Collin College Educational and Support Services/Programs Faculty/Staff Survey: Spring 2014

Collin College
May 30, 2014

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Demographic Background of Respondents:

Primary campus (i.e. office location) in spring 2014:

	Frequency	Percent	Valid Percent
Spring Creek Campus	360	39.3	39.7
Preston Ridge Campus	223	24.3	24.6
Central Park Campus	205	22.4	22.6
Collin Higher Education Center	76	8.3	8.4
Courtyard Center	29	3.2	3.2
Other*	14	1.5	1.5
Subtotal	907	99.0	100.0
Did not respond	9	1.0	
Total	916	100.0	

*For details, see the next table.

*Other campus, if specified:

	Frequency	Percent	Valid Percent
Did not respond	905	98.7	98.7
Adjunct at PRC and SCC	1	.1	.1
Allen Center	3	.3	.3
Central Park Campus is my primary campus but I teach online from another city in Texas, no office.	1	.1	.1
Dual Credit	1	.1	.1
Dual credit classes in area high schools	1	.1	.1
I currently teach online courses, but I have taught at Spring Creek and Preston Ridge.	1	.1	.1
I teach dual credit--mostly work with Allen Center, but have dept chairs at both CPC and SCC	1	.1	.1
Outside schools and online	1	.1	.1
Rockwall Center	2	.2	.2
Total	917	100.0	100.0

What best describes your status in Spring 2014:

	Frequency	Percent	Valid Percent
Full-time faculty	212	23.1	23.2
Part-time faculty	267	29.1	29.3
Full-time staff	302	33.0	33.1
Part-time staff	98	10.7	10.7
Administrator	33	3.6	3.6
Subtotal	912	99.6	100.0
Did not respond	4	.4	
Total	916	100.0	

Gender:

	Frequency	Percent	Valid Percent
Female	569	62.1	67.3
Male	277	30.2	32.7
Subtotal	846	92.4	100.0
Did not respond	70	7.6	
Total	916	100.0	

Duration at Collin College:

	Frequency	Percent	Valid Percent
Less than 1 year	141	15.4	15.6
1-5 years	261	28.5	28.9
More than 5 years	501	54.7	55.5
Subtotal	903	98.6	100
Did not respond	13	1.4	
Total	916	100	

Section I. Administrative Services

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

		Aware	Not Aware	Total
Accounts Payable, Budget & Inventory Control	N	540	362	902
	%	59.9%	40.1%	100.0%
Administrative Programming (support for systems such as Banner)	N	488	414	902
	%	54.1%	45.9%	100.0%
Audit, Accounting & Payroll	N	594	308	902
	%	65.9%	34.1%	100.0%
Campus Police & Security	N	765	137	902
	%	84.8%	15.2%	100.0%
Financial Reporting/Operations (Bursars)	N	482	420	902
	%	53.4%	46.6%	100.0%
Help Desk	N	812	90	902
	%	90.0%	10.0%	100.0%
Media Services	N	715	187	902
	%	79.3%	20.7%	100.0%
Mail Services	N	586	316	902
	%	65.0%	35.0%	100.0%
Physical Plant Operations & Grounds	N	672	230	902
	%	74.5%	25.5%	100.0%
Purchasing	N	451	451	902
	%	50.0%	50.0%	100.0%
Telecommunications (support for phone systems)	N	507	395	902
	%	56.2%	43.8%	100.0%
Web Services	N	649	253	902
	%	72.0%	28.0%	100.0%

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

		Yes	No	Total
Accounts Payable, Budget & Inventory Control	N	253	616	869
	%	29.1%	70.9%	100.0%
Administrative Programming (support for systems such as Banner)	N	241	628	869
	%	27.7%	72.3%	100.0%
Audit, Accounting & Payroll	N	321	548	869
	%	36.9%	63.1%	100.0%
Campus Police & Security	N	450	419	869
	%	51.8%	48.2%	100.0%
Financial Reporting/Operations (Bursars)	N	188	681	869
	%	21.6%	78.4%	100.0%
Help Desk	N	703	166	869
	%	80.9%	19.1%	100.0%
Media Services	N	561	308	869
	%	64.6%	35.4%	100.0%
Mail Services	N	381	488	869
	%	43.8%	56.2%	100.0%
Physical Plant Operations & Grounds	N	527	342	869
	%	60.6%	39.4%	100.0%
Purchasing	N	180	689	869
	%	20.7%	79.3%	100.0%
Telecommunications (support for phone systems)	N	272	597	869
	%	31.3%	68.7%	100.0%
Web Services	N	449	420	869
	%	51.7%	48.3%	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 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
Accounts Payable, Budget & Inventory Control	N	11	20	53	78	69	15	246
	%	4.5%	8.1%	21.5%	31.7%	28.0%	6.1%	100.0%
Administrative Programming	N	10	11	38	72	84	16	231
	%	4.3%	4.8%	16.5%	31.2%	36.4%	6.9%	100.0%
Audit, Accounting & Payroll	N	22	16	47	106	103	18	312
	%	7.1%	5.1%	15.1%	34.0%	33.0%	5.8%	100.0%
Campus Police & Security	N	8	7	19	93	296	18	441
	%	1.8%	1.6%	4.3%	21.1%	67.1%	4.1%	100.0%
Financial Reporting/Operations (Bursars)	N	2	6	17	59	88	9	181
	%	1.1%	3.3%	9.4%	32.6%	48.6%	5.0%	100.0%
Help Desk	N	13	25	58	167	408	15	686
	%	1.9%	3.6%	8.5%	24.3%	59.5%	2.2%	100.0%
Media Services	N	7	11	35	128	340	20	541
	%	1.3%	2.0%	6.5%	23.7%	62.8%	3.7%	100.0%
Mail Services	N	8	9	27	73	220	31	368
	%	2.2%	2.4%	7.3%	19.8%	59.8%	8.4%	100.0%
Physical Plant Operations & Grounds	N	8	7	31	136	307	21	510
	%	1.6%	1.4%	6.1%	26.7%	60.2%	4.1%	100.0%
Purchasing	N	13	18	21	60	53	10	175
	%	7.4%	10.3%	12.0%	34.3%	30.3%	5.7%	100.0%
Telecommunications	N	6	4	14	56	173	13	266
	%	2.3%	1.5%	5.3%	21.1%	65.0%	4.9%	100.0%
Web Services	N	11	20	41	101	244	14	431
	%	2.6%	4.6%	9.5%	23.4%	56.6%	3.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable, Budget & Inventory Control	231	1	5	3.75	1.117
Administrative Programming	215	1	5	3.97	1.093
Audit, Accounting & Payroll	294	1	5	3.86	1.177
Campus Police & Security	423	1	5	4.57	.815
Financial Reporting/Operations (Bursars)	172	1	5	4.31	.874
Help Desk	671	1	5	4.39	.932
Media Services	521	1	5	4.50	.821
Mail Services	337	1	5	4.45	.925
Physical Plant Operations & Grounds	489	1	5	4.49	.813
Purchasing	165	1	5	3.74	1.239
Telecommunications	253	1	5	4.53	.862
Web Services	417	1	5	4.31	1.009
Valid N (listwise)	35				

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit procedures are efficient.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Accounts Payable, Budget & Inventory Control	N	10	27	48	78	65	16	244
	%	4.1%	11.1%	19.7%	32.0%	26.6%	6.6%	100.0%
Administrative Programming	N	9	13	36	65	82	27	232
	%	3.9%	5.6%	15.5%	28.0%	35.3%	11.6%	100.0%
Audit, Accounting & Payroll	N	19	24	59	82	109	19	312
	%	6.1%	7.7%	18.9%	26.3%	34.9%	6.1%	100.0%
Campus Police & Security	N	8	13	24	89	270	29	433
	%	1.8%	3.0%	5.5%	20.6%	62.4%	6.7%	100.0%
Financial Reporting/Operations (Bursars)	N	4	7	13	52	92	11	179
	%	2.2%	3.9%	7.3%	29.1%	51.4%	6.1%	100.0%
Help Desk	N	17	27	61	163	386	29	683
	%	2.5%	4.0%	8.9%	23.9%	56.5%	4.2%	100.0%
Media Services	N	5	13	35	131	320	31	535
	%	0.9%	2.4%	6.5%	24.5%	59.8%	5.8%	100.0%
Mail Services	N	9	12	29	78	205	37	370
	%	2.4%	3.2%	7.8%	21.1%	55.4%	10.0%	100.0%
Physical Plant Operations & Grounds	N	9	11	37	142	280	26	505
	%	1.8%	2.2%	7.3%	28.1%	55.4%	5.1%	100.0%
Purchasing	N	10	15	30	57	51	12	175
	%	5.7%	8.6%	17.1%	32.6%	29.1%	6.9%	100.0%
Telecommunications	N	4	4	22	49	169	18	266
	%	1.5%	1.5%	8.3%	18.4%	63.5%	6.8%	100.0%
Web Services	N	10	17	44	104	227	25	427
	%	2.3%	4.0%	10.3%	24.4%	53.2%	5.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable, Budget & Inventory Control	228	1	5	3.7	1.13
Administrative Programming	205	1	5	4.0	1.11
Audit, Accounting & Payroll	293	1	5	3.8	1.21
Campus Police & Security	404	1	5	4.5	.90
Financial Reporting/Operations (Bursars)	168	1	5	4.3	.95
Help Desk	654	1	5	4.3	.99
Media Services	504	1	5	4.5	.81
Mail Services	333	1	5	4.4	.98
Physical Plant Operations & Grounds	479	1	5	4.4	.87
Purchasing	163	1	5	3.8	1.17
Telecommunications	248	1	5	4.5	.85
Web Services	402	1	5	4.3	.99
Valid N (listwise)	26				

Note: The mean and standard deviation were computed on 5-point scale by excluding "Don't know."

The unit met my needs in timely fashion.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Accounts Payable, Budget & Inventory Control	N	12	16	40	67	100	7	242
	%	5.0%	6.6%	16.5%	27.7%	41.3%	2.9%	100.0%
Administrative Programming	N	10	11	36	62	94	17	230
	%	4.3%	4.8%	15.7%	27.0%	40.9%	7.4%	100.0%
Audit, Accounting & Payroll	N	17	20	42	85	134	10	308
	%	5.5%	6.5%	13.6%	27.6%	43.5%	3.2%	100.0%
Campus Police & Security	N	11	7	20	80	307	9	434
	%	2.5%	1.6%	4.6%	18.4%	70.7%	2.1%	100.0%
Financial Reporting/Operations (Bursars)	N	2	6	11	43	108	8	178
	%	1.1%	3.4%	6.2%	24.2%	60.7%	4.5%	100.0%
Help Desk	N	16	15	51	147	446	8	683
	%	2.3%	2.2%	7.5%	21.5%	65.3%	1.2%	100.0%
Media Services	N	8	10	35	106	367	10	536
	%	1.5%	1.9%	6.5%	19.8%	68.5%	1.9%	100.0%
Mail Services	N	8	11	23	83	222	20	367
	%	2.2%	3.0%	6.3%	22.6%	60.5%	5.4%	100.0%
Physical Plant Operations & Grounds	N	11	9	27	129	313	13	502
	%	2.2%	1.8%	5.4%	25.7%	62.4%	2.6%	100.0%
Purchasing	N	7	16	25	52	67	6	173
	%	4.0%	9.2%	14.5%	30.1%	38.7%	3.5%	100.0%
Telecommunications	N	5	3	10	50	187	9	264
	%	1.9%	1.1%	3.8%	18.9%	70.8%	3.4%	100.0%
Web Services	N	9	8	41	101	256	9	424
	%	2.1%	1.9%	9.7%	23.8%	60.4%	2.1%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable, Budget & Inventory Control	235	1	5	4.0	1.15
Administrative Programming	213	1	5	4.0	1.12
Audit, Accounting & Payroll	298	1	5	4.0	1.17
Campus Police & Security	425	1	5	4.6	.87
Financial Reporting/Operations (Bursars)	170	1	5	4.5	.86
Help Desk	675	1	5	4.5	.91
Media Services	526	1	5	4.5	.82
Mail Services	347	1	5	4.4	.92
Physical Plant Operations & Grounds	489	1	5	4.5	.86
Purchasing	167	1	5	3.9	1.15
Telecommunications	255	1	5	4.6	.79
Web Services	415	1	5	4.4	.90
Valid N (listwise)	34				

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit staff are courteous.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Accounts Payable, Budget & Inventory Control	N	8	12	18	56	135	12	241
	%	3.3%	5.0%	7.5%	23.2%	56.0%	5.0%	100.0%
Administrative Programming*	N	9	7	14	47	128	24	229
	%	3.9%	3.1%	6.1%	20.5%	55.9%	10.5%	100.0%
Audit, Accounting & Payroll	N	16	7	26	65	172	23	309
	%	5.2%	2.3%	8.4%	21.0%	55.7%	7.4%	100.0%
Campus Police & Security	N	7	5	13	60	339	9	433
	%	1.6%	1.2%	3.0%	13.9%	78.3%	2.1%	100.0%
Financial Reporting/Operations (Bursars)	N	3	3	9	31	126	6	178
	%	1.7%	1.7%	5.1%	17.4%	70.8%	3.4%	100.0%
Help Desk	N	8	5	30	99	526	13	681
	%	1.2%	0.7%	4.4%	14.5%	77.2%	1.9%	100.0%
Media Services	N	8	2	15	76	423	11	535
	%	1.5%	0.4%	2.8%	14.2%	79.1%	2.1%	100.0%
Mail Services	N	4	2	11	44	252	50	363
	%	1.1%	0.6%	3.0%	12.1%	69.4%	13.8%	100.0%
Physical Plant Operations & Grounds	N	6	4	17	73	389	16	505
	%	1.2%	0.8%	3.4%	14.5%	77.0%	3.2%	100.0%
Purchasing	N	5	4	18	37	102	6	172
	%	2.9%	2.3%	10.5%	21.5%	59.3%	3.5%	100.0%
Telecommunications **	N	4	3	2	34	210	8	261
	%	1.5%	1.1%	0.8%	13.0%	80.5%	3.1%	100.0%
Web Services	N	6	11	14	68	311	18	428
	%	1.4%	2.6%	3.3%	15.9%	72.7%	4.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable, Budget & Inventory Control	229	1	5	4.3	1.05
Administrative Programming*	205	1	5	4.4	1.05
Audit, Accounting & Payroll	286	1	5	4.3	1.10
Campus Police & Security	424	1	5	4.7	.74
Financial Reporting/Operations (Bursars)	172	1	5	4.6	.81
Help Desk	668	1	5	4.7	.70
Media Services	524	1	5	4.7	.68
Mail Services	313	1	5	4.7	.68
Physical Plant Operations & Grounds	489	1	5	4.7	.69
Purchasing	166	1	5	4.4	.98
Telecommunications **	253	1	5	4.8	.68
Web Services	410	1	5	4.6	.80
Valid N (listwise)	35				

Note : The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

*Support for systems such as Banner.

**Support for phone systems.

The unit staff are knowledgeable .

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Accounts Payable, Budget & Inventory Control	N	8	10	20	57	129	16	240
	%	3.3%	4.2%	8.3%	23.8%	53.8%	6.7%	100.0%
Administrative Programming*	N	3	5	18	49	131	22	228
	%	1.3%	2.2%	7.9%	21.5%	57.5%	9.6%	100.0%
Audit, Accounting & Payroll	N	12	7	33	67	161	23	303
	%	4.0%	2.3%	10.9%	22.1%	53.1%	7.6%	100.0%
Campus Police & Security	N	8	3	15	56	331	19	432
	%	1.9%	0.7%	3.5%	13.0%	76.6%	4.4%	100.0%
Financial Reporting/Operations (Bursars)	N	3	3	12	31	118	8	175
	%	1.7%	1.7%	6.9%	17.7%	67.4%	4.6%	100.0%
Help Desk	N	11	15	32	118	487	14	677
	%	1.6%	2.2%	4.7%	17.4%	71.9%	2.1%	100.0%
Media Services	N	7	5	21	80	403	14	530
	%	1.3%	0.9%	4.0%	15.1%	76.0%	2.6%	100.0%
Mail Services	N	5	2	16	48	236	55	362
	%	1.4%	0.6%	4.4%	13.3%	65.2%	15.2%	100.0%
Physical Plant Operations & Grounds	N	9	7	15	92	353	23	499
	%	1.8%	1.4%	3.0%	18.4%	70.7%	4.6%	100.0%
Purchasing	N	6	7	14	38	97	9	171
	%	3.5%	4.1%	8.2%	22.2%	56.7%	5.3%	100.0%
Telecommunications **	N	4	4	3	38	197	9	255
	%	1.6%	1.6%	1.2%	14.9%	77.3%	3.5%	100.0%
Web Services	N	5	8	16	68	312	18	427
	%	1.2%	1.9%	3.7%	15.9%	73.1%	4.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable, Budget & Inventory Control	224	1	5	4.29	1.042
Administrative Programming*	206	1	5	4.46	.864
Audit, Accounting & Payroll	280	1	5	4.28	1.051
Campus Police & Security	413	1	5	4.69	.750
Financial Reporting/Operations (Bursars)	167	1	5	4.54	.848
Help Desk	663	1	5	4.59	.821
Media Services	516	1	5	4.68	.722
Mail Services	307	1	5	4.65	.753
Physical Plant Operations & Grounds	476	1	5	4.62	.784
Purchasing	162	1	5	4.31	1.048
Telecommunications **	246	1	5	4.71	.725
Web Services	409	1	5	4.65	.756
Valid N (listwise)	31				

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."
*Support systems such as Banner.
**Support for phone systems.

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 & Inventory Control	N	9	13	38	107	86	253
	%	3.6%	5.1%	15.0%	42.3%	34.0%	100.0%
Administrative Programming	N	7	13	35	82	102	239
	%	2.9%	5.4%	14.6%	34.3%	42.7%	100.0%
Audit, Accounting & Payroll	N	13	15	43	116	130	317
	%	4.1%	4.7%	13.6%	36.6%	41.0%	100.0%
Campus Police & Security	N	10	5	22	92	317	446
	%	2.2%	1.1%	4.9%	20.6%	71.1%	100.0%
Financial Reporting/Operations (Bursars)	N	4	2	12	68	101	187
	%	2.1%	1.1%	6.4%	36.4%	54.0%	100.0%
Help Desk	N	14	20	49	177	436	696
	%	2.0%	2.9%	7.0%	25.4%	62.6%	100.0%
Media Services	N	8	5	38	137	369	557
	%	1.4%	0.9%	6.8%	24.6%	66.2%	100.0%
Mail Services	N	6	8	26	105	233	378
	%	1.6%	2.1%	6.9%	27.8%	61.6%	100.0%
Physical Plant Operations & Grounds	N	10	8	30	149	323	520
	%	1.9%	1.5%	5.8%	28.7%	62.1%	100.0%
Purchasing/Inventory Control	N	9	7	24	72	66	178
	%	5.1%	3.9%	13.5%	40.4%	37.1%	100.0%
Telecommunications	N	3	2	10	70	183	268
	%	1.1%	0.7%	3.7%	26.1%	68.3%	100.0%
Web Services	N	7	9	36	122	267	441
	%	1.6%	2.0%	8.2%	27.7%	60.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Accounts Payable, Budget & Inventory Control	253	1	5	3.98	1.010
Administrative Programming	239	1	5	4.08	1.026
Audit, Accounting & Payroll	317	1	5	4.06	1.051
Campus Police & Security	446	1	5	4.57	.825
Financial Reporting/Operations (Bursars)	187	1	5	4.39	.831
Help Desk	696	1	5	4.44	.896
Media Services	557	1	5	4.53	.783
Mail Services	378	1	5	4.46	.840
Physical Plant Operations & Grounds	520	1	5	4.48	.830
Purchasing/Inventory Control	178	1	5	4.01	1.060
Telecommunications	268	1	5	4.60	.704
Web Services	441	1	5	4.44	.851
Valid N (listwise)	47				

PLEASE SPECIFY THE REASONS FOR YOUR RATING.

Accounts Payable, Budget & Inventory Control

	Frequency
Did not respond	828
[Staff member] has been wonderful w/ budget questions	1
[Staff member] is a gem....very helpful.	1
[Staff member] is great to work with regarding budget questions.	1
A lack of understanding and flexibility that would assist getting things done	1
Accounts Payable, Budget & Inventory Control	1
Accts Payable procedures are not always clear, but Budget staff is very helpful.	1
Always get my expense reports paid in a timely fashion, but the paperwork is a killer	1
Always helpful when questions come up about inventory budget and accounts	1
Always make deposits on time	1
Always prompt in returning money to me	1
Always provide excellent service.	1
Always willing to find answers needed	1
Answer all questions and processes requests quickly and accurately	1
AP and Inventory seem almost impossible to operate smoothly.	1
AP has made great improvement. Budget was always excellent.	1
AP needs more electronic forms for travel entry and a more updated Invoicing module.	1
AP produced expedited payments for student trip meeting payment deadlines	1
Appears to run smoothly and efficiently.	1
Budget by itself is a 5	1
Budget gets a 5, Inventory Control gets a 4 now, and Accts Payable is close to a 4	1
Convoluted process.	1
Courteous and helpful	1
DAH got my reimbursement quickly!	1
Ever had a problem and friendly service	1
Every question or request has been addressed quickly and efficiently.	1

Accounts Payable, Budget & Inventory Control

	Frequency
For budget, [staff member] is always very helpful and friendly! AP:reimbursements, payments to vendors always prompt; sometimes internal request for info is slow	1
Friendly interactions, no problems, if there is a mistake, handled quickly	1
Generally do a good job in a timely fashion	1
Good	1
Great job, sometimes a little slow to pay	1
Helpful and friendly.	1
I am just learning in depth about this - so far so good!	1
I assume this is the department through which we do COE reimbursements. I have had trouble every time I have submitted paperwork. Lost or something is wrong. The process is horrendous in a time that we could be doing it all online instead of snail mailing triplicate forms all over the place for different signatures.	1
I do not place the order itself just request and my department orders.	1
I have not worked with this department much to have a strong opinion.	1
I haven't had any issues with department	1
I work in this area and the employees are always friendly and helpful and easy to work with.	1
IC and Budget are fine, but the staff in accounts payable needs to take a customer service seminar especially the manager.	1
In general staff are knowledgeable and courteous. They respond in a timely manner.	1
Inventory control is much improved, fewer issues with outdated records	1
Inventory control is very disorganized	1
Inventory has changed a lot over the years making it difficult to keep track of what they are wanting	1
Issues this year with processes and procedures. No issues prior to this.	1
It takes 2-3 months to receive travel reimbursement, not much notice when inventory is coming up, sometimes accounts are not paid and we are not notified that the bill s being held	1
It's hard to find forms and procedure information on the website.	1
KNOWLEDGE OF THEIR SOFTWARE PROMOTES QUICK SERVICE	1
My answers are for A/P and Budget. My rating for inventory control would be different. Don't feel they should all be lumped together.	1
No complaints courteous	1
No problems; they are responsive and polite	1
On-time process of my requests	1
Patient inventory control staff (its not easy to find items others lost)	1
Phi Theta Kappa College Account / Agency Account	1

Accounts Payable, Budget & Inventory Control

	Frequency
Polite, helpful, and timely response.	1
Procedures are tedious. It seems as if the purchasing procedures aren't in line with the Accounts Payable procedures and policies. These 2 departments need to work more closely.	1
Procedures between AP staff are not consistent	1
Procedures can be difficult to navigate	1
Procedures change but are not updated or personnel are not notified	1
Procedures for Professional Travel forms are hard to follow and employees are not very helpful when you do something incorrectly	1
Procedures often seem to change without notice,	1
Purchased items are paid on time and in full. Customer service is excellent	1
Quick and exact	1
Rarely have the need to ask services from them.	1
Reasonable time spent on each issue	1
Seem to change the rules with no notice, can't resolve problems such as paying the same invoice twice.	1
Sometimes procedures changes and we are not made aware. Systems don't communicate with each other.	1
Staff is cooperative and helpful if mistake is made.	1
Staff was very knowledgeable	1
Takes a bit too long for reimbursement	1
Takes too long to get reimbursed.	1
The local travel form is confusing and cumbersome to use.	1
The procedures change - lack of notification, often 2 different answers to same questions	1
The program could be better	1
The staff is knowledgeable, but there seems to be a fear to sometimes make a decision	1
There has been confusion about procedures and the staff are less than courteous at times	1
They all work efficiently, but there's always room for improvement	1
They are just in the middle of the road kind of rush through with assistance	1
They are very efficient. Get the checks sent out quickly.	1
Timely responses and accurate information	1
Trip reimbursements are slow to be processed.	1
Usually friendly and timely response	1
Very helpful	1

Accounts Payable, Budget & Inventory Control

	Frequency
We get our supplies on time and invoices are never outstanding.	1
We have always received on time payment for PO's for our vendors. We have No complaints in this department from our programs.	1
We shouldn't have to feel so intimidated to ask for things in the budget process. Even our Dean encourages us to NOT ask for things because she/he does not want to have to try to justify it to her/his Provost! Inventory control needs better descriptions on their items in the annual accounting lists.	1
When contacting payroll the person I spoke to was very condescending and short with me. This encounter has made me very weary of contacting them again.	1
When I was a new employee I had questions and was instructed by [employee], after trying different phone numbers in that department, that I should just find the person who had my position before me and ask them the question. He was very rude and I was delayed in resolving my issue because I had to track the previous employee down and then wait for her response.	1
When people are on vacation or out sick, no one does their job while they are out.	1
When we needed to get a speaker paid a couple of years ago, there was some confusion about the payment. Other than that one glitch though, everything seems to function very well.	1
Works closely with payroll to help resolve paycheck problems 9 out of 10 years!	1
Total	917

Administrative Programming

	Frequency
Did not respond	829
[Employee] is difficult to work with	1
Administrative Programming*	1
All good.	1
Always given answers when needed.	1
Always have been effective and timely.	1
Always very helpful, not a 5 mainly because of the IT to non-IT language barrier	1
Always willing to answer questions	1
Answer all questions and processes requests quickly and accurately	1
Answer questions in timely fashion	1
Anytime I've had a problem it has been resolved quickly.	1
Appears to run smoothly - but	1
At times information varies with the staff member contacted	1
Banner has many problems with it and some of the resources are comically unintuitive.	1
Banner is available when I need it. I really cannot address anything else.	1
Banner is not user friendly and it is frustrating to have only one person in the entire college elgible to service part of terms (POT) and other Banner issues. That person is also very hard to contact since they do not answer their phone calls.	1
Banner is not user friendly, cumbersome, and inaccurate. Does not meet our needs.	1
BANNER is not user friendly.	1
Banner is somewhat friendly. There are times it is difficult to find information.	1
Banner seems to have problems routinely. It is not user friendly.	1
Couldn't do what I do without them.	1
Do not use	1
Eager to assist	1
Easy to work with	1
Employees have always been very prompt and friendly when I've had questions and needed assistance.	1
Even with personnel changes, my requests have been handled in a timely fashion and staff have been courteous.	1

Administrative Programming

	Frequency
Every semester I have to request that my courses be linked between Banner and Blackboard. Some of these courses I have taught several semesters in a row and I picked them well in advance. I know my division office has my courses inputed as I can see them in Banner so I am not sure why I have to send a request every semester and there have been a couple of times whereby I had to send a second request as it was not done correctly the initial time. I completely understand if there is a change in the courses I am teaching because one course was dropped and I had to pick another, but not the reoccurring courses. I have talked to other faculty and discovered most of them do not have to send a request every semester.	1
Exceptional work provided, but not enough staff to meet growing needs.	1
Fabulous assistance with getting Blackboard set up for classes	1
Fix problems with Banner in a timely fashion	1
Good customer service support!	1
Great service	2
Have always been helpful.	1
Have to drop all enrolled students to make changes in dates etc.	1
Haven't used them recently, previously took too long to get needed reports	1
I do not have the occasion to really interface with this department.	1
I have needed extra help, and Ruth has been extremely helpful and answers all my questions promptly.	1
I have to use Astra and the help with that has been great	1
If I ever have a Banner issue it is resolved almost immediately	1
In general staff are knowledgeable and courteous. They respond in a timely manner.	1
Innovative	1
It can take a lot of searching on who to contact with banner help, once I located the individual they were very knowledgeable and helpful	1
It's ok, but i think "the user" isn't considered when programs are implemented.	1
Keep us inform	1
Lack of willing support.	1
Mostly resolved issues	1
Need more training/ information available online	1
Never had a problem, but interaction has been extremely minimal.	1
No complaints	1
Not enough Programmers and too many are stand alone - meaning no one can fill in for them when they are out.	1
Not enough programmers,	1
Overall they are easy to work with.	1

Administrative Programming

	Frequency
Polite, helpful, and timely response.	1
Problems with creating two express courses, back-to-back with same student population; concerned that either Banner is a hug problem or programmers do not know exactly how to make it function efficiently;	1
Programming staff are always very helpful.	1
Quick to respond and solve issues	1
Request completed within requested time.	1
Responds to requests quickly	1
Seem to be very under staffed, turn around time is slow	1
Slow	1
Some members are incredibly courteous while others are not. Our department is often not considered with their procedures.	1
Sometimes procedures changes and we are not made aware. Systems don't communicate with each other.	1
Spread too thin. So much emphasis on system security that many people can't get the access they need to do their jobs effectively and efficiently.	1
Staff is fine, Banner is the problem. Should have been more thoroughly tested and all systems in place and working before being released for use.	1
Takes a while to chose the right system for the right problem	1
The Banner process is confusing, at best. Very little communication regarding expected processes.	1
The helped me very vast	1
The one time I requested an Argos report to be created, communication was only done via email, which was not the best method. The report still does not provide what I really need.	1
The response is too slow.	1
The trainers have been very informative and patient.	1
The work they do with analyzing and fixing issues with Banner.	1
There have been issues with some of the reports that have been written	1
They are always helpful.	1
They are efficient	1
They did what they said they were going to do, they way they said they would do it	1
They need more staff; better understanding of business unit needs; document and publish requirements for support	1
They struggle getting reports we need.	1
Uneven quality	1
Usually friendly and helpful	1
Usually very quick in assisting.	1

Administrative Programming

	Frequency
Very confusing to understand who owns what process(es) and who to speak with	1
Very helpful	1
Very timely in responding to problems	1
We have some amazing programmers who are very under-appreciated for what they do. I just hope that certain issues don't cause some of them to find other positions because it would be a tremendous shame to lose their expertise and talent.	1
When I first started- most helpful	1
When I needed help they were able to provide it	1
Whenever you try to get a computer replaced it can take months before everyone is satisfied that you REALLY need a new one. Half my memory was burned out and my system was not operating properly. It took 4 months before I could get a backfill because it had to be checked and double checked. If you don't trust your techs, don't keep them on as employees.	1
Would like to see more available training for Banner; confusing system	1
Total	917

Audit, Accounting & Payroll

	Frequency
Did not respond	796
[Employee] is very responsive and helpful! Deadlines, procedures not so much	1
[Payroll staff member] is more than willing to help answer questions. Still trying to figure out the reports.	1
Accounting does not send notifications of rule changes, or process changes. Also, on the grant side sometimes the accounting people do not know the answer which makes it hard to feel confident in what you are doing when you need help. Often accounting employees are short and come off rude. I am sure if there were smoother processes and procedures, more consistency, I believe this alone would make accounting a more enjoyable place to do business for everyone.	1
All good.	1
Answer all questions and processes requests quickly and accurately	1
Answer questions timely	1
Answered my questions	1
Answered my questions in detail.	1
Answered questions; directed towards needed procedure	1
Answers questions timely manner	1
Any time I have a question it is answered quickly, clearly, and in a friendly way.	1
Audit, Accounting & Payroll	1
Checks arrive on time	1
Courteous and helpful	1
Difficultly getting information on what is what on the pay stub	1
Do not use	1
Easy access to paycheck/benefit info, helpful staff	1
Emails are not returned in a timely manner, extremely slow service when there are issues	1
Errors w/ paychecks are frequent and difficult to resolve	1
Every question I have asked was answered in a prompt and efficient manner.	1
Except for one associate faculty contract error my pay is always deposited when it should be.	1
Explained and resolved the problem in a professional and timely manner.	1
Friendly and exact	1
Generally accurate, but sometimes errors are made in withholding.	1
Generally do a good job in a timely fashion	1
Generally great, but support for Time Clock Plus has not always been adequate.	1
Good customer service support!	1

Audit, Accounting & Payroll

	Frequency
Hard to know who to contact for which questions	1
Have fixed problems in a timely manner	1
Have had some issues determing pay scale as per printout, but staff has responded with explanation	1
Have messed my paycheck up 9 out of 10 years of service! No accountability!! Why are they deducting 403b manually to those on 9 month pymts.? This is too much room for error & several months that I wasn't able to contribute to retirement with no repercussion. should have someone answering phones, especially around pay day to delp resolve concerns immediately!	1
I cannot rate this one because they are all separate entities that should not be grouped together.	1
I get paid every month.	1
I get paid when I'm supposed to.	1
I have asked for explanation about the reason I was paid the way I was but they where not clear as to why.	1
I never had any paycheck issues in 24 years at college	1
I received a response to my email quickly, and the payroll employee was very courteous and resolved my problem immediately.	1
I was informed of 1st issue with DD, but not 2nd. Breakdown in communication, took 2 weeks to resolve. Staff was very friendly though.	1
I work in this area and employees are always friendly and helpful and easy to work with.	1
I've had no problems.	1
I've never experienced an issue with my payroll, which is my main exposure to this service.	1
In general staff are knowledgeable and courteous. They respond in a timely manner.	1
Issues with the Texas Saver deduction. Incorrect amount being deducted.	1
It is difficult to find the pay dates for associate faculty on the website.	1
It took a long time to get my timeclock set up.	1
It was difficult at the beginning of my first year working at Collin to have things processed promptly. It is not fun to begin a job in the middle of August, yet be made to wait until the last day of September for one's first paycheck. It was a financial hardship. It's embarrassing, in one's 40's to request a loan from one's 78 year old parents, who live on a small Social Security benefit income. Very embarrassing.	1
It would be great that someone can explain about the the items on Tax form, for example what is others except tax item and total income..	1
Knew my concern and answered it promptly	1
Limited and cryptic information relating to LWOP or additional earnings	1
Mainly dealt with accounting, always very helpful and efficient.	1
Mildly difficult to find all personnel who were needed at one time	1

Audit, Accounting & Payroll

	Frequency
Minor (turned out ok) seems chging direct deposit I received minor inaccurate info. When deposit was not found in acct. on payday. I emailed payroll. They QUICKLY responded & I learned of correct procedure. They resolved the concerns I had very quickly.	1
Most of the time they are rude and not friendly. I understand they are busy but there is not reason to be so rude you make people upset.	1
Mostly resolved issues after several attempts	1
My experiences with these departments have been fantastic. very professional;	1
My pay is always deposited on time	1
My paycheck is always deposited on time.	1
My paycheck is handled well.	1
Name change difficulty	1
Never had a problem with payroll	1
Never had an issue here	1
No complaints	1
No issues with receiving paycheck	1
No one available to answer questions when you call.	1
No problems	1
Not the friendliest bunch	1
Not very helpful, but quick response	1
Often discourteous and just ignore requests; [payroll staff member] is great though	1
Often slow	1
OK	1
On-time paychecks	1
Only one person appears to be trained to handle payroll concerns	1
Paychecks on time and correct	1
Payroll and time clock issues mainly	1
Payroll are not friendly or helpful. TCP is ridiculous in a college setting	1
Payroll can be hard to reach to get a timely answer.	1
Payroll department has always been very helpful to our employees in our department.	1
Payroll does not return calls in a timely fashion and their staff is rude and unprofessional.	1
Payroll never answers their phones. Employees call me and say the left messages several days ago.	1

Audit, Accounting & Payroll

	Frequency
Payroll personnel do a good job.	1
Payroll problems abound. TimeClock should have been thoroughly tested before release. It takes more than 2 weeks for a new employee to appear on TimeClock, yet we have people that left Collin months ago and/or never worked in our department showing on our list of employees.	1
Payroll system needs help	1
People do not always answer their phones and call back takes 1-2 days or longer	1
Polite, helpful, and timely response.	1
Pretty fast at making changes	1
Quick to respond and solve issues	1
Rarely have the need to ask services from them.	1
Reimbursements for travel are very slow.	1
Some inaccurate record keeping	1
Sometimes procedures changes and we are not made aware. Systems don't communicate with each other.	1
Sometimes receives conflicting answers.	1
Staff have fixed payroll deduction errors promptly	1
Switching to the new Timeclock went through some hic ups	1
The processes are clear for audits. The auditor is very clear on what she needs and why. She asks great questions. Payroll is responsive but very critical when our part-time students make mistakes. For most this is their first job.	1
The staff in Payroll are really put to the test with Time Clock. Also, I've had some files audited and the procedure was just fine.	1
The steps to get a new staff person approved to work, signing on to Novell, using TCP very convoluted, not clearly explained nor consistently administered	1
There are not always clear answers from payroll and hr, it can depend on who answers the phone on what the response may be and then later to be contacted again and given a different answer. This has happened many times with payroll and hr. I also do not understand why a paycheck cannot be cut before the pay date in emergency circumstances, most companies are able to do this. The audit department has always been efficient and helpful, no concerns with that department.	1
There has to be a less complicated manner of determining pay.	1
They always answer my questions quickly and are helpful	1
They are always there when i need them, and the response is immediately and helpful	1

Audit, Accounting & Payroll

	Frequency
They never answer the phone (sorry but we are all busy but it is the expectation to answer your phone, check messages-regularly, and return calls in a timely manner.) On voicemail, they say to email instead. I'm sorry but urgent matters warrant phone calls. We email and play the waiting game...meanwhile I have angry employees wanting answers. Although staff has been courteous to me, they have been rude and impatient to my employees. I dislike that fact that on one particular pay day (which happened to be the day before a holiday), it took several attempts at calling for me to get a hold of anyone to assist me with an urgent matter of an employee not getting paid. To leave the new person in charge who could do nothing to assist me was irresponsible. I do not think Dr. Israel would accept the fact that one of his employees did not get paid and waited an extra week to receive a paycheck. Unacceptable! We are all busy and I suggest that if things are falling through the cracks because this department needs more people then please get them help! It is a waste of my time to follow up with every department to make sure they are doing their jobs.	1
This would have been higher had I been happier with the Time Clock Plus functionality.	1
Time clock is not user friendly.	1
Time clock manager makes approving time worked for very easy and easy to do requests	1
Time clock plus is confusing sometimes but it is getting better the more I use the software.	1
Time Clock Plus is terrible.	1
Timeclock continues to be an issue....not user friendly.	1
TimeClock implementation was not as smooth as anticipated. It seems the timeclock has now created more work for staff and managers.	1
TimeClock Plus has been challenging but the staff have been helpful and patient.	1
Timeliness of communication	1
Timely responses and accurate information	1
Took care of situation	1
Understandable on Cougar web	1
Very courteous and responsive	1
Very helpful	1
Very intelligent staff.	1
Very professional. Respond in a very timely and courteous fashion	1
Very responsive to issues that are brought to their attention.	1
VERY rigid and not at all friendly to speak with	1
We only deal with one aspect of the audit. Never had problems with payroll.	1
Wonderful	1
Total	917

Campus Police & Security

	Frequency
Did not respond	766
Abrasive personalities.	1
All good.	1
All of the team members in these educational and support services that I have used were devoted, dedicated, diligent and determined when assisting me.	1
All police officers are very professional. In my experience, each individual has gone the extra mile to get something done.	1
All responses have been quick and very friendly	1
Almost never see them walking around campus.	1
Always a positive interaction.	1
Always around	1
Always around and always on-time when called upon	1
Always available when needed	1
Always come in response to a request.	1
Always courteous and concerned	1
Always courteous and professional	1
Always fast to respond (as police and security should be)!	1
Always friendly	1
Always friendly and helpful	4
Always friendly, accessible, approachable. I appreciate their presence!	1
Always helpful	1
Always helpful and always say hello and are very friendly	1
Always helpful, friendly, patient, good info	1
Always kind and supportive	1
Always quick to arrive and understanding	1
Always there to help, especially when I need to get into a locked building to retrieve an item	1
Always there when I need them	1

Campus Police & Security

	Frequency
Always there when need it.	1
Always there when you need an officer.	1
Always very professional	1
Always very responsive and helpful to those in need of assistance.	1
Always vigilant.	1
Always williing to help	1
Always willing to assist anyone in need	1
Always willing to help	1
An officer always responds promptly when needed.	1
Available immediately and know what to do	1
Because I cannot go higher than a 5	1
Came quickly to help, great attitude, and very professional	1
Came to my aid very quickly when I was locked out of a room	1
Campus Police & Security	1
Campus Police is Great!! They make their rounds and always check in on our departments.	1
Can't say enough good things about their processes and quick responses	1
Come when called.	1
Didn't really resolve my issue with student	1
Excellent Excellent	1
service Excellent staff.	1
Friendly and proficient	1
Friendly interactions, no problems, if there is a mistake, handled quickly	1
Friendly, professional and helpful.	1
Friendly/helpful officers & I feel very safe	1
Good	1
	2

Campus Police & Security

	Frequency
Good customer service support!	1
Good whenever needed	1
Great response time; really seem to care Great	1
sense of security- very capable people. Have	1
always been available for a special request. Have	1
always been responsive to needs	1
Have always gotten a great response when needed.	1
Have found my students safely on several occasions, safety checks.	1
Have provided me with good information and are always helpful.	1
Helped me on holiday to classroom	1
Helpful, usually prompt.	1
I feel safe.	1
I feel very safe walking out at 10pm at after my night classes.	1
I have received the help needed in a timely and courteous manner,	1
I never have any trouble working with each of these departments. All are friendly.	1
I understand that it was due to a technical problem, but once I called security and.. nobody, I mean nobody, answered the phone. As a rape survivor, I found that alarming. They should have triple communications backup. Otherwise, I have been very happy with security and have had some officers go out of their way to assist me. Good people.	1
I was satisfied	1
I'm sure they do as well as they can.	1
I've had no problems.	1
It means so much when they are out and about, making eye contact, stopping in an office, saying hello	1
Kind, helpful, and supportive.	1
Met my needs	1
Met with me quickly and explained what was going to happen	1
Need to bring AED when responding to emergency if could be heart related. It waste time to not have one. Response time is too slow. should have officers spread throughout the building at all times to increase response time	1

Campus Police & Security

	Frequency
Nice	1
Nice and take matters serious	1
No issues! Keep up the good work!	1
Not all campus police staff seem to be well trained in their knowledge of campus emergency equipment and their location-this is serious!	1
Not responsive to my concerns at all.	1
Officers are friendly and pay attention to details	1
Officers tend to not introduce themselves to all departments. Important when so many staff are on campus in the late evenings working with students.	1
Ok	1
Over all they are good	1
Police have been very helpful and I think their presence on campus is a plus	1
Poor management.	1
Presence in library at closing	1
Professional and willing to assist as needed	1
Professional, courteous, helpful	1
Prompt	1
Prompt, effective, and courteous.	1
Provided timely assistance during class emergency	1
Quick response	1
Quickly assisted with locked door	1
Reacts immediately	1
Resolved a dispute between two students fist-fighting in the classroom	1
Respond quickly when called!	1
Responded promptly to phone request for intervention	1
Responded quickly	1
Response time was excellent	1

Campus Police & Security

	Frequency
Responsive and friendly	1
Routine working relationship, always beneficial	1
Same	1
Seem to do a fine job	1
Seemed clueless, often bothersome in leisure. Slow response time	1
Since the latest rotation, they do not visit our department. Prior shift visited twice a day.	1
Some of our police officers are extremely helpful and friendly, while others always seem to be in a foul mood. You can just tell that they have no desire to be here. They are just here to collect a check and go home. That is not the kind of person you want walking these halls every day.	1
Some of the officers are not friendly or professional when responding to a call	1
Sometimes takes too long to get a responding officer	1
Staff are knowledgeable, feel safe, great people always helpful	1
Staff have always been courteous and helpful to me	1
The police are always visible and friendly.	1
The police are nice about helping with car trouble.	1
The police officers have never failed to accommodate my students and me.	1
The police used to walk me to my car when I had classes night. They were very courteous	1
The police were able to handle 2 situations in a very timely manner, and I felt safe.	1
Their office is next to mine. I see them just sitting eating and watching movies. The volume is so loud I can hear the words the actors are saying.	1
There when you need them, answer questions in a timely fashion	1
They are always help and good at what they do.	1
They are always nice and helpful.	1
They are always there when I need them.	1
They are always very helpful in any situation.	1
They are very few in number and need to be more visible.	1
They are very helpful and diligent.	1

Campus Police & Security

	Frequency
They check up on you	1
They go out of their way to help. Will walk you to your car if needed.	1
They have a clear presence in my part of the building	1
They have a great presence on my campus! SCC!!	1
They have always been there quickly to respond and help me and our associates	1
They have always responded in a timely manor.	1
They respond fast	1
They responded quickly and efficiently to a call regarding a suspicious bag	1
They responded to a situation quickly and professionally.	1
They showed up to reintroduce a student into class after I had to report them for disturbances and officers were friendly	1
Timely, knowledgeable, and takes good care of advising!	1
Very courteous, professional, conscientious of their environment, and quick to help individuals with car trouble in the parking lot. I am happy with the CHEC police officers.	1
Very friendly and come as soon as needed	1
Very helpful	2
Very helpful in responding and answering questions. I would appreciate it if there could be more visible presence on the 2nd floor of the library at SCC and on the 1st floor of the library at closing, especially in the evenings.	1
Very helpful, takes a little while for someone to show up to report something mainly to do with only one officer on campus most of the time.	1
Very professional and prompt.	1
Very supportive	1
Very visible. The campus always looks and feels safe.	1
Was asked to check the women's restroom for bombs by a campus police officer. This was the height of unprofessionalism.	1
When I called them they came quickly	1
When I've had to call with questions or to report anything, security has always been friendly and quick to respond.	1
Would have liked for the officer to remain in the area of the needed classroom for a longer period of time.	1
Total	917

Financial Reporting/Operations (Bursars)

	Frequency
Spring Creek Campus	
All interactions have been pleasant and effficient.	1
Always friendly and helpful	1
Always process my Petty Cash requests effectively and immediately.	1
As a student and employee I have gotten speady service.	1
Big job and they do it well.	1
Eager to help	1
Great interface	1
Have had little dealings with them, but they appear to know what they are doing.	1
I do not use these services often, but always helpful.	1
I have never had any problems with them meeting the needs I or the student I am working may have.	1
I have only asked for change, but they [employee] is super friendly!	1
I've had very limited exposure, but am happy with service.	1
Need a system that can bill monthly for daycare parents. The current system is ridiculous. parents should be able to pay at daycare	1
One of the ladies that works down there is kind of grumpy and not very helpful	1
Satisfactory and friendly	1
Staff couldn't be better, some procedures I use change and it has caused some challenges	1
Such pleasant staff at SCC. [employee], [employee], and [employee] are friendly and very helpful.	1
The Bursar's office at SCC is extremely nice. The people working in McKinney and Frisco are not pleasent or respectful when working with students or staff.	1
The Bursars office is extremely helpful at all times at the SCC campus. It would be helpful if they had weekend hours, especially on Sundays.	1
They are always nice and helpfull.	1
They are always so nice and helpful when I have issues.	1
They did what they said they were going to do, they way they said they would do it	1
Very helpful	1
Very knowledgable in procedure and stuck through with my issues	1
Preston Ridge Campus	
Always friendly	1
Always friendly and helpful	1
Bursars- Unfriendly/Rude interactions	1

	Frequency
Cashiers are usually helpful and friendly,	1
Friendly interactions, no problems, if there is a mistake, handled quickly	1
Good customer service support!	1
Rarely have the need to ask services from them.	1
Staff is super nice and awesome to work with.	1
They are helpful on times i had to go to office.	1
Very helpful when I call needing assistance with student issues.	1

Central Park Campus

Bursar's office is awesome always helpful, procedures are clear.	1
Bursars Office is at CPC is Fantastic!! I can no say how much the cashiers department helps our department and all of our students! [employee] is super and should be noticed for her customer service skills!!	1
Bursars Office Staff are friendly	1
Fast service	1
Friendly/helpful staff	1
Go out of their way to assist	1
Great Staff, easy to work with	1
Helpful when needed, at times receive 2 different answers to same question	1
Not the friendliest bunch...	1
People are friendly, I'm not completely sold on the system	1
Procedural changes are not always updated but will inform by phone	1
Same	1
This office needs to improve the process of having students pay for the PSB exam. They should be able to do this online. Right now students CALL the office or come in person. We need to get with the times. If they can pay online, students can then email a program the receipt and sign up for an exam.	1

Collin Higher Education Center

Always friendly and helpful!	1
Always provide excellent service.	1
I work in this area and employees are always friendly and helpful and easy to work with.	1
No complaints	1
Very friendly and helpful.	1

Courtyard Center

	3
Always helpful.	1
Answer all questions and processes requests quickly and accurately	1
Extremely rude most times	1

Help Desk

	Frequency
Did not respond	672
(CPC) Kudos to [help desk staff member]! He goes out of his way to help find answers when he doesn't know them immediately.	1
[Employee] and [employee] are such great helpers	1
[Employee] is a Windows pro for fashioning a technical talk.	1
[Employee] is always friendly & helpful	1
[Employee] is the best IT employee! He is always so helpful and responds quickly when we have a service ticket submitted.	1
[Employee] is very friendly.	1
[Employee] is very good. Always knows what he is talking about. Others not so much.	1
[Employee] is wonderful. He is responsive, knowledgeable and pleasant to work with. Even the person answering the IT help desk phone has helped me when asked.	1
Able to get around a technical problem and resolved the issue quickly	1
After repeated appointments, my computer fails to operate properly.	1
All good.	1
Although at their desk, had no idea what they were doing.	1
Always able to get to a good answer to questions quickly	1
Always confusing the division between web services and helpdesk - so I have to wait for certain things to go to certain departments.	1
Always courteous and helpful	1
Always fix my problem	1
Always friendly and able to answer all questions	1
Always friendly and helpful	2
Always friendly and helpful.	1
Always friendly, and helpful	1
Always handle requests in a timely manner. Sends update when case closed. Very friendly...always!	1
Always helpful	2
Always helpful and able to resolve the problem.	1
Always helpful and make sure that your issue is resolved	1
Always helpful.	2
Always know the answers to my questions	1
Always patient	1
Always prompt and friendly - especially [employee] - but everyone has been great!	1
Always provide excellent service.	1

Help Desk

	Frequency
Always there when I need them with a quick response.	1
Always there when needed. Taking care of the problem.	1
Always timely and efficient	1
Amazing efforts to help when laptop crisis happened in the week before the Christmas holiday.	1
Answered my questions	1
Answered my questions quickly	1
Answers my questions	1
Assisted in a professional manner	1
Best by email. They are resourceful and assign correct person to help. Wish some of the techs were more experienced. I experience a quick reply, if it is a topic the help desk tech can answer.	1
Bit of trouble locating an instructor after hours, but tried	1
Called for IT log in issues, guy was nice and patient.	1
Called when had problem changing my password, help to resolve problem immediately	1
Can't say enough good things about their processes and quick responses	1
Cannot assist with repairing basic computer problems even when going to top admin	1
Changed passwords quickly	1
Computer problems or questions have always been answered quickly and very friendly.	1
Contacts proper personnel quickly to solve issues, email notifications when issue is fixed.	1
Could be a little more understanding that not all are tech savvy	1
Could have been faster (cartridge replacement took 2 weeks)	1
Could not connect me to the person I needed to speak with (the system kept sending me to a different campus) and the person had no idea what the problem was or how to fix it.	1
Could not help, had no knowledge of the problem.	1
Courteous	1
Courteous, friendly	1
Directed me to correct area	1
Do a good job in a timely fashion	1
Do an amazing job with so few people. Need more training/ information available online	1
Efficient procedures and timely response	1
Email only? No help by phone anymore.	1
Ever had a problem and friendly service	1

Help Desk

	Frequency
Excellent group of employees who would go above and beyond to fix whatever issues you might have in a timely manner	1
Faculty need to be able to make a quick call and get a quick answer. The recording on the Help Desk phone line is terrible and annoying. What happened to the old days, when a person answered immediately? I don't even like to call anymore and will ask colleagues to assist before I call the Help Desk.	1
Fix issues in the office as soon as possible	1
Folks are always helpful. Especially [Employee]	1
Friendly and helpful	1
Friendly interactions, no problems, if there is a mistake, handled quickly	1
Frustration obvious, interruptions when describing problem	1
Gave incorrect answer regarding why home email wouldn't support CougarWeb--had upgraded; incompatible	1
Get help always	1
Good	2
Good customer service support!	1
Good experience with them	1
Gracious, courteous, helpful	1
Great communication especially [help desk staff member]!	1
Great help when ever we need it	1
Great response time!	1
Has resolved all issues when contacted professionally efficiently.	1
Hate that we can't call and have to wait for email	1
Hate the phone system, so I use email	1
Have always been responsive to needs	1
Have always figured out the problem with my computer.	1
Have always solved my problem or found someone who could	1
Have been helpful in the past regarding resetting password, helping with personal website, etc.	1
Have had trouble in past with email/password resets, but it has improved over the past year	1
Have helped me solve most issues	1
Having to listen through all those options is time consuming	1
Help Desk	1
Help Desk always has the answer	1
Help Desk message is not user friendly. The people are fine if you can ever get to one.	1

Help Desk

	Frequency
Help desk needs more training in MAC computers.	1
Help desk personnel are great; one tech in particular is extremely rude and condescending ([Employee])	1
Help Desk Staff are always willing to find the answer to my questions.	1
Help with resetting password	1
Helped with numerous VPN issues	1
Helpful	1
Helpful and friendly	1
Helpful but didn't like the recorded message and routing to correct person.	1
I appreciate having a solution to the problem via email instead of always having to have a tech come to my office.	1
I get very fast responses and help from the staff.	1
I had no problems with the help desk when I needed anything	1
I have always been assisted. Very friendly and timely.	1
I have had "face-to-face" contact with the Help Desk a number of times and my issues have always been resolved quickly. They are extremely helpful and so courteous.	1
I have, at least once, been directed to Blackboard's customer service for help and had to be redirected to the help desk, so I lost time reaching a resolution (so they are not "nearly perfect" but they are very good.	1
I never have any trouble working with each of these departments. All are friendly	1
I think you should look at the number of tickets that have had to be re-worked. [Employee] has done a superb job when the issue was not fixed appropriately the first time. Looking at how many re-worked tickets would give you a an excellent starting point to go from.	1
If you call the Help Desk it should go to a person instead of automated system	1
Inefficient procedures: I used to call x-6555 to get very quick and effective computer help. Now I get a voicemail with way too many options before getting to a "live human being". When I call for computer help, I don't want to waste my time punching through all the options on the telephone. The decision to change to a voicemail approach, a year ago, was a MAJOR administrative mistake if you calculate the amount of wasted time by Collin employees trying to contact a real person for a quick answer. This decision should be reversed!! Extremely customer UNFRIENDLY!	1
It depends on the person that you talk to whether you are met with courtesy or condescension.	1
It is easy to submit requests. They are understaffed and therefore it often takes too long.	1
Just good enough.	1
Knowledgeable and problem solvers	1
Limited service availability: after hours, weekends.	1
Long phone message and slow responses	1
Met my needs	1
My computer is extremely slow and hampers productivity.	1

Help Desk

	Frequency
My questions have always been answered at the moment or contacted in a reasonable amount of time.	1
Need a back line when calling so admin staff does not have to wait for the list...	1
Need more techs for quicker service.	1
Needs to be a quicker phone menu system.	1
Never a problem	1
Not always able to diagnose issues	1
Not sure I really used it except one time I was trying to find a classroom when I first started.	1
Not sure who to contact sometimes with issues. Not very easy to communicate with.	1
On site and telephone assistance is always prompt and very helpful	1
Only used once but I remember it being fairly simple	1
Our help desk is great. Jeremy and Amy are always very friendly when I talk with them and seem to be very well-versed with what is happening around the district.	1
People are great but the slog through to get service on antiquated phone system is 0	1
Personable, helpful, timely	1
Phone message is too long and complicated	1
Phone message way too long	1
Phone system for choosing options wasteful of time	1
Polite and help is received promptly.	1
Polite, helpful, and timely response.	1
Press 1, Press 2, etc. Too hard to get to and too time consuming	1
Prompt action typically received.	1
Prompt and cordial	1
Prompt and courteous	1
Prompt and helpful	1
Prompt service - Knowledgeable staff	1
Promptly sends staff for office computer issues	1
Questions were answered	1
Quick response always appreciated; forms need some revision	1
Quick response and friendly	1
Quick response to problems	1
Quick response, accurate information	1

Help Desk

	Frequency
Quick to reply and assist wherever possible.	1
Quick to respond and solve issues	1
Quick, accurate response	1
Quickly and efficiently respond to needs	1
Quickly respond to my computer shutting down, etc...	1
Rapid response	1
Recorded message is too long, but Help Desk personnel are always willing to help	1
Requests are handled efficiently.	1
Requests completed in a very timely manner	1
Resolved issues promptly	1
Same	1
Seemed to take care of my issue relatively quickly without too much trouble	1
Services are always prompt and very helpful to support my teaching.	1
Should be able given option to speak to support without listening to the 1 minute message!	1
Solve problems as quickly as possible/send notices explaining what has transpired/explain so that I can understand	1
Solved the problem efficiently	1
Some of the choices are not very clear and wait time is long	1
Some of the issues I have experienced with administrative access rights in CougarWeb have not been resolved (and this is a problem principally because the existence of such problems in the first place are comically unintuitive.)	1
Some of their people are absolutely clueless.	1
Some pay attention to what they're doing, some don't	1
Some times just plain rude. Not always the best with MACs	1
Someone always responds quickly to requests	1
Sometimes confusing as to whether to email helpdesk or web services. At times it takes awhile to get an answer back and at times I prefer to get a live person to walk me through	1
Sometimes difficult to reach an actual person.	1
Sometimes don't seem to really listen/pay attention to problem and request for help	1
Staff are polite and helpful.	1
Staff is consistently courteous, helpful, and quick to respond.	1
Staff is very knowledgeable and friendly	1
Super friendly, resolves issues in a timely manner	1

Help Desk

	Frequency
Takes a long time to reach because of all the options at the beginning of the call.	1
Techs knowledge of Mac OS is insufficient to solve issues	1
That always were professional and responses were timely and accurate.	1
The automated message to call is time consuming, would be nice to be able to hit the directly in which I need from the start.	1
The automated phone direction to lengthy.	1
The help desk always responds to my email requests in a timely fashion. However, it does take a long time for our tech person to come to Allen since he is so busy elsewhere.	1
The Help Desk employees who answer the phone are helpful, but the techs who come to my office often don't know what they are doing and quite often make things worse.	1
The Help Desk has always been helpful, but I'm never sure if they understand my need(s).	1
The help desk is great, but it would be nice to know exactly what they can and can't do.	1
The help desk recorded message is long and unhelpful.	1
The only thing that could be improved is to shorten the time it takes to speak to an actual Help Desk person. The initial phone message is far too long.	1
The outgoing message to the Help Desk is too lengthy. Is that done so that more people will email concerns? (Which I'm fine with.)	1
The people at the helpdesk are very friendly and efficient.	1
The phone message is way too long to go through every time	1
The phone tree is prohibitively complicated and discourages users.	1
The questions I have asked have been answered, but they don't smile enough.	1
The staff I have worked with are courteous, professional and responded to my concerns in a timely fashion.	1
The staff ranks high but the process for accessing them, particularly the lengthy impersonal phone instructions are a hindrance.	1
The telephone access system is annoying, as it begins with a statement to the effect of, if you are calling for a student, then the student should call.... ####, and then a long list of options, none of which apply is given. I usually end up having to be transferred several times; not infrequently, some calls are dropped. Once I finally reach someone who can help me, everything is great, but it is far too difficult to have simple inquiries answered - simply and efficiently.	1
They always resolve my issues, if can't think of a time when they didn't.	1
They answer their phones and file work orders right away.	1
They answered my questions	1
They are always able to help me in a timely an courteous manner	1
They are always nice and helpful.	1
They are always quick to answer or help.	1
They are great but waiting to get the option to push is ridiculous!!!!!!	1

Help Desk

	Frequency
They are helpful	1
They are very patient people.	1
They came right to my classroom when I was having issues with my classroom printer.	1
They can usually answer my questions.	1
They did what they said they were going to do, they way they said they would do it	1
They do a great job assisting students.	1
They do the best with the limited equipment they have to work with.	1
They don't understand macs	1
They have always been able to solve any situations I presented to them.	1
They have answered my question or directed me to the appropriate person/department	1
They probably have more work than they can handle.	1
They seem to send all calls to advising...	1
They were unable to resolve my problem and were not very helpful in pointing me in the correct direction. Also they said that they would look into it, took my information and never got back to me.	1
They were very helpful	1
Too many recorded options; after reaching the person, very helpful and knowledgeable	1
Tried their best to deal with my issues. Had all my questions answered shortly after asking.	1
Unresolved issue/did not get back with me	1
Updating from Windows XP required an absolutely ridiculous series of forms. It was a complete waste of my time. It concerns me that our tech people apparently have no idea what is or isn't on my computer.	1
Usually a quick response.	1
Usually very quick in responding.	1
Very courteous and helpful with my questions & concerns	1
Very fast on responding to emails.	1
Very fast response to email and phone help. It can take a little too long when an IT person arrives to finish their tasks at a computer stations. I would find it very helpful if a specific day and time could be preset before there are any major updates and installs on computers that have a lot of "point of sale or customer service" use.	1
Very friendly	1
Very friendly and helpful.	1
Very friendly and very helpful	1
Very helpful	3
Very helpful & knowledgeable	1

Help Desk

	Frequency
Very helpful and experienced	1
Very helpful but all areas can improve in some way	1
Very long recorded message	1
Very polite and efficient	1
Very quick to respond!	1
We see patients so need things to be up and running. They are fast at addressing problems.	1
When I talked to them, they helped me	1
When you need immediate attention they don't respond adequately	1
While getting thru the phone system is a nightmare the staff make up for it	1
Wonderful	1
Work at solving problems	1
Would like faster response for some issues	1
You have a lengthy message to listen to before you even talk to someone.	1
Total	917

Media Services

	Frequency
Spring Creek Campus	
Again, they've helped me out in a pinch many times. I appreciate them.	1
Always a quick response.	1
Always available and helpful (and not judgmental).	1
Always courteous and helpful	1
always courteous and helpful - and the help is invariably timely	1
Always extremely helpful.	1
Always friendly and respond to problems quickly	1
Always there when I need them with a quick response.	1
Are always friendly and do a great job with support at a moments notice.	1
Can use a little more training before systems are installed in class rooms to help faculty	1
Classroom technology frequently malfunctions and I lose a great deal of time, too much time, calling and waiting for media services to respond and trouble shoot. Every classroom has it's own set up, some not very user friendly, the server is ridiculously slow - almost always; sound is a particular problem in many classrooms. It would be nice if all teaching stations were up to date, reliable and user-friendly. Tiny speakers precariously jury-rigged and inadequate for the size and acoustics of the classroom are particularly problematic and egregious. I'd be happy to trade three fountains for better acoustics.-	1
Come to my class right away to help	1
Do not use often, but always accommodating.	1
Ease of assistance	1
Encounter was too brief to develop long term opinion	1
Extremely helpful; for the most part, great attitudes	1
Fast response time	1
For camera reservations, they are often late, causing disruption to my class schedule which is completely unacceptable	1
Friendly customer support	1
Get help always	1
Get me the things I need	1
Get the run around on who is responsible for what, takes multiple emails to find the right person	1
Good	2
Good job. Flexible.	1
Have been efficient and professional in responding to classroom technology needs	1
Helpful	1

	Frequency
I am very satisfied with the services.	1
I have called a couple of times for my classroom media and have always had someone come right out and help fix any problems.	1
I have called for help many times and they always obliged courteously and helped me	1
I have had a tech up for the same problem several times and issue has not been resolved. Also, one of the technicians made inappropriate comments, invaded my personal space and made me very uncomfortable.	1
I never have any trouble working with each of these departments. All are friendly	1
I've gotten what I needed when needed from this department.	1
Is there to help when problems arise w/equipment	1
Job was done faster than quoted time	1
Kowledgeable, friendly, timely	1
Lackluster	1
Media services is generally responsive in a timely fashion	1
Media services needs more training in MAC computers.	1
Met my needs	1
Much improved	1
Need to be more flexible in a crunch situation	1
Never had a problem with them not answering a call for help with the technology in classrooms.	1
Not always available	1
Not always prompt with services.	1
On EACH campus Media Services is very helpful.	1
Once they arrive, they always help	1
Over and above service	1
Prompt and efficient	1
Prompt service when needed	1
Quickly fixed projector issues	1
Runs generally the way it should	1
Same comment as above to get through the message to the option is too long!	1
Services are always prompt and very helpful to support my teaching	1
There were no problems.	1
They are always nice and helpfull.	1
They are there almost in no time to fix my classroom media problem.	1
They did what they said they were going to do, they way they said they would do it	1
They have always come to my classroom when called & fixed any problems.	1
They respond to our simple requests with equipment in the class rooms but it will be helpful if they routinely check the equipment and maintain them.	1

	Frequency
Took care of in-room technology efficiently and quickly	1
Usually prompt to respond and friendly, but problems do not usually get resolved the first time.	1
Very fast service when needed.	1
Very friendly and helpful	1
Very helpful	1
Very professional and helpful	1
Very quick to respond!	1
Whenever I have needed something they have been there for me almost immediately.	1
Work immediately to complete requests and to explain what they have done with information that is useable	1
Would like faster response for some issues	1

Preston Ridge Campus

A vestige of long ago and not up to date.	1
Always eager to help and come quickly to the classroom when needed	1
Always friendly and helpful	1
Always on the ball and helpful.	1
Always prompt	1
Always prompt in responding to requests.	1
Always there, always helpful	1
Always timely, helpful, & professional.	1
Always willing to respond to equipment request, even on short notice	1
Amazing! Quick to respond and always pleasant	1
Assist me promptly	1
Assisted in a professional manner	1
Assisted right away when called on first night at new campus and no remote or knowledge of the media system	1
Effecient	1
Friendly interactions, no problems, if there is a mistake, handled quickly	1
Friendly staff; good response time if not too busy.	1
Good customer service support!	1
Have always been responsive to needs	1
Have come quickly to a problem with projectors in the labs.	1
Have no complaints	1
Haven't used them in several years. This rating isn't based on recent usage.	1
Helpful	1
In general staff are knowledgeable and courteous. They respond in a timely manner.	1

	Frequency
It sometimes takes a while for them to get to the classroom if there is an issue during class	1
It would be great to have an online form to request media services - list everything available.	1
Media Services personnel at PRC respond quickly to problems and always have positive attitudes	1
Overall very good. Staff are great. Sometimes have issues getting touch with them	1
People are great but equipment needs modernized	1
Quick response	1
Responds quickly	1
Solved the problem effeciently	1
They always have come immediately when I have needed them.	1
They always respond quickly to any issue.	1
They are knowledge and give quick respnse to problems	1
They came quickly and fixed an AV problem during one of my classes.	1
They came right to my classroom when I was having issues in order to help me resolve the printer error I was having.	1
They come to fix problems immediately	1
They helped me with a problem with the projector in my classroom pretty quickly and efficiently.	1
They respond almost immediately and do not leave until the problem is corrected.	1
They were not able to fix the problem at the time we needed it fixed.	1
Unresolved issue in classroom	1
Usually fast support for in-class technical problems	1
Very helpful and quick to respond	1
Very helpful in correcting the problems	1

Central Park Campus

Always great help for immediate classroom needs	1
Always helpful	1
Always ready and willing to help.	1
Always there and always helpful.	1
Efficient	1
Efficient procedures and timely response	1
Equipment was set up and available for conference center event.	1
Friendly and jump to solving issues in classrooms (few) and solved issues from power surge as quickly as they could.	1
Friendly, efficient and ready to help.	1
Got audio working in classroom	1
Helpful, willing to come when there is a problem	1
Immediate help in classroom; very courteous.	1

	Frequency
Media is always quick and efficient and explains how certain equipment works very thoroughly	1
No complaints overall. Sometimes they are slow but it could be they're busy.	1
Not much dealing with them, when I do they arev matter of fact.	1
Personable, helpful	1
Prompt	1
Prompt response from the staff	1
Promptly responds to all requests	1
Quick response, fixed problems	1
Quickly respond to requests	1
Response to last minute media needs have always been timely	1
Same	1
See above	1
Service is sometimes very good, sometimes not courteous over the phone. Often people who answer sound annoyed when I ask for help. They usually do arrive quickly and seem very knowledgeable.	1
Sometimes media services requested have not been set up on time for events scheduled, even though requests were made through the proper channels.	1
Staff are friendly and knowledgeable	1
They are always very helpful for our classes in our departments.	1
They are very rude and inefficient and are never in the room	1
They respond efectively and efficiently every time	1
They rock. !	1
[Employee] at CHEC is absolutely the BEST! Fast, responsive and capable	1
Use them the most, always willing to help	1
Very fast and responsive when Im in the classroom	1
Very helpful when issues occurred with computer in the class room	1
Very quick to help me in class.	1
Very quick to respond and knowledgeab	1
Wish they were not rotated from campus to campus like they are. Need someone who knows our system better.	1
Would like set up done in more timely manner. Some campuses are better than others. SCC is awesome! Great department there. At PRC I had issues with NO MEDIA being set up in a room where I was to present. This delayed my presentation. I find that I need to get to my events even earlier just to make sure things are done AS requested (I really don't have time for this).	1

Collin Higher Education Center

All good.	1
Also helpful. Some more then others but overall great.	1
Always helpful	1
Always prompt and responsive, flexible with last-minute changes	1

	Frequency
Always provide excellent service.	1
Always respond quickly and deliver on time.	1
Always supportive	1
Do a good job in a timely fashion	1
Media Services has never failed to set up as requested, or help with Board meetings	1
na	1
Never had an issue	1
Polite, helpful, and timely response.	1
prompt and courteous no complaints	1
provided video camera and assistance with setting it up for KIP event	1
Quick to reply and assist wherever possible.	1
Solved problem quickly	1
Sometimes setup does not work and do not always know who to contact for help.	1
They are always dependable. Even when we call last minute. They come right up.	1
[Employee] with CHEC Media is friendly and quick to respond. Always helpful!	1

Courtyard Center

Always helpful	1
Always helpful in making sure technology works in classroom and very friendly	1
Always willling to help us in the bookstore	1
Can't say enough good things about their processes and quick responses	1
Quiet staff and don't know them very well and what they can help us with	1
Working with corporate clients having training on campus, I have had helpful, courteous and knowledgable media personnel. They are responsive to my requests.	1

Mail Services

	Frequency
Did not respond	798
?? The mail slot was easy to find...haha	1
(CPC) [Employee]'s personality and efficiency help tremendously	1
[Employee] and [employee] have always been friendly and helpful when I've called with questions.	1
[Employee] was great to bring heavy boxes to my office and hopefully new person will learn this also	1
Always courteous and efficient	1
Always friendly and helpful!	1
Always friendly, multiple buildings could use better support	1
Always gotten very good response	1
Always helpful with bulk mail	1
Always Prompt.	1
Always provide excellent service.	1
Always there when I need them with a quick response.	1
Average	1
Can't say enough good things about their processes and quick responses	1
Courier is always on time and staff in mailroom at SCC are very helpful	1
Courteous	1
Courteous and efficient	1
Courteous and quick to provide information needed	1
Current/books are even delivered to my office	1
Delivered my inter-office mail with no problem	1
Deliveries are prompt and consistently on time	1
Delivery is sometimes slow	1
Dependable	1
Don't even know who is there anymore.	1
Don't use too much.	1
Each time I've moved from one office and/or campus there is a 3-6 month time period of lost mail :(	1
Easy to use and gets where it needs to go	1
Efficiency	1
Efficient and easy to use	1

Mail Services

	Frequency
Ever had a problem and friendly service	1
Fast service	1
Fine	1
Friendly interactions, no problems, if there is a mistake, handled quickly	1
Good	1
Good customer service support!	1
Good job.	1
Good service	1
Got my books to me in a timely manner.	1
Great job. Thanks [employee]!	1
Had an instance where it took 3 or 4 days to receive interoffice mail	1
Have had one issue but other than that they have been helpful.	1
Have never had a problem with them	1
Have never had more than one interaction and it was great	1
I am in charge of the periodicals department. At times the mail room attendant gives us mail that belongs to professors or to other departments	1
I believe that a 2nd employee needs to be hired to help with campus to campus mail shipments. Perhaps a PT person to assist with all of the library and library tech services shipments.	1
I can send interoffice mail to other campuses and because they make the rounds twice a day I can usually get same day delivery.	1
I did not deal with them directly but I know all recommendation letters I wrote to students and dropped them to be mailed reached their destinations.	1
I don't know how to resolve the issue, but mail is not received by the student in a timely manner. Our dept. purchases stamps and mail many letters ourselves.	1
I get my mail on time	1
I get my mail on time and it goes out promptly; what else is there?	1
I have had no issues with mail services	1
I have minimal interaction with this staff, but they have been courteous and professional	1
I have no specific reason for this rating.	1
I have not had a personal experience with the mail service. I just mail items and they arrive at their destinations.	1
I LOVE our Media Services people at PRC! They're courteous, professional, knowledgeable and helpful.	1
I never have any trouble working with each of these departments. All are friendly	1

Mail Services

	Frequency
I received mail before I was in the system and [employee] came to find me because he looked me up on the phone system.	1
Inefficient that my mail goes to SCC	1
Inter-campus mail seems slow to me	1
It seems to take longer than needed to get items in between the campuses	1
It's nice to have this service, but the mail sending options are limited.	1
Items mailed were delivered timely	1
Lost mail in wrong building	1
Mail is always promptly delivered.	1
Mail is delivered on time.	1
Mail is sent and received efficiently	1
Mail is usually delivered promptly	1
Mail runs like it should.	1
Mail seems to move slow around here. Don't understand why.	1
Mail Services	1
Mails out our task force letters, etc. in a timely fashion	1
Meets needs	1
Met my needs	1
My mail is delivered correctly.	1
My mail seems delivered on time	1
N/A	1
Never lost anything in mail	1
No complaints	1
No complaints.	1
No issue	1
No problems receiving items	1
No real issues. I hear from students that they seem to always have issues with transcripts not getting to their intended destinations. They often complain of having to re-order transcripts (added $) multiple times. Not sure what the issue is here.	1
Occasional seeming delay, but no serious problems	1
OK	1
On time	1

Mail Services

	Frequency
On-time mail delivery especially inter campus mail	1
Packages get mis-directed at SCC	1
Polite, helpful, and timely response.	1
Proactive in notifying me regarding package pick up	1
Procedures are antiquated - why do we have to fill out a lengthy form just to have something mailed? Employees are great.	1
Prompt delivery of incoming special packages	1
Quick to reply and assist wherever possible.	1
Quick to respond and solve issues	1
Quick, easy, no worries.	1
Reliable,	1
Satisfactory	1
Service is Ok!	1
Slow delivery	1
Slow mail service, need better schedule of mail p/u	1
Slow, going from one campus to another can take two days.	1
Staff do not seem very helpful. mail often disappears for long periods of time	1
Staff is very friendly and helpful. A+	1
The 2 interactions I had were terrible. Plus the staff was terribly rude and condescending.	1
There seems to be confusion on when and where items are to be placed for pick up.	1
They are always helpful and nice when I ask for extra help.	1
They are always nice and helpful.	1
They are slow at times.	1
They do good job considering the large amount of mail we have.	1
Timely	1
Timely in delivery	1
Timely service	1
Trouble free	1
Use campus mail - efficient	1
Usually friendly and helpful	1
Very friendly and helpful	1

Mail Services

	Frequency
Very helpful	2
We get our mail as far as I know on a timely bases.	1
We have never experienced poor service from the mail service.	1
Total	917

Physical Plant Operations & Grounds

	Frequency
Spring Creek Campus	
A bit slow to respond	1
All issues are resolved quickly.	1
Always are helpful to open locked doors etc.	1
Always available to help when I've needed keys made or have needed assistance with rooms	1
Always helpful! If cannot complete something, they advise why and when. Always friendly!	1
Always prompt with any issues I've had	1
Always there when I need them with a quick response.	1
Average service	1
Co-workers are friendly, I enjoy the work.	1
Come right away when need to get into a classroom	1
Didn't confirm unit with me (a B/D room switch) and that caused time delay in completing task	1
Employees are great. Lots of issues may be out of their control. Don't think we're getting our money's worth from the cleaning service supplier.	1
Friendly individuals who always help	1
Getting faster, but has taken up to 30 minutes with 3 phone calls to unlock a door at SCC.	1
Good	1
Good at responding to requests.	1
Got key very efficiently and worker was courteous.	1
Great service!	1
Guys are always nice and helpful.	1
Helpful	1
I never have any trouble working with each of these departments. All are friendly	1
I'm not sure they truly understand my students' and my needs; however, when they ARE there, they do a great job.	1
In the past I have made repeated requests for repair on a couple of vital items in our area. If repaired, doesnt last long and in most cases, no repair took place. My school building seems inefficient. The guys are very friendly and in some cases have gone out of their way, but as a whole, our needs are rarely met.	1
Items around the building are not being fixed in a timely manner sometimes going months with no result.	1
Lack of communication, multiple attempts to finish one job	1
Men's bathrooms at SCC are dirty and disgusting.	1
Met my needs	1
Most of the time they are great. Their work load slows requests down sometimes	1

	Frequency
Need to be more willing to assist and follow through when request are placed	1
Often don't solve problems reported to them	1
Overall good job	1
Overall very pleased. Grounds are kept clean. There is at least one outstanding ticket that has not been touched in 2 months.	1
People tend to take for granted the job they do keeping the facilities up and running.	1
Professional and courteous	1
Quick	1
Services are adequate	1
So friendly and quick to help	1
Some of the hardest working people on campus who get very little appreciation.	1
Some staff are friendly and knowledgable. Other staff are not and do not want to help with problems	1
Sometimes a little slow in responding to needs; great attitude and friendliness	1
Sometimes slow to react	1
Sometimes takes too long for response and corrective action	1
Staff and services are great. Proccess is convoluted. Dean wants us to contact the Art Dept Lab Coordinator for all requests (typically light bulbs), so HE can contact Building Services via the online request form. What makes a oil well rough neck with a sculpture degree more knowledgable about my classroom than the Physical Plant Manager and staff of 10-20 years???	1
The grounds are kept up beautifully.	1
The only time i have used them is to open the locked class rooms. I feel we shouldn't be doing this to start with.	1
There is always someone blowing off the sidewalk while people are coming to work and the fumes are horrable along with the dirt.	1
They always take care of what is wrong.	1
They are always nice and helpfull.	1
Timely help	1
Understaffed and very slow to get things fixed the first time.	1
Very courteous and willing to walk the extra mile for you. Very happy with their service.	1
Very friendly. Some very fast to respond. Others not as much.	1
Very helpful	2
Very helpful and courteous	1
Very helpful and typically fast in responding. But there are some problems that constantly reoccur and never seem to be properly fixed, so we have quit reporting them. Very friendly staff.	1
Very prompt service when requested, friendly, knowledgeable	1
Very quick to respond!	1
Very responsive	1
While also brief response was quick a, effective, and politely handled	1

	Frequency
Preston Ridge Campus	
Always friendly	1
Always friendly and generally prompt.	1
Always friendly and helpful	1
Always there in a timely fashion; friendly staff; will try to meet request as asked.	1
Always there right away when needed.	1
Are prompt in their action whenever there is an issue in any of the buildings	1
Do not respond in timely manner about 3/4 of time	1
Does an excellent job completing requests in a timely manner	1
Excellent. There's always around.	1
friendly interactions, no problems, if there is a mistake, handled quickly	1
Gets it done.	1
Good customer service support!	1
Great, friendly people	1
Grounds are pristine, but internally I find little cleaning or maintenance.	1
Have always been responsive to needs	1
Have fixed everything that I have requested to be repaired.	1
Helpful with Rockin' the Ridge and Clothesline Project etc. setup	1
I called one time for a class that was very warm. Fast response.	1
I organized our Hospitality Career Fair, and they worked very quickly to turn the conference around, and set it up according to my specs. Additionally, whenever I call them for things I see needing attention, they respond immediately	1
In general staff are knowledgeable and courteous. They respond in a timely manner.	1
My need was met by the dept personnel	1
My office is frequently much too cold. When I call, the issue is promptly, but only temporarily, fixed. Can we figure out what causes this, rather than just applying a band-aid solution?	1
not always happy to help	1
OK	1
On-time process of my requests	1
Only way to contact is phone, sometimes no one is there to answer, most often needed to unlock a locked classroom door but sometimes takes 15-20 minutes to get someone there	1
People are great but system not as effecient as could be	1
Plant Ops fix things on a timely basis and are always friendly.	1
PRC plant op personnel are awesome. They are dependable and efficient.	1
PRC Plant Operations manager and crew do a great job!	1
Restrooms in Founder's do not flush well	1
Slow to respond to requests	1

	Frequency
Some cases they are a little slow	1
Staff is very professional and prompt on completing request.	1
They do many things for our department, from deliveries to moving furniture, and are always friendly.	1
Took care of problem	1
Used them for key requests. Helpful and friendly.	1
Usually helpful except at beginning of term when they are spread thin.	1
Usually very helpful, but after reporting the problem, it took a month after the start of the semester to finally get the proper number of chairs in the classroom.	1
Very helpful but all areas can improve in some way	1
Very helpful in responding	1
Very responsive to the needs of the campus community.	1

Central Park Campus

	Frequency
(CPC) [employee], [employee], [employee] are always willing to help me with whatever is needed!	1
Always Courteous.	1
Always helpful and quick	1
Always look the best	1
Always nice and efficiant when called for assistance	1
Always responsive and positive	1
Awesome department. Very courteous staff. Love [employee]!	1
Awesome. Responds rapidly. Great customer service.	1
Beautiful grounds, well cared, maintenance responds quickly and needs are fixed rapidly	1
Come as soon as needed and very polite	1
Consistantly, on a daily basis, the Plant Ops & Grounds staff are friendly, efficient, and always willing to assist anyone with their needs!	1
CPC Physical Plant always does such a great job servicing our campus.	1
CPC Plant has always been very helpful for all our Health Science needs.	1
daytime crews are outstanding	1
[Employee] works SO hard and is VERY helpful	1
Easy to get hold of	1
Efficient	1
Friendly and helpful.	1
I appreciate their assistance; [employee] and staff are very courterous.	1
I did have a bad experience with one member of the Plant staff. Normally they are wonderful but this man came in my office to hang decor. He proceeded to ask me about my political and religious viewpoints and I was not interested in having that conversation with him and I felt uncomfortable.	1
It is still always too hot, but they are super nice!!!!	1

	Frequency
Keep the grounds looking great without being intrusive.	1
No problems	1
On the spot when turning in environmental tempurature issues students may bring up	1
Plant operations personnel are ALWAYS friendly, helpful, and hard working.	1
Promptly responds to all requests	1
Quick response time	1
Quick responses, helpful/hardworking staff	1
response is in timely manner	1
Response to service is prompt.	1
Same	1
See above	1
Someone is always here shortly	1
Sometimes rooms reserved for events have not been unlocked when they should have been.	1
Staff are helpful and mostly prompt	1
Take care of problems, needs quickly	1
They are usually here within minutes of a call.	1
They are very efficient and timely and friendly.	1
They are very good at what they do	1
They go above and beyond to help. One time the AC system in my classroom was being fixed. I called Rosa for help because of my hot flashes and she promptly sent me a fan.	1
This group is so wonderful at CPC, especially during the health/safety fair when communication and pre-planning was lacking; [employee] is exceptionally helpful	1
Very helpful when a power outage occurred	1
Very quick to fix things.	1
Willingness to answer requests and to inquire if issue was taken care of	1

Collin Higher Education Center

All good.	1
Always friendly and helpful!	1
Always provide excellent service.	1
CHEC Physical Plant is always friendly and quick to respond to calls for assistance or needs.	1
Courteous and prompt	1
Do a good job in a timely fashion	1
Grounds at CHEC always gorgeous - enjoy the view; staff making physical changes great - [Employee] is wonderful!	1
Helpful and courteous	1
Never had an issue	1

	Frequency
Our plant operations staff are great, but a few of them really need to work on some personal hygiene issues. The last thing I want to see when one of them is working in my office, is some ugly butt-crack hanging out of their uniform.	1
Polite, helpful, and timely response.	1
Quick to reply and assist wherever possible.	1
Requests to change temperature sometimes take too long.	1
Rude. Not helpful and frankly not easy to work with. There are some (very few) at each campus that are great but the main person at CPC is not nice and needs to take classes about sexual harrasment. If he calls me honey or little lady while talking about me on the phone as he makes fun of me being female, he might get punched. Treated me like I was dirt. I am from TX and I am use to being called darlin but normally it isn't meant to be a jab at what he fews as my inability to work.	1
Some maintenance staff appear unprofessional at times with the volume of texting/standing around/hanging out in the restroom with their phones. Requests have required followup requests.	1
Staff very friendly, campuses clean, have opened doors for interviews for me	1
Still waiting for something I requested 2 years ago.	1
Terribly inefficient at Spring Creek and pockets of general disrespect	1
The staff at some campus' will go above and beyond and some try to avoid or delay doing what is requested.	1
These folks get the job done but school dude is kind of tough	1
They do a great job!!	1
They go the extra mile to get things done for us.	1
they have helped when I had issues with rooms	1

Courtyard Center

always helpful	1
Always willing to help us, quick response, very friendly	1
Can't say enough good things about their processes and quick responses	1
Good response to requests.	1
Helpful in making sure the building is maintained and very friendly	1
Not able to get ahold of them when we call at times because so few staff	1
Staff are always quick to help out and complete tasks to make the College a better place.	1

Purchasing

	Frequency
Did not respond	852
[Employee] and all her staff are friendly, helpful and very knowledgeable.	1
Again I place my request in with my supervisors and they place the order. When purchasing has been requested sometimes it takes much longer than expected to get a final answer.	1
All good.	1
Always friendly and helpful and usually quick to respond	1
Always friendly and helpful when I've had purchasing questions or request for assistance.	1
Always helpful and efficient.	1
Always helpful and have wonderful customer assistance skills, especially [employee] and [employee].	1
Always provide excellent service.	1
Answer all questions and processes requests quickly and accurately	1
Bids and contracts are processed very professionally	1
Contracts and recs are dated and financially irresponsible	1
CougarMart could be better	1
Cougarmart is confusing to me, however, I do not purchase much so I might not be a good judge.	1
CougarMart is difficult to use; would like to see a more streamlined system for purchasing	1
CougarMart is user friendly for the most part. Some Purchasing staff are not courteous or helpful.	1
Easy to work with whether putting together criteria for obtaining bids for new vendors, or working with existing vendors to obtain quotes for current projects.	1
First time to work with the group, it was a positive experience	1
Frequently ask for the same information over and over again.	1
Generally do a good job in a timely fashion	1
Good	1
Good staff	1
Great group! very patient and very knowledgeable! Love how they explain each process in detail. [Employee] is awesome.	1
Great leadership but staff is not efficient or communicative.	1
Helpful and courteous	1
I'm struggling understanding the background procedures for CougarMart	1
In general staff are knowledgeable and courteous. They respond in a timely manner.	1
Inventory Control is included in the first line. Purchasing is informed and helpful in providing support . h	1
Last time I ordered it was hard to find how to do forms and choices but haven't done it lately.	1

Purchasing

	Frequency
Leadership is great. Usually quick turnaround.	1
My purchases move through the approval chain quickly.	1
No problems	1
Not always clear on how to go through cougarmart	1
Ordering system is cumbersome.	1
Overall ok and I understand the reason for them. Remembering to input a contract number and obtaining bids for the best price can become tedious.	1
Patient inventory control staff (its not easy to find items others lost)	1
Polite, helpful, and timely response.	1
Procedures are tedious. It seems as if the purchasing procedures aren't in line with the Accounts Payable procedures and policies. These 2 departments need to work more closely.	1
Purchasing	1
Purchasing and delivery of items are well organized	1
Purchasing Department is very difficult working with them. Also communication with new procedures with purchasing is limited.	1
Purchasing does not perform - just a pass through check	1
Purchasing is excellent. Inventory...I don't know.	1
Purchasing process requires departments to do most of the work.	1
Purchasing processes are antiquated. No department tax exempt credit card, buyers who say 'no' before researching if, something they've never done, is possible and departments have to do all the purchasing leg work to use a vendor not on the list. No incentive to find the lowest vendor when it's such a pain to set up a new vendor. Look into how purchasing is handled at state funded universities and local ISDs.	1
Purchasing products for college very cumbersome	1
Purchasing seems cumbersome; procedures don't always allow for efficiency	1
Rarely have the need to ask services from them but when I do, services are well provided.	1
Rule and Regs are hard to follow and understand. What gets tagged or not	1
So confusing, procedures, processes change frequently	1
Some of the procedures regarding thresholds are a little low, plus limits should be within the fiscal year and not 12 month period(March to March). We budget for fiscal year, not 12 months	1
Sometimes hard to get a reply for any question	1
Sometimes procedures changes and we are not made aware. Systems don't communicate with each other.	1
Takes too long to get through red-tape	1
The process for bidding is not clear. How can you enter a REQ for something when you don't know what it's going to cost. But, you can't put a bid out until a REQ is entered?!?	1

Purchasing

	Frequency
The system is complicating and AP doesn't even look at Cougarmart that hosts and holds most purchasing that needs paid. The entire process changes frequently, new requirements are constantly being implemented therefore even after working in the system for years you still get orders kicked back etc. for silly things. The people for the most part are friendly however, they are following guidelines that don't always make a lot of sense so it is hard for them to even explain the reason for processes at times. I just believe partial carbon forms, partial online forms, multiple platforms, etc. all to accomplish one purchase is a bit extreme.	1
There needs to be a more simple way!!!	1
They are always nice and helpful.	1
They seem like they don't have time to explain answers completely.	1
Timely	1
Turn around on POs is usually pretty good. Things slow the process sometimes and not sure why or what they are.	1
Turnaround time has been slow for purchases, and my department was not able to get equipment needed for teaching in time to be used in the semester covering the equipment.	1
Unnecessarily convoluted process.	1
Usually friendly and helpful	1
Very helpful	1
Very helpful but all areas can improve in some way	1
Total	917

Telecommunications

	Frequency
Did not respond	828
(CPC) Efficient and willing to help	1
[Employee], [employee], [employee] and [employee] are efficient and always have a great attitude.	1
[Staff member] and [staff member] are friendly, helpful and respond quickly	1
[Staff member] and [staff member] have helped us many times. The are quick and accurate with their assistance.	1
[Staff member] has always been so helpful!!	1
[Staff member] is always friendly and quick to respond when I've had any questions or requests.	1
[Staff member] is very friendly and helpful.	1
A better, less costly teleconference system needs to be implemented.	1
A lot of names are not in the system, there needs to be one centrally located area where you can find the location or phone number of all personnel either full or part time.	1
Address needs in a timely manner	1
Always a quick response.	1
Always friendly	1
Always friendly and helpful	2
Always helpful	1
Always helpful and have wonderful customer assistance skills, especially [employee].	1
Always helpful in making sure that you have phone and handle any issues	1
Always provide excellent service.	1
Always very helpful and efficient.	1
Always very helpful. Even with confused inquiries.	1
Another employee said there was problem w my phone-called-problem resolved immediately.	1
Can't say enough good things about their processes and quick responses	1
Courteous and prompt in providing information and correcting any problem	1
Courteous, friendly	1
Current	1

Telecommunications

	Frequency
Dedicating to resolving issues in a timely manner.	1
Do not use often but when I do seems good	1
Ever had a problem and friendly service	1
Excellent support services	1
Friendly and take care of any problem quickly	1
Good	2
Good customer service support!	1
Great customer service.	1
Great people, good service	1
Great staff	1
Great to work with!	1
Great with troubleshooting, providing new resources, etc.	1
Handle problems as quickly as possible	1
Have only used this once to re-set a VM password; very friendly and helpful	1
Help when needed	1
Helpful	1
I am chairing a faculty hire committee and needed a 2-way speaker phone recently. The time spent to figure out what needs to be done was not reasonable.	1
I never have any trouble working with each of these departments. All are friendly	1
I still do not know how to make long distance calls on the system.	1
In general, works great! Would prefer to have phones with speaker systems in offices.	1
Knowledgeable	1
Met my needs efficiently	1
My interactions have been good.	1
Never had any reason to rate them otherwise.	1
Our phone problems have always been resolved quickly.	1

Telecommunications

	Frequency
Phones and internet work	1
Phones are in good working order.	1
Polite, helpful, and timely response.	1
Problem with phone system was explained and corrected ASAP	1
Professional and courteous	1
Prompt and efficient	1
Prompt service even remotely - clear guidelines - Excellent customer service	1
Prompt when there is an issue	1
Quick to respond and solve issues	1
Quick to respond to needs.	1
Quick, efficient, and friendly.	1
Quick, friendly, good info and explanations	1
Rarely needed, but always quite helpful.	1
We see patients so need things to be up and running. They are fast at addressing problems.	1
Small staff does a great job keeping wireless network up and running as well as the phones.	1
Some students are not phone friendly over the phone	1
Staff completed my request quickly.	1
Staff is down to earth and very helpful	1
Staff member is very helpful.	1
Telecommunications	1
Telecommunications personnel do a very good job.	1
Telecommunications was to get help with the podium and they were right on it and didn't leave until I was sure I knew what I needed to do to operate it.	1
The phone lines never seem to go down, so I am sure it is based on the proactive work done by this group	1
They are always helpful.	1
They are always nice and helpful.	1

Telecommunications

	Frequency
They are helpful if support is needed.	1
They are timely and accurate.	1
They were able to understand and answer my questions	1
Timely responses and accurate information	1
Tried to call but keep on holding.... my time is very limited and could not wait that long.	1
Trouble free.	1
Usually friendly and timely response	1
Very few phone issues. Only had to get help one time.	1
Very friendly and got my phone set up and guided me through my voicemail procedure.	1
Very helpful	1
Very helpful when I called with questions	1
We have some great staff in telecom. [Staff member] is so pleasant to work with and [staff member] and [staff member] are always friendly even if it is just acknowledging them while walking down the hall.	1
We use our phones quite often. They are usually fixed the same day.	1
Total	917

Web Services

	Frequency
Did not respond	764
[Employee] has always been friendly and very helpful when I've had any questions with the intranet. Always quick to help me.	1
[Staff member] and [staff member] are very competent and handle matters well.	1
[Staff member] is the best! Extremely patient and knowledgeable.	1
A majority of the staff is very willing to help. They are overloaded with responsibilities. Only one person I've dealt with has not followed through and seems to prevent taking on additional requests.	1
All good.	1
Although I have to wait for an on-line response, always get help within 24 hours or less.	1
Always confusing the division between web services and helpdesk - so I have to wait for certain things to go to certain departments.	1
Always courteous and helpful	1
Always helpful and quick to respond to e-mail!	1
Always helpful and supportive	1
Always helpful but not as tolerant with CE as they could be	1
Always patient	1
Always prompt	1
Always prompt and responsive with any issues. One small suggestion is for more user friendly overall Collin website.	1
Always respond quickly and efficiently	1
Always there when I need them with a quick response.	1
Answer all questions and processes requests quickly and accurately	1
Answered my questions	1
Any questions I have they are always happy to answer.	1
Backlog	1
Blackboard and way software makes you work harder instead of smarter is frustrating sometimes.	1
Blackboard constant issues	1
Blackboard issues are abundant. The staff is very helpful, but it seems as if they are working with limited resources, which makes problem resolution difficult.	1
Blackboard runs horribly slow on my computer, and building exams and quizzes for online classes is a very time consuming process because of this.	1
Blackboard solutions are fast and effective	1
Came to help in new classroom with podium hookup	1
Can always fix my problems	1

Web Services

	Frequency
Can usually fix whatever problem I'm having	1
CMS implementation is taking too long and wasting the college's money. Can't update pages on current CMS because I can't find a computer with an old version Java. College website is not easily viewed on mobile devices..	1
Could not load videos to replace with others, but said no longer their policy	1
Couldn't help me use my tablet to use my college email	1
Courteous and timely service when experiencing Cougarweb or Blackboard issues.	1
Customer service training is needed by their employees.	1
Do an amazing job with so few people. Need more training/ information available online	1
Do not deal with them much, but they have come through when I have needed them.	1
Eager to help w/problems	1
Easy and helpful resolution of problems	1
Easy to locate and direct students to needed forms.	1
Effective but ponderous.	1
Effective communication	1
Efficient most of the time, at times feel impersonal as the college grew expanded.	1
Efficient procedures and timely response	1
Excellent job! Friendly staff, well qualified, good response time.	1
EXTREMELY friendly and helpful, they go out of their way to help!	1
Extremely helpful and efficient.	1
Extremely helpful on all issues when contacted. Great staff.	1
Fix all of my problems.	1
Friendly and helpful	1
Friendly and prompt	1
Friendly interactions, no problems, if there is a mistake, handled quickly	1
Getting help with Blackboard from someone that is easily understood and provides concise, helpful solutions in a timely manner has never happened in my four years at this campus.	1
Good	2
Good customer service.	1

Web Services

	Frequency
Good department. Excellent work despite technical challenges. Dislike that fact that our web page program is not compatible with the operating system that was required of ALL our computers. This is ridiculous---the fact that I am unable to update my website from my computer. I have to hunt for an old...SLOW computer to do this. One minor tweak can take an hour. Waste of my time. This responsibility needs to go back to PR as it use to be. I do want to point out that the IT person that deals with computer problems at CPC is very pleasant to work with. Excellent customer service (Robert).	1
Good experience with them	1
Good service	1
Good staff. Need a better way to contact them.	1
Good, but could speed up services a bit.	1
Got internet services working in classroom	1
Great and quick to respond	1
Great blackboard support	1
Great help learning to set up Blackboard	1
Great staff	1
Have been helpful when needed	1
Have been helpful with setting up a personal website	1
Haven't used recently.	1
Helped me with connection problem.	1
Helped when I asked	1
Helpful	2
Helpful and friendly	1
Helpful and quick.	1
I am not sure if this belongs here or under Administrative Programming, but I would like to know why we waited until the last two weeks for the support of Windows XP to stop and then we receive an email about what we have to do. I have a friend that works in IT for a major corporation and they told me this was announced over a year ago. They could not believe this educational institution waited this long to handle this. We are basically in the last month of the spring semester and now we are supposed to back up our hard drives plus be without our computers for a time. This is a real good example of how not to handle something that has such consequences.	1
I appreciate [staff member]! He is more than willing to help in any way!	1
I find our website to easy to maneuver when searching for information.	1
I frequently visit the e-learning center. They have always provided me with excellent and timely help.	1
I hate updating my password every 90 days.	1
I have had some communication issues at beginning of semesters.	1

Web Services

	Frequency
Initial difficulty and hassle setting up cougar mail	1
Innovative	1
Knowledge, helpfulness	1
Knowledgeable	1
Knowledgeable, friendly, timely	1
Like help desk very patient	1
Met my needs	2
Minor and understandable issues with web sites	1
No issue	1
Not usually helpful. The turn around time is quite slow and protracted.	1
Occasionally slow to get in office	1
Ok	1
On-time process of my requests	1
Ongoing problems with allowable Bb features for faculty	1
Only once have I been misdirected.	1
Prompt and efficient	1
Quick response, accurate information	1
Quick to reply and assist wherever possible.	1
Quick to respond	1
Quick, accurate response	1
Reasonable time spent on each issue	1
Response is in timely manner	1
Same	1
See the comment about Banner.	1
Seemed to take care of my issue relatively quickly without too much trouble	1
Services are adequate	1
Services are always prompt and very helpful to support my teaching	1
Site is easy to use and staff answers questions readily when needed.	1
Slow to respond at times	1
Slower response time, but they had answers to the issues at hand	1

Web Services

	Frequency
Solved the problem efficiently	1
Some pages of website do not navigate well. information is not flowing for students to follow.	1
Some time ago I was transferred to a New York attendant after hours and after some time of trying to assist me with my issue, the attendant just hang up on me. The outsourcing did not work in this instance.	1
Sometimes they don't communicate solutions in a way that an untrained/inexperienced web services user can easily grasp, although they certainly do try	1
Staff are very knowledgeable, but they could be a bit more friendly. It always seems like they are in a bad mood.	1
Takes time to figure out the problem	1
Takes too long to get things done, respond	1
Tend to use this department the most but perhaps the nature of the requests are not so much reflective department but the fact that they service technology; inherently fraught with frustration when issues arise that impact both student and faculty work and efficiency.	1
The help services are useful but locating important information on the website is not intuitive	1
The individual I spoke with is very knowledge about CougarWeb and addressing issues within it.	1
The web site is easy to use.	1
Their hands are frequently tied due to the systems in place. Employees are great.	1
They are always ready to help me with power points, website, blackboard, etc.	1
They are central to my success in teaching online	1
They have always helped our Instructors with their classes.	1
They make it hard to keep departmental Web pages up to date by restricting access for some departments, but not for others.	1
They respond quickly and fix things usually the same day.	1
They rock!	1
They've been very responsive any time I've had a question.	1
Too many Blackboard and email problems	1
Understaffed department? As online classes have increased, the burden on this department has increased and their attitude has become more negative - they need help.	1
User error not the web	1
User friendly	1
Usually friendly and helpful	1
Very helpful	3
Very helpful in a variety of contexts. Always prompt and courteous action.	1
Very helpful with questions regarding blackboard; helped me switch to Google Chrome for home computer	1
Very informative and rapid responses.	1

Web Services

	Frequency
Very knowledgeable and helpful in solving problems	1
Very prompt in dealing with issues	1
Very quick response and helpful when asked questions about my computer.	1
Very quick to respond!	1
Very timely and helpful.	1
Waiting on new system, old system is horrible but the staff helps a lot trying to get it navigated to work properly.	1
Web Services	1
Web services always has the answer	1
Web Services has solved a significant number of issues concerning the functioning of my Blackboard courses over several services. They, too, are extremely helpful and so courteous.	1
When I need help, I sometimes prefer a live person on the other line	1
When will our new web interface be available? Web pages are outdated and difficult to manage.	1
Work to complete requests and to explain what is taking place/double check to make sure of satisfaction	1
You can never speak to someone, all by email	1
Total	917

Section II. Educational Support Services/Programs

Please indicate which of the following educational support units you are aware of.

		Aware	Not Aware	Total
Athletic Programs (e.g. Tennis & BB)	N	485	380	865
	%	56.1%	43.9%	100.0%
Center for Workforce & Economic Development	N	305	560	865
	%	35.3%	64.7%	100.0%
Continuing Education (non-credit)	N	569	296	865
	%	65.8%	34.2%	100.0%
Contracted Services-Bookstore	N	478	387	865
	%	55.3%	44.7%	100.0%
eCollin Learning Center (eLC)	N	537	328	865
	%	62.1%	37.9%	100.0%
Fitness Center	N	585	280	865
	%	67.6%	32.4%	100.0%
Library Services	N	715	150	865
	%	82.7%	17.3%	100.0%
Math Centers / Labs (for academic assistance)	N	479	386	865
	%	55.4%	44.6%	100.0%
New Student Orientation & Mentor Program	N	458	407	865
	%	52.9%	47.1%	100.0%
Science Den	N	207	658	865
	%	23.9%	76.1%	100.0%
Small Business Development Center (SBDC)	N	233	632	865
	%	26.9%	73.1%	100.0%
Wellness Program	N	571	294	865
	%	66.0%	34.0%	100.0%
Writing Centers (for academic assistance)	N	612	253	865
	%	70.8%	29.2%	100.0%

Have you used any services offered by the following educational support units?

		Yes	No	Total
Athletic Programs (e.g.,Tennis & BB)	N	50	689	739
	%	6.8%	93.2%	100.0%
Center for Workforce & Economic Development	N	28	711	739
	%	3.8%	96.2%	100.0%
Continuing Education (non-credit)	N	151	588	739
	%	20.4%	79.6%	100.0%
Contracted Services-Bookstore	N	270	469	739
	%	36.5%	63.5%	100.0%
eCollin Learning Center (eLC)	N	290	449	739
	%	39.2%	60.8%	100.0%
Fitness Center	N	221	518	739
	%	29.9%	70.1%	100.0%
Library Services	N	485	254	739
	%	65.6%	34.4%	100.0%
Math Centers / Labs (for academic assistance)	N	80	659	739
	%	10.8%	89.2%	100.0%
New Student Orientation & Mentor Program	N	134	605	739
	%	18.1%	81.9%	100.0%
Science Den	N	42	697	739
	%	5.7%	94.3%	100.0%
Small Business Development Center (SBDC)	N	18	721	739
	%	2.4%	97.6%	100.0%
Wellness Program	N	193	546	739
	%	26.1%	73.9%	100.0%
Writing Centers (for academic assistance)	N	191	548	739
	%	25.8%	74.2%	100.0%

Using a five-point scale, to what extent do you agree or disagree with the following statements based on your experience with the 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
Athletic Programs (Tennis & BB)	N	0	0	0	7	36	7	50
	%	0.0%	0.0%	0.0%	14.0%	72.0%	14.0%	100.0%
Center for Workforce & Economic Development	N	0	0	1	10	12	5	28
	%	0.0%	0.0%	3.6%	35.7%	42.9%	17.9%	100.0%
Continuing Education (non-credit)	N	3	6	16	43	76	5	149
	%	2.0%	4.0%	10.7%	28.9%	51.0%	3.4%	100.0%
Contracted Services-Bookstore	N	10	19	34	78	117	8	266
	%	3.8%	7.1%	12.8%	29.3%	44.0%	3.0%	100.0%
eCollin Learning Center (eLC)	N	5	4	18	55	198	6	286
	%	1.7%	1.4%	6.3%	19.2%	69.2%	2.1%	100.0%
Fitness Center	N	2	3	15	45	139	11	215
	%	0.9%	1.4%	7.0%	20.9%	64.7%	5.1%	100.0%
Library Services*	N	3	4	13	75	356	17	468
	%	0.6%	0.9%	2.8%	16.0%	76.1%	3.6%	100.0%
Math Centers / Labs	N	2	2	3	11	53	6	77
	%	2.6%	2.6%	3.9%	14.3%	68.8%	7.8%	100.0%
New Student Orientation & Mentor Program	N	0	2	7	33	84	5	131
	%	0.0%	1.5%	5.3%	25.2%	64.1%	3.8%	100.0%
Science Den	N	0	1	1	7	25	6	40
	%	0.0%	2.5%	2.5%	17.5%	62.5%	15.0%	100.0%
Small Business Development Center (SBDC)	N	0	0	1	1	11	5	18
	%	0.0%	0.0%	5.6%	5.6%	61.1%	27.8%	100.0%

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Wellness Program	N	5	4	8	29	130	13	189
	%	2.6%	2.1%	4.2%	15.3%	68.8%	6.9%	100.0%
Writing Centers (for academic assistance)	N	0	2	12	31	133	9	187
	%	0.0%	1.1%	6.4%	16.6%	71.1%	4.8%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	43	4	5	4.84	.374
Center for Workforce & Economic Development	23	3	5	4.48	.593
Continuing Education (non-credit)	144	1	5	4.27	.962
Contracted Services-Bookstore	258	1	5	4.06	1.109
eCollin Learning Center (eLC)	280	1	5	4.56	.823
Fitness Center	204	1	5	4.55	.777
Library Services*	451	1	5	4.72	.626
Math Centers / Labs	71	1	5	4.56	.922
New Student Orientation & Mentor Program	126	2	5	4.58	.674
Science Den	34	2	5	4.65	.691
Small Business Development Center (SBDC)	13	3	5	4.77	.599
Wellness Program	176	1	5	4.56	.905
Writing Centers (for academic assistance)	178	2	5	4.66	.656

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

Note : The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit procedures are efficient.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	N	0	0	0	8	34	8	50
	%	0.0%	0.0%	0.0%	16.0%	68.0%	16.0%	100.0%
Center for Workforce & Economic Development	N	0	0	2	10	13	2	27
	%	0.0%	0.0%	7.4%	37.0%	48.1%	7.4%	100.0%
Continuing Education (non-credit)	N	2	5	22	37	70	11	147
	%	1.4%	3.4%	15.0%	25.2%	47.6%	7.5%	100.0%
Contracted Services-Bookstore	N	16	20	45	68	107	10	266
	%	6.0%	7.5%	16.9%	25.6%	40.2%	3.8%	100.0%
eCollin Learning Center (eLC)	N	3	9	16	50	198	10	286
	%	1.0%	3.1%	5.6%	17.5%	69.2%	3.5%	100.0%
Fitness Center	N	2	2	13	41	137	15	210
	%	1.0%	1.0%	6.2%	19.5%	65.2%	7.1%	100.0%
Library Services*	N	2	5	11	73	358	20	469
	%	0.4%	1.1%	2.3%	15.6%	76.3%	4.3%	100.0%
Math Centers / Labs	N	1	3	3	17	47	6	77
	%	1.3%	3.9%	3.9%	22.1%	61.0%	7.8%	100.0%
New Student Orientation & Mentor Program	N	1	3	8	38	77	5	132
	%	0.8%	2.3%	6.1%	28.8%	58.3%	3.8%	100.0%
Science Den	N	1	1	0	6	26	5	39
	%	2.6%	2.6%	0.0%	15.4%	66.7%	12.8%	100.0%
Small Business Development Center (SBDC)	N	0	0	1	2	10	5	18
	%	0.0%	0.0%	5.6%	11.1%	55.6%	27.8%	100.0%
Wellness Program	N	4	2	11	32	124	17	190
	%	2.1%	1.1%	5.8%	16.8%	65.3%	8.9%	100.0%
Writing Centers (for academic assistance)	N	0	3	18	29	122	13	185
	%	0.0%	1.6%	9.7%	15.7%	65.9%	7.0%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	42	4	5	4.81	.397
Center for Workforce & Economic Development	25	3	5	4.44	.651
Continuing Education (non-credit)	136	1	5	4.24	.952
Contracted Services-Bookstore	256	1	5	3.90	1.210
eCollin Learning Center (eLC)	276	1	5	4.56	.831
Fitness Center	195	1	5	4.58	.751
Library Services*	449	1	5	4.74	.603
Math Centers / Labs	71	1	5	4.49	.876
New Student Orientation & Mentor Program	127	1	5	4.47	.785
Science Den	34	1	5	4.62	.888
Small Business Development Center (SBDC)	13	3	5	4.69	.630
Wellness Program	173	1	5	4.56	.851
Writing Centers (for academic assistance)	172	2	5	4.57	.750
Valid N (listwise)	2				

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Note: The mean and standard deviation were computed based a on 5-point scale by excluding "Don't know."

The unit met my needs in timely fashion.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	N	0	0	1	6	36	7	50
	%	0.0%	0.0%	2.0%	12.0%	72.0%	14.0%	100.0%
Center for Workforce & Economic Development	N	0	0	2	10	12	3	27
	%	0.0%	0.0%	7.4%	37.0%	44.4%	11.1%	100.0%
Continuing Education (non-credit)	N	2	4	14	32	85	10	147
	%	1.4%	2.7%	9.5%	21.8%	57.8%	6.8%	100.0%
Contracted Services-Bookstore	N	14	24	32	69	126	1	266
	%	5.3%	9.0%	12.0%	25.9%	47.4%	0.4%	100.0%
eCollin Learning Center (eLC)	N	4	5	19	45	211	4	288
	%	1.4%	1.7%	6.6%	15.6%	73.3%	1.4%	100.0%
Fitness Center	N	3	5	12	37	144	10	211
	%	1.4%	2.4%	5.7%	17.5%	68.2%	4.7%	100.0%
Library Services*	N	3	1	10	70	373	9	466
	%	0.6%	0.2%	2.1%	15.0%	80.0%	1.9%	100.0%
Math Centers / Labs	N	1	1	4	17	49	6	78
	%	1.3%	1.3%	5.1%	21.8%	62.8%	7.7%	100.0%
New Student Orientation & Mentor Program	N	0	2	6	32	78	14	132
	%	0.0%	1.5%	4.5%	24.2%	59.1%	10.6%	100.0%
Science Den	N	1	1	0	5	27	5	39
	%	2.6%	2.6%	0.0%	12.8%	69.2%	12.8%	100.0%
Small Business Development Center (SBDC)	N	0	0	1	2	9	6	18
	%	0.0%	0.0%	5.6%	11.1%	50.0%	33.3%	100.0%
Wellness Program	N	5	3	9	27	126	18	188
	%	2.7%	1.6%	4.8%	14.4%	67.0%	9.6%	100.0%
Writing Centers (for academic assistance)	N	0	3	14	23	139	7	186
	%	0.0%	1.6%	7.5%	12.4%	74.7%	3.8%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	43	3	5	4.81	.450
Center for Workforce & Economic Development	24	3	5	4.42	.654
Continuing Education (non-credit)	137	1	5	4.42	.896
Contracted Services-Bookstore	265	1	5	4.02	1.200
eCollin Learning Center (eLC)	284	1	5	4.60	.807
Fitness Center	201	1	5	4.56	.835
Library Services*	457	1	5	4.77	.560
Math Centers / Labs	72	1	5	4.56	.785
New Student Orientation & Mentor Program	118	2	5	4.58	.672
Science Den	34	1	5	4.65	.884
Small Business Development Center (SBDC)	12	3	5	4.67	.651
Wellness Program	170	1	5	4.56	.903
Writing Centers (for academic assistance)	179	2	5	4.66	.695
Valid N (listwise)	2				

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Note: The mean and standard deviation were computed based on a 5-point scale excluding Don't know."

The unit staff are knowledgeable.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	N	1	0	0	5	37	7	50
	%	2.0%	0.0%	0.0%	10.0%	74.0%	14.0%	100.0%
Center for Workforce & Economic Development	N	0	1	1	6	17	2	27
	%	0.0%	3.7%	3.7%	22.2%	63.0%	7.4%	100.0%
Continuing Education (non-credit)	N	1	4	13	25	92	13	148
	%	0.7%	2.7%	8.8%	16.9%	62.2%	8.8%	100.0%
Contracted Services-Bookstore	N	13	19	32	61	131	9	265
	%	4.9%	7.2%	12.1%	23.0%	49.4%	3.4%	100.0%
eCollin Learning Center (eLC)	N	3	2	12	36	227	4	284
	%	1.1%	0.7%	4.2%	12.7%	79.9%	1.4%	100.0%
Fitness Center	N	5	4	11	42	131	18	211
	%	2.4%	1.9%	5.2%	19.9%	62.1%	8.5%	100.0%
Library Services*	N	4	1	12	47	391	12	467
	%	0.9%	0.2%	2.6%	10.1%	83.7%	2.6%	100.0%
Math Centers / Labs	N	1	2	3	13	54	5	78
	%	1.3%	2.6%	3.8%	16.7%	69.2%	6.4%	100.0%
New Student Orientation & Mentor Program	N	1	1	7	30	88	4	131
	%	0.8%	0.8%	5.3%	22.9%	67.2%	3.1%	100.0%
Science Den	N	0	1	2	5	26	6	40
	%	0.0%	2.5%	5.0%	12.5%	65.0%	15.0%	100.0%
Small Business Development Center (SBDC)	N	0	0	1	1	11	5	18
	%	0.0%	0.0%	5.6%	5.6%	61.1%	27.8%	100.0%
Wellness Program	N	3	1	7	22	146	10	189
	%	1.6%	0.5%	3.7%	11.6%	77.2%	5.3%	100.0%
Writing Centers (for academic assistance)	N	3	4	14	23	133	9	186
	%	1.6%	2.2%	7.5%	12.4%	71.5%	4.8%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	43	1	5	4.79	.675
Center for Workforce & Economic Development	25	2	5	4.56	.768
Continuing Education (non-credit)	135	1	5	4.50	.845
Contracted Services-Bookstore	256	1	5	4.09	1.178
eCollin Learning Center (eLC)	280	1	5	4.72	.678
Fitness Center	193	1	5	4.50	.896
Library Services*	455	1	5	4.80	.575
Math Centers / Labs	73	1	5	4.60	.812
New Student Orientation & Mentor Program	127	1	5	4.60	.704
Science Den	34	2	5	4.65	.734
Small Business Development Center (SBDC)	13	3	5	4.77	.599
Wellness Program	179	1	5	4.72	.721
Writing Centers (for academic assistance)	177	1	5	4.58	.863
Valid N (listwise)	2				

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

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit staff are courteous.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Athletic Programs (Tennis & BB)	N	0	0	0	5	39	6	50
	%	0.0%	0.0%	0.0%	10.0%	78.0%	12.0%	100.0%
Center for Workforce & Economic Development	N	0	1	1	6	17	2	27
	%	0.0%	3.7%	3.7%	22.2%	63.0%	7.4%	100.0%
Continuing Education (non-credit)	N	1	1	11	22	103	8	146
	%	0.7%	0.7%	7.5%	15.1%	70.5%	5.5%	100.0%
Contracted Services-Bookstore	N	13	12	18	57	163	3	266
	%	4.9%	4.5%	6.8%	21.4%	61.3%	1.1%	100.0%
eCollin Learning Center (eLC)	N	3	1	6	29	240	5	284
	%	1.1%	0.4%	2.1%	10.2%	84.5%	1.8%	100.0%
Fitness Center	N	4	1	13	37	143	14	212
	%	1.9%	0.5%	6.1%	17.5%	67.5%	6.6%	100.0%
Library Services*	N	2	5	11	56	388	9	471
	%	0.4%	1.1%	2.3%	11.9%	82.4%	1.9%	100.0%
Math Centers / Labs	N	2	0	5	13	54	3	77
	%	2.6%	0.0%	6.5%	16.9%	70.1%	3.9%	100.0%
New Student Orientation & Mentor Program	N	0	1	5	18	101	6	131
	%	0.0%	0.8%	3.8%	13.7%	77.1%	4.6%	100.0%
Science Den	N	0	0	3	4	27	6	40
	%	0.0%	0.0%	7.5%	10.0%	67.5%	15.0%	100.0%
Small Business Development Center (SBDC)	N	0	0	1	1	13	3	18
	%	0.0%	0.0%	5.6%	5.6%	72.2%	16.7%	100.0%
Wellness Program	N	3	1	9	19	147	10	189
	%	1.6%	0.5%	4.8%	10.1%	77.8%	5.3%	100.0%
Writing Centers (for academic assistance)	N	2	1	9	21	143	9	185
	%	1.1%	0.5%	4.9%	11.4%	77.3%	4.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (Tennis & BB)	44	4	5	4.89	.321
Center for Workforce & Economic Development	25	2	5	4.56	.768
Continuing Education (non-credit)	138	1	5	4.63	.726
Contracted Services-Bookstore	263	1	5	4.31	1.106
eCollin Learning Center (eLC)	279	1	5	4.80	.596
Fitness Center	198	1	5	4.59	.806
Library Services*	462	1	5	4.78	.580
Math Centers / Labs	74	1	5	4.58	.844
New Student Orientation & Mentor Program	125	2	5	4.75	.563
Science Den	34	3	5	4.71	.629
Small Business Development Center (SBDC)	15	3	5	4.80	.561
Wellness Program	179	1	5	4.71	.738
Writing Centers (for academic assistance)	176	1	5	4.72	.692
Valid N (listwise)	2				

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

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

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)	N	0	0	3	8	37	48
	%	0.0%	0.0%	6.3%	16.7%	77.1%	100.0%
Center for Workforce & Economic Development	N	0	0	4	10	13	27
	%	0.0%	0.0%	14.8%	37.0%	48.1%	100.0%
Continuing Education (non-credit)	N	1	2	23	44	78	148
	%	0.7%	1.4%	15.5%	29.7%	52.7%	100.0%
Contracted Services-Bookstore	N	17	23	44	77	106	267
	%	6.4%	8.6%	16.5%	28.8%	39.7%	100.0%
eCollin Learning Center (eLC)	N	2	5	21	56	201	285
	%	0.7%	1.8%	7.4%	19.6%	70.5%	100.0%
Fitness Center	N	2	4	25	45	138	214
	%	0.9%	1.9%	11.7%	21.0%	64.5%	100.0%
Library*	N	1	6	15	80	368	470
	%	0.2%	1.3%	3.2%	17.0%	78.3%	100.0%
Math Centers / Labs	N	1	1	5	21	51	79
	%	1.3%	1.3%	6.3%	26.6%	64.6%	100.0%
New Student Orientation & Mentor Program	N	2	2	10	37	78	129
	%	1.6%	1.6%	7.8%	28.7%	60.5%	100.0%
Science Den	N	2	0	0	11	27	40
	%	5.0%	0.0%	0.0%	27.5%	67.5%	100.0%
Small Business Development Center (SBDC)	N	0	0	1	5	10	16
	%	0.0%	0.0%	6.3%	31.3%	62.5%	100.0%
Wellness Program	N	0	5	12	48	121	186
	%	0.0%	2.7%	6.5%	25.8%	65.1%	100.0%
Writing Centers	N	2	4	21	28	125	180
	%	1.1%	2.2%	11.7%	15.6%	69.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Athletic Programs (e.g.,Tennis & BB)	48	3	5	4.71	.582
Center for Workforce & Economic Development	27	3	5	4.33	.734
Continuing Education (non-credit)	148	1	5	4.32	.835
Contracted Services-Bookstore	267	1	5	3.87	1.211
eCollin Learning Center (eLC)	285	1	5	4.58	.764
Fitness Center	214	1	5	4.46	.843
Library Services*	470	1	5	4.72	.607
Math Centers / Labs	79	1	5	4.52	.782
New Student Orientation & Mentor Program	129	1	5	4.45	.829
Science Den	40	1	5	4.52	.933
Small Business Development Center (SBDC)	16	3	5	4.56	.629
Wellness Program	186	2	5	4.53	.736
Writing Centers	180	1	5	4.50	.868
Valid N (listwise)	2				

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

PLEASE SPECIFY THE REASON FOR YOUR RATING.

Athletic Programs (i.e. Tennis & BBall)

	Frequency
Did not respond	905
Always fun to watch our athletic programs and college makes it affordable	1
Enjoy being a spectator at games	1
Enjoyable	1
Exciting and so student friendly	1
Good programs I enjoyed them	1
Good to have a variety of extra-curricular activities	1
Great programs for students	1
I have taken many of the PE courses and I love every one of them	1
Quality	1
Questions were answered and helpful suggestions were made	1
Seems to be working, my involvement w/ them is limited	1
Small	1
Total	917

Center for Workforce & Economic Development

	Frequency
Did not respond	905
Able to answer questions and assist accordingly	1
Assisted in present job	1
Friendly and helpful staff. Great ambassadors for the college bringing custom training to businesses.	1
Great staff	1
Helped me revamp my resume	1
In general, helpful and knowledgeable, but I don't always appreciate some of the attitude.	1
Innovative/applauded by community	1
Seems to be working my involvement w/ them is limited	1
Some of the people they recruit need to be more carefully screened	1
Used this service when new to the college.	1
Very helpful staff	1
We have worked with them in the past and have had a great experience.	1
Total	917

Continuing Education (non-credit)

	Frequency
Did not respond	865
[Staff member] is an outstanding educator	1
Able to answer questions and assist accordingly	1
Always friendly and helpful!	1
Always knowledgeable, always courteous	1
Answers questions	1
Any questions I need answered is available or someone who knows	1
Calls to assist students and direct students are always beneficial	1
CE Registration staff are not very customer-service oriented. CE has some wonderful offerings, but they aren't often seen on other campuses. There needs to be a bigger presence from this department on the other college campuses.	1
Class was informative	1
Collin has some of the kindest, knowledgeable, and helpful people I know.	1
Communication is deficient	1
Course was helpful in my career -- 1998	1
Everybody in Continuing Education tries very hard to meet students' needs	1
Excellent customer service	1
Good courses. Friendly knowledgeable staff.	1
Good people, very helpful	1
Great staff	1
Great value and selection of courses.	1
HR staff most helpful when I signed up for online class.	1
I had a great instructor when I took my classes	1
I have never had a problem registering for a course and they provided friendly help	1
I have personally taken classes through the CE and enjoyed it	1
I only use this dept. once per year but usually they are super nice and very willing to help. Processes are confusing at times.	1
In general, helpful and knowledgeable, but I don't always appreciate some of the attitude.	1
Inconsistent information given to prospective CE students	1
Innovative	1
Knowledge and helpful	1
Literally everytime I have called CE, the staff have ALWAYS been VERY helpful.	1
Nice & professional during my interactions with them	1

Continuing Education (non-credit)

	Frequency
Not always as courteous as they could be.	1
Offers duplicate programs for credit is offering without discussing it. Credit and CE are now fighting each other for clinical sites. They told us they would not offer a duplicate class, then it was on the next board agenda and was approved.	1
On-line registration is not as robust as undergraduate side of the house.	1
Poor quality instructor (Spanish I)	1
Provides courses to the adult population, only had minor issues with course definitions	1
Registration process is frustrating; class communications are frustrating	1
Registration software confusing; always get great service from staff	1
Seem to know what they are doing and willing to assist	1
Seems to be working my involvement with them is limited	1
Since CE has a different schedule that Academic classes, this has always been a problem, but CE has always tried to assist.	1
So many choices for students--great program!	1
System often does not work correctly. some of the staff not very helpful.	1
The new electronic manner of registering is much better.	1
The opportunity for the CEUs was great but the instructor, [employee], was not as knowledgeable as I had hoped during the DSM-5 training.	1
The website is not user friendly	1
They are able to help with classes and students.	1
Used Continuing Ed services successfully	1
Very convenient and applicable courses	1
Very helpful in todays workforce and staff are always going the extra mile	1
We need to find a more efficient way for our students to fill out a registration form only once if they take 30 CE classes in a year.	1
We provide CE classes for our department daily, so we do our own non credit classes.	1
Well, I run the C.E. bookstore! I do the work of 3 people and try very hard to be accurate and follow procedures.	1
Wish more staff knew they can take CE classes. They have training suited for every job title.	1
Total	917

Contracted Services -Bookstore

	Frequency
Spring Creek Campus	
Always helpful	1
Always willing to respond to requests	1
Book order system is awful and outdated	1
Books almost never arrive on time for the start of the semester. Very disorganized store. SCC	1
Bookstore fellows always helped me find what I was looking for and the lines were efficient	1
Bookstore has not given students correct listing of books for my class. Bookstore staff have not responded quickly to emails about incorrect textbooks. All of our dept textbooks were entered incorrectly in the online bookstore course listings and this took too many days to fix.	1
Bookstore sought my input on ordering of art supplies, and now stock items needed for Drawing I and a basic Painting start up kit	1
Courtesy/helpful	1
Don't often need the bookstore, but they are helpful when I do	1
During three of four semesters that I have taught at Collin, my book order was either missing an essential text (first semester here), or orders were grossly understocked compared to the enrollment number of students in the courses taught (semesters two, three and four)	1
Friendly environment	1
Full-time employees are helpful and respond to emails promptly; I have encountered a number of rude employees working on the floor/cash register	1
Great, except probably not their fault if publisher doesn't get materials delivered in a timely fashion.	1
Helpful	1
Helpful, efficient staff.	1
I use the bookstore as a place to get supplies. I don't understand why we can't just purchase our own.	1
If not in stock, placed orders are delivered in a timely fashion.	1
It would be helpful for students if they were open longer on Friday and had some hours for weekend students.	1
knowledgeable staff that responds quickly to concerns or questions.	1
Lack of organization, lack of training, poor customer service, not timely, not efficient	1
Most of the employees I have met here are not really helpful.	1
Most of the time I can find what I need but many times books are not ordered or not enough have been ordered. buy back is a joke.	1
Most of the workers are not very friendly but the staff is.	1
No problems with the Bookstore.	1
Prices are too high	1
Prices are too high for students	1

	Frequency
Quality	1
Staff are not really friendly	1
Staff is great. Very little selection in snack area. New procedure to charge to cost center is very tedious and wastes time.	1
the books that I need were not in the bookstore when I was on the campus.	1
The bookstore had what I needed and were helpful in finding things	1
They are always friendly and ready to help.	1
They do a fine job.	1
Too long a lead time is needed to order books for classes in upcoming semesters	1
Very friendly and responsive.	1
When I deal with them face-to-face, they are polite and efficient/they deali with concerns that I send in by email, and reply quickly	1

Preston Ridge Campus

	Frequency
Almost all office supplies have to be special ordered and most of the staff are not knowledgeable	1
As chair, book ordering was a little chaotic and sometimes resulted in incorrect orders.	1
Books for my course are ordered for my students.	1
Bookstore is not stocked nearly as well as in the past.	1
Cashiers are reasonably good, but I believe they could improve the quality of their customer service: speed and friendliness.	1
Change is needed here. Errors in book orders abound, students report being treated poorly, given the wrong texts, etc. I've noticed some improvement in courtesy and attitude lately, but this is not an area of the college that puts students' needs first. "Customer service" is lacking. Students have other (less expensive) options.	1
Communication has greatly improved	1
Do not like new check out procedures but the staff are always helpful and courteous.	1
Get my orders wrong, misinform students about texts, only purchase latest editions	1
Have had some problems with getting the correct books; need to designate assigned books online as well.	1
Have lost book orders, or said they did not come in when they had, books were not on shelves fall semester, but was better spring	1
I think the bookstore has room for improvement. They need to stock common items more often (i.e.: paper clips, staples, post-it notes).	1
ISBNS don't match book orders, book orders not made in timely manner, profs not notified when books don't arrive, rude staff to faculty and students, disorganized	1
It's not clear what the process is to order office supplies - why isn't there some way to order these online? When in the bookstore, it's hard to know who is staff - lots of PD training opportunities	1
Need better system for ordering books.	1
PRC one needs to have more clothes and other stuff	1
Recent turnover has resulted in a difficult transition at PRC. Things are improving slowly though.	1
Rude. Orders messed up. Books don't arrive on time. Blame faculty.	1
Some issues in the past, but I see that they are trying really hard to improve. Staff are courteous	1

	Frequency
Staff needs to have more training on procedures.	1
The bookstore doesn't carry many items that we buy for the office anymore. Also, the last 4-5 orders have had something wrong with it. Ordered wrong thing, wrong quantity, etc. The email your order idea is easy however I believe they get forgotten. There is no way to check the status or see whats being ordered. Its a mess and if you are ordering for a conference or event.... make sure it is in ADVANCE! like weeks! Its is not a bad experience simply because the people are so nice but an inconvenience for sure.	1
The new layout gets it up to a 5 -- the old layout would have dropped it down to a 3 or 4	1
They make operating a bookstore look nearly impossible.	1
Usually friendly and efficient	1

Central Park Campus

(CPC) [employee] is very efficient and friendly!	1
Always support my instructional needs	1
Always willing to help you find other ways to get the books they didn't have	1
Courteous	1
CPC has amazing staff! They greet you when you walk in....very cordial. They answer their phones! EVERY time I have called the SCC bookstore....it just rings and rings. I dropped off paperwork to them recently and asked where I could submit it.....the person at the register just pointed to an area. Really? Pointing to a general area was really not helpful. Was it too much of a bother for them to provide me with some verbal information?	1
Friendly service / Class textbook information provided online	1
Has books and supplies necessary for our students	1
I did have a very negative experience with the CPC bookstore. I ordered an item that was put on back order and the staff told me would be ready sooner than it was. The staff was not professional and made me not want to ever order supplies through them again.	1
I dread dealing with the CPC bookstore. The veteran staff always seem distracted or unable to help, and the student assistants seem to be given very little knowledge or power to do anything on their own. Every semester there are significant ordering errors with my students' books, and I always make sure to go in person to address inevitable issues. The bookstore radiates an unwelcome feeling. Most college bookstores are brightly lit, with pop music on the overhead and attractive displays. Our bookstore is dingy, unattractive, and not very helpful to students.	1
I have been very impressed with Colllin College in general. Their systems and staff are fantastic. I attended 4 year institutions that were nowhere near as organized and professional..	1
I used to deal with [employee] all the time when I was the only A&P full time faculty. Now, not so much but sometime ago I asked her to buy a special type of scantron and she not only bought it but also made sure the other campuses got them also.	1
If the Bookstore doesn't have the items you need for the office, they immediately order the items and have them ready within 1-2 days.	1
Instructors must be able to call and ask questions of bookstore staff, new policies should be emailed to instructors.	1
More staff necessary at peak times to reduce waiting time	1
My books come in on time and they are quick to help when I have questions.	1
Only negative: antiquated book ordering method. Otherwise, the staff is extraordinarily helpful and friendly.	1
[Employee] and [employee] at CPC bookstore are the best!! We have had a great working relationship with them for several years.	1
Phi Theta Kappa related issues	1

	Frequency
Roped off sections can sometimes be confusing - senior can be a little casual rather than professional	1
Staff are friendly	1
Staff are knowledgeable, friendly, personable. Will assist you.	1
The bookstore on the main campus doesn't seem able to get my classroom textbooks. I let them know ahead of time, so I'm clueless as to what the holdup is.	1
The TRAC card machine is a constant issue - all efforts to get a newer one with Crd/Debit feature has gone nowhere	1
They are efficient and helpful	1
Very friendly staff, however ordering is slow	1

Collin Higher Education Center

Always friendly and help	1
Always friendly and helpful!	1
Dirty, unorganized, overpriced and chaotic	1
Don't use often but usually get friendly, helpful service	1
Nice staff	1
Order office supplies through CPC Bookstore all the time. Staff extremely friendly, knowledgable and helpful at all times. Also, pick up t-shirts from CPC. Staff always friendly.	1
Orders placed get processed quickly	1
Use quite often and they ar courteous and helpful	1

Courtyard Center

Books are almost never ordered or delivered on time. There seems to be a policy of returning books prematurely and ordering them again with rush-shipping. The College Board minutes indicate we are spending thousands of dollars a month on shipping for the bookstore. This seems very wasteful. The bookstore staff at some stores are rude and unable to check the system to see if books have been ordered.	1
My co-workers try very hard and have a lot of work with our new system change.	1
Not at all helpful and very rude most times	1

Other

It's odd that students cannot browse the books in the bookstore. They run out of snacks often.	1

eCollin Learning Center (eLC)

	Frequency
Did not respond	821
"Training" for online teaching was not very useful	1
[Employee] is awesome. Not sure why eLC information is on a Google site.	1
[Staff member] and her team are EXCELLENT!!!!!	1
[Staff member] is a tech angel - everyone at eLC (don't change the name again!) is fantastic, friendly and helpful to people who are not good at technology!!! And they help my students with e-mail issues, BB, etc...	1
[Staff member] is very helpful and knowledgeable	1
[Staff member] is very knowledgable	1
A bit slow	1
AMAZING JOB, one of the most efficient systems at Collin	1
Any time I needed them they promptly found the time to help me.	1
Best staff. [Staff member] and [staff member] rock!	1
Big staff that is minimally engaged and up to date.	1
Blackboard working perfectly for me	1
Deadline for Fall course evaluation for OAB is extremely early compared to Spring.	1
Easy to navigate online-certification program	1
Efficient and good.	1
Efficient procedures and timely response	1
Efficient, knowledgeable staff	1
ELC has improved in customer service, however, only a few individuals can assist with blackboard issues. New education regarding blackboard is very helpful.	1
ELC is the best	1
Everything I take to the staff to dove, they are able to help.	1
Excellent professional help	1
Excellent service	1
Excellent support	1
Extremely happy with [staff member], [staff member] and all personnel. They are always willing to help and go above and beyond duty to get the job done (specially [staff member]!!!!).	1
Extremely helpful in assisting me with setting up my classes on Blackboard	1
Extremely helpful with setting up each semester's blackboard, etc	1
Fantastic, helpful service. Highly recommend to students/staff.	1

eCollin Learning Center (eLC)

	Frequency
From the way the staff handles day to day operations, makes this unit, exemplary.	1
Good options, always ready to assist.	1
Great staff. Very helpful with myself and students. Great tutorials and training.	1
Great support for blackboard	1
Great, courteous, helpful, and knowledgeable staff but the overall lack of personal availability of staff is not customer service oriented. Trying to push everything onto e-mail is not really true customer service.	1
Helped you understand how to navigate through the system	1
Helpful	1
Helpful and informative	1
Helpful and took time to work with me	1
Helpful, but procedures need more clarification	1
Helpful, knowledgeable and get problem solved	1
I am very satisfied with their services.	1
I have been very impressed with Colllin College in general. Their systems and staff are fantastic. I attended 4 year institutions that were nowhere near as organized and professional..	1
I have worked with them sofr several semesters, and they are not only knowledgeable, but always willing to help	1
I took several training classes about BlackBoard and learned a great deal	1
Impressive. knowledgeable. patient	1
Innovative	1
It is sometimes difficult to make an appointment that works with me teaching schedule. A 24 hour helpline for faculty would be a god-send, especially for those of us who use BlackBoard, which is particularly "glitchy." The staff who work in the eLC are fabulous; I would like to clone them and have them available 24/7 however, which is how my work schedule goes. Between the end of finals week and the day grades are due, I am forced, literally, to go without sleep. English professors grading loads and the amount of time alloted for us to grade is insanely out of proportion with reality..	1
Knowledgeable, patient, friendly	1
Love these folks!	1
Love, love, love!!!! Great people to work with!	1
Need more organized and updated web information	1
No issue	1
No problems	1
Not user friendly (Blackboard)	1
Offers a wide variety of information/videos	1

eCollin Learning Center (eLC)

	Frequency
Plenty of help available. Esp. [Staff member]!	1
Procedure for approving online courses seems redundant and intrusive	1
Prompt response from staff	1
Quick, accurate response	1
Satisfactory	1
Seem to provide very little service to the students, especially walk ups.	1
Services are always prompt and very helpful to support my teaching	1
Some members are very helpful, others are not and tend to be confusing	1
Some procedures are confusing, drawn out and overcomplicated	1
Sometimes feel confused with whether to contact eLC or web services	1
Staff called back with information requested.	1
Staff extremely cooperative and willing to help student or staff	1
Staff fantastic; procedures oppressive	1
Staff helpful when needed, and willing to go above and beyond with collaborative projects	1
The eLC staff are courteous, knowledgeable, and available!	1
The staff has always been helpful in resolving my issues.	1
The team members were knowledgeable and efficient. Most of all, they were are patient and understanding.	1
There seems to be training when ever faculty needs it.	1
They always seem to be able to fix things for me and give me very good suggestions.	1
They are awesome and patient with clients and make sure things are working right	1
They helped me get my Blackboard site running.	1
They know me by name and help me all the time	1
They send many emails on their offerings.	1
This department will go out of its way to help you, even when it isn't there problem.	1
Too many layers of approvals for online classes	1
Tremendous!!	1
Tutorials and online information available / Helpful and attentive staff	1
Very efficient and knowledgeable; this group does a tremendous job with limited staff	1
Very fun knowledgable staff that helped me along with my concerns	1
Very giving of their time and expertise. There should be more people on staff though.	1

eCollin Learning Center (eLC)

	Frequency
Very good experiences with eLC.	1
Very helpful	1
VERY helpful group!!	1
VERY helpful to students and faculty	1
Very helpful with helping me with software and online help	1
Very helpful with requests that I have made regarding information that I am seeking on behalf of faculty members.	1
Very knowledgable and helpful	1
Very knowledgeable and available	1
Very professional, available, courteous. Helped by them more than I can describe.	1
While staff is very nice, information about Bb updates is often inaccurate and underestimated.	1
Wonderful group that most of us would be lost without!	1
Worked with me to address my concerns.	1
Would like more wellness seminars and greater diversity on wellness books. More variety in classes offered.	1
Total	917

Fitness Center

	Frequency
Spring Creek Campus	
Athletic Directors are great. Student staff just sit behind the desk, no assistance to new gym rats like me.	1
Awesome workers	1
Center well maintained	1
Easy to access and they take care of it well	1
Everything I need for a great workout.	1
Frequently misplaces ID cards. Holds cards for weeks at a time before sending them to Lost and Found.	1
Great	1
Great benefit	1
Great benefit.	1
Gym has everything one needs for a good workout.	1
Have not used recently.	1
haven't used it in awhile but when I did staff was helpful	1
I have used the facilities and really like the weight room and racket ball rooms	1
I used the facilities to workout	1
I would prefer to have a more open area and updated equipment - I would also like to receive information about the fitness center and its services, e.g. can we hire a personal trainer?	1
Need fans.	1
Old equipment, old posters, etc. No place for facult only. Good diversity in machines though	1
Overall ok, but space is limited.	1
Quality	1
Questions were answered and helpful suggestions were made	1
SCC needs more space and equipment	1
Student Assistants can be very rude at times.	1
The facility is very nice.	1
They are always nice and helpfull.	1
Too small & outdated for the size of the campus/college	1
Use SCC's daily, great facility, except fan needed (air flow issues) gets way too hot - to the point of heat exhaustion	1
Useful place, but the staff often gave me blank stares from questions, or gave me a rude response to a friendly question.	1
Preston Ridge Campus	
Awesome benefit	1

	Frequency
Center is clean and user friendly	1
Clean and well run.	1
Excellent staff.	1
Friendly and efficient	1
I really enjoy the wellness program, it is a great way to help with stress and stay fit.	1
I work out several times per week. The selection of equipment is good, but the space is cramped--getting to the free weights often requires a very circuitous route, walking around and even stepping over other patrons who are using the facility. Expanding into a larger space would improve the experience considerably.	1
Keeps faculty updated on services	1
Meets most of my needs	1
Not very friendly. Unwilling to help. Emailed with no replies back	1
Seems to work, my involvement w// them is limited	1
The equipment I used was old	1
The fitness centers at PRC and SCC need updates.	1
Their equipment is well maintained	1
Updated machince and well kept	1

Central Park Campus

Facilities and staff are adequate at CPC	1
Great place to work out	1
Great service	1
I often workout after work at CPC, and have noticed one desk worker who is not very friendly. Nothing rude said, she is just not friendly to anyone who stops at the desk.	1
I used to go there frequently in the past and was very satisfied they way they conducted center.	1
It's equiped with a variety of equipment for a complete workout.	1
Not always convenient hours	1
Our students have used the fitness center for several years and have had no complaints.	1
Staff is always friendly and helpful	1
student workers can be an issue - not helpful with questions	1
Very convenient	1
Very well maintained. I just wish we had individual lockers for staff and faculty like they do at SCC.	1
When I used it, it met my needs.	1

Collin Higher Education Center

Always friendly and helpful!	1
Clean and a helpful staff	1
Great services & clean	1

	Frequency
Now at CHEC and there is no fitness center	1
The facilities are great! The rating is because, more often than not, the staff were busy playing on the computer and you had to work to get their attention if you needed to check in/out or get help. Or, they were working out and you had no clue who the staff member was, so you couldn't get any help at all.	1
Use quite often no complaints	1

Courtyard Center

Always available to help and answer questions	1
Friendly staff and always there to help if you have questions or needs	1
The staff has always been courteous and helpful in meeting my needs.	1

Other

However, I was a student at CCCC and am familiar with these units from then.	1

Library Services

	Frequency
Spring Creek Campus	
Above and beyond	1
All staff are courteous except one.	1
Always helpful and willing to search for topics, items	1
Beautiful facility	1
Courteous and know their software to retrieve information	1
Do a great job	1
Don't use them very often so sometimes things change between using services	1
Efficient, pleasant, and organized	1
Excellent resources for instructors	1
Excellent service; cooperative and helpful	1
Excellent support	1
Friendly	1
Friendly; helpful	1
Generally good; [employee] is awesome!!!	1
Good selection of material, great facility.	1
Good selection, friendly people	1
Great	1
Great customer service, friendly.	1
Great resource for faculty and students alike. Friendly, helpful, knowledgeable, prompt response to inquiries	1
Great resource, even the inter-library loan system is fast, never disappointed	1
Has lots of great resources	1
have always been helpful and interested in working to build resources for discipline	1
Have not had much need to use the library, but the staff are customer service oriented (usually).	1
Helpful	1
Helpful and courteous staff.	1
I am very satisfied with their services.	1
I can't get a response for a DVD that I have requested. I have sent two requested via email. No responses.	1
I get most of my general reading materials from the SCC library	1
I use the library at Central Park for my study group meetings and the facilities and staff are wonderful.	1

	Frequency
I visited several times for information	1
I work in the library sort of biased. We do every thing we can to get materials for students and faculty.	1
Knowledgeable	1
Library always has nice staff	1
[Employee] and her staff are outstanding...very professional.	1
LOVE the library. The facilities are fabulous; the staff are fabulous and have always gone above and beyond the call of duty. I love these people!	1
[Employee] and all others I've worked with at the library are excellent!	1
[Employee] is very helpful with my class research and we visit her every semester!	1
Met my needs	1
My rating is lower due to the fact that I could not log on to a computer in the library. Why does the library have a system different than the rest of the campus. But honestly, nothing about Collin College is user friendly for part time associate faculty.	1
New, clean light spacious would like to spend more time there	1
Polite and professional	1
Professional and helpful	1
Quality	1
Questions were answered and helpful suggestions were made	1
Quick checkout and interlibrary loans.	1
Scc	1
SCC	1
SCC has a great library, with a great staff.	1
SCC library is great, staff is solid. Just a bit loud for a library especially because of all the ecco.	1
SCC library is huge and well equipped with learning materials.	1
SCC library staff is efficient and friendly	1
SCC: I very much appreciate [employee], [employee], and [employee]. They have been very helpful and informative to me.	1
SCC. Always courteous, helpful, friendly and knowledgeable	1
Spring Creek	1
Staff eager to help	1
Staff is courteous and helpful.	1
Staff is knowledgeable and the Library is a great place to study. Love the individual rooms.	1
Students report excellent service	1
The library is fine	1
The SCC Library is fabulous! Esp. [employee]!	1
THEY ARE ALL TIMES VERY NICE AND HELPFULL THANK YOU	1
They are always helpful.	1

	Frequency
They know what they are doing and are friendly and helpful.	1
They were able to assist me with my classroom and library needs.	1
Very congenial and ready to help	1
Very knowledgeable and available	1
Very nice library.	1
Very professional, very helpful, very courteous. The SCC is well-equipped with reading materials and reading accomodations.	1
Very responsive and helpful to keep our accounting materials for the students to use.	1

Preston Ridge Campus

Always helpful	1
Always helpful and courteous service.	1
Always on top of it. My students report good things, too.	1
Always there for me and my students	1
Always very helpful and friendly	1
ALWAYS willing to assist me before my classes. Can't thank them enough	1
Because I can only go as high as a 5	1
Excellent and helpful staff.	1
Excellent service	1
Friendly and popular with students and professors.	1
Great to help hold books and resources for my classes. PRC is the best! CPC not so much.	1
Have always been able to assist students that I send there. Wish there were more legal resources but that is not a library issue.	1
I rarely use the services, but they are good about checking to see what resources we need for our classes and assisting with searches	1
Librarians are always courteous and helpful both to me and , more importantly, to the students whom I take to them for help..	1
Library staff is friendly and helpful	1
[Employee] is exceptional, competent and works hard to provide answers and books.	1
Make it more clear who is the reference librarian, who is the circulation desk	1
Most librarians are very good (and student feedback is positive)	1
My experience with the library and its staff at PRC has been outstanding!	1
Never had a need they couldn't meet	1
No big complaints	1
No problems finding the books I needed.	1
Occasionally, do not get information when materials order have arrived and been processed	1
Our librarians rock! always willing to assist	1
Our library is wonderful - very professional, pleasant, student centered. Staff are always ready to help students and faculty.	1
Pleasant staff and good stock of materials	1

	Frequency
PRC Everyone I've worked with is wonderful. [employee], [employee], [employee], [employee]. Helpful, Friendly, Efficient	1
PRC Library very helpful in locating books or journal.	1
Rooms for private study aren't managed well enough, too often I walk by one and find a student sleeping or playing games on a laptop.	1
Services are good, I really haven't discovered any "procedures," just what I've been able to dig up online	1
Staff are always ready to help students and professor as well	1
Staff is friendly and willingness to help find books.	1
The Library has always been able to help me and my students	1
The library staff are amazing. They assist in a number of ways: Style workshops, literary analysis workshops, online tours, and much more.	1
The PRC library is good, but the staff are sometimes discourteous.	1
The staff is one of the best. Very helpful and very knowledgeable	1
The staff is very friendly and helpful. I have had difficulty finding resources online in the past.	1
The staff is very helpful and efficiant	1
Think books offered is limited	1
Very helpful in educating students in library services	1
Very professional.	1
Warm, friendly, cooperative	1

Central Park Campus

	Frequency
(CPC) Kudos to [employee]! She is very knowledgable and willing to help.	1
A very good set of people -- but it is hard for an adjunct to connect with them.	1
A wonderful group providing important services	1
Always bend over backwords to help you find what you are looking for	1
Always helpful; [employee] independently provides/supplies helpful information	1
Always shares new information in our field	1
Awesome! [employee] is the best!	1
[Employee] and her staff are amazing and helpful.	1
Can do attitude and follow through	1
Comprehensive services offered	1
Courteous, knowledgeable, willing to help	1
CPC - always helpful, always very attentive to what I need for class	1
CPC library has a friendly and helpful staff	1
CPC library staff are amazing and quick to respond!	1
CPC, friendly and helpful	1
Extensive resource and the staff have amazing skills and are always extremely resourceful	1

	Frequency
Great info session.	1
Great service	1
Great staff. Friendly. Knowledgeable. Will go over and beyond the call of duty.	1
I am always interacting with [employee], our liason, and she is awesome.	1
I chose neutral because I work at the library	1
I was able to easily maintain the information and materials I needded.	1
Inefficient to have to search each database for articles and etc.	1
Librarians are always helpful. Collection and online resources meet my needs.	1
[Employee] is overly pushy	1
[Employee] Rocks!!!!!	1
[Employee] is great!	1
Lots of choices	1
No problems	1
Np	1
Our students have used the library for several years and have had great feedback on the library.	1
Professional and helpful.	1
Smart, enthusiastic and always get me what I need!!!!	1
Staff is great; [employee] is an exceptional reference!	1
The library at CPC is a wonderful place with OUTSTANDING people.	1
The library staff is very knowledgeable, but I worry about the staff, who always seem tightly wound and exhausted.	1
Varied resources available.	1
Very helpful locating, asssiting in information needed	1
Very helpful with an inter-library loan last semester.	1
Very rude and inefficient and constantly giving students wrong information	1

Collin Higher Education Center

Don't have a library on campus	1
Fabulous and responsive	1
librarians offered assistance with statistical and other research	1
Library staff, especially [employee], are very very helpful with all my needs.	1
Normally it is great but sometimes you get someone who isn't helpful	1
Now at CHEC. Can we do some kind of intra-campus transfer and return.	1

Courtyard Center

Great place to gather research and staff very helpful in finding what you need	1
The staff at PRC go above and beyond to help me.	1

	Frequency
Would give a 5 if hours are extended	1
Would like to be able to check out books on-line or via thel phone and have them sent rhough deparmental mail rather than going to thte campus.	1

Math Centers/Labs (for academic assistance)

	Frequency
Spring Creek Campus	
[Emploee] is GREAT! Responsive and helpful.	1
do their best to aid massive cross-section of needy students	1
Great support	1
Helpful to students	1
I have had complaints from my students as to their helpfulness.	1
I have used the math lab. The majority of the time I can get the help I need.	1
I received good tutoring when needed for a class.	1
My only complaint is their lack of knowledge of higher level content	1
My students use the math centers quite a bit, and I have heard nothing but good things. I have gone to the math center with a student to work, and had a good experience as well.	1
Occassionally the tutors would not be considerate of noise volume and would speak full volume in a quite lab.	1
sometimes spread too thinly	1
The tutors are not always helpful to my students, but I know they try.	1
There isn't enough staff for all the students that come seeking help	1
Priston Ridge Campus	
Always there for me and my students	1
Always very useful for my students	1
I do not use	1
Central Park Campus	
Awesome	1
Provides students with answers instead of knowledge	1

New Student Orientation & Mentor Program

	Frequency
Did not respond	874
[Employee] does an excellent job of overseeing this program: recruiting, training, and informing mentors.	1
[Employee] is extremely organized, helpful, and open to new ideas.	1
Again, very helpful to students	1
Appears very organized - and I enjoy participating in the New student orientations as a faculty member	1
Courteous and supportive of Faculty who serve in NSO's.	1
Do all they can for new students.	1
Do not use this department very often.	1
Excellent	1
Excellent service	1
Generally good and friendly staff	1
Great class presentation about the mentoring program.	1
Great info for students and parents.	1
Great support for new students	1
Have volunteered for this and it seems to work well for students	1
Helpful to students	1
Helps students	1
I have worked in both programs and continue to do so.	1
I used to volunteer more often and always enjoying doing so.	1
I was involved as a mentor for several years	1
It would be nice to have access to the information that they share during orientation tours, just in case there are incorrect statements.	1
Knowledgeable	1
Navigation excellence	1
Necessary to promote student success	1
Nice people with good ideas, but the orientation programs are not well organized or promoted. When I was a college student, our orientation was intensive with groups of about 15-20 led by other students, and through activities, tours, and team-building exercises, we built bonds with our orientation group mates. I have volunteered as faculty at CPC orientation. The conf. center is overcrowded, conversation is not clearly directed, and students tend to sit awkwardly in silence. They need to be engaged, active, moving around the campus, doing scavenger hunts, etc. Also, when I was a volunteer to speak at a returning student orientation, there were more staff than students in attendance (five). I think promotion of these orientations needs to be a lot better and go beyond sending a notice to everyone's Cougarmail account.	1

New Student Orientation & Mentor Program

	Frequency
Orientation is very important for new students & help them to start their program in College.	1
Orientation is wonderful. The mentor program is lacking but it isn't the staff, they are great.	1
Orientation should be mandatory	1
Provide online version on NSO	1
Quality	1
Routine working relationship, always beneficial	1
Students look bored in orientation	1
Students need more re. orientation	1
The last time I participated in this event, I was treated very rudely. Will not do it again.	1
The orientation roundtables are a gem. Good for the students and good for faculty too.	1
They are friendly.	1
To my knowledge, faculty were not asked for input into the new student orientation. We serve for 30 minutes or so at the roundtables, but we should have more input as to what we think students need to know. If such consultation has occurred, my apologies,	1
Tries to create a personal connection to students	1
Very helpful for new students.	1
Very professional	1
Very professional and positive environment	1
Very student focused and full of energy	1
Very well ran and marketed, contacted frequently with updates and information	1
Wish this group would work with the library in providing tours of the libraries - often giving wrong information	1
Total	917

Science Den

	Frequency
Did not respond	902
[Employee] at CPC is a great asset and is very responsive to needs and issues as they occur	1
[Employee] has been professional and helpful.	1
Excellent resource for students	1
Gets crowded and loud sometimes (but this is good because being used)	1
Great for students to get extra help in the sciences.	1
I do not use	1
I have used the den. It is very helpful to see the same models used in lab in that room.	1
I've never had anyone complain about the Science Den	1
Lots of models available	1
Not enough hours	1
Student friendly	1
The space is horrible, the staff are not familiar with anything as it is tucked away in such an obscure part of the library, we have had so may items broken or stolen since we moved in to this new space, students are constantly complaining about it and they want to know why it is so poor at this SCC when we have the newest library.	1
The staff are pleasant.	1
Tutors are friendly and very helpful.	1
Yes, I asked the CPC dean to start one on our campus and even provided the list to material to be bought. Also asked the library director to provide a space for it and she graciously did it.	1
Total	917

Small Business Development Center (SBDC)

	Frequency
	907
Friendly and helpful staff. Another great ambassitor for the college helping Small Businesses grow.	1
Helpful and courteous	1
I do not use	1
I work here.	1
They know their stuff	1
Very sharp people	1
Very well known in community	1
We have worked with them in the past and have had a great working realtionship.	1
willing to send speakers to my classes and events/send me their newsletter, and follow up with information that I may need	1
Total	916

Wellness Program

	Frequency
Spring Creek Campus	
Both classes I've taken were fantastic -- would love even more options and choices in the future. [Employee] is great at reminding of us about our health!	1
brings a sense of community to the work environment	1
[Employee] does a great job..	1
Easy to follow information--really like the newsletter, but they make answers available through other means as well	1
Encouraging opportunity	1
Great benefit for employees.	1
Great health program and classes	1
I don't know how to get approved for the extra 30 minutes to walk during my lunch	1
I have participated once. The team I was on won. I enjoyed the experience.	1
I love the classes and the instructors are great, however, I would like to see more evening classes and clearer instructions on how to do an employees timeclock with wellness programs.	1
I miss the lunchtime opportunities to take part in the wellness program. This semester, everything is offered at the end of the day.	1
I've only been once, but the teacher was great! The wellness class had a late start this semester though.	1
[Employee] is amazing providing all of us some wonderful wellness opportunities. I do think, however, that too many emails are sent out.	1
[Employee] is very friendly and helpful. Love the wellness challenge.	1
Participate, but find the numbers of some of the teams unbelievalbe for a team of 10. Particularly 9.2 hours per person per week without fail for the winning team last semester.	1
pilates class was great	1
The College's health conscious program keeps me feeling good and is great for morale.	1
Timely and beneficial information that I use regularly	1
Very knowledgeable and available	1
Wonderful resource, but heavily restricted by my director, so I cannot use it	1
PrestonRidge Campus	
Constant emails are a nuisance	1
Good customer service support!	1
Great program. I wish we had more options at PRC!	1
Have used more in the past than of late due to scheduling conflicts.	1
I do not use	1
Important program	1

	Frequency
Informative and helpful	1
Provide a weight management program	1
Really on top of things.	1
Schedule doesn't fit very well and lack of variety/options	1
Very effective program.	1
We need more fitness opportunities and incentives	1

Central Park Campus

[Employee] is great.	1
Great that the college promotes good health.	1
Great to have a fitness team	1
I am only aquanted with e-mail udates, is there more?	1
I appreciated using this benefit; however, I am unable to take advantage with my job.	1
I belong to a wellness group. It encourages me to work out.	1
I enjoy having three days a week for exercise.	1
I take part in the wellness program and find it enjoyable	1
Last semester I tried to take the Kickboxing classes, but the instructor (Perla?) would sometimes (about 1/2 of the time) not show up, or be very late. She seems to be showing up more steadily this semester, but I haven't gone back bc she was so unreliable.	1
[Employee] emails are useful.	1
Many offerings for health development/improvement	1
Minimal contact, but very positive	1
Please with it on few times I've had opportunity to use it.	1
The variety of topics are great and of interest to a wide audience, speakers are knowledgeable	1
This is an excellent program, it just needs more options	1
This program is fantastic and thankful it is provided to our employees.	1
Too few fitness opportunities for CPC employes who have to work until 5pm.	1
Wish we could use fitness centers outside of Collin's	1

Collin Higher Education Center

Great program.	1
Interesting emails	1
No complaints	1
Same team always wins. Need to mix up the teams and give more points for working out vs reading books	1
Without the fitness center, we have no place to exercise that works for Wellness hours except to walk the building.	1

	Frequency
Courtyard Center	
Enoy the competition even tho we never win.	1
Would like to see more wellness Program at CE	1
Other	
I wish the email file size was smaller. Great information, but the colors and pictures make it too large. Maybe there is another method to optimize pictures for email.	1

Writing Centers (for academic assistance)

	Frequency
Spring Creek Campus	
Conference area for students should be more private, less open.	1
Do their best to aid massive cross-section of needy students	1
During crunch time (midterm and finals) there are too many students who need help and not enough tutors available. The quality and upt-to-date knowledge of documentation format is uneven from tutor to tutor. One tutor contradicted me - to a student who was being "helped." I was right. The tutor was wrong and I can prove it. (It concerned a Latinate abbreviation.)	1
Either some personnel do not know MLA or some of my students don't follow directions	1
Friendly, helpful staff	1
Great support for students	1
Have been very helpfule for my students	1
Helpful	1
Helps students	1
I am very satisfied with their services.	1
I don't encourage my students to visit the Writing Center since the emphasis in my class(es) is self-evaluation. Some Writing Center representatives are more aware of this than others.	1
Met my needs but I don't think they give enough time per session	1
Mostly helpful	1
My students benefit greatly from the work of this group--I do wish that we had more availability of instructors and hours	1
My students find it very useful.	1
Ok, not sure they really help my students create better papers using proper English or better utilizing terminiology of art.	1
One of the best services the College offers--needs more funding!!!!!!	1
Professional and knowledgeable consultants	1
Reponds to the needs of my students, with satisfactory outcomes	1
Services are always prompt and very helpful to support my teaching	1
Staff always willing to do orientations for my classes	1
Student friendly	1
students say they have helped them a lot	1
The tutors are incredibly knowledgeable and friendly. They truly care about their students.	1
The writing centers hours of operation could be longer and not so restrictive but I do get excellent help when I need it.	1
These people work very hard and I truly appreciate them as do my students.	1
Very experienced people. Very timely and friendly service. Very encouraging with their feedback.	1
Very helpful to students	1

	Frequency
While I have not had any direct experience, my students uniformly have had a positive experience with the Writing Experience.	1
Writing center is the best	1

Preston Ridge Campus

Although the writing center is small, it is a very necessary resource and will be much more need in the future because of the ...	1
Attended a few of them and enjoyed it alot.	1
Essential support for students	1
Excellent service	1
Great resource for our students	1
Have had several students use this resource with great progress. Students felt it was worth their time.	1
Helpful to students who avail themselves to their services	1
Horrible paper reviews	1
I often have students coming to me saying that the Writing Center was too busy to help them.	1
I send my students there often, and they always receive valuable help. The tutors are great.	1
My stduents make use of the center and the impact on what they produce has been consistently good.	1
Need to streamline procedures for students	1
Nice people	1
On the rare occasion, tutors have provided conflicting information to my students.	1
Provide excellent services (based on student feedback)	1
Seems to work but would like to see them clearly understand professor expectations.	1
Send all of my students with writing issues there.	1
Some students need more help than writing center can provide; students told that writing center is not for proofreading papers and some students need that service	1
Students have repeatedly told me that the tutors in the writing center are not helpful and often tell them things that are contradictory to what I believe to be good writing practices.	1
Terrific, helpful staff, very knowledgeable	1
The tutors aren't all well educated on current writing rules and formats	1
The Writing Center is severely limited in space and cannot accommodate all students who need its services. Some tutors contradict or criticize students instructors, which is unprofessional.	1
Very effective.	1
We need more advisors	1

Central Park Campus

A delight to work with - offering services to students in an effort to help them succed	1
Always direct my students to them.	1
Assist with orientation tours each semester	1
[Employee] is very useful. They do a great job!	1

	Frequency
I have been very impressed with Colllin College in general. Their systems and staff are fantastic. I attended 4 year institutions that were nowhere near as organized and professional..	1
I have noticed grammatical errors and formatting errors that have been overlooked by those evaluating student papers for the writing center.	1
I refer students and post workshops and the students who use their services seem to appreciate the help.	1
I work there!	1
its a great service for our students	1
Must be able to accurately assist students with APA citation.	1
Not very helpful to students	1
Our students have used the writing center and they have been very helpful!	1
Staff is very responsive; some mixed messages regarding APA format provided to students	1

Section III. Student Development

Please indicate which of the following offices you are aware of.

		Aware	Not Aware	Total
Academic Advising	N	655	174	829
	%	79.0%	21.0%	100.0%
Academic Computing & Labs	N	447	382	829
	%	53.9%	46.1%	100.0%
ACCESS Office	N	613	216	829
	%	73.9%	26.1%	100.0%
Admissions & Records Office/Registration	N	633	196	829
	%	76.4%	23.6%	100.0%
Contracted Services - Food Services	N	471	358	829
	%	56.8%	43.2%	100.0%
Counseling & Career Services	N	542	287	829
	%	65.4%	34.6%	100.0%
Dual Credit (High School Concurrent Enrollment)	N	522	307	829
	%	63.0%	37.0%	100.0%
Financial Aid Office	N	548	281	829
	%	66.1%	33.9%	100.0%
Recruitment & Programs for New Students	N	336	493	829
	%	40.5%	59.5%	100.0%
Student Life	N	536	293	829
	%	64.7%	35.3%	100.0%
Testing Centers	N	714	115	829
	%	86.1%	13.9%	100.0%

Have you used any services/programs offered by the following student development unit?

	Yes	No	Total
Academic Advising	274	396	670
	40.9%	59.1%	100.0%
Academic Computing & Labs	121	549	670
	18.1%	81.9%	100.0%
ACCESS Office	299	371	670
	44.6%	55.4%	100.0%
Admissions & Records Office/Registration	274	396	670
	40.9%	59.1%	100.0%
Contracted Services - Food Services	237	433	670
	35.4%	64.6%	100.0%
Counseling & Career Services	149	521	670
	22.2%	77.8%	100.0%
Dual Credit (High School Concurrent Enrollment)	157	513	670
	23.4%	76.6%	100.0%
Financial Aid Office	129	541	670
	19.3%	80.7%	100.0%
Recruitment & Programs for New Students	65	605	670
	9.7%	90.3%	100.0%
Student Life	214	456	670
	31.9%	68.1%	100.0%
Testing Centers	443	227	670
	66.1%	33.9%	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	N	13	21	41	67	118	11	271
	%	4.8%	7.7%	15.1%	24.7%	43.5%	4.1%	100.0%
Academic Computing & Labs	N	3	2	10	20	75	5	115
	%	2.6%	1.7%	8.7%	17.4%	65.2%	4.3%	100.0%
ACCESS Office	N	6	0	26	54	192	13	291
	%	2.1%	0.0%	8.9%	18.6%	66.0%	4.5%	100.0%
Admissions & Records Office/Registration	N	14	12	48	74	114	8	270
	%	5.2%	4.4%	17.8%	27.4%	42.2%	3.0%	100.0%
Contracted Services - Food Services	N	19	21	49	60	73	13	235
	%	8.1%	8.9%	20.9%	25.5%	31.1%	5.5%	100.0%
Counseling & Career Services	N	1	1	7	28	100	9	146
	%	0.7%	0.7%	4.8%	19.2%	68.5%	6.2%	100.0%
Dual Credit*	N	6	8	16	29	85	9	153
	%	3.9%	5.2%	10.5%	19.0%	55.6%	5.9%	100.0%
Financial Aid Office	N	12	13	21	27	43	10	126
	%	9.5%	10.3%	16.7%	21.4%	34.1%	7.9%	100.0%
Recruitment & Programs for New Students	N	1	0	4	16	31	13	65
	%	1.5%	0.0%	6.2%	24.6%	47.7%	20.0%	100.0%
Student Life	N	5	6	31	50	103	15	210
	%	2.4%	2.9%	14.8%	23.8%	49.0%	7.1%	100.0%
Testing Centers	N	8	9	24	75	305	11	432
	%	1.9%	2.1%	5.6%	17.4%	70.6%	2.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	260	1	5	3.98	1.179
Academic Computing & Labs	110	1	5	4.47	.936
ACCESS Office	278	1	5	4.53	.835
Admissions & Records Office/Registration	262	1	5	4.00	1.135
Contracted Services - Food Services	222	1	5	3.66	1.261
Counseling & Career Services	137	1	5	4.64	.683
Dual Credit*	144	1	5	4.24	1.117
Financial Aid Office	116	1	5	3.66	1.352
Recruitment & Programs for New Students	52	1	5	4.46	.803
Student Life	195	1	5	4.23	.996
Testing Centers	421	1	5	4.57	.847
Valid N (listwise)	4				

*High school concurrent enrollment.

Note : The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit procedures are efficient.

		Strongly Disagree	2	3	4	Strongly Agree	Don't know	Total
Academic Advising	N	18	31	54	66	86	14	269
	%	6.7%	11.5%	20.1%	24.5%	32.0%	5.2%	100.0%
Academic Computing & Labs	N	3	1	8	25	70	9	116
	%	2.6%	0.9%	6.9%	21.6%	60.3%	7.8%	100.0%
ACCESS Office	N	4	4	31	50	177	24	290
	%	1.4%	1.4%	10.7%	17.2%	61.0%	8.3%	100.0%
Admissions & Records Office/Registration	N	16	27	46	67	103	11	270
	%	5.9%	10.0%	17.0%	24.8%	38.1%	4.1%	100.0%
Contracted Services - Food Services	N	26	22	45	59	60	22	234
	%	11.1%	9.4%	19.2%	25.2%	25.6%	9.4%	100.0%
Counseling & Career Services	N	2	0	6	30	93	15	146
	%	1.4%	0.0%	4.1%	20.5%	63.7%	10.3%	100.0%
Dual Credit*	N	8	8	17	32	78	11	154
	%	5.2%	5.2%	11.0%	20.8%	50.6%	7.1%	100.0%
Financial Aid Office	N	11	13	21	25	44	13	127
	%	8.7%	10.2%	16.5%	19.7%	34.6%	10.2%	100.0%
Recruitment & Programs for New Students	N	0	0	4	17	28	15	64
	%	0.0%	0.0%	6.3%	26.6%	43.8%	23.4%	100.0%
Student Life	N	8	9	30	46	99	15	207
	%	3.9%	4.3%	14.5%	22.2%	47.8%	7.2%	100.0%
Testing Centers	N	8	14	23	82	293	14	434
	%	1.8%	3.2%	5.3%	18.9%	67.5%	3.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	255	1	5	3.67	1.252
Academic Computing & Labs	107	1	5	4.48	.894
ACCESS Office	266	1	5	4.47	.869
Admissions & Records Office/Registration	259	1	5	3.83	1.234
Contracted Services - Food Services	212	1	5	3.50	1.330
Counseling & Career Services	131	1	5	4.62	.717
Dual Credit*	143	1	5	4.15	1.175
Financial Aid Office	114	1	5	3.68	1.346
Recruitment & Programs for New Students	49	3	5	4.49	.649
Student Life	192	1	5	4.14	1.105
Testing Centers	420	1	5	4.52	.889
Valid N (listwise)	7				

*High school concurrent enrollment.

Note : The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit procedures met my needs in timely fashion.

		Strongly Disagree	2	3	4	Strongly Agree	Don't know	Total
Academic Advising	N	14	20	41	61	120	14	270
	%	5.2%	7.4%	15.2%	22.6%	44.4%	5.2%	100.0%
Academic Computing & Labs	N	3	2	7	22	77	5	116
	%	2.6%	1.7%	6.0%	19.0%	66.4%	4.3%	100.0%
ACCESS Office	N	4	5	24	49	198	9	289
	%	1.4%	1.7%	8.3%	17.0%	68.5%	3.1%	100.0%
Admissions & Records Office/Registration	N	17	14	30	73	124	10	268
	%	6.3%	5.2%	11.2%	27.2%	46.3%	3.7%	100.0%
Contracted Services - Food Services	N	24	18	48	54	81	6	231
	%	10.4%	7.8%	20.8%	23.4%	35.1%	2.6%	100.0%
Counseling & Career Services	N	2	0	9	26	105	5	147
	%	1.4%	0.0%	6.1%	17.7%	71.4%	3.4%	100.0%
Dual Credit*	N	7	4	11	27	91	14	154
	%	4.5%	2.6%	7.1%	17.5%	59.1%	9.1%	100.0%
Financial Aid Office	N	10	11	20	28	51	6	126
	%	7.9%	8.7%	15.9%	22.2%	40.5%	4.8%	100.0%
Recruitment & Programs for New Students	N	1	0	3	19	30	12	65
	%	1.5%	0.0%	4.6%	29.2%	46.2%	18.5%	100.0%
Student Life	N	7	9	16	47	120	9	208
	%	3.4%	4.3%	7.7%	22.6%	57.7%	4.3%	100.0%
Testing Centers	N	8	8	11	66	337	4	434
	%	1.8%	1.8%	2.5%	15.2%	77.6%	0.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	256	1	5	3.99	1.200
Academic Computing & Labs	111	1	5	4.51	.903
ACCESS Office	280	1	5	4.54	.837
Admissions & Records Office/Registration	258	1	5	4.06	1.187
Contracted Services - Food Services	225	1	5	3.67	1.323
Counseling & Career Services	142	1	5	4.63	.729
Dual Credit*	140	1	5	4.36	1.081
Financial Aid Office	120	1	5	3.82	1.301
Recruitment & Programs for New Students	53	1	5	4.45	.774
Student Life	199	1	5	4.33	1.039
Testing Centers	430	1	5	4.67	.781
Valid N (listwise)	3				

*High school concurrent enrolllment.
Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit staff are knowledgeable.

		Strongly Disagree	2	3	4	Strongly Agree	Don't know	Total
Academic Advising	N	19	23	43	57	124	2	268
	%	7.1%	8.6%	16.0%	21.3%	46.3%	0.7%	100.0%
Academic Computing & Labs	N	2	2	8	20	79	4	115
	%	1.7%	1.7%	7.0%	17.4%	68.7%	3.5%	100.0%
ACCESS Office	N	4	1	13	40	216	12	286
	%	1.4%	0.3%	4.5%	14.0%	75.5%	4.2%	100.0%
Admissions & Records Office/Registration	N	12	11	28	66	145	5	267
	%	4.5%	4.1%	10.5%	24.7%	54.3%	1.9%	100.0%
Contracted Services - Food Services	N	22	9	42	60	78	20	231
	%	9.5%	3.9%	18.2%	26.0%	33.8%	8.7%	100.0%
Counseling & Career Services	N	3	1	6	22	110	6	148
	%	2.0%	0.7%	4.1%	14.9%	74.3%	4.1%	100.0%
Dual Credit*	N	4	3	7	32	95	12	153
	%	2.6%	2.0%	4.6%	20.9%	62.1%	7.8%	100.0%
Financial Aid Office	N	5	6	20	33	53	5	122
	%	4.1%	4.9%	16.4%	27.0%	43.4%	4.1%	100.0%
Recruitment & Programs for New Students	N	1	0	4	14	37	8	64
	%	1.6%	0.0%	6.3%	21.9%	57.8%	12.5%	100.0%
Student Life	N	4	7	18	50	120	8	207
	%	1.9%	3.4%	8.7%	24.2%	58.0%	3.9%	100.0%
Testing Centers	N	7	3	24	67	321	9	431
	%	1.6%	0.7%	5.6%	15.5%	74.5%	2.1%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	266	1	5	3.92	1.271
Academic Computing & Labs	111	1	5	4.55	.850
ACCESS Office	274	1	5	4.69	.713
Admissions & Records Office/Registration	262	1	5	4.23	1.093
Contracted Services - Food Services	211	1	5	3.77	1.278
Counseling & Career Services	142	1	5	4.65	.781
Dual Credit*	141	1	5	4.50	.907
Financial Aid Office	117	1	5	4.05	1.105
Recruitment & Programs for New Students	56	1	5	4.54	.785
Student Life	199	1	5	4.38	.935
Testing Centers	422	1	5	4.64	.766
Valid N (listwise)	4				

*High school concurrent enrollment.

Note : The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit staff are courteous.

		Strongly Disagree	2	3	4	Strongly Agree	Don't know	Total
Academic Advising	N	4	7	29	55	168	6	269
	%	1.5%	2.6%	10.8%	20.4%	62.5%	2.2%	100.0%
Academic Computing & Labs	N	3	3	6	19	81	2	114
	%	2.6%	2.6%	5.3%	16.7%	71.1%	1.8%	100.0%
ACCESS Office	N	3	4	12	34	223	12	288
	%	1.0%	1.4%	4.2%	11.8%	77.4%	4.2%	100.0%
Admissions & Records Office/Registration	N	15	14	22	55	156	5	267
	%	5.6%	5.2%	8.2%	20.6%	58.4%	1.9%	100.0%
Contracted Services - Food Services	N	17	5	40	57	109	5	233
	%	7.3%	2.1%	17.2%	24.5%	46.8%	2.1%	100.0%
Counseling & Career Services	N	2	1	2	18	122	3	148
	%	1.4%	0.7%	1.4%	12.2%	82.4%	2.0%	100.0%
Dual Credit*	N	4	2	7	23	107	8	151
	%	2.6%	1.3%	4.6%	15.2%	70.9%	5.3%	100.0%
Financial Aid Office	N	8	7	15	25	66	3	124
	%	6.5%	5.6%	12.1%	20.2%	53.2%	2.4%	100.0%
Recruitment & Programs for New Students	N	1	0	2	10	46	6	65
	%	1.5%	0.0%	3.1%	15.4%	70.8%	9.2%	100.0%
Student Life	N	8	3	17	43	131	5	207
	%	3.9%	1.4%	8.2%	20.8%	63.3%	2.4%	100.0%
Testing Centers	N	11	7	20	52	340	3	433
	%	2.5%	1.6%	4.6%	12.0%	78.5%	0.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	263	1	5	4.43	.900
Academic Computing & Labs	112	1	5	4.54	.920
ACCESS Office	276	1	5	4.70	.718
Admissions & Records Office/Registration	262	1	5	4.23	1.166
Contracted Services - Food Services	228	1	5	4.04	1.190
Counseling & Career Services	145	1	5	4.77	.643
Dual Credit*	143	1	5	4.59	.875
Financial Aid Office	121	1	5	4.11	1.223
Recruitment & Programs for New Students	59	1	5	4.69	.701
Student Life	202	1	5	4.42	.990
Testing Centers	430	1	5	4.63	.855
Valid N (listwise)	4				

*High school concurrent enrollment.

Note : The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

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	N	20	24	49	85	94	272
	%	7.4%	8.8%	18.0%	31.3%	34.6%	100.0%
Academic Computing & Labs	N	1	7	5	32	74	119
	%	0.8%	5.9%	4.2%	26.9%	62.2%	100.0%
ACCESS Office	N	2	7	23	61	204	297
	%	0.7%	2.4%	7.7%	20.5%	68.7%	100.0%
Admissions & Records Office / Registration	N	15	15	46	83	111	270
	%	5.6%	5.6%	17.0%	30.7%	41.1%	100.0%
Contracted Services - Food Services	N	18	34	59	65	51	227
	%	7.9%	15.0%	26.0%	28.6%	22.5%	100.0%
Counseling & Career Services	N	0	0	11	31	103	145
	%	0.0%	0.0%	7.6%	21.4%	71.0%	100.0%
Dual Credit*	N	3	6	14	47	82	152
	%	2.0%	3.9%	9.2%	30.9%	53.9%	100.0%
Financial Aid Office	N	7	15	24	34	46	126
	%	5.6%	11.9%	19.0%	27.0%	36.5%	100.0%
Recruitment & Programs for New Students	N	0	1	6	17	38	62
	%	0.0%	1.6%	9.7%	27.4%	61.3%	100.0%
Student Life	N	4	10	23	61	110	208
	%	1.9%	4.8%	11.1%	29.3%	52.9%	100.0%
Testing Centers	N	9	12	26	85	303	435
	%	2.1%	2.8%	6.0%	19.5%	69.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	272	1	5	3.77	1.222
Academic Computing & Labs	119	1	5	4.44	.889
ACCESS Office	297	1	5	4.54	.792
Admissions & Records Office / Registration	270	1	5	3.96	1.143
Contracted Services - Food Services	227	1	5	3.43	1.215
Counseling & Career Services	145	3	5	4.63	.622
Dual Credit*	152	1	5	4.31	.937
Financial Aid Office	126	1	5	3.77	1.221
Recruitment & Programs for New Students	62	2	5	4.48	.741
Student Life	208	1	5	4.26	.969
Testing Centers	435	1	5	4.52	.886
Valid N (listwise)	9				

*High school concurrent enrollment.

PLEASE SPECIFY THE REASONS FOR YOUR RATING.

Academic Advising

	Frequency
Spring Creek Campus	
Academic Advising is useful to non-native English speakers in a limited way.	1
Advisers always find the right answer	1
Advisors are proficient with their responses to students/community	1
Advisors unfriendly and often not helpful to students	1
Always helpful when I bring students to Advising...	1
Always responsive and helpful	1
Always willing to come speak to my class	1
Always willing to help, whenever needed	1
Can see improvements! Keep moving forward.	1
Don't seem to be well informed about developmental courses	1
Even though I have taken information to Advising, students are steered to the wrong classes.	1
Experience varies depending on which advisor you see	1
Fun people who know their stuff	1
Great class presentations!	1
I don't like the long lines and can't appreciate how unsupported we are to reduce them. Two ways that would assist in this manner would be mandatory orientation with class registration during this orientation, and mandatory faculty advising.	1
I wish the staff was more knowledged in all areas they advise for.	1
I've seen a few situations where the advising was not informed. It's a tough job. International	1
student office - very supportive staff. Very timely and effective service. International Students	1
get the academic advising they need to pursue their studies & degree. Many new advisors.	1
They often give incorrect information.	1
MANY of my students are not properly advised.	1
Most advisors are very student friendly and have the student's best interest at heart.	1
My program is very small, and as a result, Advising sometimes does not give accurate information about it to students. I understand that advisors cannot know everything, but misinformation does sometiems cause problems.	1
Need more during registration	1

	Frequency
Need to take time to explain and just slow down.	1
Not enough knowledgable advisors	1
Not very clear help sometimes	1
Occasionally inconsistent with information provided to students, but always available for questions	1
Only had one missadventure that almost cost me my diploma	1
Over and above service	1
Seems like they are trying to get better; [employee]=awesome	1
Some students are in HUMA classes that have not successfully completed ENGL1301.	1
Sometimes forge ahead, even without correct information--I have begun to take information to them and to answer their questions	1
Staff are fine, but not enough to handle to students, no plans in place for student needs in high volume times	1
Staff is not always knowledgeable of the college academic programs	1
Students end up in classes they are not prepared for, transfer info can be inaccurate, don't have enough advisors	1
Takes too long but improving	1
The lines are improving - would like to see continued efforts. The advisors have always been very helpful to me though.	1
Their failure to give good advice	1
They are helpful but at times don't get clear anwsers.	1
They are very dedicated to being helpful. Some, however, send students to other departments without asking all of the questions.	1
Too long of lines	1
Wrong information is given to students too many times, which creates many problems.	1

Preston Ridge Campus

Advisors are not knowledgeable. Give wrong advising frequently.	1
Advisors don't already give the correct advice .. not as knowledgable about specific advice on specific disclines as I think they should be sometimes.	1
Always friendly and helpful if the right advisor is contacted	1
Always very helpful to me on the administrative end.	1
Friendly, Patient, and Knowledgable staff that appear to work as a team and act professionally.	1
Great staff	1
Help keep students on track	1
Issues with the Government requirement and promoting learning communities	1
Long lines, rude behavior, students advised into classes that do not count toward degree plan, lack of professional work space, zero professional privacy for advisors and students	1
met too many students that were not advised properly. should not have taken my course but were placed in there for some reason.	1
Mostly helpful.	1

	Frequency
My students are often mis-advised and given incorrect information!	1
My students have been ill advised due to advisor not being knowledgeable about Developmental Students	1
Need advisors to be more knowledgeable with specific workforce programs	1
Needs to spend more time with new students.	1
OK	1
Overloaded at times. has discouraged some students from special programs in the past	1
PRC Advising's team is the best!	1
Provide more resources for online students	1
Students always seem to have the best advice	1
Students have to wait and complain to me	1
There are times when students are advised to take too many classes or too many diffcult classes at the same time.	1
They don't advise, they just refer the students to faculty or chairs.	1
They send students to the wrong division, telling students that all they need is professor signature for late add, problems where they send the students--wrong division	1
too many to write here	1

Central Park Campus

Advising students to take a class stating it is "easy" because there are no prereq's is not appropriate. Should develop a "cheat sheet" of elective courses and which students would benefit from course. Course catelog does not provide advisors enough information.	1
Advisors at CPC are awesome. [Employee] and [employee]!	1
Do not enough about them to rate honestly. There should be a dk (don't know)or not applicable option.	1
Hard to get someone on the phone even interoffice. Don't always tell the students consistent information.	1
Helpful	1
Helpful in providing answers to problems	1
I transferred from DBU to Collin College and I wanted to begin taking mathematics class. I was told I had to do the assessment by 1 advisor, then the next time I came, I was told because I was already a college student I did not have to and the HOLD release would be removed. Its still not released and therefore, will need to go back to Academic Advising and check again. I know myself in needing the refresher course but still cant.	1
Most of them don't listen or don't know	1
Need to hire more at key times and retain the ones who know everything.	1
Never had problems with my advisors in my 3 semesters here.	1
Not enough advisors. Some advisors are more knowledgeable than others. No direct line for Collin personnel.	1
Not helpful to our students - we end up looking up everything ourselves	1
Routinley gives students wrong or conflciting information. Those who have worked in the area the longest as just as bad at giving accurate information as new hires.	1
Services are adequate for the CPC campus	1

	Frequency
Some advisors want to pump the students out, some want to make sure a students needs are met. This sometimes takes a bit of time. I believe we think that anyone with a degree can advise. If we hire advisors without the proper degree, then we need an extensive training program which does not exist.	1
Some of our students get advised wrongly from time to time.	1
Sometimes it's difficult to reach an advisor by phone, and I've fielded some student complaints that they received incorrect information from advisors.	1
Sometimes there are conflicting information given.	1
Staff are overwhelmed at work load, but knowledgeable and positive	1
Staff are very nice but they are under staffed during peak times which makes it hard for campus employees to get in touch for student related questions.	1
Students receive incorrect information	1
They are great but sometimes give the wrong direction for students	1
This area does a great job but there are still students who don't always understand the process.	1
Very helpful in pointing out what classes were needed to fulfill my degree	1
We have experienced advisors giving incorrect information to our students on a daily basis. We would prefer to do all of our advising in our office.	1

Collin Higher Education Center

	Frequency
Advisors are ill informed, lack training, and customer service; not student centeredr	1
Have been given incorrect information on more than one ocassion	1
Helpful in CCCC courses used at UTD	1
I rarley get the same answer twice. Answers to simple questions should be the same across the board and they aren't. Not helpful. Plus if you tell them that you were told differently then you are wrong and a must be lying becasue no one would say that.	1
It seems that they should be more knowledgeable of program requirements	1
Not extremely efficient	1
Phone calls hold forever	1
Takes months (up to 6 right now) to get transcripts evaluated - How are students supposed to know where they stand or if they can graduate?	1
Timely response.	1
Very segmented where only one or two people know an answer to a question! Very hard to get good answers to questions.	1
We have some great advisors who really want to help our students, but the number one problem with Advising is that there are not enough advisors. We have grown so much over the past few years, and yet the number of advisors we have has remained about the same for the past decade. Since there are not enough of them, it has become a get-em-in, get-em-out as fast as possible setting. Unless the QEP says something about doubling the size of our Advising department, nothing is going to change. Students need to be able to sit down with an Advisor and talk about whatever their concerns or needs are, without feeling like they are just another number in the quota. Even though there are times, that we may not need a bunch of Advisors, when registration hits, we have to have them. Our primary function is to educate students, and the current advising model is not working. We need more advisors. PERIOD!!!!!	1

	Frequency
Courtyard Center	
Academic advising often disregards CE courses and certificates. They tend to focus solely on Degree'd programs and plans.	1
Just have to wait too long	1

Academic Computing & Labs

	Frequency
Spring Creek Campus	
A bit slow	1
Always ready to reserve space for my classes to work and to allow me to tach in the lab as necessary	1
Always responded quickly and met my and student needs	1
Awesome workers	1
Can easi;y reserve a lab for my students	1
Helpful staff. Sometimes hard to find a staff member.	1
I no longer no what equipment is in the J-110 computer lab. If they have printer for students, etc.	1
Never had any problems using the computers as a student	1
OK. Not sure I understand. This is the department I am in and I do not deal with Students. I am in ATNS and deal with Faculty and Staff computers.	1
See previous comments regarding out of date technology, lack of a user-friendly "status quo," server speed (too slow!!!) - too much broken furniture and not enough room for students to work (given enrollment requirements and class sizes.)	1
The computer lab is always willing to help and install software needed.	1
These areas have excellent and efficient computers.	1
Tough job.	1
We are not informed of available updates and upgrades.	1
Well-equipped center. Every thing works all the time; trouble free. Little waiting period.	1
Preston Ridge Campus	
Friendly, Helpful Staff	1
Have worked with [employee] for many years - great guy and always helpful!	1
linited involvement	1
Mostly helpful.	1
They did not have enough space or helpful personnel	1
was able to use it when I needed it for a class	1
Central Park Campus	.
Again I am profoundly impressed with all of Collin Colleges professionalism, organization and services	1

	Frequency
Always helpful to students	1
Computer lab staff is rude to students (and faculty)	1
Excellent support and service	1
Good service.	1

Collin Higher Education Center

There aren't enough labs	1
Very easy to use	1
We have some great computer labs and staff.	1

Courtyard Center

Always helpful and are always there to answer questions and help students staff and faculty	1

Other

Not very friendly when I needed assistance.	1

ACCESS Office

	Frequency
Did not respond	822
[Employee] has always been so accessible and helpful to me in dealing with students.	1
Access does a great job of helping students	1
ACCESS office sometimes seems inflexible. I have had several students who simply needed 1.5 times the ordinarily time, plus a quiet environment. They did not need to take the test in the ACCESS office. Requiring them to do so, caused both the student and me extra "hassle."	1
Access should notify faculty of any unusual behaviors or learning styles BEFORE students arrive to help us prepare for the dynamics of the classroom, especially in the case of disruptive students..	1
Again I am profoundly impressed with all of Collin Colleges professionalism, organization and services	1
Always there for students	1
Always friendly and helpful for students and instructors	1
Always friendly and helpful!	1
Always friendly and helpful.	1
Always ready with a good plan of action	1
Always receive excellent service.	1
Always willing to come speak to my class	1
Assisted me with what I needed but I had to seek information about what areas they cover and which issues do not fall under the access office	1
Bend over backwards to help....	1
Better communication needed when students have requested ACCESS services - staff needs to be familiar with all campuses.	1
Courteous, flexible.	1
Difficult to get information, expectations of extra work on part of professors.	1
Difficult to work with in regard to equipment needed in libraries	1
Do not give all information that is needed if we are to work properly with ACCESS students	1
Does a great job with difficult people	1
Easy to work with, but understaffed, in my opinion.	1
Efficient and friendly.	1
Excellent	1
Excellent group of people who are so helpful to the students! Very student-focused!	1
Excellent staff, always available	1
Excellent support and response	1

ACCESS Office

	Frequency
Excellent. Always patient, supportive, knowledgeable.	1
Extreme customer service	1
Good resource	1
Great cooperation in student issues for fairness to both student and faculty, the always take time to speak with me upon request--good people who want the best program	1
Handle all of my access office students efficiently	1
Have been helpful	1
Have worked with them on student issues and they were responsive and easy to work with.	1
Help provided as needed in a timely manner.	1
Helpful	1
Helpful and knowledgeable.	1
Helpful in guiding students	1
I feel they could educate the faculty in general about some types of disorders we come across. This This would help the faculty to deal with the emotional aspect of students with or without problems.	1
I had dealt with them in the past and was very pleased with it.	1
I have not enjoyed the communication I have had with the ACCESS office. The tone has been accusatory instead of supportive.	1
I receive timely and accurate information from them and my current helper for a student is discreet and responsible.	1
I send students there..they always seam to get helped	1
I work for this office	1
It would be helpful if they could help "walk-ins" and/or provide assistances to those with disabilities that need help opening doors (i.e. not all bathrooms can be pushed open by those in wheelchairs or help using and retrieving library materials).	1
It would be nice if ACCESS would have to be responsible for modifying classes instead of the teacher.	1
Knowledgeable and outgoing	1
Knowledgeable. Easy to access.	1
No reply to an email, but otherwise helpful.	1
Not always helpful and sometimes seem confused or overwhelmed.	1
One size fits all requests that do not even apply to some classes	1
One time user, student requested my interaction with the eoffice	1
Polite and efficient	1
Professional when assisting in student accommodations	1

ACCESS Office

	Frequency
Professional, sincere, informative	1
Professors should NOT be responsible for encouraging student note-takers for ACCESS students. That should be an ACCESS job.	1
Promote success for students who need help	1
Quality	1
Quite helpful to me and to my faculty. Prompt, courteous service always provided.	1
Responsive	1
Secretive, consistently place faculty in bad positions, but I guess their hands are tied by law; [employee] seems to care...	1
Serve well the special needs students	1
Services are adequate for the CPC campus	1
Sometimes confusing	1
Staff is great	1
Staff needs accommodations before the students	1
Students are the ones who know most about their processes and can rate them.	1
Team members were all cooperative and courteous in providing assistance to the students and the professor.	1
The access office does their part now if they can get the students to do their share	1
The ACCESS office staff are easy to work with and supportive of students and faculty.	1
The application process is a bit daunting for some	1
The international students feel comfortable with the staff	1
The staff is always helpful.	1
They appear to keep their focus on the students	1
They are always helpful and are aware of the rights and needs of students	1
They are incredibly helpful and the staff during class time is a great benefit to the students using the service	1
They do a good job. I feel students take advantage of this office to make it easier on themselves.	1
They have always been very helpful, we don't have allot of students using this service but when they do they have received attention to detail for their status with Collin College.	1
They have met my students needs	1
They were never there.	1
They were very helpful last semester when I had an autistic student in one of my classes.	1
This office is always helpful-the sign interpreters are great in my studio classes!	1

ACCESS Office

	Frequency
Up until the current semester, the Access office ran great. Once Carole left, it seems like nothing is going to get done on time. I really hope this changes, but I am concerned.	1
Very caring and involved staff	1
Very helpful	1
Very helpful in addressing concerns	1
Very helpful when ACCESS students are in classes	1
Very helpful with students	1
Very helpful with students that have special needs	1
Well done and let people know of changes	1
When I have a need or question, response is quick and processing is efficient.	1
When I needed extra help they were ready to give me information and already had a session I could attend.	1
Willing to work with students and faculty	1
Wonderful staff. Assisting students through any kind of learning disability they might have. Great job!	1
Work very hard to accommodate students	1
Work with them every semester, excellent service	1
Total	917

Admissions & Records Office / Registration

	Frequency
Did not respond	823
[Employee] is just wonderful -- he always responds quickly to any issues I have with students.	1
A bit to formulaic in answers/need to customize answers for particular inquiries or refer them to someone who CAN do so	1
A little confusing regarding deadlines and what items have to be completed when	1
Absolutely the WORST part of Collin College. Staff are equally unfriendly to students and college employees. Students continuously complain about the admission/registration process only to be exacerbated by poor customer service. Enrollments are flat/low because students can (and do) take courses at other institutions without the hassles and rude staff.	1
Admissions is knowledgeable	1
Admissions is the greatest barrier to the students. Some students do not even apply now because of them.	1
Admissions needs to fully understand the needs of non-native English speakers (both credit and non-credit).	1
Also rude to students	1
Always courteous and helpful	1
Always has been a pleasant wait in line and easy to talk to staff.	1
Always help when needed	1
Always knowledgeable and helpful	1
Always quite helpful and very eager to provide assistance.	1
Always receive excellent service.	1
Always responsive and helpful	1
American Food and Vending needs to be replaced by a reputable company that is familiar	1
Better customer service. Some staff are wonderful and others not. Consistency is key.	1
Bottlenecks are critical to fix quickly such as degree plan changes, transcript scanning, and additional staff for residency issues.	1
Cordial and effective	1
Courteous and caring	1
Courteous, knowledgeable staff.	1
Cumbersome procedures for transcripts, grades, incomplete answers to questions.	1
Depending on the day is depending on the mood, one day they will be very nice and courteous the next the are rude and unhelpful. Need to make forms available online through Cougarweb. Drop/Add, Sub forms, etc....	1
Do not answer inter office phone calls. Staff are rude to our students. Students have to come back the office multiple times to get everything fixed. NOT a one stop!	1
Getting better	1

Admissions & Records Office / Registration

	Frequency
Good	1
Great people but they are very behind in articulating coursework and processing documents.	1
Great staff	1
Have not used recently. Usually I have dealt with student workers here.	1
Helped quickly with students adding, dropping;	1
Helpful in getting courses transferred into CCCC	1
Helpful on some campuses but long lines at all.	1
I am employed in the ARO office.	1
I do DE advising and find that time and time again the admissions process is ridiculous at this school. I have had parents tell me they have gone through admissions at several other universities with siblings and have never had as much trouble as they have here.	1
I think we need to have mandatory cutoff dates and like above, the proper degree or training.	1
It would be nice if transcripts were reviewed upon receiving--at least the core classes.	1
It's the office I work in-I believe we are all here to serve the student. Team work	1
Just have to wait too long	1
Lack of training. Not incredibly knowledgeable. Very willing and eager to help though.	1
Lines a hassle, but understand, since quite a few people from time to time.	1
Many need customer service skills. Many times they are the second encounter with the college. I am concerned about staff I have seen playing "Candy Crush" type games on the same computer system students private/personal information is entered while registering. Many online games contain malware and viruses.	1
Most of them are not friendly and need training	1
Mostly helpful.	1
Need to be more courteous	1
Needs coordination with the blackboard, not to handle two list of students.	1
Never understood why an office has 8 staff members and only one or two helping students	1
Nice people but incredibly overloaded	1
No basis for judgment	1
Not extremely efficient	1
Ok	2
On students that dropped class or missed a lot of class they were very helpful to determine the cause and remedy.	1

Admissions & Records Office / Registration

	Frequency
Our students have expressed many complaints with this department. When they have to wait in line many times because they are not completed on the first visit it becomes a severe problem trying to get them permitted and registered. If admissions would let the students know what holds they have when they are serviced the first time they would not be so busy.	1
Overall I receive fine service from ARO	1
Pitiful	1
Process students efficiently	1
Quick and efficient, but not really friendly	1
Quick to meet my needs and/or resolve any issues	1
Ready to assist us with students needs	1
Received several complaints about misplaced transcripts and delayed processing	1
Responsive to my students needs	1
Rude and Unfriendly interactions on multiple basis not only to students but even staff.	1
Satisfactory	1
SCC Admission's team is the best!	1
Seems slower than most other colleges for accepting into Collin	1
Seems to be too many hiccups	1
Some staff are more knowledgeable than others. No direct line for Collin personnel.	1
Sometimes are understaffed and lines form all the way down the hall.	1
Staff are fine, but not enough to handle to students, no plans in place for student needs	1
Staff are overwhelmed at work load, but knowledgeable and positive	1
Staff at PRC are rude and not friendly to the students.	1
Staff has been helpful	1
Staff is responsive. They are also overworked and taken advantage of, in my opinion.	1
Student complain of it being slow and being dropped from classes for no reason	1
Students are allowed to register for classes without required pre-requisites	1
The ARO offices here are great. I have to contact them very frequently and they are always very polite and knowledgeable.	1

Admissions & Records Office / Registration

	Frequency
The policies for submitting grades at end of term are not realistic for English teachers. Our teaching load, class enrollment numbers and the paltry amount of time allotted in which to complete grading betwixt the end of exam week and the due date for end of semester grades requires pulling three all-nighters in succession, after which I am sick for weeks. I am getting way, way, way too old to have to go to such extraordinary lengths to perform inhuman and inhumane feats of cognitive and physical strength. Sure. If I could scan-torn my way through this segue, I'd be golden, but it doesn't work that way for we who teach composition and rhetoric.	1
The staff are very friendly and easy to work with.	1
There has to be an easier, effective, & faster way to become a student. It is UNACCEPTABLE that a student has to go to admissions 10x to complete the process! It is ridiculous that we can't find a solution!	1
They are great but sometimes give the wrong direction for students	1
They are helpful.	1
They've always been very helpful.	1
Timely response.	1
To many changes not documented or relayed to the staff on a timely bases	1
Todd Fields is fantastic...	1
Too confusing, make students submit duplicates of things already sent; need better system	1
Too long of lines	1
Took way too long to get admission paperwork done. Handed it in at office, but still had to send in stuff a 2nd time! VERY inefficient.	1
Unable to evaluate transcripts (out of state, in state, or international, does not process graduation applications, new transcript request format is horrible	1
Very tedious process. I wanted to take some classes for personal development. I am a full time staff/professor with a masters degree and It felt like jumping through hoops to get admitted and I had to leave and come back several times and stand in line.	1
Very thorough with your papers	1
Waited in line for five hours to register my son for dual credit.	1
We get always questions' answers & help for international students admission.	1
We had problem with student applications in the fall. They got bogged down and some students didn't get registered.	1
Total	917

Contracted Services - Food Services

Spring Creek Campus

	Frequency
A work in progress	1
Close time should be after 7 PM since many adjunct teachers arrived and were hungry but no food service for them.	1
Closes early, reduced selection in A.M., Appear put out when asked to prepair something not in the hot bin at that moment.	1
Do not like this vendor. choices very limited.	1
Effecient and do wha tthey say they will do	1
Entrees with sides are too expensive, but the food is good.	1
Expensive for poor quality food	1
Food is alright, but the staff seem a little ghetto	1
Food is good	1
Food is not great, some staff are friendly	1
Food is tasty, but is over priced and the online procedure for ordering is too limited.	1
Food is uninspiring and cost more than previous caterer. Presentation of food lacking.	1
Food is way way way too expensive but the employees are great	1
Food not on time, inconsistent quality,not very user friendly	1
Food services seem to have numerous equipment issues and quality has declined	1
Good experiences and helpful staff.	1
Great selection	1
Have good choice of food items; friendly service; prices OK; very clean	1
I ate a chicken sandwich, made my sick to my stomach, burped all night.	1
I try and avoid the food services here. Most of the time the food is cold and I dislike the serving line now. Not to mention for the quality of the food the price is too high.	1
I would like the healthier choices to be availble more throughout the day and into the evening	1
massive overcharging for food provided at Collin events	1
Most items are overpriced.	1
Needs improvement. The staff are sometimes lazy and the cashiers are not accurate. Have not used in several months.	1
Our department has placed only 1 order with latest vendor. Their website is difficult to navigate and our order was missing some items. Eventually it was resolved.	1
Overall good. Sometimes staff is not friendly, talking to others when you are in front of them. Also requesting coffee bar and short grill remain open, at least during heavy registration periods.	1

	Frequency
Overpriced and mostly unhealthy cafe options. The cafeteria hours are too short. Items are frequently out of stock, which means orders placed for goods are not commensurate with demand. The quality is not that great - six dollar burgers that taste like Burger King? Frozen solid salads? The cooler is really a freezer. Lettuce goes bad when frozen. I think the staff who work directly with customers are doing their best, but something is going awry behind the scenes and with the budget.	1
Pepsi is bad. Food is so-so.	1
Prices are a bit higher than previous contracted service.	1
quality and selection have gone up and down over the years	1
Respond quickly to requests	1
Seems disorganized	1
Should make more of an effort to feed daycare kids & students healthier foods.	1
Should not be forced to use for all school functions; ongoing inconsistancy of food orders, too expensive.	1
Some employees more polite/helpful than others	1
The company running the food service this year is terrible in every way. They can't even keep supplies in stock. Get rid of them!	1
The food is good	1
The food is terrible, overpriced, and a huge step down from the previous contractor. They run out of certain food items on a regular basis and the grill staff are rude and apathetic.	1
The food isn't always fresh and the staff seem miserable.	1
The fried food is not very good	1
They don't respond to emails, phone calls or requests for information, their service has been absolutely abysmal at each event I've attended.	1
They have never been a good place to eat, always over priced for the quaily of the food for the last 10 years I have been here.	1
Too expensive, not enough hot meal options	1
Too expensive!! Don't like the food sitting out ready for someone to buy it. (I do like the salads in the refrigerated section, though.)	1
Why is there always a new person there? No one returns calls or emails. There is no "face" of food service anymore. The manager is never seen. I don't even know who the new manager is! Their on-line ordering system is extremely limiting. There is no way to request special things (a simple hot dog, chips and drink). You are forced to order from a set list. It's awful.	1
Would just like to see more choices and lower prices - but overall, good quality of services.	1
Would like more cafeteria support in the evenings, not just fast food	1
Yuk! Higher Prices and Inferior Food	1

Preston Ridge Campus

Food is burnt, goes to wrong campus	1
Food service too expensive, hard to get quotes back, takes too long, massive delivery fee, food ok, but process needs work and cost is high	1
Friendly, Fast, Affordable.	1
Good customer service support!	1

	Frequency
Great when they come but would like to see better confirmation for my order	1
Had some difficulty with paperwork when catering an event.	1
has on occassions failed to deliver the ordered food at events	1
Have a web page that states the hours, have a fb page, twitter, or SOMETHING that posts the specials rather than clogging up my email	1
Healthful food options are moderate to minimal.	1
I have enjoyed the breakfast selections.	1
I have had two no- shows in time for the meetings	1
If we are discussing Cougar Den the people are nice but the food is slow, and they workers take their sweet time. They are not willing to make anything "special" either. If we are discussing catering... I rate the processes VERY LOW but the food Average to above average.	1
it's clean and good choises	1
Low quality food at PRC and very few alternatives	1
More diversity in food	1
Need option for small purchases, for small groups, without the expensive choices	1
Outrageous prices for goods and services, low quality products	1
Prices are high; staff is always friendly and courteous	1
Professional but undergoing changes	1
Seem to run late and no-show a lot	1
Should be open more hours per day	1
Should offer more healthy selections. The service is very slow on prreparing of food.	1
Some kinks in the operation of the new vendor, but things seem to be improving over time.	1
Started off the year well, but prices remain too high and quality of food has slipped. Arrangement for ordering food is still awkward and confusing.	1
They do a good job catering events but PRC could support a food court of some kind	1
Too expensive	1
Very slow to respond to pricing request	1

Central Park Campus

Always on time and plenty of food for event	1
CaterTrax system not the best use for ordering non-menu items. High staff turnover.	1
CPC is very lacking in food offerings for the number of students on this campus	1
Food is easy to order and acceptable quality.	1
Food options are very limited for events.	1
Food service has improved.	1
Forms easy to use	1
Good service.	1

	Frequency
Hours can be erratic	1
I would love for more food choices to be available at CPC.	1
My little interaction has not been positive	1
Need more options for people with food allergies or special diets	1
New service is so much better than Chartwells, however CPC still has no hot food cafeteria which is sad seeing we have students in program that span the entire day.	1
Phi Theta Kappa related issues	1
Prompt and friendly service / Nice selection of items	1
The one occasion we used AMF, they forgot our coffee and I informed them and they never replied back.	1
The past several events our office has hosted have been unsatisfactory with regard to food prep, set-up, and presentation. Someone desperately needs to address these issues!	1
The staff is very friendly, but the food is completely unreliable. My department uses them often, and we are constantly disappointed. We have reported our incidents with them.	1
The timing of my work with AFV was when there was some turn over in staff, which caused a long delay in hearing back about my catering requests.	1
We have always had great service with our Food Service Contract.	1

Collin Higher Education Center

Always friendly and helpful!	1
Does not provide correct food, no customer service, to expensive, not knowledgeable	1
Food is ok most of the time	1
Food isn't very tasty	1
Food quality and selection are so/so	1
I deal mainly with food services on the invoice side. Carline has always been friendly and helpful. I've only ordered food once and the order wasn't quite right. That is the reason for the 4 rating on this one.	1
It's not clear what's included in some of the items. Ex.:There's no way choose the type of cookies preferred.	1
OK not great but OK	1
Poor quality	1
The new vending company is hard to get information from and work with.	1
There have been issues in delivery, quality of food, prices too high. I hope these will be resolved soon	1
When I've ordered food, when the current group was new, the food was prompt, well presented, and great. Recently when I ordered, the food was frozen. It was delivered on time, but the food was scarce (not enough to feed the 35 people I ordered for!) and it wasn't set up in an attractive manner.	1
with higher education, like Chartwell's, Hobart or Aramark.	1

Courtyard Center

I have not used the new vendor. This is based on the previous vendor.	1
Not the friendliest and they don't seem to want to be there	1
Some difficulty with language barrier;	1

	Frequency

Other

Regarding previous catering/food services. That vendor did not provide responses to email or voice mail in a timely manner.	1

Counseling & Career Services

	Frequency
Did not respond	860
[Employee] and others are concerned and helpful to my students, but I am not sure they are always able to help some students due to procedural issues or rules that they are not in charge of. I think there is often a disconnect when faculty feel a student needs mental health help and are only offered disciplinary solutions.	1
[Employee] cares for the students.	1
[Employee] is a great leader -- I respect her and every counselor I've collaborated with on projects, etc..	1
[Employee] is very responsive to my inquiries and requests.	1
Always friendly and helpful	1
Always polite and efficient and knowledgeable and helpful	1
Always receive excellent service.	1
Always willing to come speak to my class	1
Comforting	1
Counseling is a nice balance with confidentiality and helping others. I really like their seminars too.	1
Counseling very helpful to students	1
Efficient--I take my classes through this facility so that they can be aware of services that are available	1
Excellent	1
Excellent counseling services for students; always ready to assist students	1
Excellent resource; confident in their abilities	1
Excellent services	1
Excellent support for students	1
Exceptional quality and helpful when request assistance for students	1
Friendly and easy to work with	1
Friendly, caring and Professional Staff	1
Good	1
Great customer service.	1
Great programs and availability for my classes when requested	1
Great services available	1
Great staff, need more to cove all the needs of campus community	1
Have been very helpful with special needs students questions in the past	1
Helpful	1
Helpful, but aren't usually available to present to night or weekend classes.	1

Counseling & Career Services

	Frequency
I have attended 1 workshop hosted by Counseling and enjoyed it very much	1
I have bee able in past to refer students for help.	1
I only refer people there	1
I refer many students to the Counseling center. They are wonderful.	1
I used to work in this dept. and always get the help requested	1
Make sure Career Services is up to date with use of online portfolios, online interviews etc. Counseling is great.	1
Most of the staff of Career services is great.	1
Mostly helpful.	1
Need to be more visible	1
Nice enough people, but never really had any success using this program outside of general resume writing tips.	1
Not always same answer and not the nicest of people	1
One experience not to pleasing.	1
Responsive and caring, numerous helpful workshops and seminars offered for students.	1
Responsive to their customers	1
Some counselors better than others in terms of classroom presentations but faculty are not allowed to request a particular counselor to speak	1
Some workshops should be offered online.	1
Staff is great and very engaged with both students and faculty	1
Staff is helpful to students	1
Students have expressed quality of this service...seems to help	1
Supportive & courteous	1
The staff is very nice and friendly and go out of their way to assist others.	1
They are always ready to help any student I direct to them.	1
They have helped me re-vamp my resume and have been helpful when I was looking for a job here on campus.	1
Very caring and involved staff	1
Very good customer service.	1
Very helpful	1
Very helpful to my students.	1
Very helpful with my resume	1
We have had great feedback in this area.	1
Total	917

Dual Credit (High School Concurrent Enrollment)

	Frequency
Did not respond	863
[Employee] does an awesome job with the MISD Students	1
[Employee] is helpful and quick to respond	1
Again I am profoundly impressed with all of Collin Colleges professionalism, organization and services	1
Always receive excellent service.	1
Always very helpful on procedures and guidelines	1
Awkward at best. Little or no follow-through with high school students during the registration process. Fault could be with admissions/registration, but Dual Credit staff should make sure everything is in order.	1
DC office does a good job acting as a go-between for the college and the various high schools.	1
Excellent staff (email contact only)	1
Falls under the admissions category and more cross information needs to be established	1
Friendly and helpful	1
Gets better every year!	1
Good	1
Good communication	1
Great and dedicated folks!	1
Great service	1
Hard to get in touch with a live person. Do not have regular working hours.	1
Helpful	2
Helpful in wanting students to get what is needed	1
High schools should collaborate, not dictate what is offered	1
I am afraid that taking Dual Credit away from ARO is going to be a huge mistake.	1
I am employed here, Allen Center	1
I taught dual credit students and was deeply disturbed by their overall lack of maturity and readiness for class and the course in general. I received one email midsemster from the ISD coordinator requesting mid-semester grades, which I don't assign and had to stop to calculate.	1
ISDs seem to drive the college, rather than being partners	1

Dual Credit (High School Concurrent Enrollment)

	Frequency
Keeps track of student progress	1
Love working with this group and the students	1
Many moons ago I was a dual credit student. I learned the way college works during that time I am sure it is very different because I get very confused students asking what they need to do now.	1
Minimal prep for instructors who are about to teach these types of courses.	1
My daughter enrolled in dual credit at Collin four years ago. Fantastic service!	1
Need more streamlined w/ isds	1
Never used	1
New and needed more	1
Not a true partnership with the ISDs. Should be a procedures manual for the ISDs.	1
Not knowledgeable or involved. no desire to find out what truly happens in the dual credit classroom. all they want are numeric grades. no support given for faculty.	1
Our dual credit program is well-run. My concerns about it are not related to the College's management, but to the tidal wave of un- and under-prepared students who seem to be pushed into dual credit.	1
Provides info quickly	1
Responsive to my needs	1
Routine working relationship, always beneficial	1
SCC's Dual Credit team is the best!	1
Spring semester had many changes to Banner requirements for students to register online.	1
Staff VERY helpful and polite. Know what they're doing	1
Supportive	1
These students should come to our campuses for college classes	1
They are easy to work with.	1
They do a great job	1
This is my first year working with this program. Not all students are adequately prepared for the demands of dual-credit enrollment and it is unclear to many of them that the high school's policies and the colleges policies are not the same. ESL is a particular problem-issue. Overall, I am satisfied, but there are more hurdles to overcome than is fair to all concerned.	1

Dual Credit (High School Concurrent Enrollment)

	Frequency
Too many "report to" people. Chair of dept. assigns classes, must report grades to multiple people, problems sometimes get punted around.	1
Very courteous and professional	1
Very helpful and responsive	1
Very helpful in working with ISD's.	1
Very helpful people.	1
Very knowledgeable in their area	1
When the advisor for this area not on campus during business hours it becomes a problems for our dual credit students.	1
Wonderful offerings from this department!	1
Total	917

Financial Aid Office

	Frequency

Spring Creek Campus

I have only once out of 13yrs of attending Collin gotten a positive person to help me here. the employees seem stressed and unhappy.	1
I work in the department so I feel we do a good job.	1
Mix of employees: some very friendly and helpful and some not at all.	1
My office	1
Need to know sooner if FWS students are ineligible to work for continuing semester	1
New attitude	1
Quality	1
They need more help!!!	1
Things have really improved with Financial Aid. Staff seem happier and and better able to do their jobs.	1
Whenever I need assistance for students, always helpful	1

Preston Ridge Campus

Assists students in need and provides warnings	1
Do not like the out sourcing/procesing very difficult and not user friendly	1
need to let other areas of college know when there are changes rather than let them hear it from advising	1
No communication to the students. Seem understaffed	1
Slow	1
Sometimes they run late	1
Student doesn't get enough information regarding FA and the process.	1

Central Park Campus

Also rude to students	1
Can not every get someone on the phone.	1
Confusing	1
Knowledgeable and hard working	1
Much better now than 2 years ago.	1
Not enough help/assistance to students	1
Not student friendly. Gives conflicting information. No direct line for Collin personnel.	1
Our students are at an disadvantage when trying to use FA or Vet. Benefits	1
Provides answers to assist us with stds	1

	Frequency
Staff are overwhelmed at work load, but knowledgeable and positive	1
students often complain about financial aid. They are always "dropping" students or the system drops them when it's not their fault their financial aid is not in. This potentially affects placement in a program if they get dropped from a prerequisite course that is in high demand.	1
Students say the VA department can sometimes be a hassel to deal with.	1
They are great but sometimes give the wrong direction for students	1
This process can be challenging for our students. The CPC financial aid staff has been very curteous to our students though.	1
very quick with the answers	1
We need better communication with the other departments such as Academic advising. When ever changes are made and it's not communicated, they always end up in Academic advising for an answer. Advising and the other departments need to have this information before changes are made so they can communicate the proper procedures.	1

Collin Higher Education Center

Always willing to assist and timely response.	1
Amazing improvement in last year in processes and customer service.	1
Getting better	1
It is so nice to have a Director who really seems to care that our data is correct. We went so many years just getting by, and it is really a nice change to know there is someone there who actually knows the position and can lead the department the way it needs to be led. There needs to be some changes at the lower levels though because some of the Financial Aid staff are so rude and condescending to the students.	1
Never used	1
Not always the same answer and get told that you are wrong a lot. plus they wil make you cry if you are not carefull.	1
Not customer friendly, not knowledgeable, looses paper work, inefficient	1
They are never available, by phone. Slow to return calls. If I am internal, it concerns me how students are responded to.	1
Things are substantially improving with the department's new leadership.	1

Courtyard Center

The FA process is tedious and confusing for students. The wait time for phone calls, email returns, and students in-person to get an answer is professionally unacceptable.	1

Recruitment & Programs for New Students

	Frequency
Did not respond	897
A good tool for students	1
Always receive excellent service.	1
Good info available.	1
Good to work with	1
Great job; orientation fairs, etc.	1
Great program. Always nice and helpful.	1
Great programs for high school students. I've worked with them for Youth Leadership Summit.	1
Great reflection	1
Have worked with several programs, seem to work well.	1
I only refer people there	1
Need more orientation for students, does not address much of what students need to know	1
Never used	1
Professionalism	1
Really do not know anything about these programs, other than when I volunteer for the roundtable sessions.	1
Routine working relationship, always beneficial	1
Staff VERY helpful and polite. Know what they're doing.	1
Very helpful and friendly. Procedures clear on the website.	1
Very knowledgeable and always helpful.	1
Very knowledgeable in their area	1
We have had no bad feedback in this area.	1
Total	917

Student Life

	Frequency
Spring Creek Campus	
A bit slow	1
Always easy to work with.	1
always know the answers	1
Always there when I need them with a quick response.	1
[Employee] is extremely helpful.	1
Effective	1
Great presentations but not always reliable about showing up.	1
Great programs for students	1
I have only dealt with Student Life when a student was invovled in a n academic dishonesty situation. It was handled appropriately and professionally.	1
innovative	1
It would be helpful they were open on the weekend for the students taking weekend classes and to support the testing center and library requirements of having their CWID card.	1
Lots of services, student staff not always helpful or courteous	1
love helping them out when asked. I haven't gotten bad answers from any of the staffers in that office	1
[Employee] and her staff are extremely helpful. Wish I knew more about how to request funds for class projects/	1
OK	1
Seems to run the way it's supposed to.	1
Several students lost items, items were turned in to student life, items disappeared	1
Since [employee] is gone, everyone there is nice. [Employee] bends over backward to help. [Employee] is terrific. [Employee] is funny. If they say they will do something for you, they do! Their SAs are the best on campus!	1
Staff are just kids. And, they are just kids, working for minimum wage.	1
Student Life needs to understand that ESL non-credit students are treated the same as ESL credit students---no differences!	1
The manual for student organizations is lengthy, and could be more user friendly. Also, the website could be easier to decipher for procedures for advisors.	1
They are always nice and helpfull.	1
They do a good job.	1
They helped some of the students	1

	Frequency
To many constraints from the top down, creates a system that is convoluted.	1
Too bureaucratic. Things do not get done smoothly.	1
Very responsive to student needs and always courteous and helpful to faculty.	1
While most workers there are wonderful, a worker named [employee] is consistently one of the rudest individuals I have ever encountered. He should never be in a position to represent Collin College.	1

Preston Ridge Campus

	Frequency
Always ready to help with programs and project on campus	1
Approvals on student activities should be more efficient - example, submissions online instead of paper format.	1
Excellent staff and procedures. Great website with resources. I love working with everyone. [Employee], [Employee], [employee]. All great people.	1
fun and easy to work with	1
Great events	1
I only refer people there	1
Informative and friendly	1
Mostly helpful but not always proactive in offering help.	1
Outstanding staff who are devoted to students	1
Overall OK, but sometimes understaffed	1
Paperwork nightmare, approval process getting impossible to navigate, not enough professionals in the department, slow response times, poor communication, approval for events difficult to obtain, students and faculty treated like high school/jr. high students and staff, rather than adults	1
SOPM is hard to follow, time for getting back student org approval is way too long, even when org sends paperwork in a month in advance, need better communication--when denied, they know next day, but approval takes so much longer	1
They do a lot of helpful things for the community as well as the students.	1
Always very helpful and efficient.	1
[Employee] and the students are very friendly.	1
[Employee] can make anything work!	1
[Employee] is a force of nature. Our Student Life Office is well managed, and the staff/student assistants are knowledgeable, helpful, and friendly.	1
Everyone is so always helpful.	1
Excellent.	1
Great staff and student workers! Always a joy to work with - only negative is so many forms! :)	1
Helped place signs for future class	1
Helpful	1
It's a fun group of people and they are very helpful with things outside of their job discription	1
Nice and outgoing	1
No problems	1
Outstanding programs for our students.	1

	Frequency
Phi Theta Kappa related issues	1
Ready to take pictures and guide students	1
Responsive to requests, at times student workers do not know procedures etc	1
Routine working relationship, always beneficial	1
Staff are helpful and friendly	1
Staff is prompt in handling student discipline cases	1
Student Life is always helpful and kind.	1
The SL office staff is knowledgeable, approachable, and courteous.	1
They have lost posters for academic events or even refused to hang posters for academic events. Have received wrong information from student workers in those offices as well.	1
They helped me to plan a graduation pizza party in the past. Very friendly	1
too many forms; toomuch mandatory training; too much lead-time required for forms	1
we should do MORE to get students involved	1

Collin Higher Education Center

Always friendly and helpful!	1
Friendly and always helpful.	1
Makes decisions without contacting departments decisions may affect	1
Never used	1
Nice people but there does not seem to be enough programs to engage students	1
Very helpful	1
Will help even when its not there job. They are great.	1
With regards to the full-time staff, student life is a really nice place with caring people. With regards to all the student assistants they hire, they act like they could care less about our students.	1

Other

Very helpful with ID's, getting supplies, etc	1

Testing Center

	Frequency
Spring Creek Campus	
Always a wait to drop off and pick up tests	1
Always courteous and responsive.	1
Always helpful	1
Always helpful and courteous	1
Always supportive. Efficient service. Amply staffed; little waiting period.	1
Alwsys helpful and are constantly busy.	1
As a student I have used the testing center they do a very good job.	1
As an adjunct professor who does not frequently need to leave tests there, it was frustrating to figure out the details of what I needed to have with me when leaving and picking up tests. I wish there had been more information easily accessible.	1
Customer service depends on who is helping you. Testing Center was overwhelmed after inclement weather during finals and lost some exams.	1
depends on the person working	1
Ditto	1
Efficient	1
Excellent	1
Extremely helpful	1
Extremely helpful, often go above and beyond to assist faculty, staff and students	1
Fantastic! Always efficient and helpful.	1
Freindly, helpful, patient	1
Friendly	1
Friendly and efficient	1
Great	1
Helpful and courteous	1
I had to leave my fall final here, staff didn't seem 100% informed on procedures, hours of availability aren't totally convenient for adjuncts	1
I have had good experiences with both the SCC and the PRC testing centers.	1
I have utilized the centers many time and have always had a great experience	1
i've not used them personally, but never have heard any complaints of anything.	1
Knowledgeable	1
Misplaced a few tests for professors.	1
My students use this service, so it benefits me	1

	Frequency
Never had any issues with them	1
No complaints.	1
No complaints. They usually do exactly what is expected of them.	1
No issues with my tests submitted in the last two years	1
Not always sure they are keeping in touch with me to let me know if my students are completing the tests/activity in timely manners and if they are done.	1
Often forget to remove the TSI hold which prevents student registration.	1
On target	1
Quality	1
SCC is great; PRC is not...too many unsolved problems with Bb testing when SCC is not having the same problems.	1
Services are always prompt and very helpful to support my teaching	1
Sometime it is just easier to give a test in person during office hours.	1
Staff are so prompt, cooperative and assisting--from full time staff to the student assistants--great work ethic and customer service!!	1
Staff is always courteous and very helpful	1
Staff is great	1
Staff is helpful to students	1
Testing centers do well in managing various student and teacher needs.	1
The staff at the SCC testing center are always very friendly and helpful when I need to drop off/pick up tests.	1
The testing center is doing a great job! Some of the student staff are a bit knowledgeable	1
The Testing Centers have always gone above and beyond for our students. Kudos!	1
There are often multiple employees sitting around checking FACEBOOK when I come in for assistance and I will still wait a minute to be helped. Often they don't open promptly at their opening time and I can see through the window that they are simply messing around online.	1
There could be an easier way to get tests to the testing center, as well as picking them up. It could be more automated to increase efficiency	1
There have been lots of improvements in the Testing Centers in the last 1-2 years. However, the knowledge of staff differs throughout the various campuses. This might be due to the student assistants, but there are inconsistencies.	1
There is always a long line. little to no privacy. cheating is rampant. Employees seem unhappy to be there and are not concerned about the studnets needs	1
They are excellent to help my students and work with me.	1
They are there for any support I have needed	1
They seem to do a good job.	1
This staff is excellent, especially when administration left them hanging on the school closure weather decisions	1
Too many ill-prepared student workers, busy on the internet. Hire more full-time, mature staff.	1
Very efficient.	1
Very helpful staff	1
Very helpful staff.	1

	Frequency
We should be allowed to at least give 1 exam in testing center	1
what an amazing job they do - especially this past December in the aftermath of the ice storm	1

Preston Ridge Campus

Allows flexibility in testing schedule for make-up exams	1
Always accommodate instructors in administering test/ exams effectively.	1
Always friendly and helpful.	1
Always very helpful.	1
But each Professor should example the use of the Testing Center. One student never heard of the Testing center after 7 classes on campus.	1
During the snow issue during Finals for Fall2013 SCC Testing Center did not handle the situation correctly. They only used one room for testing. Also it was impossible to contact the Testing Center during that time period.	1
Easy to work with, polite and professional.	1
Exceptionally prompt, efficient and friendly staff! I love these people.	1
Great assistance when needed	1
Great help when testing students	1
Have all testing available through one department rather than Collin testing center, remote proctored testing separate	1
Have been able to administer certain tests in the testing center.	1
Helpful	1
Helpful and stays on top of test left in my file	1
helpful most of the time, but not always cupportive of faculty/students	1
I have used them and find their service friendly and helpful.	1
I only refer people there	1
Make my job much easier when I use them!	1
Never had issues with testing centers. They are always willing to work with me.	1
PRC Again, excellent staff. [employee] and her crew are wonderful.	1
Sometimes the staff is overworked, but they generally do a good job.	1
Staff are always very helpful and friendly and their procudures are effiecient and organized	1
Staff is always friendly and very helpful. I have never had a bad experience with the testing center, they are always great.	1
Staff is knowledgeable and always willing to assist.	1
Their attitude and service earns the the the top score of 5	1
They are helpful and competent.	1
They do well at catagorizing tests.	1
They try their best to assist with any time of test.	1
They were unwilling to help in lost and found	1
Very courteous and administers exams according to the instruction	1

	Frequency
Very helpful	1
Very helpful and courteous	1
Very helpful this academic year on the administrative side at PRC. They have assisted Academic Affairs greatly, and we definitely challenged them with a heavy workload on numerous occasions due to weather closures.	1
Very professional	1
Work with them every semester, excellent service	1
Works well	1

Central Park Campus

Communicate well and do their job well	1
Coopeerative when asking me to help students who need their work reviewed	1
Easy to use very good explanations on how to use and answer questions	1
Eager to help stds get their testing completed	1
Excellent.	1
Friendly and easy to work with	1
Friendly and helpful	1
Great service	1
Helps the best that they can, need more staff and less student workers.	1
I am always pestering them and they never loose their patience with me!!	1
I have never had a single problem with the Testing Center (though I use them frequently to handle make-ups).	1
It seems like anytime I need the testing center for something - they can't or aren't allowed to do that. For instance - tests for online classes.	1
It would be great if they could handle timed tests.	1
Needs to be bigger not asking to have the students stagger coming in again more for the staff and not the students	1
No lines, no hassle	1
No problems	1
No problems; very courteous. Extremely helpful service.	1
No problems. always nice and helpful	1
Pleasant and knowledgeable people! Don't let [employee] retire!	1
Procedures need to be reviewed	1
Professional and efficient in providing alternative testing for students	1
really helpful since I teach at two different campuses (I only work with CPCTC)	1
ridiculous that faculty can't give tests in the testing center - there are at least 3 people working down there and maybe 6 taking tests	1
Some check-in times can be longer than necessary	1
Staff are overwhelmed at work load, but knowledgeable and positive	1

	Frequency
Staff at CPC has been very professional and helpful,	1
Staff is very nice	1
Testing Center is always professional.	1
The CPC testing center has the most polite staff! They are incredibly attentive and pleasant.	1
They're great. They have everything under control and are very nice	1
Too limited in when and how TC can be used	1
Very efficient!	1
Very helpful with letting students who missed a test	1
Very responsive, even in busy times of the semester	1
We have has a great working relationship for the CPC Testing Center.	1

Collin Higher Education Center

	Frequency
Always been helpful	1
Always receive excellent service.	1
Helpful and a great	1
I use the testing centers all the time. The PRC testing center is well maintained and the staff are super friendly. [Employee] and [employee] are very pleasant to work with. They really seem to know what they are doing. The SCC testing center is an absolute joke. Why does there have to be a feast every day? Every single time I walk in, there is food all over the place and the staff are so rude. Whatever origin of food they are eating, it completely stinks up the place. The only person at SCC who really seems like they care is [employee]. I have learned to go directly to him as much as I can because the rest of them are always too busy playing on the computers or stuffing their faces with food. I have spoken with [emaployee] about my concerns and nothing has changed over the past year. So I just go directly to [employee] whenever I can. The CPC testing center is just as bad, except without the food. The staff they have are so rude and condescending.	1
Not customer friendly, does not evaluate scores in a timely fashion, looses test scores	1
Very willing to assist.	1

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

Home

Please indicate which of the following offices and services you are aware of.

		Aware	Not Aware	Total
Center for Scholarly Learning and Civic Engagement	N	381	363	744
	%	51.2%	48.8%	100.0%
HR-Information & Services/Benefits	N	553	191	744
	%	74.3%	25.7%	100.0%
HR-Internal Audit (Compliance)	N	212	532	744
	%	28.5%	71.5%	100.0%
HR-Employment, Employee Relations & Compensation	N	586	158	744
	%	78.8%	21.2%	100.0%
HR-Professional Development	N	447	297	744
	%	60.1%	39.9%	100.0%
Institutional Effectiveness-Assessment (Program review, Continuous Improvement Plan, etc.)	N	306	438	744
	%	41.1%	58.9%	100.0%
Institutional Effectiveness-Curriculum	N	275	469	744
	%	37.0%	63.0%	100.0%
Institutional Research Office (IRO) (data, surveys, focus groups, reports etc.)	N	342	402	744
	%	46.0%	54.0%	100.0%
Public Relations	N	406	338	744
	%	54.6%	45.4%	100.0%
Transfer Programs (Services for transfer process)	N	319	425	744
	%	42.9%	57.1%	100.0%

Have you used any services offered by the following units?

		Yes	No	Total
Center for Scholarly Learning and Civic Engagement	N	124	489	613
	%	20.2%	79.8%	100.0%
HR-Information & Services/Benefits	N	347	266	613
	%	56.6%	43.4%	100.0%
HR-Internal Audit (Compliance)	N	36	577	613
	%	5.9%	94.1%	100.0%
HR-Employment, Employee Relations & Compensation	N	385	228	613
	%	62.8%	37.2%	100.0%
HR-Professional Development	N	260	353	613
	%	42.4%	57.6%	100.0%
Institutional Effectiveness-Assessment (Program review, Continuous Improvement Plan, etc.)	N	114	499	613
	%	18.6%	81.4%	100.0%
Institutional Effectiveness-Curriculum	N	71	542	613
	%	11.6%	88.4%	100.0%
Institutional Research Office (IRO) (data, surveys, focus groups, reports etc.)	N	149	464	613
	%	24.3%	75.7%	100.0%
Public Relations	N	180	433	613
	%	29.4%	70.6%	100.0%
Transfer Programs (Services for transfer process)	N	60	553	613
	%	9.8%	90.2%	100.0%

Using a five-point scale, to what extent do you agree or disagree with the following statements based on your experience with the communications and processes of the 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
Center for Scholarly Learning and Civic Engagement	N	4	5	11	33	68	3	124
	%	3.2%	4.0%	8.9%	26.6%	54.8%	2.4%	100.0%
HR-Information & Services/Benefits	N	13	16	50	114	141	6	340
	%	3.8%	4.7%	14.7%	33.5%	41.5%	1.8%	100.0%
HR-Internal Audit (Compliance)	N	2	2	10	7	13	1	35
	%	5.7%	5.7%	28.6%	20.0%	37.1%	2.9%	100.0%
HR-Employment, Employee Relations & Compensation	N	11	29	48	108	170	12	378
	%	2.9%	7.7%	12.7%	28.6%	45.0%	3.2%	100.0%
HR-Professional Development	N	7	9	22	60	151	7	256
	%	2.7%	3.5%	8.6%	23.4%	59.0%	2.7%	100.0%
Institutional Effectiveness-Assessment	N	4	10	21	32	36	7	110
	%	3.6%	9.1%	19.1%	29.1%	32.7%	6.4%	100.0%
Institutional Effectiveness-Curriculum	N	0	1	14	21	31	3	70
	%	0.0%	1.4%	20.0%	30.0%	44.3%	4.3%	100.0%
Institutional Research Office (IRO)	N	3	10	12	35	79	5	144
	%	2.1%	6.9%	8.3%	24.3%	54.9%	3.5%	100.0%
Public Relations	N	2	11	20	50	85	9	177
	%	1.1%	6.2%	11.3%	28.2%	48.0%	5.1%	100.0%
Transfer Programs	N	1	4	2	14	32	6	59
	%	1.7%	6.8%	3.4%	23.7%	54.2%	10.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	121	1	5	4.29	1.020
HR-Information & Services/Benefits	334	1	5	4.06	1.055
HR-Internal Audit (Compliance)	34	1	5	3.79	1.200
HR-Employment, Employee Relations & Compensation	366	1	5	4.08	1.086
HR-Professional Development	249	1	5	4.36	.983
Institutional Effectiveness-Assessment	103	1	5	3.83	1.130
Institutional Effectiveness-Curriculum	67	2	5	4.22	.832
Institutional Research Office (IRO)	139	1	5	4.27	1.034
Public Relations	168	1	5	4.22	.975
Transfer Programs	53	1	5	4.36	1.002
Valid N (listwise)	2				

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit procedures are efficient.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Center for Scholarly Learning and Civic Engagement	N	4	4	16	30	65	4	123
	%	3.3%	3.3%	13.0%	24.4%	52.8%	3.3%	100.0%
HR- Information & Services/Benefits	N	12	17	60	104	139	10	342
	%	3.5%	5.0%	17.5%	30.4%	40.6%	2.9%	100.0%
HR- Internal Audit (Compliance)	N	2	3	10	6	15	0	36
	%	5.6%	8.3%	27.8%	16.7%	41.7%	0.0%	100.0%
HR- Employment, Employee Relations & Compensation	N	17	31	59	96	160	13	376
	%	4.5%	8.2%	15.7%	25.5%	42.6%	3.5%	100.0%
HR- Professional Development	N	8	9	25	61	139	10	252
	%	3.2%	3.6%	9.9%	24.2%	55.2%	4.0%	100.0%
Institutional Effectiveness- Assessment	N	5	14	20	25	39	8	111
	%	4.5%	12.6%	18.0%	22.5%	35.1%	7.2%	100.0%
Institutional Effectiveness- Curriculum	N	2	2	13	16	37	1	71
	%	2.8%	2.8%	18.3%	22.5%	52.1%	1.4%	100.0%
Institutional Research Office (IRO)	N	3	11	15	32	76	7	144
	%	2.1%	7.6%	10.4%	22.2%	52.8%	4.9%	100.0%
Public Relations	N	3	14	19	45	82	10	173
	%	1.7%	8.1%	11.0%	26.0%	47.4%	5.8%	100.0%
Transfer Programs	N	2	2	4	15	30	5	58
	%	3.4%	3.4%	6.9%	25.9%	51.7%	8.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	119	1	5	4.24	1.033
HR- Information & Services/Benefits	332	1	5	4.03	1.064
HR- Internal Audit (Compliance)	36	1	5	3.81	1.238
HR- Employment, Employee Relations & Compensation	363	1	5	3.97	1.170
HR- Professional Development	242	1	5	4.30	1.020
Institutional Effectiveness- Assessment	103	1	5	3.77	1.230
Institutional Effectiveness- Curriculum	70	1	5	4.20	1.030
Institutional Research Office (IRO)	137	1	5	4.22	1.069
Public Relations	163	1	5	4.16	1.054
Transfer Programs	53	1	5	4.30	1.030
Valid N (listwise)	3				

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

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	N	4	1	12	32	71	3	123
	%	3.3%	0.8%	9.8%	26.0%	57.7%	2.4%	100.0%
HR- Information & Services/Benefits	N	9	18	45	98	165	4	339
	%	2.7%	5.3%	13.3%	28.9%	48.7%	1.2%	100.0%
HR- Internal Audit (Compliance)	N	3	4	4	10	15	0	36
	%	8.3%	11%	11.1%	27.8%	41.7%	0.0%	100.0%
HR- Employment, Employee Relations & Compensation	N	12	27	59	96	174	8	376
	%	3.2%	7.2%	15.7%	25.5%	46.3%	2.1%	100.0%
HR- Professional Development	N	7	10	21	58	151	9	256
	%	2.7%	3.9%	8.2%	22.7%	59.0%	3.5%	100.0%
Institutional Effectiveness- Assessment	N	4	7	18	32	42	9	112
	%	3.6%	6.3%	16.1%	28.6%	37.5%	8.0%	100.0%
Institutional Effectiveness- Curriculum	N	1	3	8	19	38	2	71
	%	1.4%	4.2%	11.3%	26.8%	53.5%	2.8%	100.0%
Institutional Research Office (IRO)	N	5	7	11	35	82	6	146
	%	3.4%	4.8%	7.5%	24.0%	56.2%	4.1%	100.0%
Public Relations	N	7	11	22	43	87	5	175
	%	4.0%	6.3%	12.6%	24.6%	49.7%	2.9%	100.0%
Transfer Programs	N	2	3	4	12	33	4	58
	%	3.4%	5.2%	6.9%	20.7%	56.9%	6.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	120	1	5	4.38	.944
HR- Information & Services/Benefits	335	1	5	4.17	1.028
HR- Internal Audit (Compliance)	36	1	5	3.83	1.320
HR- Employment, Employee Relations & Compensation	368	1	5	4.07	1.104
HR- Professional Development	247	1	5	4.36	.994
Institutional Effectiveness- Assessment	103	1	5	3.98	1.102
Institutional Effectiveness- Curriculum	69	1	5	4.30	.944
Institutional Research Office (IRO)	140	1	5	4.30	1.051
Public Relations	170	1	5	4.13	1.123
Transfer Programs	58	1	6	4.43	1.126
Valid N (listwise)	3				

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit staff are knowledgeable.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Center for Scholarly Learning and Civic Engagement	N	3	1	6	28	84	1	123
	%	2.4%	0.8%	4.9%	22.8%	68.3%	0.8%	100.0%
HR- Information & Services/Benefits	N	11	14	45	82	182	9	343
	%	3.2%	4.1%	13.1%	23.9%	53.1%	2.6%	100.0%
HR- Internal Audit (Compliance)	N	3	3	3	8	17	2	36
	%	8.3%	8.3%	8.3%	22.2%	47.2%	5.6%	100.0%
HR- Employment, Employee Relations & Compensation	N	11	16	37	99	198	16	377
	%	2.9%	4.2%	9.8%	26.3%	52.5%	4.2%	100.0%
HR- Professional Development	N	7	4	16	52	162	11	252
	%	2.8%	1.6%	6.3%	20.6%	64.3%	4.4%	100.0%
Institutional Effectiveness- Assessment	N	1	5	14	26	59	6	111
	%	0.9%	4.5%	12.6%	23.4%	53.2%	5.4%	100.0%
Institutional Effectiveness- Curriculum	N	1	2	6	13	46	2	70
	%	1.4%	2.9%	8.6%	18.6%	65.7%	2.9%	100.0%
Institutional Research Office (IRO)	N	3	3	7	23	96	12	144
	%	2.1%	2.1%	4.9%	16.0%	66.7%	8.3%	100.0%
Public Relations	N	4	4	11	35	115	4	173
	%	2.3%	2.3%	6.4%	20.2%	66.5%	2.3%	100.0%
Transfer Programs	N	3	1	2	11	36	5	58
	%	5.2%	1.7%	3.4%	19.0%	62.1%	8.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	122	1	5	4.55	.834
HR- Information & Services/Benefits	334	1	5	4.23	1.047
HR- Internal Audit (Compliance)	34	1	5	3.97	1.337
HR- Employment, Employee Relations & Compensation	361	1	5	4.27	1.017
HR- Professional Development	241	1	5	4.49	.913
Institutional Effectiveness- Assessment	105	1	5	4.30	.942
Institutional Effectiveness- Curriculum	68	1	5	4.49	.889
Institutional Research Office (IRO)	132	1	5	4.56	.876
Public Relations	169	1	5	4.50	.901
Transfer Program	53	1	5	4.43	1.065
Valid N (listwise)	3				

Note : The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

The unit staff are courteous.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Center for Scholarly Learning and Civic Engagement	N	3	1	4	21	91	3	123
	%	2.4%	0.8%	3.3%	17%	74.0%	2.4%	100%
HR- Information & Services/Benefits	N	8	7	31	75	213	6	340
	%	2.4%	2.1%	9.1%	22%	62.6%	1.8%	100%
HR- Internal Audit (Compliance)	N	4	2	5	3	21	1	36
	%	11.1%	5.6%	13.9%	8.3%	58.3%	2.8%	100%
HR- Employment, Employee Relations & Compensation	N	7	9	38	78	231	10	373
	%	1.9%	2.4%	10.2%	21%	61.9%	2.7%	100%
HR- Professional Development	N	6	2	13	40	181	13	255
	%	2.4%	0.8%	5.1%	16%	71.0%	5.1%	100%
Institutional Effectiveness- Assessment	N	1	1	14	16	70	8	110
	%	0.9%	0.9%	12.7%	15%	63.6%	7.3%	100%
Institutional Effectiveness- Curriculum	N	1	1	5	12	49	3	71
	%	1.4%	1.4%	7.0%	17%	69.0%	4.2%	100%
Institutional Research Office (IRO)	N	3	1	10	18	105	8	145
	%	2.1%	0.7%	6.9%	12%	72.4%	5.5%	100%
Public Relations	N	2	7	10	29	124	1	173
	%	1.2%	4.0%	5.8%	17%	71.7%	0.6%	100%
Transfer Programs	N	4	1	3	8	40	3	59
	%	6.8%	1.7%	5.1%	14%	67.8%	5.1%	100%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	120	1	5	4.63	.809
HR- Information & Services/Benefits	334	1	5	4.43	.920
HR- Internal Audit (Compliance)	35	1	5	4.00	1.435
HR- Employment, Employee Relations & Compensation	363	1	5	4.42	.914
HR- Professional Development	242	1	5	4.60	.835
Institutional Effectiveness- Assessment	102	1	5	4.50	.841
Institutional Effectiveness- Curriculum	68	1	5	4.57	.816
Institutional Research Office (IRO)	137	1	5	4.61	.834
Public Relations	172	1	5	4.55	.867
Transfer Programs	56	1	5	4.41	1.156
Valid N (listwise)	3				

Note: The mean and standard deviation were computed based on a 5-point scale excluding "Don't know."

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	N	2	2	13	40	67	124
	%	1.6%	1.6%	10.5%	32.3%	54.0%	100.0%
HR- Information & Services/Benefits	N	12	20	47	113	145	337
	%	3.6%	5.9%	13.9%	33.5%	43.0%	100.0%
HR- Internal Audit (Compliance)	N	2	3	7	8	15	35
	%	5.7%	8.6%	20.0%	22.9%	42.9%	100.0%
HR- Employment, Employee Relations & Compensation	N	11	26	71	105	159	372
	%	3.0%	7.0%	19.1%	28.2%	42.7%	100.0%
HR- Professional Development	N	8	8	30	80	131	257
	%	3.1%	3.1%	11.7%	31.1%	51.0%	100.0%
Institutional Effectiveness- Assessment	N	3	6	29	32	40	110
	%	2.7%	5.5%	26.4%	29.1%	36.4%	100.0%
Institutional Effectiveness- Curriculum	N	1	1	11	20	36	69
	%	1.4%	1.4%	15.9%	29.0%	52.2%	100.0%
Institutional Research Office (IRO)	N	2	7	16	40	76	141
	%	1.4%	5.0%	11.3%	28.4%	53.9%	100.0%
Public Relations	N	3	9	19	53	92	176
	%	1.7%	5.1%	10.8%	30.1%	52.3%	100.0%
Transfer Programs	N	1	2	6	17	30	56
	%	1.8%	3.6%	10.7%	30.4%	53.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	124	1	5	4.35	.857
HR- Information & Services/Benefits	337	1	5	4.07	1.061
HR- Internal Audit (Compliance)	35	1	5	3.89	1.231
HR- Employment, Employee Relations & Compensation	372	1	5	4.01	1.080
HR- Professional Development	257	1	5	4.24	.989
Institutional Effectiveness- Assessment	110	1	5	3.91	1.045
Institutional Effectiveness- Curriculum	69	1	5	4.29	.893
Institutional Research Office (IRO)	141	1	5	4.28	.951
Public Relations	176	1	5	4.26	.962
Transfer Programs	56	1	5	4.30	.933

PLEASE SPECIFY THE REASON FOR YOUR RATING.

Center for Scholarly Learning and Civic Engagement

	Frequency
Did not respond	874
[Employee]	1
[Employee] and [employee] are dynamic and very resourceful and helpful.	1
[Employee] does a great job promoting the numerous campus wide events.	1
[Employee] has provided solid leadership and programming.	1
[Employee] is great and easy to work with! :) And she is everywhere - I hope she knows how much she is appreciated.	1
[Employee] is the best!	1
[Employee] is very dedicated and conscientious	1
A variety of good programs. Keep up the good work	1
Active, helpful	1
All dealings smooth with task force work	1
Always ready to help and to give innovative suggestions	1
Communicates well. Friendly, knowledgeable staff.	1
Delegates much of the work to others or to the person requesting assistance.	1
Engaged	1
Excellent programs and staff	1
Extremely helpful in providing information for our students/faculty	1
Good programs	1
Great programming. [Employee] is great.	1
Great programs	1
Great programs and community image building	1
Great service	1
Great speakers	1

Center for Scholarly Learning and Civic Engagement

	Frequency
I qualified for a scholarship this past year and everyone I was involved with was very helpful	1
Indecisive	1
Innovative	1
Involved in service learning projects, a great combination of knowledge and practice	1
Love the programs, I wish I had a little more notice on dates & times.	1
Not enough lead time pre-events	1
Okay, but not all civic engagement is service learning	1
Paperwork needs to be streamlined and done electronically.	1
Phi Theta Kappa related issues	1
Procedures are draconian and need to be simplified	1
Professional	1
Provide opportunity to share travel information	1
Quality	1
Sometimes they are unable to answer questions and take a little too much time to get the answers.	1
The BIC program is slipping. We use to get poster to promote the authors far in advance. Now, posters show up two or three days before an event. Also, there are only one or two posters. Faculty is rarely informed about possible selections of books. We find out after the fact and are rarely, if ever, asked for input.	1
The programs are excellent	1
Their topics are interesting	1
They are good about giving me the info I need.	1
They have offered many interesting programs	1
Wonderful people and programs - but those people are stretched thin with the sheer volume of programs in this department. Paperwork needs streamlining.	1
Wonderful recognition for providing honors and awards to our students who are so deserving	1
Total	917

HR- Information & Services/Benefits

	Frequency
Did not respond	820
[Employee] was always available, courteous, and competent!	1
[Employee] was HORRIBLE. Sorry, but he was.	1
[Employee] was not helpful at all with questions and assistance.	1
[Employee], [employee], and [employee]	1
A very bad onboarding process failed to answer numerous questions and made me feel like it was burdensome for me to be hired. Thank God the rest of Collin isn't the same way.	1
Able to assist & answer the questions	1
Adequate.	1
All good.	1
All information is online. need a few annual training sessions (FLSA) (FMLA)	1
Always get the run-a-round	1
Always helpful and has the answers you looking for.	1
Always helpful in all areas.	1
Always helpful when I need answers to questions	1
Always provides answer to any question	1
Answers questions promptly.	1
Answers to questions are slow, and sometimes questions are not answered at all. Seems to be some improvement this past year, but still hard to rely upon.	1
As a new employee, the initial benefits orientation was not helpful.	1
As an employee, I have never had any difficulties with my benefits	1
Available to answer questions	1
Average	1
Benefits material is confusing and seems disorganized; paperwork for enrolling can get lost and is time-consuming to process -- should be online enrollment.	1
Benefits staff are very good	1
Benefits staff do not know the answers to some of the basic questions, especially regarding retirement	1
Big job. Takes a lot of knowledge.	1
Cannot rate because these should not be all lumped together	1
Depends on who you speak with, information sometimes is conflicting, needs to be straightforward	1
Different people give different answers.	1

HR- Information & Services/Benefits

	Frequency
Easy to find information on website	1
Even though we had a meeting on the first day it felt rushed. We had to fill out forms on the spot and send in a change form if we didn't know our spouses ssn. The change form process and the selection of a physician need more specific instructions to make it more user friendly. The man was very short with his answers and seemed annoyed when we asked questions, but the lady in training to take his position seemed more friendly, she just wasn't as knowledgeable yet.	1
Fine for me as an employee, little help on search committees and too overbearing on search committees	1
Friendly and courteous	1
Get conflicting answers	1
Good customer service support!	1
Great service	1
Hard to find forms that are needed. Some forms are overly complicated.	1
Helpful	1
I am very satisfied with their services.	1
I get different answers to the same question.	1
I get the information I need & they give me direction to the staff member that I need to contact to answer my questions.	1
I think things will pick up now that [Employee] is over it, instead of two people(campus consultant and benefits coordinator) makes it less confusing.	1
In current faculty search, HR seemed unaware of the differences in seeking full range of applications materials pertinent to Fine Arts-- set up the national search like a business degree, and seemed confused about things like digital images, student art portfolios, etc. Structure of job search rating matrix keeps changing.	1
Informative	2
Informative, responsive to questions	1
Initially it was hard to find info on benefits because the orientation guy was unclear	1
It can take a lot of time to get things processed.	1
It is sometimes hard to get the answers I need/	1
It is very hard to find information on their website.	1
It took awhile to resolve some issues.	1
It's a bit confusing as to who handles what - I can't make sense of it most of the time.	1
Lack of redundancy causes issues with turnover	1
Many times when I call with questions they have to find the answer and get back to me. Have a hard time contacting my HR Person.	1
Many unwritten procedures. Conflicting information given. Need to put information in writing.	1
May resolve issues, but it will take 4 people and 3 days	1

HR- Information & Services/Benefits

	Frequency
Merely the complexities	1
More and more tools are becoming automated and making my job easier and more efficient.	1
Mostly helpful	1
My questions have been answered promptly.	1
Need more transparency re types of leave	1
Needs to be more user friendly	1
No complaints, info very much available online	1
No problems	1
Not easy to find information	1
Not much contact for part-time personnel.	1
Often don't seem to have answers	1
Often get different answers from different staff.	1
Overall good.	1
Part-time staff do not receive information related to them	1
Personal information I would not like to disclose.	1
Precise details on benefits (such as workman's compensation) are not communicated to employees.	1
Questions get answered	1
Rating based on previous staff, prior to Feb. 2014. New Employee Orientation consisted of grumpy staff giving us a stack of forms to fill out. No welcoming or informational Orientation. The manager also sent a healthcare coverage form I needed to me with my SS# on it via UNSECURE email.	1
Satisfactory; Kari Kimbrough making huge improvements	1
Satisfied with the information gathered through the ERS online system.	1
Simplifies the FMLA process for me and my staff.	1
Staff are slow to respond to questions	1
Staff was knowledgeable and helpful.	1
Superb! Effortless	1
The college needs to provide some type of "Leave without Pay" policy. Please!	1
The emails keep us up to date on what we are needing and able to gain as a result of our employment	1
They are always nice and helpful.	1
They are very efficient and nice.	1
They provide accurate information	1

HR- Information & Services/Benefits

	Frequency
They replied always very fast	1
Timely responses and friendly working relationship	1
Try to ask a question to [employee] and never received a reply.	1
Vague answers to questions.	1
Very friendly staff	1
Very helpful	1
Very helpful during my illness/injury	1
We have no problems in this department	1
We need to stream line address change procedures, instead of asking employee to visit couple offices to have their address changed instead just one place.	1
When I had my benefits overview my first day of employment, Cherie Hill helped me but didn't seem very knowledgeable.	1
When I was first hired and they were very helpful.	1
When you call about your benefits, the gentleman does not seem to have a firm grasp on our benefits and I usually leave with more questions than answers.	1
Wonderful staff ready to help	1
Would like easier way to get retirement info online	1
Total	917

HR- Internal Audit (Compliance)

	Frequency
Did not respond	901
[Employee] is very thorough.	1
HR doesn't seem to care about employees-just their records.	1
I was able to easily update my resume.	1
IA has helped identify critical areas for operational and compliance improvements.	1
Internal Auditor is rude, argumentative and demanding. They do not try to work with our schedule.	1
Many unwritten procedures. Conflicting information given. Need to put information in writing.	1
Need more streamlined processes	1
Not efficient appears to work against the department	1
Our internal auditor is very nice, but she seems to have difficulties understanding whatever it is that you are trying to explain to her.	1
Poor communication skills	1
Quick	1
The on-line compliance tutorials are great	1
They never have correct information or knowledge about my area.	1
This helped me rectify inventory issues in the past.	1
Very knowledgeable and thorough, but doesn't always understand other points of view.	1
Want you to be fully aware	1
Total	917

HR- Employment, Employee Relations & Compensation

	Frequency
Did not respond	789
Able to answer my questions in a timely manner	1
All information is online. need a few annual training sessions (FLSA) (FMLA)	1
Although the HR Consultant positions have helped the employment process, the process to hire is too lengthy.	1
Always get my travel money back	1
Always get the run-a-round	1
Always helped with my problem.	1
Always helpful in all areas.	1
Always helpful when I need answers to questions	1
Answered questions and offered helpful information	1
Answers to questions are slow, though improvement has been noted. Still do not rely upon. CougarHR is horrible, not user-friendly, difficult to navigate.	1
Appears to be a bias toward promoting only those who work at CHEC. Turnaround time for hiring staff is completely unacceptable.	1
As a new hire, given wrong information about orientation.	1
Automated time clock is a plus	1
Average	1
Cannot rate because these should not be all lumped together	1
Change of employment policies without notification to chairs.	1
Compensation is low when compared to other local areas.	1
Compensation needs to be re-evaluated for all employees. When cross-training does not count as an effort to obtain a higher position devalues an employee. I also believe that no matter the position, if you have a higher degree (no matter how many levels above) you should be compensated for that. The hiring process is slow. Would be nice to correct wherever the bottleneck is.	1
Confusion from previous employee	1
Contracts are supplied on time.	1
CougarHR procedures seem to change (w/o notice) often. Requested changes to job descriptions are not completed timely. Employee discipline processes change often (w/o notice). HR policies on CougarWeb change often (w/o notice). New employment processes change often (w/o notice).	1
Courteous service, but response times to questions have been increasing this year. Probably a reflection of recent reorganization, but definite impact has been noticed.	1
Cumbersome process which is held up by lag time in HR	1
Current	1
Did not have any problems with my hiring paperwork	1

HR- Employment, Employee Relations & Compensation

	Frequency
Due to staff turn over, HR has held up several search committee this semester.	1
Email reply's were delayed and not available by phone	1
Employees always have to go to others and it is hard to get straight answers about benefits.	1
Felt they knew the answer to the question but didn't want to bother explaining it to me. Also felt like they assumed they knew what I was talking about when it didn't seem they did.	1
First place EVER to insist my employee name match my SS card. Impacted my existing TRS and medical accounts.	1
Friendly and courteous	1
Good communication.	1
Got me set up in system quickly (except you have some systems that don't talk to others and I had to get manually set up in other system to get my ID card)	1
Great service	1
Great staff	1
Great staff willing to assist in what ever way they could.	1
Great starting pay	1
Hard to find the right person to address a problem. Do not respond back in a timelly manner.	1
Has assisted in helping us hire the right candidate for the position.	1
Have always assisted me with issues involving name changes, email and account updates, etc. Very responsive and friendly.	1
Have had troubles with CougarHR when evaluating candidate profiles for hiring.	1
Have not had any real dealing with HR recently that were significant.	1
Helped me with problems on an application, and Vicky York was very nice and helpful!!!	1
Hiring process is cumbersome, time-consuming, restrictive, and counterintuitive. When asked the same question, you can get different answers depending on whom you ask.	1
Hiring process is too lengthy, cumbersome and places all the burden on hiring manager - HR role has become one of gatekeeper. This will continue to put a huge burden on hiring managers as more employees begin to retire. A more efficient plan and definitely a better HR system is needed to bring more efficiency into the process - HRSmart is cumbersome, time consuming, and does not work well.	1
Hiring process too complicated; staff spread too thin; slow response	1
Hiring takes forever	1
HR assumes a hostile attitude towards faculty needs re: sick leave policy, hiring	1
HR seems to exist on a separate (self-made) plane.	1
I always get accurate answers to my questions	1
I am always compensated for any over time that is needed to keep the desk covered	1

HR- Employment, Employee Relations & Compensation

	Frequency
I am very satisfied with their services.	1
I appreciate efforts made for effective hiring practices.	1
I do think that there are a lot of Bachelor's level positions filled by those who have a Master's degree and are not compensated fairly in pay.	1
I have applied for two jobs within the past year and HR has proven to be efficient and courteous.	1
I think software system changes have raised procedure questions.	1
I think the staff is very helpful.	1
I was hired as a part time faculty staff to teach Spanish.	1
I was hired recently and had a good experience becoming an employee.	1
I'm sure it's a difficult job.	1
I've had good experiences with HR but I have not had to interact often with them.	1
In general, I am very satisfied, and I think Kim Davison's leadership is stellar.	1
Info very much available online, job requirements confusing, it would appear that anyone without Collin supervisory experience is ineligible for any position requiring supervisory experience, and there is no HR program in place for employees to gain Collin procedural training, except individually or per case basis. opportunities for upward mobility seems muddy.	1
It is hard to know where to find things at times. Where to start in replacing a position for example	1
Knowledgeable	1
Management by email - motivation by tshirts	1
May resolve issues, but it will take 4 people and 3 days	1
More prompt responses to questions from employees	1
Most of the staff I have dealt with have been friendly and helpful but sometimes when in regards to mistakes in payment can become defensive. I have had calls that were never returned or returned much to late.	1
Mostly CougarHR dealings worked properly, minor issues only	1
Mostly helpful	1
My bank needs pay stubs for refinancing, I was told that the only version is the online verison, the bank finds this unacceptable. HR says no other form of record is availab. This stinks, make something Wells Fargo compatible. Ask them what they want and provide it.	1
My HR contact was new and also was out sick and I had to call on other HR personnel to help me	1
Need better systems in place to explain compensation	1
Need clearer procedures/explanations	1
Need to communicate with me by use videophone or email me.	1
Need to review adjunct salaries. Inability to move to full time before an external candidate should be considered.	1

HR- Employment, Employee Relations & Compensation

	Frequency
No applicant follow up	1
No issues with hiring process	1
No matter how many times I turn in the paperwork, my permanent address is never corrected.	1
No negative interactions	1
Not sure if for the college rather than the employee	1
Ok	1
Personnel helpful during hiring process.	1
Provides explanations when requested	1
Provides requested information	1
Put the hiring packet in an online form.	1
Quick to reply and assist wherever possible.	1
Requiring advanced degrees locks out employment for internal staff that could handle the job and then some.	1
Response from online application states that I would be notified when the position is filled; have never been notified by HR	1
Satisfactory	1
Search committee process is lengthy, slow, and ineffective	1
See above.	1
See previous comments regarding new faculty employee first paycheck issuance on last day of September (when school year begins in mid-August) comments previously made.	1
Seem to do a good job.	1
Seems they are looking for a reason to fire people and/or give employees a difficult time over whatever issue is at hand	1
Serving on a search committee now that the computer/online procedures has SIMPLIFIED everything is a nightmare. I just served on a committee with over 50 candidates, and very few were actually qualified (by search criteria and job posting) Each committee member spent hours reviewing the applicants in the very tedious search for all of the online materials, many which were difficult to locate. HR could help tremendously by screening applicants better so multiple people do not have to waste HOURS looking for transcripts, letters, etc. for candidates who do not even meet the basic criteria.	1
Slow	1
SLOW to respond. Frustrating.	1
Some don't answer phones or get back to people.	1
Sometimes it is hard to get someone on the phone.	1
Somewhat slow and cumbersome in employment methods compared with past ones	1
Superb!	1
Takes too long to hire PT personnel	1

HR- Employment, Employee Relations & Compensation

	Frequency
The hiring process takes an incredible amount of time and effort.	1
The hiring process takes far too long.	1
The process seemed user friendly. It seemed strange that it said I needed to complete the continuing ed classes within my 30 days but didn't send me the info link until after.	1
The staff is nice. However, I wrote once about future opportunities and I don't feel like they took my answer seriously. The compensation and set up for PT faculty is not ok. In my department, the people who have full time also have the internet classes. This leaves only face-to-face classes taught in the middle of the day for PT. Although I am really dedicated to teaching, it makes it hard for me to do this and make ends meet financially if I can only choose to teach between 11 and 1 each day. I have been offered more than enough classes to be full time between the 3 campuses, but there are no full time commuters. That is another thing I think should change.	1
The worst department at the college. Procedures are suspect. They have no customer service what so ever.	1
Their help with procedures and deadlines and "there for you" was top rate	1
They are always nice and helpful.	1
They are helpful and courteous.	1
This can be very challenging and need to be more helpful for our employees.	1
This may not be the fault of HR, but I was told that I needed to turn in HR paperwork two days before my start date. it took the department much longer than that to process it so my first day was delayed by almost a week.	1
Timely responses and friendly working relationship	1
Too many layers to get things done	1
Too many new people in HR, seem to work silo, if you do not contact the correct person, the question cannot be answered	1
Unwritten procedures. Conflicting information given. Need to put more in writing.	1
Very helpful	1
Very helpful during my illness/injury	1
Very slow to answer questions and respond to emails	1
Very supportive	1
We are quickly informed of any changes to pay or benefits	1
When I try to get information about my sick time or have other questions about how things are calculated and need an explanation, the customer service I have received is very short and not very friendly, I get the feeling that my questions were not importnat to them.	1
When there is a meeting among staff and HR members, it's good to listen to all sides. Too many times the supervisor is considered right when actually not so.	1
Whenever I have dealt with human resources, I have always had a good experience. The staff are courteous and helpful.	1

HR- Employment, Employee Relations & Compensation

	Frequency
While I wish we were paid more (don't we all?), I am concerned that when I sub for another teacher, it is the next working semester that I get my check. I find this to be a great concern as I could usually use that money much sooner than later for bills etc. Something to investigate - PLEASE!!! Waiting all summer is not cool.	1
Would have like to have had more personal interactions with HR vs everything online.	1
Total	917

HR- Professional Development

	Frequency
Did not respond	830
[Employee] does a wonderful job.	1
[Employee] is professional, organized, and open to new ideas.	1
[Employee] is very helpful and I feel she listens to the needs of the staff in providing useful workshops and direction to resources	1
A good service for faculty	1
A lot of opportunities, however, many during prime instruction time	1
All College Day is always well-planned and fun. [Employee] does a great job with professional development and alerting faculty to training!!	1
All good.	1
Always friendly and helpful!	1
Always smooth payback, etc. when I travel on PD	1
Always something available for all employees.	1
Application process is cumbersome and should all be online	1
Availability and opportunities	1
Being adjunct I am often confused if I am suppose to take part in certain activity.	1
Can't remember much, but I am sure it was fine	1
Classes offered help employees improve work performance.	1
Could make better choices for PD programs at ACC and Faculty days	1
Courses such as working with difficult people should be scheduled during slow times, such as the summer. Employees who work directly with students are busy during the regular semesters and can't get away for hours to take courses.	1
Every professional development session I've attended was great - material and facilitators!	1
Fantastic opportunities.	1
Good customer service support!	1
Good idea to have a professional development for adjunct professors	1
Good notification of available courses	1
Good programming	1
Great job on the HR side here!	1
Great seminars	1
Great service	1
Hate all those courses.	1
Have a calendar on PD Homepage, use online forms rather than making us download pdfs etc. etc.	1

HR- Professional Development

	Frequency
Have used the various programs to assist me in dealing with personnel issues.	1
Helped me with extra trained required by the college	1
Helpful and an excellent resource	1
Helpful and courteous	1
HR does a fine job with staff development	1
I am very satisfied with their services.	1
I don't think we have professional development that actually develops professionals. PD curricula often feel more like jumping through hoops than meaningful activities.	1
I enjoy our Prof. Development opportunities very much!	1
I have attended a couple of the sessions and have been pleased with everything,	1
I love the programs offered. Wish I could do more.	1
I really liked the classes that we took for the Professional development.	1
I work in HR - Professional Development	1
I would like for it to relate more to my department	1
I would like to not have to register in order to use the online training videos. I also would suggest the in-person training opportunities not be an all-day event, because I cannot send staff to an all-day event. Please break those up into smaller hours for multiple days with different time selections. These in-person training dates and time options should be available for scheduling at least 1 month in advance, so supervisors can schedule for the gap of that employee to attend. I would also be able to send more than 1 employee during the breaks in-between semesters and during slow periods; such as the week of spring break, etc. I would like to have more online training available to employees that are like the Emergency Preparedness Presentation. I would also appreciate adding to the end of this kind of training a certificate of completion.	1
I've attended several workshop days and always found something worthwhile to remember and use	1
Informative workshops	1
Like the ACD sessions.	1
Many opportunities are given to Collin employees; well publicized	1
Mostly helpful	1
Need to offer more challenging courses	1
Need to offer more classes for staff not just faculty.	1
No comment	1
No issues	1
Not enough different types of training ...same info in different format.	1
Not much training for faculty.	1

HR- Professional Development

	Frequency
Not sure who's in charge of prof dev. Last trng was not helpful. Staff person took over mtg with weird personal issue and HR personnel did nothing to redirect or handle situation.	1
Offers a good variety of programs	1
Ok	1
Okay, but not a whole lot for faculty	1
Participated in a few useful workshops	1
Professional Development opportunities are always beneficial	1
Provide more webinar type of professional development that can be used during team meetings, for staff coaching etc.	1
Provides appropriate training	1
Provides awareness of programs	1
Quality	1
Reimbursement turnaround time for professional development expenses can be lengthy at times, especially for conferences that fall at the beginning or end of the fiscal year.	1
Required courses were communicated with very short notice	1
Seems OK but most valuable Prof. Dev. for me is external.	1
Several procedures can be frustrating and requirements for paperwork documentation seem excessive.	1
Sheri has provided us with some very good online programs	1
Some presentations that are scheduled....are scheduled for 3-4 hours. It is difficult for staff to spend half the day at a presentation.	1
Still waiting on training to offset lack of supervisor experience	1
Superb!	1
The amount of paperwork required for documenting professional development is ridiculous. Time that should be spent working to help students succeed is wasted filling out form after form and writing synopses of professional development activities. The whole process needs to be streamlined.	1
The professional development courses are refreshing to take to keep my computer skills up to date and improve my customer service skills.	1
The staff is great, but the sessions and class materials have not been useful or effective.	1
They offer great workshops and have been very helpful.	1
They were not knowledgeable of specific program and dates available.	1
They work hard to provide different type of development.	1
Timely	1
Timely responses and friendly working relationship	1

HR- Professional Development

	Frequency
Too difficult to obtain funding for staff	1
Training	1
Training programs are a bit lengthy.	1
Unclear process and guidelines for what is considered PD. I am attending school and rarely am I informed that I have been approved, Paper trail lags and poor communication plague this area. This has cost me about $400.00, pennies in comparison to the larger picture, but a benefit I should have received.	1
Variety of offerings, ease of registering and evaluating	1
Very helpful during my illness/injury	1
We have no problems in this department	1
What professional development? What happened to the technology seminars that were once held regularly?	1
Total	917

Institutional Effectiveness- Assessment*

Did not respond

[Employee] is professional, organized, and open to new ideas.

CIP process is hands-down the most confusing process at Collin College. Those responsible can't answer questions in a clear and concise manner.

CIP started haven't heard a word since

Committees work at cross purposes; one committee makes recommendations that are completely ignored by the next

Confusing--if it were not for [employee], I would be almost completely at sea

Department seems to be in flux. It is not clear what they do - their guidelines keep changing.

Difficult to comprehend the process at times, and data and forms are not available on a timely manner

Discipline leads are given guidelines to follow before the assessment team knows criteria. This created extra and unneeded work by the faculty.

Effective assessment

First experience was this year and everything went smoothly with the process

Helpful and conduct very organized and well structured meetings.

I am very pleased with the support [employee] and [employee] provided to me during my program's review.

I appreciated the efforts that IE made to help make the assessment process an effective improvement tool..

I have had little contact with department in last few years

I know the Library is a big part of this, however I am not directly involved that I know of.

I think personnel turnover has slowed solid procedures

I worked on a program review and found the staff very helpful and patient.

Information is often incomplete and disjointed

Informs us of necessary assessment efforts

Knowledgeable

Moving target; constant changes; chaos

Needed for input

Needs to be clearer in regards to various assessments occurring, purpose, and timeframes.

Overly complicated

	Frequency
	875
	1
	1
	1
	1
	1
	1
	1
	1
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	1
	1
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	1
	1

Institutional Effectiveness- Assessment*

	Frequency
Precise	1
Processes need to be clarified--not all of the developed instruments fit the areas they are to be assessing, process needs to be aware of timelines for academic side as well as business side	1
Professional	1
So much paperwork and complex procedures. Probably a necessary evil. I wish acronyms would be dropped or routinely defined.	1
Some of the questions in this survey would make great topics for All College Day discussions with a resulting action plan. Why are we not using the 1.5 days each year at All College Day for institutional effectiveness planning?	1
The assessment committee has created a fairly easy way to assess class progress with real numbers.	1
The last program assessment I felt was confusing as to how to proceed.	1
They have very little control over the processes they manage. Most assessment processes are imposed on them and look like the proverbial camel (a horse designed by a committee).	1
Time consuming and instructions on what is expected are confusing.	1
Timely responses and friendly working relationship	1
Very caring and supportive staff who truly care about Program Improvement	1
Very confusing. Poor instructions.	1
Very helpful; program review template difficult to use	1
Very knowledgeable, willing to collaborate with departments	1
We rarely see reports or the results of assessments.	1
When we did our program review, we were not able to get any data at all from IR. Apparently the dept. was terribly understaffed at that time.	1
Worked on a SACS service unit review. Helpful staff.	1
Would like easier ways to find out info online	1
Total	917

*Program review, Continuous Improvement Plan, etc.

Institutional Effectiveness- Curriculum

	Frequency
Did not respond	894
[Employee] and [employee] are a tremendous asset in this area - they were invaluable in helping us through the CAB process	1
[Employee] and [employee] are so friendly and always willing to assist with whatever they can.	1
[Employee] is always there with the right answers!	1
A good support system to have and learn the most curriculum changes	1
Addresses complexity of institution, SACS and state legislature well	1
Coordination of focus and efforts is counterproductive and chaotic	1
Excellent resource person when needed	1
Fairly helpful and respond to questions quickly If they did not have [employee], I would not rate them so high	1
Good process	1
Good, but takes a long time for course approvals	1
Great outreach	1
Great.	1
I have been very fortunate to work with [employee]. She is always so knowledgeable and pleasant to work with.	1
I'm assuming this is OAB review of course curriculum. I went through OAB review last year. The process went very smoothly.	1
Ok	1
Okay	1
They depend on a huge amount of manual processing that takes lots of time. I don't know how they do it all.	1
They meet requirements of the Coordinating Board.	1
Very caring and supportive staff who truly care about Program Improvement	1
Very good resource	1
Very helpful with consistently prompt, courteous service. Very knowledgeable staff.	1
Very knowledgeable, very student centered, willingness to learn and work with other departments	1
Wonderful staff and always SUPER helpful!	1
Total	917

Institutional Research Office (IRO)**

	Frequency
Did not respond	870
Adequate and working actively on improvements.	1
All good.	1
Always friendly and helpful!	1
Always friendly and helpful.	1
Always helpful and very informative.	1
Always receive exact data I need and timely	1
Always receive what is requested in timely fashion.	1
Always very helpful, friendly, efficient and have loads of helpful information	1
Clear guidelines provided when submitting project	1
Confusing, do not provide information that they say they have, do not send information out in a timely manner, a bit rude at times	1
Data is usually provided when requested. The staff will stop what they are doing to satisfy requests.	1
Did a great job on pulling and analyzing and explaining what could and could not be done. On line student evaluations are not an optimal way to get feed back.	1
Great. Need one more staff.	1
Helpful staff. This department helped with survey wording and a focus group project of mine.	1
Helps with surveys and statistical data	1
I am very satisfied with their services.	1
I was able to quickly obtain some information I needed about the college's history.	1
Innovative	1
IRO consistently works to ensure that data and reports reflect accurate information about the college.	1
IRO has been extremely helpful and knowledgeable in helping me obtain data, complete reports, etc.	1
Knowledgeable	1
Most helpful and knowledgeable with data collection and compilation summaries Couldn't do with out them!!!	1
Nice work but problematic communication and met resistance multiple times with my request.	1
No problems.	1
Not very knowledgeable about outcome measures and assessment	1
Pleasant to deal with, but spread thin.	1
Precision in output	1
Professional staff.	1
Provides stats quickly as requested	1

Institutional Research Office (IRO)**

	Frequency
Seems to forget requests that should happen every semester, have to remind them every semester for the last 5 years.	1
Slow but steady	1
Some of the surveys, like this one lump several areas together when one area might be good and others are not, not sure how to answer on surveys	1
Some our reports and numbers can be incorrect. Our department has to maintain Excel Reports to make sure our numbers are the same as what is reported.	1
Staff does their best to meet requests although my interface with this department is minimal.	1
Takes a while to hear back from this department.	1
The surveys always come out immediately after completing a course and they are user friendly.	1
The website is a bit confusing - I can never find what I'm looking for without calling them. But the staff is incredibly helpful and get me the information I need right away.	1
They seek information in an effective manner	1
Timely responses and friendly working relationship	1
Very good resource	1
Very helpful	1
Very informative, friendly, and timely response to requests.	1
Very knowledgeable	1
We answer survey relevant to our job and opinions for the school.	1
What do they do? no real contribution seen	1
Willing to assist in collecting/reporting data.	1
Willing to take the time to help! I believe he doesn't get enough pats on the back.	1
Total	917

** Data, surveys, focus groups, reports etc.

Public Relations

	Frequency
Did not respond	854
80% of the staff are friendly and helpful. Nice free resource that other colleges charge via inter-department funds.	1
All good.	1
Always friendly and helpful!	1
Always friendly and helpful.	1
Always helpful and eager to help Collin shine!	1
Am pleased at their responsiveness in dealing with requests.	1
Appreciate all they do for us.	1
College website that is out dated and hard to navigate - many lost opportunities for students and the public to find what they can learn at Collin. Cougaralert system that students have to sign up for - when they register to take classes with Collin, they should be automatically subscribed with an opt out feature. Same for faculty. College closing message barely visible on the website even though posted in red, it was sandwiched between huge images. We need to be aware that most people are doing everything on their mobile phones these days so make our messages stand out.	1
Courteous and friendly	1
Easy to work with - need lots of lead time to work with them	1
Editing is poor quality, seem to lose files	1
Friendly and courteous but sometimes a little slow.	1
Friendly. Courteous. Responds in a timely manner.	1
Getting the new website up and running has been frustrating	1
Great service	1
Great staff, helpful, professional product	1
Great staff!	1
Had difficulties on getting logo for an item that we were purchasing	1
Hard to contact, doesn't return contact, slow to do anything	1
Have a tracking method so you know where your project is within PR - so many times my project request is made and then I just sort of wait, wondering	1
Having a brochure or poster created should be a "one stop" process. Working with several people (writer/graphic artist/photographer) on a single project is confusing.	1
Helped with promoting my Learning Community courses	1
Helpful	1
Helpful and exhibit the proper enthusiasm for whatever project I have	1
Helpful,	1

Public Relations

	Frequency
I have worked with [employee] and [employee] on a project and have been impressed at their decorum, and in general, any needs I have for "getting the word out" about events has been handled appropriately.	1
I used PR when placing an order for custom printed books. [Employee] and [employee] most helpful to me each year!!!! I couldn't do the project without their help.	1
Impressive results	1
Minor issues for task force, but overall fine	1
Most of staff are friendly, helpful, knowledgeable; a couple are very slow to respond	1
Need to explain more how PR supports faculty and students instead of just items for the foundation or higher ups	1
No issue	1
Outstanding staff and collateral. More staff should be added - they are overworked.	1
Overall good, but wish flat screen information can be campus specific.	1
PR does fantastic work! But some (not all!) of the staff is brusque and hesitant to help. Kudos to [employee], [employee], [employee], and [employee] who are great to work with!	1
PR is fantastic	1
PR staff are interesting and very helpful.	1
Procedures seem to change on a monthly basis and they never let the district know when procedures have changes. Makes deadlines challenging.	1
Produces good publications	1
Professional and easy to work with	1
Program utilized on two specific occasions, earning a 1 and a 5 rating averaging a 3. PR canceled web/radio advertising of a Fall 2009 national speaker, resulting in low attendance. Staff stated in was at "request of Dean". A similar speaker (author dealing with same racial issues) received thousands of attendees at the Conference Center. On the Plus Side, PR very HIGHLY featured my achievements in a Cougar News interview, that gave significant program awareness in Fall 2012	1
Provides a good service and expertise in recognizing and reflecting events/programs/people	1
Responsive and supportive	1
Several emails and calls at times before I get replies	1
Slow to respond; our website is not user-friendly	1
Some of the brochures we have can be along process.	1
The entire team under [employee] has been excellent!	1
The majority of the time there are errors with promotional pieces sent to me for approval. Turnaround time has been long for promotional pieces. It's difficult to navigate who is the correct point person for specific PR services. You cannot update program websites on newer computers.	1
The monitor slides idea is great! Glad PR implemented that to promote all the events happening at Collin.	1

Public Relations

	Frequency
The PR department at this college is very unimpressive. Roughly a third of the students I see in my office refer to the College as "Quad-C." This tells me that our PR department has not done a very good job marketing the College to the metroplex. The work they do distribute is pathetic and unimaginative and lacks the creativity that speaks to the current generation. They need a complete overhaul of personnel. The staff clearly does not take pride in the work they produce.	1
They do well in making College known	1
This department is good at keeping us informed.	1
Timely responses and friendly working relationship	1
Very accessible, efficient, and knowledgeable	1
Very helpful with Veteran marketing for priority registration event	1
Very informative, friendly, and timely responses to requests.	1
Very knowledgeable and helpful.	1
Very pleasant people, but I don't know that they always appreciate how much work some of their procedures, processes, and projects can create for others.	1
We consistently work with PR and they are very helpful.	1
We see the advertisements at the theaters, and the ads on the TV in the lobby of the library	1
We're forced to go through PR for marketing tools, but the response is always very, very slow. Staffing issues?.	1
Worked hard to meet deadlines for my last minute project	1
Works well with my requests but takes quite some time to receive project.	1
Total	917

Transfer Programs (Services for transfer process)

	Frequency
Did not respond	896
Been great with working out the details, if I could just get Collin to do it's side.	1
Confusing and limited help from staff	1
Good job in keeping advisors informed	1
Great support team for transfers for our students	1
Great to have the info to pass on to students -- but could be more clear and timely	1
I am a transfer student and got tons of information when we have the transfer fairs in the atrium	1
Not as active as I would like it to be could be more helpful	1
Opportunties	1
Pleasant to deal with, but don't always seem to know what they are talking about.	1
Quality	1
Students were informed of their transfer schools	1
The website is less user friendly than it has been in the past.	1
They have really stepped-up. I feel they are doing a much better job.	1
Timely responses and friendly working relationship	1
Transfer programs are inefficient and their website is difficult.	1
Very knowledgeable, willing to collaborate with departments, willingness to learn	1
Very nice to deal with	1
We are good at what we do.	1
What? where? who? why?	1
When setting up a Collin/university alignment degree plan, the staff was not knowledgeable in procedures.	1
Where are they? Haven't seen lately.	1
Total	917

ANY ADDITIONAL COMMENTS OR SUGGESTIONS.

The space below consists of additional comments or suggestions.

	Frequency
Did not respond	830
1.Why does SCC have better food alternatives than PRC? There is no incentive to stay on campus for lunch at PRC except for the Red Room. 2. Advertise more to the local community in order to expand the Rockwall campus. The new campus building there is great!	1
Advising is and will continue to improve as long as we have an established training manual (which we have recently put one together). One of the main problem in advising is that we didn't have an official training manual!!!!! So this means, each advisor was trained differently on different subjects at different time frame. However, with the recent training manual being established, advisors that were hired on recently have gone through official training. This will help with consistency in my department.	1
After filling out this survey, it hit me that the main things that bug me about Collin are some of the convoluted processes that not only unnecessarily delay getting things done, but must be a burden to those who have to carry them out. My recommendation is that the next time the college decides to purchase and implement an expensive system/tools, that they get a focus group of actual users for feedback. Time Clock Plus is a prime example of money thrown away on an expensive piece of software that might be saving time for one or two people in payroll but is a burden for those implementing and adds time for using a non-intuitive system. Tools are meant to save employees time and not be the tail that wags the dog. Other business office processes are in the same boat. On the plus side, uniformly the people in support services are great and succeed in spite of the tools and processes they are given to work with.	1
As the college has grown, the staff personnel have improved their customer service skills for internal as well as external "customers" /students. The face to the students is positive; however, the staff itself seems to be less happy and content than in years past.	1
Based solely on student feedback, advising at PRC is very poor, students report being more confused after going than before. Students report that SCC has best advising.	1
Both of these comments pertain to campus security: 1. Being asked to check a women's restroom for bombs while I taught an evening class was humiliating, and it brought to mind the inept services of the Keystone Cops. We need a better plan for the campus in case of emergencies -- because emergencies will happen. Interrupting a teacher in the classroom in order to have her perform security work is ridiculous and demoralizing. 2. This second point addresses a different bomb threat. I realized during the course of the situation that I have never heard an intercom used in any of the college buildings, and that distinctly bothers me. Shouldn't the campus police have access to an intercom to make sure that the building is clear in case there is a bomb threat? You can't always know everyone who is in a building just by looking at a schedule. This seems to be a distinct hole in the security.	1
Collin College administrators and staffs rocks!!	1
Collin is a great place to work and there are many friendly and enjoyable people here. However, seems the processes and procedures could use some improvement. Maybe engage the actually users when looking at changing a policy so the people using them have an opportunity to relay their problems and concerns with current processes. Thank you for asking for feedback. This in and of itself is a positive start to making great changes that all employees will be happy with!	1

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

	Frequency
Collin used to be a wonderful place to work. The attitude from the top is that everything we do now is wrong or bad. This is affecting moral. More and more people are talking about leaving.	1
Come up with a solution for the Fire Science Program in a hurry. There currently is NO plan.	1
Concerned that this is not completely confidential, so will withhold further comments (probably said too much as it is).	1
Food service needs to be improved	1
Great work environment	1
HR is too slow at implementing the hiring process for candidates for both faculty and student worker positions.	1
HR really needs to revisit the search committee process. I was told in the past by a senior VP that we did NOT have to use a grid and now the grid is the central piece of the hiring process. Having a standard set of assessment categories is fine, but the requirements and restrictions placed on search committees with the grid do not help committee members to hire the most qualified candidates. The overall process is too rigid.	1
I am thrilled to be a part of Collin College. Truly!! I am.	1
I am very happy to be a member of the college.	1
I appreciate the colleges interest in seeking feedback on the quality of the educational and support services and programs of Collin.	1
I believe that for as little staff as Collin College maintains in their key areas, the staff does a great job of keeping the lights on with all there is to do. It's a shame that upper level management doesn't do more to appreciate the people that work here, they just want more,, more,, more..	1
I don't know if these results will be made public, but I hope that all employees will have a chance to review a summary of this survey. Thanks for the opportunity to give input!	1
I feel that it would be beneficial to stress the idea that just because we are separate departments, we are all important pieces that make up what Collin College is about. We need to work together and not speak unkindly about one another just because we do not fully understand what each department actually does. It is disheartening and does not promote a helpful and friendly work environment. We should also remember to see students as people, not a hindrance!	1
I had to call someone and ask what this was really about. I support all of the departments listed, but do not seem to be represented.	1
I have been totally impressed with every single support person I've worked with on the CPC campus.	1
I have taken this survey twice and both times thought that the survey was poorly designed and too long. Both times it took me about 45 minutes to complete and the categories were not appropriate, for instance, the payroll staff and procedures are totally different from the accounts payable staff and procedures and cannot be rated together.	1
I have worked at several community colleges in the DFW area. Collin is by far my favorite. Seems like a tight ship. I love the people I work with and enjoy coming to work everyday.	1
I hope the problem with Admissions gets taken care of!	1
I like the friendly & supporting environment working at Collin College that help students to achieve their goals in their career. Thank you!	1

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

	Frequency
I love the friendly, helpful atmosphere around Collin College and at my primary campus, SCC, in particular. It's a great place to work, and I enjoy coming here every day!	1
I very much enjoy working at the SCC library. We all get along very well and we help each other.	1
I wish there was a way that payroll/HR could provide updated leave information in all areas. CougarWeb and TCP are always different. If they are not going to update CougarWeb, then get rid of this feature. We were told when TCP was put in place, that our leave balances would be in *REAL* TIME. I am still waiting for that to happen. Current leave balances are not correct. I can't keep track any more. I prefer CougarWeb for leave balances. TCP is a ridiculous idea for a COLLEGE! We are an academic institution, not a warehouse or manufacturing plant. The entire business office/payroll/inventory/AP sets of procedures are not in sync and are not efficient.	1
I would appreciate an email from the registrar with a notification of a student dropping my class.	1
I would like to remain Anonymous.	1
I would recommend Collin College to anyone looking for a school that has excellent teachers and staff.	1
I've only been working and teaching here for three months but enjoy being here. Thank you.	1
I've only been working at Collin College for about a month.	1
In general, Collin is a terrific place to work and learn.	1
It has been my experience that Administration says it wants "open communication and candor", but the reality is that in faculty seeking Provosts or Administration to solve issues, no one wants to admit to specifics, because that would necessitate additional (Administrative) work for conflict resolution, procedures, or follow-through. It's easier to be in denial, and allow the status quo to continue, rather than admit that areas or departments are run with impropriety. Also, It is a reality that Faculty contract renewal depends upon the determination from supervising Administration of the Dean, who can rate faculty cooperation. And from "below", student evaluations are very significant at Collin regarding faculty contracts. But at no point do faculty have any input in rating or reviewing Deans or Administration.	1
It is also very hard to get anyone in Payroll on the phone most days. I hope my comments and feedback go to positive changes - because I absolutely love it @ Collin - and plan on being here for a very long time! Thanks for all you do!	1
It is starting to feel as though too many people up the ladder have to approve every little thing. Other than that, our staff are so wonderful and helpful and friendly - we are so lucky.	1
It may be helpful for some of us to have a better understanding / definition of what you are looking for based on the term "use".	1
It would be nice if health benefits were offed for part-time employees.	1
It would be very helpful and probably reduce the cost of photocopying if there were a Copying Center at the Preston Ridge campus. Using the Collin Creek's Copying Center is not usually practical, from a time stand-point, for someone at Preston Ridge.	1
It would really be nice if the Career Services department of the College were open and available for use by CE students.	1
Its a pleasure to teach at Collin College. Until my next semester..... Thank you.	1
My classroom at Spring Creek is always unbearably hot regardless of the outside temperature. It's miserable and affects my mood and ability to interact with my class. Otherwise the campus is nice and the students seem to enjoy the facilities.	1
N/A	1

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

	Frequency
Need more campus activities for student, faculty and staff.	1
Need to do this on an annual basis and make procedures in each program easy for staff and faculty and the College needs to be transparent about everything.	1
Need to replace kickboxing bags at CPC. Would be nice to see the college participate in rain water recycling to help conserve water. This would be great for watering the beautiful landscape.	1
None--a thorough survey of program effectiveness	1
None.	1
Offer more online classes.	1
Overall, I believe that our staff does an excellent job.	1
Part-time staff members need a representative to make them feel important and to provide support.	1
Perhaps next year you could include the International Student Office in this survey, even though we are part of Advising, it would be nice to see how our office is perceived. Thanks	1
Please consider upgrading some of the water fountains on campus to include dispensers to fill personal water bottles. This could reduce waste and help students and employees stay hydrated after walking across campus during the warmer months here in North Texas.	1
Please please please make food less expensive for employees.	1
Please use the space below for any additional comments o...	1
Re: Time Clock In the fire science program, we have many professionals (Fire Chiefs, Fire Marshals, administrators, etc.) who take time from their busy schedules to instruct in the academy, inspection and investigation programs. Their classes are held in various on and off campus locations. Having to punch a time clock is inconvenient, inefficient, and an insult to these professionals. Please let them fill out a time sheet as they have done previous to the time clock system.	1
Really wish functions would have been split from their reporting structure so I could rate effectively. Some parts may need improvements and others may be excellent so the cumulative rating is not fair to either in terms of continuous improvement.	1
Shared governance is part of Collin. There is an appearance of share governance, but the VP's really make all the decisions.	1
Test	1
Thank you	1
Thank you for asking these questions. We could be offering faculty more incentives for teaching dual credit and service learning.	1
Thank you for giving me the opportunity to provide my feedback.	1
Thank you for making Collin College a more efficient service provider to the community and state.	1
Thank you for the anonymity. It allows for constructive criticism, which improves all programs.	1
Thanks for allowing me to participate and express my experiences and concerns.	1
Thanks for taking the time to gather and analyze this information. I look forward to seeing the results.	1
Thanks.	1

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

	Frequency
The associate faculty office is much nicer at CP. The ability to use the phone there was most helpful. I have many situations in which using a phone would be helpful, but I ended up avoiding it or using my own here at SC.	1
The college seems to be going through some growth pains. Staff are overloaded and not compensated for the extra work. If concern is expressed, the employee is made out to have a bad attitude. Faculty get all the accolades and staff seem to be considered second class citizens. What a shame.	1
The staff needs to be more professional in terms of work.	1
There are serious issues with the way systems are implemented, for example, TimeClock. Not nearly enough testing is being done to ensure these systems are ready for release. If this was a corporation, the project manager would be fired. Human Resources support for the non-CHEC sites is poor. The appearance to most is that HR is giving themselves promotions and everyone else is ignored. How is it that paperwork, containing social security numbers, etc., is continually lost by HR? This is especially prevalent in the student assistant area. Payroll and accounting have serious issues - multiple errors in payments and unacceptable responses when queried. Moving from paper time sheets to TimeClock has done nothing but increase the amount of time spent by supervisors, employees and administrators on payroll. TimeClock was a very poor choice. Public Relations is outstanding. They represent Collin College well.	1
There are some issues with some of the departmental labels that don't clearly communicate to users which department is being evaluated.	1
There is ongoing inconsistency in policies between departments and campuses as well as inconsistencies in policies administered by Deans toward faculty and staff.	1
There needs to be signs for new students so they know where to go and what lines to stand in. This will make the process easier and not so long for employees and students.	1
This is the best place I have ever worked. Everyone is friendly and always helpful and supportive.	1
This was good I hope it will help correct some of the issues we hear students have during the semester and at the beginning of the semester.	1
Though I am aware that colleges and universities SHOULD have the various departments listed on the survey, the only notice I have regarding these departments at Collin is through the occasional email announcement, which are sketchy at best, and which I don't have the leisure to read then investigate further. Having little to no upfront information regarding the college in general, in the event I need something, I ask my department coordinator or my chair where to find something. As an adjunct, I am torn between wanting upfront training and not being able to sacrifice my personal, unpaid time to investigate the college further, especially when I am pressured to attend unpaid colloquium and conferences targeted solely at adjuncts, and which feel isolated and not an integrated part of the college as a whole.	1
We need Advisors and Admissions personnel who can answer the phones during busy times..	1
We need more help in the writing center. I liked to call the help desk and did not do it very often...maybe some called too often...hate the recording that you get.	1

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

	Frequency
We really need to make changes in ARO for students process. I strongly agree that we may have more students registering if the process was more user friendly and if the students did not have return to ARO several times to be able to register for classes. ARO would not have to be so busy if we would process them right the first time. ARO would not have the student return 5 and 6 times and we would not have so many man hours servicing just one student. It is embarrassing to have that student go back in forth many times to ARO then to our office and all we can say is we are sorry for the procedure. Also it is difficult to contact someone in ARO when they have their phones transferred to the phone bank.	1
We should also include a survey on for how well our institution secure our information. This is a very importance issue to do a survey on since there are many colleges and universities data had been compromised. Just my 2 cents.	1
When do we get to evaluate division offices?	1
When doing first time hiring paperwork, there are too many places one must go to get it all done. It is not time efficient. More people need to be trained in the areas to get paperwork certified. More HR reps need to be on campus than just one once or twice a week.	1
You have a couple systems that don't talk to each other. You get set up in one system and someone has to manually pull your information into other systems (like getting an ID card). Also, you should have a packet for new teaching staff that walks through all the things you need to do (i.e. get code for your classroom door, get ID card, fill out HR info, get textbooks, get class template imported into blackboard, etc.).	1
Total	917