posturing that you have to navigate to get to the person who is going to write your article, design your brochure or help you with your web page that it makes using their services unappealing until you have a relationship with one of the non-manager folks and can call them directly.	1
I frequently follow the directions to post info for Cougar News, and my professional accomplishments have never been reported. I gave requests in a timely fashion for a public event I was coordinating, and the event was not publicized, even when Cary Israel spoke with PR in my presence about their lack of publicity	1
I have had a few issues with art work for PR jobs and with editing of registration guide.	1
I have not been overly impressed with many of the products that have come from our PR department. The staff often doesn't follow the guidelines we provide when they are producing our requests.	1
I really have contact with Heather Darrow, but she is great.	1
I think they need to be more open to ideas from others. Sometimes it is like you give them your ideas and they still do whatever they want. I also feel their work can be "sloppy" at times.	1
I worked with this department and they do a great job.	1
in past it has been cumbersome getting help from PR, but this past year they have been much better	1
information easily available	1
information is provided in a timely manner	1
Interact daily; courteous and timely	1
It's impractical to think that everything can be planned out 8 - 10 weeks in advance.	1
It's so nice to have a department that works well together: I have confidence that I can speak to any person in HR and get the info I need. Very customer friendly	1
Keli Fink made my life easier by handling the printing of our CAFR last fall. She gave me detailed instructions that were easy to follow.	1
Last interaction with PR went very well so I am feeling better working with them. I have a few more projects in the works so we will see if my positive feelings continue.	1
like the PR writers; don't like having to go through PR for ALL advertising for events, etc.	1
Limited in marketing abilities. Would be great to have a PR dept and a separate Marketing Department.	1

Public Relations

	Frequency
Lisa and staff are helpful and very knowledgeable. They are wonderful to work with.	1
Mark Robinson helps us out, but no road map on how to take advantage of their services	1
Meh.	1
met my needs promptly	1
My contact with staff has been positive; however, the process for our office needs is not always clear.	1
My experience with PR is divided based on my needs. When it comes to design and graphics assistance, the procedures are not effective and the staff is not helpful. However web and photography staff are excellent, always helpful even when it reaches outside of their duties. Those two staff members are extremely knowledgeable and friendly and we appreciate all they do for us.	1
Need more PR for Continuing Education	1
Need more staff	1
No issues had.	1
No regard for other departments, nor for the impact of their ideas (such as The Core Completion letter) on support staff.	1
Not easy to work or collaborate with.	1
PR does outstanding work. It is not surprising that they win so many awards. The brochure that is mailed to county residents is fantastic. They all need a raise.	1
PR is wonderful	1
quite bossy	1
Requests for pr to be sent is ignored in many cases. I also wish they would send pr to requested institutions and not only local institutions.	1
RMichaels is awesome!	1
shouldn't ask for last minute info--hard to get hard to trust; seems very self serving of the people involved	1
Some staff a bit "short" when dealing with.	1
Staff seem unwilling to answer questions, so the answer is always "No". Creativity, motivation and cooperative are not words I would use to describe this department. All attempts for assistance have been met with a wall or extremely bland and uninspirational items.	1
The employees are GREAT!	1
The people in PR are FANTASTIC, but the process for getting a simple brochure done is cumbersome at best. There should be one point of contact for a project. To be bounced from writer, to photographer, to graphic artist, etc. is frustrating. While all of these functions are required for a job, there should be only one point of contact.	1
The staff is friendly	1
The three week lead time they prefer to have is understandable, but often limits their usefulness to me. I've actually had both very positive (done as requested in a very timely manner) and rather negative experiences here (request made four weeks earlier "fell through the cracks"), hence the average rating.	1
They do a good job.	1
They do alot and are very busy.	1
They do an outstanding job and follow through consistently.	1
Turn around time for approval is not realistic	1
Very helpful in setting up new web site.	1
Very little service provided to anyone but top administrators. Needs to be expanded. Has great staff.	1
Very professional	1
Very professional and do a great job	1
Very talented and hard working group.	1
Will to assist	1
Wonder how some staff keep their jobs.	1
Wow - what a great group! Well written stories and fresh ideas!	1
Total	839

Transfer Programs **

	Frequency
Did not respond	818
Bring Stephanie Hanson back!	1
Don't know	1
don't think they are fully honest with students--may not know rules of completion and transfer--some of these things aren 't trivial for students as they seem to be presented to them--students should know the WHOLE story	1
Good and timely information.	1
great people and they invite the best from different campuses	1
I appreciate the updates I receive by email about four-year programs.	1
I feel a stronger focus should be placed on having 2+2 guides available for students.	1
I wish there was a n/a or don't know selection besides 1-5 for this part of the survey.	1
Not many occurrences to evaluate but positive experience	1
Not very responsive	1
One full time/one part time, they do alot!	1
Service received in a timely and courteous manner.	1
Stephanie Hanson=awesome!!!	1
Stephanie is fantastic and always timely and courteous.	1
Students get so disappointed when they see that a university rep will be on campus and then there's no notice when schedules change	1
They could do more to work for smooth transitions for the students	1
They do a good job.	1
they do a wonderful job	1
Transfer scholarship lacks proper marketing	1
Very helpful to students, it seems...	1
work well with feeder and transfer institutions	1
Total	839

**Services to help with transfer process.

Any additional Comments or suggestions.

Please use the space below for any additional comments o...

	Frequency
Did not respond	766
1) Rather than listing us as "other" it would be nice to see Courtyard and Allen Centers to be listed in their own right. Each have been part of Collin College for 10+ years. These Centers are a permanent part of Collin College! 2) I would like to know how these survey results are used to improve the services offered by these departments. I have been diligent in providing feedback each year I am asked, spending a lot more than the estimated 10 minutes in providing my responses in the hope that that these comments will be taken into consideration and real changes will be set in motion. I am an eternal optimist and will be waiting for a follow-up email distributed district-wide to inform all of us about the exciting improvements that have been implemented as a result of this annual survey.	1
1. Student Development and Bursar need increased budget for their areas in order to service the growing student population. 2. Part time staff need yearly evaluation steps in place.	1
Anonymous suggestion boxes in each campus.	1
at this point I am very satisfied and excited to be part of Collin College and be part of the faculty. I have learned more this spring about the college than I did 2 years ago in a different department. Still it is a great place to be!!!	1
Being a part time faculty and teaching only at night, I don't really get to use or become too familiar with all of the services that are offered. Those that I am aware of have always been very helpful or beneficial.	1
Better communication on all levels needs to be a priority.	1
Collin College is a great employer!	1
Collin College is a great place to work.	1
Collin is a reasonably good place to work, but I feel overwhelmed (at times) by the number of things I must do to be effective at my job.	1
Compensation for continuing education should be increased to retain staff. I personally will not be back because I cannot afford to work for \$20.00 per hour in my profession.	1
CougarWeb for faculty is cryptic and somewhat illogical at times, certain aspects, too many steps, could be better organized, arranged. Some tutors in math lab lack skills, but always try.	1
CYC should NOT have been left off of the locations for work - that is unacceptable!!!!	1
Don't use the respondents first name in the email, it infers you know who is taking which survey and could scare some respondents off from taking the survey.	1
Each department of the college should be willing and able to assist other departments with problem solving and service to the students, parents and overall community of Collin County. Assistance, when given should not be based on preferences as to which campus you work at, nor should courteous and helpful behavior.	1
Faculty involved with CoE report that Human Resources staff often provide incorrect information, including contract status of faculty and campus location of faculty within district.	1
From my experience, Collin College environment, directors & staff are very nice & friendly to colleagues, students, visitors & everybody.	1
Human Resources is aware of past situations relating to me and have never met my needs. I hope they become more professional and efficient in the future. I have resigned from Collin College due to their non-actions.	1
I'm a little surprised that our campus is not even on the survey as a choice. That is somewhat indicative of what is not considered.	1
I'm curious as to why the Courtyard Center and services offered here (Continuing Education, SAIL, Small Business Development Center, Workforce Development) aren't mentioned AT ALL in this survey. Our campus and services are frequently overlooked, and it is very frustrating, as we are a vital part of Collin College.	1
I am enjoying working with Collin College!	1
I am honored and very fortunate to work at Collin College. My workload is extremely heavy, and sometimes it is difficult to balance my work with family, pursuing another graduate degree, and committee requirements, but I love my career here. Every day is an opportunity to promote growth in my students as well as in myself.	1
I am mostly satisfied with the services provided at Collin College. The inefficiency in some departments makes completing some tasks more of a challenge. Two areas I'd like to see improve are more accountability in the payroll department (perhaps an automated checklist that will close tasks once completion is confirmed) and the limit of students in the testing center raised.	1
I am new faculty (2 months old) at PRC, and my assessment/ response on the survey may not be accurate.	1

Please use the space below for any additional comments o...

	Frequency
I am very impressed with the quality of education and work place morale. Very happy to be associated with Collin College, and aware that we enjoy a great reputation in the community. I had very favorable impressions of Collin College before I came to work here, and they have only been reinforced by working here.	1
I could be wrong but I think "Tech Prep" is no longer available. Overall, I think the staff @ Collin do a great job day-to-day. We've had continued growth among our student enrollment, but a "pause" or "freeze" in staff hiring due to the recession. However, the effects of the staff shortage is starting to show with complaints about customer service among departments and staff.	1
I don't know if their services fall under the scope of this survey but the print shop - in its entirety - from procedures, to staff, to final products are all extremely inefficient and unacceptable. We are required to use their services for needs, and it is always impossible to get what we need in any reasonable amount of time and always inevitably there is something wrong with the order when we receive it. Staff, while friendly, do not have good communication skills, don't ever seem to know what is going on and are very difficult to get assistance from - never followup on emails or issues. If this is not in the scope of this survey, please disregard the previous comments.	1
I enjoy teaching at Collin and absolutely love the students. Most of my classes have been at the Rockwall campus and while there are very few amenities, I find the staff (Sydney) and the students to be wonderful. I am at Spring Creek for one class twice a week. The lady (Becky) who was at the Associate Faculty workroom the first two years that I came to Spring Creek was wonderful and very helpful. Overall I find my experience with the college to be positive. My department is in some transition since we have a new chairperson so communication has not been as good this semester as in previous semesters, but I anticipate that communication will improve in the future.	1
I enjoy working at Collin. Let's hope the economy does not force us to make too many changes that could effect our excellent way of doing business to all of our clients inside and outside of the campuses. Thank you.	1
I enjoy working for Collin College and at CPC. The faculty members and staff are upbeat, friendly and professional. The programs are first rate and the school has a good reputation with other educators that I've come in contact with from other colleges and universities.	1
I fell down the stairs at work. HR Benefits manager Larry Merrill was rude and unhelpful. I did not get any treatment on time and still recovering.	1
I have always been pleased working at the college.	1
I have found the faculty and staff at this campus to be very friendly and have enjoyed working here.	1
I have really enjoyed working at Collin College. It would be nice to be able to move around internally to different positions and have positions easily available.	1
I have worked in two other school systems and this is by far the best. It is a superior working environment - clean and beautiful. All staff are always friendly and supportive. I truly think this atmosphere carries over to our students who also exhibit courtesy and respect.	1
I love my part-time ESL Instructor position at the Courtyard Center. This is the most positive work environment that I have ever worked in. Everyone at the CYC gives excellent support to the students, instructors, and staff.	1
I love teaching at Collin Collin!	1
I strongly believe the ACCESS office tries to help everyone, but honestly, the staff is overworked! I would seriously recommend that more staff be hired!	1
I would like to mention that Jean in Plant Ops at Courtyard is treated poorly by her fellow plant ops co workers. I have heard them talk bad to her and are very disrespectful towards her. I think she works hard. I always see her working.	1
In general this is a terrific place to work.	1
In general, I have been very favorable impressed by the servies that this college provides.	1
Institutional Effectiveness lead is very difficult to work with. Information is unclear, confusing and untimely. Very disappointed in experience. Fear that SCACs accreditation is in jeopardy. As a department lead my time has been wasted on many misleading tasks due to ineffective information, directions and very poor feedback. Still unclear if documentation is correct even after attending ALL meetings and meeting one on one with Institutional Effectiveness lead. Based on conversations with other department leads my department is not the only one experiencing the problem. We are actually handling the process better than most. PLEASE HELP. Needs overhaul. Vickie Stone has been wonderful with Curriculum needs, despite her colleagues.	1
Inventory Control is not part of Purchasing and should not be rated with the Purchasing Department. This information was communicated before the needs assesments ever started.	1
It is an honor to be a member of the collin college team.	1
It might be helpful to designate advisory staff for locations like Rockwall during peak times when students register for new semesters.	1

Please use the space below for any additional comments o...

	Frequency
keep doing your best,always smile and remember its almost friday.	1
Keep up the good job and as a team we can continue to make Collin College an excellent service to our community. I will like to suggest to Leadership to think about installing "Blue Light Emergency Kiosks" on campus parking lots on all campuses as the college population continues to grow, it will be a great idea to install these which will further assure the female students as they go to their cars at night. It will be another way to enhance security on campus. This is a great Idea. Someone needs to implement it.	1
Like to Employee parking space, Employee only restroom	1
Many process need to be update such as forms available, automatic or fillable timesheets which are easy to read.	1
Media services needs more staff to help.	1
My manager at this campus is always available for questions or problems. She handles the staff with care and diplomacy.	1
Overall the services/programs are doing a good job.	1
Overall, I think Collin is great. Some of the support services really need a lot of work though.	1
Part-time staff members' hours need to be investigated by Human Resources. The 19 1/2 hours/week should be reinstated to comply with state regulations.	1
Submit survey on a frequent bases ie: every 2/3 yrs..	1
support staff at the college are always practice courtesy professeional behavior	1
test Nasreen	1
Thank you for asking my opinion!	1
Thanks for asking. Would like to see better communications from several departments and systems that work better or aren't so confusing. Would like to see survey results.	1
Thanks for the opportunity.	1
The biggest problem I see at Collin is a lack of buy in to the Code of Conduct. I shows in each and every department. In addition, customer service is not a big priority and it should be. The students are our customers, and we are each others customers. When this is made a priority at Collin many issues will disappear.	1
The college needs to support staff better. We get hand me down computers all the time which are little better than the one we have that do not work properly. Many departments don't do their job, they expect the division office to handle registration problems or tell the students to go get on a computer. maintenance on the buildings is a joke in many cases, problems reported are never addressed.	1
The College should implement a complementary survey to evaluate the performance not only of the administrative units, but of the individuals in managerial positions, so there is some feedback from the bottom of the organization to the top. This is common practice in the private sector. I know this is HR responsibility (not Institutional Effectiveness), but I do believe that the information obtained from these sources can be complementary and can help identify and correct issues within the organization.	1
The concept that we are forced to use Chartwells when they repeatedly beverage containers with plates for lids, hot cups for cold lemonade, sauces are dressings that we have to pay for, but no one will eat because they are so spicy or just don't taste good. Let us do our own, why was he contract renewed when so many offices and departments have had problems with them?	1
The people at the HELP desk are kind and helpful. But does the Director just make decisions without the concerns of the faculty (the 1 1/2 minute recording we are forced to listen to) or what only helps him. Get rid of the recording.....	1
The procedures for student travel and "paranoid" liability do not serve our students or faculty well. The faculty can not be expected to control students. Too much pressure is put where they can not be responsible. Although many policies may be "in place to protect" the college they make it difficult to teach. The college will remain liable in most cases where these policies attempt to protect the college district. No other university I know of has the "rules" and limitations we do. They interfere with the ability to adequately educate the students and perhaps deter the responsibility of the college district, yet in a court of law they would not stand. If students are hurt or die a piece of paper will not protect the college. Any competent attorney would chew the college district to bits by bringing the case before a jury.	1
The survey seemed to take much longer than the "about 10 minutes" indicated.	1
There is too much office politics in our college and lack of comradery. There needs to be some drastic changes made and we need to make sure that open communication occurs between divisions. Right now we have a lack of communication and people have been getting frustrated and students and the public are becoming aware of how internal problems are causing issues at our college.	1
This college is overall a very friendly work environment. The deans and department chairs in my department create a warm and welcoming air for all faculty and staff in their departments and I am grateful and proud to be an employee of this institution.	1

Please use the space below for any additional comments o...

	Frequency
This survey was not user friendly. I could not see the topics on the top when had more than 4 selections, so had to keep scrolling up and down. Too may categories - took more than 10 minutes and I am not sure of the usefulness. It might be better to list the services and ask for strong opinions one way or the other. I'll bet people stopped answering honestly just to get through it. I want to give credit to departments that help me or stand out in usefulness to students, but rating a department good/average (agree)does not seem to do much good.	1
Truthfully, I'm not comfortable answering the questions for fear of repercussion. I'm not even comfortable saying this! There is a culture of fear among facuty here.	1
very efficient and drilled down nicely -- great set up	1
We serve a large, diverse student population. Its not always easy to keep up with the demands of a changing society. As a whole, departments are cooperative and committed to meeting campus community needs.	1
Why was the Dean of Student Development Office (formally the Dean of Students Office) not included on this survey?	1
Total	839