

**Collin Educational Support/Programs  
Student Survey: Fall 2010  
Collin College  
January 12, 2011**

**Section I: Essential Services/Programs**

**Please indicate which of the following services/programs you are aware of? Please check all that apply.**

		0	1	Total
	Count	24	374	398
Please indicate which of the following services/programs - Advising	%	6.0%	94.0%	100.0%
	Count	42	356	398
Please indicate which of the following services/programs - Admissions and Records	%	10.6%	89.4%	100.0%
	Count	26	372	398
Please indicate which of the following services/programs - Bookstore	%	6.5%	93.5%	100.0%
	Count	97	301	398
Please indicate which of the following services/programs - Bursars Office/Tuition and Fee Payment	%	24.4%	75.6%	100.0%
	Count	62	336	398
Please indicate which of the following services/programs - Campus Communications (CougarWeb, Internet access etc.)	%	15.6%	84.4%	100.0%
	Count	92	306	398
Please indicate which of the following services/programs - Financial Aid Office	%	23.1%	76.9%	100.0%
	Count	44	354	398
Please indicate which of the following services/programs - Registration	%	11.1%	88.9%	100.0%
	Count	175	223	398
Please indicate which of the following services/programs - Student Life	%	44.0%	56.0%	100.0%
	Count	72	326	398
Please indicate which of the following services/programs - Testing Center(s)	%	18.1%	81.9%	100.0%

**Have you used the following services/programs? Please check all that apply.**

		0	1	Total
	Count	56	339	395
Have you used the following services/programs? - Advising	%	14.2%	85.8%	100.0%
	Count	68	327	395
Have you used the following services/programs? - Admissions and Records	%	17.2%	82.8%	100.0%
	Count	56	339	395
Have you used the following services/programs? - Bookstore	%	14.2%	85.8%	100.0%
	Count	180	215	395
Have you used the following services/programs? - Bursars Office/Tuition and Fee Payment	%	45.6%	54.4%	100.0%
	Count	82	313	395
Have you used the following services/programs? - Campus Communications (CougarWeb, Internet access etc.)	%	20.8%	79.2%	100.0%
	Count	213	182	395
Have you used the following services/programs? - Financial Aid Office	%	53.9%	46.1%	100.0%
	Count	79	316	395
Have you used the following services/programs? - Registration	%	20.0%	80.0%	100.0%
	Count	302	93	395
Have you used the following services/programs? - Student Life	%	76.5%	23.5%	100.0%
	Count	137	258	395
Have you used the following services/programs? - Testing Center(s)	%	34.7%	65.3%	100.0%

**The hours the service/program is available are convenient.**

**1= Very inconvenient, 5= Very convenient**

		1	2	3	4	5	Total
	Count	12	18	68	113	125	336
The hours the service/program is available are convenient - Advising	%	3.6%	5.4%	20.2%	33.6%	37.2%	100.0%
	Count	9	14	68	104	124	319
The hours the service/program is available are convenient -Admissions and Records	%	2.8%	4.4%	21.3%	32.6%	38.9%	100.0%
	Count	15	20	51	115	124	325
The hours the service/program is available are convenient -Bookstore	%	4.6%	6.2%	15.7%	35.4%	38.2%	100.0%
	Count	4	2	33	68	103	210
The hours the service/program is available are convenient -Bursars Office/ Tuition and Fee Payment	%	1.9%	1.0%	15.7%	32.4%	49.0%	100.0%
	Count	10	13	26	73	184	306
The hours the service/program is available are convenient -Campus Communications (CougarWeb, Internet access etc.)	%	3.3%	4.2%	8.5%	23.9%	60.1%	100.0%
	Count	8	19	28	52	71	178
The hours the service/program is available are convenient -Financial Aid Office	%	4.5%	10.7%	15.7%	29.2%	39.9%	100.0%
	Count	10	12	58	95	132	307
The hours the service/program is available are convenient -Registration	%	3.3%	3.9%	18.9%	30.9%	43.0%	100.0%
	Count	1	1	16	22	51	91
The hours the service/program is available are convenient - Student Life	%	1.1%	1.1%	17.6%	24.2%	56.0%	100.0%
	Count	8	11	32	67	134	252
The hours the service/program is available are convenient -Testing Center(s)	%	3.2%	4.4%	12.7%	26.6%	53.2%	100.0%

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
The hours the service/program is available are convenient -Advising	336	1	5	3.96	1.054
The hours the service/program is available are convenient -Admissions and Records	319	1	5	4.00	1.017
The hours the service/program is available are convenient -Bookstore	325	1	5	3.96	1.097
The hours the service/program is available are convenient -Bursars Office/ Tuition and Fee Payment	210	1	5	4.26	.892
The hours the service/program is available are convenient -Campus Communications (CougarWeb, Internet access etc.)	306	1	5	4.33	1.021
The hours the service/program is available are convenient -Financial Aid Office	178	1	5	3.89	1.176
The hours the service/program is available are convenient -Registration	307	1	5	4.07	1.033
The hours the service/program is available are convenient -Student Life	91	1	5	4.33	.883
The hours the service/program is available are convenient -Testing Center(s)	252	1	5	4.22	1.036
Valid N (listwise)	28				

## The service was provided in a timely manner.

1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
	Count	31	35	81	91	95	333
The service/program was provided in timely manner -Advising	%	9.3%	10.5%	24.3%	27.3%	28.5%	100.0%
	Count	22	39	58	97	102	318
The service/program was provided in timely manner -Admissions and Records	%	6.9%	12.3%	18.2%	30.5%	32.1%	100.0%
	Count	11	12	42	103	158	326
The service/program was provided in timely manner -Bookstore	%	3.4%	3.7%	12.9%	31.6%	48.5%	100.0%
	Count	4	5	19	62	121	211
The service/program was provided in timely manner -Bursars Office/ Tuition and Fee Payment	%	1.9%	2.4%	9.0%	29.4%	57.3%	100.0%
	Count	5	10	37	84	167	303
The service/program was provided in timely manner -Campus Communications (CougarWeb, Internet access etc.)	%	1.7%	3.3%	12.2%	27.7%	55.1%	100.0%
	Count	23	26	30	43	56	178
The service/program was provided in timely manner -Financial Aid Office	%	12.9%	14.6%	16.9%	24.2%	31.5%	100.0%
	Count	19	18	53	99	116	305
The service/program was provided in timely manner -Registration	%	6.2%	5.9%	17.4%	32.5%	38.0%	100.0%
	Count	2	1	10	23	55	91
The service/program was provided in timely manner -Student Life	%	2.2%	1.1%	11.0%	25.3%	60.4%	100.0%
	Count	9	7	21	72	143	252
The service/program was provided in timely manner -Testing Center(s)	%	3.6%	2.8%	8.3%	28.6%	56.7%	100.0%

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The service/program was provided in timely manner -Advising	333	1	5	3.55	1.261
The service/program was provided in timely manner -Admissions and Records	318	1	5	3.69	1.234
The service/program was provided in timely manner -Bookstore	326	1	5	4.18	1.017
The service/program was provided in timely manner -Bursars Office/ Tuition and Fee Payment	211	1	5	4.38	.888
The service/program was provided in timely manner -Campus Communications (CougarWeb, Internet access etc.)	303	1	5	4.31	.926
The service/program was provided in timely manner -Financial Aid Office	178	1	5	3.47	1.399
The service/program was provided in timely manner -Registration	305	1	5	3.90	1.160
The service/program was provided in timely manner -Student Life	91	1	5	4.41	.894
The service/program was provided in timely manner -Testing Center(s)	252	1	5	4.32	.992
Valid N (listwise)	27				

**The staff was courteous.**

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

		1	2	3	4	5	Total
	Count	18	15	50	80	168	331
The staff was courteous -Advising	%	5.4%	4.5%	15.1%	24.2%	50.8%	100.0%
	Count	14	14	37	88	163	316
The staff was courteous -Admissions and Records	%	4.4%	4.4%	11.7%	27.8%	51.6%	100.0%
	Count	10	11	39	71	193	324
The staff was courteous -Bookstore	%	3.1%	3.4%	12.0%	21.9%	59.6%	100.0%
	Count	4	4	19	48	134	209
The staff was courteous -Bursars Office/ Tuition and Fee Payment	%	1.9%	1.9%	9.1%	23.0%	64.1%	100.0%
	Count	3	6	38	50	204	301
The staff was courteous -Campus Communications(CougarWeb, Internet access etc.)	%	1.0%	2.0%	12.6%	16.6%	67.8%	100.0%
	Count	18	12	26	32	90	178
The staff was courteous -Financial Aid Office	%	10.1%	6.7%	14.6%	18.0%	50.6%	100.0%
	Count	12	7	43	75	162	299
The staff was courteous -Registration	%	4.0%	2.3%	14.4%	25.1%	54.2%	100.0%
	Count	3	1	12	18	56	90
The staff was courteous -Student Life	%	3.3%	1.1%	13.3%	20.0%	62.2%	100.0%
	Count	12	10	31	50	146	249
The staff was courteous -Testing Center(s)	%	4.8%	4.0%	12.4%	20.1%	58.6%	100.0%

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was courteous -Advising	331	1	5	4.10	1.150
The staff was courteous -Admissions and Records	316	1	5	4.18	1.087
The staff was courteous -Bookstore	324	1	5	4.31	1.017
The staff was courteous -Bursars Office/ Tuition and Fee Payment	209	1	5	4.45	.882
The staff was courteous -Campus Communications (CougarWeb, Internet access etc.)	301	1	5	4.48	.862
The staff was courteous -Financial Aid Office	178	1	5	3.92	1.355
The staff was courteous -Registration	299	1	5	4.23	1.044
The staff was courteous -Student Life	90	1	5	4.37	.988
The staff was courteous -Testing Center(s)	249	1	5	4.24	1.120
Center(s) Valid N (listwise)	27				

**The staff was knowledgeable.**  
**1= Strongly disagree, 5 = Strongly agree**

		1	2	3	4	5	Total
	Count	24	26	57	82	143	332
The staff was knowledgeable -Advising	%	7.2%	7.8%	17.2%	24.7%	43.1%	100.0%
	Count	9	15	39	89	164	316
The staff was knowledgeable -Admissions and Records	%	2.8%	4.7%	12.3%	28.2%	51.9%	100.0%
	Count	12	13	36	84	178	323
The staff was knowledgeable -Bookstore	%	3.7%	4.0%	11.1%	26.0%	55.1%	100.0%
The staff was knowledgeable -Bursars Office/ Tuition and Fee Payment	Count	5	3	18	52	130	208
	%	2.4%	1.4%	8.7%	25.0%	62.5%	100.0%
The staff was knowledgeable -Campus Communications (CougarWeb, Internet access etc.)	Count	5	8	42	64	182	301
	%	1.7%	2.7%	14.0%	21.3%	60.5%	100.0%
The staff was knowledgeable -Financial Aid Office	Count	17	15	26	39	80	177
	%	9.6%	8.5%	14.7%	22.0%	45.2%	100.0%
The staff was knowledgeable -Registration	Count	11	8	40	84	161	304
	%	3.6%	2.6%	13.2%	27.6%	53.0%	100.0%
The staff was knowledgeable -Student Life	Count	2	3	13	17	56	91
	%	2.2%	3.3%	14.3%	18.7%	61.5%	100.0%
The staff was knowledgeable -Testing Center(s)	Count	10	7	32	51	151	251
	%	4.0%	2.8%	12.7%	20.3%	60.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was knowledgeable -Advising	332	1	5	3.89	1.248
The staff was knowledgeable -Admissions and Records	316	1	5	4.22	1.023
The staff was knowledgeable -Bookstore	323	1	5	4.25	1.049
The staff was knowledgeable -Bursars Office/ Tuition and Fee Payment	208	1	5	4.44	.893
The staff was knowledgeable -Campus Communications (CougarWeb, Internet access etc.)	301	1	5	4.36	.934
The staff was knowledgeable -Financial Aid Office	177	1	5	3.85	1.338
The staff was knowledgeable -Registration	304	1	5	4.24	1.020
The staff was knowledgeable -Student Life	91	1	5	4.34	.991
The staff was knowledgeable -Testing Center(s)	251	1	5	4.30	1.056
Valid N (listwise)	26				

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

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

		1	2	3	4	5	Total
	Count	33	32	62	104	105	336
Rate overall satisfaction -Advising	%	9.8%	9.5%	18.5%	31.0%	31.3%	100.0%
	Count	16	14	53	112	129	324
Rate overall satisfaction -Admissions and Records	%	4.9%	4.3%	16.4%	34.6%	39.8%	100.0%
	Count	8	11	56	108	152	335
Rate overall satisfaction -Bookstore	%	2.4%	3.3%	16.7%	32.2%	45.4%	100.0%
	Count	4	2	18	73	115	212
Rate overall satisfaction -Bursars Office/Tuition and Fee Payment	%	1.9%	.9%	8.5%	34.4%	54.2%	100.0%
Rate overall satisfaction -Campus Communications (CougarWeb, Internet access etc.)	Count	6	7	37	94	166	310
	%	1.9%	2.3%	11.9%	30.3%	53.5%	100.0%
	Count	21	17	30	52	62	182
Rate overall satisfaction -Financial Aid Office	%	11.5%	9.3%	16.5%	28.6%	34.1%	100.0%
	Count	10	12	48	118	123	311
Rate overall satisfaction -Registration	%	3.2%	3.9%	15.4%	37.9%	39.5%	100.0%
	Count	2	2	8	26	54	92
Rate overall satisfaction -Student Life	%	2.2%	2.2%	8.7%	28.3%	58.7%	100.0%
	Count	9	4	29	84	129	255
Rate overall satisfaction -Testing Center (s)	%	3.5%	1.6%	11.4%	32.9%	50.6%	100.0%

#### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Advising	336	1	5	3.64	1.280
Rate overall satisfaction -Admissions and Records	324	1	5	4.00	1.088
Rate overall satisfaction -Bookstore	335	1	5	4.15	.974
Rate overall satisfaction -Bursars Office/Tuition and Fee Payment	212	1	5	4.38	.832
Rate overall satisfaction -Campus Communications (CougarWeb, Internet access etc.)	310	1	5	4.31	.908
Rate overall satisfaction -Financial Aid Office	182	1	5	3.64	1.342
Rate overall satisfaction -Registration	311	1	5	4.07	.996
Rate overall satisfaction -Student Life	92	1	5	4.39	.901
Rate overall satisfaction -Testing Center (s)	255	1	5	4.25	.969
Valid N (listwise)	28				

**If you were Unsatisfied/Very unsatisfied with the service/program, please specify the reason.**

Reasons unsatisfied/ Very unsatisfied -Advising

	Frequency
Did not respond	335
Advising gives out wrong information and I took classes I didn't have to take wasting my time and money because of them. Also if you need help half the time they are very rude because I feel like they don't care about your education. Something needs to change with the advising staff.	1
advising wasn't very knowledgeable about what classes i needed to transfer to other schools and weren't very helpful or friendly.	1
Advisors all tell me different things when I ask them the same question, they are impatient (rush student in help really quick the rush out). It seems as if they are useless and all their job requirement consists of is to hand out papers that are hard to find (like the degree plan) and then if you have a question they just look it up on the computer exactly the way I could have done on my own and don't answer my question effectively.	1
Advisors seem to be annoyed, one was yawning as if I was boring her, no eye contact, I have yet to see one smile. The customer service is horrible everytime I sit down. Are they over worked? Unhappy? This is my life, at least ACT like you care about my education even if I wasn't an "A" student.	1
Advisors were rude, unhelpful, and barely spoke english.	1
An advisor at Mckinney campus was very rude and rushed through the advising process. I left feeling underserved and still confused about questions I had about transferring to TWU. I have not been back since.	1
Answers were sometimes found to be incorrect	1
didn't help at all, I already knew info. could not register w/ there advise...did better on my own	1
Different answers by different people. I have found that if I wanted something done I had to do it myself. Ex. My Assoc. of Science Degree, Nursing, everything...very nice people but they are all regular joes not Professional Advisors like at the Universities. No guidance.	1
Different staff provided different information/answer to my (same) question	1
Don't give out accurate information regarding steps to transfer.	1
Don't really feel it can be called advising. More like stating the obvious	1
every one gave me different information	1
Fist time college student, advising was not helpful at all	1
Friendly, patient staff	1
Frisco location is good , Springcreek is a nightmare !	1
has constantly given me bad advice and always get different advice from the same	1
person hours are too difficult to get to for night students.	1
I am constantly getting conflicting information from the counsellors. It is very frustrating to not get consistant counsellors. I will say though that there are 2 counsellors at Preston and 1 at Central Park that have gone out of their way to assist me, but that was the exception not the rule. I have also had counsellors just say that they don't know an answer to my question and not offer suggestion as to how to go about finding an answer.	1
I feel fell that sometimes the advisors need a break to stay fresh with the volume of students they help	1
I feel that most of the advising staff in not knowlegable. A lot of times my answers are not answered or answered in a way that is not beneficial to me completing my degree in the fastest way possible. I am almost always dissappointed when I leave there, and I have received better advice on certain things from my teachers.	1
I feel that the Advising at the Preston Ridge campus is not helpful and has not really help guide me to the course that i need to take.	1
I had a helpful experience	1
I have had issues with advising since I started at the school. The worst was this semester, they advised me to take certain classes but now I find out that they advised me to take all the wrong classes and because of it I am unable to take classes next semester.	1
I receive different information every time I go, regarding the same question. I dont know who to believe.	1
i wish they spent more time on students. There should be a counselor to advise students more in depth and not just answer questions quickly. I scheduled a Golden Ticket appointment and it was the same as regular advising.	1
I would prefer not to have Registration coincide with Finals.	1
In general, the advising service is was not helpful in my opinion. Several of the staff members seemed as if they only knew a very limited amount of information, & and in many cases could not adequately answer my questions. I would like to note that the advisor that I met with at the McKinney campus appeared to be the most knowledgeable & was able to help with most questions.	1
In particular, I would like to commend [name of person] and [name of person] for their passion to serve and assist in any way they can.	1



Reasons unsatisfied/ Very unsatisfied -Advising

	Frequency
It is well known that the advisors at Collin have steered many students in the wrong direction according to their degree programs and transferring.	1
It was very difficult to get a hold lifted from my account. I tried to communicate with the dean and did not get a response. I also wonder why the dean cannot access transcripts from admissions and records. I feel this process could be more efficient.	1
knowledgable	1
Lines are always long and some times there are only 2 or 3 advisors. there should be more available when it is extremely busy	1
long lines	1
Many (though not all) of the advisors seem particularly inept and uncaring.	1
Multiple visits yielded contradictory responses to the same question, or referral to Admissions.	1
my advisor was barely able to answer my questions and in order to do so he had to ask another counsler and ended up signing me up for the wrong classes.	1
Need to be able & accommodate the amount of people that need advising, admissions & records.	1
Not as knowledgeable about classes/school options as should be	1
not knowlegeable, not timely, not encouraging	1
not very knowlegable or helpful	1
One Advisor was very uninterested in helping my plan my next semester, then I met another advisor who took a lot of time out of her day to help me.	1
Outstanding Staff, made me comfortable and set me at ease when I was worried	1
People there tell you what different things everytime you go there.	1
some of the students that work in the financial aid office could be a little nicer.	1
Staff was short-tempered, not extremely helpful.	1
The advising staff was not as knowledgeable as I would have expected in course selections and transferability to other universities such as UTD, UNT and SMU. Becuase these universities are local to Collin, I expected the Collin staff to know more and offer more on course transferability.	1
The advisor didn't advise me on what I needed. It was as if I was advising myself with very little input from her beside the obvious	1
The advisor seem to be afraid to tell a student what classes to take. I was never offered advise about taking all my classes on either a Monday and Wednesday or Tuesday and Thursday. Nor was I given advise about time managing my classes so they were more convient around my hours availability.	1
The advisor was playing on his phone while talking to me and had no idea about the what courses I needed to take. He pretty much handed me a packet and sent me on my way. This was the second time an advisor did nothing to help, I left more confused and won't ever use their services again if I can help it.	1
The advisors are always extremely rude and quick to judge. IHATE having to go to see them.	1
the advisors are not courteous and run you through like its a speedy checkout line at wal mart	1
The advisors did not know about dual-enrollment, nor were they helpful in suggesting classes related to my major that were likely to transfer.	1
The advisors really made the experience of entering in a college frustrating and difficult. They don't have personalities and seem to not care about what you need assistance with. It was like I had to pry at them to get them to have an actual conversation with them. They should get training for the advisors from UTD...they might actually learn something.	1
The advisors seem to give people false or inaccurate information when it comes to particular degrees.	1
the counselors dnt really care about the individual and most of the time many students take extra classes because counselors dnt specify clearly they just want to get done with the croud!!!	1
The financial aid process is confusing for a student enrolling in Collin College for the first time. I really didn't know what to expect and no one at the office was able to tell me. It also took a long time to process my application, even though i had all my supporting documents turned it on time. My info should be available online since it is impossible to get ahold of anyone at the office.	1
The lady I was presented to made me feel dumb just because i wasn't in a specific area of math and told me to go to the testing center to retake the test. & when i asked her to show me how to register she just highlighted the steps. I asked again and she said just follow the steps. I was upset because im a very visual person i need live examples and she didn't provide that.	1
the office advised me to take two courses this semester i did not need b/c they did not understand the exact degree program i want when i transfer	1
the person helping me was rude and did not even try to help, then gave me the wrong room number when sending me elsewhere.	1
The staff appeared to be uncaring and unfriendly. Didn't seem to care whether I understood or not.	1
The wait time is way too long and the hours are not convenient	1



Reasons unsatisfied/ Very unsatisfied -Advising

	Frequency
They are not sure about many majors, and they don't provide enough information	1
They did not feel personable anytime that I went.	1
they give generic answers to questions, the do not really advise you in the best direction you should go.	1
they seem like they don't want to be there. The answer to everything is its on the computer, go look it up. When I have questions about certain classes or need advising about a class they are not helpful they just say it's up to you.	1
They were not very knowledgeable when asked questions. Also, they seem be in a hurry to get you out of their desk area.	1
Too long of a wait to ask a question	1
Too long of a wait, not enough advisors for amount of students.	1
Took too long/ Lady who attempted to help me was very rude and did not give enough info for me to be satisfied.	1
Was told to follow the required courses for my associates which keeps changing	1
Went and spoke to an advisor and was told I would be contacted in a week and nothing happened after a month. I now have to go back and start all over again.	1
Total	407

Reasons unsatisfied/Very unsatisfied -Admissions and Records

	Frequency
Did not respond	376
Admissions/Records needs to get a grip. We understand that they are busy during registration but that is your job. Specific reason- treat students like they are idiots and work like they are government employees.	1
Didn't have to wait long, very helpful.	1
didn't need them this semester	1
Employees were very unclear about all admissions requirements resulting in three repeat trips to the Admissions office.	1
Everytime I come to talk to admission staff, they are not polite, grim and I feel unwelcome plus they are not a very efficient staff	1
Frisco location is good , Springcreek is a nightmare !	1
I encountered this program a while ago, and I don't remember any negativity	1
I initially gave my transcripts and was told all was fine. Weeks later I found out that there was a problem. That should have been addressed when I presented my transcripts at the beginning.	1
It's very difficult to get the correct information sometimes and it's very frustrating. The staff sometimes act as if you're bothering them.	1
Multiple visits yielded contradictory responses to the same question, or referral to Advising.	1
my own process was easy, but figuring out admissions and records for my fiancé was so ridiculously roundabout that we ended up not being able to enroll him for last semester after all and who knows what's going to happen next semester. no one seemed to be able to present us with all the information we needed at one setting.	1
nA	1
No matter what time of the year it is, the line always takes a long time to get through. organized, quick	1
Over all constant service, but did have a problem with records being sent to a different campus, eas told they were sent and a week and a half later they were not at the other campus.	1
Patient staff	1
Rude and appeared to feel that everyone was bothering their social hour	1
Same as advisor comment...always rude and quick to judge	1
Seemed like they didn't care to get you enrolled in the school, that you were just another student trying to get in.	1
Staff is usually very nice but too much it handled on CougarWeb.	1
The Admissions Office incorrectly input my major as "Associate of Arts" when I had filled out "Associates of Science. I found out after I logged onto Cougar website. I submitted the application to have this changed and it's almost the end of the semester and still it has not been adjusted. This takes too long for such a minor task, and it was not my fault.	1
The ladies acted uninterested with helping me. They are not friendly and have a bad habit of eating everytime I walked in there. Not to mention they dont have manners. They talk with food in their mouths and touch things with their dirty fingers. Organized is not a strength for this department. They lost my transcripts more than once and when i requested them to be sent to UTD they sent them to UNT. if the lady hadnt been busy eating she may have done her job correctly the first time.	1
The ladies that are in charge there are very RUDE. I avoid going there bc everytime I go there those ladies are so rude and they treat me badly. At one time, I got in an arguement bc they took over 2 hours to give me a transcript that I needed for a scholarship despite the fact that I had pre-ordered it online. It got so bad that they made me cry out of anger. I feel they were racist and they are rude to pretty much all minorities that come to them for help. Something needs to be done about them. I dont know their names, but its the two or three older ladies. That is unacceptable bc they are not doing their job and I shouldnt have to be afraid to go up there and as for help.	1
They're overworked, and it shows in time waiting and in the attitude of some (but not all) of the employees they promptly get you in and out	1
They were a bit rude and did not help much.	1
This area seems to be ran by individuals that do not like people.	1
This semester has been my first experience with Collin County Community College, and the entire process surpassed all expectations. I guess I expected a lower-level institution to have staff who were very passive in their responsibilities, etc. but this was definitely not the situation whatsoever. In fact, I'm so impressed with Collin College I plan to enroll for spring term provided this does not interfere with my program with graduate at UTD Yes, graduate student who chose to take Math [course number] and BCIS [course number] at Collin this semester before returning to UTD and my experience has been great. In fact, my Math [course number] instructor, [professor name], has become my favorite instructor of all time at Collin College, which surprised me since my sociology professor from 1988 had remained my favorite instructor of	1

Reasons unsatisfied/Very unsatisfied -Admissions and Records

	Frequency
Very respectful.	1
When applying the woman that took my application expressed her annoyance at my having filled in the incorrect page concerning my parents property and work information. I really didn't know I had made a mistake.	1
You should have extra staff during busy times of registration	1
Total	407

Reasons unsatisfied/Very unsatisfied -Bookstore

	Frequency
	374
Always nice when I go in and have always helped me find what I need.	1
As a weekend and evening student, the hours are not conducive for me.	1
bookstore hours are too short	1
buy backs are unannounced and untimely and money is not fair for what books cost.	1
Didn't have the required books for my classes until after class started. Sold me the wrong books. Everything in the bookstore is waaaay overpriced.	1
Fairly good service, although not very friendly which is understandable during the first 2 weeks of class when it is super busy. But generally not very friendly even when they are not busy.	1
high prices, remember we are poor college students	1
I get frustrated when my books aren't in stock but staff is courteous quick and knowledgeable	1
I understand the start of any semester is chaotic however I was told to move to several lines to get a refund and the staff was not informed of where or how to process a refund. I ask to talk to the director to try to voice my concern and offer a suggestion such as proper signage and he literally pushed me out of the store and said his system was just fine. I wasn't hostile I was patient and just wanted to know where to go, not just me but others were confused.	1
line took forever	1
long lines	1
not very friendly	1
Older lady here is extremely nice. One semester someone used my credit card number for their own purchases. Thanks.	1
One girl who works in here doesn't say a word to me when I buy something. No "hi," "hello," "thanks for coming," etc. Nothing. I also don't like how I can't just browse the books without someone hovering over my shoulder.	1
organized, full	1
Out of 3 visits, one was very slow service and I was almost late to class. Yes, I gave myself enough time - someone else should have been at the checkout when they saw a line and the only cashier was having technical difficulties.	1
Price of a 3 inch binder= \$11. Ridiculous. Also, some staff are not very nice.	1
Prices of items in bookstore are often overpriced. The student employee cashiers could be more friendly and social.	1
Should be open past 7pm..	1
Spring Creek campus, I had to figure out my classes,	1
Staff is great and always very friendly.	1
The book deliveries don't get their in a timely manner	1
The bookstore I have found to be over crowded especially for those students who utilize financial aid. The use of the online bookstore has made a difference.	1
The don't always have the books in that are needed for healthcare classes	1
The hours are not very convenient during the beginning of the first and second 8-week terms.	1
The people were knowledgeable about what they had and where it was and were very willing to help.	1
they are very prompt.	1
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Too expensive	1
Unfortunately, every time I have gone to the bookstore, there is at least one employee who acted as though they either really did not want to be there or they did not want to help the customers.	1
very expensive compare to online	1
Very friendly, and inviting	1
you always have the books which is good, but bundles can be annoying because of the cost of items you don't need	1
Total	407

Reasons unsatisfied/ Very unsatisfied -Bursars Office/Tuition and Fee Payment

	Frequency
Did not respond	394
Cashier was rude and refused to assist with questions about submitting and obtaining copies of receipts. I had to get an admissions rep to assist and she was rude to him.	1
easy,knowledgable	1
I used this service online.	1
long line, moved fast	1
Nice attitude	1
Not very nice nor understanding while you ask questions.	1
only dealt with them a few times. always nice and quick	1
Payment Plans	1
Payment refund should be posted back to account in more timely manner	1
they are nice but of course they are, they are taking my money!	1
they are very courteous	1
This semester has been my first experience with Collin County Community College, and the entire process surpassed all expectations. I guess I expected a lower-level institution to have staff who were very passive in their responsibilities, etc. but this was definitely not the situation whatsoever. In fact, I'm so impressed with Collin College I plan to enroll for spring term provided this does not interfere with my program with graduate at UTD Yes, graduate student who chose to take Math [course number] and BCIS [course number] at Collin this semester before returning to UTD and my experience has been great. In fact, my Math [course number] instructor, [professor name], has become my favorite instructor of all time at Collin College, which surprised me since my sociology professor from 1988 had remained my favorite instructor of all time until sitting in [professor name]class.	1
times and how to do it on my own. Not a pleasant	1
	407

Reasons unsatisfied/Very unsatisfied -Campus Communications (CougarWeb, Internet access etc).

	Frequency
Did not respond	386
aside from the website being written in cobalt programming language which I find as a shock due to the inferiority of cobalt it is fairly good. I hate that the email tab still reads as student sample and tells me I have a new and old email. Black board system is frustrating. also not enough teachers post their syllabus online	1
Blackboard could be more user friendly.	1
can not seem to send, or respond to any e mail back to teachers and do not know why	1
Cougarweb logs you out after a amount of time which doesnt work when taking online courses because no matter what your doing it still logs you out!!!	1
Easy access	1
Fast and available everywhere	1
fast,accessable	1
Had alot of trouble with the site being up for use with Blackboard	1
I've never had a problem	1
I am determine to go to college and finish a degree, but do not feel comfortable	1
it sucks when cougarweb is down	1
Slow, errors a lot of times.	1
The website construction is very difficult to navigate. System does not comply with all or even most computers I've used. The website layout is very confusing.	1
there have been times when everything was down.	1
This semester has been my first experience with Collin County Community College, and the entire process surpassed all expectations. I guess I expected a lower-level institution to have staff who were very passive in their responsibilities, etc. but this was definitely not the situation whatsoever. In fact, I'm so impressed with Collin College I plan to enroll for spring term provided this does not interfere with my program with graduate at UTD. Yes, graduate student who chose to take Math [course number] and BCIS [course number] at Collin this semester before returning to UTD and my experience has been great. In fact, my Math [course number] instructor, [professor name], has become my favorite instructor of all time at Collin College, which surprised me since my sociology professor from 1988 had remained my favorite instructor of all time until sitting in Professor [professor name] class.	1
Too many glitches.	1
use it all the time	1
very friendly and courteous	1
very HARD to understand; everything is scattered all over!	1
Very helpful in providing information throughout the course.	1
When I first registered and paid my courses never showed up that I actually was registered for them. All turned out ok although I never did know what happened.	1
	407

Reasons unsatisfied/ Very unsatisfied -Financial Aid Office

	Frequency
Did not respond	375
A hold was not taken off when it should have been, resulted in a month longer wait for Aid and I was told I was going to get the Pell Grant and then two weeks later was told I wasn't.	1
Always very friendly, helpful and quick with service.	1
Another department that is not organized. Most of the time they can't provide you with an accurate answer. Went through hell the first semester because financial aid lost my paperwork and then dropped me from all my classes. No one ever responds to the emails sent through the website and I have never..never got a return call after leaving several messages. Poor treatment.	1
Communication slow and my file laid on a desk for 3 months with no work up	1
Completely unknowledgeable and can never get concrete help from this department.	1
don't try to be helpful	1
Every time I have been to the financial aid office, I have been treated as an inconvenience!!! The willingness to assist students is at a low.	1
First initial person could not answer my questions and would not direct me to some one that could	1
Gave them my paperwork they requested, but never heard back from them.	1
General disillusion when it comes to students concern, bad attitude	1
helpful, quick to respond	1

Reasons unsatisfied/ Very unsatisfied -Financial Aid Office

	Frequency
I almost quit school during the Spring '10 semester because I could not afford it. I had been paying out of pocket and waiting for feedback from financial aid since Maymester '09. Tried a different campus (where they treated me like they could care less). I was about to quit. I was in tears. I couldn't even afford gas or diapers any longer! A friend told me to talk to one specific person @ spring creek (who later got in trouble and was told "to save the world on her own time") who actually took the time to research my file and tell me it was "lost in the shuffle when they fired someone and I was entitled to at least loans!" I was so grateful! But so upset at everyone else at the FA dept. because of what I had been through trying to get an education! I am still upset about it!	1
I had to go to all 3 campus' before i was able to get an answer on my fin aid when i think it should have been answered at one location	1
i turned in my application on Aug 6 and it was not completed until the last week in oct... i had to call the dean of students to get the office to even work on my application.. this is the longest i have waited for any of the past three schools i have gone to to get the financial aid process finished... it you don't have enough staff in this office, then more staff needs to be hired to cater to students like me who almost had to drop out because i could not even apply for loans until the application was processed...it was not acceptable in my opinion at all...	1
I was told many differing answers when I had questions about turning in and resubmitting a certain paper that I forgot to sign, and I had to go to 3 different campuses and about 8 hours of waiting before someone finally settled all my paper work. The people working in the financial aid department either do not know the procedures or are not communicating at all with each other and other campuses. The lady who finally figured it out said that the very first lady I talked to could have fixed it then if she had known what she was doing.	1
I was very unsatisfied with Preston Ridge Office because the staffs were not courteous nor knowledgeable . i had to drive all the way to CPC to have my questions answered even though the majority of my classes are there except but one. I tried to set up an appointment twice with the Financial Aid Counsellor, the workers would not as i am told she dosent see student. i was so annoyed, i told them i dont want her to see me now but at her convenience but they could not and i was not getting the answers i needed each time i was there. I was so dissappointed that i discuss this with several people and was looking for a way to express my dissatisfaction. However my concerns where adhere to when i went to CPC and in a timely manner.	1
Lack of/No communication by email or phone after several attempts, wrong information given on website about why aid was NOT given at time of school starting-therefore causing me to drop classes over a simple error that could have & was immediately resolved on my end when I FINALLY got an answer. New set up of standing outside to wait for help is absurd. Ladies sit and talk about personal things while we stand in line for 15 min or longer for them to finish. I've had this happen several times, not just once.	1
MGIB Certification has taken too long. Just now got certified for classes that started back in Sept.	1
never get the total picture....info disbursed a little at a time, required many trips to the school	1
one of the staff members on dutystated i needed to put something on my documents, which was incorrect and had to wait on my refund check.	1
Staff didn't seem to know what they were talking about. Each person gave different answer to same question	1
Staff is very rude.	1
Staff was very rude and did not answer questions asked.	1
Students that have financial aid in order should not have to wait for MONTHS to get their aid due to their last name is just wrong. I had to buy my own books and couldn't afford them so I fell behind in my classes. I should have been given a book voucher at least!	1
The financial aid lady was pleasing to eyes and was very courteous.	1
Them seem as if they don't want to help you.	1
They are sometimes rude, or not willing to help you with your concerns. I think they are of no help to anyone! They are very annoyed with students because everybody wants their money; we're just worried students!	1
Two of the people in the Financial Aid office didn't know what they were talking about. The deferred my questions to a third person.	1
Very helpful and helped in a timely matter.	1
Very knowledgeable	1
Words cannot express the unsatisfaction with the Financial Aid office. No one is ever available to speak to and you can't sit down and get help with your paperwork. They never answer calls and can never give you information except for "Check your CougarWeb". I honestly considered switching to another school because of this office alone.	1
	407



Reasons unsatisfied/Very unsatisfied -Registration

	Frequency
Did not respond	391
dont get me started on hell week	1
during registration period, on hold for 20 min and then put on hold another 10 min. unacceptable	1
Easy to register, yet annoying.	1
getting any advise from the advising center at this campus.	1
Just as bad as admissions	1
Long lines, waiting for hours.	1
My only complaint is that it would have been nice to know if I did not take a class the semester I thought I would, that I would have to complete the entire process again.	1
nice	1
Not a very user friendly format for registering by computer, hate having to go back to begining and always scroll down to course prefix. it is very time consuming and akward way of registering.	1
OK as long as it is online registration	1
Refer to one. And I am paying the repercussions of her insolence now.	1
Similar confusion as CougarWeb.	1
simple	1
This semester has been my first experience with Collin County Community College, and the entire process surpassed all expectations. I guess I expected a lower-level institution to have staff who were very passive in their responsibilities, etc. but this was definitely not the situation whatsoever. In fact, I'm so impressed with Collin College I plan to enroll for spring term provided this does not interfere with my program with graduate at UTD. Yes, graduate student who chose to take Math [course number] and BCIS [course number] at Collin this semester before returning to UTD and my experience has been great. In fact, my Math [course number] instructor, [professor name], has become my favorite instructor of all time at Collin College, which surprised me since my sociology professor from 1988 had remained my favorite instructor of all time until sitting in Professor [professor name] class.	1
To me, Admissions and Records is the same as Registration. It's the same desk, no?	1
When it gets busy, people get mean and crabby	1
	407

Reasons unsatisfied/Very unsatisfied -Student Life

	Frequency
Did not respond	403
[Individual name] is wonderful!	1
like the concept, but hard to find someone to help over there, plus cougar den is WAY TOO NOISY, Needs to have some carpeting or sound proofing, There are times when you can't even have a conversation over lunch because the tv is blaring, or the kids playing pool or ping pong are being very obnoxious. If there are going to be gaming areas, they should have a larger area. People are always getting hit with pingpong balls, and pool sticks while trying to walk by to the gym area	1
They didn't have enough information about the In -service learning program, and I had to call my-self to do it. I think they should also know it.	1
Very helpful	1
	407

Reasons unsatisfied/very unsatisfied -Testing Center (s)

	Frequency
Did not respond	387
a few members of the staff kept telling me to do different things and ended up confusing me and making me frustrated.	1
Always nice and help me get in and out with out any problems. friendliest and most helpful of the lot	1
I believe on Saturdays it should be open later	1
I was given a few sheet of crumpled notebook paper and a pen that didn't write for a timed test. I had to go back and get another pen and my essay grade was lowered because the essay wasn't long enough; but I used all the paper I was given. 2. Why aren't scantrons available for sale outside the testing center instead of outside the bookstore? 3. It is distracting to walk in to take a test and smell (and see) everybody's lunch. 4. The testing center employees are more stern than they need to be. Friendliness might lessen test anxiety.	1
It is ridiculous that I need my student id for a test. I forgot my id and offered to use my drivers license as collateral but they wouldn't take it. My drivers license obviously is more valuable than an id from the school. It was funny because the staff acted as if I didn't go here and was coming off the streets to take some one elses chemistry exam..seriously?	1
Most times they just do their job, nonchalant. Sometimes they are nice.	1
not friendly	1
On many occasions the staff in the Testing Center at Preston Ridge were rude and very short. Many of them made it obvious that they did not want to be there.	1
organized,accessable,	1
Several times I brought my 11yr old son to wait while I took a test in center-never seemed to be a problem. Then one time in the middle of a test I was rudely asked to leave & treated like I had cheated or something because my son was there and not supposed to be. Very embarrassing how this was handled. Same staff. I'm aware of child policy now.	1
Staff members should not eat/chew gum while helping customers	1
staff were curt and unfriendly	1
Testing center just seems a little strange to me. Take this comment for what it is worth. I walk into the center and always see a large group of people around a big table eating, drinking, and talking. They are helpful. It just seems like a big breakroom to me. Not sure about this concept. Not really a big deal, just strange!	1
Testing center seems to be ran by people that don't like people!	1
The people working in the testing center are rude and unfriendly. For some reason they have an attitude and think they are doing us a favor.	1
They do not keep up with the students at all. Given wrong test before.	1
they were on their shit	1
very courteous	1
Would be nice to have better guidance. Thanks.	1
Total	407

**Please tell us why you did not use the following service(s) / program(s)?**

Why did not use -Advising

	Frequency
Did not respond	376
As a freshman, I already new what classes I was going to take.	1
Because i do not have enough time to stay in the long line	1
did not know	1
Did not need it	1
Didn't feel the need. I'm currently just taking courses to fulfill prereqs for graduate school.	1
didnt need it	1
Do not need at time	1
email higher education institutions for transfer	1
going to do it soon to apply for my second semester but so far i am only a freshman and i haven't needed it	1
Hard to schedule appt with Director of Nursing Program, as my schedule is busy as well.	1
Have not had the chance to set up an appointment with advising.	1
Have not had the need to do so as of yet	1
Have planned my own class schedule	1
Haven't had the need to.	1
haven't needed them yet	1
I forgot to right things down and coodent geta round to it	1
I get the list of classes I need to take for my degree from the web.	1
I have not yet used this service, but will be before the spring registration. I haven't gotten around to it.	1
I just did not use it.	1
I plan to next semester to discuss transferring to	1
UNTI plan to soon, just haven't found the time yet	1
Just Have not found a time to go yet.	1
no need	1
No time to do it.	1
non	1
not knowledgeable	1
Not needed this semester	1
Nursing program is laid out for u	1
The class I registered for was to see if I liked the subject. If I decide to go in another direction other than my set major, I will visit the Advisor.	1
This is not my first semester so I knew what I needed to take.	1
Total	407

Why did not use -Admissions and Records

	Frequency
Did not respond	386
Correction. I have used this service. did not have to.	1
Did not need it	1
didn't feel the need to visit i don't know	1
I dont know what it is	1
I had no idea what to use it for. Dont know where it is	1
I have a general understand of what it is, but the need has not sure how much use I've put into it.	1
I have no use to talk with them yet.	1
I haven't had a need to yet, but will probably use it in the near future.	1
I haven't needed to.	1
I use cougar web	1
I used them just once and wont need them this semester	1
It's because this is my first semester and I don't need its service yet.	1
no need	1
no need to	1
No need to at this time.	1
no need to go at the present time	1
Not 100% sure where it is located. Also, never needed to use it.	1
There is really no need for me to use admissions and records at this moment.	1
Well I am already in the school. Is there more than this to Admin. and Records?	1
Total	407

### Why did not use -Bookstore

	Frequency
Did not respond	381
bought cheaper books off campus	1
bought my books else where	1
Bought online.	1
Bought the books from other bookstore at lower price.	1
Did not have anything I needed.	1
Did not need to	1
Didn't need to	1
Didn't need to.	1
didn't really need to access except for at the beginning of the semester	1
Found another bookstore,where i can get the books i need cheaper.	1
Have not needed to visit the bookstore as of yet.	1
I did us this servis to perches books	1
I did use this service	1
I got my books elsewhere.	1
I purchased my books through PJ's bookstore	1
I use PJ's Bookstore instead of the on campus bookstore because it is more convenient for me. But I mostly rent my books online because it is a lot cheaper.	1
It is cheaper and more convenient to obtain my books online. I work 830a to 500p in Dallas and could never get to the bookstore before it closes.	1
No need, purchased books elsewhere.	1
The loose leaf books are inconvenient	1
there wasn't a need	1
They don't know anything and might as well never be	1
open too expensive	2
too expensive. plus i can rent books at PJ's for a fraction of the cost. always a pain in the ass to shop at the bookstore	1
Used off campus bookstore and internet	1
went to pj's books because of hours open	1
Total	407

### Why did not use -Bursars Office/Tuition Payment

	Frequency
Did not respond	339
Did not need	1
didn't need to	1
didn't need to.	1
Don't need it	1
dont know what it is for	1
Fin Aid. GI Bill. No need for me to use this.	1
financial aid	1
Fo tuition payments.	1
had financial aid	1
Have not needed to	1
Haven't have need for this service yet	1
I've done all this online.	1
I always pay my tuition online. Hence I never got a chance to go to the cashier's office in person. i did it all online this semester	1
i did it online	1
I did this online	1
I did use this and it was a very good experience.	1
I didn't need to	1

Why did not use -Bursars Office/Tuition Payment

	Frequency
I do everything online	1
I do everything online. There is no need to go there.	1
I do everything via internet so I have not had the opportunity to utilize their services personally. i don't know about this program	1
I don't know what is a Tuition Payment/Bursars Office	1
i get financial aid	1
i had financial aid that took care of my payments for me	1
i had financial aid, it was taken care of for me	1
I had no real need to use it because my money comes from financial aide	1
I have a scholarship, and did not have to visit this office.	1
I only do the payment before fall semester or spring semester begins.	1
I paid for classes online.	1
I paid my tuition online	1
I paid online	2
I pay online.	1
I payed online.	1
I payed tuition online.	1
I use cougar web	1
I use cougarweb	1
I used financial aid	1
I usually pay online, or through financial aid	1
I was mistaken, I have used it.	1
it is closed when i am at school	1
Just haven't got that far yet. Will be using them in the future.	1
Just used it once to pay my fees.	1
Made payments via internet.	1
my financial aid was all done online	1
my parents are taking care of my tuition.	1
not sure what it does everything is online	1
online	1
Online capabilities	1
paid online	1
Paid online	3
Paid tuition on-line with credit card	1
paid tuition online	1
Pay online	2
Payed on line	1
payed online	1
Payed online	1
Payed online.	1
Payment online.	1
Student loans payed for it.	1
they have not contacted me back about how much I owe or why my financial aid hasn't come back	1
To check on my transfer	1
use online	1
Total	407

Why did not use -Campus Communications (CougarWeb, Internet access etc.)

	Frequency
Did not respond	393
ACCESS	1
didn't need to	1
DOn't have any use for it this past semester	1
Have used cougarweb and college email	1
I did use this but only when i needed too.	1
I Have used these and are very satisfied.	1
I have used these programs	1
I should have checked this one because I use my campus email daily and have taken several online classes that use blackboard. I've also used internet access at school. I have comments about using the website, but I will have to answer that later.	1
I use this often	1
I use this service to send and recieve email but not to chat	1
It crashes alot.. Only use it to turn in papers.	1
Never really took the time to read or anything about it.	1
No need at this time.	1
Use it daily.	1
Total	407

Why did not use -Financial Aid Office

	Frequency
Did not respond	303
?	1
Because I am not seeking financial aid at this time.	1
Because I haven't had a reason to need financial aid	1
because im white, I will not have this privilege. but i am required to apply anyways???? All I get is a subsidized loan option, hoorah	1
cannot qualify	1
did not apply for financial aid	1
Did not know whether or not I should bother with financial aid.	1
did not need it	1
Did not qualify due to spouse's salary.	1
Did not think I qualified for any financial aid	1
Did not want to apply for financial aid. Didn't need financial aid. Didn't think I would get much financial aid.	1
didn't apply for financial aid	2
Didn't need	1
didn't need it	1
Didn't need it	1
didn't need to	1
didn't need to.	1
Didn't qualify for any aid.	1
didn't qualify for financial aid	1
didn't want to use it.	1
do not need financial aid	1
Does not apply	1
Don't know much about it	1
Don't qualify.	1
Dont need aid	1
Dont think i am eligible for financial aid, just pay my own tuition	1
Have been able to pay for my classes without the need of aid.	1
have been rejected by another school before	1
Haven't filed for FA	1



Why did not use -Financial Aid Office

	Frequency
Haven't have need for this service yet	1
i'll take the time to use this next year- i don't qualify this year for any financial aid. I'm an international student.	1
I am not eligible for FA.	1
I am not eligible for financial aid.	1
I am only taking two courses this semester, so I did not need financial aid to afford them. However, in the future, I will probably be applying for aid and therefore will be working with the service.	1
I am receiving FA from another school, so I do not have a need for the Collin FA office at this time.	1
I can't get it	1
i did it online	1
I did not apply for Financial Aid this semester.	1
I did not need this service.	1
I did not qualify for financial aid at this time.	1
I did not qualify for financial aid.	1
I did not use financial Aid	1
I didn't require the services this semester.	1
I didn't use it because I didn't think I would be eligible. My dad had told me that he would pay for my education at Collin so although I saw the financial aid office and was aware of it, the thought never crossed my mind to apply for it.	1
I didnt apply for financial aid.	1
i do not apply for financial aid	1
I do not qualify for financial aid.	1
I don't have financial aid.	1
I don't need it.	1
I don't qualify for financial aid	1
I don't remember ever using it.	1
I dont have any kind of financial help	1
I dont need It as of now	1
I figured if the advising staff was of no service to me, then the financial aid office would be the same.	1
I have applied for Foundation Scholarships and not used Financial Aid because for some stupid reason I don't qualify for any aid and I don't want to take out loans.	1
I have never applied for any.	1
I have not been able to get to the office since my initial enrollment to continue to use their advice.	1
I haven't needed it.	1
I haven't taken any financial aid	1
i just didnt need to go to that office this semester	1
I know my household income is too high for me to take advantage of financial aid.	1
I paid for my tuition with cash	1
I paid out of pocket	1
I was not aware if I could use it.	1
I was not finished with my taxes and therefore was not able to apply this semester so i am waiting to apply for my following semester.	1
im an international student	1
My mother used this program	1
My parents make too much for me to qualify as far as I am told. I would like to try for it next semester though because money has been extremely tight.	1
n/a	1
N/a	1
Needed to present too many papers and I don't think it applied for international students.	1
never been eligible for financial aid; parents paid tuition in full	1
Never needed it.	1
No chance to.	1

Why did not use -Financial Aid Office

	Frequency
no need	3
No need	2
no need for	1
not applicable	1
not eligible	1
Not eligible	1
not necessary	1
not needed	2
Not needed	1
not needed at this time	1
not receiving any financial aid	1
Not used.	1
not using financial aid...	1
Only taking a couple of courses at a time and didn't think I would qualify. Only taking one class	1
Paid for college myself	1
Parents say i don't need it, but that may change.	1
Paying out of pocket	1
second degree student no financial aid available	1
the army paid for my school so no need	1
unaware of how to go about using it	1
Unnecessary	1
Used online	1
Wasn't necessary	1
Total	407

### Why did not use -Registration

	Frequency
Did not respond	380
Always registered online.	1
did online	1
didn't need to.	1
didn't really need to access except for at the beginning of the semester	1
Have done all my registration online.	1
i could not find the office.	1
I don't remember ever using it.	1
I guess I used this at the beginning, but it's been awhile. No complaints or problems when I did.	1
I have used online registration instead.	1
I haven't used it in 2 1/2 years. The campus was under construction then, and the waiting lines and hassels were very irritating. Since then it has improved, as I have helped friends register. I thought my opinions on it would be unusual and outdated.	1
I only register before fall semester and spring semester begins.	1
I register online.	1
i registered myself online bc in the past people have told me wrong things	1
I registered online so I didn't need to go in person.	2
I registered online.	1
I use online registration.	1
i used just onbce and wont need them the rest of the semester my dad did	1
no need to go to registration	1
Register online	2
registered online	1
This is difficult to use	1
To register for classed and exams	1
use online registration	1
Where is Registration located???	407

### Why did not use -Student Life

	Frequency
Did not respond	305
age=related	1
Also used online	1
Because I donot have time for it.	1
Book posting for sale.	1
could not get there during the hours they were open. did not need to use	1
Did not need to.	1
Did not want to	1
Didn't need it	1
Didn't need it.	1
Didn't need.	1
didnt know much about it	1
do not know too much about it	1
don't feel a need for it.	1
Don't feel need.	1
Don't have any reason to use student lifeat this time	1
Don't have much use for it	1
Don't know what it does	1
don't know what it is	1

Why did not use -Student Life

	Frequency
Don't know what to use it for. I am not there during open hours, and what I do know about it I don't think caters to my age group or needs.	1
Have a full time job and social life outside of school	1
Have no time to go there.	1
Have not needed to	1
Haven't had the need to.	1
Heard of it, not sure what it is. Never had to use it	1
I'm not familiar with it.	1
I've heard of it, but never experienced what they may actually do.	1
I always saw it but I never took the time to read more about either.	1
I am a 30-something wife and mom.	1
I am an older student. I do not use this due to my own busy schedule	1
I am working on a second degree and teach for a local ISD, so student life is not necessarily something I am pursuing at this time.	1
I did not come across a reason to contact them directly.	1
I did not know about this service.	1
I didn't need to use this service.	1
I didn't need it.	1
i don't feel like i need it that much	1
I do not have time for this.	1
I don't know what it is	1
I don't know what this is	1
I don't really know what student life really is or what there is to be involved in. I don't really know what they do. I may have used them and not realized it.	1
I don't need it really	1
I have a very busy life outside of school and choose not to become involved	1
I have not had the need to stop by this office yet.	1
I have very little time for extra-curricular activities.	1
I haven't had time to check it out and I'm involved in a lot of church ministry	1
I haven't needed to use this service yet.	1
i honestly never really had to, but i have heard they are a good organization	1
I only used it to get my student ID	1
It hasn't been necessary.	1
Just never really went in there	1
Little interest.	1
N/A	1
Never been there but i have heard of it.	1
never needed it	1
never open at the time of my classes	1
No activities of interest.	3
no need	2
No need	1
no need to	3
No need.	1
No particular reason.	1
No reason	1
no reason to.	1
No time for it	1
No time.	1
Not in state	2
not interested	2
Not interested	2
Not interested.	1
not involved in the college other than classes	1

### Why did not use -Student Life

	Frequency
Not needed this semester	1
Not on camp very much.	1
not on campus log	1
not really sure what this is	1
Not really sure what this is for, except if I want to post a bulletin on campus. not sure	2
Not sure what benefits there are for me? Also don't know if I have time, I work and go to classes and have family. What does student life have to offer me?	1
Not sure what the student life office is only taking one class	1
Other than my campus I.D. i do not go to student life or get recommended to go to student life return to school. Student life is for first and second year students	1
The timelines haven't worked out, I'm busy and I have lots of friends.	1
they are not available or any programs are not for the night students too busy	1
too busy studying	1
Unsure	1
Was not really aware of what information they provided or where they were located.	1
wasn't interested.	1
well i have little or nothing to do with them this semester but i hope to utilize the services next semester. what does it do	1
Work during the day, and they are closed At night.	1
Total	407

### Why did not use -Testing Center(s)

	Frequency
Did not respond	351
all classes are online	1
Did not need it	1
did not need to	1
did not need to use	1
Did not need to.	1
Didn't need	1
Didn't need it.	2
didn't need to	1
Didn't need to	1
didn't need to use yet	1
Didn't need.	1
didnt need it	1
didnt need the testing center this semester	1
didnt need to	1
Don't need the testing center at this point.	1
Have not had a need to take a test in the testing center.	1
have not had the need to use the testing center but my instructors have made me aware of it. Have only used once, they were very courteous, and friendly.	1
Have taken all my tests within the classroom.	1
have yet to take my math placement test, but will do so soon. Haven't needed to yet.	1
Haven't taken classes that required this yet.	1
I'm taking an online course that uses Blackboard for testing.	1
I've always taken my tests in class.	1
I did not have tests that I had to take out of class.	1
i didnt have to make up any tests or do any tests in the testing center this semester	1

Why did not use -Testing Center(s)

	Frequency
I didnt need to test there.	1
I do not take online classes, and I prefer to take tests during class periods.	1
I guess I'm confused. Was this for the overall time at the college or just this semester? If it's for any time at the college, then my answer would be that the workers in the testing center are either trolls or robots. They either give you your exams like a robot or they treat you like you are a disruption to their day or the treat you like you are a problem to them like the person in front of you that didn't have their student ID to take a test. Again, like registration and admissions/records, this is your job. It sucks. Get over it. We don't want to be here any more than you do. But, this is based on having to use the testing center a few years ago, not this semester. It could have changed since then. Not sure.	1
I have not a purpose to go in the center yet.	1
I have not had to take a test in a testing center. I have not needed to yet.	1
I just never had the time to go into it. Personal time and really didn't have reason too? didn't exactly know what it was!	1
I take exams at the access office because they give me more time.	1
Lazy.	1
most of my classes are online	1
Most of my classes use Blackboard	1
My first class used the testing center, then the rules were changed and teachers couldn't use it in the same way. Since then, all tests have been in class or online.	1
My life schedule makes it hard to use the testing center. I wish I could force myself to use it cause it would help me	1
never needed it	1
Never needed it.	1
Never needed to take test in there	1
Never needed to use a testing center.	1
Never needed to use it.	1
Never took a class where it was needed to be taken in the testing center	2
No need	1
No need.	1
no online classes	1
None of my tests have been in the testing center	1
Not needed	1
On line classes, was not aware of it.	1
Tests taken in class.	1
The occasion didnt arise, unknowledgeable	1
Unnecessary, when testing occurs during class time.	1
<b>Total</b>	<b>407</b>

## Section II: General Support Services/Programs

**Please indicate which of the following services/programs you are aware of?  
Check all that apply.**

		0	1	Total
	Count	183	178	361
Please indicate which of the following services/programs - Career Services	%	50.7%	49.3%	100.0%
	Count	89	272	361
Please indicate which of the following services/programs - Campus Police	%	24.7%	75.3%	100.0%
	Count	190	171	361
Please indicate which of the following services/programs - Dean of Students	%	52.6%	47.4%	100.0%
	Count	142	219	361
Please indicate which of the following services/programs - Fitness Center	%	39.3%	60.7%	100.0%
	Count	161	200	361
Please indicate which of the following services/programs - Food Service	%	44.6%	55.4%	100.0%
	Count	121	240	361
Please indicate which of the following services/programs - Help Desk	%	33.5%	66.5%	100.0%
	Count	146	215	361
Please indicate which of the following services/programs. - Information Center	%	40.4%	59.6%	100.0%
	Count	207	154	361
Please indicate which of the following services/programs - New Student Orientation	%	57.3%	42.7%	100.0%
	Count	249	112	361
Please indicate which of the following services/programs - Transfer U	%	69.0%	31.0%	100.0%

**Have you used any of the following services/programs?  
Please check all that apply.**

		0	1	Total
	Count	241	60	301
Have you used the following services/program? - Career Services	%	80.1%	19.9%	100.0%
	Count	271	30	301
Have you used the following services/program? - Campus Police	%	90.0%	10.0%	100.0%
	Count	272	29	301
Have you used the following services/program? - Dean of Students	%	90.4%	9.6%	100.0%
	Count	200	101	301
Have you used the following services/program? - Fitness Center	%	66.4%	33.6%	100.0%
	Count	168	133	301
Have you used the following services/program? - Food Service	%	55.8%	44.2%	100.0%
	Count	145	156	301
Have you used the following services/program? - Help Desk	%	48.2%	51.8%	100.0%
	Count	160	141	301
Have you used the following services/program? - Information Center	%	53.2%	46.8%	100.0%
	Count	238	63	301
Have you used the following services/program? - New Student Orientation	%	79.1%	20.9%	100.0%
	Count	261	40	301
Have you used the following services/program? - Transfer U	%	86.7%	13.3%	100.0%



**Please use a five-point scale to tell us about your experience with the service/programs you said you have used.**

**The hours the service is available are convenient.**

**1= Very inconvenient, 5 = Very convenient**

		1	2	3	4	5	Total
	Count		1	12	16	28	57
Hours service available are convenient -Career Services	%		1.8%	21.1%	28.1%	49.1%	100.0%
	Count	2		2	6	18	28
Hours service available are convenient -Campus Police	%	7.1%		7.1%	21.4%	64.3%	100.0%
	Count	3	3	3	4	15	28
Hours service available are convenient -Dean of Students	%	10.7%	10.7%	10.7%	14.3%	53.6%	100.0%
	Count	5	10	10	28	44	97
Hours service available are convenient -Fitness Center	%	5.2%	10.3%	10.3%	28.9%	45.4%	100.0%
	Count	4	14	16	39	58	131
Hours service available are convenient -Food Service	%	3.1%	10.7%	12.2%	29.8%	44.3%	100.0%
	Count	3	2	13	44	88	150
Hours service available are convenient -Help Desk	%	2.0%	1.3%	8.7%	29.3%	58.7%	100.0%
	Count	6	2	14	27	87	136
Hours service available are convenient -Information Center	%	4.4%	1.5%	10.3%	19.9%	64.0%	100.0%
	Count	1	2	6	16	36	61
Hours service available are convenient -New Student Orientation	%	1.6%	3.3%	9.8%	26.2%	59.0%	100.0%
	Count	2		3	12	22	39
Hours service available are convenient -Transfer U	%	5.1%		7.7%	30.8%	56.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Hours service available are convenient -Career Services	57	2	5	4.25	.851
Hours service available are convenient -Campus Police	28	1	5	4.36	1.129
Hours service available are convenient -Dean of Students	28	1	5	3.89	1.449
Hours service available are convenient -Fitness Center	97	1	5	3.99	1.203
Hours service available are convenient -Food Service	131	1	5	4.02	1.130
Hours service available are convenient -Help Desk	150	1	5	4.41	.861
Hours service available are convenient -Information Center	136	1	5	4.38	1.032
Hours service available are convenient -New Student Orientation	61	1	5	4.38	.916
Hours service available are convenient -Transfer U	39	1	5	4.33	1.009
Valid N (listwise)	4				

**The service was provided in a timely manner.**

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

		1	2	3	4	5	Total
	Count		2	10	17	30	59
Service was provided in timely manner -Career Services	%		3.4%	16.9%	28.8%	50.8%	100.0%
	Count	2		1	7	19	29
Service was provided in timely manner -Campus Police	%	6.9%		3.4%	24.1%	65.5%	100.0%
	Count	3	3	2	6	15	29
Service was provided in timely manner -Dean of Students	%	10.3%	10.3%	6.9%	20.7%	51.7%	100.0%
	Count	3	3	14	21	57	98
Service was provided in timely manner -Fitness Center	%	3.1%	3.1%	14.3%	21.4%	58.2%	100.0%
	Count	5	6	22	31	68	132
Service was provided in timely manner -Food Service	%	3.8%	4.5%	16.7%	23.5%	51.5%	100.0%
	Count	2	4	12	35	100	153
Service was provided in timely manner -Help Desk	%	1.3%	2.6%	7.8%	22.9%	65.4%	100.0%
	Count	5	5	8	31	91	140
Service was provided in timely manner -Information Center	%	3.6%	3.6%	5.7%	22.1%	65.0%	100.0%
	Count	1		7	12	43	63
Service was provided in timely manner -New Student Orientation	%	1.6%		11.1%	19.0%	68.3%	100.0%
	Count	2		4	10	24	40
Service was provided in timely manner -Transfer U	%	5.0%		10.0%	25.0%	60.0%	100.0%

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Service was provided in timely manner -Career Services	59	2	5	4.27	.868
Service was provided in timely manner -Campus Police	29	1	5	4.41	1.086
Service was provided in timely manner -Dean of Students	29	1	5	3.93	1.412
Service was provided in timely manner -Fitness Center	98	1	5	4.29	1.025
Service was provided in timely manner -Food Service	132	1	5	4.14	1.092
Service was provided in timely manner -Help Desk	153	1	5	4.48	.852
Service was provided in timely manner -Information Center	140	1	5	4.41	1.003
Service was provided in timely manner -New Student Orientation	63	1	5	4.52	.820
Service was provided in timely manner -Transfer U	40	1	5	4.35	1.027
Valid N (listwise)	5				

**The staff was courteous.**

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

		1	2	3	4	5	Total
	Count		1	5	12	40	58
The staff was courteous -Career Services	%		1.7%	8.6%	20.7%	69.0%	100.0%
	Count	2	1	1	4	20	28
The staff was courteous -Campus Police	%	7.1%	3.6%	3.6%	14.3%	71.4%	100.0%
	Count	4	2	1	5	16	28
The staff was courteous -Dean of Students	%	14.3%	7.1%	3.6%	17.9%	57.1%	100.0%
	Count	4	2	13	18	59	96
The staff was courteous -Fitness Center	%	4.2%	2.1%	13.5%	18.8%	61.5%	100.0%
	Count	3	9	14	36	69	131
The staff was courteous -Food Service	%	2.3%	6.9%	10.7%	27.5%	52.7%	100.0%
	Count	4	1	8	28	110	151
The staff was courteous -Help Desk	%	2.6%	.7%	5.3%	18.5%	72.8%	100.0%
	Count	7	2	7	23	100	139
The staff was courteous -Information Center	%	5.0%	1.4%	5.0%	16.5%	71.9%	100.0%
	Count	1		1	9	50	61
The staff was courteous -New Student Orientation	%	1.6%		1.6%	14.8%	82.0%	100.0%
	Count	2		3	8	26	39
The staff was courteous -Transfer U	%	5.1%		7.7%	20.5%	66.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was courteous -Career Services	58	2	5	4.57	.728
The staff was courteous -Campus Police	28	1	5	4.39	1.197
The staff was courteous -Dean of Students	28	1	5	3.96	1.503
The staff was courteous -Fitness Center	96	1	5	4.31	1.059
The staff was courteous -Food Service	131	1	5	4.21	1.038
The staff was courteous -Help Desk	151	1	5	4.58	.843
The staff was courteous -Information Center	139	1	5	4.49	1.024
The staff was courteous -New Student Orientation	61	1	5	4.75	.650
The staff was courteous -Transfer U	39	1	5	4.44	1.021
Valid N (listwise)	4				

**The staff was knowledgeable**  
**1= Strongly disagree, 5 = Strongly agree**

		1	2	3	4	5	Total
	Count		1	8	11	38	58
The staff was knowledgeable -Career Services	%		1.7%	13.8%	19.0%	65.5%	100.0%
	Count	2	1		4	21	28
The staff was knowledgeable -Campus Police	%	7.1%	3.6%		14.3%	75.0%	100.0%
	Count	3	1	3	6	15	28
The staff was knowledgeable -Dean of Students	%	10.7%	3.6%	10.7%	21.4%	53.6%	100.0%
	Count	2	3	15	20	57	97
The staff was knowledgeable -Fitness Center	%	2.1%	3.1%	15.5%	20.6%	58.8%	100.0%
	Count	4	4	19	30	74	131
The staff was knowledgeable -Food Service	%	3.1%	3.1%	14.5%	22.9%	56.5%	100.0%
	Count	4	3	11	35	99	152
The staff was knowledgeable -Help Desk	%	2.6%	2.0%	7.2%	23.0%	65.1%	100.0%
	Count	6	4	7	29	93	139
The staff was knowledgeable -Information Center	%	4.3%	2.9%	5.0%	20.9%	66.9%	100.0%
	Count	1		2	9	50	62
The staff was knowledgeable -New Student Orientation	%	1.6%		3.2%	14.5%	80.6%	100.0%
	Count	2		3	9	25	39
The staff was knowledgeable -Transfer U	%	5.1%		7.7%	23.1%	64.1%	100.0%

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was knowledgeable -Career Services	58	2	5	4.48	.800
The staff was knowledgeable -Campus Police	28	1	5	4.46	1.170
The staff was knowledgeable -Dean of Students	28	1	5	4.04	1.347
The staff was knowledgeable -Fitness Center	97	1	5	4.31	.983
The staff was knowledgeable -Food Service	131	1	5	4.27	1.021
The staff was knowledgeable -Help Desk	152	1	5	4.46	.913
The staff was knowledgeable -Information Center	139	1	5	4.43	1.022
The staff was knowledgeable -New Student Orientation	62	1	5	4.73	.682
The staff was knowledgeable -Transfer U	39	1	5	4.41	1.019
Valid N (listwise)	4				

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

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

		1	2	3	4	5	Total
	Count		1	9	21	26	57
Rate overall satisfaction -Career Services	%		1.8%	15.8%	36.8%	45.6%	100.0%
	Count	2	1		9	16	28
Rate overall satisfaction -Campus Police	%	7.1%	3.6%		32.1%	57.1%	100.0%
	Count	4	3	1	7	13	28
Rate overall satisfaction -Dean of Students	%	14.3%	10.7%	3.6%	25.0%	46.4%	100.0%
	Count	4	6	10	29	49	98
Rate overall satisfaction -Fitness Center	%	4.1%	6.1%	10.2%	29.6%	50.0%	100.0%
	Count	6	9	23	38	55	131
Rate overall satisfaction -Food Service	%	4.6%	6.9%	17.6%	29.0%	42.0%	100.0%
	Count	2	5	13	40	94	154
Rate overall satisfaction -Help Desk	%	1.3%	3.2%	8.4%	26.0%	61.0%	100.0%
	Count	5	5	7	32	90	139
Rate overall satisfaction -Information Center	%	3.6%	3.6%	5.0%	23.0%	64.7%	100.0%
	Count	1		6	15	41	63
Rate overall satisfaction -New Student Orientation	%	1.6%		9.5%	23.8%	65.1%	100.0%
	Count	2		5	14	19	40
Rate overall satisfaction -Transfer U	%	5.0%		12.5%	35.0%	47.5%	100.0%

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Career Services	57	2	5	4.26	.791
Rate overall satisfaction -Campus Police	28	1	5	4.29	1.150
Rate overall satisfaction -Dean of Students	28	1	5	3.79	1.500
Rate overall satisfaction -Fitness Center	98	1	5	4.15	1.097
Rate overall satisfaction -Food Service	131	1	5	3.97	1.136
Rate overall satisfaction -Help Desk	154	1	5	4.42	.877
Rate overall satisfaction -Information Center	139	1	5	4.42	.999
Rate overall satisfaction -New Student Orientation	63	1	5	4.51	.801
Rate overall satisfaction -Transfer U	40	1	5	4.20	1.018
Valid N (listwise)	5				

**If you were Unsatisfied/Very unsatisfied with the service/program, please specify the reason.**

Reason unsatisfied/Very unsatisfied -Career Services

	Frequency
Did not respond	404
had few jobs. Never found one for me because it seemed to clash with my schedule :(.	1
It is very inconvenient to try and use the fitness center only when there is no class. There should be a seperate fitness center for all to use anytime the school is open	1
Staff at receptionist desk was unfriendly.	1
Total	407

Reason unsatisfied/Very unsatisfied -Campus Police

	Frequency
Did not respond	403
If this is a smoke free campus i woldn't know it. I see faculty and many students smoking everyday at the PRC. Mostly in their cars, but I have seen several faculty members smoking in the breezeway between the library and the even center. Is it ok to smoke in your personal car on school property?	1
na	1
Reported seeing car broken into, quick response, very courteous.	1
the officer that i complained to about another student felt that it was funny but did write down my information eventually and made feel that it was my fault but the officer did eventually give me names of the dean of students to give a formal complaint their	1
Total	407

Reason unsatisfied/Very unsatisfied -Dean of Students

	Frequency
Did not respond	405
Dean of students and admin didn't take my complaint seriously at first. Later told my teacher I spoke to the Dean about her and the rest of the semester she made it hell for me. Thanks for nothing Mr. Dean	1
Never responded to my concerns as said they would specifically do so.	1
Total	407

Reason unsatisfied/Very unsatisfied -Fitness Center

	Frequency
Did not respond	398
Don't use often	1
Every time I call the help desk about a problem. They were never able to solve it. It didn't seem that they understood. However, they were very nice.	1
Its free and well maintained.	1
need more room	1
no basketballs for checkout... really? thats cheap	1
The boys that work in there play the most vulgar music. I stopped going in there because after I spoke to them about it, it never change. Words included F your mama, pussy, the N word...completely disgusting	1
Times available are limited and inconvenient.	1
Too small.	1
wish it was open later/earlier and not prohibited when class p.e. class in session	1
Total	407

Reason unsatisfied/Very unsatisfied -Food Service

	Frequency
Did not respond	384
2007 and earlier the best food ever offered at Collin College was at the SCC. If we could get away from short order fried foods everyone would be better off. Also, the service at PRC can be extremely slow when they only serve one person at a time.	1
Always nice and very helpful.	1
At SC, no healthy foods available once center section of food services is closed after that you are stuck with fried foods. No food services at CC except coffee shop in library.	1
FOOD IS AMAZING!! Takes time to make, but its well worth it.	1
goog food, takes some time to get it but i understand because it gets busy, overall no complaints	1
I just wish they were open later, since I take evening classes. Sometimes the vending machines don't work, so I & other classmates have to go all over campus to find ones that do work, when the Cougar Cafe is just downstairs from our classroom.	1
I often don't eat at the cougar caffe because of the prices	1
It would be nice if there were a bit more variety. The hours in the afternoon aren't that great either. For those that are on campus later in the afternoon and evening - it would be nice to be able to	1
get a cup of coffee or some food.	1
not healthy and limited choices. Need more health concious items.	1
not open long enough for evening students	1
portions very large and very expensive	1
Random closings, lengthy food preparation time, excessive lines.	1
She never replies with a smile	1
slow to serve	1
The cafe at the McKinney campus is great but the sandwiches are priced too high. I could make it at home for much cheaper.	1
The food sucks tremediously,even for campus food.	1
The lady who was working in the sub station was so nice every time i went there and always put me in a better mood. She was very helpful too.	1
The schedule does not accomodate everyone. They close too early. We also need some real food like Hamburgers etc	1
The workers behind the counter are loud and use inappropriate language and conversation topics around the customers and when I had to send something back because it wasn't my correct order one of the workers inappropriately joked about spitting on my order.	1
There are no healthy options, the grilled chicken always disappoints me.	1
They did not understand my order and I paid way to much for it.	1
took a very long time to get food.	1
VERY SLOW and EXPENSIVE for what you get.	407

Reason unsatisfied/Very unsatisfied -Help Desk

	Frequency
	400
Always helpful	1
Don't use often	1
helpful	1
I do not use it much.	1
Is there a difference between the Help Desk and the Information Center?	1
not really ask them for questions	1
Very Helpful, taken very quickly and was on my way in seconds	1
Total	407



Reason unsatisfied/Very unsatisfied -Information Center

	Frequency
Did not respond	403
Always helpful	1
I do not go there often.	1
The only thing I would comment on is the absence of a campus map (Spring Creek)with room numbers. The map that's passed out at the beginning of the semester is hardly any help at all. Please get a better map.	1
Whenever I needed help, or had a question, they were there.	1
Total	407

Reason unsatisfied/Very unsatisfied -New Student Orientation

	Frequency
Did not respond	401
I learned a few things, but overall was not a very good use of my time.	1
It was very hard to sit through an hour of talking on the FAFSA since all of the students had already registered and completed it. It seemed redundant and many people left at this point of the orientation.	1
Session was very informative and answered all of my questions.	1
This helped me to feel confident that I knew what I was doing at Collin.	1
Very informative	1
When I went to orientation over a year ago they never actually told the audience where everything around campus was.	1
Total	407

Reason unsatisfied/Very unsatisfied -Transfer U

	Frequency
Did not respond	405
have only browsed through it	1
I had questions about a class being able to transfer, staff was unsure and said they would find out but didn't follow up and still told me to enroll. I contacted the University myself to verify and it didn't and I had to drop the course which left me with an empty slot in the scheduel.	1
Total	407

## Why you did not use the following service(s) /program(s)?

### Why did not use -Career Services

	Frequency
Did not respond	325
Already have a full time job	1
Currently have a job.	1
Did not have a need	1
Did not have a need.	1
did not have time	1
did not know much about it.	1
Didn't know	1
Didn't need it but will use it soon	1
didnt need it	1
does not apply	1
dont know	1
Dont know what they do	1
Dont need it yet	1
Dual Credit - Don't Need	1
Have a job	1
Have heard that it is not much help	1
have not had a need to use it	1
Have not needed to/Dont know how	1
Have not thought about going.	1
Haven't needed them yet.	1
Haven't needed to.	1
havent been	1
I'm blessed to have a job, for now.	1
I'm in my third semester and am not ready to get into the job I'm working towards	1
I'm not familiar with it.	1
I already have a full time job in Accounting, just getting my degree to move higher up the ladder.	1
i already have a job	1
I already have a job.	2
I already knew what I program I wanted to go into	1
I already know that I want to be a Nurse.	1
I am currently employed.	1
I am currently unaware of what exactly this is.	1
I am not interested in working at the campus. I already have a job.	1
I did not have a reason to.	1
I do not have a need for it at the moment.	1
I don't know much about it. I have a job, and know where i am going with my degree	1
I don't know.	1
I have 2 jobs already outside of school.	1
I have a job	2
I have not used Career Services yet but I am going to in the next month or so.	1
I haven't needed to.	1
I haven't needed too.	1
I need to, just have not gotten around to using this service	1
I think I'll be made fun of	1
I was not looking for a career this semester	1
Just haven't yet	1
Never had to use it.	1
never needed it	1
never needed to	1
Never really got the chance to, but I KNOW I will eventually.	1

### Why did not use -Career Services

	Frequency
no need	8
No need	3
No need to	1
No need to use just yet.	1
No need.	1
Not easily found if a person hasn't been lead to it. It is not advertised much but for a few pamphlets and word of mouth.	1
Not necessary yet.	1
not needed	1
Not needed	1
not needed at this time	1
Not needed at this time	1
not needed yet	1
not prepared for a career yet. have to finish school first.	1
not yet needed	1
only herd of the servis and I dont know what I wont to do yet	1
only taking classes at collin college to transfer to other university, already know my career	1
Simply haven't gotten around to it.	1
there is only one admissions lady that cares about the students and she has cleared every doubt i ever had about anything, her name is [individual name] and i love her like a mom!	1
to find job	1
un-needed at this time	1
	407

### Why did not use -Campus Police

	Frequency
Did not respond	221
(Thankfully) have not had a need to call in the police for help.	1
Because I didn't need it... Hopefully?	1
Because I have never had a problem that I had to report to them.	1
Because I never get in trouble with them.	1
did never need to.	1
Did not have a need	1
Did not have a need.	2
did not need	1
did not need help from campus police	1
did not need it	1
did not need it.	1
did not need them.	1
Did not need to	1
Did not need.	1
Didn't need it	1
didn't need to	2
Didn't need to	1
didn't need to! at least till now!	1
Didn't need to.	1
didnt need anything	1
didnt need it	1
Do not need it	1
Don't need to. Only in case of emergency.	1
Dont need it	1

Why did not use -Campus Police

	Frequency
Dual Credit - Don't Need	1
glad I did not need their help	1
Glad they are there, it makes me feel safer... i haven't need to ask them for anything.hacen't needed to.	1
have never had a problem needing police assistance	1
have not had a need to	1
have not had the need	1
Have not needed	1
have not needed assistance	1
Have not needed their	1
assistance have not needed their	1
services Have not needed them.	1
Have not needed to	1
Have not needed to use them.	1
Have not yet. Just familiar with it.	1
haven't had a class on campus yet.	1
Haven't had a need.	1
Haven't had the need to.	1
haven't needed their services	1
haven't needed their services thankfully but I am aware and know I can call them if needed.haven't needed them	1
Haven't needed them	1
Haven't needed them yet, but I'm glad to have their number in my phone in case I ever do.	1
Haven't needed them.	1
haven't needed to.	1
Haven't needed.	1
Haven't required their help.	1
Haven't taken classes at night yet.	1
Havent had a need.	1
havent needed to go to them	1
Hopefully I won't have to use this service because they give tickets	1
I'm not in danger, and haven't broken the law...	1
I've never been in a situation where I'm in trouble or lost or need help from a cop.	1
I've never had an issue.	1
I am aware they are on campus but luckily I have never needed to use them. :) But I'm glad they are available it I did need them.	1
I did not have a need for their service	1
I did not have a reason to.	1
I did not need to	1
I didn't have too	1
I didn't need it.	1
I didn't need them.	1
I didnt need them.	1
I do not have any case that I need a help from campus police, yet.	1
I do not have the need for one	1
i dont have any prob yet	1
I had no need	1
I have had no need for their services, probably because they are doing such a good job.	1
I have had no need of them, but once in a while, I run into a police officer. All of them have been kind and helpful.	1
I have never had a ned for the campus police	1
I have never had a problem	1
I have never had to use them. Thank goodness	1
I have not been in need of the campus police and I hope I never do need their services	1
:). I have not had a reason to "use" the campus police.	1

Why did not use -Campus Police

	Frequency
I have not needed police assistance in my time at school	1
I have not needed their help.	1
I haven't had the need	1
I haven't needed to.	3
i havent had any problems with anybody	1
I havent hade people herting me yet	1
I know who they are but hacen't needed their service	1
I never had a need that requires their service	1
I never had a situation	1
i never really needed it	1
I spoke with a lady from an office when my car emblem was stolen and she said there wasn't much the campus police could do because there are no cameras on the parking lots.	1
I used to see them around at the beginning of the year but now I never see them moving the traffic that sits in front of the school.	1
I was not put in any situations where I required their assistance.	1
It hasn't been necessary.	1
just aware they are there	1
Luckily I have not needed to call them.	1
Luckily was not needed this semester	1
n/a	2
N/A	1
never had a problem	1
never had a problem that needed reporting, but i am glad they are there as I have almost been hit several times on the crosswalk and nothing is more satisfying than to see someone who almost ran me over get pulled over a couple seconds later.	1
never had an issue where i needed to contact campus po	1
Never had an issue.	1
Never had any need.	1
Never had any problems	1
Never had anything stolen from me.	1
never had trouble	1
Never made or been in any trouble	1
never needed	1
Never needed	1
never needed it	1
Never needed it	1
Never needed it, I see them partoling though.	1
never needed them! Thank goodness!	1
Never needed them, nut I know where they are located if I ever do	1
Never needed them.	1
never needed to	1
Never needed to	1
Never needed to call them	1
Never needed to talk to them	1
Never needed to.	2
never on campus	1
never saw a need	1
No emergency	2
no need	16
No need	9
NO need	1
no need for them	1
no need to	2
No need to	3
No need to use just yet.	1

### Why did not use -Campus Police

	Frequency
no need to use the police	1
No need to.	1
no need up to now	1
No Need! Keep Trollin.	1
No need, thank goodness.	1
No need.	3
No need. Just knew they were present, which was comforting enough.	1
Not necessary	1
not needed	2
Not needed	3
not needed just seen them in parking lot	1
Not needed thus far	1
Not needed.	1
not yet needed	1
nothing bad happened	1
Nothing to report.	1
Same reason	1
See above	1
Thankfully, no need to use their services.	1
Was not needed	1
Total	407

### Why did not use -Dean of Students

	Frequency
Did not respond	306
??	1
aware it's there	1
Did not find a need to contact	1
Did not have a need	1
Did not have a need.	1
Did not have a reason to contact the Dean this semester did not have any concerns	1
Did not have any reason to.	1
did not need them.	1
Didn't need it	1
didn't need to	1
don't know what the dean of students is supposed to provide for me; advice? counseling?	1
don't know why I'd need it	1
Dont know why I would use them	1
Dont need it	1
dont need to talk to dean of students	1
Dual Credit - Don't Need	1
had no need	1
Have never needed to discuss anything with the Dean.	1
have not had a need to use it	1
Have not had any issues requiring the involvement of the Dean	1
Have not had the need to meet with the Dean.	1
have not needed their services	1
Have not needed them.	1
Have not needed to	1
Have not yet. Just familiar with it.	1
Haven't had a need to yet	1

Why did not use -Dean of Students

	Frequency
Haven't had the need to.	1
Haven't needed	2
haven't needed to	1
haven't needed to contact them	1
haven't needed to.	2
Haven't needed to.	1
Havent had a need.	1
I did not need to	1
I didn't have any reason to use this service. i do not know much about.	1
I dont need to	1
I have no idea what student interaction the Dean has, furthermore I have been told that the Dean is not much help.	1
i have not been in trouble	1
I have not had need for it.	1
I have not needed to speak to the Dean on any occassion.	1
I haven't had a problem large enough to warrant talking to the Dean.	1
I haven't had the need	1
I haven't needed to.	1
I pass this office for one of my classes and I know its there, I've just never had to use this service.	1
Im ok	1
Just haven't spoken with the dean	1
Just know she exists! Never really needed her. What does she do exactly?	1
Just never had a need	1
n/a	2
N/A	1
Never had a problem to need them for anything	1
Never had an issue.	1
Never had any need.	1
never needed it	1
never needed to	1
Never needed to talk to them	1
Never needed to use this resource	1
Never needed to.	2
no need	10
No need	4
No Need	1
No need for it	1
no need to	1
No need to use.	1
No need to.	1
no need up to now	1
no need yet	1
No need.	4
No particular reason.	1
not needed	1
Not needed	1
not really needed	1
Not sure what I would need to see the dean for.	1
Nothing serious has happened for me to go to her.	1
See above	1
seen emails from, but never any direct contact	1
sorry i did use this... i called the dean to help get my financial aid finished.. she was extremely helpful..	1

Why did not use -Dean of Students

	Frequency
Was not needed	1
What does He/She do?	1
will soon	1
Total	407

Why did not use -Fitness Center

	Frequency
Did not respond	324
.	1
already fit	1
Because it looks like the fitness center is mostly for boys.	1
Did not have a need.	1
Did not have time to use it during this semester.	1
did not need it.	1
Didn't need it	1
Disinterested.	1
Do not have time to work out away from home as I have a young child at home. don't need	1
Dual Credit - Don't Need	1
fitness center member elsewhere	1
Go to LA Fitness	1
have a gym membership	1
have membership at FAS	1
Have no time presently	1
Have not had a chance to visit yet.	1
have not had a need to use it	1
Have not had time to visit	1
Have not really found time to go workout.	1
Haven't had the need to.	1
Haven't had time	1
haven't needed to.	1
Haven't taken the time. I exercise at home.	1
Havent had the time to use. Usually crowded	1
I'm a dancer so I know about the fitness center kind of. I've never used it because when I'm down in that part of the building I'm using the dance studios.	1
I'm aware of the fitness center, I just have never had time to use it. I already have a gym	1
I am pregnant and a weekend student - do not have time to use this service. I did not have the time to use this.	1
i didnt know it was free	1
I don't know exactly where its located, we need signs and the times it is open until.	1
I don't know where it is. I just know about it.	1
I don't work out.	1
i dont work out	1
I go to another gym	1
I go to my own gym.	1
I have a fitness center at my apartments	1
i have a fitness center at my apartment complex	1
I have a gym membership	1
I have my own family gym membership.	1
i have no time to use the facilities	1
I haven't needed to.	1
i need to!	1



Why did not use -Fitness Center

	Frequency
I work out at home.	2
I work out at the YMCA	1
i work out outside of the school	1
Im not aware of the hours or what it offers	1
job & school take all my time right now	1
Just decided not to go.	1
Just haven't	1
lazy	1
My apartment has a fitness center	1
N/A	1
na	1
Never bothered to use it.	1
never had time to.	1
Never needed it.	1
no need	3
No need	1
no need for it	1
No need.	1
no time	1
No time	3
no Time ( bad time administrator )	1
No time for it.	1
no time to use.	1
Not interested	1
not needed	1
Not needed	1
Personal gym membership	1
Time constraints of my life. Married, two kids, full time teacher and 3 sport coach	1
unaware of their availability	1
Wasn't aware of this until this semester! (Its my 3rd semester). When I first came I wanted to attend the PRC orientation since it was going to be the campus that I would be attending. But advisors at SCC told me that I should only attend Internati onal Student orientation so I was lost the first few daysd of school	1
will use in the future was still a member of another fitness center	1
Work at a gym so I don't need these facilities.	1
Work out at home	1
would love to make use of this but, haven't scheduled in the time	1
Total	407

Why did not use -Food Service

	Frequency
Did not respond	364
already full	1
Ate at home	1
Did not have a need.	1
Didn't need	1
Didn't need it	1
Didn't want to pay.	1
Dont need it	1
Dual Credit - Don't Need	1
EXPENSIVE! but looks and smells good, large selection	1
have not had a need to use it	1
Have not needed to/Dont know how	1
Haven't had the need to.	1
haven't needed to eat at school	1
I'm not hungry at school.	1
I bring my own food from home.	1
I bring my own snacks/food. Its my way of eating better and saving money.	1
i bring my own, and Central park campus doesn't have a great selection like	1
SC I do not eat all the time at the campus's restaurant.	1
i eat at home	1
I go to school at night and on weekends when it is not	1
open. I have my own home with a kitchen	1
I have not eaten anything from the school cafe, a friend of mine found hair in her food	1
once. I haven't heard the best things about the food.	1
Is that the "cafeteria" in the cougar den?I have gotten a few things there, but a lot of the food looks	1
distgusting (like the meat).	1
na	1
Never hungry and too expensive	1
Never needed it.	1
Never took time to frequent this establishment. However, it seems to always have patrons.	1
no need	4
No need	1
No need.	1
Not interested.	1
not needed	1
Not needed	1
See above	1
The food prices are too expensive.	1
to expensive	1
Usually eat off campus.	1
Wasn't hungary	1
wasnt hungry	1
Total	407

Why did not use -Help Desk

	Frequency
Did not respond	351
?	1
always helpful sometimes i feel as if they are more knowledgeable than the advisors	1
Did not have a need	1
Did not have a need.	1
Didn't need it	1
didnt know where it was	1
didnt need it	1
Dont need it	1
Dual Credit - Don't Need	1
Have not needed to	1
Haven't had the need to.	1
Haven't needed	2
Haven't needed their	1
services. haven't needed to.	1
Haven't needed to.	1
I've had others help me.	1
i asked her a question once and she was rude and put her finger up to tell me to wait...so i find things on my own now	1
I did not have any technical support issues	1
I didn't need it.	1
I dont need to	1
I have sought help mostly from people I interact with in and between classes.	1
I have used the information desk.	1
I have used to information center.	1
I haven't had the need	1
I know where it is, I just haven't needed to utilize the service. maybe I ask others for help	1
n/a	1
N/A	1
na	1
Never needed assistance	1
never needed it.	1
Never needed this service	1
no help	1
no need	6
No need	2
no need yet	1
No need.	1
No question	1
not needed	3
Not needed	1
Not needed at this time	1
Not needed thus far	1
Not needed. Not sure of function.	1
not open at the time of my classes	1
Not sure I have had a need for this service.	1
The only hlp desk I've used is the IT one for Cougarweb connection & Blackboard issues.	1
Was not needed	1
Total	407

Why did not use -Information Center

	Frequency
Did not respond	360
Did not have a need.	1
did not need	1
Did not need to	1
didn't need	1
didnt need it	1
dont need it	1
Dual Credit - Don't Need	1
get my information from teachers and advising	1
have not had a need to use it	1
Haven't had the need to.	1
Haven't needed	1
Haven't needed their help yet.	1
haven't needed to.	1
I'm not exactly sure where it was.	1
I've tried calling this place and the phone is never answered. So, I really can't comment one way or the other. And I'm serious...I've called several times and no answer, only a voice message. Haven't taken this too seriously.	1
I ask students because there was never really no one at the information desk at the times I needed them	1
I didn't need it.	1
I find the info online.	1
I have heard of it, but nothing else.	1
I have sought information from peers	1
I know where to go.	1
I might have used it in the past but since I am not sure, I cannot put yes	1
I never had a need that requires their service	1
I usually just go to school do my classes go to the library and leave	1
Just used help desk instead.	1
like i said [individual name] fixes everything	1
N/A	3
never needed to	1
no need	4
No need	3
no need yet	1
No need.	1
No time	1
not needed	2
Not needed	1
same	1
See above	1
Seem to find out all information on my own. Another thing that should not be so. Better communication....not sure how you all need to improve this...	1
Wasn't necessary	1
Total	407

Why did not use -New Student Orientation

	Frequency
Did not respond	351
Could not make it on the date provided.	1
Couldn't make it at the times available.	1
Did not have a need.	1
Did not have time to attend.	1

Why did not use -New Student Orientation

	Frequency
Did not know there was a specific orientation and did not know the where, when, or what of it.	1
Did not use this program	1
didn't care to.	1
Didn't know it was available when started at the school	1
Didn't know when I was a new student, now I have been taking classes there for 5 years. Didn't need it	1
didn't really need it	1
didn't want to	1
Didnt fit into my time schedule.	1
didnt need it	1
dont need it	1
Dual Credit - Don't Need	1
Have taken	1
Haven't had the need to.	1
Haven't needed to.	1
I've been attending classes both online & on campus for over 2 years. I've only done the online orientation because I didn't want to attend the in-person ones.	1
I am an older returning student and was just shown to my class. Felt a little embarrassed to walk around with these fresh out of high school students!	1
I am an older student, who takes classes on the weekend.	1
I am in High School taking dual credit at the moment. I did not have any reason to attend. I didn't use it when I first enrolled, and now have been a student for four semesters	1
I forgot about the event until after it had passed	1
I never had a need that requires their service	1
i preferred as a freshman to find my own way, though i knew it existed	1
I used an online orientation	1
I was a transfer student.	1
I was not able to attend	1
I wasn't in town.	1
If you are referring to online class orientation, I did use that and wasn't so happy after I started my classes, I felt like I wasn't prepared for the class.	1
Looked on line, too far/inconvenient.	1
missed the orientation	1
na	1
Never had any need.	2
never needed it	1
Never needed to.	3
no need	1
No need to	1
not a new student	1
Not a new student	1
not at convenient times	1
Not convenient.	1
not needed	1
Not needed	1
Not sure why not	1
only specific times for orientation	1
scheduled times were not convenient	1
See above	1
the time was not conducive for me	1
took online student orientation	1
was unaware of at the time	1

407

Why did not use -Transfer U

	Frequency
Did not respond	362
Am I in trouble for not using these?	1
Did not have a need.	1
did not need it this semester	1
Didn't need it	1
didnt need it	1
do not have plans to transfer yet.	1
Don't know what it is.	1
Dual Credit - Don't Need	1
Haven't had the need to.	1
Haven't needed to.	1
I'm not entirely clear on how it will benefit me.	1
I'm not familiar with it.	1
I am going into this program next year, but I am too young to apply right now.	1
I am not transferring and did not need their services	1
I am still a freshman.	1
I haven't needed to.	1
i will need them soon.	1
I will soon.	1
n/a	1
N/A	1
never needed it	1
no need	3
No need	1
No need to	1
No need to use.	1
no need up to now	1
No need.	2
non	1
Not looking to transfer	1
Not looking to transfer at this time.	1
not needed	2
Not needed	1
Not needed at this time	1
not needed, HS senior	1
Not ready yet.	1
Not ready, nor do I have a desire to transfer right now.	1
Not that far in school to need their assistance yet	1
Not transferring to a 4yr; transferring to a 2yr program (I already have a 4yr degree) Not yet,but I will soon.	1
Still a freshman and don't know my major.	1
Will be using it soon.	1
Total	407

## Section III: Educational Support Services/Programs

**Please indicate which of the following services/programs you are aware of?  
Check all that apply.**

		0	1	Total
Please indicate which of the following services/programs - Cooperative Work Experience	Count	325	58	383
	%	84.9%	15.1%	100.0%
Please indicate which of the following services/programs - Libraries	Count	21	362	383
	%	5.5%	94.5%	100.0%
Please indicate which of the following services/programs - Open Computer lab	Count	117	266	383
	%	30.5%	69.5%	100.0%
Please indicate which of the following services/programs - Math lab	Count	144	239	383
	%	37.6%	62.4%	100.0%
Please indicate which of the following services/programs - Mentor Program	Count	320	63	383
	%	83.6%	16.4%	100.0%
Please indicate which of the following services/programs - Online Student Support Center (OSSC)	Count	288	95	383
	%	75.2%	24.8%	100.0%
Please indicate which of the following services/programs - Science Den (lab)	Count	306	77	383
	%	79.9%	20.1%	100.0%
Please indicate which of the following services/programs - Service Learning	Count	331	52	383
	%	86.4%	13.6%	100.0%
Please indicate which of the following services/programs - Student Success Program (SSP)	Count	350	33	383
	%	91.4%	8.6%	100.0%
Please indicate which of the following services/programs - Tutoring Services	Count	210	173	383
	%	54.8%	45.2%	100.0%
Please indicate which of the following services/programs - Writing Center	Count	104	279	383
	%	27.2%	72.8%	100.0%

**Have you used the following services/programs?  
Check all that apply.**

		0	1	Total
	Count	338	16	354
Have you used the following services/programs? - Cooperative Work Experience	%	95.5%	4.5%	100.0%
	Count	39	315	354
Have you used the following services/programs? - Libraries	%	11.0%	89.0%	100.0%
	Count	151	203	354
Have you used the following services/programs? - Open Computer lab	%	42.7%	57.3%	100.0%
	Count	223	131	354
Have you used the following services/programs? - Math lab	%	63.0%	37.0%	100.0%
	Count	337	17	354
Have you used the following services/programs? - Mentor Program	%	95.2%	4.8%	100.0%
	Count	320	34	354
Have you used the following services/programs? - Online Student Support Center (OSSC)	%	90.4%	9.6%	100.0%
	Count	309	45	354
Have you used the following services/programs? - Science Den (lab)	%	87.3%	12.7%	100.0%
	Count	332	22	354
Have you used the following services/programs? - Service Learning	%	93.8%	6.2%	100.0%
	Count	343	11	354
Have you used the following services/programs? - Student Success Program (SSP)	%	96.9%	3.1%	100.0%
	Count	322	32	354
Have you used the following services/programs? - Tutoring Services	%	91.0%	9.0%	100.0%
	Count	214	140	354
Have you used the following services/programs? - Writing Center	%	60.5%	39.5%	100.0%



**Please use a five-point scale to tell us about your experience with the services/programs you said you have used.**

**The hours the service is available are very convenient.  
1= Very inconvenient, 5 = Very convenient.**

		1	2	3	4	5	Total
The hours service is available are convenient -Cooperative Work Experience	Count		1	2	3	9	15
	%		6.7%	13.3%	20.0%	60.0%	100.0%
The hours service is available are convenient -Libraries	Count	8	5	30	71	199	313
	%	2.6%	1.6%	9.6%	22.7%	63.6%	100.0%
The hours service is available are convenient -Open Computer lab	Count	7	3	21	43	126	200
	%	3.5%	1.5%	10.5%	21.5%	63.0%	100.0%
The hours service is available are convenient -Math lab	Count	4	2	19	32	71	128
	%	3.1%	1.6%	14.8%	25.0%	55.5%	100.0%
The hours service is available are convenient -Mentor Program	Count			1	3	11	15
	%			6.7%	20.0%	73.3%	100.0%
The hours service is available are convenient -Online Student Support Center (OSSC)	Count	1		2	7	23	33
	%	3.0%		6.1%	21.2%	69.7%	100.0%
The hours service is available are convenient -Science Den (lab)	Count	1	1	7	7	27	43
	%	2.3%	2.3%	16.3%	16.3%	62.8%	100.0%
The hours service is available are convenient -Service Learning	Count			1	5	14	20
	%			5.0%	25.0%	70.0%	100.0%
The hours service is available are convenient -Student Success Program (SSP)	Count	1			2	7	10
	%	10.0%			20.0%	70.0%	100.0%
The hours service is available are convenient -Tutoring Services	Count		5	4	7	15	31
	%		16.1%	12.9%	22.6%	48.4%	100.0%
The hours service is available are convenient -Writing Center	Count	5	3	15	35	78	136
	%	3.7%	2.2%	11.0%	25.7%	57.4%	100.0%

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The hours service is available are convenient -Cooperative Work Experience	15	2	5	4.33	.976
The hours service is available are convenient -Libraries	313	1	5	4.43	.918
The hours service is available are convenient -Open Computer lab	200	1	5	4.39	.981
The hours service is available are convenient -Math lab	128	1	5	4.28	.988
The hours service is available are convenient -Mentor Program	15	3	5	4.67	.617
The hours service is available are convenient -Online Student Support Center (OSSC)	33	1	5	4.55	.869
The hours service is available are convenient -Science Den (lab)	43	1	5	4.35	.997
The hours service is available are convenient -Service Learning	20	3	5	4.65	.587
The hours service is available are convenient -Student Success Program (SSP)	10	1	5	4.40	1.265
The hours service is available are convenient -Tutoring Services	31	2	5	4.03	1.140
The hours service is available are convenient -Writing Center	136	1	5	4.31	1.007
Valid N (listwise)	7				

**The service is available in a timely manner.**

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

		1	2	3	4	5	Total
The service was available in timely manner -Cooperative Work Experience	Count		1	2	4	8	15
	%		6.7%	13.3%	26.7%	53.3%	100.0%
The service was available in timely manner -Libraries	Count	5	4	20	70	214	313
	%	1.6%	1.3%	6.4%	22.4%	68.4%	100.0%
The service was available in timely manner -Open Computer lab	Count	6	1	18	48	128	201
	%	3.0%	.5%	9.0%	23.9%	63.7%	100.0%
The service was available in timely manner -Math lab	Count	3	4	12	36	74	129
	%	2.3%	3.1%	9.3%	27.9%	57.4%	100.0%
The service was available in timely manner -Mentor Program	Count				6	10	16
	%				37.5%	62.5%	100.0%
The service was available in timely manner -Online Student Support Center (OSSC)	Count	1		1	8	23	33
	%	3.0%		3.0%	24.2%	69.7%	100.0%
The service was available in timely manner -Science Den (lab)	Count		1	5	9	30	45
	%		2.2%	11.1%	20.0%	66.7%	100.0%
The service was available in timely manner -Service Learning	Count			1	6	15	22
	%			4.5%	27.3%	68.2%	100.0%
The service was available in timely manner -Student Success Program (SSP)	Count				3	8	11
	%				27.3%	72.7%	100.0%
The service was available in timely manner -Tutoring Services	Count	1	2	5	8	16	32
	%	3.1%	6.3%	15.6%	25.0%	50.0%	100.0%
The service was available in timely manner -Writing Center	Count	7	3	18	31	79	138
	%	5.1%	2.2%	13.0%	22.5%	57.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The service was available in timely manner -Cooperative Work Experience	15	2	5	4.27	.961
The service was available in timely manner -Libraries	313	1	5	4.55	.804
The service was available in timely manner -Open Computer lab	201	1	5	4.45	.905
The service was available in timely manner -Math lab	129	1	5	4.35	.941
The service was available in timely manner -Mentor Program	16	4	5	4.63	.500
The service was available in timely manner -Online Student Support Center (OSSC)	33	1	5	4.58	.830
The service was available in timely manner -Science Den (lab)	45	2	5	4.51	.787
The service was available in timely manner -Service Learning	22	3	5	4.64	.581
The service was available in timely manner -Student Success Program (SSP)	11	4	5	4.73	.467
The service was available in timely manner -Tutoring Services	32	1	5	4.13	1.100
The service was available in timely manner -Writing Center	138	1	5	4.25	1.093
Valid N (listwise)	7				

**The staff was courteous.**

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

		1	2	3	4	5	Total
	Count			2	2	10	14
The staff was courteous -Cooperative Work Experience	%			14.3%	14.3%	71.4%	100.0%
	Count	8	5	19	54	226	312
The staff was courteous -Libraries	%	2.6%	1.6%	6.1%	17.3%	72.4%	100.0%
	Count	3	3	18	40	134	198
The staff was courteous -Open Computer lab	%	1.5%	1.5%	9.1%	20.2%	67.7%	100.0%
	Count	5	1	10	30	82	128
The staff was courteous -Math lab	%	3.9%	.8%	7.8%	23.4%	64.1%	100.0%
	Count			1	1	13	15
The staff was courteous -Mentor Program	%			6.7%	6.7%	86.7%	100.0%
	Count	1		2	3	25	31
The staff was courteous -Online Student Support Center (OSSC)	%	3.2%		6.5%	9.7%	80.6%	100.0%
	Count		1	6	5	32	44
The staff was courteous -Science Den (lab)	%		2.3%	13.6%	11.4%	72.7%	100.0%
	Count			1	4	16	21
The staff was courteous -Service Learning	%			4.8%	19.0%	76.2%	100.0%
	Count				1	9	10
The staff was courteous -Student Success Program (SSP)	%				10.0%	90.0%	100.0%
	Count	1		1	9	20	31
The staff was courteous -Tutoring Services	%	3.2%		3.2%	29.0%	64.5%	100.0%
	Count	5		8	21	102	136
The staff was courteous -Writing Center	%	3.7%		5.9%	15.4%	75.0%	100.0%

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was courteous -Cooperative Work Experience	14	3	5	4.57	.756
The staff was courteous -Libraries	312	1	5	4.55	.880
The staff was courteous -Open Computer lab	198	1	5	4.51	.841
The staff was courteous -Math lab	128	1	5	4.43	.961
The staff was courteous -Mentor Program	15	3	5	4.80	.561
The staff was courteous -Online Student Support Center (OSSC)	31	1	5	4.65	.877
The staff was courteous -Science Den (lab)	44	2	5	4.55	.820
The staff was courteous -Service Learning	21	3	5	4.71	.561
The staff was courteous -Student Success Program (SSP)	10	4	5	4.90	.316
The staff was courteous -Tutoring Services	31	1	5	4.52	.851
The staff was courteous -Writing Center	136	1	5	4.58	.899
Valid N (listwise)	6				

**The staff was Knowledgeable.**  
**1= Strongly disagree, 5 = Strongly agree.**

		1	2	3	4	5	Total
	Count			2	2	10	14
The staff was knowledgeable -Cooperative Work Experience	%			14.3%	14.3%	71.4%	100.0%
	Count	5	7	17	57	226	312
The staff was knowledgeable -Libraries	%	1.6%	2.2%	5.4%	18.3%	72.4%	100.0%
	Count	4	5	21	37	133	200
The staff was knowledgeable -Open Computer lab	%	2.0%	2.5%	10.5%	18.5%	66.5%	100.0%
	Count	3	3	11	24	87	128
The staff was knowledgeable -Math lab	%	2.3%	2.3%	8.6%	18.8%	68.0%	100.0%
	Count				3	12	15
The staff was knowledgeable -Mentor Program	%				20.0%	80.0%	100.0%
	Count	1		1	6	24	32
The staff was knowledgeable -Online Student Support Center (OSSC)	%	3.1%		3.1%	18.8%	75.0%	100.0%
	Count		1	3	7	33	44
The staff was knowledgeable -Science Den (lab)	%		2.3%	6.8%	15.9%	75.0%	100.0%
	Count			2	3	16	21
The staff was knowledgeable -Service Learning	%			9.5%	14.3%	76.2%	100.0%
	Count				1	9	10
The staff was knowledgeable -Student Success Program (SSP)	%				10.0%	90.0%	100.0%
	Count	1	2		8	19	30
The staff was knowledgeable -Tutoring Services	%	3.3%	6.7%		26.7%	63.3%	100.0%
	Count	6	1	9	23	97	136
The staff was knowledgeable -Writing Center	%	4.4%	.7%	6.6%	16.9%	71.3%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was knowledgeable -Cooperative Work Experience	14	3	5	4.57	.756
The staff was knowledgeable -Libraries	312	1	5	4.58	.826
The staff was knowledgeable -Open Computer lab	200	1	5	4.45	.923
The staff was knowledgeable -Math lab	128	1	5	4.48	.922
The staff was knowledgeable -Mentor Program	15	4	5	4.80	.414
The staff was knowledgeable -Online Student Support Center (OSSC)	32	1	5	4.63	.833
The staff was knowledgeable -Science Den (lab)	44	2	5	4.64	.718
The staff was knowledgeable -Service Learning	21	3	5	4.67	.658
The staff was knowledgeable -Student Success Program (SSP)	10	4	5	4.90	.316
The staff was knowledgeable -Tutoring Services	30	1	5	4.40	1.037
The staff was knowledgeable -Writing Center	136	1	5	4.50	.981
Valid N (listwise)	6				

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

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

		1	2	3	4	5	Total
Rate overall satisfaction -Cooperative Work Experience	Count		1	1	5	9	16
	%		6.3%	6.3%	31.3%	56.3%	100.0%
Rate overall satisfaction -Libraries	Count	7	1	24	80	201	313
	%	2.2%	.3%	7.7%	25.6%	64.2%	100.0%
Rate overall satisfaction -Open Computer lab	Count	4	3	16	48	130	201
	%	2.0%	1.5%	8.0%	23.9%	64.7%	100.0%
Rate overall satisfactoin -Math lab	Count	4	8	9	38	71	130
	%	3.1%	6.2%	6.9%	29.2%	54.6%	100.0%
Rate overall satisfaction -Mentor Program	Count			1	3	12	16
	%			6.3%	18.8%	75.0%	100.0%
Rate overall satisfaction -Online Student Support Center (OSSC)	Count	1		1	8	24	34
	%	2.9%		2.9%	23.5%	70.6%	100.0%
Rate overall satisfaction -Science Den (lab)	Count	1	2	2	12	27	44
	%	2.3%	4.5%	4.5%	27.3%	61.4%	100.0%
Rate overall satisfaction -Service Learning	Count			2	6	14	22
	%			9.1%	27.3%	63.6%	100.0%
Rate overall satisfaction -Student Success Program (SSP)	Count				4	7	11
	%				36.4%	63.6%	100.0%
Rate overall satisfaction -Tutoring Services	Count		3	1	11	16	31
	%		9.7%	3.2%	35.5%	51.6%	100.0%
Rate overall satisfaction -Writing Center	Count	7	1	10	38	83	139
	%	5.0%	.7%	7.2%	27.3%	59.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Cooperative Work Experience	16	2	5	4.38	.885
Rate overall satisfaction -Libraries	313	1	5	4.49	.832
Rate overall satisfaction -Open Computer lab	201	1	5	4.48	.861
Rate overall satisfactoin -Math lab	130	1	5	4.26	1.038
Rate overall satisfaction -Mentor Program	16	3	5	4.69	.602
Rate overall satisfaction -Online Student Support Center (OSSC)	34	1	5	4.59	.821
Rate overall satisfaction -Science Den (lab)	44	1	5	4.41	.948
Rate overall satisfaction -Service Learning	22	3	5	4.55	.671
Rate overall satisfaction -Student Success Program (SSP)	11	4	5	4.64	.505
Rate overall satisfaction -Tutoring Services	31	2	5	4.29	.938
Rate overall satisfaction -Writing Center	139	1	5	4.36	1.014
Valid N (listwise)	8				

## If you were unsatisfied /Very unsatisfied, please specify the reason.

### Reason unsatisfied/very unsatisfied-Cooperative Work Experience

	Frequency
was not what I expected, workload was unrealistic, classes not good	406
Total	407

### Reason unsatisfied/very unsatisfied -Libraires

	Frequency
Did not respond	376
always open. good place to study	1
Answer any questions I might have. Seems as though they are always open. awesome	1
Every time I've been in the library the staff has been very kind and eager to help. Helpful, knowledgeable	1
I am currently a fulltime employee and full time student, so the library hours close a hour after i get off work. I think it is too early...	1
I do not like the weekend hours and the evening hours. Needs to be open until 11 Mon-Fri and later on Sundays too. [nationality identified] Librarian is not friendly what so ever. She seems very proud/arrogant! She needs to learn to smile.	1
i found the staff really helpful	1
I have had trouble in my introduction to chemistry and when i went to math lab for help they said that chemistry was science and not math and found it very hard to find someone to help with my studies but once i found [individual name] in the last week of october which really was too late to help me with my studies	1
I went to the writing center to get help on APA formating and the lady stated that she wasn't knowledgeable about it and that we could figure it out together.	1
There wasn't much material about it as it was in MLA formating. However, she was extremely nice and I appreciated her honesty.	1
I wish the selection of books a little bit bigger.	1
It's a good calm atmosphere for studying quietly.	
It is difficult to use a group study room when there is only one person in the room. The staff is very kind in asking those students to move on when there is a group waiting. However, could they make it a rule that if you are alone that you not be able to use the room period? Also, at the CPC there are very few places to study in the main building that have an outlet for a laptop. There are several tables in hallways on all floors but only a handful have electrical outlets for laptops / cell phones. This is very inconvenient.	1
It would be nice if the library stayed open later than 10, and if there were more areas that specified quietness	1
na	1
need a higher book limit, requested materials sent back too soon	1
need longer and earlier hours on Sundays	1
need more computers, to many people trying to use them all at once!	1
should stay open till atleast 12am	1
Super helpful staff!	
The [comment on body] lady working in the library is very rude. she speaks very rudely and makes stren faces. Also does not help properly but others are good. I do not like to borrow books with her and so do my other friends.	1
The hours are exceptional, the staff is very intelligent and courteous. They are always willing to help.	1
The librarians at the check out desk are awesome! The copier support was not knowledgeable and did not have a good attitude at all/ I felt like I was inconveniencing her when I asked her questions I also think the library should	1

Reasons unsatisfied/very unsatisfied -Libraires

	Frequency
The workers couldn't understand what I was saying, she didn't know much English so she couldn't help my problems.	1
They had a lot of amazing books.	1
They were rude and did not say a word to me.	1
they were very courteous and helpful in finding things not only in the library but around campus	1
too much "traffic" and cell phone communication	1
When a student really needs the writing center towards the end of a semester when papers are coming due in classes, times availability and staffing are not available enough.	1
wish the library or computer lab opened at 12 on Sunday for weekend class goers	1
<b>Total</b>	<b>407</b>

Reasons unsatisfied/very unsatisfied -Open Computer lab

	Frequency
Did not respond	401
Helpful, nice, knowledgeable	1
I am allowed on outube and to print my work out.	1
need longer and earlier hours on Sundays	1
the library and math labs are the best!!!!!!!!!!!!!!	1
Theres soo many students and not enough computers a lot of kids are sitting there waiting for a computer	1
They are not friendly at all and would be better if they stayed open later	1
<b>Total</b>	<b>407</b>

Reasons unsatisfied/very unsatisfied -Math Lab

	Frequency
Did not respond	395
at the spring creek campus. lots of people to help at all hours of the day.	1
helpful	1
I'm sure the tutors know their math however they seemed annoyed or inconvenience maybe I came in on a bad day but they went over an equation I didn't need clarification on and I still left unsure about what I was doing.	1
I love the people in the math lab. They are my second family.	1
I think that a math lab is great for those that struggle in this area!	1
not able to understand the tutor, very very noisy, hard to concentrate.	1
Staff was unable to assist me with my class work at 2 different locations (SCC & PRC) for MATH [course number].	1
The hours very limited so I used the open computer lab	1
the math lab closes too early as well. my math class isnt until 8:30 and sometimes i need help.	1
The staff was very courteous, but not really very helpful with the problems I was having. My tutor could watch me work the problems and tell me what I did wrong, but she couldn't ever explain what I didn't understand. The math lab didn't get me over any problems; it just won me a few brownie points with my professor because I went.	1
the Staff were not helpful at all, as i had lot of problems i need assistance but did not get the kind of assistance i was expecting	1
They provide helpful step by step tips in math problem solving.	1
<b>Total</b>	<b>407</b>

### Reasons unsatisfied/very unsatisfied -Mentor Program

	Frequency
Did not respond	407

### Reason unsatisfied/very unsatisfied--Online Support Center (OSSC)

	Frequency
Did not respond	407

### Reason unsatisfied/very unsatisfied -Science Den (lab)

	Frequency
Did not respond	401
I took this survey, just to comment on this 1 area. Something needs to be done about this science lab. For starters, we need multiple teachers in there at a time. Each and everytime I came in the poor teacher was having to deal with 15 kids by himself! Unlike the mathlab in plano where multiple tutors were ready at all times. Another thing is the hours scheduled...As a student I need someone capable of helping me in the science den at least from 9-5. Some of us can't make the small windows that teachers are provided each day. This intire semester I have been lost in my chemistry class, and have had know place to go to receive help in understanding this subject. I looked into the tutoring program for chemistry and it is only offered on 3 days of the week for 1 hour. I could not make the tutoring times do to work, and now am forced to take a D at best in this corse due to not being able to find help on the subject of chemistry. In conclusion, please hire more help in here for myself and the others who are fighting for help in the science den.	1
I was unsatisfied with the Science Den because I think that the people who tutor there know their material, but they don't know how to help students understand the material.	1
leaving it up to parents whether or not they bring their children in with them. It is a neat experience and great exposure for some of our kids as long as they have the parnet with them.	1
Love the Science Den, but please please have it open at 8 and not close during the day. There are always people showing up and it is closed during the day. That is the only way to study bones, etc since we can't use the labs. Makes it very hard to study for practicals since the models are not available when it is closed.	1
Love the science den. Rules sometimes make it hard to stay in there.	1
Needs more models	1
Total	407

### Reason unsatisfied/very unsatisfied -Service Learning

	Frequency
Did not respond	405
program was oversold and the staff was a bit arrogant. But it varies from locations I've enjoyed the last few locations.	1
They should explain it more to the tnstructors, So the instructors can explain it more to us. It took alot of my time to understand it and do it. They did one meating on their own convenient time not the students. One important thing: we have to do 20 hours for each class each semester, they don't care how big your family is or how many classes you have. My big concern is next semester we have to do it again, and we have to study for our certification test as a Surgical Tech. Add that we go to training three days a week and classes from 8:00 am to 3:50 pm, and we have familt commetments. They need to organize with the professors how to do it, and please students should not do it in the last semester of college. It's alot of paper wok and time consuming, even if it was on a weekend. They say take your kids, but if you have young ones and four children ,I think you are the one who needs community support.	1
Total	407



Reason unsatisfied/very unsatisfied -Student Success Program (SSP)

	Frequency
Did not respond	407

Reason unsatisfied/very unsatisfied -Tutoring Services

	Frequency
Did not respond	402
[individual name] has been the absolute best tutor I could've discovered. Love the tutoring program, but a bad conflict with timing	1
The hours are not flexable enough for working students. 3 days a week for 1 hour is not going to cut it. Hire more help!	1
The hours are odd and at a difficult part of the day. The tutor I had was not very knowledgeable about my subject. He just paraphrased my book.	1
The tutors were unreliable sometimes they did not show up at all. This was through the Access office	1
Total	407

Resons unsatisfied/very unsatisfied -Writing Center

	Frequency
Did not respond	398
didnt need it this semester	1
Great hours. Very intelligent people. Very nice. Not enough people, the center books up too fast.	1
helpful	1
I've made use of their services for every paper I've had to write. And because of their help, I've made "A"s on every paper.	1
i can't find appointments when i need	1
I feel as if these people are pretty useless. I sent them a story I had done on the side and they sent me a generic email saying they didn't work on essays before they were due and my story was not an essay neither was it "due" we were just supposed to submit something to them for credit. they then gave me one sentence on how to fix my entire paper and of course that sentence was just about as useless as they were	1
I love using the writing center because they've always helped me to write better instead of just correcting my punctuation.	1
the helpers were helpful and encouraging	1
There is simply not enough staff	1
Total	407

## Why you did not use the following service(s) /program(s)?

Why did not use -Cooperative Work Experience

	Frequency	Percent	Valid Percent	Cumulative Percent
	379	93.1	93.1	93.1
Already have a job	1	.2	.2	93.4
Currently work full-time	1	.2	.2	93.6
Didn't know about this service.	1	.2	.2	93.9
Doesn't apply to my programs	1	.2	.2	94.1
Have full time employment	1	.2	.2	94.3
Haven't found the right job yet	1	.2	.2	94.6
haven't needed	1	.2	.2	94.8
Haven't needed it	1	.2	.2	95.1
Haven't needed their services	1	.2	.2	95.3
I'm going to get a bachelor's degree so I figured if I do it, I'll do it after transferring.	1	.2	.2	95.6
i already have a job	1	.2	.2	95.8
I am somewhat unsure of what this service is.	1	.2	.2	96.1
I do not know about this program, and I do not know how to get it started	1	.2	.2	96.3
I may use it in the future.	1	.2	.2	96.6
na	1	.2	.2	96.8
Ne need.	1	.2	.2	97.1
never needed it	1	.2	.2	97.3
never needed to	1	.2	.2	97.5
no need	3	.7	.7	98.3
No need	1	.2	.2	98.5
No Need	1	.2	.2	98.8
none found	1	.2	.2	99.0
not applicable	1	.2	.2	99.3
Not needed	1	.2	.2	99.5
not needed at this time.	1	.2	.2	99.8
Not yet needed	1	.2	.2	100.0
Valid Total	407	100.0	100.0	

Why did not use -Libraries

	Frequency	Percent	Valid Percent	Cumulative Percent
	374	91.9	91.9	91.9
because I did not want to	1	.2	.2	92.1
Did not have a need.	1	.2	.2	92.4
didn't have to	1	.2	.2	92.6
didn't need to	1	.2	.2	92.9
Didn't need to use it.	1	.2	.2	93.1
have not had a need to use it	1	.2	.2	93.4
haven't been on campus, too far away.	1	.2	.2	93.6
Haven't needed anything yet	1	.2	.2	93.9
Haven't needed to as yet. Plan to soon as my schedule allows.	1	.2	.2	94.1
I've used the online connection (JSTOR & OED). I don't have a lot of time to go to the library, but when I do, I usually just go to my local public library.	1	.2	.2	94.3
I didn't need it.	1	.2	.2	94.6
I have not needed to use the library for anything yet.	1	.2	.2	94.8
I haven't had time to use the Library as of yet.	1	.2	.2	95.1
I haven't needed to check out a book, and I used the computers in the computer lab.	1	.2	.2	95.3
I never started school because of medical problems	1	.2	.2	95.6
Internet	1	.2	.2	95.8
It is called the Internet	1	.2	.2	96.1
no need	5	1.2	1.2	97.3
No need	2	.5	.5	97.8
No Need	1	.2	.2	98.0
no need at this point of my education.	1	.2	.2	98.3
No need yet	1	.2	.2	98.5
No need yet.	1	.2	.2	98.8
No particular reason.	1	.2	.2	99.0
Not needed.	1	.2	.2	99.3
not on campus	1	.2	.2	99.5
time	1	.2	.2	99.8
used last year	1	.2	.2	100.0
Valid Total	407	100.0	100.0	

Why did not use -Open Computer lab

	Frequency
Did not respond	369
Description sounded like it would not be available. Also too far.	1
Did not have a need.	1
did not need to use the computer lab	1
Dont need it	1
Have a computer and things at home.	1
have not had a need for the computer lab	1
Have not needed	1
have not needed it yet	1
Have not needed this service either.	1
Have not needed to.	1
have own resources	1
haven't been on campus, too far away.	1
Haven't have a need for this service yet	1
Haven't needed it	1
Haven't needed to	1
I bring my own computer.	1
I did not have science this semester	1
I have a computer	1
I have my own computers.	1
I have not had a need for it yet.	1
I have used this	1
I never started school because of medical problems	1
I own a laptop	1
no need	2
No need	2
No need yet	1
No particular reason.	1
not know	1
not needed	1
Not needed	1
Not needed at this time	1
not taking this kind of class	1
Printer costs money and it was very inconvenient...I ended up buying one for home.	1
The hours don't fit my schedule	1
they were small and out of the way	1
used computers in library	1
Total	407

Why did not use -Math lab

	Frequency
	333
could not find where it was located	1
did not take any math classes	1
did not take math class this semester didn't need it	1
Didn't need it.	1
Didn't need to use it.	1
do not need.	1
Don't really like it	1
dont have time	1
Dont need it	1

Why did not use -Math lab

	Frequency
have not had a need for the math lab	1
Have not had a need of it yet	1
Have not had a need to visit. I am aware it exists because my professor told me so.	1
have not needed help in math	1
have not needed it yet	1
Have not needed to.	1
Have not needed yet	1
Haven't have a need for this service yet	1
haven't needed	1
Haven't needed	1
Haven't needed it yet (haven't taken any math classes, except my developmental classes).	1
Haven't needed their services.	1
Haven't taken math courses at Collin.	1
havent needed the math center	1
I'm doing well in my math class with homework and class, I really didn't need it.	1
I am aware that is available and I hear a lot of great things about it but I have yet to use it.	1
I am done with Math classes now.	1
I did not feel I needed any extra math help so far. I did not need to use it.	1
I didn't need the extra help in math courses	1
I didn't take a math course this semester. I don't have time	1
I don't know	1
I dont know why I didnt. I should have.	1
I have not taken a course that required math help.	1
I never started school because of medical problems	1
im not in a math class	1
just did not want to go	1
N/A	2
never needed it	1
Never needed it.	1
No math classes this semester	1
No math classes to date.	1
no need	8
No need	3
No Need	1
No need yet	1
No need.	1
No particular reason.	1
No time	1
not in a math class	1
not know	1
not needed	2
Not needed at this time	1
not needed yet	1
Not needed, yet.	1
not taking this kind of class	1
Not yet needed	1
Scared I would look stupid, and I need alot of help in math time	1
Took math 12 years ago and don't need it again	1
Unneeded	1
Useless! They could not help.	1
Total	407

Why did not use -Mentor Program

	Frequency
Did not respond	381
Didn't need it	1
Didn't need.	1
do not need.	1
Don't have time to go to the mentor programs from my free time due to lots of homework and family problems.	1
dont need a mentor	1
Dont need it	1
have not needed it yet	1
Haven't needed it	1
I didnt need to.	1
I do help out my classmates so that is also a form of mentoring	1
I don't have a Mentor.	1
I have a career mentor in NYC with whom I have been working for four years. Taking a mentor away from someone else who might need him/her when I already have such a wonderful one did not seem fair.	1
I just found out about it.	1
I really don't know. I would LOVE someone to help me out. Since I'm a freshman. N/A	1
Never had any need.	1
never needed it	1
never needed to	1
no need	1
No need	1
No Need	1
No need,as of yet.	1
No need.	1
No particular reason.	1
not needed at this time.	1
Tried! no benefit	1
Total	407

Why did not use -Online Support Center (OSSC)

	Frequency
Did not respond	369
Dont need	1
do not remember using this service or not.	1
Dont need it	2
have not had a need to use it	1
have not had a problem with online classes	1
Have not needed to.	1
Haven't needed it	1
Haven't needed their	1
services. Haven't needed to.	1
Haven't needed.	1
Havent had the need.	1
I've never needed it.	1
i didnt have any problems during my online class	1
I have not needed to use the service.	1
I never found it.	1
I never started school because of medical problems	1
I prefer to talk and work with a real person.	1
I was not aware of this service.	1
N/a	1
Never had any need.	1
never had technical problems	1
never needed it	1
Never needed it	1
never responded when i asked for tech support	1
never used it but heard of it	1
no need	4
No need	2
No Need	1
No need so far	1
No particular reason.	1
not needed	1
Not yet needed	1
Where is the link for this part of the site?	1
Total	407

Why did not use -Science Den (lab)

	Frequency
Did not respond	387
Didn't need it	1
Have not needed to.	1
Havent taken a science class yet	1
havent taken any science	1
I didn't take a Science class this semester.	1
I don't have a science class this semester, so I don't see why I need to go to this lab. I only used the labs during any major science classes I'm taking.	1
N/A	1
never needed it	1
Never needed it.	1
no need	5
No need	1
No need.	1
not needed at this time.	1
Not needed, yet.	1
Not needed.	1
Total	407

Why did not use -Service Learning

	Frequency
	387
Did not have a need.	1
Didn't want to take the extra time and effort.	1
do not need.	1
dont know what it is	1
had no time	1
Have not needed to.	1
haven't needed	1
I didn't need to used them.	1
I just found out about it.	1
I only heard of it, but couldn't find it.	1
never needed it	1
no need	6
No need	1
not needed at this time.	1
Not sure what Service Learning is.	1
Total	407



### Why did not use -Student Success Program (SSP)

	Frequency
Did not respond	393
Don't know how it can help me	1
Don't know what it is	1
I'm doing well with my other classes, that I don't need this service. I don't know	1
I never started school because of medical problems	1
just used it once	1
never needed it	1
never needed to	1
no need	1
No need	1
No Need	1
no need, yet.	1
not needed at this time.	1
Not sure what SSP is.	1
Total	407

### Why did not use -Tutoring Services

	Frequency
Did not respond	299
Did not have a need.	1
didn't have time available during service times	1
Didn't know how to use this service.	1
didn't need it	1
Didn't need it	1
didn't need to	1
didnt need it	1
do not need.	1
Don't know. It probably would have helped if I had gone.	1
dont have time	1
dont need it	1
Dont need it	1
For science.	1
have not had a need to use it	1
Have not had need of it yet	1
have not had the need to utilize the tutoring services by my instructor does make us aware of it.	1
Have not needed	1
have not needed it yet	1
Haven't have a need for this service yet	1
haven't needed	1
Haven't needed	1
Haven't needed help yet.	1
Haven't needed it	1
Haven't needed it yet/don't have a lot of "free time" to go.	1
haven't needed it.	1
Haven't needed their	1
services. haven't needed them	1
yet. Haven't needed to yet.	1
haven't needed to.	1
Haven't needed.	1
Havent had the need.	1
I'm shy	1

## Why did not use -Tutoring Services

	Frequency
I've never needed tutoring. However, I may apply to be a tutor next year.	1
I did not feel I needed help so far.	1
I did not need to use	1
it. I didn't need it.	2
I didnt need to.	1
I do have plenty of opportunities to seek help from my professors for the topics I study, and I find that it is sufficient for now.	1
I do not have time for tutoring classes.	1
I do not know where it is.	1
I do not think I need tutoring in any of the classes I have taken to date	1
I don't need to.	1
I dont know where it is located	1
I have applied but gotten no help.	1
I have never required tutoring.	1
I have not made it to the tutoring services.	1
I have not needed to use the service.	1
i have simple classes this semester so i don't need the tutoring	1
I have used these	1
I haven't needed the extra help in my classes.	1
I haven't needed their services	1
I never started school because of medical problems	1
I perform well in my classes, I just need help in math	1
I think that everyone has the ability to use their own brains, so I don't think highly of it.	1
I tried and to no avail. I really needed help in a science and I could not get help through the tutoring service.	1
i used the math tutoring but was not aware of any	1
others. Inconvenient.	1
It hasn't been necessary.	1
Just haven't	1
lazy to make use of them.	1
Limited courses covered. Not the courses I take	1
N/A	1
never had a chance to use tutoring services	1
Never had any need.	1
never needed it	1
Never needed it	1
Never needed it.	1
Never really thought about it.	1
no need	6
No need	3
No Need	1
No need as of yet	1
No need so far.	1
No need yet	1
no need!yet!	1
No need.	2
No particular reason.	1
No problems yet.	1
No time	1
Not at times where I could go	1
not needed	1
Not needed	1
not needed at this moment.	1
Not needed at this time	1
not needed at this time.	1

### Why did not use -Tutoring Services

	Frequency
not needed right now.	1
not needed yet	1
Not needed.	2
not yet may in the future, math lab staff is great!	1
not yet needed	1
Not yet needed	1
See above	
Sometimes there's just not enough time& money. I'm always busy, but I am willing to sacrifice some time.	1
The time slots have not worked out for me.	1
thought about it but found help elsewhere	1
time	1
unclear about how to access conveniently	1
will in future	407

### Why did not use -Writing Center

	Frequency
	309
always full	1
Conflict in schedule.	1
could not find where it was located	1
Did not need the services	1
did not understand the need until too late	1
Didn't have to use it.	1
didn't need it	1
didn't need to	1
Didn't need to	2
Didn't think I needed the services.	1
didnt need it	1
dont have time	1
Dont know how	1
Dont need it	1
Had no need to avail myself to the services offered	1
Have already completed my English requirements.	1
have not found the time in my schedule to do so... I'm a single mother. have not had a need to use it	1
Have not needed	1
have not needed it yet	1
Have not needed yet	1
Have not taken a writing class to have the need to use this service.	1
Have seen fliers and read the emails that tell me this is available, but again have not had a need to use this.	1
Haven't felt the need to use their services. Not sure where they are located.	1
haven't felt the need to.	1
Haven't have a need for this service yet	1
Haven't needed	1
Haven't needed help yet.	1
Haven't needed it yet/don't have a lot of "free time" to go	1
Haven't needed to yet.	1
haven't needed to.	1
haven't needed; tested out of english classes	1
Havent had the time.	1

Why did not use -Writing Center

	Frequency
havent needed it yet	1
havent needed the writing center	1
I'm not in an English class.	1
I did not feel I needed the help so far and am unsure about the scheduling procedures	1
I did not need to use it.	1
I didn't have time to because I work too much and they aren't open late at night when I get out of class.	2
I didn't need it.	1
I didnt need to.	1
i don't have the time	1
I don't know why I haven't used this. I've had several papers due that I could've used some help on.	1
I will definitely be using this service in the future.	1
I have not needed to use the service.	1
I have not worked ahead enough to submit a paper and get it back before the due date, and other time I just havn't bothered	1
I haven't had time.	1
I haven't needed their services	1
i havent taken any essays there	1
I just see the posters. I am not really sure what or where it is.	1
I never needed it yet. I have resources online	1
I never really went there. Always ended up forgetting to or was really busy with other classes work.	1
I think I am a good enough writer and do not need the writing center aid	1
It hasn't been necessary.	1
Location too far away. No on line help.	1
My professor referred to the writing center in class, but never referred me to go there. I have not needed it yet	1
n/a	1
Never bothered going.	1
Never got around to it	1
never had time to go to the writing center	2
never needed it	1
Never needed it.	8
never needed to	4
no need	1
No need	1
No Need	1
no need and do not know where it is	1
No particular reason.	1
No problems yet.	2
No time	1
not needed	1
Not needed	1
Not needed at this time	1
not needed yet	1
Not needed.	1
not taking any writing classes.	1
not taking this kind of class	1
Ok but did not need them now.	1
take art classes primarily; not needed at this point	1
time	1
To use the writing center was part of an assignment but the teacher told me I didn't need to go because my writing is good. Haven't felt the need to better my writing.	1
unneeded	1

Why did not use -Writing Center

	Frequency
Writing is my strong point. I have not needed the writing center, however, I am glad they help so many people.	1
Total	407

Primary Campus in fall 2010

	Frequency	Percent	Valid Percent	Cumulative Percent
Spring Creek Campus	212	52.1	52.7	52.7
Preston Ridge Campus	96	23.6	23.9	76.6
Central Park Campus	80	19.7	19.9	96.5
Collin Center for Higher Education	5	1.2	1.2	97.8
Other	9	2.2	2.2	100.0
Total	402	98.8	100.0	
No Information	5	1.2		
Total	407	100.0		

Please specify the other campus.

	Frequency	Percent	Valid Percent	Cumulative Percent
Did not respond	398	97.8	97.8	97.8
Allen High School	1	.2	.2	98.0
Anna High School for Dual Credit	1	.2	.2	98.3
Dual Credit at Anna High School.	1	.2	.2	98.5
online	1	.2	.2	98.8
Online	1	.2	.2	99.0
online classes	1	.2	.2	99.3
Online student	1	.2	.2	99.5
Plano East senior High	1	.2	.2	99.8
Plano Senior High School - Dual Credit	1	.2	.2	100.0
Total	407	100.0	100.0	

**Student Status in Fall 2010.**  
Please check all that apply

		0	1	Total
Student Status in Fall 2010: Please check all that apply - Day student	Count	130	270	400
	%	32.5%	67.5%	100.0%
Student Status in Fall 2010: Please check all that apply - Evening student	Count	237	163	400
	%	59.3%	40.8%	100.0%
Student Status in Fall 2010: Please check all that apply - Distance student	Count	325	75	400
	%	81.3%	18.8%	100.0%
Student Status in Fall 2010: Please check all that apply - Weekend student	Count	370	30	400
	%	92.5%	7.5%	100.0%

Gender:

	Frequency	Percent	Valid Percent	Cumulative Percent
Female	273	67.1	70.0	70.0
Male	117	28.7	30.0	100.0
Total	390	95.8	100.0	
No Information	17	4.2		
Total	407	100.0		

Age:

	Frequency	Percent	Valid Percent	Cumulative Percent
Below 18 years	15	3.7	3.7	3.7
18-22 years	149	36.6	37.2	40.9
23-29 years	80	19.7	20.0	60.8
30-35 years	58	14.3	14.5	75.3
36-40 years	32	7.9	8.0	83.3
41-54 years	58	14.3	14.5	97.8
55 years and older	9	2.2	2.2	100.0
Total	401	98.5	100.0	
No Information	6	1.5		
Total	407	100.0		

Enrollment Status in Fall 2010:

	Frequency	Percent	Valid Percent	Cumulative Percent
Full-time student (12 or more hours)	223	54.8	55.2	55.2
Part-time student (less than 12 hours)	181	44.5	44.8	100.0
Total	404	99.3	100.0	
No Information	3	.7		
Total	407	100.0		

Work Status in Fall 2010:

	Frequency	Percent	Valid Percent	Cumulative Percent
Working 20 or more hours per week	210	51.6	52.6	52.6
Working less than 20 hours per week	50	12.3	12.5	65.2
Not working	139	34.2	34.8	100.0
Total	399	98.0	100.0	
No Information	8	2.0		
Total	407	100.0		

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

	Frequency
Did not respond	358
1. The administration service you provide is spring creek is a shame . Frisco location is fast and good .	1
Advising hours are not convenient only because the wait time is too long. Sometimes I can only go on my lunch break and end up waiting nearly an hour to ask one short question that takes 5 minutes. We should be able to call in for questions like that. We all have identification numbers to make sure it is confidential. I am a full time worker and mom that can only take classes at night so convenience is very important to me.	1
Being an online students, sometimes its very frustrating when there is no body to explain your doubts, its all self thought, but I understand, that's the nature of online courses. The online instructors I had so far are [individual names]. They are awesome and very understanding. Off them my favorite and most understanding, helpful, cooperative/supporting instructor is [individual name], she is just great. I wish all instructors are like her. One thing, I really hate is the blackboard logs you out so often, its very irritating, sometimes even in the middle of test, it just logs you out. 30 mins quizz took me 2 hrs. Luckily [individual name] was very understanding and helpful.	1
Collin College is a very good school and this includes all aspects of Collin College.	1
CPC desperately needs a cafeteria. SCC (and maybe PRC) both have one.	1
create more room in the fitness center if you want to help with the obesity problem.	1
Every time I have registered at Collin County it has been difficult. The lines are ridiculously long and most of the people behind the counters seem rude, very difficult to understand and uninformed. I have had excellent help in advising, and the cashier has been pleasant, but getting registered and signed up for classes is always a nightmare and I have considered going to another campus next semester. Overall I am not a fan of Collin College.	1
Field trips are tough to get to sometimes bc I don't have a car. International students should be able to work outside of school, at least i could work at a place that is walking distance from my home. Money is a struggle and if I could work I would have bought a car since my family can't afford one.	1
Finding the right person when a service is needed is the most frustrating. On-line navigation is poor. Second was having tutor help that could not answer questions. Third is lack of computer equipment on lab class nights. We need more routers and switches.	1
For the E S L students you have to hire a native speaking english teacher because this teacher can explain more clearly to the students . My teacher in ESL [course number] was no good and I did not did good because she does not explain good. In the last two semester 305 and 310 I was very very good and happy but with this teacher in	
315 she was act like we are stuid because she speakes some english. The college can but her in some ESL class such as vocabulary.	1
Good campus really enjoyed working with the staff and students.	1
Has anyone considered making the libraries open 24 hours during midterm / finals weeks?	1
hope the government can let the international student extend their I-20 visa year long enough	
i also go to spring creek campus. i really like collin college just wish the math labs were open later on friday and most days and opened earlier	1
I am grateful for the school. We all know there is always room for improvement, so as the school improves I hope to improve as a student also. Thank you.	1
I am very excited to be returning to school after many years. With my review of possible credit transfers, it would have been nice to be able to be face to face with the person that made these decisions. I am not sure if staff realizes how difficult it can be to return after so many years. So much has changed and many things are intimidating. Thank goodness I have college aged children who have helped me through this process! It took a lot of years to get the courage up to return.	1
I frequently use the library for research and other resources. The library staff is excellent. They are always efficient, helpful, friendly, and knowledgeable.	1
I have truly enjoyed my experience at Collin.	
i hope i didn't come across too negatively in this survey! the only class i took this semester was online and it was wonderful for my schedule and i loved my professor. it was also express, however, so i really only have two months of experience at this school, haha!	1
I hope this will be the last survey I am asked to take. I am sorry if some of the things I wrote down or answered do not apply to your services and for new arrivals. I hope that my other answers are convenient and worthy though.	1
I know working with college people is difficult, but I was very dissapointed in the financial aid department for lack of knowledge and effort to fix a very simple problem.	1
I never get priority registration as a part-time student, despite that I have been enrolled in at least two evening classes regularly since the Fall of 2009. It would be nice to get priority registration, particularly when you are nearing the end of your program (certificate program in this case), so that you can be assured to get	1

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

	Frequency
I realize that there is limited staff to handle Post 9/11 G.I. Bill claims but in my opinion it took too long to certify my classes for the past two semesters. I appreciate the fact that Collin College will wait for payments from the Veterans Administration but the longer it takes to certify the classes that a veteran enrolls in, the longer we have to wait for other entitlements that some of us rely on.	1
I think advising should be better organized. If it is, then I am unaware of it. I don't like the fact that everytime I go to advising I am speaking to a different person. I understand that there are a lot of students, but I believe there should be a better way of getting the same person without having to wait until they open up. Some of them don't seem to care as much as others and move very slowly, especially when it's busy. I understand that the beginning of a semester is very busy and they've been working long, hard days, but we don't want to be standing in line for hours, just as much as they don't want to be sitting in a seat for hours. With any business or job, the harder that it appears you are working to help someone, the more people are going to think you actually care, and are there for their benefit.	1
I think that it's great that you guys provide students the opportunity to give feedback on all of the programs at Collin. It's really important for students to know that their voice is being heard. So thanks, and keep up the great work :)	1
I think that students would like to have their transcripts evaluated on time.	1
I think the Financial Aid team needs to be more courteous and more motivated towards its clients. I personally had a negative impression when everytime you go there and they tell you that's "IN PROGRESS" when its been like about 8 months or so. Or when you have already recieved your package but you were unaware of it... shouldn't it be the Financil Aid Departments responsibility to let us know via e-mail or something that you have now recieved it and if you have any further questions to come and talk to them rather than you going there and them acting like that you should have already known this.	1
I think the library could open longer so that student would get more time to study. And the corperate program. I am really interested in, but I do not know how to get involved. If the Mentor program meeting was on campus that would be so much better!!	1
I was hoping this would be a survey regarding my opinion of the education I've gotten at Collin. While a couple of my professors were EXCELLENT, and I really (still) enjoy the field of study (Paralegal/Legal Aid), I'd have to say I've been pretty disappointed. Several of my professors were often unprepared to teach, and my last professor was a very poor lecturer, though I have nothing against him/her personally. However, the most disappointing thing about it has been the awareness that students whose work is very sub-par continue to pass these classes. Some students in my classes cannot even write well, and in the class I just completed, most could not at all represent the subject matter that we'd spent most of the semester learning; yet the professor announced just prior to the final that the lowest grade in the class to that point was an 88%.	1
I would like to praise the excellent staff at the library. In particular, Collin and April (whose last names I am sadly unaware of) have been utterly fabulous in helping me find the books and information I need. Collin goes even further, and if the library does not have what I need, he finds it elsewhere and points me towards it. It is always a pleasure going to the library. Very good form!	1
I would suggest advertising resources like the math lab and tutoring services to students a bit more, so they would not only want to use it more, but also just so they have the information. I know for me, in this survey I saw several things that I didn't really know a lot about, and I'm generally pretty observant. Other than that, great job.	1
If Collin College is trying to put themselves in the bracket as a 4-year school I think it would be beneficial to have later library hours. Just a thought; maybe it could be looked into. Students could use this a second or part time job at night. I could be your first applicant for the late shift. :)	1
in jenril the school is doing whell.	1
Library needs to up the limit for books. Material requested from other campuses sent back too quickly.	
Love the college. I wish it were four years because the Higher Education Center doesn't provide what I am looking for (History major transferring to UNT, originally transferring to TWU but I like the UNT history department better) and I don't want to drive to Denton everyday. :)	1
[individual name] needs to be recognized for all he does to promote and excite student learning! His passion for higher education ignites the fire in all who take the time to talk education with him. Kudos to you Professor [individual name] ! Also, [individual name] in the Student Life needs to be recognized for her helpfulness and knowledge. What advising and financial aid did not help me with, she did. Thank you [individual name] . We should have awards for these people. There should be surveys such as this with people who sign into the system for advising or financial aid. This way there is feedback on the experience since those departments require attention. These two departments are the lifeline of Collin College for current and new students! I almost did not continue because of the lack of their care and help. Thank you for allowing me to give you my feedback. I do hope this reaches someone unlike my comments left on cougarweb financial aid site. Does anyone EVER read those?	1
Need a more helpful advising department at the Preston Ridge Campus. Especially for nursing majors.	1
no comments	1



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

	Frequency
please fix your access issue for online students. Not being able to get online when I need to because it can't support everyone trying to get online is unacceptable. Was not able to take my exam before deadline because blackboard was crashing.	1
Please would there be a sensitive process for students who wish to transfer from one class to another? perhaps the dean should have more say (influence and perhaps final say) than ask the prof to agree first.	1
Really really dislike the advisors. I feel as if they are just part of the bureaucratic process	1
So far I have been very happy with my experience at SCC. I have not been on a college campus since 1992 and was not sure what to expect returning later in life. I am pleased with CCCCD. I have found it easier than I thought to return to college at my age.	1
Surveys can be a good thing. I hope this one will provide enough info to help future students.	1
Thank you for this opportunity. We love our college, but the new In-service program just added a lot of pressure on students. I'm talking about my group in the program we have families. One of the student's husband leg was amputated, she is working with him at home before while and after the amputation. She doesn't have time to do the service, she asked the dean if she can consider it as her service since she can't find the time, he refused. I have four kids, and an A student I go to clinicals three days a week from 6:00 am to 3:00 pm and I have classes for next semester. I asked if we can use our 20 hours we did this semester for next semester it was denied. I	
love my community and whenever I get the chance I volunteer in my kids school, but next semester I really need to study and pass the certification test. I worked hard for the past four years to get this certification. Please if you can talk to them, to at least give us a break and not to do this service in our last semester. You will ease our graduation and help us earn our certification without difficulties. Thank you very much.	1
The cashier's office could be a little bit more friendly. The bookstore could sell other beverages other than water and red bull.	1
The Collin Website, and the CougarWeb are very confusing. They really need to be fixed.	
the library database is time consuming to use when looking for information needed for a paper. Narrowing down a topic in the database still pulls up dozens if not hundreds of articles you have to sift through to find information needed for a paper. I can spend hours looking for information on the library database or google the same information needed and have it return to me in seconds with the information highlighted in each article making what I need to find tens of times easier and faster than the college library database. Please improve the library database so that it can narrow down topics and show the information needed in each article it pulls up.	1
The offices should be more organized. I had a hard time submitting my transcripts when I was applying, and I am not the only one.	1

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