

Collin Educational Support/Programs
 Student Survey: Spring 2012
 Collin College
 June 14, 2012

DEMOGRAPHIC BACKGROUND OF RESPONDENTS

Please indicate your:

Primary Campus in fall 2011

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------------------|-----------|---------|---------------|--------------------|
| Spring Creek Campus | 470 | 42.7 | 43.9 | 43.9 |
| Preston Ridge Campus | 292 | 26.5 | 27.3 | 71.2 |
| Central Park Campus | 222 | 20.2 | 20.7 | 92.0 |
| Collin Center for Higher Education | 6 | .5 | .6 | 92.5 |
| Other | 80 | 7.3 | 7.5 | 100.0 |
| Total | 1070 | 97.3 | 100.0 | |
| Did not respond | 30 | 2.7 | | |
| Total | 1100 | 100.0 | | |

Please specify the other campus.

| | Frequency |
|--|-----------|
| Did not respond | 1026 |
| Allen High School | 1 |
| Allen High School (didn't graduate until spring of 2011) | 1 |
| Allen High School Campus | 1 |
| Baylor University | 1 |
| Brookhaven Community College | 1 |
| Centennial high school | 1 |
| Central Arizona College | 1 |
| collin county continuing education | 1 |
| Columbia College NAS JRB Fort Worth | 1 |
| DCCCD | 1 |
| did not attend anywhere | 1 |
| Did not attend Collin until Spring 2011 | 1 |
| did not attend until spring 2012 | 1 |
| did not register in 2010 | 1 |
| Did not take classes; participated in the Walt Disney World College Internship. | 1 |
| distance learning | 1 |
| Distance Learning | 1 |
| Dual credit student | 1 |
| ELCENTO COLLEGE IN DALLAS | 1 |
| fall 2011 was at PRC, but all my other years have been at SPC except once in McKinney. | 1 |
| High-School | 1 |
| High school | 1 |
| Highschool | 1 |
| Homeschool/Highschool | 1 |
| I attended the PRC in the fall of 2011 | 1 |
| I didn't attend in Fall 2010. That was my sophomore year of highschool | 1 |

Please specify the other campus.

| | Frequency |
|---|-----------|
| I didn't begin until Spring 2012 | 1 |
| I didn't study in US before | 1 |
| I took a class at each one...Central and Preston Ridge | 1 |
| I was not attending any school | 1 |
| I was not enrolled, during Fall 2010 | 1 |
| I was still at my High School that year McKinney High School | 1 |
| I wasn't enrolled in 2010. | 1 |
| I went to UNT during the fall of 2010 | 1 |
| McKinney Highschool | 1 |
| N/A for Fall 2010 | 1 |
| NCTC web | 1 |
| None - I was not a student in 2010 | 1 |
| none | 4 |
| None | 3 |
| None, Spring Creek spring 2012 is my first semester at Collin | 1 |
| Not enrolled | 1 |
| not enrolled at the time in 2010 | 1 |
| not enrolled for classes Fall 2010 | 1 |
| not in college in 2010 I am filling this out for 2012 | 1 |
| On-line | 1 |
| On-line courses only | 1 |
| online | 1 |
| Online | 2 |
| online campus | 1 |
| online courses | 1 |
| Richland college | 1 |
| Rockwall Higher Education Center | 1 |
| spring creek in 2012 not 2010 | 1 |
| Texas woman's university | 1 |
| Texas Woman's University | 2 |
| University of Arkansas | 1 |
| University of Texas at Arlington | 1 |
| University of Texas at Dallas | 2 |
| UTD | 1 |
| was not at collin yet | 1 |
| Was not enrolled at that time | 1 |
| Was not in college | 1 |
| was not in college. in high school | 1 |
| Web | 1 |
| WEB | 1 |
| Total | 1100 |

Student Status in Fall 2011: Please check all that apply.

| | | 0 | 1 | Total |
|------------------|-------|-------|-------|--------|
| Day student | Count | 321 | 707 | 1028 |
| | % | 31.2% | 68.8% | 100.0% |
| Evening student | Count | 617 | 411 | 1028 |
| | % | 60.0% | 40.0% | 100.0% |
| Distance student | Count | 847 | 181 | 1028 |
| | % | 82.4% | 17.6% | 100.0% |
| Weekend student | Count | 933 | 95 | 1028 |
| | % | 90.8% | 9.2% | 100.0% |

Gender:

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------|-----------|---------|---------------|--------------------|
| Female | 756 | 68.7 | 71.6 | 71.6 |
| Male | 300 | 27.3 | 28.4 | 100.0 |
| Total | 1056 | 96.0 | 100.0 | |
| Did not respond | 44 | 4.0 | | |
| Total | 1100 | 100.0 | | |

Age:

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------|-----------|---------|---------------|--------------------|
| Below 18 years | 16 | 1.5 | 1.5 | 1.5 |
| 18-22 years | 327 | 29.7 | 30.1 | 31.5 |
| 23-29 years | 180 | 16.4 | 16.5 | 48.1 |
| 30-35 years | 152 | 13.8 | 14.0 | 62.0 |
| 36-40 years | 121 | 11.0 | 11.1 | 73.2 |
| 41-54 years | 242 | 22.0 | 22.2 | 95.4 |
| 55 years and older | 50 | 4.5 | 4.6 | 100.0 |
| Total | 1088 | 98.9 | 100.0 | |
| Did not respond | 12 | 1.1 | | |
| Total | 1100 | 100.0 | | |

Enrollment Status in Fall 2011:

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|-----------|---------|---------------|--------------------|
| Full-time student (12 or more hours) | 535 | 48.6 | 51.9 | 51.9 |
| Part-time student (less than 12 hours) | 495 | 45.0 | 48.1 | 100.0 |
| Total | 1030 | 93.6 | 100.0 | |
| Did not respond | 70 | 6.4 | | |
| Total | 1100 | 100.0 | | |

Work Status in Fall 2011:

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------------------------|-----------|---------|---------------|--------------------|
| Working 20 or more hours per week | 535 | 48.6 | 51.2 | 51.2 |
| Working less than 20 hours per week | 134 | 12.2 | 12.8 | 64.0 |
| Not working | 376 | 34.2 | 36.0 | 100.0 |
| Total | 1045 | 95.0 | 100.0 | |
| Did not respond | 55 | 5.0 | | |
| Total | 1100 | 100.0 | | |

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 | 64 | 1023 | 1087 |
| Advising | % | 5.9% | 94.1% | 100.0% |
| | Count | 89 | 998 | 1087 |
| Admissions and Records | % | 8.2% | 91.8% | 100.0% |
| | Count | 54 | 1033 | 1087 |
| Bookstore | % | 5.0% | 95.0% | 100.0% |
| | Count | 222 | 865 | 1087 |
| Bursars Office/Tuition and Fee Payment | % | 20.4% | 79.6% | 100.0% |
| | Count | 139 | 948 | 1087 |
| Campus Communications (CougarWeb, Internet access etc.) | % | 12.8% | 87.2% | 100.0% |
| | Count | 277 | 810 | 1087 |
| Financial Aid Office | % | 25.5% | 74.5% | 100.0% |
| | Count | 112 | 975 | 1087 |
| Registration | % | 10.3% | 89.7% | 100.0% |
| | Count | 407 | 680 | 1087 |
| Student Life | % | 37.4% | 62.6% | 100.0% |
| | Count | 206 | 881 | 1087 |
| Testing Center (s) | % | 19.0% | 81.0% | 100.0% |
| | Count | 82 | 1005 | 1087 |
| Blackboard | % | 7.5% | 92.5% | 100.0% |

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

| | | 0 | 1 | Total |
|---|-------|-------|-------|--------|
| | Count | 184 | 902 | 1086 |
| Advising | % | 16.9% | 83.1% | 100.0% |
| | Count | 158 | 928 | 1086 |
| Admissions and Records | % | 14.5% | 85.5% | 100.0% |
| | Count | 111 | 975 | 1086 |
| Bookstore | % | 10.2% | 89.8% | 100.0% |
| | Count | 419 | 667 | 1086 |
| Bursars Office/Tuition and Fee Payment | % | 38.6% | 61.4% | 100.0% |
| | Count | 201 | 885 | 1086 |
| Campus Communications (CougarWeb, Internet access etc.) | % | 18.5% | 81.5% | 100.0% |
| | Count | 591 | 495 | 1086 |
| Financial Aid Office | % | 54.4% | 45.6% | 100.0% |
| | Count | 203 | 883 | 1086 |
| Registration | % | 18.7% | 81.3% | 100.0% |
| | Count | 760 | 326 | 1086 |
| Student Life | % | 70.0% | 30.0% | 100.0% |
| | Count | 368 | 718 | 1086 |
| Testing Center (s) | % | 33.9% | 66.1% | 100.0% |
| | Count | 112 | 974 | 1086 |
| Blackboard | % | 10.3% | 89.7% | 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/program is available are convenient.

1= Very inconvenient, 5= Very convenient

| | | 1 | 2 | 3 | 4 | 5 | Total |
|---|-------|------|------|-------|-------|-------|--------|
| Advising | Count | 35 | 38 | 156 | 253 | 357 | 839 |
| | % | 4.2% | 4.5% | 18.6% | 30.2% | 42.6% | 100.0% |
| Admissions and Records | Count | 31 | 44 | 142 | 271 | 355 | 843 |
| | % | 3.7% | 5.2% | 16.8% | 32.1% | 42.1% | 100.0% |
| Bookstore | Count | 31 | 50 | 157 | 277 | 378 | 893 |
| | % | 3.5% | 5.6% | 17.6% | 31.0% | 42.3% | 100.0% |
| Bursars Office/ Tuition and Fee Payment | Count | 13 | 16 | 64 | 167 | 351 | 611 |
| | % | 2.1% | 2.6% | 10.5% | 27.3% | 57.4% | 100.0% |
| Campus Communications (CougarWeb, Internet access etc.) | Count | 21 | 13 | 57 | 158 | 565 | 814 |
| | % | 2.6% | 1.6% | 7.0% | 19.4% | 69.4% | 100.0% |
| Financial Aid Office | Count | 20 | 21 | 60 | 140 | 214 | 455 |
| | % | 4.4% | 4.6% | 13.2% | 30.8% | 47.0% | 100.0% |
| Registration | Count | 22 | 31 | 111 | 221 | 412 | 797 |
| | % | 2.8% | 3.9% | 13.9% | 27.7% | 51.7% | 100.0% |
| Student Life | Count | 9 | 11 | 30 | 97 | 157 | 304 |
| | % | 3.0% | 3.6% | 9.9% | 31.9% | 51.6% | 100.0% |
| Testing Center (s) | Count | 19 | 21 | 80 | 191 | 345 | 656 |
| | % | 2.9% | 3.2% | 12.2% | 29.1% | 52.6% | 100.0% |
| Blackboard | Count | 36 | 30 | 69 | 178 | 576 | 889 |
| | % | 4.0% | 3.4% | 7.8% | 20.0% | 64.8% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| The hours the service/program is available are convenient-Advising | 839 | 1 | 5 | 4.02 | 1.081 |
| Admissions and Records | 843 | 1 | 5 | 4.04 | 1.063 |
| Bookstore | 893 | 1 | 5 | 4.03 | 1.066 |
| Bursars Office/ Tuition and Fee Payment | 611 | 1 | 5 | 4.35 | .923 |
| Campus Communications (CougarWeb, Internet access etc.) | 814 | 1 | 5 | 4.51 | .892 |
| Financial Aid Office | 455 | 1 | 5 | 4.11 | 1.083 |
| Registration | 797 | 1 | 5 | 4.22 | 1.007 |
| Student Life | 304 | 1 | 5 | 4.26 | .982 |
| Testing Center (s) | 656 | 1 | 5 | 4.25 | .987 |
| Blackboard | 889 | 1 | 5 | 4.38 | 1.040 |
| Valid N (listwise) | 104 | | | | |

The service was provided in a timely manner.

1= Strongly disagree, 5 = Strongly agree

| | | 1 | 2 | 3 | 4 | 5 | Total |
|---|-------|------|-------|-------|-------|-------|--------|
| Advising | Count | 56 | 87 | 206 | 243 | 272 | 864 |
| | % | 6.5% | 10.1% | 23.8% | 28.1% | 31.5% | 100.0% |
| Admissions and Records | Count | 54 | 82 | 175 | 253 | 314 | 878 |
| | % | 6.2% | 9.3% | 19.9% | 28.8% | 35.8% | 100.0% |
| Bookstore | Count | 25 | 49 | 122 | 294 | 427 | 917 |
| | % | 2.7% | 5.3% | 13.3% | 32.1% | 46.6% | 100.0% |
| Bursars Office/ Tuition and Fee Payment | Count | 13 | 11 | 61 | 160 | 383 | 628 |
| | % | 2.1% | 1.8% | 9.7% | 25.5% | 61.0% | 100.0% |
| Campus Communications (CougarWeb, Internet access etc.) | Count | 15 | 13 | 78 | 199 | 535 | 840 |
| | % | 1.8% | 1.5% | 9.3% | 23.7% | 63.7% | 100.0% |
| Financial Aid Office | Count | 33 | 36 | 65 | 132 | 197 | 463 |
| | % | 7.1% | 7.8% | 14.0% | 28.5% | 42.5% | 100.0% |
| Registration | Count | 26 | 49 | 136 | 224 | 393 | 828 |
| | % | 3.1% | 5.9% | 16.4% | 27.1% | 47.5% | 100.0% |
| Student Life | Count | 10 | 4 | 29 | 82 | 183 | 308 |
| | % | 3.2% | 1.3% | 9.4% | 26.6% | 59.4% | 100.0% |
| Testing Center (s) | Count | 15 | 9 | 69 | 141 | 435 | 669 |
| | % | 2.2% | 1.3% | 10.3% | 21.1% | 65.0% | 100.0% |
| Blackboard | Count | 31 | 30 | 105 | 219 | 529 | 914 |
| | % | 3.4% | 3.3% | 11.5% | 24.0% | 57.9% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|-----|---------|---------|------|----------------|
| Advising | 864 | 1 | 5 | 3.68 | 1.200 |
| Admissions and Records | 878 | 1 | 5 | 3.79 | 1.200 |
| Bookstore | 917 | 1 | 5 | 4.14 | 1.019 |
| Bursars Office/ Tuition and Fee Payment | 628 | 1 | 5 | 4.42 | .890 |
| Campus Communications (CougarWeb, Internet access etc.) | 840 | 1 | 5 | 4.46 | .861 |
| Financial Aid Office | 463 | 1 | 5 | 3.92 | 1.231 |
| Registration | 828 | 1 | 5 | 4.10 | 1.072 |
| Student Life | 308 | 1 | 5 | 4.38 | .945 |
| Testing Center (s) | 669 | 1 | 5 | 4.45 | .897 |
| Blackboard | 914 | 1 | 5 | 4.30 | 1.021 |
| Valid N (listwise) | 111 | | | | |

The staff was courteous.

1= Strongly disagree, 5 = Strongly agree

| | | 1 | 2 | 3 | 4 | 5 | Total |
|---|-------|------|------|-------|-------|-------|--------|
| Advising | Count | 35 | 51 | 140 | 229 | 415 | 870 |
| | % | 4.0% | 5.9% | 16.1% | 26.3% | 47.7% | 100.0% |
| Admissions and Records | Count | 38 | 53 | 144 | 228 | 419 | 882 |
| | % | 4.3% | 6.0% | 16.3% | 25.9% | 47.5% | 100.0% |
| Bookstore | Count | 27 | 45 | 117 | 249 | 485 | 923 |
| | % | 2.9% | 4.9% | 12.7% | 27.0% | 52.5% | 100.0% |
| Bursars Office/ Tuition and Fee Payment | Count | 14 | 10 | 66 | 147 | 393 | 630 |
| | % | 2.2% | 1.6% | 10.5% | 23.3% | 62.4% | 100.0% |
| Campus Communications (CougarWeb, Internet access etc.) | Count | 14 | 13 | 94 | 172 | 525 | 818 |
| | % | 1.7% | 1.6% | 11.5% | 21.0% | 64.2% | 100.0% |
| Financial Aid Office | Count | 30 | 38 | 46 | 106 | 242 | 462 |
| | % | 6.5% | 8.2% | 10.0% | 22.9% | 52.4% | 100.0% |
| Registration | Count | 15 | 36 | 115 | 200 | 453 | 819 |
| | % | 1.8% | 4.4% | 14.0% | 24.4% | 55.3% | 100.0% |
| Student Life | Count | 11 | 7 | 30 | 73 | 190 | 311 |
| | % | 3.5% | 2.3% | 9.6% | 23.5% | 61.1% | 100.0% |
| Testing Center (s) | Count | 21 | 20 | 79 | 159 | 395 | 674 |
| | % | 3.1% | 3.0% | 11.7% | 23.6% | 58.6% | 100.0% |
| Blackboard | Count | 22 | 20 | 121 | 192 | 542 | 897 |
| | % | 2.5% | 2.2% | 13.5% | 21.4% | 60.4% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|-----|---------|---------|------|----------------|
| Advising | 870 | 1 | 5 | 4.08 | 1.109 |
| Admissions and Records | 882 | 1 | 5 | 4.06 | 1.124 |
| Bookstore | 923 | 1 | 5 | 4.21 | 1.033 |
| Bursars Office/ Tuition and Fee Payment | 630 | 1 | 5 | 4.42 | .904 |
| Campus Communications (CougarWeb, Internet access etc.) | 818 | 1 | 5 | 4.44 | .882 |
| Financial Aid Office | 462 | 1 | 5 | 4.06 | 1.239 |
| Registration | 819 | 1 | 5 | 4.27 | .981 |
| Student Life | 311 | 1 | 5 | 4.36 | .993 |
| Testing Center (s) | 674 | 1 | 5 | 4.32 | 1.002 |
| Blackboard | 897 | 1 | 5 | 4.35 | .963 |
| Valid N (listwise) | 107 | | | | |

The staff was knowledgeable.

1= Strongly disagree, 5 = Strongly agree

| | | 1 | 2 | 3 | 4 | 5 | Total |
|---|-------|------|-------|-------|-------|-------|--------|
| | Count | 70 | 89 | 143 | 215 | 347 | 864 |
| Advising | % | 8.1% | 10.3% | 16.6% | 24.9% | 40.2% | 100.0% |
| | Count | 34 | 47 | 107 | 238 | 451 | 877 |
| Admissions and Records | % | 3.9% | 5.4% | 12.2% | 27.1% | 51.4% | 100.0% |
| | Count | 25 | 44 | 125 | 243 | 485 | 922 |
| Bookstore | % | 2.7% | 4.8% | 13.6% | 26.4% | 52.6% | 100.0% |
| | Count | 14 | 14 | 64 | 125 | 411 | 628 |
| Bursars Office/ Tuition and Fee Payment | % | 2.2% | 2.2% | 10.2% | 19.9% | 65.4% | 100.0% |
| | Count | 15 | 11 | 87 | 174 | 535 | 822 |
| Campus Communications (CougarWeb, Internet access etc.) | % | 1.8% | 1.3% | 10.6% | 21.2% | 65.1% | 100.0% |
| | Count | 34 | 24 | 63 | 102 | 244 | 467 |
| Financial Aid Office | % | 7.3% | 5.1% | 13.5% | 21.8% | 52.2% | 100.0% |
| | Count | 18 | 26 | 106 | 196 | 475 | 821 |
| Registration | % | 2.2% | 3.2% | 12.9% | 23.9% | 57.9% | 100.0% |
| | Count | 9 | 6 | 34 | 72 | 187 | 308 |
| Student Life | % | 2.9% | 1.9% | 11.0% | 23.4% | 60.7% | 100.0% |
| | Count | 17 | 15 | 73 | 144 | 429 | 678 |
| Testing Center (s) | % | 2.5% | 2.2% | 10.8% | 21.2% | 63.3% | 100.0% |
| | Count | 25 | 26 | 125 | 185 | 534 | 895 |
| Blackboard | % | 2.8% | 2.9% | 14.0% | 20.7% | 59.7% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|-----|---------|---------|------|----------------|
| Advising | 864 | 1 | 5 | 3.79 | 1.290 |
| Admissions and Records | 877 | 1 | 5 | 4.17 | 1.083 |
| Bookstore | 922 | 1 | 5 | 4.21 | 1.026 |
| Bursars Office/ Tuition and Fee Payment | 628 | 1 | 5 | 4.44 | .924 |
| Campus Communications (CougarWeb, Internet access etc.) | 822 | 1 | 5 | 4.46 | .872 |
| Financial Aid Office | 467 | 1 | 5 | 4.07 | 1.232 |
| Registration | 821 | 1 | 5 | 4.32 | .964 |
| Student Life | 308 | 1 | 5 | 4.37 | .961 |
| Testing Center (s) | 678 | 1 | 5 | 4.41 | .944 |
| Blackboard | 895 | 1 | 5 | 4.32 | 1.003 |
| Valid N (listwise) | 103 | | | | |

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 |
|--|-------|------|------|-------|-------|-------|--------|
| Advising | Count | 79 | 81 | 171 | 260 | 302 | 893 |
| | % | 8.8% | 9.1% | 19.1% | 29.1% | 33.8% | 100.0% |
| Admissions and Records | Count | 37 | 62 | 154 | 280 | 384 | 917 |
| | % | 4.0% | 6.8% | 16.8% | 30.5% | 41.9% | 100.0% |
| Bookstore | Count | 32 | 48 | 124 | 320 | 442 | 966 |
| | % | 3.3% | 5.0% | 12.8% | 33.1% | 45.8% | 100.0% |
| Bursars Office/Tuition and Fee Payment | Count | 11 | 9 | 69 | 179 | 389 | 657 |
| | % | 1.7% | 1.4% | 10.5% | 27.2% | 59.2% | 100.0% |
| Campus Communications (CougarWeb, Internet access etc. | Count | 14 | 22 | 88 | 230 | 513 | 867 |
| | % | 1.6% | 2.5% | 10.1% | 26.5% | 59.2% | 100.0% |
| Financial Aid Office | Count | 38 | 37 | 68 | 129 | 214 | 486 |
| | % | 7.8% | 7.6% | 14.0% | 26.5% | 44.0% | 100.0% |
| Registration | Count | 18 | 39 | 124 | 246 | 440 | 867 |
| | % | 2.1% | 4.5% | 14.3% | 28.4% | 50.7% | 100.0% |
| Student Life | Count | 9 | 8 | 33 | 84 | 186 | 320 |
| | % | 2.8% | 2.5% | 10.3% | 26.3% | 58.1% | 100.0% |
| Testing Center (s) | Count | 17 | 14 | 74 | 186 | 411 | 702 |
| | % | 2.4% | 2.0% | 10.5% | 26.5% | 58.5% | 100.0% |
| Blackboard | Count | 42 | 42 | 102 | 274 | 496 | 956 |
| | % | 4.4% | 4.4% | 10.7% | 28.7% | 51.9% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Advising | 893 | 1 | 5 | 3.70 | 1.265 |
| Admissions and Records | 917 | 1 | 5 | 3.99 | 1.105 |
| Bookstore | 966 | 1 | 5 | 4.13 | 1.033 |
| Bursars Office/Tuition and Fee Payment | 657 | 1 | 5 | 4.41 | .858 |
| Campus Communications (CougarWeb, Internet access etc. | 867 | 1 | 5 | 4.39 | .888 |
| Financial Aid Office | 486 | 1 | 5 | 3.91 | 1.259 |
| Registration | 867 | 1 | 5 | 4.21 | .987 |
| Student Life | 320 | 1 | 5 | 4.34 | .960 |
| Testing Center (s) | 702 | 1 | 5 | 4.37 | .925 |
| Blackboard | 956 | 1 | 5 | 4.19 | 1.077 |
| Valid N (listwise) | 113 | | | | |

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

Advising

| | Frequency |
|--|-----------|
| Did not respond | 864 |
| 1 out of the 4 advisors I've met with did not fully explain the answer to my question and I left the campus still confused. She was also very rude. Everyone else has been great, especially the younger lady with the shoulder length brown hair, who is always there. And the younger black guy, he was very helpful as well. | 1 |
| 2 different advisors told me incorrectly the number of classes I needed for graduation. I will now be graduating in the Summer, thanks to their stupidity. | 1 |
| A lot of times they don't know what you specifically need. You have to go to multiple people to find out serious questions about your future unless you get lucky and someone actually cares enough to have learned about it. | 1 |
| A more welcoming attitude for students and more knowledge on degree plans. | 1 |
| Advised me for classes I DON'T NEED. Wasted a semester b/c of them. | 1 |
| Adviser gave no information unless ask question. Felt she did not want to help me. Very rude! | 1 |
| advisers are rude, take a long time to call the next person in line when ALL ADVISERS ARE AVAILABLE. Advisers have no idea of what classes students need to be placed, and advisers are not familiar with the current class programs offered by Collin County. | 1 |
| Advising has no knowledge of the ASL Interpreter program | 1 |
| Advising told me Spanish I was for beginners, it is not. Another visit, advisor suggested an english class, but I had already had it at Richland under different course name but was same class number. I went back the next day after first class to get it changed and she was rude about it. After selecting another english class I was told 35 classes were cancelled and I would have to go to Dean to get permission to join class from another advisor, but when I went to office it was closed and was told wrong room number and was instructed by english dean's office they NEVER give permission for overflow and advising was WELL aware of that. | 1 |
| Advising was overly simple. did not take the time ask my needs, just told me what to do based of my transcript. | 1 |
| Advisor discouraged me from the field I wanted to go into, stating Collin could not provide the classes although they were listed. He said I would need to go to Tarrant County to get the classes for Sign Language. He also said, "I'm glad you're not going into nursing. Everyone is going into nursing!" He tried to persuade me to go into another field although I wanted to study Sign Language. Now I do not know what field to study. He really was not helpful. I also did not like his comment that my math skills need to be improved. I know that math is not my strong point and my scores reflected it. He did NOT need to comment on that. I am 50 years old and am returning to college after being a stay at home mom for 20 years. He did not have to make me feel like math would hold me back! | 1 |
| advisors are always rude and unhelpful | 1 |
| Advisors at CPC are very nice, but know nothing about my major (physics), transferring, or course options. It would be nice if there were a few more advisors with different specialties, as at the other campuses. | 1 |
| Advisors could do a better job of helping students who have validated prerequisites get into more advanced classes. | 1 |
| Advisors don't really do much.. They are very eager to simply fill out that degree plan, and then hand it to me without explaining what my choices were. Gee thanks for this piece of paper that I could have gotten myself online. How about explaining things better instead of trying to get rid of the line (there is ALWAYS a line). | 1 |
| Advisors have given me the wrong information. | 1 |
| Advisors need to point out electives for course of study, help up understand what classes were taking and why | 1 |
| Advisors seemed annoyed to be bothered; did not follow up on meetings when they said they would; no more helpful than a couple of hours with google | 1 |
| Al Gober very helpful. Sorry to hear he had passed. | 1 |
| although advisors are pleasant they are not knowledgeable and information is inconsistent | 1 |
| Although I've tried I have yet to receive any decent advice from advising. Today, as a matter of fact, I noticed my status on Cougar Web has changed to "Non-Degree Seeking" Continuing Education. It's a good thing I'm almost done with my NON degree or I'd be upset. | 1 |
| bad hours, slow service | 1 |
| because was not given enough information on my classes. | 1 |
| can't make appointments with advisors | 1 |
| can get different person to help | 1 |
| Cant ever get a hold of anyone. | 1 |
| close too early on most days as I am an evening student | 1 |
| Couldn't help with my degree properly | 1 |
| depending on who is the adviser and the mood that is how they address my concerns. They are condescending. I have gotten more accurate information with the directors of the programs that I was looking for | 1 |

Advising

| | Frequency |
|--|-----------|
| Depends on which person you get how your service is | 1 |
| did not know where to guide me in a situation of classes not being offered anymore | 1 |
| didn't give too much "advising" instead told me to talk to nursing dept. said the program was very competitive and maybe it was better to go in another direction. I felt discouraged | 1 |
| Didn't know about classes I needed to take | 1 |
| didn't know what government I needed to take | 1 |
| different advisors give different answers to same questions. often cant get any more info than available on cougarweb | 1 |
| Don't really have a clue about ANYTHING | 1 |
| Each time I speak with an advisor they are not helpful and seem to not know very much about classes/programs. On more than one occasion I have received different answers for the same very important question. | 1 |
| Every question I had was answered. | 1 |
| Every time I have been at advising office (4 -5 times) I get different information about what classes I need to take or what path to follow. I can't trust advisors any more. | 1 |
| every time i visited advising each person gave me a different response, i am very unsatisfied due to the fact that because of themit is taking me longer to graduate, the inital meeting I indicated that I wasnt to major in Biology, they did not advise me to start with math and science classes so I saved them for last therefore that put me behind, VERY UNHAPPY!!!! | 1 |
| Everytime I have spoken to someone I get a different answer to the same question. | 1 |
| Everytime I went to see them they were extremly rude and really no help | 1 |
| feel like they don't care about my academic career, not very nice, rushed | 1 |
| Financial Aid office was slow to respond to emails, | 1 |
| First visit prior transcripts were reviewed but was told to complete form in order to have hours transferred | 1 |
| For students that work fulltime the lines and wait are always too long to get serviced before class even if you leave work early. | 1 |
| frisco campus advising is not set up well. neither frisco or mckinney was very polite and not very helpful | 1 |
| Gave me information I asked for, seemed unsure about giving additional information. | 1 |
| Generally the staff is rude and does not seem to care about the student's welfare | 1 |
| Good | 1 |
| great experiences here | 1 |
| guidance was not specified to my needs | 1 |
| Had two differnt ladies and they , one was very helpful and the other wasnt worth waiting for | 1 |
| Have only used this service once, staff was nice, the wait time took WAY to long, which was very frustrating. | 1 |
| He/She dose not spent enough time | 1 |
| Helpless | 1 |
| Honestly, fire them all and hire people who WANT to help others and WANT to work! So apathetic-rarely smile. They can't be through with you fast enough so why are they there?!?! | 1 |
| Horrible advise on which classes to take. | 1 |
| Hours are not late enough and long lines | 1 |
| I'm almost always turned away when I ask for advice... It's awful. (SPC) | 1 |
| i've been out of college for 20+ years. I asked for help on which classes transfered and which still needed to be taken; they handed me a paper of the courses and told me to follow that. I still didn't know which of my pervious classes from 20 years ago would count toward my feild of study and what I still needed to take to get my diploma. | 1 |
| I've had to do additional research advisors may have over looked, regarding required GPA for certain degrees. I may have to take some courses over. | 1 |
| I am an AS major and was given info to complete my degree for an AA major. That would have caused me to take 1 more class that was not required and miss one that I needed.I also think advising should be honest with future nursing students that you need straight A's and NO repeats to actually be accepted into the nursing program. | 1 |
| I currently go to UNT as well as taking 1 class at Collin. I had gone to various advisors and they told me I had to take certain classes for my major. UNT did not accept those classes. | 1 |
| I didn't have to take core classes to transfer to a 4 year college, I have not had all of my credits given, I didn't have to enroll in the remedial math, I have been given NO advising how to get the best degree, in the fatest way, to continue on to law school | 1 |
| I don't feel that the advisors really guide you and give you the appropriate information and guidance that you need. | 1 |
| I don't like having to stand in line for hours | 1 |
| I felt I was given just enough information to get me out so they could move onto the next person. They gave me information I had already found online, and didn't seem to want to give me more. Waste of my time. | 1 |

Advising

| | Frequency |
|--|-----------|
| i felt that for freshman that was 38 years old that had never been to school they could have explained things better like working full time do not go to school full time, orientation for freshmen things like that have a checklist of things a freshmen should do to ge ready for college | 1 |
| I felt welcome. | 1 |
| I found great advice from the people there | 1 |
| I got the info I needed to pick another degree and get going in short time. | 1 |
| I got the wrong info from several advisors who knew jnothing about specific majors. It's just too SLOW at the beginning of the semester. | 1 |
| I had an appt but the adviser wasn't present and no one could tell me where he was. | 1 |
| I had requested something from advising in October 2011, and received it in February 2012. | 1 |
| I had to go to their dept. head to get help. She was wonderful; they did nothing for me and didn't want to. | 1 |
| I have always been in and out quickly, with the knowledge that I was seeking | 1 |
| I have had good and bad experances with advising. It all depends on the advisor you get to see. | 1 |
| I have numerous times gone to the advisors and each time I go; a different advosir gives me the wrong dates, times, class scedule everytime. They have made me miss out on deadlines, and missed up my whole schedule. Everytime I go i recieve different information between them. How am I supposed to know what to beleive when 2 different advisors tell me 2 different deadlines, or plan etc. I have been attending this school for 2 years and it makes me very upset to know that this issue happens everytime I go in. It honestly makes me wish I attended a different school. This issue needs to be fixed. | 1 |
| I have previously in the past years been advise to take classed that was not needed nor recommended for my course of study. Such as Humanities. The other is I only needed to take one or the other when it came to Psychology and Sociology, and was told I needed both. These mistakes actually set me back a semester because I could have taken other needed classes in their place. | 1 |
| I have used advising twice in the two and a half years I have been at Collin. I will never use them again. I got behind a semester because two different times I was told the wrong class that I needed to take for my major. I have no confidence in the advising staff at Collin. | 1 |
| I realize during peak times the office will be busy and it will take time to be called on, but when I am the only one in the room and there are two people behind the desk both looking at their computer I feel ignored. If you are otherwise occupied at least acknowledge my presence in the room and tell me you will be with me when you can. This has happened almost every time i've walked in there. | 1 |
| I spoke to Elaine Stewart, who was extremely nice and helpful. | 1 |
| I think that the people who work in advising could work through student issues more quickly, and be more friendly. | 1 |
| I was advised that the transfer math course I had was sufficient for the AS degree plan...they lied. Now I have to take another math course, and I wasn't warned until my final semester that it was not eligible for use in the AS degree, even though I checked multiple times throughout my 3 semesters at Collin College. | 1 |
| I was advised to take classes I didn't need and that where inconvienent time wise for me. | 1 |
| I was given the wrong information about courses relative to my degree plan. Also, not enough info given to me. The advisor, who I met with was rude. | 1 |
| I was given wrong information on several occations and the advisor was very unfriendly. It was easier to research and find the information on my own. | 1 |
| I was satisfied, but they seem to be overloaded. | 1 |
| I was told that I just needed to get an AA and not the AAS in child development. Even through I work in a child care center and want to teach. I didn't find that information to be helpful at all. It was upsetting to me. | 1 |
| I was unsatisfied as I submitted a form for someone to review my transcripts and never heard back. I will resubit the form at a later date. | 1 |
| If you don't know what to ask for it is difficult to get help. Unlike some, I always heavily investigated what I needed before I went in for help. The staff, though very friendly, aren't always helpful if you don't know exactly what you need. | 1 |
| In the past the receptionist in advising was very rude but I have not seen her this semester. | 1 |
| Inconsistent advisement some of the advisers all excellent but most can't. Provide advise outside what's on the screen they are lreviewing | 1 |
| Incorrect information was provided on several occasions. | 1 |
| Informed me only of what HER daughter had done not what was best for me. Not many options given. | 1 |
| It is very difficult to get helpful information. You get the sense that they do not really care about you and just want to move on to the next student in line. Only a few seem very knowledgeable. | 1 |
| It seems like they try to get you what they need to & then they rush you out. It's not very informative. | 1 |
| It seems like unless you go to the McKinney Campus no advisor seems to have the correct information.. it is VERY frustrating | 1 |
| It seems to be like a fast food chain, you ae in and out without hardly any feedback. (just another number) | 1 |

Advising

| | Frequency |
|---|-----------|
| Kelly Smith head adviser for Cyber Security | 1 |
| Kinda hard to get same information from two different people | 1 |
| Lack of constant guidance/knowledge in degree plans | 1 |
| Last time I went in for advising, I waited for 2 hours for 5 minutes of 'advising'. The advisor shuffled me through and never really helped me. | 1 |
| Last time I went in, the lady I spoke to knew next to nothing about what I was asking and everything she told me was things I found out off the website. | 1 |
| Left feeling uncertain about specifics, felt rushed. Unsure about what to register for to get on course. | 1 |
| Limited office hours of advisor, Location of advisor. | 1 |
| Lines are frequently very long. More advisors would be helpful. | 1 |
| Lines are ridiculous and staff could be nicer. Maybe more advisors would help | 1 |
| Lines are so long and rude service usually follows | 1 |
| lines take way too long | 1 |
| Long lines | 1 |
| long wait | 1 |
| Long wait for minimal service, most advisors were not knowledgeable of the topics | 1 |
| LONG wait times to see an advisor | 1 |
| long wait, staff seemed really bored, not very knowledgeable | 1 |
| luck of paying attention to small detail. slow service. | 1 |
| Most advisors print things off the internet and hand it to you. They mean well, but they're not knowledgeable. I'm better at researching this on my own | 1 |
| My expectation of an advisor is to help me make the best decisions for my selected program. Upon me standing in line for a long period of time, I do not expect for them to say go to your cougar web and do a student audit to determine the remaining classes you need, then register on a computer.NEXT! Take the time to talk with the students to find out what type of person they are in regards to being a student. The results of the surveys should matter and taken into consideration how the students feel. The advisor who handles the dual enrollment for highschool students. Has the worst attitude and it makes perfect sense since why students are shy about attending the program. Bottom line is you could use the survey info to determine the teaching style of professor and share that with these advisors so that students can make better choices when selecting a class. | 1 |
| Need to have more information and be more helpful. | 1 |
| Needs a better system to monitor academic progress. Very poor. | 1 |
| needs improvement on customer service and lines get to long | 1 |
| Never had a problem. | 1 |
| never told me that i had one class left to get my associates so i could have been done in the fall of 2011 or taken it in wintermester 2011 | 1 |
| no communication | 1 |
| No one seems to know what they are doing and they are rude about it. | 1 |
| No one there knows anything. | 1 |
| None of my credits transferred from the previous community college and there was no explanation as to why. | 1 |
| Not enough people working the desk during obvious times it will be busy (beginning of semester). | 1 |
| not helpful with giving direction towards degree plan | 1 |
| not knowledgeable or helpful, and not enough people working, pass you off | 1 |
| Not sure everyone is on the same page. get different answers each time i speak to someone | 1 |
| Not very helpful, you have to know what question to ask, they do not offer any help | 1 |
| Not very personable, or friendly. Treated more like a number, rather than a person. Was not offered very good advice, and I ended up wasting time on classes I shouldn't have been taking. | 1 |
| Not very well organized. slow . The thought of advising office exhaust me before I even begin | 1 |
| Occasionally there is an uninformed staff member. Hard to get the same information twice. | 1 |
| On the three times I have been in there they are no happy to see a student, are not helpful, and a times just rude. They act as just gatekeepers rather than actual advisors for academic success. They don't seem to get along with each other on that row and don't speak to each other or the students in a professional manner. I was shocked. The rest of the campus doesn't seem to have that negative vibe. I hope I never have to go in there again. | 1 |
| one advisor would tell me one thing and then another advisor would tell me otherwise | 1 |
| One of the staff member at the front desk is VERY RUDED. Gives out incorrect information | 1 |
| Online advising is very inconvenient and ridiculous to try to use. | 1 |
| only used it once, but they were very helpful | 1 |

Advising

| | Frequency |
|--|-----------|
| Overall they are great, but I do feel that they are not taking time to slow down and answer questions. My degree plan is confusing but I'm uncomfortable going there and asking the questions that I need to. | 1 |
| Poor customer service. They take their time and are rude. | 1 |
| pre-med advise | 1 |
| Preston Ridge advisors are not helpful and do not know much about nursing program | 1 |
| Provided great service and understanding of degree requirements | 1 |
| Providing contradictory information. | 1 |
| Questions answered and advice given in timely and thorough manner. | 1 |
| Ratio of counselors to people was bad | 1 |
| Received different answers to my same question every time I went...stayed confused | 1 |
| Rude | 1 |
| rude, did not offer options or appear helpful | 1 |
| rude, unempathetic, uninterested | 1 |
| Seem rushed, not particularly interested, etc | 1 |
| Seemed like a waste of time, because you can get the same information online, rather than standing in line to wait for someone that can't really help you | 1 |
| slow response time | 1 |
| Some advisors are wonderful while others are just not right into their jobs | 1 |
| Some advisors did not give correct advise for pre-med | 1 |
| some of them mislead you on what classes to take..and sometimes you dont need them | 1 |
| Some of these people have no idea what they are talking about, they set me up with classes that I didn't need to take for my transfer into TWU. Currently I am taking two electives that I didn't need to take becuae I have enough. This is not the first time this has happened. | 1 |
| Sometime they will give you the wrong information as what course to take. | 1 |
| Sometimes I felt like I was bothering the Student Advisors. As a new student, some of my questions could have been self-explanatory, but guidance was needed and I felt like they gave me that, just not politely. | 1 |
| Staff could be better informed | 1 |
| staff is not knowledgeable about asl program | 1 |
| Staff was unfriendly and impatient. | 1 |
| Staff was unhelpful and sometimes rude about it. | 1 |
| Staff were very informative and gave me personalized attention | 1 |
| Takes forever just to get in to see them at PRC. Also when I saw them they did not tell me anything new that I couldnt figure out on my own. Some are better then others and willing to help more. Some just want to get you in and out. | 1 |
| takes too long to get in | 1 |
| The advising staff has given me bad information on more than one occasion and all but one of the staff has been rude and very unfriendly and made it seem as though they had better things to do. | 1 |
| The Advisor I spoke with knew very little - I knew more than she did, and I truly (sadly) wasted my time waiting in line. I decided to just handle my own affairs after that. | 1 |
| The advisors , with the exception of a select few are terrible. I have , received poor, false advice from them more than once. It's like they pulled people off the street and called them advisors. | 1 |
| The advisors don't give any advice. They simply start what is in the record. There is really no effort on their part to help. | 1 |
| The advisors don't seem to know what's really going on | 1 |
| The bookstore employees do NOT care how slow they are... or how friendly they are. PLUS... not everyone who goes to Collin is a size 3, they might sell more T-shirts if they had realistic sizes. | 1 |
| The counselor was courteous and answered all my questions fully. | 1 |
| The first couple of people I talked to could not provide information on double majoring in science related fields. | 1 |
| The information received is not consistent - Advisors are not on the same page. You can get different information from various Advising personnel on the same subject matter. | 1 |
| The information that I was given was not correct on more than one occasion | 1 |
| The lady I spoke to was helpful, but not very friendly. Felt like a number and rushed through. | 1 |
| The Lady that I keep getting is ALWAYS no help, and not very informative and has lack of emotions. | 1 |
| The longest/slowest moving line I've ever had to wait in. There are never enough advisors, even on the slowest days. However, every advisor I've seen seems fairly knowledgeable. | 1 |
| The male staff did not seem to be very helpful, only providing very broad advice, did not ask any questions as to have a better understanding of my predicament, but was very vague in "trying to help". | 1 |

Advising

| | Frequency |
|--|-----------|
| The staff have always been kind and helpful. | 1 |
| the staff seems confused at times and they tell you 2 different things | 1 |
| The staff was almost always rude and acted like they were annoyed. They only advice I ever received was to check online. | 1 |
| The wait time to see ad advisor is too long but once I get an advisor I've been pleased with the level of service | 1 |
| The waiting time in lines can be so long, sometimes you wait hours for a simple question. | 1 |
| there was one particular advisor that was so rude and did not help at all. | 1 |
| They always give conflicting answers when I go back and see a different person. | 1 |
| they are always in a bad mood and are not happy to help the students at all! | 1 |
| They are not aware of requirements and are rude. | 1 |
| They are not clear on some of the information they provide to students. | 1 |
| They are not there to help you sign up for your classes or even help with what may transfer to the college you are planning on attending in the near future. Everything about Collin College is amazing except for the advisors. I have found it more helpful to contact the 4 year college I an planning on attending rather than contacting Collin's advisors regarding school questions. | 1 |
| They did not seem to look into my options. Maybe I did not express what i wanted enough. | 1 |
| They do not know what they are talking about and lie quite often | 1 |
| They don't have much information to help you transfer. | 1 |
| they don't know what they're talking about and tell you the wrong things which cost me money but don't do anything towards my degree | 1 |
| They don't know what they are talking about and they are telling me to take classes that I already took. I would really like for them to actually work with me on my classes, rather than me trying to figure out what classes I have to take! | 1 |
| They don't know what they are talking about, give you the run around, transfer you on the phone until somebody just hangs up, don't actually KNOW about the degree programs the school offers, don't have any information about transferring I couldn't have figured out on the website, and generally don't tell me anything I couldn't find on the website and when they do give me information, it is approx. 40% time incorrect for my degree. | 1 |
| they dont seem like they care in helping you with what you personally want to pursue. | 1 |
| they dont tell you what you need in your degree area | 1 |
| they had to ask others how to help with my questions since they were specific to my degree. they did not know much about what classes and when they take place. | 1 |
| they have given me a different answer each time. i feel lost with their advice. i'll try them one more time. it's always a wait, even when no one is there. i feel it's like a joke. | 1 |
| they have no idea what they are talking about. makes you take classes that are not required | 1 |
| They make extra work for dual credit students. | 1 |
| They never really tell me what I want to know and they are always rushing you | 1 |
| they never seem to know anything. when you ask what classes you should be taking for a certain career they say I don't know and hand you a sheet of the basic requirements for college. I feel like it is a joke and I can't wait to leave this school and go somewhere where they actually are helpful and care. | 1 |
| They went out of their way to help answer my questions. Very helpful and nice to work with. They didn't make me feel stupid for asking the question. | 1 |
| They were not very knowledgeable about veterans issues with degree plans and getting payment for them | 1 |
| They were very pushy about when I needed to take certain classes even after I told her that I couldn't take them at that time. It was frustrating. | 1 |
| This should be the most supportive service in the school. Instead, the advisors are rude, impatient, and irritable. Maybe they're overworked and underpaid? | 1 |
| timely fashion, would prefer to see Collin use an Advising method based on last names or degree specific. I have a typed Memo and portfolio I compiled for a technical business writing class in regards to the Advising process if interested in reviewing I will gladly email someone the copies. | 1 |
| too slow giving service | 1 |
| Took an extremely long time! | 1 |
| Transfer student advising was not very helpful and I had to figure most everything on my own. | 1 |
| Twice was told inaccurate classes to enroll in | 1 |
| Very few Advisors, when there are too many waiting | 1 |
| Very helpful | 1 |
| very helpful employees | 1 |
| Very informative | 1 |
| wait was really long even though there were not many people in the wait area. Also, at that time there were a lot of employees not with any students | 1 |

Advising

| | Frequency |
|--|-------------|
| Waited in line a very long time, was inconvenient and time consuming, considering I only spoke with an advisor a fraction of the time I waited. | 1 |
| Waiting time | 1 |
| Want flexible time and email support | 1 |
| was advised to basically take the easy way out. did not ask ?'s about my goals. did not seemed interested in helping. | 1 |
| Was not very courteous when I visit. | 1 |
| When discussing academic plans, there seems to be a misunderstanding of goals for information. Most of the time they seem more interested in just getting to the next student instead of discussing plans. | 1 |
| When I decided to attend college for the first time in my life., I went and followed all of the instructions on the college page. Visited the college and waited for several hours to finally speak with an advisor who offer no input, about how to help me decide what core classes to take or sugest the different carrers available according to my interest. I visited the advising office several times with out progress. They only recommended for me to look in the web and basicaly find the information on my own. I was very dissappointed, but determined to go to college and get a higher education. So, at this time my husband and I made a prrogram to follow to finish at least one of the associate degree's located in the web-site. I would have appreciated someone to take the time to provide more guidance and depending on my habilities and what I like to do, suggest the best carreer for me and I would have had something to go by. Thanks for asking. | 1 |
| When I decided to try to finish school the advisor I met with was very lackadaisical; I explained by situation and reason for wanting to complete a degree but since it is not a necessity for my future financial security she said, "Get a hobby." | 1 |
| When I visited the advising center the person I spoke to was rude and did not know how to properly advise me on who to contact. I was given a contact number to an advisor at another campus who directed me back to advising at the Spring Creek campus where I started out in the first place. | 1 |
| Would have been very satisfied, but I didn't understand why it says there's a biology major on the website but then the advisor told me there isn't. | 1 |
| wrong information, always felt like I was having to beg for info | 1 |
| You can never get anyone on the phone, you have to go in person..sometimes there is no time to go in person and wait all day in line | 1 |
| You wait forever, then get pushed along like you don't exist, makes you feel like you are wasting their time | 1 |
| Your ad using structure makes me feel hurried and uninformede man | 1 |
| Total | 1100 |

Admissions and Records

| | Frequency |
|--|-----------|
| Did not respond | 967 |
| A little slow and impersonal. | 1 |
| Admissions often has long wait times/lines, only to discover after waiting 1+ hours that the service needed is not being offered/available that time | 1 |
| Admissions records are just as rude and careless of who is wating in line, the dress up EXTRELY UNAPPROPIATE FOR THE JOB (flip flops, sweat pants and smell like they have not bathed in days). They are rude and take a long time to call students, I've seen them talking to each other about personal problems for as much as 10 minutes with out caring to check the number of students waiting in line. | 1 |
| Again, the staff is quick to help, and knowledgeable about my subject | 1 |
| Always quick | 1 |
| and when they did respond, responded to questions that weren't asked, | 1 |
| Asking for a lot of documentation like paystubs for a whole year. Previous education, overseas, is not considered in admission. | 1 |
| bad hours, slow service | 1 |
| Can misinform you. Can be a real mess to straighten out. | 1 |
| close too early on most days as I am a evening student | 1 |
| Communication could be improved | 1 |
| Confused about what to do when there is a registration error, rushed | 1 |
| Did not correct my paperwork needed for registration | 1 |
| Different people give out different information. | 1 |
| Don't know what they are doing most of the time | 1 |
| Dont explain | 1 |
| Everyone has always been nice, courteous, and helpful. | 1 |
| everyone is so rude. | 1 |
| Fast and to the point. Send out transcripts in a timely manner | 1 |
| First visit prior transcripts were reviewed but was told to complete form in order to have hours transferred | 1 |
| For 9 months they said they were working on my transcript review, when in fact they did not have them. | 1 |
| Gave me wrong info. | 1 |
| Gave same information more than once I seemed to get lost in the shuffle took over two weeks to get down did everything over Internet email and phone | 1 |
| great people very helpfull and friendly, but only answer the questons on admissions | 1 |
| Had to request records more than once. Staff was not very helpful or friendly. | 1 |
| Had to write my congressman, get notes from doctors, contant emails, just to prove I was a Texas resident when I had everything I needed to prove it. Was a pain in the butt | 1 |
| Having issues getting 2 core classes from Texas Tech transferred. Taken over 3 months so far, and still does not appear on transcript despite 3 visits to the campus to speak with staff. | 1 |
| Helpful | 1 |
| Helpful and quick staff a plus. | 1 |
| I changed my major in January and still have not seen it change on Cougarweb. | 1 |
| I feel like i'm always in the wrong spot. I wait for 20 minutes to speak to someone and they tell me that isn't their department so I need to re-sign in and wait for another person in the same room who can help me. I've looked for a paper that outlines what falls into each category but i haven't found a clear answer. I also feel like i've been shuffled back and forth between the two offices more than necessary because "We don't handle that. THEY do." When everyone says this i'm just wasting my time. | 1 |
| I felt like when in the beginning of the semester they took there sweet time and didnt care out mine. Had they been a little nicer i wouldnt mind. | 1 |
| I felt very unwanted. | 1 |
| I generally felt it took an unreasonable amount of time to process my application. | 1 |
| I had various issues from transcripts to out-of-state charges to rectify. I received a different answers to the same questions depending on the represenative along with poorly executed customer service knowledge. | 1 |
| I have a transcript to which I am being told they need that really will never make a difference and is past the 5 year mark of even being able to be used. Frustrating that I have to have this. | 1 |

Admissions and Records

| | Frequency |
|---|-----------|
| I have been having residency issues, they are rude, don't listen, there is no compassion, and they don't really care because its not their money! | 1 |
| I never received any contact notifying me that my records were received and why 30 credits from a previous institution did not transfer! | 1 |
| I would need to call to tell what a disaster this process was. It was a MESS and could not get anyone that knew what was going on. If I didn't live so close to Preston Ridge campus, tuition is very reasonable and I graduated from CCCC, there is NO way I would have returned after all of that!! If you want more information, My name is Joni Wilson. I graduated May 2001 and my phone number is 469-358-0292. | 1 |
| Incorrect answers | 1 |
| Incredibly long lines for admissions.. wait longer than two hours | 1 |
| It always takes half an hour to an hour to speak to anyone in admissions. I had to wait almost an hour and a half (and make two trips) to fix a form on which my parents had not specified "she IS taking dual credit" as well as "she is allowed to take dual credit." | 1 |
| It seems to be like a fast food chain, you ae in and out without hardly any feedback. (just another number) | 1 |
| It takes too long to get through the line | 1 |
| It took several requests to get my transcripts correctly entered. | 1 |
| It was an easy experience and the staff was kind. | 1 |
| Its complicated (in person) and takes forever | 1 |
| Lines are frequently very long. More counter help would be helpful. | 1 |
| lines take way too long | 1 |
| Long lines | 1 |
| long lines, long wait time | 1 |
| long lines, very slow to send transcripts | 1 |
| Long lines, which is understandable, but they move very slow and are very unfriendly | 1 |
| long wait | 1 |
| Long wait time | 1 |
| LONG wait times to see an advisor | 1 |
| long waiting time and need to consider open Saturday hours | 1 |
| luck of paying attention to small detail. slow service. | 1 |
| Miscommunication last semester almost cost me an F due to misinformation/miscommunication when it came to withdrawing from an ACCT class within the first week of school. I proceeded to withdrawal on line and was under the assumption I had done so because when I clicked the class to drop nothing popped up directing me to go in person to the admissions office in order to withdrawal. It listed as dropped and directed me back to the home page. | 1 |
| nasty attitudes | 1 |
| needs improvement on customer service and lines get to long | 1 |
| No problems with the admission process. | 1 |
| Not helpful resolving issue with transcripts. as a result I may not be able to take a summer class which is completely unacceptable. | 1 |
| not long wait | 1 |
| Nothing is done in a timely manner and they are RUDE. Plus they lose paperwork. | 1 |
| one lady is not very friendly at all | 1 |
| One person helping everyone? | 1 |
| Overall good experience, did have a problem with records being sent to TWU, but I do not know which side the problem may have been on. | 1 |
| People at behind the counter specially in Frisco campus, does not know how to address questions and does not know anything about talking private on a soft manner. It seems that once they were hired, they got complacent and could care less about the services they are providing. | 1 |
| Poor customer service. | 1 |
| quick, precise, friendly, volunteered information | 1 |
| Quite the staff. Got the job done, but it was a little dramatic. | 1 |
| Refuse to let you speak to her supervisor. The customer service is horrible. | 1 |
| rude and inconsiderate at times | 1 |
| Rude Asian woman, the rest are nice. Lines are okay. | 1 |

Admissions and Records

| | Frequency |
|---|-----------|
| Same as above | 1 |
| same as advising | 1 |
| Seem to be missing my records . I've been asked for the same thing 2 or 3 times | 1 |
| sent around in circles between people, long wait time, | 1 |
| She was unsure of the course I had taken (mentioned above) and was going to get back to me after speaking to the dean...she did neither. Irritating and annoying are words I use to describe this encounter, and these are not nearly as strong of words I would normally use. | 1 |
| slow, not enough people working | 1 |
| Slower than molasses moving uphill in a snowstorm. | 1 |
| Some members are just great, while others are either too tired, or just dont really have interpersonal skills | 1 |
| Some of the office workers treat students like we are lesser beings, I've tried to ask an older woman in there once a question and she snorted, sighed and dragged herself to respond as if I had insulted her intelligence or worse, I was some kind of small, impish child who had been sent to mock her in an iternal torment. | 1 |
| Some of the women are rude and I can tell they dont want to be there | 1 |
| Staff is very rude, not very knowledgeable. It has taken me two to three hours for very simple transactions. I do not mind waiting but when the staff is rude and very unfriendly , I have a problem with that. It seems that the staff has forgotten that the reason they have a job is because of their students | 1 |
| staff somewhat rude and unhelpful | 1 |
| Staff very arrogant and don't give supportive answers | 1 |
| Staff was unhelpful and sometimes rude about it. | 1 |
| super nice helpful people | 1 |
| Takes forever just to get in to see them at PRC. Knowledgeable. | 1 |
| takes forever to get changes in major/degree plans etc... processed | 1 |
| Takes to long to get copies of transcripts when it appears peopole are just talking about non related work stuff | 1 |
| Takes too long to see someone | 1 |
| The amount of time you have to wait just to ask someone a single question | 1 |
| the lady working the front desk was very rude and made comments about stuff that she did not know about I will only visit when absolutely necessary | 1 |
| The new law about the vaccine made it a little difficult | 1 |
| The staff has always been very rude to me! | 1 |
| The staff made sure I knew what had and hadn't been turned in yet. | 1 |
| The staff was friendly, professional, courteous, and both helpful and willing to help. | 1 |
| The wait is far too long. Most of the things should be able to be handled on line. Like address changes, submitting proof of whatever; etc. | 1 |
| The waiting time can be too long. | 1 |
| There is a mistake on my record. | 1 |
| they are always in a bad mood and are not happy to help the students at all! | 1 |
| They are extremely slow, are not very helpful, and are rude a majority of the time. | 1 |
| They are usually very nice and somewhat helpful. | 1 |
| they are very general, and rarely know specifics even while they are looking at your account. | 1 |
| Spring creek people are snobs and rude. | 1 |
| They do not explain the appeal process to you nor advise you that there is one, if you should need it. They also don't help with assisting on classes to help you obtain your degree. You have to go in there knowing. | 1 |
| They do not know what they are doing nor do that want to learn how to do there job. | 1 |
| They do their job but seem to care about getting people through. | 1 |
| They should be more available especially during peak seasons. | 1 |
| They should have a better way of calling the next person. | 1 |
| they should understand from student point of view and be courteuous to them. some of them very rude.. i dont see them any more.. | 1 |
| They told me I couldn't register for a class.. They helped me @ advising office | 1 |
| Told me wrong information multiple times | 1 |
| Told something different depending on the person I went to | 1 |

Admissions and Records

| | Frequency |
|---|-------------|
| took too long to see someone | 1 |
| Typically I get different answers to the same question at each campus. | 1 |
| Very courteous and made it easy to do all I needed to in order to start when I wanted to. | 1 |
| Very friendly staff member. Did not feel rushed at all. | 1 |
| very friendly, but seem a bit incompetent (lost my re-application and I had to re-do it all over again. Seems to me I had some issue the first time I applied to Collin too, but cant' remember what it was. makes me lean toward going to another college). Also, seems like there could be a much more efficient system for handling the long lines at the beginning of the semester. maybe an "express line" for quick questions and separate lines for separate issues? | 1 |
| Very helpful | 1 |
| Very helpful and even though the lines are long they still helped me. | 1 |
| Very Helping With Everything That Goes On In This Section. | 1 |
| Very rude and difficult to speak with anyone who has any idea of how things run. Very unprofessional. | 1 |
| Very rude and not courteous. | 1 |
| VERY RUDE!! | 1 |
| Very slow. I often feel like a ping pong ball between admissions and advising. Having to go to admissions is exhausting before you even begin | 1 |
| Very surprised that if I took the time to get my transcript from another college that they did not evaluate the transcript and that it would take months to happen | 1 |
| waiting in the lines take forever. | 1 |
| When I called the office, I never spoke with a live person; however, the e-mail response time was good. | 1 |
| Women at the front counter could not intelligently answer question but were in fact incredibly rude with what answers they could provide. Having been a manager for several years I find this type of behavior unsatisfactory and indicative of someone who is not pleased with their job. If I were their supervisor I would find their replacements and quick as it makes the rest of those who enjoy their positions and working for the school look bad. | 1 |
| wrong info given, lots of running back and forth because everyone kept telling me I needed different paperwork. too many employees on personal cell calls while students wait in line | 1 |
| Total | 1100 |

Bookstore

Frequency

| | |
|--|-----|
| Did not respond | 969 |
| 1. The staffs gave me the wrong books; 2. Some books are only available at the campus where the office of the teacher who is teaching the relating course is located; 3. When students go to pick up some books, they have to wait for a staff to serve them and hand them the book. I understand this method is probably for preventing theft. But does it slow down the business activity? Also this method makes students uncomfortable.I have been in PCC, CPC and SCC. In my opinion, the bookstores are the most inefficient department of Collin. | 1 |
| A book I needed was unavailable a few weeks before classes started and I did not get it by the first week of class. A person on staff told me the books I needed were new and so could not be purchased anywhere but the college bookstore, which was not true. The staff never knew when books were coming in. However, most of the staff was very nice and tried to be helpful. | 1 |
| Again, the lines are too long | 1 |
| Always staff around to assist students quickly | 1 |
| Best experience of the whole college. | 1 |
| books are way expensive especially if you dont have financial aid | 1 |
| Books are WAY overpriced and bought back at 1/4 the price? Borders on unethical. | 1 |
| Books arrive after classes have started. Wrong books ordered. Staff uncertain about which books are required for classes. | 1 |
| Books sometimes not available or enough supply ordered. | 1 |
| Bookstore is great except many of the cashiers are rude. | 1 |
| Bookstore is overpriced and some "custom Collin" books are exactly the same as the generic class book. Service is prompt and the staff are helpful. | 1 |
| business hours could be extended a little bit more | 1 |
| close too early on most days as I am a evening student | 1 |
| Closed too early | 1 |
| Closes at 5 on Preston campus and needed scantron for 5:30 class. | 1 |
| convenient | 1 |
| could be more friendly and welcoming | 1 |
| Ended up buying two different books for one course because I could not get a straight answer. | 1 |
| Excellent customer service | 1 |
| FIRST DAY OF CLASS VERY OVERCROWDED | 1 |
| For those who don't get off work until 530p, park central hours don't work. | 1 |
| Friendly and knowledgable | 1 |
| Friendly, wish there weren't so many custom books that just increase the cost of college. | 1 |
| Generally short on materials and the hours at the PC store make it damn near impossible to get what you need. There are a ton of night classes at that campus but it is closed SEVERAL hours before they start, rendering it inaccessible to that group. | 1 |
| Going around to each campus for books isn't helpful, especially when told the other campus will have it. | 1 |
| Good | 1 |
| good stuff | 1 |
| great staff exsept one young lady about 25 years old, who is rude and gives hard time to students | 1 |
| having a bad back.. standing in long lines is very painful | 1 |
| Hours are not convenient, personnel not helpful at Spring Creek campus | 1 |
| Hours not convenient for people who work 8-5 | 1 |
| hours not good for students that attend in the evening | 1 |
| I can't say they're terrible, but I really don't enjoy being, to put as inoffensively as possible, being ripped off and in real life, I don't shop at establishments that do not allow returns | 1 |
| I can get textbooks online much cheaper | 1 |
| I havent been there in a long time | 1 |
| I just wish I couldd see some familiar faces, everyone seems to be new every semester, wish I could work there. Sometimes it seems I can find a book faster than the employees | 1 |
| I love having the information about what books I will need & the cost. The bookstore is great. I can go online and immediately have the information I am seeking | 1 |

Bookstore

| | Frequency |
|--|-----------|
| I waited for 3 hours to get thru the Financial Aid line only to met with snotty people, you need a better system for F.A. | 1 |
| I went through the Plano Bookstore, but classmates of mine that went through the one in McKinney were given the wrong books for Psychology Human Sexuality. I had to wait on a comp book called "good reasons with contemporary arguments" which was fine, but none of the employees at McKinney could give me simple information such as a name, or the ISBN # and such. Just seemed unorganized and unsure of their own actions. The Plano campus's bookstore was very helpful and knowledgable. | 1 |
| I work full time, if the book store had more extended hours it would help me. | 1 |
| If the staff can be more professional & curteous | 1 |
| inconvenient hours and rip-off prices on returned books | 1 |
| Individuals that assist with finding books and materials are extremely helpful, that cannot be said for the staff working in the financial aid area. | 1 |
| It is absurd that I cannot return unopened "supplies" (e.g. lab goggles) if I find out after purchase that I do not need them in a course. Staff is nice, but policies are frustrating. | 1 |
| It was said that they didn't have the book that I was looking for but when my friend went there they found the book in storage but not on the shelf. I had to make another trip to get the book and the person that was helping me stated that they did't have the book. he then proceeded to helping another person before he finished with my request. | 1 |
| it would be nice if it were open later for evening classes on Mondays | 1 |
| Kind of expensive... | 1 |
| Limited hours, stock books too late, run out of books, don't know when books will be in. Bought my books at P.J.'s because they get their stock in before the Bookstore, have plenty of books, have convenient hours, are courteous and run a good business, unlike the Bookstore. | 1 |
| lines | 1 |
| Lines may be long but that isn't their fault really. They do the best they can with the resources given. They also are nice about it even though they get yelled at all the time. | 1 |
| lines take way too long; website is always out of date | 1 |
| made multiple mistakes in figuring my aid award, in general, did not seem | 1 |
| maintained professional and courteous attitude even under stress | 1 |
| Most have been very helpful and courteous | 1 |
| Most of the student helpers are very nice and willing to do whatever they can to get you in and out. The checkout process is slow and sometimes the lady behind the desk acts like the people checking out are there just to bug her. She doesn't seem like she enjoys her job or the people she sees there. | 1 |
| Most of the time, they run around as if they do not know what they are doing. They are also so highly concerned with theft that they treat everyone as if they are theifs. I have a 3.9 gpa and have paid for my education myself. I steal nothing! | 1 |
| Mostly happy and friendly. Occasionally distracted by co-workers' personal needs. | 1 |
| My last 2 visits were very unsatisfying - the clerk was just plain lazy and instead of looking up things he didn't know, he took the lazy approach of "we don't have that." They did it have - both times he told me they did not. | 1 |
| need extended hours for those with night classes | 1 |
| need longer hours | 1 |
| Need to be able to return unopened books when prof decides not use | 1 |
| Needs better hours on Fridays/weekends | 1 |
| needs improvement took me 3 hours to get my books in line causes students to become irritable | 1 |
| Never had a problem. | 1 |
| night hours for express class for week of class | 1 |
| Not a very big selection of non-classroom items such as clothing. | 1 |
| Not all books available | 1 |
| Not all staff is aware what is sold in the book store | 1 |
| not always knowledgable about texts coming in, extremely long lines, insecure leaving of backpack at door (Is someone going to steal my backpack??) | 1 |
| Not enough space and lines too long. | 1 |
| NOT UNSATISFIED - just it needs to stay open later hours | 1 |
| not very freindly, have to stand around and wait for someone to see that you need help | 1 |

Bookstore

| | Frequency |
|---|-----------|
| off campus sources better | 1 |
| Often gave the wrong book for the class. | 1 |
| One mistake caused me to reduce my rating, this last session, a young lady found the wrong book for me, but I was able to exchange it for the correct one. | 1 |
| People working there are clueless. Why not open on Saturday? | 1 |
| Plleasued with service just with there were more financial aid windows during busy times, like beginning of classes | 1 |
| policies on books are crazy especially when you are trying to sell back a book. there should be clear rules to follow... | 1 |
| Poor customer service. | 1 |
| PRC bookstore is always out of stock with things and the staff are not always attentive. | 1 |
| PRICE | 1 |
| prices way to high.. Would be nice if told could buy only ereader | 1 |
| Rude, unhelpful. Constantly getting the wrong books from snobby student workers. | 1 |
| SCC never had the handbook I needed for my class that I couldn't purchase elsewhere even after multiple complaints. | 1 |
| some confusion when paying with scholarship money | 1 |
| Some of the staff are rude, some can't answer questions, they seem not to know what they are doing, specially the new staff. I asked a lady if they had a Arabic dictionary, she said "what you see here is what we have". That is the worst answer, worst customer service ever and even rude. She should have looked around and show more interest in getting an answer for me, she did not even look for the dictionary, instead it was easier for her to just say: what you see here is what we have! | 1 |
| Spring Creek staff seems to be the only bookstore that has books in stock needed for classes. The staff is both knowledgeable and curtious. Other campus staff members could take a few lessons from the SCC staff in customer service. | 1 |
| Staff are not knowledgable of additional books kept in supply besides on the shelves. When I needed a textbook they told me they didn't have any more, but 3 classmates purchased said book on the same afternoon from the bookstore. | 1 |
| Staff can sometimes be very indifferent or not at all helpful, and will sometimes act put out about helping. | 1 |
| Staff helped me find what I needed quickly. | 1 |
| staff is rude and unaware of products and books/attitude & didn't care | 1 |
| Staff is rude to students | 1 |
| Staff isn't very helpful and seem a bit ignorant. | 1 |
| Staff very helpful and nice | 1 |
| Supply prices are thievery | 1 |
| Takes too long, unnecessary waits. | 1 |
| The book store personal really need to work on know what books are needed for each class. Also the hours could be longer. | 1 |
| The books are overpriced and are of low quality. It is a racket | 1 |
| the bookstore could use more staff in the financial aid area at the peak times of enrollment. | 1 |
| The bookstore is a pain, some of the workers do not know what they are doing, or what is sold in the bookstore. Backpack rule should not include a purse or large bag. Especially if you are running in to buy a small item like a scantron. | 1 |
| The bookstore provided me with the incorrect book for my calculus 2 course. The online materials/key were incorrect. They would not honor a return/exchange. Daily transactions are rude. (All pertain to McKinney campus.) | 1 |
| The customer service in the bookstore is very bad and has been every time I have been there so much so that I have started going to PJ's because of this. The Collin bookstore is extremely slow, the staff is unfriendly and there is never enough staff to take care of the needs and flow of students coming through the bookstore especially during the first few weeks of school when you need information on books. I am a working professional trying to take classes and I can't take an hour or more to stand in line to get books only to be treated like I'm stupid from someone who is supposed to be there to help me. | 1 |
| The get you in and out with a smile | 1 |
| The lines are WAY too long for financial aid purchases, and this is an area that is HIGHLY understaffed. | 1 |

Bookstore

| | Frequency |
|--|-------------|
| The lines during the first week of each semester is ridiculous. No one seems want to provide quick service. | 1 |
| The only thing I did not like was waiting in line | 1 |
| The people behind the desk are rude and have no knowledge of good customer service | 1 |
| The staff has always beem extremely rude or plain stupid. | 1 |
| The staff is always very helpful and always seems to know exactly where what I'm looking for can be located. | 1 |
| The staff that helps you find your books is great but most of the cashiers are very rude. (SPC) | 1 |
| the store need more check out registers | 1 |
| The women that work the front a lot of times are pushy and rude. I understand that there are a lot of students but there is no excuse for being unprofessional and snappy. | 1 |
| There is an older man who works there who is very unfriendly and unprofessional every time I go in the bookstore. I go in smiling and I leave with a frown because of his attitude. | 1 |
| They are always nice. | 1 |
| they are very rude and are not helpful at all when you need a book i can always find it quicker myself then asking someone and they kept telling me on the phone they had a book but when i went in they did not have it and told me i did not need that book but when i went to lab the first day we needed that book so i avoid the bookstore and order through online websites it cheaper and no stupid people to deal with | 1 |
| They have an answer to any question. | 1 |
| too expensive, it should be cheaper for students to get textbooks at their own schools, need to offer more used books | 1 |
| Very Confient | 1 |
| Very courteous | 1 |
| very helpful | 1 |
| very helpful love their jobs, can get kind of hairy at starT of semester could change things to make it go easier | 1 |
| very knowledgable about which books go with which class | 1 |
| Very knowledgable and fluid as far as getting people through. | 1 |
| very nice staff n helpfull | 1 |
| VERY RUDE | 1 |
| Very rude and condescending service during beginning of semester when they are the busiest. | 1 |
| Very Rude Employees That Work At The Book Store | 1 |
| Was not treated respectfully in all 20+ times I have visited. I have been ignored, and delayed, on multiple times. | 1 |
| When the bookstore is out-of-stock on an item, the employees never know when the iten will become available again. | 1 |
| Whenever I try to use my scholarship money to buy a book, they sit there and ignore me for the longest time. One man just sat and looked at me for almost fifteen minutes before I was helped by the young woman sitting across from him. It was rude, and I had things I needed to do. They wasted my time and made me upset. | 1 |
| workers are mean and crabby | 1 |
| Total | 1100 |

Bursars Office/Tuition and Fee Payment

| | Frequency |
|---|-------------|
| Did not respond | 1061 |
| Always happy and friendly. | 1 |
| Always nice and helpful. | 1 |
| Always taken care of in a very timely manner. | 1 |
| Amazingly nice women who know what they are talking about and if they don't they will find out the answer and steer you in the right direction. | 1 |
| Both cashiers I have had were nice and respectful | 1 |
| close too early on most days as I am a evening student | 1 |
| Don't know how to answer questions correctly. | 1 |
| dont answer all question and tells us to ask Financial Aid office | 1 |
| easy | 1 |
| Friendly and professional | 1 |
| Great people and they work with you. Plus you can do it online. | 1 |
| Haven't had to much interaction. | 1 |
| helpful | 2 |
| Helpful in a timely manner | 1 |
| I have to pay out of pocket for my post 9/11 bill | 1 |
| Long wait in line. Even during non peak times. | 1 |
| Never had any problems. | 1 |
| Nice | 1 |
| no comment | 1 |
| no lines, very quick and effective | 1 |
| No problems with this service | 1 |
| One staff member is not familiar enough with FERPA | 1 |
| online use only | 1 |
| Only went to the bursar once, but she was able to tell me instantly the information I needed to know and was very friendly. | 1 |
| Paid all tuition online quickly and easily. | 1 |
| staff always friendly, knowledgeable and courteous | 1 |
| Staff were very helpful when making payments | 1 |
| The lady gave me false information. Had I not checked I would have owed the school money. | 1 |
| The people who work here are always kind and outgoing | 1 |
| there was some confusion about my bill, charged me wrong the first time, then confused my CE class payment with my regular class bill... finally got it sorted out after a few phone calls. hopefully my experience is the exception rather than the rule | 1 |
| they are always in a bad mood and are not happy to help the students at all! | 1 |
| This question is a bit tricky. All of my correspondence has been online, through email and through my personal site for payment. I always know what I have to pay, what funds are available, etc. It's easy and very user friendly! I have not been to the actual office on campus. | 1 |
| to know what they were doing. | 1 |
| Uncooperative, Condescending, Rude & Totally Unwilling in all aspects concerning veterans (karen carroure) | 1 |
| Very friendly and helpful, knowledgeable | 1 |
| very helpful | 1 |
| Very Nice Factualy Members | 1 |
| Very nice people, very happy with this area | 1 |
| Total | 1100 |

Campus Communications (CougarWeb, Internet access etc.

| | Frequency |
|---|-----------|
| Did not respond | 1031 |
| 'dead spots' seem to be hit and miss. there are even areas of no connectivity in the LIBRARY! | 1 |
| . Difficult to navigate, not user friendly | 1 |
| Accessing the internet requires password every time i'm on campus - using a Mac. STOP SENDING ME SO MANY CAMPUS EMAILS. Please allow me to opt out of communications from the school. | 1 |
| Always convenient | 1 |
| at times the system is down | 1 |
| Blackboard: Has not been used by my instructors this year as they don't | 1 |
| bookstore website is always out of date; first level of help knows too little to solve problems | 1 |
| Campus communication is great | 1 |
| Confusing sometimes | 1 |
| Cougar web is always down its so annoying | 1 |
| CougarWeb's abilities are useful and it works well for the most part. | 1 |
| Cougarweb goes down often, making it very difficult sometimes. | 1 |
| CougarWeb is still organized poorly and difficult to navigate when looking for new or frequently-accessed information. | 1 |
| CougarWeb is very convenient, fast Internet on campus | 1 |
| could be more clear and interesting | 1 |
| Difficulty in getting access to late registered on-line class. | 1 |
| Everyone here has always been great - fast & helpful. | 1 |
| Everything works well most of the time. The updates have really helped. | 1 |
| Extremely slow. | 1 |
| faster | 1 |
| Good | 1 |
| Good cougar alerts via email and text | 1 |
| Hard to find wanted links | 1 |
| I've never had a serious problem with any of this. | 1 |
| I find the layout of your site to be quite confusing. | 1 |
| I got better internet service when dial-up was still the norm. The wifi is a frustrating joke. | 1 |
| I have been here a few semesters, so I know what to click and where to go. I am comfortable with the Cougar Web. Now that I have said that it will change :-) | 1 |
| I have found CougarWeb to be very tedious and difficult to navigate. | 1 |
| I have never had a problem with CougarWeb or internet access (besides the recent problem with someone getting the email address of the whole school) | 1 |
| I never had any problems. | 1 |
| Internet access (WI-FI) is terrible | 1 |
| Internet access often does not connect, Cougarweb often has errors on page | 1 |
| Internet connection can be very slow. | 1 |
| It good when I remember it. Most people who complain about it forget they have it, like me. | 1 |
| It has been a smooth and positive experience using these programs. | 1 |
| Its very convenient save for days when the system has to be down usually on Sundays, when one has assignments due on Mondays. | 1 |
| Love That There Is Free Wi-fi Every Where Around Campus | 1 |
| My main complaint is that I am supposedly using campus internet in this on-campus apartment but I don't have anyone to ask questions about it. | 1 |
| N/A | 1 |
| Need improvements to CougarWeb, seems rudimentary in comparison with other schools' communication systems | 1 |
| Needed to print something for my class and everytime i went up to school, library or computer lab was closed. so not covenant at all | 1 |
| Never had a problem. | 1 |
| Never had any problems. | 1 |

Campus Communications (CougarWeb, Internet access etc.

| | Frequency |
|--|-------------|
| No issues with website | 1 |
| No problems on this end other than the fact that professors need free time to update their websites | 1 |
| online use only | 1 |
| Quick internet even with amount of students. | 1 |
| seems to work fine, but you need to overhaul your website, it's too byzantine to try to wade through, need to streamline it. Also, get tired of going through layers of windows to actually get to my cougarmail. And the online registration system is a bit clunky. e.g. once you look up one class you can't just look up another, you have to restart the process. | 1 |
| Service is fast and updates regularly | 1 |
| Should be in one section. | 1 |
| Solved problems quickly when I called for assistance. | 1 |
| Some Things Can Be Improved Via Web Design | 1 |
| Sometimes system shuts down | 1 |
| The need to enter information to gain access repeatedly is unnecessary and unavailable in areas of the school | 1 |
| The one time I needed tech support for a glitch in CougarWeb, no reply came and the issue was not fixed for weeks. Otherwise it's okay. | 1 |
| The system is down way too much for maintennce. | 1 |
| The wifi is great, you could stand to redo the cougar web website. | 1 |
| The wireless access on campus is horrible. CougarWeb's layout is very inconvenient, and runs very slow at times | 1 |
| They are pretty good when I have tech issues. | 1 |
| Very easy to use | 1 |
| very hard to use, confusing | 1 |
| very helpful | 1 |
| very useful | 1 |
| very user freindly use everyday | 1 |
| very very helpful | 1 |
| Webpage is slow relative to many I've seen. Could be optimized much better. | 1 |
| Servers are frequently down/slow. | 1 |
| What's not to like? | 1 |
| When there are connection problems it has a direct and immediately negative effect and also adds stress to an already stressful experience | 1 |
| Works most of the time. Kind of hard to navigate to much crap. | 1 |
| Total | 1100 |

Financial Aid Office

| | Frequency |
|--|-----------|
| Did not respond | 1007 |
| Again a lack of knowledge. | 1 |
| Again no one answers the phone, it's inconvenient to go to the school | 1 |
| Again, it seems like unless you go to the McKinney Campus, you cannot get a someone who honestly knows what they are talking about. The McKinney FA staff is extreamly knowledgable, polite and willing to take the time to help students get the answers they need, especially if there is a problem w/a students FA. | 1 |
| always answered questions in friendly manner even during peak times | 1 |
| Always easy to deal with and have what you need. | 1 |
| ALWAYS SLOW...and usually a tad rude. At least info is usually accurate. | 1 |
| Clerk didn't know answers and seemed like trying to give me answers I wanted to hear vice asking someone else to assist to provide accurate information. Had to make another trip in to financial aid for correct information. Also phone lines are not answered. My daughter attends a large university and everytime I have called their financial aid office, the phone is answered by a person and my questions are answered. I am older and have previous college experience, but for the students coming into the system fresh, understand why they are discouraged when contiunously get the run around. Also the way financial aid is paid is crazy. It does not give me an option of where I can buy my books. I needed financial aid to help with books but since it is paid a month after classes start I'm locked into purchasing my books at the college bookstore which are more expensive than other options. | 1 |
| confusing | 1 |
| Courtesy of staff member | 1 |
| Fast and accurate with information. | 1 |
| Financial aid personal specially in Spring Creek does not know anything about privacy. The heavy set older woman, is very loud and if for some reason she does not understand the instructions on the screen she assumes that the answer is not. And for example if like me, only have a greencard, she immediately starts yelling and saying that you are not legal and entitled to any assistance. On my opinion, rude and bigot. As far as the other personal at the other campus, they are similar. | 1 |
| financial aide is slow to process and difficult to access online. | 1 |
| For me it's always been much like a scavenger hunt to get questions answered to their full capacity. Student helpers a lot of times know more than the actual financial aid representatives at SCC. | 1 |
| Good timely manner | 1 |
| Had Trouble Getting the Information I needed | 1 |
| Hazlewiod paperwork is a mystery to most staff | 1 |
| helpful | 1 |
| I do nto feel that staff is knowledgable, as I have been given inaccurate information causing me to loose aid that I should have received | 1 |
| I feel like i'm always in the wrong spot. I wait for 20 minutes to speak to someone and they tell me that isn't their department so I need to re-sign in and wait for another person in the same room who can help me. I've looked for a paper that outlines what falls into each category but i haven't found a clear answer. I also feel like i've been shuffled back and forth between the two offices more than necessary because "We don't handle that. THEY do." When everyone says this i'm just wasting my time. | 1 |
| I have to pay out of pocket for my post 9/11 bill | 1 |
| I just can't stand the financial aid process. It appears every time I have to come in, they don't know what they're talking about because they make assumptions about me and what has or has not been done. Whenever possible, they blame me to avoid making the institution look bad and it is very upsetting and frustrating. This new system of doing it online is even more inconvienient than just coming in and giving them the paperwork. I could have had my financial aid processed the first couple weeks of classes that way. Now, I'm still waiting on the system to finish processing everything, and whenever there is an issue and I need help, I have to go all the way over to the financial aid office to have someone tell me that what they told me last time wasn't true and that they never told me that and that I'm a liar because I "didn't hear them right". It is absolutely intolerable. | 1 |
| I kept receiving emails that I needed to present further documentation. I gave them the same information over and over. I tried setting up with the officer who kept sending me emails and she did not respond, she was very rude, and she did not help AT ALL. I told her I had gone to the campus atleast three times and presented the documents. She did not apologize or respond when I tried setting up a meeting with her when I tried to present the document to her in person. | 1 |

Financial Aid Office

| | Frequency |
|---|-----------|
| I sent an email in August 2011 and I am still waiting for a reply. I am not going to use financial aid but a reply to a question would have been nice. | 1 |
| I sent them an e-mail and they NEVER replied | 1 |
| I went in to talk about my application for fall semester, and the lady I was talking to wouldn't talk about it with me, as she said they weren't going over any of the fall applications just summer. I went during spring break and it was 8 in the morning, I think she could have looked over the application and told me if I was eligible or not. Yet, she made me leave even though I was there right when they opened and there wasn't anyone else there. Terrible experience.. | 1 |
| I will never use financial aid again...After I received it and used the funds...half way through the semester, the money was revoked and I had to repay it! Not RIGHT. I should have been informed PRIOR to accepting the funds that this was a possibility. | 1 |
| It is almost impossible to get through on the phone with Financial Aid. I now call either Spring Creek or Preston Ridge if i need to talk to someone. | 1 |
| it is hard to speak with someone not properly trained to give financial information and getting different information about the same thing I inquire about when I speak to someone different. Boyfriend of mine physicall went to office and the lady looked up his info to see if he needed to turn anything else in regarding his VA benefits, she said no and his classes were dropped 3 days later because financial aid needed additional information, she neglected to inform him when we were both in front of her as she was checking for that specifically. Someone who HANDLES VA Benefits needs to be TRAINED, and phone numbers/contact information need to be provided to the correct department. Not enough staff is working in the Financial Aid dept. No one is trained properly. Also hear a lot of complaints from fellow students and I have been warned about how terrible of a process just dealing with this dept is and I understand why. Collin provides an email for aid but no one responds. No one answers phones, I have held for a disappointing 45 minutes for a questions that took less than a minute to answer. Bad attitudes, sound very displeasing over the phone, gives impression as if they do not want to be there and help the students, very discouraging and makes me personally feel very unconfident about the information i am receiving. I have to be put on hold so someone can get information for me because they " don't know", Preston Ridge campus is very unhelpful. Anytime i have called the Spring Creek Campus or the Campus in Mckinney the staff has always been helpful and very nice, they make sure I understand the information and do not run me off the phone. Preston Ridge campus needs a re-evaluation of the staff. As a student, we seek the staff's knowledge when it comes to seeking help and learning about something we need to do to better ourselves, what classes are right with in our degree, and how we can financially be able to goto school and pay for our classes whether it is by using a loan, grant, gi bill, and so on. It is very concerning to talk with someone who acts as if they do not care. do not want to be there, can not understand them on the phone, or get the impression that they do not want to talk to you or run you off the phone and cut you off. Preston Ridge is in need of a very big adjustment. | 1 |
| it takes forever even when there is no other person waiting. There is one lady that is mean/rude most of the time. | 1 |
| it takes the school way to long to get there veteran payed. i was not payed till 2 months after i started school i almost went with out books had i not got help from friends and family. Its sad that us Vets are having to go with out payment for so long im a full time student and i pay my bills with the gibill. I cant wait two months to get pay praying my phone or power isnt cut off. Let a lone fall behind in class becuae "I CANT BUY BOOKS! " | 1 |
| It took weeks to get a return email | 1 |
| like the changes, so grades aren't readily available; I have tried | 1 |
| lines were too long to buy books | 1 |
| luck of paying attention to small detail. slow service.i would fire every single one of them if i was in a position to do so. | 1 |
| Majority of them don't know what they are talking about. I suggest hiring either people with experience or finding a way to keep employees up to date about changes | 1 |
| Mary is great, wonderful, and helpful, otherwise, see comments for advising. | 1 |
| Mostly the young female staffs were not helpful, and unwilling to answer questions. | 1 |
| nasty attitudes | 1 |
| needs improvement on customer service and "not very helpfull on information or recources" | 1 |
| Needs to brush up on FERPA | 1 |
| Never answer phones, sometimes rude in person, haven't repsonded to a few e-mails I had sent | 1 |
| never got a call back and almost lost credit on non paYment because they never got back to me | 1 |

Financial Aid Office

| | Frequency |
|---|-----------|
| One lady was very rude and sighed loudly when I kept trying to explain to her what I needed. | 1 |
| One lady work there who is very rude and gave me hard time. skipped past my name twice and let me sit there for 3 hours. I had to put my name in system again. and another lady asked her to help me and she still ignored me, only because she was from my country and not sure what her problem was. | 1 |
| Receivment of Funds to the Collin College from Financial Aid is extremely fast, but the process it takes to disburse is way to long. It takes a month before I actually receive my money. By then I have already taken some exams. Other colleges receive their funds a week before school begins, sometimes earlier. So why is it that we ae the only ones who have to wait so long? | 1 |
| School starts and we are required to have books before we get aid. That sucks. Isn't the point of getting aid is so we can be prepared for school. By not having it when school starts, it puts us months behind. | 1 |
| Sit through a huge wait to get no help at all...they just rush you along | 1 |
| Some of the staff seemed very annoyed that I did not know the ins and outs of financial aid. Questions were answered but only after a big huff | 1 |
| Sometimes the line here is very long, you can't get anyone on the phone, you sometimes during the year get dropped in a mailbox, just needs more staff, and easier ways to do things. | 1 |
| Spring Creek location's staff is not always the nicest to deal with. | 1 |
| Staff gave me personalized attention and explained the process thoroughly | 1 |
| Takes forever just to get in to see them at PRC. Friendly. | 1 |
| The actual staff is fine, the work study students need to be a bit more professional though. | 1 |
| The Central Park financial aid women is just plain mean. She wont answer questions and is very rude. | 1 |
| The financial aid rep. gave misinformation that caused me to wait 2 1/2 hours for absolutely NO reason. | 1 |
| The financial aid that I have received has been applied to online, and the results of those applications are readable online. The Financial Aid office has a very nice set up, and when something needs my attention, I can readily see what needs to be taken care of online. | 1 |
| The Front Desk People Made Me Look Stupid They Didnt Understand Me And What Was Going On With My Finacial Aid! | 1 |
| The hot line I could not get a direct answer so they sent me to cashiers. Cashiers over looked my information and it took 3 weeks to get the remainder of my financial aid. | 1 |
| The lady that helped me was not polite. | 1 |
| The people that I have met were rude. | 1 |
| The person assigned to work my acct never responded to my emails and when I called she never answered and refused to talk to me until I submitted what she requested but that was why I was calling her. Had to get her supervisor involved to get this resolved. I had to drive 45 mins to get this straightened out. Not happy with them!! | 1 |
| The senior representative of the SC campus rarely has the answers to any of my questions. She is rarely pleasant and always gives the impression that she is being inconvenienced to answer questions. The student workers seem to be much more knowledgeable and friendlier than she is. | 1 |
| the staff is not nice or helpful | 1 |
| The veterans aid department is poorly run. Why is the course registration not connected directly to the veterans aid department like it is at UNT. Everytime I sign up for classes I have to call the veterans aid department to inform them I have taken classes so that the Hazelwood Act can be implemented for me. When I register for classes at UNT it is automatically sent to the financial aid office to be approved and this takes all of 1 week. I have lost so many classes at Collin due to incompetence in the veteran office. Please look into this. | 1 |
| There are very few people helping (sometimes only one) and are not very courteou | 1 |
| there is a lady that works there that she is extreamly rude and when she didn't know the answer she just disregard to send me for directions to where I can find the answers, it is almost imposible to talk to someone by phone even when times are busy during registration this service should be available for those people that work during the day. This department definetly needs better management and available stuff | 1 |
| There needs to be more personnel working on VA issues | 1 |
| There were certin people that worked at the desk that were really rude. They made it seem like they didnt like there job and they didnt want to be there.Or they had somthing better to do then help me or anyone else out. | 1 |
| They are almost always very rude in person and on the phone. | 1 |

Financial Aid Office

| | Frequency |
|--|-------------|
| They are rude. Don't give the same answer and I think they try to see how many people they can make cry. Yes lines are long but take that out of the factor and they are still not nice. I waited in line just to be told that its my fault and that if I wasn't smart enough to read the email then it was my problem. I went back and it sent the email to my spam folder so sorry for missing it but it wasn't necessary to call me names. I truly dislike this department. Even the Director was rude to me. | 1 |
| They are unfriendly and unhelpful. They don't try to assist in any way. | 1 |
| They are very knowledgeable and kind. | 1 |
| They can be short with you sometimes, but are generally very knowledgeable and helpful. | 1 |
| They need someone that will answer questions and respond to emails at the beginning of the semesters. | 1 |
| They never answer the phone, and the people there are slow. The system is SLOW. Get it together! | 1 |
| They seem bothered to help. | 1 |
| They should have a better way of calling the next person. | 1 |
| they tried us with no respect,they let you wait when they are not busy at all. | 1 |
| Timing and they give alot of run around service and I dont know possbilited | 1 |
| unsatisfied because my fall semester there was a lot of confussion | 1 |
| Used the GI Bill. Not very knowlegable with assistance. Again, had to go back several times as different people tell me I needed different things | 1 |
| VA certification was delayed even though I registered super early. Caused MAJOR financial issues for my family | 1 |
| Very bad temper | 1 |
| Very dissapointing and not helpful. You cannot talk to anyone in person- the staff of the office at campus have no idea what you need to do and refuse to find out. They tell you to call the financial aid number. The people at the number try to help, but do not inform you of a step by step process you must complete and are not clear in their directions. When they could not help they gave me a number that had been disconnected. It took months to fill out an application because no one could sit down with me and explain how to fill it out. I continually received emails telling me I needed to do something else, but when I called they had no idea what I was supposed to do. When I responded to the emails I was told to stop responding and call! Very frustrating- it is as if they purposefully made it as difficult as possible! | 1 |
| very helpful | 1 |
| very helpfull and also helpfull | 1 |
| Very polite and helpful people in this area | 1 |
| Very rude. And again very difficult to speak with anyone knowledgable in their department. | 1 |
| Very little help and very frustrating | 1 |
| very slow, I missed all summer sessions because it was unresponsive to my emails wherein I submitted everything in time where I could have participated. | 1 |
| very understaffed | 1 |
| Veterans Assistance on registration and availability is ridiculous. Three months to get certified, and no one responds to calls or emails. I have to go in person which is incovienent since only one campus has the veterans office, and I work and go to school. | 1 |
| waiting in the lines take forever. | 1 |
| young lady did not give me correct info, seemed to be bothered by my questions | 1 |
| Total | 1100 |

Registration

| | Frequency |
|--|-----------|
| Did not respond | 1021 |
| All internet classes are gone too fast | 1 |
| All of the advising, admissions and registration staff need to be fired and let the new generation work. | 1 |
| Class listings need to be available sooner. They are too close to registration time. | 1 |
| close too early on most days as I am a evening student | 1 |
| do on line | 1 |
| Dont explain | 1 |
| easy | 1 |
| Every semester I recieve either a call or an email the Friday before classes start due to one of the classes I have enrolled in being canceled. | 1 |
| Finding the right class seems more complicated than it needs to be. | 1 |
| For the most part they knew what they were doing. I just felt like in the beginning of the semester they made few people upset because they would take there sweet time and have full conversations and and took there time when it was very busy. | 1 |
| Good | 1 |
| Had issues getting registered when I needed permission to take class without prerequisite | 1 |
| hard copy of schedule | 1 |
| helpful | 1 |
| Helpful | 1 |
| horrible hours considering the crunches which are endured. | 1 |
| I do not have 50+ credit hours to enroll on the first day. To date, I do have a 4.0 GPA. I received a CCCCD letter stating that I could enroll early based on my academics. However, registrars would not allow me to do so at SC. The irony is that I was allowed for early registration at PC campus. Very different approach and process. | 1 |
| I like the convience of registering online | 1 |
| I prefer to online and its simple & easy to do | 1 |
| I use online registration. It's extremely convenient and easy to use. | 1 |
| It seems to be like a fast food chain, you ae in and out without hardly any feedback. (just another number) | 1 |
| Late notification of class caused insufficient time to get new one. | 1 |
| Lengthy process and class selection is limited for online courses. | 1 |
| Limited class offerings. Certain classes are somehow full within 5 minutes of becoming available for registration. | 1 |
| lines take way too long | 1 |
| long lines | 1 |
| long wait | 1 |
| Long wait time | 1 |
| LONG wait times to see an advisor if you can't do what you need to do online | 1 |
| longer hours, more staff | 1 |
| My issue with this department stems from being classified as an out-of-state student despite living and working in Texas (Collin County to be exact) for over a decade. Now I am being held responsible to clear up an issue that shouldn't have been an issue. | 1 |
| N/A | 1 |
| navigating, but it doesn't make much sense. The previous version was | 1 |
| needs improvement on customer service and lines get to long | 1 |
| Never had a problem. | 1 |
| Never had any problems. | 1 |
| Nice, accommodating people here. | 1 |
| No problems getting the classes I needed. | 1 |
| Not enough classes available for online students. Process is slow. | 1 |
| Notifications are not sent out in a timely manner | 1 |
| Online is nice, very simple. | 1 |
| online registration (except for the clunky system) is pretty easy, but having to stand in line and register through admissions (I had a special case) was frustrating | 1 |
| Online registration is pretty reliable and fast. | 1 |

Registration

| | Frequency |
|--|-----------|
| online use only | 1 |
| Quick and friendly | 1 |
| Registration is fast and simple | 1 |
| Registration is great. They are very friendly and helpful. Class registration online is also very accommodating and classes are easy to shop for. | 1 |
| rude and inconsiderate at times | 1 |
| same as advising | 1 |
| Same as advising and admin | 1 |
| Same as Advising. | 1 |
| sent around n circles between people, often people can't help, long wait time | 1 |
| Should hire part-time help to assist during registration to help prevent backlogs and excessive waiting time. | 1 |
| Slow/seem to be disorganized regarding information/too much running around | 1 |
| Someone with 157 hours of prior college being classified as a freshman is incredibly frustrating. I know what I want, and what I need, but it's going to be pure luck if I can register for anything before it's full. I don't have other classes I can substitute if I can't get what I need. | 1 |
| Sometimes Difficult | 1 |
| Spring Creek is very RUDE, while Preston Ridge is very nice, still Preston Ridge cant quite make up for the inabilities of SC | 1 |
| System problem requires human intervention before I can register for classes. This problem is a known problem and has not been fixed in 5 semesters. | 1 |
| Takes forever just to get in to see them at PRC. Knowledgeable. | 1 |
| The amount of time required to wait is ridiculous | 1 |
| the registration process is cumbersome. please see UTAustin's system. | 1 |
| The registration rep. was unaware of the procedure for application processing. | 1 |
| The staff did everything to make sure I got into the class I needed | 1 |
| The waiting time in line is too long. | 1 |
| The whole process was a nightmare | 1 |
| they are always in a bad mood and are not happy to help the students at all! | 1 |
| They seem to just take there time. Not concerned with the wait time. | 1 |
| time waiting is too long | 1 |
| Too few staff members available to help students so wait is horrific | 1 |
| Took Forever Very Confusing Online | 1 |
| took too long to see someone | 1 |
| Usually very effiecient depending upon amount of students. | 1 |
| Very convenient | 1 |
| very friendly and helpful, never have to wait long for some one to help | 1 |
| very helpful | 1 |
| When you're new to a school, you know nothing about it. These people should be very helpful. Instead, they are intolerant with those who are unaware of the procedures. | 1 |
| Wish there was a guide to rank professor during registration. | 1 |
| Would like to be able to begin registering for Summer and Fall semesters at the same time. This would make schedule planning much easier. | 1 |
| You can do this online and don't have to come in. Its open all the time and a pretty easy system | 1 |
| Total | 1100 |

Student Life

| | Frequency |
|--|-------------|
| Did not respond | 1078 |
| All staff were very helpful in getting questions answered and problems solved | 1 |
| Friendly and genuine | 1 |
| generally disinterested in helping | 1 |
| Great support with directing me for activities | 1 |
| I have met some very helpful people behind the desk, and some very rude, self involved people. | |
| Pretending to be looking for the answer to my question while you browse Facebook is unprofessional | 1 |
| I have never accomplished anything there. | 1 |
| I participated in one of the functions with Student life (Veteran's Day Appreciation). I am a member of the Phi Theta Kappa and was looking for the sheet that I was to sign in with; however, I was unable to find it. Needless to say, I believe the Student Life Center reaches out to encourage students and they are always so new posting on the Cougar Web that is interesting and fun! | 1 |
| longer hours for night students | 1 |
| Never had a problem. | 1 |
| Only went there once to get my ID card, but it was pretty quick and easy. | 1 |
| Rude and unfriendly student employees. Don't allow access to full time employees when requested. | 1 |
| Some of the staff are very rude and unpleasent. | 1 |
| Staff were present but only marginally friendly and helpful. | 1 |
| Student Life overall is fine, but the Food Services is terrible, food is over priced, not good, and staff plays radio so loud the people can't study out at the tables. | 1 |
| The students that are hired there never seem to actually know about the subjects I tend to go in about. other than getting a student ID card, their answers are more like "oh, I think you can talk to advising about it" or "you can check the website" | 1 |
| too oriented toward student play-time, whereas some of us are actually there for an education | 1 |
| Took three tries to get a usable ID, and because I didn't notice the crappy pictue right away I was charged a fee to correct it. | 1 |
| very friendly and quick | 1 |
| very helpful | 1 |
| Very nice to work with. | 1 |
| very slow, crashed often, I had to load a new browser because it didn't | 1 |
| What exactly do they do again? | 1 |
| Total | 1100 |

Testing Center (s)

| | Frequency |
|--|-----------|
| Did not respond | 1046 |
| always smells like food when i go to take a test--distracting | 1 |
| An employee wasnt polite but wasnt rude; Ive been there once though | 1 |
| corteous staff, very knowledgable, good environment | 1 |
| Does not notify students or staff of changing hours (i.e. during winter break). | 1 |
| Every time I've been to the testing center, they've been friendly and explained what I needed to know patiently, particularly the first time I went in there. | 1 |
| Friendly and fair | 1 |
| girls who work there have major attitudes. | 1 |
| Good | 1 |
| great | 1 |
| Great staff, no problems here | 1 |
| I have tested several times at the Testing Center for placement in this or that class. When I complete a test, it's almost like I expect them to look at me or treat me like I haven't hit the mark or grade because I am testing for placement. But, that is not the reaction that I receive! They are always helpful and patient. They assist the student in getting set up without looking down on them or treating them inferiorly. Of course, it is my thoughts that are saying that, not theirs. | 1 |
| I wish if the PSB test can be taken on the computer & not be interrupted by the proctor telling you when to stop & when to start the next part of the test. It's disruptive. | 1 |
| If professors insist that online students make time GO to a testing then the testing centers hours should be extended until midnight, or online courses should offer their test on Blackboard, or not offer online classes | 1 |
| Knew what I needed to do, even when I was unsure. | 1 |
| Knowledgable, helpful staff | 1 |
| like mine (I would have preferred not to). In general, it is not a very | 1 |
| Never had a problem. | 1 |
| Never had any problems. | 1 |
| No one to help with chemistry | 1 |
| people are very friendly and helpful, never have to wait long for some one to help | 1 |
| Process was quick and easy. | 1 |
| Rude people | 1 |
| RUDE!! | 1 |
| same | 1 |
| Seemed like there were different policie with different people working the desk. | 1 |
| Sometimes can be prudent and rude. | 1 |
| Staff is nice- but during tests two different computers froze and the staff did not know what to do. | 1 |
| Staff is very, very rude. | 1 |
| student staff not always professional | 1 |
| The foreign lady that works in here all the time is a total b*tch. No need to be such a unfortunate human being and take it out on others. Really, I don't mind taking tests and following rules. But her however, I mind to the 5th power. | 1 |
| The help is not helpful and the noise level and distractions are constant. | 1 |
| The hours were good | 1 |
| The only problem was the fact that if you are asked to sit in chair B and somebody vaguely point toward a room full of B chairs, its tough to find the right one. | 1 |
| The people Working at the testing center act like you are bothering them | 1 |
| The staff could be a bit more friendly, but otherwise they do a good job. | 1 |
| The staff was not very courteous/friendly. | 1 |
| The Testing staff is Awesome. Always very helpful and very friendly. | 1 |
| There's a gentleman who works the various testing centers and each time I've used the testing center, he's had quite an attitude. That's not exactly what I'd expect when going to a testing center. | 1 |
| They are always helpful and easy to deal with. | 1 |
| they are just not courteous | 1 |
| They don't allow professors to place tests in there so we can take it with flexibility. They say that is not what the testing center is for. What is it for then? | 1 |
| They Forgot One Day To Had My ID & Caculator Back After Checking Them | 1 |

Testing Center (s)

| | Frequency |
|---|-----------|
| They would rather talk to each other then explain how the process works in the testing center... many students have never had to be there, so it is confusing and they do not help | 1 |
| This department went out of there way to help me. My log in didn't work and they called the teacher to get it extended because the system was not working with me. They are great. | 1 |
| TO DARN COLD in there. | 1 |
| Too long wait time for registration. | 1 |
| Used it for both Collin course and for another university. They missed the email from my professor then said my name was not on it only because they had not read farther into the email. They were very rude to me and none of it seemed my fault. Very unorganized staff. | 1 |
| very helpful | 3 |
| Very helpful | 1 |
| Very knowledgable staff | 1 |
| Very nice and friendly. | 1 |
| wonderfull staff | 1 |
| Total | 1100 |

Blackboard

| | Frequency |
|--|-----------|
| Did not respond | 983 |
| A lot of issues need to be sorted out. Students should be notified when it goes down due to maintenance | 1 |
| at times the system is down | 1 |
| available after 12am so I can do my assignments when my kids are sleep | 1 |
| Blackboard doesn't work or is slow. | 1 |
| blackboard always seems to have problems and less of my professors use it. It also seems to be very vague in its information processing. | 1 |
| Blackboard is often unreliable, especially during high-demand times (ie, midterms, finals.) Insufficient resources available for student demand. | 1 |
| Blackboard sucks and most professors don't even use it | 1 |
| can't click back to cougarweb from blackboard; teachers don't know how to use it | 1 |
| cisco program is alot better | 1 |
| confusing | 1 |
| Confusing system that NONE of my professors use | 1 |
| convenient, informative, availability | 1 |
| did not work many times | 1 |
| Difficult, full of glitches, made me fail a course by not working | 1 |
| Do not like the new blackboard. The old one was easier to use and find items. | 1 |
| Do not like the new format, and teacher's that I do not have for online classes rarely use it to show your current grades or announcements. | 1 |
| Doesn't work properly. The old version was better. | 1 |
| downtime happened a little more than desired | 1 |
| format is horrible | 1 |
| freezes and I have to take quiz and test over with time taken away from me | 1 |
| Frustrating when it goes down. | 1 |
| gets too backed up and slow | 1 |
| Goes down at end of semester when it is crucial to get online esp for online courses | 1 |
| Good 'ole blackboard has a new face and new body, but to tell you the truth, I belive the old blackboard was better even with all of the problems it had. What I would really like is to be able to upload a healthy power point presentation with pictures, audio, and animated slides. This takes up too many bytes evidentially, even zipping the folder is of now use unless the presentation is minimized with only a few slides, few pics, and hardly any animation or audio. | 1 |
| Good | 1 |
| hard to find correct links | 1 |
| helpful | 1 |
| Helpful but hard to understand. I think it isn't there fault as much as technology. | 1 |
| I'm not even sure this qualifies as technology. | 1 |
| I've taken many online classes with few problems/issues. | 1 |
| I do not like the new black board; it is not user friendly. | 1 |
| I had a teacher who administered tests through Blackboard; apparently a tool she was not proficient in using. The result was that her inability put the student at a significant disadvantage when taking her online tests. A case of technology hindering instead of aiding the user. | 1 |
| I have been using BlkBd since first attending Collin College. It is VERY frustrating!!! Granted that this Blkbd is slightly better than the other one we had, but sooner or later things need to be left alone!! It already runs slow as molasses and now they are thinking about changing it again in the FALL??? We as students , who rely on BlkBd for abot 90% of our classes need something that is reliable so the IT dept need to stop messing with a good thing. I don't want to have to take my Final Exams at 3am due because the sever can't handle the amt. of people taking exams. Get some more servers, stick with the one program that everyone is used to and quit messing with what works!! Because if you don't students are going to opt for degree plans tha BlkBd is NOT used and instructors will not use Blkbd for their classes.... | 1 |
| I have found Blackboard slightly confusing as well. | 1 |
| I have never had a problem with blackboard. | 1 |
| I love blackboard and wish all professors would use it. | 1 |
| I preferred the old way blackboard was set up. | 1 |
| If the format would stay consistent and not be consistently updated this would be helpful. It seems like every weeked cougarweb is down and many deadlines are affected. | 1 |

Blackboard

| | Frequency |
|---|-----------|
| inactive too often | 1 |
| it changes so much and it wont allow you to go to another program | 1 |
| It continually crashes and takes forever to download power points | 1 |
| It doesn't work well, old empty versions are everywhere and I have to dig through all of them to find what I need | 1 |
| It freezes up constantly or kicks me out. The churn is unbelievable while i wait for it to roll to another page. Flows the same whether at home or on T1 line at work. | 1 |
| It goes down often, | 1 |
| It has problems sometimes, but it's acceptable | 1 |
| it works | 1 |
| its hard to get grades on it | 1 |
| its so confusing sometimes. | 1 |
| Like Blackboard expect when changed to BB9 not all changes were for the good. It has been a challenge for me as a student and I know for the instructors as well. Need to add the demo student back in so the instructors can see what we are talking about when questions are asked. Unless we are on campus and sitting with them at a computer they cannot see what we are asking, identifying or seeking help with a problem. | 1 |
| Lost my items causing me to get a ZERO! | 1 |
| Love it! Reviewing grades, class notes, etc is awesome | 1 |
| Loved Blackboard, until this year. Change it back! | 1 |
| Many features are unclear in navigation, with too many variances between classes, tests constantly freeze | 1 |
| Most of my professors don't use it though it looks like an awesome resource that would help me track my assignments. Make it more user friendly? | 1 |
| N/A | 1 |
| Never had a problem. | 1 |
| Never had any problems. | 1 |
| NEVER WORKS!!! and nobody knows how to use it!!! it should be eliminated from existence!!!! | 1 |
| new program not properly tested for usability | 1 |
| no always user friendly | 1 |
| No issues with website | 1 |
| None of the teachers use it and it pisses me off because it's very helpful. | 1 |
| Not all classes use it, teachers don't understand it, and it is slow. Buttons are sometimes unresponsive. | 1 |
| Not optimized well. | 1 |
| not very user friendly | 1 |
| Occasionally there is a glitch or two, but blackboard has improved greatly in the two years I have been at Collin. There have been almost no problems this semester. | 1 |
| online only | 1 |
| online only so all is well | 1 |
| only one of my teachers uses it | 1 |
| Past experience with Blackboard was terrible, this semester it seems that Professors are using as much since they are still getting used to it. | 1 |
| Perfect maintenance on this side for me | 1 |
| Professors need to provide their tests online for more student flexibility, since this is the main reason to take an online class | 1 |
| Program is confusing to use and a little frustrating. | 1 |
| relatively easy to use | 1 |
| Reliance on blackboard causes severe disconnects with assignments for the classes/course material. It's unreliable, rarely set up properly (assignments vanish, student's can't see them, every prof page is different and can be hard to navigate or flat have missing buttons), Easy to forget it exists since it's not often reinforced in the lecture. Deadlines can pass with little or no warning. | 1 |
| Slow and doesnt allow you to connect to particular folders | 1 |
| slow, buggy, modules seem clunky and feel disorganized. it is getting better. | 1 |
| so many computer things to do to get papers turned in or find out information for class | 1 |
| Some of the instructors can't use it. | 1 |
| Some teacher/student cordnation problems. | 1 |
| some tech difficulties, like not able to stay on it, some times loosing work in the middle | 1 |

Blackboard

| | Frequency |
|---|-----------|
| Sometimes it's really slow and freezes up causing extra stress to students | 1 |
| Sometimes system shuts down | 1 |
| still getting used to new blackboard | 1 |
| Still kind of tricky to navigate | 1 |
| System glitch that lasted for weeks and was mysterious to Blackboard technicians | 1 |
| Teachers don't necessarily keep up with it | 1 |
| Teachers need to use the blackboard | 1 |
| The Blackboard Learn system is very backwards and unintuitive in its layout and interface, but that is its fault, not the college's. It is only superior to the previous version in the sense that it does not crash my computer, but that is not saying much. | 1 |
| The changes that was made to blackboard make it very difficult to understand and it was very slow. | 1 |
| The lay out is a little confusing but it works well | 1 |
| The new blackboard format has been very confusing to adjust to (instructors also confused) and locating all of the instructions/assignments has been challenging. | 1 |
| The new blackboard is extremely hard to get used to and is not user friendly | 1 |
| The new blackboard is harder to use than the old one | 1 |
| The new blackboard system is NOT user friendly at all. I like the old one better. | 1 |
| The new system is a little sluggish on the test/quiz initiation. Sometimes it takes 2 mins after hitting "begin" for it to actually begin. | 1 |
| The new version of blackboard offers professors too many different tabs to put information under. It can be a little confusing. | 1 |
| The newer version has been nothing but problems, costing untold numbers of hours trying to navigate the system. The instructors don't have the ability to see what the students see, making communication unnecessarily complicated. | 1 |
| The organization system, and the discussion board especially, are not effective. There is never any actual discussions taking place. it's only used to submit answers to a test based question. By using the discussion board that way, everyone in the class sees everyone else's answers. Also, the way the grades are displayed and organized is very difficult to decipher. | 1 |
| The system itself is fine. The problem is the instructors either do not use it (use Pearson entirely which is an additional cost) or don't maintain their blackboard sites which makes it very difficult to take an online course. | 1 |
| there are two many flaws | 1 |
| There should be a mobile app for this. Also the teachers should all use this to upload all PowerPoints. Everyone needs to be up to speed on Blackboard. Blackboard is useless if the teachers are not putting enough information on there. | 1 |
| This is a love hate relationship with the system itself the help desk is always nice and helpful. | 1 |
| too limited... needs an update | 1 |
| Understanding that technology may not always be reliable, many of my professors depend on blackboard to communicate assignments and due dates. Due to blackboard's inconsistency in delivering information in a timely manner, I wasn't satisfied with the program | 1 |
| user-friendly program. | 1 |
| user friendly | 1 |
| Using blackboard and having to do things in class is a hassle for people who work full-time and go to school full-time. If we wanted online classes, we'd take them. Blackboard is mostly only beneficial for communication and viewing your gradebook, and or handouts if they were lost. | 1 |
| Usually broke down | 1 |
| Very easy to use | 1 |
| Very hard to get to! | 1 |
| very hard to use, confusing | 1 |
| very helpful | 1 |
| very user freindly use everyday | 1 |
| Was there an instructional video or article for the new BB that I just missed or something? That would have been nice and helpful. | 1 |
| Why must this be updated so often yet no improvements? Why doesn't BB mobile work? I got the app, but our version doesn't work with it. Really? Come on. If you are going to update it, let's do it right. | 1 |
| wish more professors used the service | 1 |
| You can only access files consistently if you are using firefox. | 1 |
| Total | 1100 |

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

Advising

| | Frequency |
|--|-----------|
| Did not respond | 996 |
| advising is good too | 1 |
| already have a Bachelors Degree and taking classes as a past-time to learn different areas that I am interested in learning | 1 |
| Already have a bachelors degree, just taking courses recommended by UTD to get started on a Masters in Computer Science | 1 |
| Attending UTD and transferring credit. | 1 |
| Because I already have my associates - Just taking needed classes for UTD admittance. | 1 |
| did not need | 1 |
| Did not need | 2 |
| Did not need it yet. | 1 |
| Did not need. | 1 |
| Did not require it. | 1 |
| Didn't need | 1 |
| didnt need it. self-advise | 1 |
| Do not need it at this time | 1 |
| Don't need it yet | 1 |
| half the time that I've been there, personnel seemed annoyed by the number of students they help | 1 |
| Have advisors at other college campuses | 1 |
| Have not had the need | 1 |
| have not needed to | 1 |
| Have not needed to speak with them. | 1 |
| Have not seen a advisor. Should work on doing that. | 1 |
| Haven't felt like I have needed to | 1 |
| Haven't had time. | 1 |
| Haven't needed it yet. | 1 |
| Haven't needed to, will use it before next semester | 1 |
| Haven't needed to. | 1 |
| havent chosen a degree plan yet & havent had the time during their hours | 1 |
| Havent made an apt to talk with an advisor yet | 1 |
| havnt needed to yet | 1 |
| Hours are not amenable to my work schedule | 1 |
| I'm in dual credit, these things don't really apply to me. | 1 |
| I'm just figuring it out on my own. | 1 |
| I'm old, just taking classes for enrichment. | 1 |
| I always went to my high school counselor | 1 |
| I am a non-degree seeking student | 1 |
| I am just waiting to finish some tests and after that I will use the advising service | 1 |
| I am mature enough and know how to study | 1 |
| I am non traditional student - feel discriminated against - they have not been helpful in the past | 1 |
| i can come up with my own degree plan without see an advisor they have very little knowledge even professors agree | 1 |
| I didn't think I needed it | 1 |
| I do not know how to use this service online, will it answer all my queries? | 1 |
| I dont know how they would help | 1 |
| I have listened to numerous of students talk about the lack of help, advising incorrect classes to take, & suggesting too many hours for a person's lifestyle as a new student. It has left my fellow classmates upset, frustrated, & overwhelmed. I just decided to avoid advising. | 1 |
| I have not had time | 1 |
| I have the ISO advice once in a while, but not cademic advice. | 1 |

Advising

| | Frequency |
|---|-----------|
| I just tried to find my own way... but I probably should have used some advising, because I signed up for the wrong class a few times. :P | 1 |
| I know the classes I need to take to complete my degree. I've been in there once and was just given a sheet of paper with classes listed on it. I | 1 |
| I know what I need to do to continue with my education. This is my work towards a second degree. | 1 |
| I know what I need to take, now that my transcripts have finally been reviewed. | 1 |
| I need to go in for some advising, but I just haven't scheduled a time and I do not have time to wait in line. | 1 |
| I need to, but I dont know if I need an appointment or not, dunno where its at either | 1 |
| I was following the degree plan at my own pace | 1 |
| I will use it very soon, just haven't gotten around to it, but I will soon | 1 |
| infor about programs | 1 |
| intend to use, but have yet to find the time | 1 |
| Is this academic advising for courses that students need to take or should take? I'm not even completely sure... | 1 |
| just haven't gone. | 1 |
| Just haven't gotten around to it | 1 |
| Know what I need for my degree plan | 1 |
| Long wait times. Staff not very helpful | 1 |
| Looked up the courses I need on my own | 1 |
| Mom is a professor, so I am advised by her. | 1 |
| My parents do this. | 1 |
| my professor is my advisor so why do i have to spend time in line | 1 |
| Never needed it, transferred in to start the nursing program and they do all advising for us | 1 |
| No identified need to use this service up to this point in time, | 1 |
| no need | 4 |
| No need | 2 |
| No Need | 1 |
| No need at this time | 1 |
| no need registered online | 1 |
| No need so far. | 1 |
| No need yet | 2 |
| No need. I'm already and RN getting my BSN from UTA. I only needed a few support courses. | 1 |
| no specific reason | 1 |
| Not applicable | 1 |
| Not necessary for this semester | 1 |
| not needed | 2 |
| Not needed for me right now; I've been able to figure out most things myself. | 1 |
| not needed yet | 1 |
| Not needed yet | 1 |
| not on campus/ can find out online | 1 |
| not pursuing a particular degree at this time | 1 |
| Not well informed on it, but do need to use it soon. | 1 |
| only doing certificate | 1 |
| Registerd online | 1 |
| Schedule limitations - appointments not offered | 1 |
| some advisors need to realize that they are not always working with 18 yr old children. those of us over 35 should be treated with more respect when being spoken to. | 1 |
| someone in registrations was helpful enough | 1 |
| Surgical Tech Program had a defined/pre-set program of courses to take | 1 |
| The line is always way too long. If you call they don't call back. | 1 |
| The time I went the lady was not very helpful and it seems to always be a long draw out process and wait. | 1 |
| They are not as knowledgable about the nursing program. I went straight to nursing dept. | 1 |
| too old | 1 |
| Too stubborn to ask for help | 1 |
| Used other resources for questions/concerns | 1 |

Advising

| | Frequency |
|---|-----------|
| Wait time was too long, will try another day | 1 |
| went during the summer, but not while school was in session | 1 |
| Total | 1100 |

Admissions and Records

| | Frequency |
|--|-------------|
| Did not respond | 1047 |
| ? | 1 |
| already admitted | 1 |
| Available online | 1 |
| Did all of admission and records online when i first started. | 1 |
| did everything online | 1 |
| did not need to use | 1 |
| Did online | 1 |
| Didn't even know they existed. | 1 |
| Didn't need them this semester | 1 |
| Didn't need to | 1 |
| didnt need it | 1 |
| Do on line | 1 |
| don't need it | 1 |
| Dont need it | 1 |
| have not had the need | 1 |
| have not needed to | 1 |
| i'm a online student, got no problem that's why i don tgo there | 1 |
| I'm already admitted and don't need any records transferred. | 1 |
| I'm in dual credit, these things don't really apply to me. | 1 |
| I did all my admission online, and haven't needed a transcript yet | 1 |
| I did all my admissions stuff online | 1 |
| I did it online | 1 |
| I did not need to. | 1 |
| I didn't need to. | 1 |
| i don't know what they could help me with | 1 |
| I have used admissions and records. They have always been helpful. | 1 |
| I just never went there | 1 |
| I just use cougarweb. | 1 |
| I may have but there are so many different offices I cannot remember where or who exactly they are. I did have a problem registering since I was homeschooled. I had no photo I.D. and was treated as if I was purposefully trying to make it difficult for them to enroll me. They did not seem to know what to do with a homeschooler- they did not know what I.D. would be acceptable and what would not. | 1 |
| I probably did once I enrolled but I can't remember | 1 |
| I used admissions and records I belileve to drop a class. | 1 |
| I used it when I first came to college | 1 |
| I used the online process for re-admission. It was bit of a hassel being that it took multiple attempts to change my residency status to out-of-county. | 1 |
| I was already admitted and didn't feel like I needed help. | 1 |
| just haven't gone. | 1 |
| N/A | 2 |
| no need | 3 |
| No need | 2 |
| No Need | 1 |
| no need to | 1 |
| No particular reason, I just can't remember ever using the admissions and records service | 1 |
| not needed | 1 |
| not needed at this time | 1 |
| Not sure | 1 |
| register | 1 |
| too time consuming | 1 |
| use online services only | 1 |
| Used rarely | 1 |
| Went Online | 1 |
| Total | 1100 |

Bookstore

| | Frequency |
|--|-------------|
| Did not respond | 1049 |
| Able to purchase textbooks and supplies cheaper elsewhere | 1 |
| all class materials were online | 1 |
| Amazon.com is a lot cheaper | 1 |
| Books are overpriced and the "buybacks" are a ripoff | 1 |
| Bought books off-campus | 1 |
| Bought my books for cheaper elsewhere | 1 |
| Buy my books at Amazon, better priced. | 1 |
| Cheaper elsewhere | 1 |
| Cheaper on Amazon | 1 |
| Did not need | 1 |
| Did not need to. | 1 |
| Did not need. | 1 |
| easier to find new and used books through Amazon | 1 |
| Expensive and crowded. | 1 |
| get books online | 1 |
| Haven't needed it, bought books online. | 1 |
| hours are not convenient - I am non traditional student - work full time | 1 |
| Hours have not been convenient for the night classes that I attend, and I work during the day. | 1 |
| I'm in dual credit, these things don't really apply to me. | 1 |
| I bought my books elsewhere. | 1 |
| I buy my books at PJs | 1 |
| I chose to use an off-campus book store. | 1 |
| I did use online book store once, but I usually buy on other sites. | 1 |
| I don't purchase books from the bookstore | 1 |
| I find the books cheaper somewhere else | 1 |
| I got my textbooks from another resource. | 1 |
| I have been renting my books online. It's much cheaper. | 1 |
| I have used the bookstore every semester | 1 |
| I purchase/rent my textbooks online because it is much cheaper. | 1 |
| Never go by there, and assume its expensive. | 1 |
| No need, used outside source | 1 |
| Not applicable | 1 |
| not on campus | 1 |
| online student, to far to travel | 1 |
| Ordered Books Online Through Amazon | 1 |
| Prices are to high. Cheaper books on line. | 1 |
| Public library easier | 1 |
| purchased books at PJ Books off campus | 1 |
| purchased books online because of the inflated cost of books in the bookstore, They always claim there are no used books so I purchase my books elsewhere. | 1 |
| purchases | 1 |
| Rented books off campus | 1 |
| To expensive, found books cheaper online | 1 |
| To expensive. | 1 |
| To save money, I purchase books on line or from others. | 1 |
| Too expensive | 2 |
| Too expensive ordered on Internet using kindle | 1 |
| use Pj's bookstore | 1 |
| Wasn't aware of iti | 1 |
| Way to expensive can get books way cheaper on Amazon or Barnes and Noble. | 1 |
| Went to a used bookstore for cheaper | 1 |
| Total | 1100 |

Bursars Office/Tuition Payment

| | Frequency |
|---|-----------|
| Did not respond | 935 |
| all online | 1 |
| Because I pay everything online | 1 |
| did it online | 1 |
| Did not need to | 1 |
| did not need to use the office directly. Everything handled by financial aid representative | 1 |
| Did online | 1 |
| did you use to make payment | 1 |
| Didn't need to use this office | 1 |
| Didn't need to | 1 |
| didn't need to. | 1 |
| do it online | 1 |
| easier to use online payment with online registration | 1 |
| Enjoy the online feature, its more convenient | 1 |
| FASFA | 1 |
| financial aid | 2 |
| financial aid covers my tuition | 1 |
| financial aid due to grants | 1 |
| financial aid paid tuition | 1 |
| Financial Aid student, took care of everything online. | 1 |
| Financial Aid took care of everything, so I never had to visit the office. | 1 |
| Financial Aid took care of it; I paid online | 1 |
| Have not needed. | 1 |
| Haven't needed to. Online. | 1 |
| Horrible customer service. Slow. Eating at desks during contact. Rude | 1 |
| I've always paid on-line in one lump sum | 1 |
| I've had no issues, and because of financial aid I haven't had to use office | 1 |
| I've made my payments online. | 1 |
| I've only ever used online tuition payment. | 1 |
| I've used the online payment system with ease. | 1 |
| I always pay by using internet. | 1 |
| I am not sure why | 1 |
| I am using the Post 9/11 MGIB and Financial Aid | 1 |
| I did it online | 1 |
| I did not need to use it | 1 |
| I Didn't need to use them. | 1 |
| I do all of this online. | 1 |
| I do it online | 1 |
| I don't know what the Bursars Office is | 1 |
| I don't know where it is | 1 |
| I get financial aid. | 1 |
| I had financial aid | 1 |
| I have financial aid | 1 |
| I have financial aid and have not had to pay for anything yet | 1 |
| I have financial aid and my payment is automatically paid for me. | 1 |
| I have financial aid. | 1 |
| I have not needed to make a payment yet | 1 |
| I have student Aide | 1 |
| I haven't needed to yet. | 1 |
| I just use cougarweb. | 1 |
| I made payment on line. | 1 |
| I made payments online | 1 |
| I make my payments online and use the email help option if I have questions | 1 |
| I paid my tuition online and not in person | 1 |

Bursars Office/Tuition Payment

| | Frequency |
|--|-----------|
| I paid online | 5 |
| I paid online, so I did not physically go to any office. | 1 |
| I paid online. | 1 |
| I pay for tuition online | 1 |
| I pay my bill online because the tuition payment office is not open during the hours that I am available to get there. | 1 |
| I pay my tuition online | 1 |
| I pay online | 3 |
| i pay online. | 1 |
| I pay online. | 1 |
| I payed everything online | 1 |
| I payed online. | 1 |
| i payed some other way | 1 |
| I receive a pell grant | 1 |
| I received aid | 1 |
| I received financial aide | 1 |
| I suppose I would have had to go there to pay-- if that is the office by the ramp, they are very nice and helpful! | 1 |
| I use financial aid so it's all done through Cougarweb. | 1 |
| I use online payment | 1 |
| I use online to make my payment. | 1 |
| I use the 9/11 GI Bill for finances. | 1 |
| I used cashier to pay for summer classes and Financial Aid service during Fall and Spring semesters | 1 |
| I used it online. I didnt go to the their office. | 1 |
| Installment payment methods on Cougar Web works just fine for my purposes | 1 |
| just haven't gone. | 1 |
| line too long | 1 |
| made prmts electronically | 1 |
| My financial aid is all done online | 1 |
| My financial aid process was a smooth process. Just about everything was done online. | 1 |
| My loan was done online. I didn't need help. | 1 |
| My parents paid online | 1 |
| My tuition is taken automatically from my funds (which is wonderful) so I haven't had the need to go to the office. | 1 |
| n/a | 1 |
| N/A | 1 |
| never a need | 1 |
| never needed to | 1 |
| No need | 4 |
| No Need | 1 |
| no need of it | 1 |
| no need to | 1 |
| No need to at this time | 1 |
| no need to visit; done online | 1 |
| No need yet | 1 |
| no need, financial aid handled on line | 1 |
| Not sure what this is? | 1 |
| Not sure. | 1 |
| online | 3 |
| Online is so convenient | 1 |
| online is way better and you do not have to try and get there when you work 8-5 in dallas | 1 |
| Online payment | 1 |
| online payment with credit card | 1 |
| Online student, no need to go to the office. | 1 |

Bursars Office/Tuition Payment

| | Frequency |
|---|-----------|
| Online, was simple enough I suppose, didn't think about it. System is good. | 1 |
| paid all needed payments online | 1 |
| Paid everything online | 1 |
| Paid on the internet. | 1 |
| paid online | 5 |
| Paid online | 10 |
| Paid Online | 2 |
| Paid online or through financial aid. | 1 |
| paid through the internet | 1 |
| Paid tuition online. | 1 |
| pay | 1 |
| Pay bill online | 1 |
| pay online | 3 |
| Pay online | 1 |
| Payed my tuition using the online system | 1 |
| payed online | 1 |
| Payment online was used. | 1 |
| Payment went through financial aid | 1 |
| payments were made online | 1 |
| Pell Grant automatically withdraws. | 1 |
| Receive financial aid, no need to visit at this time | 1 |
| received grant funds. Did not need. | 1 |
| refund | 1 |
| The Financial aid office took care of all my needs and Bursars Office did a great job of processing my financial aid. | 1 |
| tuition waived | 1 |
| unknown | 1 |
| use it online | 1 |
| Use of online services | 1 |
| use online services only | 1 |
| used the internet | 1 |
| Used the online registration | 1 |
| was handled online | 1 |
| Well, I actually used it twice to pay for the psb test | 1 |
| Total | 1100 |

Campus Communications (CougarWeb, Internet access etc.)

| | Frequency |
|--|-------------|
| Did not respond | 1059 |
| cumbersome; misspelled words (see next page in this survey) | 1 |
| did not need | 1 |
| do use | 1 |
| dont have a computer at home | 1 |
| Haven't needed it | 1 |
| I am a dual credit student, I don't go to the campus | 1 |
| I am just not aware of what these are and where. I am an older student and I have to go to work before and after classes so I usually dont hang around the college. | 1 |
| I did use these services. No issues. | 1 |
| I didn't contact them. But you really need to stop the junk mail that you send out...holy cow; it's too much crap filling up my inbox, for things I have no interest in. | 1 |
| I do use cougarweb | 1 |
| I do use Cougarweb. | 1 |
| I get emails. | 1 |
| I have a computer at home | 1 |
| I have my email going through my phone. Having it this way, makes it easier compared to having to log into so many pages. | 1 |
| I have used and some of its very helpful | 1 |
| I haven't needed to. | 1 |
| I may have used them once or twice...Can't remember | 1 |
| i rarely get on | 1 |
| I thought I said I had used this one. | 1 |
| I use library computer when i need it. | 1 |
| I use sometimes | 1 |
| I use this only for mere purpose to have to pass my classes | 1 |
| I usually have no problems. | 1 |
| n/a | 1 |
| N/A | 1 |
| no need | 2 |
| No need | 2 |
| no needed so far | 1 |
| not needed. | 1 |
| Not sure | 1 |
| online | 1 |
| only use when needed | 1 |
| rarely have trouble | 1 |
| Rarely on campus | 1 |
| Read the information sent via email | 1 |
| Too much junk in the email. I never use cougarweb | 1 |
| used cougarmail but that was all I needed to use | 1 |
| used only when forced to - i have enough email addresses to check | 1 |
| used the service | 1 |
| Total | 1100 |

Financial Aid Office

| | Frequency |
|---|-----------|
| Did not respond | 822 |
| Adequate information available through cougarweb. | 1 |
| Because I do not think that I will qualify for it | 1 |
| Because I doubt I qualify for financial aid. | 1 |
| Because I was able to pay my tuition without the need of a financial plan. | 1 |
| Did everything online | 1 |
| Did not apply for financial aid | 2 |
| Did not apply for financial aid. | 1 |
| did not have a need/no eligibility | 1 |
| did not need | 3 |
| Did not need | 1 |
| Did not need any financial aid due to the low cost of attendance. | 1 |
| Did not need financial aid | 2 |
| Did not need financial aid. | 1 |
| Did not need this service. | 1 |
| Did not need to speak to one a this time. | 1 |
| Did not need to. | 1 |
| Did not need. | 2 |
| Did not opt for financial aid | 1 |
| Did not qualify | 2 |
| Did not qualify for aid | 1 |
| Did not qualify for financial aid. | 1 |
| Did not qualify for financial aide | 1 |
| Did not take out financial aid. | 1 |
| Did not use financial aid | 1 |
| Did online | 1 |
| Didn't apply for financial aid | 1 |
| didn't need | 1 |
| Didn't need financial aid | 1 |
| Didn't need help | 1 |
| Didn't need it. | 1 |
| Didn't need them this semester | 1 |
| Didn't need to go to. | 1 |
| Didn't qualify | 1 |
| Didnt need | 1 |
| Didnt need this service | 1 |
| didnt need to talk to them for anything | 1 |
| Do not need aid. | 1 |
| do not need at this time | 1 |
| do not need help with finances | 1 |
| Do not need it. | 1 |
| Do not qualify for any aid. | 1 |
| Do not use this program. | 1 |
| Do not want possible debt as result of using a program and have not made time to completely check it out. | 1 |
| do online | 1 |
| don't get aid | 1 |
| don't have financial aid | 1 |
| Don't have financial aid | 1 |
| don't have it | 1 |
| don't need | 1 |
| Don't need | 1 |
| don't need to | 1 |
| Don't need to | 1 |

Financial Aid Office

| | Frequency |
|--|-----------|
| don't qualify | 2 |
| Don't qualify | 1 |
| Don't qualify for financial aid | 1 |
| Don't qualify for financial aid. | 1 |
| Don't think I'm eligible | 1 |
| Everything I have needed has been online. | 1 |
| Fairly sure I do not qualify for financial aid other than loans that I cannot afford. The office cannot help me. | 1 |
| Finanancial Aid is not needed for my college purposes | 1 |
| financial documents | 1 |
| Forgot | 1 |
| Fortunate To have enough money to pay for my classes :) | 1 |
| get funds to pay | 1 |
| Got money. | 1 |
| handled on line | 1 |
| hard to locate | 1 |
| Have enough money for school | 1 |
| Have not needed financial aid | 1 |
| Have not needed it yet | 1 |
| haven't had the chance | 1 |
| haven't had to | 1 |
| Haven't made it there yet | 1 |
| Haven't needed | 1 |
| Haven't needed Financial Aid | 1 |
| Haven't needed to | 1 |
| Haven't needed to yet | 1 |
| Haven't required financial aid. I can afford Collin. :-) | 1 |
| havent applied yet, but planning on it | 1 |
| High income | 1 |
| I'm haven't been in need of Financial Aid | 1 |
| I'm in dual credit, these things don't really apply to me. | 1 |
| I'm not sure if I qualify for financial aid | 1 |
| I am an internaional student | 1 |
| I am an international student | 1 |
| I am not aware if I qualify for financial aid or not | 1 |
| I am not eligible for financial aid | 1 |
| I am working and pay for my own tuition so I don't need to go to the financial aid office | 1 |
| I applied on line, hope I hear from this office soon. | 1 |
| I applied online and was denied. | 1 |
| I chose not to take out loans for school. | 1 |
| I did not apply for it | 1 |
| I did not meet the requirements for financial aid | 1 |
| I did not need financial aid | 1 |
| I did not need financial aid. | 1 |
| I did not need Financial Aid. | 1 |
| I did not need them previously, but I will be using them for te 2012/2013 year. | 1 |
| I did not need to use it | 1 |
| I did not need. financial aid | 1 |
| I did not use the Financial Aid Office because i did not apply for a financial aid yet. | 1 |
| I did not use the Financial aid office. | 1 |
| I didn't need any financial aid. | 1 |
| I didn't need it | 1 |
| I didn't need to | 1 |
| I didn't need to, I paid online | 1 |

Financial Aid Office

| | Frequency |
|---|-----------|
| i didnt know about it | 1 |
| I do my financial aid at home online | 1 |
| I do not need financial aid. | 1 |
| I do not need financial aid | 1 |
| I do not need nor want financial aid. | 1 |
| I do not qualify for financial aid. | 1 |
| I do not think I'm eligible for any financial aid. | 1 |
| I do not think i could financial aid | 1 |
| I do not use financial ade | 1 |
| I do not use financial aid | 1 |
| I don't have any financial aid that needs handling. | 1 |
| I don't have financial aid | 1 |
| I don't know | 1 |
| I don't need financial aid | 1 |
| I don't need Financial Aid | 1 |
| I don't qualify for aid. | 1 |
| I don't qualify for any student aid. | 1 |
| I don't qualify for financial aid. | 2 |
| I don't qualify. | 2 |
| i don't require any of thier services | 1 |
| I don't require financial aid | 1 |
| I don't use financial aid | 1 |
| I enrolled in only one course this semseter that I could afford to pay with my own funds. | 1 |
| I get tuition reimbursement from my employer.. | 1 |
| I had no need for it. | 1 |
| I have a decent income. | 1 |
| I have a job | 1 |
| I have Financial help | 1 |
| I have had no need to use it. | 1 |
| I have not applied for any financial aid. | 1 |
| I have not applied. | 1 |
| I have not needed to yet. | 1 |
| I have not yet needed to use this service. | 1 |
| I haven't had the need to go in. I have filed for the FAFSA online without any problems. | 1 |
| I haven't needed to. | 2 |
| I make too much money for financial aid | 1 |
| I need to explore my financial aid options, but I just don't have much time. | 1 |
| I never applied for financial aid. | 1 |
| I only take one class each semester. | 1 |
| I pay for every thing I get with money I work for. I don't take hand outs. | 1 |
| I pay for my tuition out of pocket | 1 |
| I pay for school out of pocket and financial aid is not required. | 1 |
| I pay online | 1 |
| I received financial aid through the mail | 1 |
| I use online services for financial aid | 1 |
| I used financial aid from my other institution | 1 |
| I was not in immediate need of financial aid | 1 |
| I was on an athletic scholarship | 1 |
| I wasn't sure if I would qualify any | 1 |
| I will probably need loans in future, didnt use. | 1 |
| I wish! | 1 |
| international student | 1 |
| International student | 1 |
| International Student, as far as I know I'm not eligible for Financial Aid | 1 |

Financial Aid Office

| | Frequency |
|--|-----------|
| It is my understanding that currently I do not qualify | 1 |
| just haven't gone. | 1 |
| Knew I would not qualify | 1 |
| My dad pays for my school. | 1 |
| My parents do this. | 1 |
| my parents make too much money | 1 |
| My parents pay for college | 1 |
| n/a | 1 |
| N/a | 2 |
| N/A | 3 |
| na | 1 |
| never had a need | 1 |
| never needed it | 1 |
| never used it | 1 |
| no | 1 |
| No financial aid needed. | 1 |
| No financial aid used | 1 |
| no need | 11 |
| No need | 6 |
| No Need | 2 |
| NO need | 1 |
| No need as of yet | 1 |
| no need of it | 1 |
| No need to at this time | 1 |
| No need to use it. | 1 |
| No need yet | 1 |
| No need. | 2 |
| No need. I am paying for my classes with CCCC as I go. | 1 |
| No need. All completed online. | 1 |
| no specific reason | 1 |
| No, thank you. | 1 |
| Not a necessary service | 1 |
| Not a resident/citizen | 1 |
| not applicable | 1 |
| Not applicable | 1 |
| Not applicable to me | 2 |
| not applied for some students | 1 |
| not borrowing | 1 |
| not eligible | 1 |
| Not eligible | 1 |
| not enough time to talk to them | 1 |
| not given aid | 1 |
| Not in need | 1 |
| not necessary | 1 |
| Not necessary | 1 |
| Not necessary. | 1 |
| not needed | 1 |
| Not needed | 2 |
| Not needed at this point | 1 |
| Not needed yet | 1 |
| not qualify | 1 |
| Not taking enough hours to have financial aid | 1 |
| Not using financial aid | 1 |
| online | 3 |

Financial Aid Office

| | Frequency |
|--|-----------|
| online student did not have a need | 1 |
| Paid cash for classes | 1 |
| paid for my own tuition | 1 |
| Paid for tuition myself. | 1 |
| Paid in full | 1 |
| paid myself | 1 |
| parents paid for tuition and books. | 1 |
| Pay for classes myself | 1 |
| Pay for my classes/books on my own. | 1 |
| Paying cash | 1 |
| payment plan | 1 |
| pell grant informatiom | 1 |
| same | 1 |
| self paying for school | 1 |
| The online interaction is well-suited | 1 |
| There really has not been a need, as of so far. | 1 |
| They did not know how to help me sign up for FAFSA! | 1 |
| they didn't approved me when I first enrolled | 1 |
| They weren't very helpful to people pursuing secondary degrees. | 1 |
| too complecated | 1 |
| too old; do not qualify | 1 |
| tuition is paid out of pocket | 1 |
| Used online | 1 |
| was able to pay tuition without financial aid (other than awarded scholarship) | 1 |
| was handled online | 1 |
| was not elegible | 1 |
| Wasn't necessary | 1 |
| What are farce. | 1 |
| will be utilizing once i apply for nursing program | 1 |
| Will use it next fall | 1 |
| Work full-time to support my educational goal | 1 |
| Total | 1100 |

Registration

| | Frequency |
|--|-----------|
| Did not respond | 1033 |
| already registered | 2 |
| also online | 1 |
| Available online | 1 |
| Because its been over three years since i need to registrar | 1 |
| can't recall what this is | 1 |
| Did everything online | 2 |
| Did it online | 1 |
| did online | 1 |
| Did online | 1 |
| Did registration online | 1 |
| didn't need to | 1 |
| Do on line | 1 |
| Haven't needed to. Online. | 1 |
| I'm not 100% sure what office/service this is. I have mostly registered for classes online. | 1 |
| I'm not entirely sure what this is. I always registered for classes on my own. | 1 |
| I did everything online. | 1 |
| I did mine online | 1 |
| i did use it | 1 |
| I do my registration online | 1 |
| I don't need help. | 1 |
| I guess I missed this section. | 1 |
| I register by myself online | 1 |
| I register for my classes online | 1 |
| I registered for classes through ACCESS office | 1 |
| I registered online | 1 |
| i registered online because it was more convenient for me. | 1 |
| I registered online on my own. Easy enough without needing assistance. | 1 |
| I thought you could only register online. That is very frustrating and difficult to figure out. I have spoken to many people who had problems registering. Would be helpful if you could speak face to face with an actual person. | 1 |
| I used registration years ago and have been a student since so I don't remember too much | 1 |
| I was a returning Student and I am through Access | 1 |
| I was already registered as a student for the Spring 2012 semester. | 1 |
| I was registered online | 1 |
| Iregistered online. | 1 |
| n/a | 2 |
| N/A | 1 |
| never was aware | 1 |
| no need | 1 |
| No need | 2 |
| No need for this semester | 1 |
| No Need only in the beginning | 1 |
| no need registered online | 1 |
| no need, did it all online | 1 |
| No need...already registered. | 1 |
| no reason | 1 |
| online | 2 |
| Online registration | 1 |
| only should need to do this once | 1 |
| Oops, guess I had to use them | 1 |
| registar online | 1 |
| registar son | 1 |
| Registered on line. | 1 |
| registered online | 2 |

Registration

| | Frequency |
|--|-----------|
| Registered online | 1 |
| Registered online. | 3 |
| Same | 1 |
| Same as tuition office | 1 |
| to find out about requirements for admission | 1 |
| use cougarweb | 1 |
| Used online | 1 |
| Total | 1100 |

Student Life

| | Frequency |
|--|-----------|
| Did not respond | 796 |
| actually i did use it to get my ID | 1 |
| already have update id no need to contact student services | 1 |
| Already sufficiently involved with campus events | 1 |
| Did not have a need to | 1 |
| Did not have the time to go yet, but i read some news send me by cougar email. | 1 |
| did not have time | 1 |
| did not need | 2 |
| Did not need | 1 |
| did not need to | 1 |
| Did not need to | 2 |
| Did not need to. | 1 |
| Did not need. | 2 |
| Did not need. Oh yes, I did stop by to get permission to sell a book on an ad | 1 |
| Didn't have a need to. | 1 |
| Didn't know about it. | 1 |
| didn't need it | 1 |
| didn't need to | 1 |
| Didn't take the time to | 1 |
| didnt need | 1 |
| Didnt need help | 1 |
| do not know what goes on in student life | 1 |
| do not know what it is | 1 |
| do not need | 1 |
| Do not use this program. | 1 |
| Do not where where it's located | 1 |
| Doesn't seem to be a large, thriving part of the school. | 1 |
| Don't have time | 2 |
| Don't have time between classes & working am running all the time. | 1 |
| Don't know | 1 |
| Don't know too much about it. I have no time for it at this moment. | 1 |
| Don't know what's offered. | 1 |
| Don't know what it does. | 1 |
| Don't know what it is | 1 |
| Don't know where office is or what they do for me | 1 |
| Don't need it. | 1 |
| Don't need to | 1 |
| Don't need to go here. | 1 |
| don't really know what it is, where it is, but also don't have the time. | 1 |
| dont know for whattt | 1 |
| dont know much about | 1 |
| dont know what it is | 1 |
| Dont know what this is really | 1 |
| dont need | 1 |
| Dpnt know what they do | 1 |
| evening student..location closed | 1 |
| Got no time. | 1 |
| Hadn't really looked into this - got a busy personal life, feel this is probably more for single, younger students | 1 |
| Have not been there- forgot about it and have not had time. Not sure exactly of its purpose. | 1 |
| Have not had any reason to use it | 1 |
| Have not had the need to go. | 1 |
| Have not needed it's use | 1 |
| have not needed to | 1 |

Student Life

| | Frequency |
|---|-----------|
| Have not needed to | 1 |
| haven't been involved | 1 |
| Haven't had a need to. | 1 |
| Haven't had a reason to go. | 1 |
| Haven't had time. | 1 |
| haven't needed it | 1 |
| haven't needed to | 1 |
| Haven't needed to | 2 |
| Havent | 1 |
| havent found a use for it. | 1 |
| honestly felt that this organization was more for the younger students just out of high school | 1 |
| hours are not convenient- I am non traditional student - work full time | 1 |
| hours don't work for a person working full time - i don't get to campus until about 6p - nothing available | 1 |
| Hvae not needed. | 1 |
| I'm a distance student | 1 |
| I'm a single working mom, and I take my classes online. | 1 |
| I'm already involved in too many activities. | 1 |
| I'm an older returning student; services not really necessary for me. | 1 |
| I'm an older student - not interested | 1 |
| I'm an older student and assumed most services were aimed at younger students. | 1 |
| I'm an older student and none of it is geared towards my age group. | 1 |
| I'm an older student with a full-time job. | 1 |
| I'm in dual credit, these things don't really apply to me. | 1 |
| I'm not a traditional student | 1 |
| I'm not quite sure what exactly it is | 1 |
| I'm not really sure if they offer anything that I would be interested in | 1 |
| I'm not sure what they do or where they're located | 1 |
| I've had some copies run off for my SO; they just don't have anything that I am aware of that I need. | 1 |
| I already have my college ID and handbook. I'm not sure what else I would need SL for. | 1 |
| I am 44 years old and did not participate in the student life. | 1 |
| I am 54 years old, going to school part time. I have a very busy life outside of school. The student life programs really do not interest me. | 1 |
| I am an older student---student life doesn't interest me | 1 |
| I am an older student and don't feel comfortable hanging and such with 18 year olds | 1 |
| I am busy with my two jobs and family life | 1 |
| I am not a social person. | 1 |
| I am not on campus much, other than when I am in class. | 1 |
| I am not sure what they do, therefore I don't know if I need them or not | 1 |
| I am not sure why | 1 |
| I am only a part-time student | 1 |
| I am only taking one online course. | 1 |
| I did not feel important to use it | 1 |
| I did not know where the office for it was | 1 |
| I didn't care | 1 |
| I didn't have time | 1 |
| I didn't know it exists | 1 |
| I didn't need any of the services there. | 1 |
| I didnt feel the need to, I dont even know what it is | 1 |
| I do everything through the internet | 1 |
| I do not believe I have reason to use this service | 1 |
| I do not have time | 1 |
| I do not know what they offer. nothing is ever posted about them. | 1 |
| I do not know why I need to use the student life | 1 |
| I do not need it | 1 |

Student Life

| | Frequency |
|--|-----------|
| I don't even really know what it is | 1 |
| I don't go to the campus | 1 |
| I don't have time for activities so I haven't looked into them very much | 1 |
| I don't have time for the "fun" things the school does. | 1 |
| I don't have time to hang out on campus. | 1 |
| I don't know much about it and what I did know about I wasn't interested in/didn't have time. | 1 |
| I don't know what it is for. | 1 |
| I don't know what they do there. | 1 |
| I don't know what this is | 1 |
| I don't recall seeing very many things that are applicable to me as an adult student - married with 3 kids and a full time career. Not to say they don't exist, but if certain programs or activities do exist, they are not very well publicized. | 1 |
| I don't think there was anything of interest to me there. | 1 |
| I don't know how this would apply to me since i live at home | 1 |
| i don't know where it is at ...& what am i suppose to do there | 1 |
| I go to school at night | 1 |
| I had no reason to. | 1 |
| I have a busy work schedule outside of school, so i don't really have time to attend student functions. | 1 |
| I have a very full schedule, so I haven't had time to become involved in the student life. I'm a member of PTK and the NSLS, but I don't know if that counts. | 1 |
| I have never had the need | 1 |
| I have no idea what they actually do, other than provide student IDs. | 1 |
| I have not gotten involved in any student life organizations this year. | 1 |
| I have not had the need to use this program | 1 |
| I have really not looked into it, but I receive e-mails that provide information about what is going on in campus. | 1 |
| I have two children and am very busy already | 1 |
| I haven't found a need for it, yet. | 1 |
| I haven't had a need to use this service. | 1 |
| I haven't had time for extra-curricular activities. | 1 |
| I haven't lost anything yet. Last time I used it was to get the new ID card. | 1 |
| I just didn't have a reason to use it | 1 |
| I just don't have the time, currently. | 1 |
| I just don't use it. | 1 |
| I just haven't had the need to use this service yet. | 1 |
| I never felt that I need to use this service. Maybe because I am 40 years old and the most students are in their early 20s. | 1 |
| I never have time to get there during the hours that they are open. | 1 |
| I only come to campus for night classes. | 1 |
| I take most of my classes online | 1 |
| I thought this was for younger college students. I am over 50. Let me know what is available for older students please. | 1 |
| I used Student Life for my ID cards and calendar | 1 |
| I work and take classes when are there ever student life activities that fit my schedule? | 1 |
| I work full time and take online classes; no time for student life | 1 |
| I would like to take advantage of their services but I don't have time. | 1 |
| im not interested | 1 |
| Information | 1 |
| It was not in my interests | 1 |
| Just did not need to. | 1 |
| just don't | 1 |
| Just for ID | 1 |
| Just for lost and found and it was good. | 1 |
| know of it, but do not know what it is for | 1 |
| Little awareness. Unsure of mission/value or ROI | 1 |

Student Life

| | Frequency |
|--|-----------|
| live off campus | 1 |
| Maybe I used this once - for obtaining a student ID. No problems. | 1 |
| my schedule | 1 |
| n/a | 2 |
| N/A | 3 |
| na | 1 |
| never a need | 1 |
| never did any extra curricular activities on campus | 1 |
| Never had a chance to go to any. | 1 |
| never had a reason. hear they are great | 1 |
| Never heard of | 1 |
| never knew about it | 1 |
| Never needed services | 1 |
| Never needed the services | 1 |
| never needed to other than to get my student id | 1 |
| Never open | 1 |
| never really thought about | 1 |
| never used | 1 |
| no | 1 |
| no desire | 1 |
| no down time. | 1 |
| No identified need to use this service up to this point in time, | 1 |
| No interest | 1 |
| No interest.Im an adult student | 1 |
| no need | 7 |
| No need | 7 |
| No Need | 1 |
| No need for it, but I am aware of its purpose in case I need it. | 1 |
| no need of it | 1 |
| no need or desire | 1 |
| no need other than id | 1 |
| no need to | 1 |
| No need to at this time | 1 |
| No need to visit at this time | 1 |
| No need yet | 2 |
| No need yet. | 1 |
| No need. | 1 |
| no point for me to go. | 1 |
| no real reason | 1 |
| no reason | 2 |
| no reason in particular | 1 |
| No reason to as of yet. | 1 |
| No reson | 1 |
| no specific reason | 1 |
| no specific reason...just never took the time to look into it. | 1 |
| No structure in basketball courts. The same people always monopolize the court. Not equal participation. | 1 |
| No sure of what they do | 1 |
| No time | 2 |
| No time for extracurricular activities at school. | 1 |
| no time to participate | 1 |
| non traditional student, just havent gotten involved in anything yet | 1 |
| None of the programs interest me. | 1 |
| Not a full-time student | 1 |

Student Life

| | Frequency |
|---|-----------|
| not applicable | 1 |
| Not applicable | 1 |
| not aware of the program itself | 1 |
| not familiar | 1 |
| Not in need | 1 |
| Not instrested. | 1 |
| not interested | 2 |
| Not interested | 3 |
| Not interested in life | 1 |
| not interested in this program | 1 |
| not necessary | 1 |
| Not necessary. | 1 |
| not needed | 1 |
| Not needed | 1 |
| Not needed at this time | 1 |
| Not needed. | 1 |
| not on campus | 1 |
| not on campus when events were happening | 1 |
| Not quite sure what this includes? I might have used it | 1 |
| not really concered with it | 1 |
| Not sure if I had any need for this | 1 |
| not sure of services | 1 |
| Not sure of the purpose | 1 |
| Not sure what is offered in Student Life | 1 |
| Not sure what it's purpose is. | 1 |
| not sure what it is | 1 |
| not sure what it is or if I need to use this service | 1 |
| Not sure what it is. | 1 |
| not sure what student life is for | 1 |
| not sure what this is. | 1 |
| Not time | 1 |
| Not too interested, too busy. | 1 |
| not useful for most things | 1 |
| not usually on campus | 1 |
| Not very involved | 1 |
| Nothing offered that I have needed | 1 |
| online courses | 1 |
| online only | 1 |
| online student to far | 1 |
| Only used once to get student id | 1 |
| only used to get ID | 1 |
| organization information | 1 |
| part-time non-traditional student | 1 |
| Rarely on campus | 1 |
| Really do not know anything about it | 1 |
| Really have not spent to much time learning about the service. | 1 |
| same | 1 |
| take online classes not at campus much | 1 |
| they are so rude sometimes. | 1 |
| Time is crucial during each semester especially having children | 1 |
| too old | 1 |
| Too busy | 4 |
| Too busy to use the service. | 1 |
| too busy to visit student life | 1 |

Student Life

| | Frequency |
|--|-----------|
| too old! | 1 |
| Used only to get my id card | 1 |
| Was not needed | 1 |
| wasn't convenient for me | 1 |
| Wasn't very knowledgeable of what all they offered. | 1 |
| What is it for? | 1 |
| what is it? | 1 |
| Who has time? | 1 |
| why? | 1 |
| with work and school no extra time | 1 |
| woek fulltime it's not open when I go to school | 1 |
| Working adult | 1 |
| working full time and going to school full time I only have time to go to class and that is about it | 1 |
| working parent; did not have the extra time to attend activities | 1 |
| Total | 1100 |

Testing Center(s)

| | Frequency |
|--|-----------|
| Did not respond | 953 |
| All classes are online | 1 |
| all my testing is complete | 1 |
| All testing has been in the classrooms and the Testing Centers were not needed. | 1 |
| All tests have been in-class. | 1 |
| always took test in class on the day it was assigned | 1 |
| can not use due to work schedule | 1 |
| Did not have any tests in the testing center. | 1 |
| did not need | 1 |
| Did not need | 1 |
| Did not need to | 2 |
| Did not need to use the testing center. | 1 |
| Did not need to. | 1 |
| Did not need. | 1 |
| Didn't need to | 1 |
| Don't know where it's located | 1 |
| don't need to | 1 |
| Don't need to take tests | 1 |
| Dont ever have to visit | 1 |
| exams in class | 1 |
| have for other classes | 1 |
| Have not had to attend one yet | 1 |
| Have not had to use this yet. | 1 |
| have not needed | 1 |
| have not needed this service | 1 |
| Have not needed this service | 1 |
| have not needed to | 1 |
| Have not needed to (online courses) | 1 |
| Have not needed to use yet this semester | 1 |
| have not yet needed too | 1 |
| Haven't had a need for it | 1 |
| Haven't had a need to | 1 |
| Haven't had to use yet | 1 |
| haven't needed it | 1 |
| Haven't needed it yet | 1 |
| haven't needed their services. | 1 |
| Haven't needed this yet either | 1 |
| haven't needed to | 1 |
| Haven't needed to | 1 |
| Havent gotten a chance | 1 |
| havent gotten to take a test there yet other than just my admission | 1 |
| Havnt had opportunity | 1 |
| havnt need to use the testing center | 1 |
| I'm in dual credit, these things don't really apply to me. | 1 |
| I am a distance learning student. | 1 |
| I am a mature student with a graduated degree and part of a doctorate | 1 |
| I am still preparing myself for future testing needs. | 1 |
| I did use the testing center | 1 |
| i didn't have the need for the program yet. | 1 |
| I didnt use this spring, but used it last summer 2011 | 1 |
| i do not agree with their testing practices because its cruel and unusal | 1 |
| I don't need to | 1 |
| I had acceptable grades from previous english classes. I am in developmental math. | 1 |

Testing Center(s)

| | Frequency |
|--|-----------|
| I had no need to use the testing center. I have previous college degree so I had no required tests. | 1 |
| I hate math.. Procrastination.. | 1 |
| I have attended all scheduled classes and have had no need for the testing center as of yet. | 1 |
| I have not had to use the testing center. | 1 |
| I have not needed it so far | 1 |
| I have not needed to take a makeup test at the testing center. | 1 |
| I have not taken my math assesment yet | 1 |
| I have not used it | 1 |
| I haven't found a need for it, yet. | 1 |
| I haven't had a need for it | 1 |
| I haven't needed to use one yet. | 1 |
| I haven't used them this year; none of my professors required it. | 1 |
| I prefer to take my tests in class | 1 |
| I very rarely miss classes and have never missed a test. | 1 |
| I will be using soon for my math placement test. | 1 |
| in class test | 1 |
| Just haven't used it yet. I'm wanting to get some of my core classes out of the way before I take my Math Assessment. | 1 |
| most of my classes are online and just haven't present the opportunity to use this service but I know is there for future service. | 1 |
| n/a | 4 |
| N/A | 1 |
| na | 1 |
| neither of my classes test in the testing center | 1 |
| never had to make up a test | 1 |
| Never had to use | 1 |
| Never had to use the service | 1 |
| never needed it..take tests in class | 1 |
| never needed to take a test outside of class | 1 |
| Never needed to use it. | 1 |
| Never needed to. | 1 |
| never used | 1 |
| no need | 6 |
| No need | 6 |
| No Need | 1 |
| No need as of yet | 1 |
| No need at this time | 1 |
| no need maybe | 1 |
| no need to | 1 |
| No need with the classes I'm taking. | 1 |
| No need yet | 1 |
| No testing needed | 2 |
| none of my professors required it | 1 |
| not applicable | 1 |
| Not applicable | 2 |
| not had a reason | 1 |
| Not in need | 1 |
| not necessary | 1 |
| not necessary so far | 1 |
| not needed | 1 |
| Not needed | 1 |
| Not needed at this time | 2 |
| Not needed yet. | 1 |
| not on campus | 1 |

Testing Center(s)

| | Frequency |
|---|-------------|
| Not required by my classes. | 1 |
| not required; | 1 |
| not sure what testing its for | 1 |
| Not taking any online classes | 1 |
| online courses | 1 |
| Only whn I had my first assesment test. I do not have an accomodation and none of my teachers have required us to use it. | 1 |
| Professors prefer in class testing | 1 |
| So far my instructors have held all tests in class. | 1 |
| Take tests in class | 1 |
| Taking online classes right now. | 1 |
| teachers dont like using it anyways so whats the point | 1 |
| Test are taken in class. | 1 |
| Test in class | 1 |
| test were taken in class on scantrons | 1 |
| Tested online | 1 |
| Tests are in class but it would help me to take them in center. | 1 |
| Tests have been in class and I haven't missed any. | 1 |
| There really has not been a need, as of so far. | 1 |
| There was never a need for me to. | 1 |
| too loud in there and it takes forever for them to give you a spot | 1 |
| used twice only | 1 |
| was not needed | 1 |
| Wasn't required due to transferred credit hours from previous college | 1 |
| what is it? | 1 |
| Will be using at end of semester | 1 |
| will utilize testing centers next semester | 1 |
| Total | 1100 |

Blackboard

| | Frequency |
|--|-------------|
| Did not respond | 1072 |
| all my teachers use the other programs | 1 |
| didnt know how to get to it or what the purpose of blackboard is | 1 |
| Haven't needed it yet | 1 |
| I do use it | 1 |
| I don't have any classes that use the blackboard | 1 |
| I dont know how to use it. | 1 |
| i dont need to | 1 |
| I have no online classes. I do access files online for one face-to-face class... not sure if this is Balckboard. | 1 |
| I haven't registered for a class that required it. | 1 |
| Its, pardon my french, crap | 1 |
| my classes | 1 |
| My classes don't use Blackboard. | 1 |
| My professors have not used this | 1 |
| N/A | 1 |
| never took online class | 1 |
| no need | 1 |
| No need | 1 |
| No need yet | 1 |
| No online classes | 1 |
| No required by my classes. | 1 |
| none of my classes had it, but from what I heard it was horrible. | 1 |
| None of my professors require blackboard use. | 1 |
| Not needed in Culinary Arts field... | 1 |
| Only one teacher uses it | 1 |
| Professer does not use blackboard | 1 |
| Teachers don't use it | 1 |
| The professor does not have access | 1 |
| yes i did | 1 |
| Total | 1100 |

Section II: General Support Services/Programs

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

| | | 0 | 1 | Total |
|--|-------|-------|-------|--------|
| | Count | 538 | 452 | 990 |
| Career Services | % | 54.3% | 45.7% | 100.0% |
| | Count | 227 | 763 | 990 |
| Campus Police | % | 22.9% | 77.1% | 100.0% |
| | Count | 479 | 511 | 990 |
| Dean of Students Office | % | 48.4% | 51.6% | 100.0% |
| | Count | 314 | 676 | 990 |
| Fitness Center | % | 31.7% | 68.3% | 100.0% |
| | Count | 400 | 590 | 990 |
| Food Service | % | 40.4% | 59.6% | 100.0% |
| | Count | 417 | 573 | 990 |
| Help Desk (central point of contact for IT services) | % | 42.1% | 57.9% | 100.0% |
| | Count | 416 | 574 | 990 |
| Information Center (s) | % | 42.0% | 58.0% | 100.0% |
| | Count | 496 | 494 | 990 |
| New Student Orientation | % | 50.1% | 49.9% | 100.0% |
| | Count | 508 | 482 | 990 |
| Transfer Programs | % | 51.3% | 48.7% | 100.0% |
| | Count | 778 | 212 | 990 |
| Weekend College Office | % | 78.6% | 21.4% | 100.0% |

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

| | | 0 | 1 | Total |
|--|-------|-------|-------|--------|
| | Count | 665 | 134 | 799 |
| Career Services | % | 83.2% | 16.8% | 100.0% |
| | Count | 682 | 117 | 799 |
| Campus Police | % | 85.4% | 14.6% | 100.0% |
| | Count | 687 | 112 | 799 |
| Dean of Students Office | % | 86.0% | 14.0% | 100.0% |
| | Count | 478 | 321 | 799 |
| Fitness Center | % | 59.8% | 40.2% | 100.0% |
| | Count | 418 | 381 | 799 |
| Food Service | % | 52.3% | 47.7% | 100.0% |
| | Count | 477 | 322 | 799 |
| Help Desk (central point of contact for IT services) | % | 59.7% | 40.3% | 100.0% |
| | Count | 447 | 352 | 799 |
| Information Center (s) | % | 55.9% | 44.1% | 100.0% |
| | Count | 628 | 171 | 799 |
| New Student Orientation | % | 78.6% | 21.4% | 100.0% |
| | Count | 673 | 126 | 799 |
| Transfer Programs | % | 84.2% | 15.8% | 100.0% |
| | Count | 754 | 45 | 799 |
| Weekend College Office | % | 94.4% | 5.6% | 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 convenient.

1= Very inconvenient, 5 = Very convenient

| | | 1 | 2 | 3 | 4 | 5 | Total |
|--|-------|------|------|-------|-------|-------|--------|
| | Count | 5 | 3 | 17 | 33 | 72 | 130 |
| Career Services | % | 3.8% | 2.3% | 13.1% | 25.4% | 55.4% | 100.0% |
| | Count | 6 | 4 | 5 | 19 | 80 | 114 |
| Campus Police | % | 5.3% | 3.5% | 4.4% | 16.7% | 70.2% | 100.0% |
| | Count | 7 | 4 | 10 | 28 | 57 | 106 |
| Dean of Students Office | % | 6.6% | 3.8% | 9.4% | 26.4% | 53.8% | 100.0% |
| | Count | 9 | 15 | 35 | 89 | 157 | 305 |
| Fitness Center | % | 3.0% | 4.9% | 11.5% | 29.2% | 51.5% | 100.0% |
| | Count | 17 | 23 | 64 | 100 | 148 | 352 |
| Food Service | % | 4.8% | 6.5% | 18.2% | 28.4% | 42.0% | 100.0% |
| | Count | 5 | 5 | 21 | 82 | 188 | 301 |
| Help Desk (central point of contact for IT services) | % | 1.7% | 1.7% | 7.0% | 27.2% | 62.5% | 100.0% |
| | Count | 2 | 4 | 25 | 79 | 220 | 330 |
| Information Center (s) | % | .6% | 1.2% | 7.6% | 23.9% | 66.7% | 100.0% |
| | Count | 3 | 4 | 12 | 49 | 96 | 164 |
| New Student Orientation | % | 1.8% | 2.4% | 7.3% | 29.9% | 58.5% | 100.0% |
| | Count | 3 | 2 | 12 | 35 | 66 | 118 |
| Transfer Programs | % | 2.5% | 1.7% | 10.2% | 29.7% | 55.9% | 100.0% |
| | Count | .00 | 1 | 3 | 12 | 25 | 41 |
| Weekend College Office | % | 0.0% | 2.4% | 7.3% | 29.3% | 61.0% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Career Services | 130 | 1 | 5 | 4.26 | 1.031 |
| Campus Police | 114 | 1 | 5 | 4.43 | 1.089 |
| Dean of Students Office | 106 | 1 | 5 | 4.17 | 1.167 |
| Fitness Center | 305 | 1 | 5 | 4.21 | 1.025 |
| Food Service | 352 | 1 | 5 | 3.96 | 1.140 |
| Help Desk (central point of contact for IT services) | 301 | 1 | 5 | 4.47 | .831 |
| Information Center (s) | 330 | 1 | 5 | 4.55 | .739 |
| New Student Orientation | 164 | 1 | 5 | 4.41 | .871 |
| Transfer Programs | 118 | 1 | 5 | 4.35 | .919 |
| Weekend College Office | 41 | 2 | 5 | 4.49 | .746 |
| Valid N (listwise) | 20 | | | | |

The service was provided in a timely manner.

1 = Strongly disagree, 5 = Strongly agree

| | | 1 | 2 | 3 | 4 | 5 | Total |
|--|-------|------|------|-------|-------|-------|--------|
| | Count | 5 | 3 | 19 | 26 | 74 | 127 |
| Career Services | % | 3.9% | 2.4% | 15.0% | 20.5% | 58.3% | 100.0% |
| | Count | 6 | 5 | 7 | 11 | 83 | 112 |
| Campus Police | % | 5.4% | 4.5% | 6.3% | 9.8% | 74.1% | 100.0% |
| | Count | 6 | 3 | 12 | 17 | 66 | 104 |
| Dean of Students Office | % | 5.8% | 2.9% | 11.5% | 16.3% | 63.5% | 100.0% |
| | Count | 7 | 4 | 32 | 73 | 194 | 310 |
| Fitness Center | % | 2.3% | 1.3% | 10.3% | 23.5% | 62.6% | 100.0% |
| | Count | 10 | 10 | 41 | 113 | 192 | 366 |
| Food Service | % | 2.7% | 2.7% | 11.2% | 30.9% | 52.5% | 100.0% |
| | Count | 6 | 5 | 24 | 68 | 203 | 306 |
| Help Desk (central point of contact for IT services) | % | 2.0% | 1.6% | 7.8% | 22.2% | 66.3% | 100.0% |
| | Count | 2 | 2 | 23 | 74 | 236 | 337 |
| Information Center (s) | % | .6% | .6% | 6.8% | 22.0% | 70.0% | 100.0% |
| | Count | 2 | 1 | 12 | 40 | 107 | 162 |
| New Student Orientation | % | 1.2% | .6% | 7.4% | 24.7% | 66.0% | 100.0% |
| | Count | 2 | 6 | 9 | 27 | 72 | 116 |
| Transfer Programs | % | 1.7% | 5.2% | 7.8% | 23.3% | 62.1% | 100.0% |
| | Count | | 1 | 3 | 6 | 29 | 39 |
| Weekend College Office | % | | 2.6% | 7.7% | 15.4% | 74.4% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Career Services | 127 | 1 | 5 | 4.27 | 1.057 |
| Campus Police | 112 | 1 | 5 | 4.43 | 1.137 |
| Dean of Students Office | 104 | 1 | 5 | 4.29 | 1.146 |
| Fitness Center | 310 | 1 | 5 | 4.43 | .896 |
| Food Service | 366 | 1 | 5 | 4.28 | .958 |
| Help Desk (central point of contact for IT services) | 306 | 1 | 5 | 4.49 | .862 |
| Information Center (s) | 337 | 1 | 5 | 4.60 | .696 |
| New Student Orientation | 162 | 1 | 5 | 4.54 | .765 |
| Transfer Programs | 116 | 1 | 5 | 4.39 | .958 |
| Weekend College Office | 39 | 2 | 5 | 4.62 | .747 |
| Valid N (listwise) | 19 | | | | |

The staff was courteous.

1= Strongly disagree, 5 = Strongly agree

| | | 1 | 2 | 3 | 4 | 5 | Total |
|--|-------|------|------|-------|-------|-------|--------|
| Career Services | Count | 4 | 2 | 10 | 28 | 81 | 125 |
| | % | 3.2% | 1.6% | 8.0% | 22.4% | 64.8% | 100.0% |
| Campus Police | Count | 9 | 3 | 9 | 10 | 81 | 112 |
| | % | 8.0% | 2.7% | 8.0% | 8.9% | 72.3% | 100.0% |
| Dean of Students Office | Count | 5 | 2 | 12 | 15 | 71 | 105 |
| | % | 4.8% | 1.9% | 11.4% | 14.3% | 67.6% | 100.0% |
| Fitness Center | Count | 5 | 5 | 30 | 73 | 195 | 308 |
| | % | 1.6% | 1.6% | 9.7% | 23.7% | 63.3% | 100.0% |
| Food Service | Count | 8 | 9 | 41 | 84 | 221 | 363 |
| | % | 2.2% | 2.5% | 11.3% | 23.1% | 60.9% | 100.0% |
| Help Desk (central point of contact for IT services) | Count | 7 | 4 | 23 | 58 | 211 | 303 |
| | % | 2.3% | 1.3% | 7.6% | 19.1% | 69.6% | 100.0% |
| Information Center (s) | Count | 4 | 4 | 22 | 70 | 235 | 335 |
| | % | 1.2% | 1.2% | 6.6% | 20.9% | 70.1% | 100.0% |
| New Student Orientation | Count | 3 | 1 | 10 | 30 | 114 | 158 |
| | % | 1.9% | .6% | 6.3% | 19.0% | 72.2% | 100.0% |
| Transfer Programs | Count | 3 | 2 | 12 | 20 | 78 | 115 |
| | % | 2.6% | 1.7% | 10.4% | 17.4% | 67.8% | 100.0% |
| Weekend College Office | Count | 1 | 1 | 3 | 6 | 29 | 40 |
| | % | 2.5% | 2.5% | 7.5% | 15.0% | 72.5% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Career Services | 125 | 1 | 5 | 4.44 | .945 |
| Campus Police | 112 | 1 | 5 | 4.35 | 1.235 |
| Dean of Students Office | 105 | 1 | 5 | 4.38 | 1.078 |
| Fitness Center | 308 | 1 | 5 | 4.45 | .859 |
| Food Service | 363 | 1 | 5 | 4.38 | .937 |
| Help Desk (central point of contact for IT services) | 303 | 1 | 5 | 4.52 | .872 |
| Information Center (s) | 335 | 1 | 5 | 4.58 | .770 |
| New Student Orientation | 158 | 1 | 5 | 4.59 | .799 |
| Transfer Programs | 115 | 1 | 5 | 4.46 | .939 |
| Weekend College Office | 40 | 1 | 5 | 4.53 | .933 |
| Valid N (listwise) | 19 | | | | |

The staff was knowledgeable.

1= Strongly disagree, 5 = Strongly agree

| | | 1 | 2 | 3 | 4 | 5 | Total |
|--|-------|------|------|-------|-------|-------|--------|
| | Count | 4 | 3 | 13 | 28 | 78 | 126 |
| Career Services | % | 3.2% | 2.4% | 10.3% | 22.2% | 61.9% | 100.0% |
| | Count | 4 | 5 | 7 | 11 | 85 | 112 |
| Campus Police | % | 3.6% | 4.5% | 6.3% | 9.8% | 75.9% | 100.0% |
| | Count | 4 | 1 | 9 | 22 | 71 | 107 |
| Dean of Students Office | % | 3.7% | .9% | 8.4% | 20.6% | 66.4% | 100.0% |
| | Count | 3 | 7 | 26 | 73 | 200 | 309 |
| Fitness Center | % | 1.0% | 2.3% | 8.4% | 23.6% | 64.7% | 100.0% |
| | Count | 6 | 8 | 40 | 75 | 233 | 362 |
| Food Service | % | 1.7% | 2.2% | 11.0% | 20.7% | 64.4% | 100.0% |
| | Count | 6 | 6 | 23 | 64 | 208 | 307 |
| Help Desk (central point of contact for IT services) | % | 2.0% | 2.0% | 7.5% | 20.8% | 67.8% | 100.0% |
| | Count | 3 | 5 | 19 | 77 | 236 | 340 |
| Information Center (s) | % | .9% | 1.5% | 5.6% | 22.6% | 69.4% | 100.0% |
| | Count | 2 | 2 | 11 | 37 | 112 | 164 |
| New Student Orientation | % | 1.2% | 1.2% | 6.7% | 22.6% | 68.3% | 100.0% |
| | Count | 3 | 5 | 17 | 20 | 75 | 120 |
| Transfer Programs | % | 2.5% | 4.2% | 14.2% | 16.7% | 62.5% | 100.0% |
| | Count | | 1 | 3 | 9 | 28 | 41 |
| Weekend College Office | % | | 2.4% | 7.3% | 22.0% | 68.3% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Career Services | 126 | 1 | 5 | 4.37 | .986 |
| Campus Police | 112 | 1 | 5 | 4.50 | 1.040 |
| Dean of Students Office | 107 | 1 | 5 | 4.45 | .964 |
| Fitness Center | 309 | 1 | 5 | 4.49 | .820 |
| Food Service | 362 | 1 | 5 | 4.44 | .895 |
| Help Desk (central point of contact for IT services) | 307 | 1 | 5 | 4.50 | .868 |
| Information Center (s) | 340 | 1 | 5 | 4.58 | .742 |
| New Student Orientation | 164 | 1 | 5 | 4.55 | .777 |
| Transfer Programs | 120 | 1 | 5 | 4.33 | 1.030 |
| Weekend College Office | 41 | 2 | 5 | 4.56 | .743 |
| Valid N (listwise) | 19 | | | | |

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 | 5 | 4 | 12 | 33 | 71 | 125 |
| Career Services | % | 4.0% | 3.2% | 9.6% | 26.4% | 56.8% | 100.0% |
| | Count | 7 | 6 | 5 | 13 | 83 | 114 |
| Campus Police | % | 6.1% | 5.3% | 4.4% | 11.4% | 72.8% | 100.0% |
| | Count | 8 | 1 | 12 | 19 | 68 | 108 |
| Dean of Students Office | % | 7.4% | .9% | 11.1% | 17.6% | 63.0% | 100.0% |
| | Count | 2 | 13 | 33 | 84 | 177 | 309 |
| Fitness Center | % | .6% | 4.2% | 10.7% | 27.2% | 57.3% | 100.0% |
| | Count | 12 | 18 | 55 | 113 | 172 | 370 |
| Food Service | % | 3.2% | 4.9% | 14.9% | 30.5% | 46.5% | 100.0% |
| | Count | 7 | 8 | 19 | 83 | 199 | 316 |
| Help Desk (central point of contact for IT services) | % | 2.2% | 2.5% | 6.0% | 26.3% | 63.0% | 100.0% |
| | Count | 3 | 6 | 24 | 80 | 231 | 344 |
| Information Center (s) | % | .9% | 1.7% | 7.0% | 23.3% | 67.2% | 100.0% |
| | Count | 3 | 2 | 14 | 46 | 100 | 165 |
| New Student Orientation | % | 1.8% | 1.2% | 8.5% | 27.9% | 60.6% | 100.0% |
| | Count | 3 | 5 | 12 | 36 | 67 | 123 |
| Transfer Programs | % | 2.4% | 4.1% | 9.8% | 29.3% | 54.5% | 100.0% |
| | Count | | 2 | 4 | 8 | 29 | 43 |
| Weekend college Office | % | | 4.7% | 9.3% | 18.6% | 67.4% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Career Services | 125 | 1 | 5 | 4.29 | 1.038 |
| Campus Police | 114 | 1 | 5 | 4.39 | 1.180 |
| Dean of Students Office | 108 | 1 | 5 | 4.28 | 1.175 |
| Fitness Center | 309 | 1 | 5 | 4.36 | .882 |
| Food Service | 370 | 1 | 5 | 4.12 | 1.043 |
| Help Desk (central point of contact for IT services) | 316 | 1 | 5 | 4.45 | .888 |
| Information Center (s) | 344 | 1 | 5 | 4.54 | .774 |
| New Student Orientation | 165 | 1 | 5 | 4.44 | .844 |
| Transfer Programs | 123 | 1 | 5 | 4.29 | .973 |
| Weekend college Office | 43 | 2 | 5 | 4.49 | .856 |
| Valid N (listwise) | 17 | | | | |

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

Career Services

| | Frequency |
|--|-------------|
| Did not respond | 1085 |
| A lot of information I had to figure out on my own. | 1 |
| Don helped me focus on what career was best suited for me. It was a life changing experience. | 1 |
| Gave good advice and helpful info | 1 |
| Good choices. | 1 |
| I have only minimally used this service. I need to finish processing completely for the service. | 1 |
| I never received a follow up...response or any live person when applying for jobs. | 1 |
| I spoke with Elaine Stewart and believe she is the nicest most willing to help person on campus. She took time to talk with me and listen to me and really wanted to help me. First person on campus that has done that. She is wonderful! | 1 |
| Never hear responses from them/you don't know where you stand | 1 |
| The website seems overwhelming at first. | 1 |
| They do what they can to guide students. | 1 |
| they have no coutesy, never explain things clearly and will never reply the job applications whenever we apply. | 1 |
| Useless. | 1 |
| Very helpful and knowledgable | 1 |
| very thorough, but did not tell me anything about myself that I didn't already know | 1 |
| Went for help last semester and they took my information and gave me a number that was no longer working. No one responded to my request and I followed up several times. | 1 |
| Total | 1100 |

Campus Police

| | Frequency |
|--|-------------|
| Did not respond | 1077 |
| called in a suspect in the parking lot, and no response from police, and they do not have available personal when a woman needs to be scored to her car when the parking lot lights are out. | 1 |
| helped me, but not very friendly | 1 |
| I had left my purse in a lab room and they were quick to respond and very nice | 1 |
| I stopped an officer in the parking lot at PRC one time to get directions. He very rudely said he was dealing with a problem and I should step away and wait. I did as I was told and when the officer drove off without even finding out what i needed and didn't help. I also was treated very rudely by an officer when I went in to the bookstore on the same campus. I had not been in there with a backpack and didn't know that I needed to leave it up front. When I walked in and kept going the officer was very rude and told me to leave it up front. Now I'm 43 years old and I am ok with what ever rules I need to follow but I expect to be treated courteously by the officer until I don't comply with the rules. I can tell you I was going to purchase some books and because of the officer I took my buisness to PJ's down the street. | 1 |
| lady ran over my car while I was parked and the campus police was great | 1 |
| left my purse on top of my car, and it was returned to me | 1 |
| my car broke | 1 |
| My friend had a flat tire at 10pm in the remote parking lot so I called campus police to let them know that two women were trying to change a tire in the parking lot after 10 and the dispatcher was unfriendly and told us that the police did not change tires. | 1 |
| officer treated me like the suspect | 1 |
| response sporadic, unavailable during night courses | 1 |
| slow to respond, or did not show up at all when called | 1 |
| The police are just about worthless | 1 |
| They always have time for a chat. | 1 |
| They have a presence and I feel safe walking out at night when they are there | 1 |
| They wouldn't help my friend change a tire late at night, I had to come drive her home. | 1 |
| Tried calling for help with a flat tire (just needed a tire tool) at about 9:30p. Received none. Phone staff were rude and unhelpful. No help ever came. | 1 |
| Unhelpful regarding grafitti on car, but, without cameras, it is not their fault | 1 |
| Very fast response if you need them. | 1 |
| Very helpful | 1 |
| Very helpful when car wouldn't start at 10pm | 1 |
| Very polite, provide protection and good advice, and do their jobs aptly. | 1 |
| very rude | 1 |
| Very satisfied by there presence. | 1 |
| Total | 1100 |

Dean of Students Office

| | Frequency |
|--|-------------|
| | 1086 |
| Assistant dean was very helpful to me in my time of need. | 1 |
| Difficult to meet and constant rehashing of information supplied at lower levels, with no results or updates on situation | 1 |
| Had some class issues and they helped get everything fixed | 1 |
| i was unsatisfied because i was quilty before my side was told, but very happy after the hearing | 1 |
| Lack of follow through and improvement addressing concerns | 1 |
| Maybe just my timing/slow | 1 |
| NICE PEOPLE! | 1 |
| reported a rude use of email to the Dean and was answered courteously by the Dean within 24 hours | 1 |
| Staff were very helpful | 1 |
| The secretary(I guess) was extremely rude to me the three times I visited. Not professional at all. | 1 |
| Unaware of long standing issues, Assumes immediate student at fault | 1 |
| unprofessional; demeaning to students. I am a mother of 3 teenagers, a honor student, and much older than most of your students. The Dean of Science at Preston Ridge is very unprofessional and demeaning. I would never allow my teenage children attend Collin College if this is the way your staff treats people. | 1 |
| very helpful and respectful | 1 |
| Very nice lady. | 1 |
| Total | 1100 |

Fitness Center

| | Frequency |
|---|-----------|
| Did not respond | 1060 |
| Convenient and good equipment | 1 |
| Fitness hours are all over the place, there is always a class in session when I want to use the facility | 1 |
| Great facilities, but could use some refreshing of the equipment in the weight room. | 1 |
| Great work out centers with good hours. | 1 |
| hours for night students | 1 |
| I could work out after class. | 1 |
| I love the Gym at CCCC | 1 |
| I took a yoga class and that was cool | 1 |
| It isn't always available for the students to use. | 1 |
| Limited hours of access. Limited equipment. | 1 |
| longer hours | 1 |
| love the center just done get there as much as i would like | 1 |
| More equipment needed. Also weight training class sometimes make it hard to be able to use. | 1 |
| More equipment. | 1 |
| nice and convenient | 1 |
| no open enough | 1 |
| not a lot of open hours and the office does not do there job just socialize | 1 |
| Should still have access when a class is in session. | 1 |
| some of the workers are rude. | 1 |
| Sometimes not so polite (can tell its typically students) | 1 |
| staff is rude | 1 |
| Staff were very helpful | 1 |
| The gym is consistently hot. I would recommend fans installed to help with the flow of air. | 1 |
| The hours are good and the people are nice but the center is small. | 1 |
| The hours of operation should be longer | 1 |
| The hours were not good for me and my friends scheldules to be able to workout. There always seemed to be classes going on. | 1 |
| The only complaint I have is that the music is played so loud at times, that I am unable to listen to my own headphones | 1 |
| The pamphlet the guy behind the desk in the fitness area was horrible, it looked like a 10 year old made it (no joke) and when I tried to ask about the hours he didn't seem to know what he was talking about. I had wanted to use the fitness center but decided not to because it was just that bad. | 1 |
| The person at the desk just does not say much. | 1 |
| The SCC fitness center is not available to use very often due to classes being held there. | 1 |
| There really is no staff, they leave the door open and tell us to leave our ID on the desk. You can use the machines but the entire setup is very inconvenient and not everything is accessible. (SPC) | 1 |
| Too bad you guys dont work in the evenings | 1 |
| Very inconvenient hours. | 1 |
| very nice, but had to use for a PE class | 1 |
| Was once stalked by this guy working at the gym at PRC | 1 |
| We're supposed to be able to use the facilities as students, but are not allowed to use them if there is a class going on, which often negates the ability to use this nice facility. When the gym isn't in use, it's usually close to closing time. | 1 |
| work out | 1 |
| would like to be able to access the fitness center 6am-10pm | 1 |
| would like to see extended hours | 1 |
| younder students obviously do not want older ones in their territory | 1 |
| Total | 1100 |

Food Service

| | Frequency |
|---|-----------|
| Did not respond | 1034 |
| cafeteria needs COFFEE availability at all hours/needs later hours/needs to be kept CLEAN- trashy floors/tables | 1 |
| could use more variety | 1 |
| Excellent customer service. | 1 |
| Expensive food | 1 |
| Extremely rude staff, expensive food for cheap quality | 1 |
| Food is not always the best quality, with burgers pre-cooked, sitting under heat lamps | 1 |
| Food is terrible and overpriced, selection is terrible and inconsistant, staff plays their radio so loud that people can't study at the tables any more | 1 |
| food isn't great, but the people are nice. | 1 |
| Food service is extremely slow. They don't have enough staff working at high traffice times to move students in and out efficently. The food is good when you get it but the few times I have been there it has taken upwords of 30 minutes to get in and through the line. I even told the manager the first time and he asked me to come back again and give it another try. I did and it was still just as slow the next time. | 1 |
| Food service should be at all campuses and have extended hours | 1 |
| Food was mediocre and slow to come out, as well as occaisionally coming out cold | 1 |
| good food and need longer hours, and more ideas | 1 |
| good food but inconvenient hours, long lines, and high prices | 1 |
| Good food, reasonably priced. | 1 |
| Good food, slightly overpriced | 1 |
| grease, grease and more grease from the grill | 1 |
| High prices, inconvenient hours, very limited selection | 1 |
| Hours could be later to offer service to those with late afternoon and early evening classes. | 1 |
| hours not convenient for night students and food took to long | 1 |
| I don't like a lot of the food options. I like that there's soup and salad, but not enough variety of both. | 1 |
| I feel like the healthier options are priced too high. It is cheaper to get the food that is bad for you. | 1 |
| I pay the same tuition as everyone else, but food service is not offered to students taking evening and night classes. | 1 |
| I think that it should be open longer. The window of time wasn't long enough. | 1 |
| It's great, I just wish it were open a little longer for the evening classes. | 1 |
| it was no clean. and the people there did not seem to care about their job. | 1 |
| Its quite pricey | 1 |
| keep the cafeteria open in the evening too, not only fast food | 1 |
| Lack of healthy food choices and short hours. | 1 |
| Less options after 2PM? WHY? | 1 |
| Lines get long to check out | 1 |
| Maybe there's better options during the day, but for evening students, it's either the greasy grill or vending machines. Even the coffee cart closes in the evening. Need a much better range of foods and choices, seems like Collin could do better than what they have. Disappointing. How about working a franchise or two with Starbucks or Paneras? or even subway? | 1 |
| more healthy food at lower price. A little bit of more variarity | 1 |
| More selections and more checkout lines please! | 1 |
| my only problem is that the central park cafe closes at an early time and choices are limited | 1 |
| Need healthier food at decent prices the curly fries are very unhealthy but I can't always afford the healthier food so I eat them because they are cheap would be nice to see healthy food | 1 |
| Need to be open longer to catch those with back-to-back 10 - 2 classes. | 1 |
| no varieties of food, we need some subways or maybe fast foods | 1 |
| Not big enough for that many students | 1 |
| not good food and the service is horrible | 1 |
| Not open enough | 1 |
| Not very friendly or profesional | 1 |
| one of the cashiers (for cash only) is very rude | 1 |
| Should extend more business hour | 1 |

Food Service

| | Frequency |
|---|-------------|
| sometimes my pancakes taste like bell peppers or other foods | 1 |
| Spring Creek has the best food services. | 1 |
| staff at preston ridge, she is always rude..i dont know why the college shifted the good people from here to spring creek?? | 1 |
| The cae needs to be open longer hours at the McKinney campus | 1 |
| The Cougar den is not open for service when I get there for night classes. | 1 |
| The food is consistent, there are healthy choices. Can the healthy section with the salads be open as long as the fried stuff? Or switch the hours around so the fried stuff closes earlier? Students think better, are healthier, and feel better when they dont function continuously off french fries. | 1 |
| The food is OK and the prices are high and the lines can be long but overall it could be worse | 1 |
| The food is WAY over-priced for its quality | 1 |
| The food there in not very desirable. | 1 |
| The food took a long time. It was good and the staff was nice, but I have only actually been there at a time that food is available once in my 2 and a half years here. The hours are not planned well for working students who frequently do not get to eat at normal eating times. | 1 |
| The food was good, but all fast food generally is | 1 |
| The lack of dependable vending machines/ You have only one location to get food or coffee when the cafe in the library ios not open. That's just plain inadequate. How in the hell do you run a college campus withoput coffee? | 1 |
| The service is slow | 1 |
| There are two places to eat, the cafeteria which is hard to get to and not labeled, and the cougar cafe which serves mosly unhealthy food at fairly high prices. Please make the cafeteria more easily accessibe and let us see a menu for it so we plan accordingly. Edit: Also, fix the coffee machine!!! (SPC) | 1 |
| There doesn't seem to be as many healthy options as fast food ones | 1 |
| There is a person that does not seem to want to talk. | 1 |
| There prices are a bit high,and their hours of operation are not very convient, as well as the location. I think that they would get more business if they were more centrally located on campus. | 1 |
| there should be more healthy options/too much fried food! | 1 |
| They should use the culinary students... on the SCC they are very rude and disrespectful | 1 |
| Too expensive, and the guy referring to me as "dude" (I am a female) asking me how I wanted my food (4 times) it was a little annoying, and I noticed they got other people around me in line the wrong food and had to start over, even threw perfectly good food away because of his mistake. | 1 |
| too greasy... didn't taste good | 1 |
| very helpful and respectful | 1 |
| Wish there was extended hours in the evening | 1 |
| Total | 1100 |

Help Desk (central point of contact for IT services)

| | Frequency |
|--|-------------|
| Did not respond | 1074 |
| Always very helpful and polite! | 1 |
| Being that Collin teaches IT, you'd think their IT would be a lot better. | 1 |
| Blackboard issues that lasted weeks, had to navigate the hierarchy to rectify getting info | 1 |
| Good | 1 |
| got back quickly | 1 |
| Had a problem with blackboard, tech was knowledgable and helped. | 1 |
| Helper was uncertain as to my question | 1 |
| I'm an employee and the person didn't understand there is a difference in login protocol for employees vs student | 1 |
| I think these guys only help professors, I'm not sure what they do but calling them seems to be pointless. | 1 |
| I was locked out of my student account when I was hired and I was not informed of changes made to my account. Missed 2 key assignments in my online English class because I was unable to log in to blackboard. It took the Help Desk 3 days to get me back in to my account. They had entered my birthday incorrectly as part of my password and my password was not emailed to me or given to me until I had spoken to several people over the course of several days. | 1 |
| IT was very slow to respond and if it's on a Friday afternoon, you can forget about getting any resolution until the next week. | 1 |
| Never in three years have I been able to get anyone on the phone or a reply to emails to help or webmaster. Poor form. | 1 |
| Rude, unhelpful. | 1 |
| Solved my problems quickly. | 1 |
| Some are nice other are a little rude so its ok | 1 |
| some times not helpful | 1 |
| Still waiting for them to find my work. | 1 |
| The lady at the help desk is rude | 1 |
| The person who answered the phone was very knowledgable, but seemed very annoyed. | 1 |
| They worked hard to help me figure out what the actual problem was. It was that the new students version of BB didn't have access to discussions.(last semester) | 1 |
| Took too long to return call on request for Blackboard problem | 1 |
| very helpful and respectful | 1 |
| Very nice people working there. | 1 |
| Wonderful experience, knowledgable, helpful. | 1 |
| Yes there is always someone there but they have never been friendly or helpful. Every time I ask a question they send me to the wrong place. | 1 |
| Total | 1100 |

Information Center (s)

| | Frequency |
|---|-----------|
| Did not respond | 1080 |
| All of my questions were answered. | 1 |
| always very cheerful and helpful | 1 |
| Could answer all the questions I had about the school | 1 |
| getting info | 1 |
| Good | 1 |
| Helpful | 1 |
| I believe that when each campus is open, there should be someone at the information desk at all times, right now it only seems to be certian days, certain hours. | 1 |
| I have always answered my questions. | 1 |
| I have always walked away with the information that I needed. | 1 |
| I have been to several campuses, without a hint of the layout of the campus. I have found the information center extremely helpful in directing me. And they are like that for every student, every minute of the day someone is asking for their help! They are extremely courteous & helpful! | 1 |
| I just asked basic questions so I dont have a solid opinion | 1 |
| Informantion requested was knowlegably given | 1 |
| Pointed me in the right direction every time. | 1 |
| professional, helpful and courteous | 1 |
| Staff were very helpful | 1 |
| The are helpful when they are not on the computer facebooking or playing music so its ok | 1 |
| The lady at the desk was probably the friendliest on the whole campus. Very nice. | 1 |
| The staff can point you anywhere | 1 |
| They do not seem to know what is going on on their own calendar. I was sent to the wrong place in trying to find out about Gratitude day, which I was attending for a class. They also do not know about how to purchase tickets to Collin DAnce performances. For an information center, they are not very informed. | 1 |
| Very often, there's nobody there. How can you get information from someone that's not there?! (SPC) | 1 |
| Total | 1100 |

New Student Orientation

| | Frequency |
|--|-----------|
| Did not respond | 1088 |
| Good program - highly recommend to all new students | 1 |
| Great presentation. Very helpful as I am a non-traditional student. | 1 |
| helpful | 1 |
| I was not comfortable with the "round table" aspect. I thought I was going to sit and listen to a presentation. I actually left the event because of this. | 1 |
| Most information during orientation was not very helpful (most people already knew most of the information) | 1 |
| required for class | 1 |
| The orientation was for the Springcreek locaton, and I still have no clue about the campus I am attending currently. | 1 |
| They could answer all my questions | 1 |
| This is LONG and unnecessarily boring. | 1 |
| Very informative. | 1 |
| Very nice and gave a lot of great information | 1 |
| went when i started college, could be cut done on time, and direct more to the group | 1 |
| Total | 1100 |

Transfer Programs

| | Frequency |
|---|-------------|
| Did not respond | 1089 |
| Advising could help more with informing students on how to transfer, etc. | 1 |
| Did not receive any contact from them. I still don't know why none of my 30 credits from a previous institution transferred. | 1 |
| Do not always have the info or answer you need. | 1 |
| I was not informed well of what courses would transfer and which courses I needed to obtain my Associates degree. | 1 |
| Ms. Hanson is always organized and well-informed. | 1 |
| Not a lot of information is given about this program but what you get is good | 1 |
| People here at Collin are not all that knowledgeable about the programs. | 1 |
| the dean of the technology department is only interested in selling his classes, not in what career the student can continue in what university. He made me miss a class, clearly knowing that it was my class time since I keep repeating the fact that I needed to schedule a time to talk to him. He walked me all over to the registrations office and back and NEVER ANSWERED THE QUESTION. Until this day he has not returned my emails, since November 2011. | 1 |
| They're nice and courteous | 1 |
| They dose not dedicate time to students | 1 |
| very helpful | 1 |
| Total | 1100 |

Weekend College Office

| | Frequency |
|--|-------------|
| Did not respond | 1098 |
| Have not used this in a year but when I did it was great | 1 |
| the dean is great of the weekend | 1 |
| Total | 1100 |

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

Career Services

| | Frequency |
|---|-----------|
| Did not respond | 856 |
| Already employed | 1 |
| Already employed. | 1 |
| Already in a career | 1 |
| Always had a job--did not need any career assistance. | 1 |
| at this time I have a job | 1 |
| Because I have already chosen my field of career | 1 |
| because I know what I wanted as far a career | 1 |
| Can't work | 1 |
| career determined | 1 |
| Complicated | 1 |
| currently have a good job ... might use in the futrue | 1 |
| currently have a job | 1 |
| Did not know | 1 |
| Did not know about it till last week | 1 |
| Did not know they existed | 1 |
| Did not need | 2 |
| Did not need it. | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| did not need this semester | 1 |
| Did not need to | 2 |
| did not need to yet | 1 |
| Did not need. | 1 |
| Didn't have a need for it | 1 |
| Didn't have a reason to. | 1 |
| Didn't know it existed | 1 |
| Didn't need it | 1 |
| Didn't need it. | 1 |
| Didn't need to | 1 |
| Didn't need to, not looking for a job. | 1 |
| Didn't need too | 1 |
| didnt need it | 1 |
| didnt need to | 2 |
| Do not know what benefits they provide for non entry level people | 1 |
| do not need a job | 1 |
| Do not need right now | 1 |
| Don't know where it is located | 1 |
| Don't need | 1 |
| don't need it | 1 |
| Don't want to | 1 |
| dont know enough about it | 1 |
| dont need at moment | 1 |
| dont need it | 1 |
| Dont need to | 1 |
| Have a job | 1 |
| Have no need at this present moment | 1 |
| Have not had a need to use it. | 1 |
| Have not looked for a job | 1 |
| Have not needed | 1 |
| Have not needed it | 1 |

Career Services

| | Frequency |
|--|-----------|
| have not needed serviced | 1 |
| Have not needed the service | 1 |
| have not needed their expertise at this time yet plan to in the future | 1 |
| have not needed them | 1 |
| Have not needed to | 1 |
| have not needed to use | 1 |
| Have not needed. | 1 |
| Have not used it. Time | 1 |
| Haven't felt like it | 1 |
| Haven't graduated yet | 1 |
| Haven't had the need for it. | 1 |
| Haven't had the need yet. | 1 |
| Haven't had the time | 1 |
| haven't needed | 2 |
| haven't needed to | 1 |
| Haven't needed to | 1 |
| Havent looked into yet | 1 |
| havent needed it | 1 |
| havent used them | 1 |
| Heard bad things about them. They are only helpful to pretty girls or international students. I tried once to get help and was just pointed to a computer. The next student who came in got a lot of information and help because they were from another country. | 1 |
| I'm already set on what i want my career to be. | 1 |
| I'm focused on finishing school | 1 |
| I'm not currently looking for a job. | 1 |
| i'm not familiar with it | 1 |
| I'm retired, attend classes for personal edification. | 1 |
| I've wanted to check it out, but since this campus is a black hole of useful information, I would probably spend all my time going to the different offices trying to find out who to talk to instead of actually getting to talk to them. This has happened before. Why can't the school clearly post the information on who's who to talk to for different opportunities on a bulletin board on campus instead of consistently redirect me from student life, advising, the help desk, and back. | 1 |
| I already have a full-time job | 1 |
| I already have a job | 1 |
| I already have a job and do not have a major yet. | 1 |
| I already have a job and will be transfering to finish my BOS. | 1 |
| I am a student staying on dependant visa, so I dont know there is option of job. | 1 |
| I am in year 15 of my career, and gainfully employed. | 1 |
| I could not get in touch with anyone when I tried | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not know where the office was located at the Spring Creek Campus. | 1 |
| I did not know about it | 1 |
| I didn't know where to go | 1 |
| I do not know how the program works | 1 |
| I do not need it. | 1 |
| I don't have a need for them yet. | 1 |
| I don't have a reason. | 1 |
| I don't have time to talk to someone. | 1 |
| I don't know where it's located | 1 |
| I don't qualify. | 1 |
| I don't think I have needed them so far | 1 |
| I dont know | 1 |
| I dont know what it can do for me | 1 |
| I dont know what they do | 1 |
| I dont think i have been there | 1 |

Career Services

| | Frequency |
|--|-----------|
| I felt that I didn't need these services. | 1 |
| I had a job. | 1 |
| I had no need for these services. | 1 |
| I have a full-time job already | 1 |
| I have a full time job. | 1 |
| I have a full time paralegal job and, at this time, have not needed their services | 1 |
| I have a job; need to finish my degree first | 1 |
| I have my degrees and will not look more. | 1 |
| I have not needed these. | 1 |
| I have not needed this service. | 1 |
| I have tried to use the career services/programs, but there is never anyone there to talk to. | 1 |
| I haven't got a plan for getting a job | 1 |
| I haven't had the need to use this service | 1 |
| I haven't needed to use it. | 1 |
| I intend to use | 1 |
| I know what career I want to go into. Am contemplating dropping in anyway after taking this survey, though. | 1 |
| I need to go. | 1 |
| I plan to use later. | 1 |
| I rarely explore the campus without a reason, I wasn't told about this office until my graduating year. | 1 |
| I sought council from others | 1 |
| i should use them! | 1 |
| I still have at least two more semesters before I will need this service. | 1 |
| I use advising | 1 |
| I used a computer one time, but not needed yet. | 1 |
| I was not able to attend due to my work or class schedules | 1 |
| I went there one time for help with a resume she told me to do it online I have not been able to do a resume so I have not been back even for a job here at the school I cannot get the online to work so I have no job at the school I was told to contacy human resources in Mckinney I live in Rockwall | 1 |
| I would use in the future. | 1 |
| Intend to use these services soon. | 1 |
| It is best to contact the University you are transferring to make sure you are going into the right field. | 1 |
| its a long wait | 1 |
| Just a freshman | 1 |
| Just haven't | 1 |
| Looking for general information about careers. | 1 |
| My instructors are helpful in this area. | 1 |
| n/a | 5 |
| N/A | 2 |
| NA | 3 |
| Need to update my resume first. | 1 |
| Never needed | 2 |
| never needed them | 1 |
| Never needed them | 1 |
| Never needed to. | 1 |
| No interest | 1 |
| no need | 14 |
| No need | 11 |
| No Need | 1 |
| No need at this point in time | 1 |
| No need at this time | 1 |
| No need for it. | 1 |
| No need for services at this time | 1 |
| No need for this service. | 1 |

Career Services

| | Frequency |
|--|-----------|
| no need have a job and know what career path i want | 1 |
| no need of it | 1 |
| no need of services | 1 |
| no need to | 1 |
| No need to | 1 |
| No need to at this time | 1 |
| no need yet | 1 |
| No need. I'm doing my RN-BSN with UTA so I'm only needing support courses from CCCC. | 1 |
| not aware | 1 |
| Not aware they existed | 1 |
| not enough opportunities available | 1 |
| not graduated | 1 |
| not in need of a job | 1 |
| not looking for help on a career yet | 1 |
| Not looking for work | 1 |
| not needed | 7 |
| Not needed | 4 |
| Not Needed | 1 |
| Not needed at this time. | 1 |
| not needed for me | 1 |
| not needed yet | 1 |
| Not needed yet. | 1 |
| Not needed yet; pre-nursing advisement is very clear about expectations and obligations | 1 |
| Not needed. | 1 |
| Not of age/ not out of high school | 1 |
| not of my interest | 1 |
| not ready | 1 |
| not required at this time | 1 |
| Not sure of where it is located | 1 |
| not to that point in my education to make a career change. | 1 |
| Not too sure where its located. | 1 |
| not very helpful in finding a job, or returning phone calls or emails, or finding things in my field | 1 |
| Older student who already has two jobs. | 1 |
| plan to soon. | 1 |
| Plan to use as I get closer to the end of my program. | 1 |
| procrastination. | 1 |
| Scam | 1 |
| Take classes online | 1 |
| taking classes for career enrichment, don't need career services | 1 |
| To ask about te job program | 1 |
| Transfer first, so not yet needed | 1 |
| transferred to UTD | 1 |
| Want too | 1 |
| was not aware | 1 |
| Wasn't looking for a job. | 1 |
| Wasn't ready to use it. | 1 |
| Wasn't sure what it was for. | 1 |
| what is it? | 1 |
| Will be using them soon as I am about to graduate and will need assistance on resume preparation. | 1 |
| will utilize next year | 1 |
| won't work with older students | 1 |
| Total | 1100 |

Campus Police

| | Frequency |
|---|-----------|
| Did not respond | 573 |
| All classes are online | 1 |
| Because I have never had a problem or felt unsafe. | 1 |
| did not encounter any issue that requires police involvement | 1 |
| did not have a problem, nor caused any | 1 |
| Did not have a reason to. | 1 |
| Did not have any problem. | 1 |
| Did not have any problems | 1 |
| Did not have opportunity | 1 |
| did not need | 4 |
| Did not need | 4 |
| Did not need campus police | 1 |
| Did not need it. | 1 |
| Did not need their services | 1 |
| Did not need them | 1 |
| Did not need them. | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need this service. | 1 |
| did not need to | 2 |
| Did not need to | 4 |
| did not need to report illegal activity, did not have emergencies arise that required campus police | 1 |
| did not need to yet | 1 |
| Did not need. | 1 |
| Did not require it. | 1 |
| did noy need | 1 |
| Didn't have a need for it | 1 |
| Didn't have a need for the police. | 1 |
| Didn't have a reason to. | 1 |
| didn't have any reason to call the police | 1 |
| Didn't need | 1 |
| Didn't need it. | 1 |
| didn't need the police | 1 |
| Didn't need their services | 1 |
| Didn't need them | 1 |
| didn't need them, but fell secure in that I always see them around | 1 |
| Didn't need them. | 1 |
| didn't need to | 5 |
| didn't need too | 1 |
| Didn't need too | 1 |
| didnt have to, yet I am aware that the program is there if I need it :) | 1 |
| didnt need any help | 1 |
| didnt need it | 1 |
| didnt need to | 1 |
| Do not know much about or have needed services. | 1 |
| do not need | 1 |
| doesn't have the need at this time | 1 |
| Don't feel like I've needed to | 1 |
| Don't go to campus | 1 |
| Don't know where to find them | 1 |
| Don't need them | 1 |
| Don't need them at this moment. | 1 |
| don't need to | 1 |
| Dont have to | 1 |
| Fortunate not to have any problems that needed the campus police :) | 1 |

Campus Police

| | Frequency |
|--|-----------|
| Fortunately, haven't needed them as yet. | 1 |
| God forbid I should have a reason. | 1 |
| Have had no need. | 1 |
| Have had no reason to | 1 |
| Have never had the need to. | 1 |
| Have no need at this present moment | 1 |
| have no problems to need the police | 1 |
| Have no reason to contact them | 1 |
| have not been in trouble and have not had any need to report anything. Hope not to need them at all. | 1 |
| Have not experienced any wrecks or break-ins | 1 |
| have not had a need for their service. | 1 |
| Have not had a need for them, but I am aware they are always available if the occasion ever arises; hopefully it will not. | 1 |
| Have not had a need to use it | 1 |
| Have not had a need to use it. | 1 |
| Have not had any incidence where the police were required | 1 |
| Have not had the need | 1 |
| have not needed | 1 |
| Have not needed | 1 |
| Have not needed campus police | 1 |
| have not needed it | 1 |
| Have not needed it | 1 |
| have not needed serviced | 1 |
| Have not needed the service | 1 |
| have not needed their expertise | 1 |
| Have not needed them | 2 |
| Have not needed them. | 1 |
| have not needed to | 2 |
| Have not needed to | 2 |
| have not needed to contact the Campus Police | 1 |
| have not needed to use | 1 |
| Have not needed to. | 1 |
| Have not needed too | 1 |
| Have seen them on campus but have not need to ask for help. | 1 |
| haven't felt need to | 1 |
| Haven't had a need to call them | 1 |
| Haven't had a need to. | 1 |
| Haven't had a need. | 2 |
| Haven't had a problem on campus | 1 |
| Haven't had an issue to deal with them. But I do see them walking around campus and they are always polite. | 1 |
| Haven't had an issue warranting contacting the police | 1 |
| Haven't had any issues to alert the police | 1 |
| haven't had the need | 1 |
| Haven't had the need | 1 |
| Haven't had the need for it. | 1 |
| Haven't had the need. | 2 |
| haven't had to yet | 1 |
| haven't had to, no emergencies | 1 |
| Haven't needed to - thankfully | 1 |
| Haven't need them | 1 |
| haven't needed | 3 |
| Haven't needed Any of these programs | 1 |
| haven't needed it | 1 |

Campus Police

| | Frequency |
|--|-----------|
| Haven't needed the police. | 1 |
| haven't needed them | 1 |
| Haven't needed them for anything yet | 1 |
| haven't needed them yet knock on wood. | 1 |
| Haven't needed them, yet. | 1 |
| Haven't needed them. | 1 |
| Haven't needed to | 4 |
| haven't needed to use them | 1 |
| Haven't needed to. | 2 |
| haven't needed too | 1 |
| Haven't needed too because they wouldn't help me anyways | 1 |
| Haven't needed too. | 1 |
| Haven't Used | 1 |
| Havent had an insident that I needed it | 1 |
| havent needed | 1 |
| Havent needed | 1 |
| Havent Needed | 1 |
| havent needed it | 1 |
| havent needed them | 1 |
| Havent needed to | 1 |
| Havent needed to contact | 1 |
| havn't needed it | 1 |
| hope not to need them | 1 |
| hve not needed yet | 1 |
| I'm never on campus. | 1 |
| I've had no need to use it. | 1 |
| I've had no need to use this service | 1 |
| I've had no troubles with the school and thus no need of the police | 1 |
| I've never had an issue requiring police services. | 1 |
| I've never needed any police assistance or anything. | 1 |
| I've never needed their assistance. | 1 |
| I am aware that they are there is time of need. I have not had a reason to use them. | 1 |
| I am not a trouble maker and luckily have not had a theft issue on campus! :) | 1 |
| I did not feel a need to use any of these services. | 1 |
| i did not had to call them | 1 |
| I did not have a need to contact the campus police | 1 |
| I did not need them. | 1 |
| I did not need to | 1 |
| I did not need to use it. | 1 |
| I did not need to. | 1 |
| I did once. I forgot. | 1 |
| I didn't break the law. | 1 |
| I didn't have a need for it | 1 |
| I didn't have the need for it. | 1 |
| I didn't know about the program. | 1 |
| I didn't need them I just know where there office is located. | 1 |
| I didn't need to | 1 |
| I didnt require yet. | 1 |
| I do not need to. | 1 |
| I don't have a need for them yet. | 1 |
| I don't have a reason. | 1 |
| I dont have a need just as along as I know we have police protection and I see the car driving the parking lot I feel safe | 1 |
| I dont know | 1 |

Campus Police

| | Frequency |
|--|-----------|
| I feel secure of myself | 1 |
| I feel the officers on campus are prejudice and discriminating. | 1 |
| I got all the necessary information about Campus Police but didn't use the following service yet. | 1 |
| i got no problem | 1 |
| I had no emergency or need | 1 |
| I had no issues that required this service. | 1 |
| I had no need for these services. | 1 |
| I had no need. | 1 |
| I happily can say I've never needed to use the campus police. | 1 |
| I hav not needed to | 1 |
| I have currently had no need to engage this service | 1 |
| I have had no problems as of today. | 1 |
| I have had no problems with security. | 1 |
| I have neither committed nor been a victim of a crime, yet.. | 1 |
| I have never been in a situation where I needed to call the police (thank God!) | 1 |
| I have never had a need to use them. | 1 |
| I have never had an issue with safety here at PRC | 1 |
| I have never needed the campus police. That's a good thing! | 1 |
| i have never needed their service | 1 |
| I have never needed to contact the campus police. | 1 |
| I have not had a reason to at PRC, but used them at the Mckenney location. They were great and very courteous. | 1 |
| I have not had an emergency where I needed them. | 1 |
| I have not had any issues requiring police services | 1 |
| i have not had anything happen lately | 1 |
| I have not had the need to call the campus police | 1 |
| I have not needed police services | 1 |
| I have not needed the police except one time the locker room was locked at ten pm I went there after my class the building stays open until 11pm there is no sign on the mens locker room saying it will be locked at ten pm the building is open until 11pm I could not get my things out of the locker room until the next day | 1 |
| I have not needed the police in the past | 1 |
| I have not needed them | 1 |
| I have not needed them! | 1 |
| I have not needed them, but do notice their presence through out the campus | 1 |
| I have not needed to | 1 |
| I have not needed to use them | 1 |
| I have not yet felt as if I was in an emergency situation. | 1 |
| I haven't found a need to use the campus police | 1 |
| I haven't had a need for the police | 1 |
| I haven't had a police-type problem | 1 |
| I haven't had a reason to | 1 |
| I haven't had the need for anything but I saw their office by the vending machines. | 1 |
| I haven't needed their assistance | 1 |
| I haven't needed them for anything yet | 1 |
| I haven't needed them. | 1 |
| I haven't needed them. I think they are great, though. | 1 |
| I haven't needed to. | 1 |
| I heard that they could escort you to your car at night, but they don't seem accessible (I haven't ever seen an officer at night) or particularly friendly. I'm more worried that I'll be written up for a malfunctioning signal light or something since these guys don't seem particularly friendly | 1 |
| I just haven't had the need to use this service | 1 |
| I just know where the Office Is | 1 |
| I knew that they are there but I haven't used their services | 1 |
| I know of them, but have not needed them for anything and even if I did I would not know where to locate them | 1 |

Campus Police

| | Frequency |
|---|-----------|
| I know of them, but have not needed them. | 1 |
| I never had an emergency | 1 |
| I never had an issue where I had to use the campus police | 1 |
| I never had to- however I had a cop yell at me for having my legs crossed on a chair I was sitting on for no good reason. I was upset, but responded "yes sir" politely even though I know there was nothing wrong with having my legs crossed. | 1 |
| i never needed this so far | 1 |
| I see them around campus | 1 |
| I was not in trouble and had not seen anyone else in trouble. | 1 |
| idk | 1 |
| It wasn't necessary. | 1 |
| just had no need for them | 1 |
| just haven't | 1 |
| n/a | 8 |
| N/A | 6 |
| na | 1 |
| NA | 1 |
| never had a campus issue | 1 |
| Never had a need. | 1 |
| Never had a problem | 1 |
| Never had a problem that required the police | 1 |
| Never had a reason to use the police. | 1 |
| Never had a reason to utilize the campus police | 1 |
| Never had an issue or violation | 1 |
| Never had an issue that warranted police. | 1 |
| never had an issue that would involve them | 1 |
| Never had any issues. Campus was safe. | 1 |
| never had any problem | 1 |
| Never had any situation to call upon them. | 1 |
| never had any trouble on campus | 1 |
| Never had the cause to | 1 |
| Never had the need | 1 |
| Never had the need to use this | 1 |
| never had to | 1 |
| Never had to | 1 |
| Never had to run into them luckily. | 1 |
| never had to. | 1 |
| Never had trouble | 1 |
| Never have i ever had the opportunity or need to contact the campus police | 1 |
| Never have needed them | 1 |
| Never necessary | 1 |
| never needed | 4 |
| Never needed | 3 |
| Never needed assistance | 1 |
| never needed it | 1 |
| Never needed it. | 1 |
| Never needed police assistance for anything. | 1 |
| never needed the Police | 1 |
| never needed them | 1 |
| Never needed them | 3 |
| Never needed them! | 1 |
| Never needed them. | 1 |
| never needed to | 3 |
| Never needed to | 3 |
| Never needed to bother them. | 1 |

Campus Police

| | Frequency |
|--|-----------|
| Never needed to call the campus police | 1 |
| Never needed to go | 1 |
| Never needed to use their services. | 1 |
| Never needed to. | 2 |
| never needed, but i've seen them every day, parked by the garage. | 1 |
| Never needed, thankfully. | 1 |
| Never needed. | 1 |
| nevers needed the service | 1 |
| Nno need | 1 |
| no cause for concern | 1 |
| No crime. | 1 |
| No emergencies yet. | 1 |
| no emergency | 1 |
| No identified need to use this service up to this point in time, | 1 |
| No issues | 2 |
| No issues to report. | 1 |
| No need - but aware of availability | 1 |
| no need | 43 |
| No need | 47 |
| No Need | 1 |
| no need as of yet | 1 |
| No need for it | 1 |
| No need for it. | 2 |
| No need for them | 1 |
| No need for this service. | 1 |
| no need I went there once to tell them something and they were mean | 1 |
| no need of it | 1 |
| no need of services | 1 |
| no need to | 3 |
| No need to | 3 |
| no need to all was ok with me on campus. | 1 |
| No need to at this time. Nice to know they are there. | 1 |
| No need to use police if not an emergency | 1 |
| No need yet, but nice to know they are there | 1 |
| No need, that's all :) That's a good thing right? | 1 |
| no need. | 1 |
| No need. | 9 |
| No need? | 1 |
| no oppertunity to use | 1 |
| no problem | 1 |
| no problem except when the cop car pulled out in front of me almost causing me to hit him for him to pull someone over | 1 |
| No problems | 1 |
| no problems so that's a good thing! | 1 |
| No problems where I needed the police. | 1 |
| no reason to | 1 |
| No reason to need to speak with campus police. | 1 |
| No trouble so far. | 1 |
| Not around when needed to talk to them | 1 |
| Not in need | 1 |
| Not in trouble | 1 |
| not necessary | 1 |
| Not necessary | 4 |
| not needed | 9 |

Campus Police

| | Frequency |
|--|-----------|
| Not needed | 10 |
| Not Needed | 1 |
| not needed at the time | 1 |
| Not needed but, very glad to see them watching the campus. | 1 |
| not needed yet | 1 |
| Not needed yet. | 1 |
| Not needed. | 3 |
| Not Needed. | 1 |
| not on campus | 1 |
| Not required | 1 |
| not required at this time | 1 |
| Not sure of where it is located | 1 |
| Not yet needed | 1 |
| Nothing related has come up so far | 1 |
| Nothing serious has happen to me on campus. Nor have I seen anything suspicious. | 1 |
| nothing to report and has not threatened by someone | 1 |
| off campus | 1 |
| Rarely on Campus | 1 |
| same | 1 |
| So fa nothing happen | 1 |
| Take classes online | 1 |
| Thank God no need to - I programed their number in my phone in the event I would need them though. | 1 |
| Thankfully I have never needed to. | 1 |
| Thankfully I have not had the need. It's good to know they are there though. | 1 |
| Thankfully I haven't had a situation where I had to use campus police | 1 |
| thankfully never needed them!! | 1 |
| thankfully not needed | 1 |
| Thankfully, have not had an occasion to | 1 |
| Thankfully, I haven't needed them. | 1 |
| Thankfully, no need | 1 |
| thankfully, there was no need | 1 |
| there haven't been any problems | 1 |
| There is not a need and I sincerely hope I do not need to call on them. | 1 |
| There really has not been a need, as of so far. | 1 |
| There was no need to use it. | 1 |
| They are there for emergency? I have not had an emergency | 1 |
| to inform them of a steel rod in the street | 1 |
| Was never necessary. | 1 |
| Wasn't necessary. | 1 |
| Who uses the police ? | 1 |
| why? | 1 |
| Total | 1100 |

Dean of Students Office

| | Frequency |
|--|-----------|
| Did not respond | 781 |
| " | 1 |
| Again haven't used them but I have meet them during Orientation and they are nice. | 1 |
| All classes are online | 1 |
| All my contact with that office has been through my advisor. | 1 |
| And who would that be. Maybe the Dean could come by every class once a sysmester to introduce themselves. | 1 |
| did not have a problem, nor caused any | 1 |
| Did not have a reason to. | 1 |
| did not need | 3 |
| Did not need it to go and see the Dean. | 1 |
| Did not need the dean | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need this service | 1 |
| did not need to | 1 |
| Did not need to | 2 |
| did not need to yet | 1 |
| Did not need to. | 1 |
| did not require assistance of Dean's office | 1 |
| Didn't have a need for it | 1 |
| Didn't have a reason to. | 1 |
| Didn't have to go there. | 1 |
| Didn't need them. | 1 |
| didn't need to | 2 |
| Didn't need to | 1 |
| didn't need too | 1 |
| Didn't need too | 1 |
| didnt have to | 1 |
| didnt have to use it | 1 |
| didnt need it | 2 |
| didnt need to | 1 |
| Distance learning student | 1 |
| Do not know where it is. | 1 |
| do not need | 1 |
| Don't feel like I've needed to | 1 |
| don't know what they would, could, or should do for me | 1 |
| don't need to talk to the dean of student...yet. | 1 |
| dont know services | 1 |
| Dont need to | 1 |
| had no reason to go | 1 |
| has not been necessary | 1 |
| Have had no concerns regarding student rights, issues, or complaints | 1 |
| Have had no need | 1 |
| Have had no need. | 1 |
| have had no occasion/necessity to visit the office | 1 |
| Have had no reason to | 1 |
| have had no reason to contact the Dean | 1 |
| Have heard of it, but didn't need it. | 1 |
| Have never had the need to. | 1 |
| Have no need at this present moment | 1 |
| Have not had a need. | 1 |
| have not had any issues to address with the dean of students | 1 |
| Have not had any issues with Professors or peers | 1 |
| Have not had the need | 1 |

Dean of Students Office

| | Frequency |
|--|-----------|
| have not had to use their services | 1 |
| Have not needed | 1 |
| Have not needed it | 1 |
| have not needed serviced | 1 |
| Have not needed the service | 1 |
| have not needed their expertise | 1 |
| have not needed to | 2 |
| Have not needed to | 1 |
| Have not needed to go there | 1 |
| have not needed to use | 1 |
| have not needed yet | 1 |
| Have not needed. | 1 |
| Have not really thought about it. | 1 |
| Haven't gotten around to it | 1 |
| haven't had a need to use it | 1 |
| Haven't had a need as yet | 1 |
| haven't had the need | 1 |
| Haven't had the need for it. | 1 |
| haven't had the need for the dean | 1 |
| Haven't had to go to the Dean for anything. | 1 |
| haven't needed | 3 |
| Haven't needed him. | 1 |
| haven't needed it | 1 |
| Haven't needed it. | 1 |
| haven't needed to | 2 |
| Haven't needed to | 2 |
| Haven't needed to thankfully | 1 |
| Haven't needed to use the Dean | 1 |
| haven't needed to use them | 1 |
| Haven't needed to. | 1 |
| haven't needed too | 1 |
| havent had to visit them | 1 |
| Havent Needed | 1 |
| havent needed it | 1 |
| Havent needed to contact | 1 |
| hope not to need them | 1 |
| I'm not in trouble | 1 |
| I've been a good girl so nobody's sent me to the dean's office. | 1 |
| I've had no need to use it. | 1 |
| I've used email, rather than visiting the office. | 1 |
| I am a mature student with a graduate degree and part of a doctorate | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not have a need to go to the dean of students office | 1 |
| I did not need them. | 1 |
| I did not need to use it. | 1 |
| I didn't break Collin's rules. | 1 |
| I didn't need to | 1 |
| i didn't think I has any reason to | 1 |
| I don't have a need for them yet. | 1 |
| I don't have a reason to go there; I try not to cause trouble. | 1 |
| I don't have a reason. | 1 |
| I don't know | 1 |
| I don't know what I would talk to them about | 1 |
| I don't know! | 1 |

Dean of Students Office

| | Frequency |
|--|-----------|
| I had no need for these services. | 1 |
| I have never had any issues I needed to take to the Dean. | 1 |
| I have never had to go there | 1 |
| I have no idea what the Dean of Students does, aside from possibly disciplinary actions for students who do stupid things. | 1 |
| I have not had the need for this service | 1 |
| I have not had the need to go to the office | 1 |
| I have not had to. | 1 |
| I have not needed to speak to him. Not sure why I would go there? | 1 |
| I haven't felt the need to. | 1 |
| I haven't had the need to talk to the Dean of Students. | 1 |
| I haven't needed to | 1 |
| I haven't needed to visit with the Dean of Students | 1 |
| I haven't needed to. | 2 |
| I need to use the Dean's office more often; I have a few complaints about some professors. | 1 |
| I never had an issue where I had to use the deanof students office | 1 |
| I never needed anything from this office. | 1 |
| If I need it, I would use it. | 1 |
| Just taking 2 online classes | 1 |
| My complaining, ranting, and banter aren't significant enough to waste time as valuable as the Dean's. | 1 |
| My mother contacts this office/ will change soon. | 1 |
| My professors work well with me and I feel I should only visit the Dean should I run into a situation where a reasonable solution is not offered by my professor | 1 |
| My registration, etc has been managed just fine by myself or with help from the Student Records and Advising office | 1 |
| n/a | 6 |
| N/A | 1 |
| na | 2 |
| NA | 2 |
| Never got in trouble | 1 |
| never had a campus issue | 1 |
| never had a problem | 1 |
| Never had a reason to use it. | 1 |
| never had a use for it | 1 |
| Never had any unresolved issues that warranted escalation. | 1 |
| Never had issue | 1 |
| never had to | 1 |
| Never had to go there | 1 |
| never had to. | 1 |
| Never have needed to use this service | 1 |
| never needed | 1 |
| Never needed | 1 |
| Never needed anything beyond advising | 1 |
| never needed it | 1 |
| Never needed them | 1 |
| Never needed to | 2 |
| Never needed to talk to the dean | 1 |
| Never needed to visit the Dean. | 1 |
| Never needed to, don't know what they do | 1 |
| Never needed to. | 2 |
| Never want to have the need to see them | 1 |
| No concerns regarding any areas of student development, at least currently | 1 |
| No identified need to use this service up to this point in time, | 1 |
| No issues | 1 |

Dean of Students Office

| | Frequency |
|--|-----------|
| No issues. | 1 |
| no need | 36 |
| No need | 30 |
| No Need | 3 |
| No need at the moment | 1 |
| no need at this time | 1 |
| No need for it. | 1 |
| No need for this service. | 1 |
| no need of services | 1 |
| No need the advisors have been awesome with handling my concerns | 1 |
| no need to | 2 |
| No need to | 1 |
| No need to go to the dean | 1 |
| No need yet, but nice to know they are there | 1 |
| No need. | 5 |
| No particular reason | 1 |
| no reason | 1 |
| No reason I had to see this person | 1 |
| No reason to go there. | 1 |
| No reason to I think | 1 |
| No specific reason. | 1 |
| no time | 1 |
| none | 1 |
| Not contacted by this office | 1 |
| Not had an issue yet | 1 |
| Not in need | 1 |
| Not necessary | 1 |
| Not necessary. | 1 |
| not needed | 8 |
| Not needed | 5 |
| Not Needed | 1 |
| not needed at the time | 1 |
| Not needed to | 1 |
| not needed too | 1 |
| not needed yet | 1 |
| Not needed yet. | 1 |
| Not needed. | 2 |
| not required at this time | 1 |
| Not sure how to use | 1 |
| not sure if i need to | 1 |
| not sure what the dean does | 1 |
| Not sure what they do and haven't had any problems. | 1 |
| Not sure why I have never been to this office. | 1 |
| nothing to report | 1 |
| Plan on contacting service in near future. | 1 |
| Same as above | 2 |
| Same as above. | 1 |
| Take classes online | 1 |
| There was never a need | 1 |
| this office does care about the students and our needs | 1 |
| to drop a course | 1 |
| Unknown | 1 |
| unsure of what they really do | 1 |
| Wasn't necessary. | 1 |

Dean of Students Office

| | Frequency |
|---|-----------|
| What for? | 1 |
| Where is this again? | 1 |
| Why do I need to? | 1 |
| Wouldn't even know why I would need to speak to the dean. | 1 |
| Total | 1100 |

Fitness Center

| | Frequency |
|---|-----------|
| Did not respond | 810 |
| All classes are online | 1 |
| because it does not fit my schedule | 1 |
| belong to a local gym in my neighborhood | 1 |
| Belong to another gym. | 1 |
| Belong to another health club. | 1 |
| belong to lifetime | 1 |
| Between classes, work and homework; I have a lack of free time | 1 |
| Busy schedule. | 1 |
| Did not have a reason to. | 1 |
| Did not have opportunity | 1 |
| DID NOT HAVE TIME | 1 |
| did not know can use for free | 1 |
| did not know where it was or how it worked | 1 |
| Did not need | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| did not need to | 1 |
| Did not need to | 1 |
| Did not need. | 1 |
| did use for racquetball | 1 |
| Didn't know there was one | 1 |
| Didn't need to this semester | 1 |
| Didn't need too | 1 |
| didn't use it | 1 |
| didn't want to go work out alone. | 1 |
| didnt need it | 1 |
| distance learning | 1 |
| do not feel like getting hot and sweaty b4 class. By the time class is over ready to go home. also have a gym at home and play a lot of golf. | 1 |
| do not have time | 1 |
| do not have time to use facility | 1 |
| Do not know much about it | 1 |
| do not know where it is or the hours of operation | 1 |
| do not need it | 1 |
| do not need this service. | 1 |
| Don't have enough time. | 1 |
| don't have time | 1 |
| Don't have time. | 1 |
| Don't know where it's at | 1 |
| Don't know where it is. | 1 |
| Don't want to. | 1 |
| don't work out | 1 |
| Don't work out and would like to know if you are a Collin student if it is free to use the center. That would be great information. | 1 |
| don't work out or not in PE | 1 |
| dont have time | 1 |
| exercise at home | 1 |
| Exercise at home | 1 |
| Family membership at the town rec. | 1 |
| For what I would use it for, I would have to Preston Campus and I'm closer to Spring Creek Campus. | 1 |
| forgot it was there... | 1 |
| Found it recently | 1 |
| go to a real gym | 1 |
| Go to gym near home | 1 |
| have a gym | 1 |

Fitness Center

| | Frequency |
|---|-----------|
| Have a gym membership at work | 1 |
| Have a gym membership somewhere else | 1 |
| have membership to gym + don't know where it is | 1 |
| have membership with a gym | 1 |
| Have my own fitness program at home | 1 |
| Have no need at this present moment | 1 |
| Have not found it yet | 1 |
| Have not had a need to use it. | 1 |
| Have not had time to use this. | 1 |
| Have not mustered up the courage to go work out with strangers lol I do plan to though. | 1 |
| Have not needed | 1 |
| Have not needed it. | 1 |
| have not needed serviced | 1 |
| Have not needed to utilize it | 1 |
| Have not needed. | 1 |
| Have own fitness center | 1 |
| haven't got any info on it, thought you would have to be in certain class | 1 |
| Haven't had the time | 1 |
| Haven't had the time to utilize. Nice facility though. | 1 |
| Haven't really made time for exercise. | 1 |
| Haven't Used | 1 |
| Havent gotten around to it! | 1 |
| Havent looked into yet | 1 |
| hours aren't convenient for my work schedule | 1 |
| Hours not convenient | 1 |
| I'm a sloth. | 1 |
| I'm not much for sports, but I do use the Plano Aquatic Center a lot | 1 |
| I'm not sure of hours / availability, or location of it. I would like to use it in the future though. | 1 |
| I'm not sure of the hours | 1 |
| I'm pretty busy, and haven't used the fitness center yet, though I probably should. I am taking PE class for my exercise. | 1 |
| I've never used the fitness center, unless for my PE class. | 1 |
| I already work out on a different place | 1 |
| I am aware that it exists but not its exact location | 1 |
| I am not active, do not work out | 1 |
| I commute to school. | 1 |
| I did not feel a need to use any of these services. | 1 |
| I didn't have time | 1 |
| I didn't know it was free? | 1 |
| I didn't use the Fitness Center yet because we have sefl GYM in our house. | 1 |
| I do not feel comfortable working out with others | 1 |
| I don' have time | 1 |
| I don't go to the campus! | 1 |
| I don't have a need for them yet. | 1 |
| I don't have time. | 1 |
| I don't like to work out. | 1 |
| I don't workout | 1 |
| I dont have time | 1 |
| I dont know | 1 |
| i dont like to work out.. and they smell really bad | 1 |
| I exercise at home | 1 |
| I fear there would be too many people and no chance to use the facility in the time that I have. | 1 |
| I go to a gym closer to my house | 1 |
| I go to another gym | 1 |

Fitness Center

| | Frequency |
|---|-----------|
| I go to another gym. | 1 |
| I go to my apartment's gym with my wife. | 1 |
| I go to other gym | 1 |
| I go to the YMCA | 1 |
| I have a fitness center at my apt. | 1 |
| I have a gym membership closer to home. | 1 |
| I have a gym membership elsewhere. | 1 |
| I have a gym membership off campus. | 1 |
| I have a gym membership so I don't need the program. | 1 |
| I have a separate exercise program | 1 |
| I have a system in my garage for working out | 1 |
| I have an off campus gym membership | 1 |
| I have been too intimidated as a girl to work out when there is a big group of males. | 1 |
| I have my own exercise routine | 1 |
| I have not had a chance to use this facility. | 1 |
| I have not had th etime to work out here | 1 |
| I have not had the time | 1 |
| I have not had the time to work out | 1 |
| I have not needed to use this yet, but I will have to next semester. | 1 |
| i have stuff at home | 1 |
| i haven't thought about using it | 1 |
| i havent had time | 1 |
| I just don't know much about it. | 1 |
| I just haven't had the need to use this service | 1 |
| I live a little too far away for it to be convenient | 1 |
| i live in a different city | 1 |
| I need to. | 1 |
| I only wear open-toed shoes | 1 |
| I play softball, so I don't usually work out. | 1 |
| I prefer to work out outdoors. | 1 |
| I take online classes. | 1 |
| I take yoga class | 1 |
| I use another gym. | 1 |
| I use another place. | 1 |
| I usually use it; I just haven't had time this semester. | 1 |
| I walk by it, but I'm too nervous to use it. | 1 |
| i work out at 24 | 1 |
| I work out at another gym. | 1 |
| I work out at home. | 1 |
| I work out somewhere else | 1 |
| I workout at a different athletic center. | 1 |
| I workout at home | 1 |
| idk | 1 |
| Im a bit intimidated to go in for the first time. I've not been there and I don't know what to expect. An open house would be good. | 1 |
| Just taking 2 online classes | 1 |
| Lack of privacy | 1 |
| lack of time | 1 |
| Like I work out. | 1 |
| location is too far from home | 1 |
| membership at a gym with more equipment and group classes | 1 |
| Membership somewhere else. | 1 |
| most classes I take are online | 1 |
| My family has a YMCA membership. | 1 |

Fitness Center

| | Frequency |
|---|-----------|
| my p.e. class was off campus. | 1 |
| n/a | 5 |
| N/A | 2 |
| NA | 2 |
| need but haven't had time | 1 |
| never a need | 1 |
| Never have time | 1 |
| Never needed to go | 1 |
| Never needed to use the Fitness Center. | 1 |
| Never needed to. | 1 |
| no | 1 |
| No child care. | 1 |
| No extra time. I work two jobs and have to children and attend school full time. | 1 |
| No identified need to use this service up to this point in time, | 1 |
| No info available about whether there are private showers and changing rooms. I don't do public anything. | 1 |
| no need | 15 |
| No need | 10 |
| no need of services | 1 |
| No need to | 2 |
| No need to use fitness center so far | 1 |
| No need. | 2 |
| no needed | 1 |
| No reason. | 1 |
| no time- I use other fitness facility | 1 |
| no time | 3 |
| No time | 9 |
| No time nor a class that uses he facility. | 1 |
| No time to go | 1 |
| No time to use it | 1 |
| no time to work out, usually go to chec center | 1 |
| No time with work and school. I try to on my break | 1 |
| no time, don't know when its available | 1 |
| No time. | 1 |
| Not a big workout fan | 1 |
| Not at school that much. | 1 |
| not big on exursice | 1 |
| Not clear on who or when you can use it- haven't had time anyway. | 1 |
| not enough time | 1 |
| not interested | 1 |
| Not interested | 1 |
| not interested in using, fitness routine at home | 1 |
| Not interested. | 1 |
| not necessary | 1 |
| not needed | 1 |
| Not needed | 2 |
| Not needed. | 1 |
| not on campus | 1 |
| not required at this time | 1 |
| Not sure what's available and where it's located | 1 |
| Not sure what this is. | 1 |
| not sure where its open need to find more information | 1 |
| Not sure where this is | 1 |
| Not using yet | 1 |
| not yet | 1 |

Fitness Center

| | Frequency |
|--|-------------|
| off campus | 1 |
| On-line student only. | 1 |
| own gym | 1 |
| PART TIME STUDENT | 1 |
| Plan on utilizing facility in near future | 1 |
| play tennis instead | 1 |
| private gym membership | 2 |
| Same as above | 1 |
| scheduling | 1 |
| Take classes online | 1 |
| The gym always appears to be busy with Collin Classes | 1 |
| The hours did not fit in accordance with my personal schedule at this campus | 1 |
| the hours of availability were not good for me | 1 |
| The idea of working out at school feels weird. I like that it's there to use, but it's not for me. | 1 |
| The time that I could use it, it was very crowded | 1 |
| Time | 1 |
| Time :(Unmotivated :(| 1 |
| To busy schedule | 1 |
| To far of a drive just to use the fitness center (lives in Celina) | 1 |
| Too busy | 1 |
| Too busy to work out at this time. | 1 |
| Too busy whenever I have time to utilize | 1 |
| Tried basketball court. No structure | 1 |
| Unknown | 1 |
| Used my own | 1 |
| Want to but have not. | 1 |
| Was unsure what the hours are, where to go, and what equipment could be used. | 1 |
| WAYYYYY too crowded for the small room at Spring Creek. Plus, it kinda smells bad. | 1 |
| Will in the future, was unaware we had one until recently | 1 |
| Work out at home | 1 |
| Work out elsewhere; took P.E. credit elsewhere | 1 |
| Working out elsewhere. | 1 |
| Workout at home or local gym | 1 |
| Would have used the swimming pool if it was still there | 1 |
| Yet to use it. | 1 |
| Total | 1100 |

Food Service

| | Frequency |
|--|-----------|
| Did not respond | 937 |
| All classes are online | 1 |
| Always eat lunch at home or if necessary pack a lunch. | 1 |
| Always eat out with friends. | 1 |
| because the CPC campus food services are pathetic...now SPC are amazing but don't take classes there | 1 |
| Bring food from home | 2 |
| Bring my lunch | 1 |
| close at 5p and I am always there in the evening | 1 |
| cost | 1 |
| Cost>value. | 1 |
| crappy hours in Frisco!!!! especially for evening students who work all day | 1 |
| Crowded when I want to go. | 1 |
| did not know it was there | 1 |
| Did not like options, few helthy food. | 1 |
| Did not need | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need this service. | 1 |
| Did not need to | 2 |
| Did not need. | 1 |
| Didn't know where it was located | 1 |
| Didn't need too | 1 |
| didnt need it | 1 |
| didnt need to | 1 |
| didnt use the cafeteria this semester | 1 |
| Do not buy food on campus | 1 |
| Do not have time too | 1 |
| do not want to spend money | 1 |
| don't care for the food | 1 |
| Don't eat there | 1 |
| Don't need | 1 |
| dont have food service at McKinney campus. Plus I have already been through food service classes. | 1 |
| dont want to spend too much money on food/ may be unhealthy | 1 |
| eat at home | 1 |
| Eat out of the college | 1 |
| expensive and limited choices | 1 |
| Food is unhealthy or expensive in the cafeteria. They don't serve rice noodles or soup! Heh. | 1 |
| food upsets my stomach | 1 |
| Have not needed | 1 |
| have not needed yet | 1 |
| haven't needed | 1 |
| haven't needed & not located at CHEC bldg | 1 |
| Haven't needed to | 1 |
| haven't wanted to | 1 |
| Havent needed to | 1 |
| Hours | 1 |
| hours aren't convenient for my work schedule | 1 |
| I'm only taking one class and eat prior to that class | 1 |
| I've only purchased coffee and have not purchased any other food products. | 1 |
| I am taking online classes. | 1 |
| I attend evening classes | 1 |
| i bring my lunch | 1 |
| I bring my own food from home. | 1 |

Food Service

| | Frequency |
|--|-----------|
| I bring my own food, one of my friends purchased a soup from the Library cafe at CPC and found hair in it. No thank you. | 1 |
| I bring my own food. | 1 |
| I bring my own food. I will try their food some time in the future. | 1 |
| i brought my own lunch. | 1 |
| I can eat at home | 1 |
| I did not feel a need to use any of these services. | 1 |
| I do not eat on campus | 1 |
| I do not eat on campus. | 1 |
| I do not need it. | 1 |
| I don't go to the campus for classes. | 1 |
| I don't have a need for them yet. | 1 |
| I dont know | 1 |
| I eat at home before school | 1 |
| I eat at home or bring my own drink. I'm not one for eating out unless it's a celebration of some kind | 1 |
| I eat at home to save money | 1 |
| I eat at other places. | 1 |
| i have a specific diet program to follow and their menus do not work for me | 1 |
| I have not had a chance to use this facility | 1 |
| I have..but not a lot of healthy options. people who make the food look dirty | 1 |
| I haven't ate at the campus | 1 |
| I just haven't had the need to use this service | 1 |
| I live close by and prefer eating my own food. | 1 |
| I live close to home so I just go home. | 1 |
| I usually bring my own lunch. | 1 |
| i usually bring my own snacks to class | 1 |
| I usually bring something or eat elsewhere | 1 |
| I usually have my own food. | 1 |
| idk | 1 |
| It just doesn't look appealing when I walk past it. Plus I am usually in route to a class. | 1 |
| Just taking 2 online classes | 1 |
| My food is cheaper. | 1 |
| n/a | 3 |
| N/A | 1 |
| NA | 1 |
| Nasty, and extremely overpriced | 1 |
| never a need | 1 |
| never had to use it | 1 |
| Never have time to eat on campus. | 1 |
| Never needed | 1 |
| Never needed them | 1 |
| Never needed to. | 1 |
| no healthy food choices | 1 |
| no need | 13 |
| No need | 8 |
| No Need | 1 |
| no need although if there were more choice I would use it | 1 |
| No need for it. | 1 |
| no need of services | 1 |
| No need. | 2 |
| no time and not needed | 1 |
| not at school long enough to eat | 1 |
| Not delicious, No variety of food. Boring. Unhealthy food | 1 |
| not healthy | 1 |

Food Service

| | Frequency |
|--|-------------|
| Not hungry | 1 |
| Not interested. | 1 |
| not needed | 4 |
| Not needed | 3 |
| Not needed. | 1 |
| not on campus | 1 |
| Not on campus at that time | 1 |
| Not on campus long enough to purchase food | 1 |
| Not on campus long enough to use | 1 |
| Not on campus while it was available | 1 |
| Not open on Saturday | 1 |
| off campus | 1 |
| On-line student only. | 1 |
| on line classes | 1 |
| Poor hours at CPC/sometimes machines don't work/could be a healthier selection | 1 |
| prefer home made food | 1 |
| Prefer to eat healthy | 1 |
| Take classes online | 1 |
| the food is expensive | 1 |
| The food is overpriced. Not a good value. | 1 |
| There really has not been a need, as of so far. | 1 |
| too expensive | 2 |
| too expensive, not allot of vegan selection | 1 |
| too expensive, not enough vegetarian choices | 1 |
| Too expensive. | 1 |
| Unknown | 1 |
| Waiting area until time to go to class | 1 |
| Waiting list is too long when we need it. | 1 |
| When is it open? | 1 |
| Total | 1100 |

Help Desk (central point of contact for IT services)

| | Frequency |
|---|-----------|
| Did not respond | 919 |
| " | 1 |
| All classes are online | 1 |
| because I needed to blackboard | 1 |
| did not have IT issues during the semester | 1 |
| Did not need | 1 |
| Did not need help with IT services | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 2 |
| did not need to yet | 1 |
| Did not need to. | 1 |
| Didn't need it | 1 |
| didn't need IT services | 1 |
| Didn't need it. | 1 |
| Didnt know how it worked | 1 |
| didnt need it | 1 |
| didnt need to | 1 |
| Don't feel like I've needed to | 1 |
| Don't know how to use. | 1 |
| Don't know much about it. | 1 |
| Don't know where it's located | 1 |
| Don't need them | 1 |
| don't need to use it | 1 |
| Dont need help | 1 |
| Had everything under control | 1 |
| Had no problems. | 1 |
| Have had no reason to | 1 |
| Have never needed them | 1 |
| Have no need at this present moment | 1 |
| Have not had a need. | 1 |
| have not had IT issues with Collin | 1 |
| Have not had the need | 1 |
| have not need to so far. | 1 |
| have not needed | 1 |
| Have not needed | 1 |
| have not needed help | 1 |
| have not needed serviced | 1 |
| Have not needed the service | 1 |
| have not needed their expertise | 1 |
| Have not needed to | 1 |
| Have not needed. | 1 |
| Haven't had a need | 1 |
| Haven't had a need. | 1 |
| haven't needed | 1 |
| Haven't needed help yet | 1 |
| haven't needed it | 2 |
| haven't needed IT help | 1 |
| Haven't needed them, though, in the library they seem very helpful. | 1 |
| Haven't needed them, yet. | 1 |
| Haven't needed to | 1 |
| haven't needed to use them | 1 |
| Haven't needed to. | 1 |
| havent needed it | 1 |
| I've been through a service call with the help desk, but not with the cpoc face-to-face | 1 |

Help Desk (central point of contact for IT services)

| | Frequency |
|--|-----------|
| i've called, but have not visit at school. most of my issues happen at home | 1 |
| I am pretty tech-savvy; therefore, I did not need any IT assistance. | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not need to contact the Help Desk | 1 |
| I did used this services | 1 |
| i didn't have any issues | 1 |
| I didn't have the need for it. | 1 |
| I do not need it. | 1 |
| I don't have a need for them yet. | 1 |
| I don't know where is it | 1 |
| I don't know. | 1 |
| I don't need it help | 1 |
| I have currently had no need to engage this service | 1 |
| i have never been able to get them on the phone | 1 |
| I have not needed it | 1 |
| I have not needed the assistance of the help desk. | 1 |
| I haven't had a reason to use | 1 |
| I haven't had any problems that I can remember for this semester | 1 |
| I haven't had any technical difficulties while at Collin. | 1 |
| I haven't had the need for help desk | 1 |
| I haven't needed help | 1 |
| I haven't needed help yet. | 1 |
| I like figure stuff out on my own | 1 |
| I never had any IT problems that were serious enough to involve the Help Desk. | 1 |
| I never needed to use it. | 1 |
| I probably know more than they do about computers. :P | 1 |
| I typically just wait it out | 1 |
| I used the Help Desk for the student or other education related informations. | 1 |
| I used them when needed. | 1 |
| know where i am going | 1 |
| Majority of technology used outside of school. | 1 |
| n/a | 3 |
| N/A | 3 |
| NA | 3 |
| never had an IT issue | 1 |
| Never had any issues. | 1 |
| Never had any problems | 1 |
| Never had to | 1 |
| Never needed help | 1 |
| Never needed help. | 1 |
| Never needed them | 1 |
| Never needed to go | 1 |
| Never needed to use them | 1 |
| Never needed to. | 2 |
| Never really needed to use them. | 1 |
| Never use | 1 |
| no | 1 |
| no cause for concern | 1 |
| No issues | 1 |
| no issues at this time | 1 |
| No issues with systems. | 1 |
| no need | 17 |
| No need | 13 |
| No Need | 1 |

Help Desk (central point of contact for IT services)

| | Frequency |
|---|-------------|
| No need (yet) - but aware of availability | 1 |
| No need for it. | 2 |
| no need for them | 1 |
| no need of services | 1 |
| No need to | 2 |
| No need. | 2 |
| no needd | 1 |
| no question | 1 |
| no reason to go | 1 |
| No, I know the location. | 1 |
| not needed | 6 |
| Not needed | 6 |
| Not Needed | 1 |
| not needed yet | 1 |
| Not needed. | 2 |
| not required at this time | 1 |
| Not sure where this is | 1 |
| Other than typical processing as a returning student, there has been no other identified need to use this service up to this point in time. | 1 |
| same | 1 |
| Take Classes online | 1 |
| they never can help you tried last year | 1 |
| used it and was very helpful | 1 |
| With blackboard, I just tried to figure things out for myself. If you fiddle with anything long enough, you will gain a basic understanding of how it works | 1 |
| Total | 1100 |

Information Center (s)

| | Frequency |
|---|-----------|
| Did not respond | 943 |
| " | 1 |
| " " | 1 |
| All classes are online | 1 |
| can say | 1 |
| cumbersome | 1 |
| did not know what they did | 1 |
| did not need | 1 |
| Did not need | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 2 |
| Didn't know | 1 |
| Didn't need | 1 |
| Didn't need help | 1 |
| Didn't need it | 1 |
| Didn't need too | 1 |
| didnt have to | 1 |
| Do not ned too | 1 |
| Don't know | 1 |
| Don't know where thy are | 1 |
| Don't need it. | 1 |
| Dont need information | 1 |
| Have been able to locate offices on campus I have used. I used a campus map. | 1 |
| Have no idea where it is located | 1 |
| Have no need at this present moment | 1 |
| have not needed | 1 |
| have not needed it | 1 |
| Have not needed it | 1 |
| have not needed serviced | 1 |
| have not needed their expertise | 1 |
| Have not needed them | 1 |
| have not needed yet | 1 |
| Have not needed. | 1 |
| Haven't had a question | 1 |
| haven't had the need | 1 |
| Haven't had the need for it. | 1 |
| haven't needed | 2 |
| Haven't needed to use it. | 1 |
| Haven't needed to. | 1 |
| Haven't needed yet | 1 |
| hn | 1 |
| I'm taking online classes this semester | 1 |
| I've been in there twice in 6 years. They are helpful. | 1 |
| I've had no need to use it. | 1 |
| I asked a lady working in the Library for help when I was in there | 1 |
| I did not feel a need to use any of these services. | 1 |
| I didn't have the need for it. | 1 |
| I didn't need to | 1 |
| I didnt have opportunity to come to college for the information center as I have a baby. | 1 |
| I do not need them. | 1 |
| I do not need to. | 1 |
| I don't have a need for them yet. | 1 |
| I don't use it | 1 |
| I dont know what they do | 1 |

Information Center (s)

| | Frequency |
|--|-----------|
| I had no need for these services. | 1 |
| I have been able to find out answers via different sources. | 1 |
| I have been here 3 years, I know my way around. | 1 |
| I have currently had no need to engage this service | 1 |
| I have gone by the information desk once or twice. | 1 |
| I have had help from other people that I can talk to. | 1 |
| I have not needed it | 1 |
| I have not needed them in the past | 1 |
| I have used these and they've been helpful. | 1 |
| I haven't needed information | 1 |
| I stay well informed through communication, reading and asking questions | 1 |
| I use the library for my content. | 1 |
| I usually find all the information that I need online | 1 |
| just havent needed it lately | 1 |
| might have to use, but it has not come up as of yet | 1 |
| n/a | 4 |
| N/A | 2 |
| na | 1 |
| NA | 2 |
| Never had the need for this | 1 |
| never needed service | 1 |
| never needed the help | 1 |
| Never needed them | 2 |
| Never needed to. | 1 |
| Never use | 1 |
| no | 1 |
| no need | 14 |
| No need | 16 |
| No need for it. | 1 |
| no need of services | 1 |
| no need to | 1 |
| No need to | 1 |
| No need to. | 1 |
| No need. | 3 |
| no one was there | 1 |
| no reason | 1 |
| Not necessary | 1 |
| not needed | 3 |
| Not needed | 4 |
| not needed yet | 1 |
| Not needed yet. | 1 |
| Not needed. | 1 |
| not required at this time | 1 |
| Not sure | 1 |
| Not sure what it is | 1 |
| Not sure where this is | 1 |
| part time student | 1 |
| Same | 1 |
| Stop by once a while but not this semester. | 1 |
| take classes online | 1 |
| the SC campus never answers any questions, one is better off asking a student because the ugly women behind the counter never want to talk to you anyway and rather shrug and point to the library or advising. especially when adving is really backed up. Thus they are less helpful then the waterfountain in the SC atrium | 1 |
| There awns no need | 1 |

Information Center (s)

| | Frequency |
|---|-----------|
| They made me feel bad | 1 |
| This service was not needed. | 1 |
| to recieve access to take a test. | 1 |
| typically they are helping someone else | 1 |
| was able to find things easily without assistance | 1 |
| was not aware | 1 |
| Well iam not that person who gatter info | 1 |
| Well, I did, didn't I? I just told you about it.. | 1 |
| Yes I have asked few questions to them, good. | 1 |
| Total | 1100 |

New Student Orientation

| | Frequency |
|---|-----------|
| Did not respond | 859 |
| " | 1 |
| ? | 1 |
| A friend gave me a tour since he was already attending there. | 1 |
| advising was helpful | 1 |
| All classes are online | 1 |
| Already made my mind before I register | 1 |
| As I have mentioned earlier in the survey, this is my second time around in school. I feel I'm capable of finding what I need through school connections such as professors and students. | 1 |
| Attended one before transferring | 1 |
| Because i was working during that time. | 1 |
| been a student forever | 1 |
| Conflicted with work schedule | 1 |
| Conflicting schedules on my part. I know Collin has many orientation presentations, even one online, but somehow or another I have bumped into other schedules that over-ride the orientation. This of course is my own fault. If I had prioritized the orientation, I would have gone. | 1 |
| Could not attend. | 1 |
| Did'nt know the date | 1 |
| Did not attend | 1 |
| Did not care | 1 |
| Did not feel I needed to attend. | 1 |
| did not feel the need for orientation | 1 |
| Did not have time to attend | 1 |
| did not have time to go to new student orientation | 1 |
| Did not have time. | 1 |
| did not know about it before enrolling | 1 |
| did not need | 1 |
| Did not need | 2 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need this service. | 1 |
| Did not need to | 2 |
| Did not need. | 1 |
| Did online orientation. | 1 |
| Did orientation online | 1 |
| Didn't attend | 1 |
| Didn't do that. | 1 |
| Didn't feel it was necessary | 1 |
| didn't feel like going and read everything online | 1 |
| Didn't find out about them/didn't think they were important | 1 |
| Didn't have a need for it | 1 |
| Didn't have a reason to. | 1 |
| Didn't know about it when I was a new student. | 1 |
| Didn't know before I started here | 1 |
| didn't need it | 1 |
| Didn't need it. | 1 |
| didn't need orientation | 1 |
| Didn't need to. | 1 |
| Didn't need too | 1 |
| Didn't need/not interested/somewhat unaware of it | 1 |
| didn't take advantage | 1 |
| didn't think necessary | 1 |
| Didn't use it when first came it. | 1 |
| Didn't want to go/need it | 1 |
| Didnt feel the need | 1 |
| didnt have to | 1 |

New Student Orientation

| | Frequency |
|--|-----------|
| didn't need it | 1 |
| didn't need to | 1 |
| didn't think it was necessary | 1 |
| didn't want to attend | 1 |
| didn't get the chance too | 1 |
| Distance learning student | 1 |
| do not need | 1 |
| do not need it | 1 |
| Do not need it | 1 |
| Figured it out myself | 1 |
| Have not had a need to use it. | 1 |
| Have not needed the service | 1 |
| have not needed their expertise | 1 |
| have not needed to use | 1 |
| Have not needed. | 1 |
| Haven't had the need for it. | 1 |
| haven't needed | 1 |
| hn | 1 |
| I'm far from being a new student | 1 |
| I'm not a first time college student | 1 |
| I'm not a new student, and I know the Collin campuses quite well. | 1 |
| I'm not a new student. | 1 |
| i've never found new student orientations helpful. i prefer to figure everything out for myself. | 1 |
| I've been at this campus many years, no need for it. | 1 |
| I've had no need to use it. | 1 |
| I am not a new student | 1 |
| I am not a new student any more. | 1 |
| I am not a new student. | 1 |
| I am not sure why I didn't use it... | 1 |
| I been there for 3 years. So didn't need to | 1 |
| I did not feel a need to use any of these services. | 1 |
| i did not have any time i was too busy. | 1 |
| I did not wish to attend. | 1 |
| I did want to go | 1 |
| I didn't feel like I needed an orientation since the college is pretty open and has a great information desk! | 1 |
| I didn't feel this was necessary because I am a 33 year old student, not a kid, and am taking my classes online. | 1 |
| I didn't know about it until very recently (within the last month) | 1 |
| i didn't know howm to get to the orientation. i didn't know how to find the room | 1 |
| I didn't think I needed it | 1 |
| I didn't want to | 1 |
| I didnt go | 1 |
| I don't have a reason for not attending. | 1 |
| I don't know | 1 |
| I don't know why | 1 |
| I had associates who had previously visited Collin, and they showed me around. | 1 |
| I had no need for these services. | 1 |
| I had no time to go to it. | 1 |
| I have attended orientation regarding degree plan! As a new student I took on CCCC in my own hands and learned from my mistakes (hence - I was required to take College Success and it was indeed a benefit to my college career and outlook as a new college student at the time) | 1 |
| I have currently had no need to engage this service | 1 |
| I have received emails regarding this, and the one time I considered going the hours were inconvenient. | 1 |

New Student Orientation

| | Frequency |
|---|-----------|
| I just haven't had the need to use this service | 1 |
| I just jumped in headfirst. Didn't think I need to go to that when I started. | 1 |
| I just jumped in running | 1 |
| I learned about this too late, and probably wouldn't use it anyway. | 1 |
| I only became aware of it after I had been attending classes for some time. | 1 |
| I participated 4 years ago, don't remember | 1 |
| I researched what I needed to do to start my second bachelor degree | 1 |
| I wanted to experieience life at cccd for myself | 1 |
| I was not aware of it. | 1 |
| I was working during the times that these were scheduled | 1 |
| I wasn't a new student upon enrollment | 1 |
| Im yet to use it | 1 |
| irrelevant | 1 |
| Just have not attended | 1 |
| Just never new it happened. | 1 |
| just never used | 1 |
| Missed orientation | 1 |
| My first class (statistics) was easy to understand without one. | 1 |
| My neighbor told me how to get the swing of things. | 1 |
| my son recently completed classes there so I was already aware of everything i needed to know | 1 |
| n/a | 4 |
| N/A | 4 |
| NA | 1 |
| Never attended events | 1 |
| Never did. | 1 |
| never done new student orientation at this school | 1 |
| Never made it | 1 |
| Never needed them | 1 |
| Never needed to use it. | 1 |
| Never needed to. | 1 |
| Never wanted to | 1 |
| no | 1 |
| No desire | 1 |
| No interest | 1 |
| No longer a new student. | 1 |
| no need | 15 |
| No need | 10 |
| No need for it. | 1 |
| no need of it | 1 |
| no need of services | 1 |
| no need to | 1 |
| No need. | 2 |
| no perceived need | 1 |
| No reason in particular | 1 |
| no time | 2 |
| No time to attend | 1 |
| No time. | 1 |
| not a new student | 1 |
| Not a new student | 6 |
| Not a new student and have friends that go to collin to help me | 1 |
| Not a new student anymore. | 1 |
| Not a new student. | 1 |
| not aware | 1 |
| Not in need | 1 |

New Student Orientation

| | Frequency |
|--|-----------|
| not interested | 2 |
| Not necessary | 2 |
| not need it | 1 |
| not needed | 6 |
| Not needed | 3 |
| Not Needed | 1 |
| Not needed yet. | 1 |
| Not needed. | 2 |
| not new | 1 |
| Not on days/times I can make it. | 1 |
| Not scheduled during hours that I could make it, or was unaware of the dates/times. | 1 |
| not young enough | 1 |
| Older student; no need | 1 |
| online student | 1 |
| Opted not to attend. | 1 |
| really when was this? | 1 |
| Returning adult/time | 1 |
| School fairs and other places to get information | 1 |
| self tour, guide | 1 |
| Skipped it. | 1 |
| take classes online | 1 |
| think its unnecessary | 1 |
| Time did not allow. | 1 |
| utilized in 2010 | 1 |
| was made aware AFTER my first semester, by then it was pointless | 1 |
| Was not available to me, or noone told me about it until after I was here for a full semester already. | 1 |
| Was not aware of it until I was already almost a year into taking classes. | 1 |
| was not aware of it when I was a new student | 1 |
| Wasn't aware | 1 |
| Wasn't aware of it in time. | 1 |
| Wasn't interested | 1 |
| Went and on my own familiarized myself with the campus | 1 |
| when i joined school here i never got the information | 1 |
| When I started, kind of just got thrown in. I'm glad that i've learned on my own since then. Didn't even know it existed until my second semester. | 1 |
| When? | 1 |
| Work at the orientations | 1 |
| would like to attend, but did not in the past... they seem very helpful | 1 |
| Yes, I did go to orientation | 1 |
| Total | 1100 |

Transfer Programs

| | Frequency |
|---|-----------|
| Did not respond | 825 |
| " | 1 |
|problems | 1 |
| Advisers on-hand for walkins have issues understanding where I'm coming from. Again, this wasn't told to me or explained until I had already taken many classes. I still don't know much about it. | 1 |
| after advising gave me wrong info, I utilized transfer dept at the college I'm transferring to | 1 |
| after my bad experience with advising...I decided to check with the institution that I was transferring to, to get the information for myself, directly from the University...basically, I didn't trust them anymore. | 1 |
| All classes are online | 1 |
| already have college degrees | 1 |
| As far as I know, there are no transfer agreements with universities that teach the area of physics I am majoring in. | 1 |
| At this time, do not intend on transferring to another college upon graduation. | 1 |
| Did my own thing | 1 |
| did not need | 1 |
| Did not need | 1 |
| did not need them | 1 |
| Did not need them | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 2 |
| did not need to yet | 1 |
| Did not need. | 1 |
| Didn't have a need for it | 1 |
| didn't have to | 1 |
| Didn't know it existed | 1 |
| Didn't need it | 1 |
| didn't need to | 1 |
| Didn't need to | 1 |
| Didn't need too | 1 |
| didnt need it | 2 |
| didnt need to | 1 |
| do not need | 1 |
| do not plan on transferring | 1 |
| don't know | 1 |
| Don't need them. Happy with what I've got. | 1 |
| Don't need to transfer yet. | 1 |
| don't need to transfer....yet. | 1 |
| don't need to...yet | 1 |
| Don't need yet. I just started last semester. | 1 |
| Don't really know what they are but everybody at collin I've spoken to doesn't seem to much either or feel like explaining, so just went straight to the transfer college for help. | 1 |
| Don't want to go to another school | 1 |
| Dont know about them | 1 |
| dont know enough about it | 1 |
| dont want to transfew yet. | 1 |
| Found out too late that they were available. | 1 |
| Going to graduate school program | 1 |
| Have had no reason to | 1 |
| Have no need at this present moment | 1 |
| Have not had a need to use it. | 1 |
| Have not had time | 1 |
| Have not needed | 1 |
| have not needed serviced | 1 |
| have not needed their expertise at this time yet plan to in the future | 1 |

Transfer Programs

| | Frequency |
|--|-----------|
| have not needed to use | 1 |
| Have not needed to use at this time. Will be using in the future | 1 |
| have not needed yet | 2 |
| Have not needed. | 1 |
| have not yet decided where to transfer to | 1 |
| Have not yet. Will in future | 1 |
| haven' t got time to notice yet | 1 |
| Haven't done it | 1 |
| Haven't done that yet. | 1 |
| Haven't gotten that far yet. | 1 |
| Haven't gotten there yet | 1 |
| Haven't had the need for it. | 1 |
| Haven't made a decision yet which school I'll transfer to. | 1 |
| haven't needed | 1 |
| Haven't needed to | 2 |
| Haven't needed to use it yet. | 1 |
| Haven't needed yet | 1 |
| haven't really been thinking of transferring. | 1 |
| Haven't really looked into transferring but am wanting to | 1 |
| haven't transfered yet.... | 1 |
| haven't transferred, know where I am transferring | 1 |
| haven't used it yet | 1 |
| Havent gotten to that stage in my degree | 1 |
| Havent looked into yet | 1 |
| Havent used it yet. | 1 |
| hn | 1 |
| I'm been in contact with my destination university about what I need to do prior to transfer, but have not used the programs at Collin College | 1 |
| I'm looking at the tranfser programs right now. | 1 |
| I'm not ready to transfer | 1 |
| I'm not sure where it is, I actually need to use this. | 1 |
| I'm still in highschool. | 1 |
| I've already been accepted to UTD. Wish I had of signed up intially through the transfer program probably could have gotten a scholarship. | 1 |
| I've had no need to use it. | 1 |
| I already had a transfer plan of my own. | 1 |
| I am about to use this service | 1 |
| I am not planning on transering. | 1 |
| I am not planning to transfer | 1 |
| I am not to this point yet | 1 |
| I am not transfering yet. | 1 |
| I am not transfering. College is not for me. | 1 |
| I am still deciding on when I want to transfer. I will use in the future. | 1 |
| I did not and am not planning on transferring (have advanced degrees) | 1 |
| I did not need to | 1 |
| I did not need to transfer | 1 |
| I did the work on my own about possible transfer to a 4-year university | 1 |
| I do not yet want to transfer anywhere. | 1 |
| I don't exactly know if i'm going to transfer anywhere | 1 |
| I don't have a need for them yet. | 1 |
| I don't know | 1 |
| I don't plan on transfering yet. | 1 |
| I don't want to transfer yet.. | 1 |
| i dont know what im doing yet | 1 |
| I found everything I needed on the website | 1 |

Transfer Programs

| | Frequency |
|---|-----------|
| I had no need for these services. | 1 |
| I had to figure most information out on my own | 1 |
| I have currently had no need to engage this service | 1 |
| I have not had a need to use this program yet | 1 |
| I have not needed information on transferring yet but will in the future. | 1 |
| I have not received an Associates Degree yet. | 1 |
| I haven't transfer anywhere yet | 1 |
| I haven't transfer to another school yet | 1 |
| I intend to use this in the future, but am waiting until I know where I intend to transfer to. | 1 |
| I just haven't had the need to use this service | 1 |
| I still check online | 1 |
| I will be getting ready to talk about transfer next semester. | 1 |
| I would desperately like to use your transfer program to help me move to a 4-year college but nobody I've gone to for help has said anything more than check the website. | 1 |
| im not ready to transfer yet | 1 |
| in my aa program | 1 |
| interested but have not been involved with any transfer programs yet. | 1 |
| Isn't a transfer program for UT | 1 |
| It is not yet time. | 1 |
| Just be a Freshy so don't consider transfer programs yet | 1 |
| just started school | 1 |
| Lack of convenience | 1 |
| live locally | 1 |
| Looked into it, but ended up no need for it. | 1 |
| May be interested in the future. | 1 |
| My educational goal does not require these programs, at least to the best of my knowledge. | 1 |
| My own procrastinating. I *should* go see them. | 1 |
| n/a | 4 |
| N/A | 1 |
| N/A at this time. | 1 |
| na | 2 |
| NA | 2 |
| Never attended events | 1 |
| Never needed | 3 |
| Never needed them | 1 |
| Never needed to. | 1 |
| no ne | 1 |
| no need | 12 |
| No need | 11 |
| No Need | 2 |
| No need at the moment | 1 |
| No need for it. | 1 |
| no need of it | 1 |
| no need of services | 1 |
| No need so far | 1 |
| no need to - yet | 1 |
| No need to | 1 |
| no need yet | 4 |
| No need yet | 2 |
| No need yet, but nice to know they are there | 1 |
| No need, concurrently enrolled at Texas Tech | 1 |
| No need. | 2 |
| no reason | 1 |
| no such need yet | 1 |

Transfer Programs

| | Frequency |
|---|-----------|
| No time to attend | 1 |
| No transfers needed | 1 |
| Not a transfer student | 1 |
| Not applicable | 1 |
| Not at that point in college yet | 1 |
| not currently but soon will | 1 |
| not enough information | 1 |
| not going to another college, graduating with associates | 1 |
| Not in need | 1 |
| Not intending on transferring | 1 |
| not interested at moment | 1 |
| Not necessary | 1 |
| not needed | 3 |
| Not needed | 3 |
| Not Needed | 1 |
| Not needed at this time. | 1 |
| Not needed just yet. | 1 |
| not needed yet | 2 |
| Not needed yet | 1 |
| Not needed yet but I will be contacting this office soon. | 1 |
| Not needed yet. | 1 |
| Not needed. | 1 |
| not now, will use later | 1 |
| not planning to go to a four-year college anytime soon. | 1 |
| not planning to transfer | 1 |
| not quit sure where I want to transfer to yet | 1 |
| not ready | 1 |
| Not ready | 1 |
| not ready yet | 1 |
| Not sure how to get involved with it | 1 |
| not sure yet | 1 |
| Not sure. | 1 |
| Not sure. I am transferring, though. | 1 |
| Not there yet | 1 |
| Not transferring | 1 |
| Not transferring | 1 |
| not transferring at this time | 1 |
| Not transferring elsewhere through Collin College. | 1 |
| not transferring yet | 1 |
| Not transferring yet | 3 |
| not yet | 3 |
| Not yet | 1 |
| Not yet used them | 1 |
| Plan on contacting program soon | 1 |
| Plan on using it but not ready to yet. | 1 |
| plan to stay longer in Collin college | 1 |
| Poorly informed. | 1 |
| really do not know much about, but am interested | 1 |
| Same | 1 |
| still considering | 1 |
| Still not sure of where I want to go | 1 |
| still ruminating | 1 |
| That is a complication to my life that I don't need to face at this time. | 1 |

Transfer Programs

| | Frequency |
|---|-------------|
| The few people told me to contact the actual school I wanted to attend outside of Collin and did not know very much about transferring. | 1 |
| This is something I plan to look into. | 1 |
| transferred on my own | 1 |
| Unknown | 1 |
| unsure of major | 1 |
| Unsure of what they can do for me | 1 |
| Used it on line. | 1 |
| Using transfer program through my university | 1 |
| Was unaware how to go about using the Transfer Programs. | 1 |
| Was unsure what university I was transferring to. | 1 |
| Went through university | 1 |
| will be reaching out to them soon to start my transfer to UNT | 1 |
| Will soon. | 1 |
| will talk to someone about this service soon. | 1 |
| will use | 1 |
| Will use later once it is time to transfer to a university. | 1 |
| will use next semester | 1 |
| will use when needed | 1 |
| will utilize later | 1 |
| Will utilize next year | 1 |
| Total | 1100 |

Weekend College Office

| | Frequency |
|---|-----------|
| Did not respond | 978 |
| " | 1 |
| All classes are online | 1 |
| Busy on weekends | 1 |
| did not need | 1 |
| Did not need | 1 |
| Did not need it. | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 1 |
| Did not need. | 1 |
| did not take take weekend class | 1 |
| Didn't know about it | 1 |
| Didn't need too | 1 |
| Didn't want weekend college | 1 |
| didnt have to | 1 |
| didnt need it | 2 |
| Do not take classes on the weekend. | 1 |
| do not take weekend classes | 1 |
| does not apply, I only know about it | 1 |
| don't attend weekend classes or study here on the weekends | 1 |
| don't need | 1 |
| Don't need weekend college | 1 |
| Don't use it. It is at Spring Creek/I use CPC. | 1 |
| dont go to classes on the weekend. | 1 |
| dont know enough about it | 1 |
| Full time student | 1 |
| Go to school during the week | 1 |
| have not gone to school on the weekend | 1 |
| Have not needed | 1 |
| have not needed their expertise at this time yet plan to in the future | 1 |
| Have not needed. | 1 |
| haven't needed | 1 |
| Haven't needed to | 1 |
| haven't needed to use them | 1 |
| Haven't used since 2003 | 1 |
| hn | 1 |
| hours aren't that convenient | 1 |
| I've had no need to use it. | 1 |
| I am not taking classes through weekend college. | 1 |
| I am not taking weekend college classes | 1 |
| I don't have a need for them yet. | 1 |
| I don't know where the office is, but I have taken weekend classes | 1 |
| I don't take weekend classes | 1 |
| i dont what it is | 1 |
| I had no need for these services. | 1 |
| I have currently had no need to engage this service | 1 |
| I have heard about it but really don't know what it is | 1 |
| I have never needed weekend college. | 1 |
| i have not attended weekend college, i am currently an online student | 1 |
| I have not had any weekend classes. | 1 |
| I haven't needed to visit the weekend college office | 1 |
| I just haven't had the need to use this service | 1 |
| I keep my weekends for family activities | 1 |
| I take online classes, so no need for this (yet) | 1 |

Weekend College Office

| | Frequency |
|--|-------------|
| I work on the week ends. | 1 |
| I would use it if my employment status changes. | 1 |
| just started school | 1 |
| Lack of classes | 1 |
| n/a | 3 |
| na | 1 |
| NA | 2 |
| never needed | 1 |
| Never needed them | 1 |
| Never needed to. | 1 |
| Never want to attend weekend college unless I had no other choice. | 1 |
| no desire | 1 |
| no need | 8 |
| No need | 10 |
| No need at this time | 1 |
| No need for it. | 1 |
| no need of services | 1 |
| No need to | 2 |
| no need to yet - I prefer online classes if possible | 1 |
| No need. | 1 |
| No reason to go there. | 1 |
| NO weekend classes for me | 1 |
| not attending weekend college | 1 |
| not enough information | 1 |
| Not in need | 1 |
| Not in weekend classes. | 1 |
| Not necessary | 1 |
| not needed | 4 |
| Not needed | 3 |
| Not Needed | 1 |
| not needed at this time | 1 |
| not needed yet | 1 |
| Not needed. | 3 |
| Not required | 1 |
| Not taking any weekend classes | 1 |
| not taking weekend classes | 1 |
| Not using it yet | 1 |
| Prefer regular classes | 1 |
| Some do not take any weekend classes. | 1 |
| take 18 hours during m-r | 1 |
| Unknown | 1 |
| Total | 1100 |

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 |
|--|-------|-------|-------|--------|
| | Count | 896 | 142 | 1038 |
| Cooperative Work Experience | % | 86.3% | 13.7% | 100.0% |
| | Count | 54 | 984 | 1038 |
| Libraries | % | 5.2% | 94.8% | 100.0% |
| | Count | 233 | 805 | 1038 |
| Computer labs | % | 22.4% | 77.6% | 100.0% |
| | Count | 335 | 703 | 1038 |
| Math labs | % | 32.3% | 67.7% | 100.0% |
| | Count | 875 | 163 | 1038 |
| Mentor Program | % | 84.3% | 15.7% | 100.0% |
| | Count | 766 | 272 | 1038 |
| Online Student Support Center (OSSC; part of e-Collin) | % | 73.8% | 26.2% | 100.0% |
| | Count | 747 | 291 | 1038 |
| Science Den (labs) | % | 72.0% | 28.0% | 100.0% |
| | Count | 792 | 246 | 1038 |
| Service Learning | % | 76.3% | 23.7% | 100.0% |
| | Count | 919 | 119 | 1038 |
| Student Success Program (SSP) | % | 88.5% | 11.5% | 100.0% |
| | Count | 520 | 518 | 1038 |
| Tutoring Services | % | 50.1% | 49.9% | 100.0% |
| | Count | 220 | 818 | 1038 |
| Writing Centers | % | 21.2% | 78.8% | 100.0% |

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

| | | 0 | 1 | Total |
|--|-------|-------|-------|--------|
| Cooperative Work Experience | Count | 925 | 36 | 961 |
| | % | 96.3% | 3.7% | 100.0% |
| Libraries | Count | 72 | 889 | 961 |
| | % | 7.5% | 92.5% | 100.0% |
| Computer labs | Count | 350 | 611 | 961 |
| | % | 36.4% | 63.6% | 100.0% |
| Math labs | Count | 534 | 427 | 961 |
| | % | 55.6% | 44.4% | 100.0% |
| Mentor Program | Count | 933 | 28 | 961 |
| | % | 97.1% | 2.9% | 100.0% |
| Online Student Support Center (OSSC; part of e-Collin) | Count | 852 | 109 | 961 |
| | % | 88.7% | 11.3% | 100.0% |
| Science Den (labs) | Count | 796 | 165 | 961 |
| | % | 82.8% | 17.2% | 100.0% |
| Service Learning | Count | 844 | 117 | 961 |
| | % | 87.8% | 12.2% | 100.0% |
| Student Success Program (SSP) | Count | 935 | 26 | 961 |
| | % | 97.3% | 2.7% | 100.0% |
| Tutoring Services | Count | 833 | 128 | 961 |
| | % | 86.7% | 13.3% | 100.0% |
| Writing Centers | Count | 547 | 414 | 961 |
| | % | 56.9% | 43.1% | 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 |
|--|-------|------|------|-------|-------|-------|--------|
| Cooperative Work Experience | Count | 0 | 1 | 6 | 2 | 25 | 34 |
| | % | .0% | 2.9% | 17.6% | 5.9% | 73.5% | 100.0% |
| Libraries | Count | 13 | 11 | 55 | 182 | 589 | 850 |
| | % | 1.5% | 1.3% | 6.5% | 21.4% | 69.3% | 100.0% |
| Computer labs | Count | 8 | 7 | 39 | 127 | 395 | 576 |
| | % | 1.4% | 1.2% | 6.8% | 22.0% | 68.6% | 100.0% |
| Math labs | Count | 4 | 8 | 32 | 106 | 250 | 400 |
| | % | 1.0% | 2.0% | 8.0% | 26.5% | 62.5% | 100.0% |
| Mentor Program | Count | 0 | 0 | 2 | 1 | 24 | 27 |
| | % | .0% | .0% | 7.4% | 3.7% | 88.9% | 100.0% |
| Online Student Support Center (OSSC; part of e-Collin) | Count | 2 | 0 | 7 | 14 | 82 | 105 |
| | % | 1.9% | .0% | 6.7% | 13.3% | 78.1% | 100.0% |
| Science Den (labs) | Count | 6 | 2 | 16 | 33 | 97 | 154 |
| | % | 3.9% | 1.3% | 10.4% | 21.4% | 63.0% | 100.0% |
| Service Learning | Count | 2 | 3 | 11 | 24 | 71 | 111 |
| | % | 1.8% | 2.7% | 9.9% | 21.6% | 64.0% | 100.0% |
| Student Success Program (SSP) | Count | 0 | 0 | 2 | 3 | 18 | 23 |
| | % | .0% | .0% | 8.7% | 13.0% | 78.3% | 100.0% |
| Tutoring Services | Count | 2 | 4 | 12 | 25 | 75 | 118 |
| | % | 1.7% | 3.4% | 10.2% | 21.2% | 63.6% | 100.0% |
| Writing Centers | Count | 9 | 11 | 42 | 96 | 226 | 384 |
| | % | 2.3% | 2.9% | 10.9% | 25.0% | 58.9% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Cooperative Work Experience | 34 | 2 | 5 | 4.50 | .896 |
| Libraries | 850 | 1 | 5 | 4.56 | .799 |
| Computer labs | 576 | 1 | 5 | 4.55 | .790 |
| Math labs | 400 | 1 | 5 | 4.48 | .807 |
| Mentor Program | 27 | 3 | 5 | 4.81 | .557 |
| Online Student Support Center (OSSC; part of e-Collin) | 105 | 1 | 5 | 4.66 | .770 |
| Science Den (labs) | 154 | 1 | 5 | 4.38 | .998 |
| Service Learning | 111 | 1 | 5 | 4.43 | .911 |
| Student Success Program (SSP) | 23 | 3 | 5 | 4.70 | .635 |
| Tutoring Services | 118 | 1 | 5 | 4.42 | .928 |
| Writing Centers | 384 | 1 | 5 | 4.35 | .950 |
| Valid N (listwise) | 12 | | | | |

The service was 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 | 0 | 0 | 6 | 2 | 25 | 33 |
| | % | .0% | .0% | 18.2% | 6.1% | 75.8% | 100.0% |
| Libraries | Count | 9 | 4 | 47 | 177 | 610 | 847 |
| | % | 1.1% | .5% | 5.5% | 20.9% | 72.0% | 100.0% |
| Computer labs | Count | 6 | 7 | 43 | 130 | 391 | 577 |
| | % | 1.0% | 1.2% | 7.5% | 22.5% | 67.8% | 100.0% |
| Math labs | Count | 4 | 9 | 39 | 94 | 249 | 395 |
| | % | 1.0% | 2.3% | 9.9% | 23.8% | 63.0% | 100.0% |
| Mentor Program | Count | 0 | 0 | 1 | 1 | 23 | 25 |
| | % | .0% | .0% | 4.0% | 4.0% | 92.0% | 100.0% |
| Online Student Support Center (OSSC; part of e-Collin) | Count | 2 | 0 | 3 | 16 | 79 | 100 |
| | % | 2.0% | .0% | 3.0% | 16.0% | 79.0% | 100.0% |
| Science Den (labs) | Count | 4 | 2 | 12 | 35 | 100 | 153 |
| | % | 2.6% | 1.3% | 7.8% | 22.9% | 65.4% | 100.0% |
| Service Learning | Count | 3 | 3 | 12 | 18 | 74 | 110 |
| | % | 2.7% | 2.7% | 10.9% | 16.4% | 67.3% | 100.0% |
| Student Success Program (SSP) | Count | 0 | 0 | 1 | 2 | 17 | 20 |
| | % | .0% | .0% | 5.0% | 10.0% | 85.0% | 100.0% |
| Tutoring Services | Count | 4 | 3 | 9 | 14 | 81 | 111 |
| | % | 3.6% | 2.7% | 8.1% | 12.6% | 73.0% | 100.0% |
| Writing Centers | Count | 10 | 16 | 39 | 90 | 228 | 383 |
| | % | 2.6% | 4.2% | 10.2% | 23.5% | 59.5% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Cooperative Work Experience | 33 | 3 | 5 | 4.58 | .792 |
| Libraries | 847 | 1 | 5 | 4.62 | .709 |
| Computer labs | 577 | 1 | 5 | 4.55 | .772 |
| Math labs | 395 | 1 | 5 | 4.46 | .840 |
| Mentor Program | 25 | 3 | 5 | 4.88 | .440 |
| Online Student Support Center (OSSC; part of e-Collin) | 100 | 1 | 5 | 4.70 | .718 |
| Science Den (labs) | 153 | 1 | 5 | 4.47 | .896 |
| Service Learning | 110 | 1 | 5 | 4.43 | .981 |
| Student Success Program (SSP) | 20 | 3 | 5 | 4.80 | .523 |
| Tutoring Services | 111 | 1 | 5 | 4.49 | 1.008 |
| Writing Centers | 383 | 1 | 5 | 4.33 | .996 |
| Valid N (listwise) | 12 | | | | |

The staff was courteous.

1= Strongly disagree, 5 = Strongly agree.

| | | 1 | 2 | 3 | 4 | 5 | Total |
|--|-------|------|------|-------|-------|-------|--------|
| Cooperative Work Experience | Count | 0 | 1 | 4 | 3 | 25 | 33 |
| | % | .0% | 3.0% | 12.1% | 9.1% | 75.8% | 100.0% |
| Libraries | Count | 10 | 6 | 49 | 161 | 625 | 851 |
| | % | 1.2% | .7% | 5.8% | 18.9% | 73.4% | 100.0% |
| Computer labs | Count | 12 | 10 | 47 | 123 | 387 | 579 |
| | % | 2.1% | 1.7% | 8.1% | 21.2% | 66.8% | 100.0% |
| Math labs | Count | 5 | 11 | 38 | 85 | 261 | 400 |
| | % | 1.3% | 2.8% | 9.5% | 21.3% | 65.3% | 100.0% |
| Mentor Program | Count | 0 | 0 | 1 | 0 | 24 | 25 |
| | % | .0% | .0% | 4.0% | .0% | 96.0% | 100.0% |
| Online Student Support Center (OSSC; part of e-Collin) | Count | 1 | 0 | 3 | 16 | 80 | 100 |
| | % | 1.0% | .0% | 3.0% | 16.0% | 80.0% | 100.0% |
| Science Den (labs) | Count | 4 | 2 | 16 | 28 | 104 | 154 |
| | % | 2.6% | 1.3% | 10.4% | 18.2% | 67.5% | 100.0% |
| Service Learning | Count | 1 | 4 | 9 | 20 | 74 | 108 |
| | % | .9% | 3.7% | 8.3% | 18.5% | 68.5% | 100.0% |
| Student Success Program (SSP) | Count | 0 | 0 | 1 | 3 | 18 | 22 |
| | % | .0% | .0% | 4.5% | 13.6% | 81.8% | 100.0% |
| Tutoring Services | Count | 2 | 1 | 10 | 20 | 81 | 114 |
| | % | 1.8% | .9% | 8.8% | 17.5% | 71.1% | 100.0% |
| Writing Centers | Count | 8 | 9 | 19 | 70 | 279 | 385 |
| | % | 2.1% | 2.3% | 4.9% | 18.2% | 72.5% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Cooperative Work Experience | 33 | 2 | 5 | 4.58 | .830 |
| Libraries | 851 | 1 | 5 | 4.63 | .730 |
| Computer labs | 579 | 1 | 5 | 4.49 | .875 |
| Math labs | 400 | 1 | 5 | 4.47 | .869 |
| Mentor Program | 25 | 3 | 5 | 4.92 | .400 |
| Online Student Support Center (OSSC; part of e-Collin) | 100 | 1 | 5 | 4.74 | .613 |
| Science Den (labs) | 154 | 1 | 5 | 4.47 | .923 |
| Service Learning | 108 | 1 | 5 | 4.50 | .870 |
| Student Success Program (SSP) | 22 | 3 | 5 | 4.77 | .528 |
| Tutoring Services | 114 | 1 | 5 | 4.55 | .832 |
| Writing Centers | 385 | 1 | 5 | 4.57 | .858 |
| Valid N (listwise) | 12 | | | | |

The staff was Knowledgeable.

1= Strongly disagree, 5 = Strongly agree.

| | | 1 | 2 | 3 | 4 | 5 | Total |
|--|-------|------|------|-------|-------|-------|--------|
| Cooperative Work Experience | Count | 0 | 0 | 6 | 1 | 24 | 31 |
| | % | .0% | .0% | 19.4% | 3.2% | 77.4% | 100.0% |
| Libraries | Count | 7 | 2 | 46 | 155 | 639 | 849 |
| | % | .8% | .2% | 5.4% | 18.3% | 75.3% | 100.0% |
| Computer labs | Count | 9 | 8 | 52 | 121 | 391 | 581 |
| | % | 1.5% | 1.4% | 9.0% | 20.8% | 67.3% | 100.0% |
| Math labs | Count | 4 | 5 | 41 | 90 | 259 | 399 |
| | % | 1.0% | 1.3% | 10.3% | 22.6% | 64.9% | 100.0% |
| Mentor Program | Count | 0 | 0 | 1 | 1 | 22 | 24 |
| | % | .0% | .0% | 4.2% | 4.2% | 91.7% | 100.0% |
| Online Student Support Center (OSSC; part of e-Collin) | Count | 2 | 0 | 4 | 17 | 76 | 99 |
| | % | 2.0% | .0% | 4.0% | 17.2% | 76.8% | 100.0% |
| Science Den (labs) | Count | 5 | 5 | 10 | 31 | 98 | 149 |
| | % | 3.4% | 3.4% | 6.7% | 20.8% | 65.8% | 100.0% |
| Service Learning | Count | 2 | 2 | 9 | 20 | 73 | 106 |
| | % | 1.9% | 1.9% | 8.5% | 18.9% | 68.9% | 100.0% |
| Student Success Program (SSP) | Count | 0 | 1 | 1 | 2 | 17 | 21 |
| | % | .0% | 4.8% | 4.8% | 9.5% | 81.0% | 100.0% |
| Tutoring Services | Count | 2 | 1 | 9 | 18 | 82 | 112 |
| | % | 1.8% | .9% | 8.0% | 16.1% | 73.2% | 100.0% |
| Writing Centers | Count | 6 | 6 | 36 | 64 | 274 | 386 |
| | % | 1.6% | 1.6% | 9.3% | 16.6% | 71.0% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Cooperative Work Experience | 31 | 3 | 5 | 4.58 | .807 |
| Libraries | 849 | 1 | 5 | 4.67 | .666 |
| Computer labs | 581 | 1 | 5 | 4.51 | .836 |
| Math labs | 399 | 1 | 5 | 4.49 | .808 |
| Mentor Program | 24 | 3 | 5 | 4.88 | .448 |
| Online Student Support Center (OSSC; part of e-Collin) | 99 | 1 | 5 | 4.67 | .742 |
| Science Den (labs) | 149 | 1 | 5 | 4.42 | .994 |
| Service Learning | 106 | 1 | 5 | 4.51 | .876 |
| Student Success Program (SSP) | 21 | 2 | 5 | 4.67 | .796 |
| Tutoring Services | 112 | 1 | 5 | 4.58 | .824 |
| Writing Centers | 386 | 1 | 5 | 4.54 | .847 |
| Valid N (listwise) | 9 | | | | |

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 |
|--|-------|------|------|-------|-------|-------|--------|
| Cooperative Work Experience | Count | 1 | 0 | 6 | 3 | 24 | 34 |
| | % | 2.9% | .0% | 17.6% | 8.8% | 70.6% | 100.0% |
| Libraries | Count | 11 | 10 | 45 | 202 | 606 | 874 |
| | % | 1.3% | 1.1% | 5.1% | 23.1% | 69.3% | 100.0% |
| Computer labs | Count | 8 | 8 | 50 | 146 | 385 | 597 |
| | % | 1.3% | 1.3% | 8.4% | 24.5% | 64.5% | 100.0% |
| Math labs | Count | 9 | 10 | 49 | 103 | 246 | 417 |
| | % | 2.2% | 2.4% | 11.8% | 24.7% | 59.0% | 100.0% |
| Mentor Program | Count | 0 | 0 | 0 | 4 | 23 | 27 |
| | % | .0% | .0% | .0% | 14.8% | 85.2% | 100.0% |
| Online Student Support Center (OSSC; part of e-Collin) | Count | 1 | 2 | 5 | 20 | 77 | 105 |
| | % | 1.0% | 1.9% | 4.8% | 19.0% | 73.3% | 100.0% |
| Science Den (labs) | Count | 6 | 5 | 17 | 37 | 96 | 161 |
| | % | 3.7% | 3.1% | 10.6% | 23.0% | 59.6% | 100.0% |
| Service Learning | Count | 4 | 3 | 9 | 27 | 67 | 110 |
| | % | 3.6% | 2.7% | 8.2% | 24.5% | 60.9% | 100.0% |
| Student Success Program (SSP) | Count | 0 | 0 | 3 | 2 | 19 | 24 |
| | % | .0% | .0% | 12.5% | 8.3% | 79.2% | 100.0% |
| Tutoring Services | Count | 4 | 4 | 15 | 24 | 77 | 124 |
| | % | 3.2% | 3.2% | 12.1% | 19.4% | 62.1% | 100.0% |
| Writing Centers | Count | 11 | 18 | 32 | 105 | 238 | 404 |
| | % | 2.7% | 4.5% | 7.9% | 26.0% | 58.9% | 100.0% |

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|-----|---------|---------|------|----------------|
| Cooperative Work Experience | 34 | 1 | 5 | 4.44 | .991 |
| Libraries | 874 | 1 | 5 | 4.58 | .753 |
| Computer labs | 597 | 1 | 5 | 4.49 | .812 |
| Math labs | 417 | 1 | 5 | 4.36 | .933 |
| Mentor Program | 27 | 4 | 5 | 4.85 | .362 |
| Online Student Support Center (OSSC; part of e-Collin) | 105 | 1 | 5 | 4.62 | .752 |
| Science Den (labs) | 161 | 1 | 5 | 4.32 | 1.033 |
| Service Learning | 110 | 1 | 5 | 4.36 | 1.002 |
| Student Success Program (SSP) | 24 | 3 | 5 | 4.67 | .702 |
| Tutoring Services | 124 | 1 | 5 | 4.34 | 1.027 |
| Writing Centers | 404 | 1 | 5 | 4.34 | .989 |
| Valid N (listwise) | 12 | | | | |

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

Cooperative Work Experience

| | Frequency |
|--|-----------|
| Did not respond | 1097 |
| always courteous and knowledgable | 1 |
| the quest was if " I was aware". It doesnt say if I use the service. | 1 |
| Willing to work with me about my Co-op which is great. | 1 |
| Total | 1100 |

Libraries

| | Frequency |
|--|-----------|
| Did not respond | 1019 |
| already answered in selection they are not knowledgable and rude | 1 |
| always courteous and knowledgable | 1 |
| Always found information needed | 1 |
| Always friendly and helpful. | 1 |
| Always there to help you find information I did not know how to look for and good at resolving technical issues | 1 |
| Always very helpful | 1 |
| An extension of hours of operation would benefit many students (again this topic is my portfolio if you wish to review it) | 1 |
| Central Park Campus Library has my heart rolled up in a package, nice and neat! I love that library! I could spend all day there in a mass of books of knowledge. My schedule allowed me to spend afternoons there for a few months, and then I had to attention my dogs in the afternoon and this interrupted my library time. I do love it there though. | 1 |
| every one is great | 1 |
| everyone will help you in what ever way they can and will look something up if they are unsre | 1 |
| Excellent. Wish there were more study rooms. Those are always full. | 1 |
| Great amount of resources and the staff is willing to help. | 1 |
| Great hours, good selection of materials, knowledgeable staff | 1 |
| Hard to find an employee | 1 |
| Have an issue with certain required books not being available, but do understand that the book to student ratio is significant | 1 |
| Have not done much interaction. | 1 |
| Have not talked with staff in library, I only use it for the computers | 1 |
| Helpful staff - online services are great. | 1 |
| helpful staff | 1 |
| hours is an issue | 1 |
| Hours need to be longer, especially during exam week | 1 |
| hr suck | 1 |
| I just wish yall were open later on the evenings. | 1 |
| I like the group study rooms | 1 |
| I wish there were more private study rooms available and a way to lock the door if need to leave to use the restroom. | 1 |
| Isnt open late enough, staff were rude at times, another staff member was very knowledgeable and was very helpful! | 1 |
| Lack of current law books or WestLaw availability | 1 |
| Librarians are very friendly and helpful. Invaluable in their knowledge of research. | 1 |
| Libraries are pretty loud | 1 |
| Library open really late, pretty awesome | 1 |
| limited hours | 1 |
| Lisa is great!!! Such a wonderful asset to Collin College. She is so supportive of the dental hygiene program. | 1 |

Libraries

| | Frequency |
|---|-----------|
| Most of the Librarians were very nice. There was only one on a Sunday that was rude to me and seemed irritated that I asked a question. | 1 |
| N/A | 1 |
| Need later hours. Closes too early. | 1 |
| Need longer hours | 1 |
| need longer hours, more days | 1 |
| need to extend library hours more | 1 |
| Needs longer hours on the weekend, | 1 |
| Never available on the times I needed it as an Express Course Student. | 1 |
| Nice, Quiet and Clean. | 1 |
| Not enough computers | 1 |
| not helpful | 1 |
| not unsatisfied love love the library | 1 |
| oddy enough the Preston Ridge campus always tries really hard to kick students out early so that the staff can get home sooner. | 1 |
| OK, I just want to make a POSITIVE comment: I have nothing but GOOD things to say about your library staff, especially the ones at the front desk. They are courteous, cheerful, helpful, knowledgeable, competent and service oriented. They are the bright spot for me at Collin!!!! | 1 |
| One lady seemed very annoyed when I asked her for help because the paper was jammed in the copy machine. She acted as if I was just a waste of her time and that I was just another annoying person. | 1 |
| One of the staff at PR campus she has a MIGHTIER THAN THOU attitude. She treats you as if your stupid. | 1 |
| Should be open longer | 1 |
| Some of the lady there are mean | 1 |
| staff could be a little friendlier | 1 |
| Staff is friendly and knowledgeable | 1 |
| staff is sometimes rude | 1 |
| Staff is very nice and helpful- plenty of room for studying. | 1 |
| Staff were very helpful | 1 |
| the ladies at the front desk are wonderful and the most helpful of everyone | 1 |
| The librarians could be more helpful and not just sit and chat with each other when you need help. | 1 |
| The library is ok. A little bit more of equipment for the rush hours would be great. | 1 |
| The only complaint is that they aren't open early enough for a lot of students. | 1 |
| The staff is kind and very helpful. The atmosphere is what I need to get studying done. | 1 |
| The staff is wonderful...couldn't be better...but I was used to a university setting that had 24 hour library hours. Friday night, Saturday night and Sunday night hours are really needed | 1 |
| There are never places to study alone. This is a library! With so many thousands of students, why are there about 30 study rooms (cubicles) with a door? And why, oh why, does the library close before my two-year-old son's BEDTIME hours on Friday, Saturday, and Sunday? I thought I had misread the sign... larger institutions define 'library' as a place to study and get work done, even at later hours. 5pm is just unreal. | 1 |
| They are awesome. | 1 |
| They are fantastic. Very friendly, helpful and knowledgeable! | 1 |
| They are nice but not as helpful as one would like when needing assistance. | 1 |
| THEY MESSED UP MY ACCOUNT AND LOST MY STUFF ONE DAY | 1 |
| they need to be open longer hours | 1 |
| they need to be opened longer | 1 |
| This is the best part of the college. Nice staff, clean, quiet. | 1 |
| use it every weekend, quiet and peaceful | 1 |
| Used only to scan documents with another student. Had no interaction with staff. | 1 |
| Very convenient and materials needed were available | 1 |
| Very helpful | 1 |
| very helpful staff | 1 |
| Very helpful with assistance. | 1 |
| Very Helpful With Everything like computers, check out-in, reservations | 1 |
| Very quiet, nice place to study. | 1 |

Libraries

| | Frequency |
|---|-----------|
| Very satisfied | 1 |
| Wish the library opened sooner | 1 |
| Would like to see hours extended later on at least one campus and maybe rotated each month as I know this is a budget issue. With the increase of students, sometimes it's easier to study later when more accessible and not as crowded. | 1 |
| you could always use more time in the library | 1 |
| Total | 1100 |

Computer labs

| | Frequency |
|---|-----------|
| Did not respond | 1054 |
| always courteous and knowledgable | 1 |
| Based on my experience thestaffs working there does not help much. | 1 |
| Computers always available. Printers never out of service | 1 |
| Could really use more helpful/knowledgeable people in here. | 1 |
| CPC, they are a bit mean. I prefer Spring Creek/very nice more knowledgable. | 1 |
| Easy access and nice staff. | 1 |
| Good hours | 1 |
| HDD's in the computers are very slow, and writing/reading data is difficult. Running multiple tasks is also somewhat slow, probably due to a slow CPU or not enough RAM. | 1 |
| I could never find a staff member. | 1 |
| I get the feeling I'm inconveniencing the person when I need help or a password. | 1 |
| I have never seen anybody in the comp labs but the professors. | 1 |
| i have only used the library one, so hours are limited | 1 |
| i have yet to have anyone in the computer labs give assistance to me when it was needed. some of the student workers only care if you sign in and out. some don't even look up from their internet surfing to acknowledge you are standing there awaiting their attention. NOISE levels are too high. sometimes it is the lab techs that make the noise | 1 |
| I was told there were programming tutors available in the programming labs, but I have yet to meet one who specializes in C++ | 1 |
| keep the computer labs open full-time during the week end too | 1 |
| lab hours change and then you find out after showing up to a closed door (Cisco Labs) | 1 |
| limited hours | 1 |
| longer hours | 1 |
| Makes writing papers easy. | 1 |
| more equipment for rush hours | 1 |
| Most of the time, they do a good job. | 1 |
| My first experience was negative when asking for assistance was just told to read the sign. | 1 |
| Never available on the times I needed it as an Express Course Student. | 1 |
| no problems | 1 |
| Not aware of the program needed to complete assignment. | 1 |
| not enough at scc | 1 |
| not enough availability | 1 |
| often classes "using" labs the only time i can be here when the class is not even if the room. | 1 |
| On several occasions i went to 2differentBJ's labs and they were wither closed or no one helpful there. | 1 |
| Once again the staff person was rude that I didn't know my complete id number and got a little flustered that she had to tell me to add the 110 to the digits. I never want to go back to the compter lab so I will go to the library if I need anything. I understand she has to do that 1000x a day but I only had one experience with her and it was negative. | 1 |
| ONE OF THE STAFF MEMBERS IS VERY RUDE | 1 |
| Plenty of computers, except for my COSC class, we never really have lab time to do our work in class because there is not an available room | 1 |
| same with library, need to be opened longer | 1 |
| Should be open longer | 1 |
| Staff seemed little interested during a problem printing, but the labs are clean and efficient | 1 |
| Staff were attentive to the needs of students | 1 |
| The computer lab is helpful and is always available. | 1 |
| The sit front desk people can be rude sometime | 1 |
| The staff never greets anyone. | 1 |
| The staff was hit or miss on whether they were knowledgable and nice. | 1 |
| THe tutors especially the new guy with the ponytail is really good | 1 |
| too busy at spring creek. great at preston ridge | 1 |
| used it once | 1 |
| Very convenient, staff is helpful | 1 |
| Wait time to use computers | 1 |

Computer labs

| | Frequency |
|---|-----------|
| you have to arrive at a specific time to get a computer and there are never enough people to help and when they do they treat you like you are stupid | 1 |
| Total | 1100 |

Math labs

| | Frequency |
|--|-----------|
| Did not respond | 1049 |
| always courteous and knowledgeable | 1 |
| Central park campus could use an extra pair of hands when approaching testing season | 1 |
| Did not receive any help because I didn't ask as specific question | 1 |
| difficulty understanding, often explained different from instructor | 1 |
| For more obscure subjects, it was harder to find times where someone knowledgeable would be in the lab. | 1 |
| Good service. | 1 |
| Great for lower level mathematics, physics, and chemistry, but it is hard to get assistance for mathematics beyond Calculus II | 1 |
| Hopefully it was just an isolated incident. Had a "tutor" explain something to me for an hour, but he could not answer the question. I was very frustrated, and had to go to class, and he turned to my study partners and said, "Oh, I've been teaching it wrong to that student this whole time". I wish I hadn't wasted my time there when I could've studied more productively by myself. | 1 |
| I love that this is available- wonderful staff- thank you for having this! | 1 |
| I love the math lab I just wish they had longer hours. | 1 |
| I was there last semester, and it took me forever to get help. Also the older man that helped me was very unprofessional by asking me who makes the financial decisions for you since you do not know math? | 1 |
| i wish they had more people helping the students | 1 |
| I would like to see the lab open more hours on the weekend to allow for working professionals to have more time to use the Lab | 1 |
| idem | 1 |
| instructor present to go over items one on one | 1 |
| isn't compatible to my work schedule | 1 |
| It takes a very long time to get help, and only half the time they know how to help you. | 1 |
| Most of the tutors are very helpful except for the old people that don't want to repeat the answer and think that the calculator is "possessed", when he did not know the answer. | 1 |
| No chemistry help available 4pm to 7pm when I'm able to go there. | 1 |
| Not a good staff to student ratio | 1 |
| Not enough staff to meet the # of student's needs. (long time with hands raised...waiting) | 1 |
| occasionally the tutors are not approachable | 1 |
| received tutoring, but not much help; tutor was very nice, but her English was not so good | 1 |
| Showing weariness, sometimes. | 1 |
| So far I've not needed much help - but they have helped me greatly with the little problems I didn't have to bother my professor with | 1 |
| some of the tutors there get tired whenever u keep asking questions. | 1 |
| Some teachers in the math labs intently overlook that you need help and walk past you. | 1 |
| sometimes crazy when i have been. some of the helpers seem to be lost. | 1 |
| Sometimes hard to get explanations a student can understand | 1 |
| Staff uncertain regarding assignments in PreCalc / Trigonometry. | 1 |
| Staff were attentive to the needs of students | 1 |
| super helpful and give other ways to maybe understand and learn | 1 |
| The lady helping me was very confusing and did not know some math | 1 |
| The math lab needs work. The instructors in there do not speak english well and students wait forever or help. I purposely go to my teachers office hours to avoid the math lab or go when she is there so I can get help. Many students i have spoken with feel the same way about Preston Ridges math lab. There are tons of instructors who dont know how to teach or dont understand the material well enough. | 1 |
| the other day I witnessed the lady that runs the lab, she grabbed the pencil out of a student's hand and said, "what are you doing" and proceeding to help. I thought she was rude, had she grabbed the pencil from my hand, I would have likely grabbed it back. | 1 |
| The people helping were late multiple times (10+ min late) when I only had a short amount of time to get help. Then, there weren't enough people to help all the students that needed help in there. Also, some of the answers they helped me get were completely wrong, which defeats the purpose, I would say. | 1 |
| The people/Teachers in the math Lab are wonderful and very patient and kind | 1 |
| The staff was hit or miss on whether they were knowledgeable and nice. | 1 |

Math labs

| | Frequency |
|--|-------------|
| They don't know anything past college algebra | 1 |
| They stay busy and seems like you cannot get individual help. | 1 |
| They were helpful when needed. | 1 |
| Too busy to help, willing, but too busy. | 1 |
| too full at times/only certain people can help for calculus | 1 |
| Tutors expect you to know things that you may not know. | 1 |
| Tutors were very uninterested in helping and unconcerned if I was learning the right way. Just gave answers. | 1 |
| Very helpful and friendly. | 1 |
| Very knowlegdeable but very chaotic and the desk help seems burdened. | 1 |
| Very rude instructor/yet I accomplished my mission to learn the material | 1 |
| wanted to take a test, had enough time, they said I didn't.. | 1 |
| was not able to help me with a calculator that was not a TI. otherwise, excellent | 1 |
| wasn't always a teacher there when I needed one | 1 |
| Total | 1100 |

Mentor Program

| | Frequency |
|--|-------------|
| Did not respond | 1099 |
| I have had mentors in the Leadership Academy for two semesters | 1 |
| Total | 1100 |

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

| | Frequency |
|--|-------------|
| Did not respond | 1097 |
| always courteous and knowledgable | 1 |
| So hard to register in | 1 |
| The online support center needs work in their staff. The staff is rather unhelpful and seemsbothered to help everyone. | 1 |
| Total | 1100 |

Science Den (labs)

| | Frequency |
|---|-------------|
| Did not respond | 1083 |
| awesome at preston ridge. quiet most of the time. | 1 |
| have not used too often. | 1 |
| isn't compatible to my work schedule | 1 |
| Lab teacher had a tough time speaking English. I couldn't understand her that well. | 1 |
| My lab professor, Mr. Shartova, is extremely rude, condesending, judgemental, and does nothing to help me improve in the class | 1 |
| Need to be open on the weekend (PRC) | 1 |
| Needs expansion. Needs more models, more tables...many times it is too crowded. | 1 |
| Need more professors/longer times in the science den to answer students questions | 1 |
| Organized | 1 |
| Profeessor Tara Graham is always a huge help. | 1 |
| science den could use more models that we have in classrooms | 1 |
| should have a variety of tutors there to help not just one day a week in some subjects.. | 1 |
| something similar to spring creek, should not have to go there for tutoring | 1 |
| sicne there is only one computer and someone was using it i was not able to use | 1 |
| The hours should be more convenient for students that work full time. | 1 |
| This is the best service ever, having the professor available for Anatomy, Chemistry, and Environmental Sciences has been a life saver. | 1 |
| Was there once. I was ignored. | 1 |
| we never get proper help at science den. For a&p 1 and 2 we should have better models | 1 |
| when i tried to sheck in, the man up front said he didnt know how to help with anything | 1 |
| Total | 1100 |

Service Learning

| | Frequency |
|--|-------------|
| Did not respond | 1093 |
| I've done one service learning project and the lack of response from people who's permission I needed was awful! Even my professor was skeptical about offering service learning as an option for next semester since there were so many road blocks with upper management | 1 |
| I am an ACCESS student and have never received my letter for this semester after numerous request. I do not know if I am going to pass calculus. | 1 |
| Not sure what this is.. | 1 |
| Service learning should be optional. I agree it is very beneficial for a persons growth and development, but it is also very stressful and inconvenient for people who work 40 hours a week and go to school full time. There aren't enough hours to have 12 hours of class plus 40 hours and find time for homework and service learning. | 1 |
| There needs to team desingnated to these programs and student should get emailed that focus on their major and program. Every professor should annouce the options in the syllabus. Each department chair should sign off on approval for professors to have more options to incorporate case studies and real life work experience for service learning. I have requested information a few time with no response. Plus the process is detached for the program. When I register for a class I should be able to see what SL ops are in that section of classes. Have of the time the professors dont even know what you are talking about. Then some share that it is extra work, but you still have to do the other work also. Really? Who has time for extra? No if you want me to learn about the autistic brain the have me work on a project of listen to a taped education series about it then test me on it. | 1 |
| Was sometime confusing as to what to do and who I was suppose to contact. | 1 |
| What is this? I mean seriously this thing is seriously lacking structure. | 1 |
| Total | 1100 |

Student Success Program (SSP)

| | Frequency |
|-----------------|-----------|
| Did not respond | 1100 |

Tutoring Services

| | Frequency |
|---|-------------|
| Did not respond | 1086 |
| Again, I received only minimal assistance for my higher level mathematics topics. However, online tutoring is wonderful because it is available 24/7 | 1 |
| All tutors were very helpful | 1 |
| always courteous and knowledgable | 1 |
| An older gentleman that tutors math on the library second floor is great. | 1 |
| Excellent! | 1 |
| I have used tutroing for both science and math through collin and have found little help. The tutors are not guanteed to udertsandthe material and are rather cheap in price but you dont learn anything. | 1 |
| No immediate help | 1 |
| On line tutoring DOES NOT work for someone w/ADD. | 1 |
| some of the teachers in the math lab are not very helpful as they do not go provide all the help needed | 1 |
| Staff has been really nice. | 1 |
| the quest was if " I was aware". It doesnt say if I use the service. | 1 |
| the tutors just give you the answer and when you try, and ge the wrong the answer they get mad at you | 1 |
| tutors "voluntier" and they don't show up to tutor. | 1 |
| used the same tutor for about 3 semisters of math | 1 |
| Total | 1100 |

Writing Centers

| | Frequency |
|---|-----------|
| Did not respond | 1034 |
| always booked shortly after sign up is posted. can't get help for just making sure citations are correct. forced to sign up and wait for a 45min slot. not even that knowledgeable on mla format in electronic sites like ebscohost or other electronic sources | 1 |
| always courteous and knowledgeable | 1 |
| Booked solid. Unable to utilize the service. Collin needs more staff in the writing center. | 1 |
| Every review is different, not consistent. I do not use them anymore because all 3 times I have used them for my papers, I have made the suggested changes and my paper scored low. When I have not used them I score very high. | 1 |
| excellent service; my compliments | 1 |
| fast response, great service | 1 |
| good place for help | 1 |
| Great hours and very helpful staff. | 1 |
| Hard to get appointments and because of constraints you might not even be able to finish checking a single assignment. (SPC) | 1 |
| hard to schedule a time | 1 |
| Helpful and pretty easy to get an appointment there. | 1 |
| I could not have A without their help. It was great! | 1 |
| I have had more bad experiences than good with writing center. The staff at CPC and SCC need training. They also can be very rude and unhelpful more often than not. | 1 |
| I have used the writing lab to great success, but they need longer hours. | 1 |
| i wish they had more help because they are most of the time busy | 1 |
| I would like to see the lab open more hours on the weekend to allow for working professionals to have more time to use the Lab | 1 |
| If the student has no appt the writing center will not help even when the student who had an appt does not show up. I learned to write better papers without their help. | 1 |
| Inconvenient. Rarely available | 1 |
| limited hours | 1 |
| More staff at the writing center is needed! Sometimes I have to wait days for an appointment. | 1 |
| My appointments have been lose, or they double book, and unable to see me at given time which conflicts with my work and school schedule. | 1 |
| Need more availability. Must sign up weeks in advance | 1 |
| Need more people working to provide more times. | 1 |
| Needed help on APA format for a lab report, and she didn't know what that was. I watched as she googled APA format, and then she printed the FAQ sheet for me. | 1 |
| Nice staff, so glad its available, but very difficult to get an appointment. | 1 |
| No one was familiar with the APA format. I was told to google it. | 1 |
| not enough service, too many students want appointment | 1 |
| not enough slots available - more staff needed to offer more - don't shorten the time with a student | 1 |
| not enough time to go over paper, I got 1 out of 34 pages paper checked on one visit | 1 |
| not knowledgeable in APA writing style | 1 |
| Ok I think these people are there for a check. I had person tell me to go online to learn how to cite for APA because she was not sure of the rules. Im like I m sitting here with you...are you serious. | 1 |
| Professional help with papers and writing process in general. | 1 |
| Required to be used by class | 1 |
| See math lab comments. | 1 |
| should be able to just walk in, without an appoint a few days a week | 1 |
| So hard to register in | 1 |
| SOME OF THEM ARE NOT KNOWLEDGEABLE ENOUGH | 1 |
| Some teachers in the Writing center are very knowledgeable, others are not.. | 1 |
| sometimes have to wait or to make an appointment,i think will be better if the writing center would a walk in without any appointment | 1 |
| Staff can be rude at times to students | 1 |
| Staff were very helpful with organizing my papers | 1 |
| The Lady wasn't Familiar with APA format very well. | 1 |
| The people here are awesome and so nice and patient | 1 |

Writing Centers

| | Frequency |
|---|-------------|
| The person who helped me was not very helpful | 1 |
| The professors can be condesending at times. | 1 |
| the quest was if " I was aware". It doesnt say if I use the service. | 1 |
| the staff is amazing, i dont think they have enough time to spend with helping the students | 1 |
| The teacher talked down to me and was very rude and impatient. She acted like I didn't know anything. I also disagreed very much with how the paper should have been written. According to my actual English teacher, the writing centers version would have received a C and my version received an A. | 1 |
| The writing center is amazing. Everyone should be forced to go there. It makes papers so much better. | 1 |
| The writing center is helpful but each teacher thinks it should be done differently an you dont know what way is wrong or right. And its pretty much up to your teachers discretion. | 1 |
| The writing center staff at PRC is extremely knowledgable and willing to go out of their way to help students put out their best work. | 1 |
| There was a 3 week wait to make an appointment. | 1 |
| They don't know APA format, don't seem to want to learn it, and makes you feel bad that you have to do a paper using that. | 1 |
| They gave me suggestions that my teacher didn't approve of. | 1 |
| Time is key at Collin College, everyone is in such a rush and seem to careless about really hearing what the student is asking. | 1 |
| too packed and so inconveniencing times | 1 |
| Too short time to review papers | 1 |
| use only one time so not enough expererience offer comment here | 1 |
| Very helpful with term papers. With the information provided I was able to use it through out all of my classes. | 1 |
| Very knowledgeable and helpful | 1 |
| Very long wait list. I can never seem to get my paper checked on time so I have to rely on someone else. | 1 |
| Very long waiting list. Students unfamiliar with the process can be looked down upon. | 1 |
| Very satisfied! | 1 |
| We need more staff. It is very difficult to get in sometimes. | 1 |
| Well, it was a bit odd that I had to show so much of my thesis instruction stuff and general outline structure to the lady before I could even go through my paper once. But overall, I liked it. I don't like how long it takes to get in sometimes. I'd rather figure it out myself sometimes. | 1 |
| When I had a problem over a year ago with an essay, I felt I did not get the best help because I left there more confused than ever. | 1 |
| Total | 1100 |

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

Cooperative Work Experience

| | Frequency |
|---|-----------|
| Did not respond | 1021 |
| ? | 1 |
| Again, always had a job. | 1 |
| Currently have a job | 1 |
| currently working full-time, resources not needed | 1 |
| Did not know anything about it. | 1 |
| did not need | 2 |
| Did not need | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 1 |
| did not need to use it yet | 1 |
| Did not need. | 1 |
| didn't have to | 1 |
| Didn't need it. | 1 |
| didn't need too | 1 |
| didnt need it | 1 |
| Do not need at this present time | 1 |
| Does not apply to my major, would require that I have my own car (I don't), would take time away from my academic work. | 1 |
| found out about too late. Once I knew about it, I did not qualify to attend. | 1 |
| have job | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not needed to | 1 |
| Have not needed. | 1 |
| Haven't had any feedback | 1 |
| haven't needed | 1 |
| I already have a job. | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not need it | 1 |
| I did not need them. | 1 |
| I didn't ever have the need to and didn't have time in my schedule | 1 |
| I don't know how I might use it. | 1 |
| i dont know where i have to go | 1 |
| I have jobs off campus, and don't have time for jobs on campus. | 1 |
| I have not been able to find anyone to hep me in career services. | 1 |
| I have not had the need to use this program | 1 |
| I just haven't had the need to use this service | 1 |
| I very recently heard of this program, I may look into it. | 1 |
| I will be looking into a co-op soon for my capstone | 1 |
| n/a | 3 |
| N/A | 2 |
| na | 1 |
| NA | 2 |
| never choose to do it | 1 |
| Never needed them | 1 |
| No interest | 2 |
| no need | 2 |
| No need | 4 |
| No need for it. | 1 |
| No need to at this time. | 1 |
| no need yet | 1 |

Cooperative Work Experience

| | Frequency |
|---|-------------|
| not | 1 |
| Not applicable | 1 |
| Not in need | 1 |
| not needed | 1 |
| Not needed | 4 |
| Not needed. | 1 |
| not needed | 1 |
| Not ready to work in my field yet. | 1 |
| Not ready to yet | 1 |
| Not sure | 1 |
| Not yet | 1 |
| That is next semester | 1 |
| There really has not been a need, as of so far. | 1 |
| Time issue/family issues | 1 |
| was not aware of | 1 |
| Wasn't necessary. | 1 |
| When I contacted the co-op (that's not at spring creek campus) I never received a call back (I called multiple times). What if this was my last semester? Even the staff in advising called for me and no response. They need someone else to head that department who is more dedicated and will answer the phone, or at least return urgent phone calls. He acts like he doesn't give a fuck whoever is head of the co-op. | 1 |
| Total | 1100 |

Libraries

| | Frequency |
|---|-----------|
| Did not respond | 1025 |
| Check out books, lab materials, | 1 |
| Did not have a reason to. | 1 |
| Did not have the program needed. | 1 |
| Did not need | 1 |
| Did not need to use it yet | 1 |
| Did not need. | 1 |
| distance learning student | 1 |
| Do not need any books from library | 1 |
| Do not need to. If I do I use the internet or the Frisco public library | 1 |
| don't need to | 1 |
| dont need | 1 |
| Have not had the time to check it out | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not needed to | 1 |
| Have not used yet | 1 |
| Haven't had the need for it. | 1 |
| haven't had to yet | 1 |
| Haven't needed any | 1 |
| haven't needed it. | 1 |
| I'm never on campus. | 1 |
| I'm not sure where it is | 1 |
| I've never really needed to go to the library. | 1 |
| I am away this semester doing an internship | 1 |
| I do most of my studying online | 1 |
| I don't go to the campuses! | 1 |
| I have only used the computers in the library. | 1 |
| I haven't had to do any research yet, and I haven't had time to go look for a book for reading. | 1 |
| I haven't needed to visit the library | 1 |
| I look everything up online. | 1 |
| I never needed a book from one yet. (I have only taken two classes and they were both math). | 1 |
| I never needed anything from the library. | 1 |
| I utilized the Dallas Public Library instead | 1 |
| I will be very soon | 1 |
| Internet. | 1 |
| just never had to use it | 1 |
| N/A | 1 |
| NA | 1 |
| Never needed library resources | 1 |
| Never needed to. | 1 |
| No identified need to use this service up to this point in time, | 1 |
| no need | 3 |
| No need | 7 |
| no need for it | 1 |
| no need i do research online and hate studying in libraries | 1 |
| not helpful when I have been there | 1 |
| Not necessary | 1 |
| not needed | 3 |
| Not needed | 2 |
| not needed for courses taken | 1 |
| not needed yet | 1 |
| not needed. | 1 |
| Not needed. | 1 |

Libraries

| | Frequency |
|---|-----------|
| not on campus | 1 |
| online | 1 |
| Online classes and I buy all required textbooks for each class. | 1 |
| Public Library easier access | 1 |
| taking classes online | 1 |
| The building looks nice. Have not been inside yet. | 1 |
| Use library online | 1 |
| use local | 1 |
| Use online database | 1 |
| used online | 1 |
| Used online library access | 1 |
| wasn't necessary | 1 |
| Total | 1100 |

Computer labs

| | Frequency |
|---|-----------|
| Did not respond | 954 |
| " | 1 |
| couldnt sign in even though I know my CWID | 1 |
| Did not have a reason to. | 1 |
| Did not need | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| did not need to | 1 |
| Did not need to | 1 |
| Did not need. | 2 |
| Did not take a computer course | 1 |
| didn't need it | 2 |
| didn't need to | 1 |
| didn't need too | 1 |
| didnt need it | 1 |
| don't know how to long on | 1 |
| Don't know where it is | 1 |
| Don't need | 1 |
| Don't need it | 2 |
| don't use | 1 |
| Have a computer | 1 |
| have access to a computer already | 1 |
| have computer | 1 |
| have computer at home | 1 |
| Have my own computer | 1 |
| Have my own laptop | 1 |
| Have not had the time to check it out | 1 |
| have not had time or have not needed their services as of yet | 1 |
| have not needed | 1 |
| Have not needed to | 2 |
| Have not needed. | 1 |
| have one at home | 1 |
| Have own computer | 1 |
| Haven't had the need for it. | 1 |
| haven't needed | 1 |
| haven't needed it | 1 |
| Haven't needed to use | 1 |
| havent used any | 1 |
| I'm never on campus. | 1 |
| I already have access to computers I need. | 1 |
| i bring my computer to school | 1 |
| I carry my own laptop. | 1 |
| I did not need it. | 1 |
| I didn't realize I had the option to go to the computer lab to work. | 1 |
| I don't go to the campuses! | 1 |
| I don't know where it is and that it was avaiable to use | 1 |
| I got my own computer | 1 |
| I have a computer | 1 |
| I have a computer at home. | 1 |
| I have a home laptop as well as a work laptop | 1 |
| I have access to computers. | 1 |
| I have my own computer | 2 |
| I have my own computer at home. | 1 |
| I have my own computer. | 1 |
| I have not needed this service. | 1 |

Computer labs

| | Frequency |
|---|-----------|
| I have pc at home | 1 |
| I haven't needed to use a school computer | 1 |
| I just haven't had the need to use this service | 1 |
| I like to bring my own laptop | 1 |
| I never needed to. I always used the Math Lab. | 1 |
| i prefer to use my own laptop | 1 |
| I use the computers in the library | 1 |
| I use the library computers. | 1 |
| I was able to use the computers in the math labs. Besides, I have a laptop I bring with me when I need it. | 1 |
| n/a | 3 |
| N/A | 1 |
| NA | 2 |
| no need | 14 |
| No need | 19 |
| No Need | 1 |
| NO need | 1 |
| No need at this time | 1 |
| No need for computer lab as I have my own at home. | 1 |
| no need to | 1 |
| no need yet | 1 |
| No need yet. | 1 |
| No need. | 1 |
| no time | 1 |
| not need for it | 1 |
| not needed | 4 |
| Not needed | 6 |
| Not Needed at this time | 1 |
| Not needed currently. | 1 |
| not needed have own computer with the programs I use for school | 1 |
| Not needed yet | 1 |
| not needed. | 1 |
| Not needed. | 2 |
| Not required | 1 |
| Not Yet Needed | 1 |
| online class | 1 |
| Own Computer I don't use public access computers | 1 |
| Rather use my home computer. | 1 |
| The one in library is always full, there are only about 58 computers there so that's reasonable, and I only found out about another one somewhere upstairs yesterday by accident. | 1 |
| The ones in the library? I've used them. | 1 |
| they are always full and I have a lap top | 1 |
| time issue | 1 |
| used personal computer at home for assignments etc. | 1 |
| was not needed | 1 |
| wasn't necessary | 1 |
| Why would I based on what I've experienced with all other Collin "technology"? | 1 |
| Total | 1100 |

Math labs

| | Frequency |
|---|-----------|
| Did not respond | 893 |
| " | 1 |
| Definitely a need - just forgot it was available | 1 |
| Did not feel it was necessary | 1 |
| Did not have a reason to. | 1 |
| Did not need | 2 |
| Did not need it. | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 1 |
| Did not need. | 1 |
| didn't need it | 1 |
| Didn't need to | 2 |
| Didn't need to go there. | 1 |
| Didn't need to. | 2 |
| didn't need too | 1 |
| Didn't take any math classes. | 1 |
| Didn't want to | 1 |
| distance learning | 1 |
| Do not need it | 1 |
| Doesn't fit my schedule/i live out of county | 1 |
| don't have time to | 1 |
| Don't need | 1 |
| don't need help | 1 |
| Don't need it | 1 |
| Don't need it yet | 1 |
| Don't really have a need to go. | 1 |
| dont have a need to go those | 1 |
| good at math | 1 |
| Have a personal math tutor. | 1 |
| Have no need for this service | 1 |
| Have not had the time to check it out | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not had time to attend the campus to use the service. | 1 |
| Have not needed to | 2 |
| Have not needed yet, but will if I do, and appreciate the opportunity | 1 |
| Have not taken a math class yet | 1 |
| Have not taken any math classes that I have needed help with | 1 |
| have not taken math yet | 1 |
| have not yet signed up for any math classes | 1 |
| haven't had need for it | 1 |
| Haven't had time | 1 |
| Haven't needed | 1 |
| haven't needed it | 1 |
| Haven't needed to | 1 |
| Haven't needed to use | 1 |
| Haven't needed to. | 1 |
| Haven't needed yet | 1 |
| Haven't struggled | 1 |
| haven't taken a math class | 1 |
| haven't taken math classes yet | 1 |
| havent gone | 1 |
| Havent needed to just know where they are. Will have to use them one day | 1 |
| heard wasn't very helpful | 1 |
| hours don't work for me | 1 |

Math labs

| | Frequency |
|--|-----------|
| hours not convenient | 1 |
| I've never wanted help with math | 1 |
| I am a math tutor myself, and have never gone to receive tutoring from others. | 1 |
| I am not enrolled in a mathematics course. | 1 |
| I am not taking a math course. | 1 |
| I asked all of my questions in class or used the online mymathlab. | 1 |
| I currently do not have time to go to the math lab although i probably should to improve my grade | 1 |
| I did not need any help | 1 |
| I did not need it | 1 |
| I did not need them. | 1 |
| I did not need to use it. | 1 |
| I do well in Math and don't need help here | 1 |
| I don't have a need for them at the moment. | 1 |
| I don't have time to go there. | 1 |
| I don't need math help | 1 |
| I don't need to go to it. | 1 |
| I don't take any math courses | 1 |
| I had no need for these services. | 1 |
| i had no trouble in the math classes i took. | 1 |
| I have a tutor outside of the college. | 1 |
| I have access to my math lab at home | 1 |
| I have not taken a math course | 1 |
| I haven't had time | 1 |
| I haven't needed to use it | 1 |
| I haven't taken a math class yet | 1 |
| I just don't | 1 |
| I just haven't had the need to use this service | 1 |
| I just learned of this service however I do plan on taking advantage now that I hve knowlage that I am able to use its service | 1 |
| I never had to use it. | 1 |
| I never needed their services. | 1 |
| I took online math. which had math lab | 1 |
| i understood the material in my class | 1 |
| I will probably use it when I take my Math | 1 |
| idk | 1 |
| Just taking 2 online classes | 1 |
| My course is online and i has adequately met any tutorial needs i have. | 1 |
| My mom is a math professor and can help me | 1 |
| Mymathlab.com is helpful and i had no need of the math lab in campus. | 1 |
| n a | 1 |
| n/a | 4 |
| N/A | 1 |
| N/A for me....no math classes | 1 |
| N/A to my class. | 1 |
| Na | 1 |
| NA | 1 |
| Never had the need | 1 |
| never had to so far | 1 |
| never needed | 1 |
| Never needed help in math | 1 |
| never needed it | 1 |
| Never needed to. | 2 |
| never went there but was told about it | 1 |
| No math classes | 1 |

Math labs

| | Frequency |
|--|-----------|
| no math classes at this time | 1 |
| No math classes the semester | 1 |
| no need | 19 |
| No need | 16 |
| No Need | 2 |
| No need for it. | 1 |
| No need for them | 1 |
| No need this semester. | 1 |
| no need yet | 1 |
| No need yet | 1 |
| No need yet. | 1 |
| No need. | 2 |
| no time | 2 |
| No time to go. | 1 |
| Not enrolled in math class currently. | 1 |
| Not in a math class | 1 |
| Not in a math course | 1 |
| not in math | 2 |
| Not in math classes. | 1 |
| Not necessary | 1 |
| not necessary. | 1 |
| not needed | 5 |
| Not needed | 3 |
| Not needed net | 1 |
| Not needed to yet | 1 |
| not needed yet | 1 |
| not needed. | 1 |
| Not needed. | 3 |
| not tacken a math class yet | 1 |
| not taking a math lab | 1 |
| Not taking any math classes | 1 |
| Not taking any math courses. | 1 |
| not taking math classes yet | 1 |
| Not taking math classes yet | 1 |
| Not taking math, thank God | 1 |
| not yet needed | 1 |
| online class | 1 |
| Only took one math class, and I was able to succeed on my own. | 1 |
| Procrastination. General fear and intimidation of failing to meet math requirements. Negative past experiences with math-related education. Not sure where I need to start with my specific circumstances. | 1 |
| Study at home. | 1 |
| take math at another campus | 1 |
| The attention to tutor to student ration is terrible | 1 |
| The hours are not good | 1 |
| This might be something I use this summer as I dive into several math classes. I have not had the need prior to this upcoming Maymester and Summer classes | 1 |
| time restrictions | 1 |
| Typically because I don't have time or I don't like to feel stupid | 1 |
| was not needed | 1 |
| Wasn't aware of them at the time | 1 |
| Total | 1100 |

Mentor Program

| | Frequency |
|--|-----------|
| Did not respond | 1009 |
| " | 1 |
| ? | 1 |
| did not need | 1 |
| Did not need | 2 |
| Did not need services | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 1 |
| did not need to use this | 1 |
| didn't have to | 1 |
| Didn't know it existed | 1 |
| didn't know we had | 1 |
| didn't need it | 1 |
| Didn't need it | 1 |
| Didn't need it. | 1 |
| Didn't need to go there. | 1 |
| didn't need too | 1 |
| Didn't think I would qualify | 1 |
| didnt need it | 1 |
| didnt need the service | 1 |
| Do not know what it is | 1 |
| Don't have time for this | 1 |
| Don't need it | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not needed to | 1 |
| haven't needed it | 1 |
| Haven't really needed it - when I did I didn't know where to go for it | 1 |
| Havent used but will enquire on services | 1 |
| i'm fine without a mentor | 1 |
| I am a mature student with advanced degrees | 1 |
| I am away this semester doing an internship | 1 |
| I am not excatly sure how it works. | 1 |
| I barely know anything about it. | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not have time this semester. | 1 |
| I did not need them. | 1 |
| I did not need to | 1 |
| I didn't need to and didn't know it was available | 1 |
| I didnt need atleast till now. | 1 |
| I do not know what does this program actually do or I did not know this program in college | 1 |
| I don't know very much about this program, but I don't think it's necessary for my future goals. | 1 |
| I had no need for these services. | 1 |
| I had only heard of it....didn't know what it was for | 1 |
| I have heard of it and look at a flyer hopefully will be able to connctet to a mentor this next fall | 1 |
| I have never needed a mentor at Collin. | 1 |
| I have not had the need for it | 1 |
| I have not had the need to use this program | 1 |
| I just haven't had the need to use this service | 1 |
| I know this program exists but I do not know anything else about it. | 1 |
| I think this would be great if I utilized it.. I don't really know where to go or how to start seeking a mentor. | 1 |

Mentor Program

| | Frequency |
|--|-----------|
| I tried to participate, but never received a response email. | 1 |
| math lab is good enough | 1 |
| n/a | 2 |
| N/A | 3 |
| n/a` | 1 |
| na | 1 |
| NA | 1 |
| never choose to do it | 1 |
| never had to. | 1 |
| Never needed them | 1 |
| no | 1 |
| no need | 3 |
| No need | 6 |
| No need at this time | 1 |
| No need for it. | 1 |
| no need of it | 1 |
| no need yet | 1 |
| No need. | 1 |
| No real reason. I have had the great honor and fortune of having amazing professors who care about me and help me, so I haven't felt a need to ask for a mentor. Maybe I should. I don't know. | 1 |
| not | 1 |
| Not aware | 1 |
| not desired | 1 |
| Not in need | 1 |
| not interested | 1 |
| not needed | 1 |
| Not needed | 3 |
| Not needed. | 1 |
| not taken the step | 1 |
| too stubborn to ask for help | 1 |
| Total | 1100 |

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

| | Frequency |
|---|-----------|
| Did not respond | 985 |
| " | 1 |
| Called from phone | 1 |
| Checked it out briefly | 1 |
| Did not know this existed. | 1 |
| did not need | 1 |
| Did not need | 2 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 1 |
| Did not need to use it | 1 |
| Did not need. | 1 |
| Didn't need it. | 1 |
| Didn't need to | 1 |
| didnt need it | 1 |
| Didnt need it | 1 |
| Do not have any questions | 1 |
| Don't need | 1 |
| Don't need it | 1 |
| Don't need it. | 1 |
| Dont need to yet | 1 |
| Have had no need to | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not needed it. | 1 |
| Have not needed. | 1 |
| Haven't had the need for it. | 1 |
| haven't needed | 1 |
| Haven't needed help | 1 |
| Haven't needed it. | 1 |
| Haven't needed to contact them | 1 |
| havent needed to | 1 |
| Heard of it through the Collin e-mails. | 1 |
| I've had no need to use it. | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not need it. | 1 |
| I did not need them. | 1 |
| I did not need to | 1 |
| i didnt know how it could help | 1 |
| I don't know what it is | 1 |
| I had no need for these services. | 1 |
| I have communicated with advisers via the online support and found it to be very helpful | 1 |
| I have never needed support | 1 |
| I have not had the need to use this program | 1 |
| I have not used it. | 1 |
| i haven't had a problem online. | 1 |
| I haven't had problems with e-collin | 1 |
| I haven't needed the services of the support center | 1 |
| I haven't really needed their assistance | 1 |
| I never had an issue that required me to contact OSSC | 1 |
| I prefer talk to someone. But I like to have the option on line, too. | 1 |
| I rather call | 1 |
| I used when Blackboard had difficulties I think. | 1 |
| I was unaware this service was available | 1 |
| idk | 1 |

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

| | Frequency |
|---|-----------|
| n/a | 2 |
| N/a | 2 |
| N/A | 2 |
| na | 1 |
| Na | 1 |
| NA | 2 |
| never choose to do it | 1 |
| never had to. | 1 |
| never needed | 1 |
| Never needed | 1 |
| Never needed it | 1 |
| Never needed it. | 1 |
| Never needed them | 1 |
| Never needed too | 1 |
| no need | 9 |
| No need | 9 |
| no need for it | 1 |
| No need for it. | 1 |
| no need to | 1 |
| No need to | 1 |
| no need yet | 1 |
| no problems | 1 |
| no problems with technology here at collin college | 1 |
| no reason | 1 |
| not in need | 1 |
| not needed | 3 |
| Not needed | 4 |
| not needed. | 1 |
| Not needed. | 2 |
| online class | 1 |
| rather have traditional one on one help | 1 |
| Similarly, I have always got help from somewhere else | 1 |
| takes to long to get back - time I get assignment and time to write it - 5 days to get back too | 1 |
| long | 1 |
| There really has not been a need, as of so far. | 1 |
| unsure | 1 |
| was not needed | 1 |
| Total | 1100 |

Science Den (labs)

| | Frequency |
|---|-----------|
| Did not respond | 1012 |
| " | 1 |
| Did not need it | 2 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 1 |
| did not need to yet | 1 |
| Did not need too | 1 |
| Didn't need it. | 1 |
| didn't need too | 1 |
| didnt want to drive to campus it's located at | 1 |
| Don't need it yet as I don't have any science classes. | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not needed it yet | 1 |
| Have not taken science courses yet | 1 |
| Have not yet enrolled in a science course at Collin | 1 |
| Have not yet, but I'm sure I will with my next science course | 1 |
| Haven't had a need to yet | 1 |
| Haven't had the opportunity. | 1 |
| Haven't taken a Science class yet | 1 |
| Haven't taken any sciences yet | 1 |
| Haven't taken Science | 1 |
| havenot need it yet | 1 |
| havent gone | 1 |
| havent taken science classes yet | 1 |
| Hours | 1 |
| I'm not taking science this semester | 1 |
| I am not taking a science course. | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not have any classes that required a science lab. | 1 |
| I did not need it | 1 |
| I did not need it. | 1 |
| I do not have any science classes this semester. | 1 |
| I don't have a need for them at the moment. | 1 |
| I don't have science classes. | 1 |
| I have not felt the need to seek help with my science courses. | 1 |
| I have not needed this service. | 1 |
| I have not taken a science course | 1 |
| I just haven't had the need to use this service | 1 |
| I should of used it but I asked the teacher instead | 1 |
| I was always given plenty of in-class time to practice with lab materials. | 1 |
| n/a | 3 |
| na | 1 |
| NA | 1 |
| never choose to do it | 1 |
| Never needed it | 1 |
| Never needed them | 1 |
| Never needed to. | 2 |
| no | 1 |
| no need | 9 |
| No need | 4 |
| no need for it. | 1 |
| No need for it. | 1 |
| No need this semester. | 1 |

Science Den (labs)

| | Frequency |
|--|-----------|
| No need to | 1 |
| No need. | 1 |
| no science studies | 1 |
| No time, I take pictures of the models on my phone | 1 |
| Not a taking a science course | 1 |
| Not aware | 1 |
| Not in need at this time | 1 |
| Not necessary | 1 |
| not needed | 3 |
| Not needed | 2 |
| Not needed after scheduled lab courses | 1 |
| Not needed yet | 1 |
| Not needed. | 1 |
| Not taking science | 1 |
| not taking science courses | 1 |
| online class | 1 |
| use lab materials, and tutoring | 1 |
| Was not needed while taking my science classes | 1 |
| Total | 1100 |

Service Learning

| | Frequency |
|---|-----------|
| Did not respond | 1013 |
| " | 1 |
| ? | 1 |
| did not need | 2 |
| Did not need it | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 1 |
| Didn't have the time | 1 |
| Didn't need to go there. | 1 |
| didn't need too | 1 |
| didnt feel like it was inportant | 1 |
| didnt need it | 1 |
| do not know about it | 1 |
| Don't know what it's about aside from volunteering. | 1 |
| DONT KNOW WHERE IS IT, USED THE ONE ONLINE | 1 |
| dont have a learning disability | 1 |
| Dont know much about them | 1 |
| Have not done service learning hours yet | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not needed. | 1 |
| have not required their expertise at this time | 1 |
| Haven't done it | 1 |
| Haven't needed it | 1 |
| Heard about it but there aren't a lot of classes for this in the evening or weekends | 1 |
| I am away this semester doing an internship | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not need it. | 1 |
| I did not need them. | 1 |
| I do not know much about this. | 1 |
| I do not know what this is. | 1 |
| I don't have a need for them at the moment. | 1 |
| I don't know what that is | 1 |
| i dont where is it at | 1 |
| I had no need for these services. | 1 |
| I have not needed this service. | 1 |
| I have only participated in this through my professor | 1 |
| I have two kids and am very busy already | 1 |
| I have yet to need the service program or tutoring services this semster. | 1 |
| I haven't had the chance to yet. | 1 |
| I just haven't had the need to use this service | 1 |
| involved in several service projects outside of Collin | 1 |
| just never did | 1 |
| n/a | 6 |
| N/A | 1 |
| na | 1 |
| Never had to | 1 |
| never needed | 1 |
| Never needed | 1 |
| Never needed them | 1 |
| never used it | 1 |
| no | 1 |
| No interest | 1 |
| no need | 4 |

Service Learning

| | Frequency |
|---|-----------|
| No need | 5 |
| No need for it. | 1 |
| no need yet | 1 |
| No need. | 2 |
| No needed | 1 |
| No time for services due to 15 credit hours and 2 jobs | 1 |
| None of my classes require this | 1 |
| Not entirely sure of it's function. | 1 |
| not interested | 1 |
| Not necessary | 1 |
| not needed | 1 |
| Not needed | 3 |
| Not needed. | 1 |
| not taken the step | 1 |
| Not this term. | 1 |
| oh wait... I did the alternative spring break program! is that a part of the service learning? | 1 |
| The classes offered at their designated times did not fit into my schedule | 1 |
| Unaware | 1 |
| Would require that I actually have use of my own car, which I don't. I would also rather do volunteer work between semesters when I can devote more of my time to it. | 1 |
| Total | 1100 |

Student Success Program (SSP)

| | Frequency |
|--|-------------|
| Did not respond | 1040 |
| " | 1 |
| ? | 3 |
| did not need | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| Did not need to | 1 |
| Didn't know about it | 1 |
| didn't need too | 1 |
| didnt need it | 1 |
| didnt need too | 1 |
| Don't actually know what this is. | 1 |
| dont know anything aboput it. | 1 |
| have not had time or have not needed their services as of yet | 1 |
| haven't needed | 1 |
| Haven't needed it | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not need it. | 1 |
| I did not need them. | 1 |
| I did use this. I think every returning student should have to go through this program, extremely helpful. | 1 |
| I do not know how or what the requirements are to contact this department. | 1 |
| I don't have a need for them at the moment. | 1 |
| I don't know what that is | 1 |
| I had no need for these services. | 1 |
| I have not had the need to use this program | 1 |
| I just haven't had the need to use this service | 1 |
| n/a | 4 |
| N/A | 1 |
| n/s | 1 |
| na | 1 |
| Na | 1 |
| never choose to do it | 1 |
| Never had to | 1 |
| Never needed them | 1 |
| Never needed to. | 1 |
| no | 1 |
| no need | 2 |
| No need | 4 |
| No need for it. | 1 |
| no need for the program yet | 1 |
| Not aware | 2 |
| Not in need | 1 |
| not needed | 1 |
| Not needed | 4 |
| Not needed. | 1 |
| Not sure what it is | 1 |
| Not sure what this is | 1 |
| the quest was if " I was aware". It doesnt say if I use the service. | 1 |
| Want sure what they offered. | 1 |
| Total | 1100 |

Tutoring Services

| | Frequency |
|---|-----------|
| Did not respond | 805 |
| " | 1 |
| ? | 1 |
| afraid | 1 |
| Am confused as to what they offer, would like web info to be more informative | 1 |
| Avoiding | 1 |
| Bad schedule | 1 |
| Conflict in schedule | 1 |
| costly | 1 |
| did not even try this semester, because every other time the time slot does not work for me. | 1 |
| Did not have a reason to. | 1 |
| Did not have the time | 1 |
| did not need | 2 |
| Did not need | 3 |
| Did not need it. | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| did not need to | 1 |
| Did not need to | 1 |
| Did not need to use it yet | 1 |
| did not need to use this | 1 |
| did not need to yet | 1 |
| did not need tutoring | 1 |
| did not need tutoring this semester | 1 |
| Did not need. | 2 |
| didn't have time, am supporting myself & | 1 |
| Didn't need it. | 1 |
| Didn't need to | 1 |
| Didn't need to go there. | 1 |
| didn't need too | 1 |
| didnt have time too. | 1 |
| didnt need it | 1 |
| distance learning | 1 |
| Do not need it | 1 |
| Do not need tutoring | 1 |
| Do not need tutoring at this time. If I do in the future I will use it. | 1 |
| Do not require tutoring. | 1 |
| Don't have time for this | 1 |
| don't have time to | 1 |
| Don't know where to go and ask for help. | 1 |
| Don't need | 2 |
| Don't need it | 1 |
| Don't need tutoring | 1 |
| don't need tutoring for anything | 1 |
| Don't want to. | 1 |
| Dont know anything about it | 1 |
| dont need | 1 |
| God forbid I shoulod need to. | 1 |
| Have no need for this service | 1 |
| Have not had a need to use it. | 1 |
| Have not had the time to check it out | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not needed to | 1 |
| Have not needed to use this yet | 1 |
| Have not needed yet, but will if I do, and appreciate the opportunity | 1 |

Tutoring Services

| | Frequency |
|---|-----------|
| Have not used services | 1 |
| haven't had a need yet | 1 |
| Haven't need to or been required to | 1 |
| Haven't needed | 1 |
| Haven't needed help | 1 |
| haven't needed it | 1 |
| Haven't needed it except once in Math | 1 |
| Haven't needed it yet | 1 |
| haven't needed to | 1 |
| Haven't needed to yet. | 1 |
| Haven't needed tutoring | 1 |
| Haven't needed tutoring yet. | 1 |
| Haven't really needed it - when I did I didn't know where to go for it | 1 |
| haven't taken the step | 1 |
| havenot need it yet | 1 |
| Havent had time | 1 |
| havent needed | 1 |
| havent needed this service | 1 |
| Havent needed to just know where they are. Will have to use them one day | 1 |
| havent needed yet. this is my 2nd semester in school. was actually wondering if I should offer helping. | |
| I'm awesome at math and I tutor in MISD. So, you know. Maybe I could get paid for it through CCCD | 1 |
| hours' don't work for me | 1 |
| I've had no need to use it. | 1 |
| I've never wanted to use tutoring services | 1 |
| I barely know anything about it. | 1 |
| I chose not to because I didn't have enough time when they were open. | 1 |
| I did not feel a need to use any of these services. | 1 |
| I did not need it. | 1 |
| I did not need them. | 1 |
| I did not need to use it. | 1 |
| I did not need tutoring for any of the classes that I was taking. | 1 |
| I didn't know it was an option. | 1 |
| I didn't need to use it | 1 |
| I do need math tutoring which I will check into | 1 |
| I do not need this service at this time. | 1 |
| I do not need tutoring. | 1 |
| I do well enough in my classes i do not need tutoring. | 1 |
| I don't have a need for them at the moment. | 1 |
| I don't have time | 1 |
| I don't have time for tutoring. | 1 |
| i don't know enough about it | 1 |
| I don't need tutoring | 1 |
| I don't think i'm having any trouble in any of my classes | 1 |
| I dont know | 1 |
| I dont know where it is | 1 |
| I feel like I don't need tutoring | 1 |
| I get my tutoring and help through the Math Lab and professors and my peers. | 1 |
| I had no need for these services. | 1 |
| I have a very busy schedule. | 1 |
| I have been managing with the stuff the Instructor delivered | 1 |
| I have never needed tutoring at Collin. | 1 |
| I have not had the need to use this program | 1 |
| I have not needed them so far, but thinking about using them next semester. | 1 |
| I have not needed tutoring | 1 |

Tutoring Services

| | Frequency |
|---|-----------|
| I have not yet needed this service. | 1 |
| I have used outside tutoring services. Also, tutoring services were not available when I first started at Collin. | 1 |
| I haven't needed a tutor | 1 |
| I haven't needed it. My GPA is high and I usually get A's. | 1 |
| I haven't needed tutoring | 1 |
| i haven't required tutoring in years. | 1 |
| I just haven't felt the need to. It is nice to know it is there if I ever do though. | 1 |
| I just haven't had the need to use this service | 1 |
| I just went to the science and math labs. | 1 |
| I need to get a tutor in math, I just have not had time. | 1 |
| I pick up things pretty easily, and I did not need any tutors. | 1 |
| I rather ask people I know or figure it out on my own | 1 |
| i speak with my friends | 1 |
| I understand my classes. | 1 |
| I used the Math and Science lab instead. Otherwise, I go directly to the professor. | 1 |
| i was not aware of it until just last week after a friend mentioned it. | 1 |
| idk | 1 |
| just have never had use | 1 |
| Just taking 2 online classes | 1 |
| math lab is good enough | 1 |
| My knowledge of them is sketchy, but I think they don't have tutors for the subjects I need. | 1 |
| n/a | 6 |
| N/A | 2 |
| na | 1 |
| Na | 2 |
| NA | 3 |
| Never felt like it. | 1 |
| Never had the need | 1 |
| Never had time | 1 |
| never had to. | 1 |
| never needed | 3 |
| Never needed | 1 |
| never needed a tutor | 1 |
| Never needed them | 1 |
| Never needed to. | 2 |
| Never used | 1 |
| no | 1 |
| no available when i need them | 1 |
| no need | 24 |
| No need | 24 |
| No Need | 3 |
| No need at this time | 2 |
| No need for it. | 1 |
| No need for them | 1 |
| No need for this service. | 1 |
| no need of it | 1 |
| no need to | 1 |
| No need to | 1 |
| No need to at this time. | 1 |
| no need yet | 2 |
| No need yet | 1 |
| No need. | 4 |
| no never needed | 1 |

Tutoring Services

| | Frequency |
|--|-----------|
| No reason | 1 |
| no time | 1 |
| No time | 2 |
| not available for night student and working full time | 1 |
| not available for the class i needed in assistance with | 1 |
| not desired | 1 |
| not fully aware of options | 1 |
| not in need of it | 1 |
| Not in need of tutoring | 1 |
| Not necessary | 2 |
| not necessary. | 1 |
| Not needed - yet. | 1 |
| not needed | 7 |
| Not needed | 7 |
| not needed (I need to study more, not have someone explain things to me) | 1 |
| Not needed to yet | 1 |
| not needed yet | 1 |
| Not needed yet | 1 |
| not needed. | 1 |
| Not needed. | 4 |
| not offered for the class i needed | 1 |
| not private tutoring but used math lab and science den | 1 |
| Not required | 1 |
| not sure what hours they have | 1 |
| not sure where they are located and what level they are | 1 |
| Not yet needed | 1 |
| on line classes and haven't needed yet | 1 |
| online class | 1 |
| personal time limitations when needed | 1 |
| Procrastination. General fear and intimidation of failing to meet math or other required subject requirements. Negative past experiences with math-related education. Not sure where I need to start with my specific circumstances. | 1 |
| Same as above | 1 |
| Same as below. | 1 |
| schedule | 1 |
| Science tutoring schedule wasn't convenient for me and there were very few options. | 1 |
| There really has not been a need, as of so far. | 1 |
| there was not a convenient time for me. | 1 |
| time issue | 1 |
| time restrictions | 1 |
| too stubborn to ask for help | 1 |
| Transportation and having no desire to leave my babies alone. I take the bus on and off with my babies. This can be tiring for them. | 1 |
| Tutoring services might be utilized ths summer. I need to wait and see. | 1 |
| Typically because I don't have time or I don't like to feel stupid | 1 |
| Unneeded. | 1 |
| Use Mathlab and writing center | 1 |
| was not needed | 1 |
| Was unaware of this service | 1 |
| wasn't sure of the process to secure a tutor | 1 |
| Wasn't sure on how to access it. | 1 |
| Will start at the beginning of next semester | 1 |
| Total | 1100 |

Writing Centers

| | Frequency |
|---|-----------|
| Did not respond | 788 |
| " | 1 |
| ? | 1 |
| Actually i have but the time is very short and they seem to go on rabbit trails. | 1 |
| Always booked when i need it. | 1 |
| Always full, no possible way to get in unless schedualed a month or so in advance. | 1 |
| Always not available | 1 |
| Any time I needed assistance with writing I had my friends peer review. | 1 |
| Bad experience | 1 |
| Because I think I'm a pretty good writer, and I have access to a computerized program that analyzes my writing. | 1 |
| because sometimes there are too many appointments. Also my schedule wouldnt fit in the available hours | 1 |
| busy | 1 |
| by the time I found out about it I already had taken my English class, maybe for English II | 1 |
| can't get to the schools during their available hours | 1 |
| can't seem to get to campus when they are open | 1 |
| Can write my own essays just fine | 1 |
| chose to just use peer critique | 1 |
| Confident in my writing skills | 1 |
| Conflict in schedule | 1 |
| could not find time | 1 |
| Couldn't find time | 1 |
| Did not feel it was necessary | 1 |
| Did not have a reason to. | 1 |
| did not need | 1 |
| Did not need | 3 |
| did not need it | 1 |
| did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too | 1 |
| did not need to | 1 |
| Did not need to | 1 |
| did not need to use | 1 |
| Did not need to use it yet | 1 |
| did not need to use this | 1 |
| did not need to yet | 1 |
| Did not need. | 1 |
| didn't feel like using them | 1 |
| Didn't need this. The information in email was good. | 1 |
| didn't need to | 1 |
| Didn't need to | 1 |
| Didn't need to. | 1 |
| didn't neet it | 1 |
| didnt need it | 2 |
| distance learning | 1 |
| distance learning student | 1 |
| Do not need at this present time | 1 |
| Do not need it | 1 |
| Do not need writing center help | 1 |
| Do not require assistance with writing. | 1 |
| Don't know anything about this but see signs all over the place. | 1 |
| Don't need | 1 |
| Don't need assistance with my writing | 1 |
| Don't need it | 1 |
| Don't need to | 1 |
| dont need | 1 |

Writing Centers

| | Frequency |
|---|-----------|
| Have a personal english tutor. | 1 |
| Have not felt like I needed it; but plan on using in future | 1 |
| Have not had a need to use it. | 1 |
| have not had the time to use it | 1 |
| have not had time or have not needed their services as of yet | 1 |
| Have not had to yet. | 1 |
| have not needed | 2 |
| Have not needed it | 1 |
| Have not needed the service | 1 |
| have not needed to | 1 |
| Have not needed to | 2 |
| Have not needed to use this yet | 1 |
| Have not needed yet, but will if I do, and appreciate the opportunity | 1 |
| Have not needed. | 1 |
| Have not written a paper for this semester. | 1 |
| Have not yet had to write a paper. | 1 |
| Haven't had a need to | 1 |
| Haven't had a need. | 1 |
| Haven't had the need for it. | 1 |
| haven't had the need to use them yet | 1 |
| Haven't had the time | 1 |
| Haven't had to have a paper reviewed. | 1 |
| haven't had to yet | 1 |
| haven't had to yet, but plan to very soon! | 1 |
| Haven't need to go there yet | 1 |
| haven't needed | 1 |
| Haven't needed | 1 |
| haven't needed it | 1 |
| Haven't needed it so far. | 2 |
| haven't needed their services yet | 1 |
| Haven't needed to | 1 |
| haven't needed to as of yet | 1 |
| Haven't needed to use it. | 1 |
| Haven't needed to yet. | 1 |
| Haven't needed to. | 1 |
| Haven't needed yet | 1 |
| Haven't really needed it - when I did I didn't know where to go for it | 1 |
| Haven't struggled | 1 |
| Haven't Used | 1 |
| Havent had time to make an apt | 1 |
| Havent needed to just know where they are. Will have to use them one day | 1 |
| havent used this service | 1 |
| Heard of writing centers through Collin e-mails. | 1 |
| I'm already a decent writer | 1 |
| i'm already a strong writer/ i don't require a stranger to look over my papers. | 1 |
| I'm not sure what this place actually does besides being a place to write?? | 1 |
| I've had no need to use it. | 1 |
| I've had no need to use this center at this time | 1 |
| I've never bothered going, although it sounds very useful | 1 |
| I've never needed assistance on writing a paper. | 1 |
| I am a good writer | 1 |
| I am already proficient in English. | 1 |
| i am not currently taking any courses that need that requirment | 1 |
| i can handle my own writing and friends' comment of being not very helpful | 1 |

Writing Centers

| | Frequency |
|---|-----------|
| I can write reasonably well already | 1 |
| I did not need it. | 1 |
| I did not need to use it. | 1 |
| I didn't have time to have my paper reviewed | 1 |
| I didn't need it | 1 |
| I do not need help with my writing. | 1 |
| I do not need this service at this time. | 1 |
| I don't go to the campuses! | 1 |
| I don't have a need for them at the moment. | 1 |
| I don't have time to get my papers checked, and writing's my best skill. I'm generally enough for editing my papers, although it would be nice to have time to go there. | 1 |
| I don't know why | 1 |
| I don't need help with writing | 1 |
| I don't want to go. | 1 |
| I dont know | 1 |
| I get nervous when others read what I write. | 1 |
| I had a class nearby the writing center, hence I was aware of it, but didn't need their assistance | 1 |
| I had no need for these services. | 1 |
| I had textbooks and the Internet as references. | 1 |
| I have a degree in English and don't feel a need for these services at this time. | 1 |
| I have math on tues and thurs, and it seems that is when the classes or whatnot are held. | 1 |
| I have my family check my papers. | 1 |
| I have no need for it. | 1 |
| I have not felt the need to seek help with writing. | 1 |
| I have not had the need to use this program | 1 |
| I have not needed their service as of today | 1 |
| I have not needed them. | 1 |
| I have not needed this service | 1 |
| I have not yet taken any classes that involve writing. | 1 |
| I haven't had the need for this service | 1 |
| I haven't had the need to go to the writing center yet, but I probably will in the future. | 1 |
| I haven't needed help with writing | 1 |
| I haven't needed it. My writing was good before coming to College. | 1 |
| I haven't needed ro | 1 |
| I haven't needed the services of the writing center. | 1 |
| i haven't needed them yet | 1 |
| I haven't needed to | 1 |
| I just learned of this service however I do plan on taking advantage now that I have knowlage that I am able to use its | 1 |
| I never had the need to, I am so used to writing essays that I feel confident revising my own papers/ having peers or family scanning it over for mistakes, and still get at least an A or B. | 1 |
| I see email about this all the time. | 1 |
| I went to check it out , But they had a long list reserved. And if i needed help then or there i would of had to put my name on a list. | 1 |
| I will be very soon | 1 |
| I will be visiting soon | 1 |
| I will likely take advantage of this later on in the semester when my lengthy research papers are due. | 1 |
| I will not be using the writing center until mid april for my final paper | 1 |
| it'd difficuklt for me to make an appointment | 1 |
| It doesnt work with my scheduleing between work and school. | 1 |
| just haven't gotten around to it | 1 |
| know what i am doing | 1 |
| My assignment is not due yet, but I plan to use it in the near future. | 1 |
| My teachers provided me with all of the help I have ever required. | 1 |

Writing Centers

| | Frequency |
|---|-----------|
| n/a | 5 |
| N/A | 2 |
| na | 1 |
| Na | 2 |
| NA | 2 |
| never choose to do it | 1 |
| Never had to | 1 |
| never had to use | 1 |
| Never had trouble writing. | 1 |
| never needed | 2 |
| Never needed | 2 |
| never needed help with my writing | 1 |
| Never needed the assistance. | 1 |
| Never needed them | 2 |
| Never needed to. | 2 |
| never went there but was told about it | 1 |
| no | 1 |
| no composition classes semester | 1 |
| No english class this semester | 1 |
| No identified need to use this service up to this point in time, | 1 |
| no mneed | 1 |
| no need | 18 |
| No need | 20 |
| No Need | 1 |
| No need at this time | 1 |
| no need for it | 1 |
| No need for it. | 1 |
| No need for them | 1 |
| no need for this | 1 |
| No need this semester. | 1 |
| no need to | 2 |
| No need to | 1 |
| No need to at this time. | 1 |
| no need yet | 2 |
| No need yet | 1 |
| No need. | 2 |
| No need. (My English credits were covered in high school.) | 1 |
| no reason in particular | 1 |
| no time | 1 |
| No time | 1 |
| Not at school. | 1 |
| not available for night student and working full time | 1 |
| not convenient with my work schedule | 1 |
| not desired | 1 |
| Not enough help is provided, instead they make one feel inferior. | 1 |
| not enough time | 1 |
| Not in a writing course | 1 |
| Not in need at this time | 1 |
| Not necessary | 2 |
| not necessary. | 1 |
| not need it | 1 |
| not needed | 9 |
| Not needed | 7 |
| Not Needed at this time | 1 |

Writing Centers

| | Frequency |
|--|-------------|
| not needed so far | 1 |
| Not needed this semester | 1 |
| not needed yet | 1 |
| Not needed. | 3 |
| not sure what i need to do and never know when they are available | 1 |
| Not sure what this is/why this is important? | 1 |
| Not sure when/where they are located, unsure exactly what they are for or how to use them. | 1 |
| not very available to me | 1 |
| Not Yet Needed | 1 |
| not yet. | 1 |
| plan on using at a later date | 1 |
| pretty good at writing myself | 1 |
| Procrastination/ avoiding. | 1 |
| same as tutoring | 1 |
| The waiting process is somewhat long and the time is not a convenience for me | 1 |
| The writing I do for class is familiar to me, so the center was not needed | 1 |
| They are always busy | 1 |
| time is inconvenient for me | 1 |
| time issues | 1 |
| timeframe | 1 |
| Too busy I work a full time job. | 1 |
| Too lazy to bother with it. | 1 |
| Unable to get an appointment before due date | 1 |
| Unneeded. | 1 |
| Used it two semesters ago. | 1 |
| was not needed | 1 |
| work and school schedule did not allow time to take advantage of writing center | 1 |
| worried about the feedback I will receive on my papers | 1 |
| Writing skills are strong | 1 |
| Total | 1100 |

Any additional comments or suggestions

| | Frequency |
|---|-----------|
| Did not respond | 982 |
| Absolutely hate Collin advising, never been told so many wrong things. | 1 |
| advising and admission and financial aid take long time in line when school starts. And sometimes bookstore too. | 1 |
| Advising needs a lot of work! They suck and are not helpful. | 1 |
| Advising needs more advisors. The parking lots should be larger or sound be organized differntly. The library is great. The school is always too cold! Cafeteria should have healthier food and the food that comes from Outtakes should have nutrition facts and should say what is in the food, not just "chicken wrap" for example. | 1 |
| Although my primary campus for Fall 2011 was Spring Creek, I am generally at Central Campus. My comments were directed there. | 1 |
| Always the staff at Collin have been incredibly courteous and helpful. It must be a great place to work. | 1 |
| Am hoping that I will only need two classes during Fall 2012 so as to finish my degree. (Am taking six classes this semester with full work load.). Therefore, I marked that I would take less than 12 hours. | 1 |
| Assuming the last few questions were based upon my fall 2011 status, I answered the questions accordingly. I was still a high school student in the fall of 2010 | 1 |
| Biggest issue is with the financial aid office. They lack communication and people skills. I have never had a good experience here unless I had the dean involved. I would never reccomend this college for someone using financial aid because of the slow system process and things not getting done on time on your part. And the "I don't knows" from the staff are unacceptable. The rudeness from the staff is awful and irritating. | 1 |
| Change aware off to aware of and update your enrollment year from 2010 | 1 |
| Collin College has a lot of opportunities and support programs. - thank you | 1 |
| Collin has been great in every regard that I can think of, with the exception of the Advising Office. I generally found it a waste of time to go there because often people did not seem to know answers to questions, either by indicating just that or answering in vague, non-committal fashions... and I basically self-advised throughout my time at Collin. | 1 |
| Collin has more group projects than I've ever heard of or experienced at a school. I agree with the benefit they bring to someone's career, but this is a community college. Most of the people attending are students who live at home with their parents, don't work, don't pay bills, and don't uphold responsibilities. Therefore when it comes to group project they could really care less about the outcome because they know someone else cares about their grade and will have to do all the work for them. In the work field you get paid and specific jobs are assigned to those who work in a group or team. Failure to uphold your part of the project results in termination. Whereas in school you just make a bad grade, fail the class, take something else. | 1 |
| Could advising, aid, admissions, bookstore, etc. have a few weekend hours? | 1 |
| Did not know of the science study area in the library. Would have been very useful in my biology classes to be able to study slides. Maybe have your science professors tell their students about it. | 1 |
| Extend the Testing Center's hours, or allow online students to take their test or exams online through Blackboard. | 1 |
| Extention on students academic years is overwhelming and incurring too much tagged on tuition and finances. I have been attending Collin for 4 years and I am just now beginning my major. I graduated with my Assoc. of Science with Cum Laude status in 4 years, partly because of the extra classes I was informed I had to take when in fact I did not, and mostly due to having to take remedial classes in the beginning before taking pre-req, then pre-reqs before moving into my required classes. This set me back 1 1/2 years. | 1 |
| For bookstore, wish PRC campus can buy used books , too like spring creek campus does. | 1 |
| Get a better online system then the current student portal. | 1 |
| get more staff for advising, or have longer hours | 1 |
| Good college with lots to offer | 1 |
| great campus! | 1 |
| Have enjoyed instructors and content of every class taken at the Spring Creek Campus. | 1 |
| Hope this helps your survery out. :) All information was legit. | 1 |
| I've had a great experience at Collin. It was a great way to jumpstart my bachelor's degree. | 1 |
| i am not aware of some of the services like the job, careers, and the mentor services. it should be mailed or emailed when enrolled. emailing a student packet would be great. you have to make the information for things using email, social networking etc... you can spam me all day about fields of study, but nothing that would really benefit me like mentor, job, and career information. | 1 |
| I am unclear as to why it was asking me about myy status as a student in the Fall of 2010 | 1 |
| I am very happy with all the services Collin College provides especially since the tuition makes getting an education that much more obtainable. Thanks to all parties involved! | 1 |
| I answered the final set of questions with regard to Fall 2012 as I was not a student in Fall 2010. | 1 |

Any additional comments or suggestions

| | Frequency |
|---|-----------|
| I attend the CHEC and I want to say how clean that building ways is. It makes me very proud to be able to use that building. I would however, like to recommend getting outdoor parking lot lights for the Northside of the CHEC. Taking night classes there, it's scary going to your car at night because there is no lighting. | 1 |
| I believe the dates were supposed to say 2011 or 2012, I wasn't here in 2010 but thought it was just a mistake so I marked that I was. Good idea to have this survey. It would be nice if someone from financial aid would sit with you and tell you step by step exactly what you must do. So hard over the phone- same with registration. Would be nice if you could register (especially the first time) in person. I did not realize for quite a while that career services existed- maybe advertise it more because it was very helpful. | 1 |
| I feel that the advising staff is incompetent, rude, unhelpful, and rarely ever know what they are talking about. I never wanted to waste my time "getting help" from advising because they never knew what to do and I often got wrong information. | 1 |
| I find it a little scary to walk through the Spring Creek atrium and cafeteria. A trip through the central hub of Spring Creek would discourage me from ever donating to the system. This is supposed to be an environment of higher learning, not a corner in the 'hood. Perhaps "Student Life" should engage in elevating the campus culture to that of a college. | 1 |
| I find that there are many programs I could use, but know nothing about. Cougar web is cumbersome and hard to find information in. | 1 |
| I have been at the Preston Ridge campus for 2011/2012 enrollment. I prefer the Spring Creek campus. The layout of PR is much less student friendly than SC. While PR is setup to resemble a university campus, SC provides a more student friendly environment. | 1 |
| I have enjoyed my time at Collin except for a few bumps along they way. I plan on transferring up to the McKinney Higher Education Center to complete my BOS with TWU. | 1 |
| I have enjoyed my time at Collin. One a whole, it is very well run. I think that many professors as well as fellow students frown down upon "non-traditional" students, which is interesting since our effort of work is typically higher than the younger student. | 1 |
| I have had a great experience at Collin College so far! The only problem I have ever encountered is Collin's advisors not being helpful at all. | 1 |
| I have really enjoyed my time at Collin College. I will be graduating this semester and will be proud to be alumni. My teachers have been phenominal. THEY have supported me in all of my academic endeavors. I could not have completed my AA without their help. | 1 |
| I like this college. | 1 |
| I love everything about this school but the advising is a real pain sometimes! Waiting 30mins to an hour (i don't mind waiting) for the adviser to give you information that has nothing to do with your degree plan. One adviser was so unemotional that I felt dumb about asking her a question, I guess it's more lack of compassion. Every time I go into advisory office I come in with an open mind and open heart but I leave the office still confused. However, there is one lady that is brilliant but fate lets me get her every blue moon! Other than that AMAZING STAFF! | 1 |
| I really enjoy attending Collin - thanks for all you do and offer! | 1 |
| I really enjoy Collin college. It was a good experience for me. Class 2012 | 1 |
| I really like the way Collin handles advising and admissions. I also like CougarWeb's functionality. I've dealt with a lot of other colleges and Collin's staff and process is top notch. | 1 |
| I really think that the math labs for the developmental classes should be extended to the weekends especially for Sewell's class. It is ridiculous to think that with the cost of gas unemployed people who have returned to college to complete a degree or earn one can afford this constant trek back and forth. Weekends should be included as well as more evening labs. | 1 |
| I really wish the advisers didn't suck so hard. I really need some LEGIT advice about how to go about switching from a degree in teaching HS Math, to getting a Major in Math and a Minor in either History or Science...something I enjoy...So that if/when they cut teaching jobs again, I can have a job in another field in the blink of an eye. Not to mention, I've TOLD THEM EVERY TIME I'VE GONE, THAT I WORRY THAT I WILL LOSE MY JOB DUE TO MY OPINIONS AND MY LOUD MOUTH (it's not the kids, it's the system, the state testing, the bs that teachers are limited in, or required to do that is utter BS). I have considered being a mechanical engineer. Yet, the "best" advice I've gotten is to still do all my math electives. Well, duh. But the best I can guess is to major in math. that will cover me either way. I don't know where to go from there. I feel that they know how to go dig me up a piece of paper and shoo me out the door. The fact they get paid for that and get the title of "college adviser" sucks. They should be called "reverse file clerks", since they can go find a piece of paper in a filing system and hand it to me. Yes, it is irritating. | 1 |
| I think it would be nice of the campus would provide a level field for archery class. It's a wonderful physical education class, but the sloping/flood plain field(ditch) that we are currently using at Spring Creek Campus is extremely inhospitable to beginner archers. | 1 |
| I think that we need more restaurants in the campus. | 1 |

Any additional comments or suggestions

| | Frequency |
|---|-----------|
| I think the school, as a whole, should have more activites that involve the student body. It doesn't seem to me like there is a unity among the students, and although this isn't a university, I believe everyone would like to have the sense of school spirit, and an easier opportunity to meet new people. Besides basketball and tennis games, it doesn't seem like there are any other opportunities for the whole school to come together. | 1 |
| I wish Collin offered a Bachelor's Degree that was not tied to and complicated by other Universities. I have had a great experience and actually will have my AA in May 2012 after 15 years of trying to graduate. I will miss going to Collin! | 1 |
| I wish there was a wider range of classes offered during the MayMester and more time slots available particularly for sciences over the summer semesters so that I could take more classes, without every possible option having a time conflict that prevents registration. | 1 |
| I would assume you meant for the previous questions to be answered in regards to the Spring 2012 semester, instead of Fall 2010? My answers reflect the correct Spring semester. I attend one class at SCC and one at PRC. SCC is in dire need of additional parking. For the working student as myself who travels from work on the Plano/Carrollton border to SCC, I do not have 15+ minutes to locate and hunt down a parking spot in addition to driving to campus and making it to the classroom on time. | 1 |
| I would like for somebody to take the time to optimize the collin.edu webpage. Somehow, I think the way it is written (scripts or something) is slowing down the site a LOT. I know several people who are professional web programmers, and I have studied quite a bit of web programming, and we all have decided the site is unreasonably slow. I also think that Blackboard needs to be more of an official online access suite. Many of my teachers either refuse to use blackboard, or don't know how to use blackboard, even when there is some online material required for the course. It is also extremely slow. This could be, in part, due to latency or slow servers, but I think that there is a way to fix these problems, regardless of that fact. I understand that it is highly unlikely that you will read this, but if you do, please take what I've said into consideration. Thanks if you've managed to get through this. | 1 |
| I would like to have information about certain profs before starting classes. I have had problems with certain professors and it was too late to withdraw. Money was lost and grades. | 1 |
| I would like to see a single unit gender neutral restroom available for transgendered students on campus. This would also serve as an additional handicap restroom. | 1 |
| I would like to the writing center have more time opened. | 1 |
| I would really like to see the science den at the mckinney campus improved since this is the main health care campus. | 1 |
| If this is a survey for Spring 2012, why are there questions regarding my status, etc. regarding Fall 2010? If that is the time frame intended with those questions, there should be a space to mark "not enrolled at that time." | 1 |
| if you want more specific ideas that could help student better please get a hold of me mdavies1@collin Just so you know i dont care if you know who I am. | 1 |
| In the Spring of 2012 my primary campus was spring creek which was what I used to fill out the survey. I am a full time student this semester who is also working part time. | 1 |
| It would be beneficial for students to know exactly what the details (exactly what kind of projects and how many papers or activities) of a class is before they register, since students may only drop six classes in Texas in total. If they work-load is too great, but the student had no idea till after the class started (or before the class started and dropped the class), it is not fair to disallow him to get a strike on his record because he had to cancel the class. Having a thoroughly-explained syllabus/curriculum before signing up for a class will help in preparing for the class and can help a student succeed more than when he blindly enters a class and is expected to do what he can, even if it costs him his grade. Thanks for the survey. | 1 |
| It would be so nice if people could answer the question that are ask of them. It seem there could be a lack of focus on many levels. | 1 |
| Library staff are immensely helpful, knowledgeable, and are an asset to Collin College!! | 1 |
| Live long and prosper. ^ • • ^ | 1 |
| Love collin college, maybe more books on supernatural in cpc library. | 1 |
| More direct help when it comes to advising students. | 1 |
| Most of the dates on this survey dealt with 2010 | 1 |
| Most problems I see are staffing levels. It is very difficult to get into the Writing Center and the admissions staff is usually only 1 to help the line and 1 to help the phone. That is very frustrating when we are trying to get issues handles so we can then register for classes. | 1 |
| My encounters with service/support staff at Spring Creek Campus are positive. The staff at SCC are friendly, knowledgeable, and helpful. On one occasion, I felt I should have gotten a little more guidance from Advising. | 1 |
| N/A | 1 |
| None | 2 |

Any additional comments or suggestions

| | Frequency |
|---|-----------|
| One of the best improvements this College could have is more online classes for those who want to get a degree without the trouble of coming to class at night. I have been taking classes on line for the past few terms and noticed that for the most part it is the same thing over and over. Wimba is a great tool that should be utilized to teach those who can't attend an on campus course. I know other College's are doing it we should to. I know it would do well for all concerned. Thanks | 1 |
| One thing I noticed about the science labs- they don't remove equipment that isn't needed. | 1 |
| Out of the three colleges that I have attended, this one is the best. I feel that the staff really make a difference in the experience that a student has when going to college. Thank you for caring enough to provide everyone with a positive scholastic experience. It really means a lot. | 1 |
| Over all I not real pleased with Collin College .It's considered a means to an end. | 1 |
| Over all spring creek is a very unorganized campus that is nothing but frustrating to students, especially when transferring and dealing with transcripts. I was very unsatisfied with my entire time at Collin Spring Creek. I do enjoy the CHEC campus but I feel like that is because I am dealing with TAMU-C and not Collin. | 1 |
| Overall great experience. The cafeteria at SCC needs more attention in keeping clean - tables and floors etc. Also a GOOD Coffee machine that works is truly needed. Also later hours are needed for the cafeteria. .as many students have needs later in the evening :) | 1 |
| Please we need the writing center to be available | 1 |
| Please prepare before the semester begins to be fully staffed during the registration process. It will cut down on the excessively long lines and disgruntled students. | 1 |
| Please tell the man in the bookstore to put a smile on his face. I wish I knew his name but he's always there in the mornings. | 1 |
| Preston Ridge Campus needs some serious student relationship training. The admissions and advising staff are not welcoming or friendly. | 1 |
| Really miss the discounted tuition for over 55 students. Love being back at school. Great employees and professors there at Spring Creek Campus. I am having a wonderful college experience even though it has taken me all these years to get there! | 1 |
| remove pre-cal as a prerequisite for calculus | 1 |
| Restrict use of custom textbooks to a strict set of clear justifications and as a general rule use only standard editions. Also if the bookstore stocks loose leaf textbooks they should also BE REQUIRED to offer the hard bound edition. The loose leaf books are printed on thin paper and rip out easily. For science books, they may be needed for years as students go on to higher levels of study as a reference. Nobody likes them. | 1 |
| RHIT program director says you MUST take at least 3 classes - this is ridiculous - as a non-traditional student that works full time and attends classes on-line - which are basically self-tech classes, that in turn are more time consuming to learn on own Also one of the on line pre-reqs is practically impossible to get into BIOL 2404 - class is full by the end of the first day of registration - and class has not been offered in summer, weekend or even at Spring Creek Campus - I am very dissatisfied in the way the school try's to accommodate the non-traditional students | 1 |
| Services are wonderful at the college but some hours are not conducive to evening and weekend students. | 1 |
| Since Fall 2010 my experience at Collin has grown in many positive ways and I now prefer the Central Park Campus. All staff at Collin is wonderful and I have high hopes for this school as I am a prospective Nursing student and have achieved an Associates of Science through Collin. Keep up the good work and dedication for improving student's college road - make some changes regarding Advising and open up the library longer and cafe at CPC :) thanks for all you have done! I spent an entire semester working on a Portfolio project in regards to amending certain aspects of the college if you wish to review them - my personal email is lynn.melton@aol.com and my school account is mmelton2@cougarmail.collin.edu - furthermore I do not object to simply submitting the portfolio rather than reviewing it in person if you would like to read what a student has to offer for campus improvements don't hesitate to contact me @ 214-708-2643. thanks again! | 1 |
| Since you are asking: I have found accommodations for evening/working students lacking in some ways. There are very few evening classes offered for the sciences. It is difficult for a working adult to get to class by 5:30. Only one class was offered later than that this semester for Microbiology. Therefore I am forced to drive all the way from Wylie to Frisco because there was no other option at Spring Creek. I have also been invited numerous times to take Honors classes. However at the time I needed certain basic classes they were not offered in the evening/weekend or online. I would love to see more options for your older working students so that they may participate in certain campus activities. Thank you. | 1 |
| Some classes just SHOULD NOT be done on hhte internt. Most people I talk to say they hate web classes | 1 |
| Some record and admission personal need to be more nice ! | 1 |
| Staff should be more courteous | 1 |
| The 2010 information requested seems odd, since we are in the year 2012. I would have expected questions relating to the current, or most previous year. | 1 |

Any additional comments or suggestions

| | Frequency |
|---|-----------|
| The Access office has provided wonderful service, they are very sweet and very kind patient advisors. I love the mathlab here at central park, I have never been so impressed with better teaching tutoring help them I am with them. | 1 |
| The classes her are good, but the student services are manned by people who don't seem to care. | 1 |
| The desk/chair combo used in the spring creek campus are unbelievably uncomfortable. For someone of my height and size a standard chair like that is like fitting a square peg in a round hole, and it's not fun for the 14 hours I have to remain seated for my weekend courses. | 1 |
| The email said this would be a 5 minute survey. It took twice that time. | 1 |
| The instructors I encountered at this school are horrid! They are rude and unhelpful. I will not be attending this college any time in the future. I am ashamed that my communities' tax dollars are even spent on this place. | 1 |
| The last few questions related to Fall 2012. I didn't attend Collin in fall 2012. | 1 |
| The on-line registration classes fill up very soon and there are not many options available for a long time. Maybe leave the on-line registration open 2 or 3 days more. | 1 |
| The only major (and somewhat unrelated) suggestion I would make relates to registration: please reconsider the 15-student minimum enrollment for courses. It ensures that practically all honors courses at CPC are cancelled every semester, since it is a smaller campus and thus will automatically have fewer students in its honors courses--even if it's just 13 instead of 15. The rule really is not fair at all, as an honors course at 2/3 capacity will still be cancelled while an ordinary 35-student-max course goes through at only half capacity. It also does not take into account that each campus has a varying number of enrolled students and thus not all campuses have equal numbers of honors students. The 15-student-minimum thwarts CPC's honors students despite their hard work, because as our courses keep getting cancelled, it becomes impossible to get in 12+ credits of honors courses without having to pay extra to retake courses we have already learned from and made A's in. The result is that we can't graduate with honors despite our best efforts, nor can we qualify for honors opportunities at universities that require at least 12 credits of honors courses. If the 15-student minimum can't be reconsidered for all courses, please at least make an exception for honors courses. It would greatly help the best and brightest students at the college. | 1 |
| The only real complaint I have is that the bookstore and the advising,record,and registrars offices are closed after 4:30 on some days. An evening student has to work real hard at getting in to see someone. Or they can make a special trip out to the campus on a day off etc. | 1 |
| The PRC campus is very beautiful, the architecture is gorgeous and I really like it. I have been to 3 other collin campuses and PR campus is by far the best | 1 |
| The science den at the Preston Ridge campus was very helpful. | 1 |
| the staff needs to remember that they are supposed to be here to help students. the journey to success is hard enough as it is. the attitude some of these people have is rediculous. I guess they forgot how they got where they are at. the rude, disrespectful, inconsiderate employees should consider pursuing other careers. the writing center, advising, and kitchen staff are absolutely amazing! I will miss the spring creek campus when I transfer. | 1 |
| there were questions asking about 2010 school year. a mistake? | 1 |
| Think about changing advising to appointment based in a more private atmosphere. I think that treating advising less like a help desk would allow for better advising and perhaps debelop better advisors. | 1 |
| This hasn't have anything to do with services but rather programs we have to use for courses. I registered for courses and 3 out of my 4 courses require online work. I wasn't aware id be taking N online class as well. Its an inconvenience because I do not have a computer and do not have internet access. I use the computer labs but I can only stay there for so long due to time. Who can I discuss this issue with? And will there be a change? | 1 |
| This is my first class taken at CCCC. I am very impressed with staff. I spend a lot of time in math lab. However, I wish hours were extended in the evening for full time working students. | 1 |
| This semester I was told you had to have proof from like a doctor in order to take your math tests in the math lab. I'm in college algebra. I think this is wrong. I could have gone to the doctor and gotten proof that I would benefit from taking my tests in a more relaxed, non time restraint time period but I thought I would try to take it in class. I will give my professor the benefit that she makes sure the class is very quiet and people exit very quietly. | 1 |
| This survey references 2010 school year..... I was not enrolled at Collin College in 2010. Is this an error in this survey????????? | 1 |
| This survey was not 5 minutes as indicated in the email. Also the last few questions ask about FALL 2010. You may want to fix that. | 1 |
| under working add 40 or more hours to the choices | 1 |
| We are so fortunate to have Collin College. My daughters attended as well as myself, and I feel that we obtained an excellent education and good backgrounds to transfer to universities. We've all graduated from Texas universities and I continue to attend classes at Collin to pursue another degree. | 1 |

Any additional comments or suggestions

| | Frequency |
|---|-------------|
| Wireless internet is horrible and often will not connect throughout the building. If students have serious issues, the red tape required for them to talk to anybody is nonsense, where each person seems to not communicate at all with the previous person to have some sense of cohesion, nothing seems to happen upon meeting with several people, and no one responds or updates students to their concerns. Students are leaving this college and going to other ones because of these administrative issues that remain unaddressed. | 1 |
| Wish there is a weekend nursing program | 1 |
| Would like see a healthy alternative to the curly fries at same price and amount of food when money is short all I can afford to eat is the curly fries which are very unhealthy so often I don't eat them but can't afford the healthier choices so would be nice to see healthier alternatives at some reasonable prices | 1 |
| Yaaaay! Survey. The botany classes aren't running anymore, this is very sad. The greenhouse at SC hasn't been operational in a long time, this is sad too. All new students should be required to attend orientations for their chosen major 'and' each semester to evaluate classes and keep them on track if possible. I'm graduating in May 2012 and I still have no blessed idea if what I'm doing is right. I never attended an orientation and didn't find out they existed until my third semester at SC Campus. I know information is online and in various offices, but I would have appreciated a big welcome packet of some kind when I started classes in 2009. Something written not as a list, like the catalogs, but as lengthy explanations of available services and possibilities... such as... bus routes, orientations and why they're important, the cafeteria, student life, information on all school offices in a handy carryable student resource. Instead it's all over the place or hidden in some arcane catalog. Also, what about coupons or discounts for high GPA students? Something like, cafeteria food, or cheap toys that say "good job?" Tacky, maybe... but a nice reminder too. And why is registration open to all students by hours and not GPA? High GPA students are much, much less likely to drop classes... so why not let us register before anyone else after about 40hrs completed? I can't tell you how many times I've tried to register for classes only to have them fill up before I could... and then HALF of the students in the room drop out by midterms, but by then it's too late for me to get in. Very frustrating. My effort and good grade should have some visible benefits to the school, but it doesn't. | 1 |
| Total | 1100 |