

**Collin College**  
**Educational and Support Service Units**  
**Survey of Student Satisfaction Report**  
**Spring 2021**

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## SURVEY RESPONDENT

Table A.1. *Current Primary Campus*

<i>Campus</i>	<i>n</i>	<i>%</i>
Allen Center	8	1.6%
Frisco Campus	63	13.0%
McKinney Campus	82	16.9%
Online Only	199	40.9%
Plano Campus	105	21.6%
Rockwall Center	1	0.2%
Technical Campus	12	2.5%
Wylie Campus	14	2.9%
Other*	2	0.4%
<i>Total</i>	<i>486</i>	<i>98.4%</i>

\*For details on "Other" see Table A2.

Table A.2. *"Other" Locations Specified*

<i>Other Location</i>	<i>n</i>	<i>%</i>
"I just transferred."	1	50.0%
"Wylie and Plano Campuses"	1	50.0%
<i>Total</i>	<i>2</i>	<i>100.0%</i>

Table A.3. *Current Student Status (May select multiple)*

<i>Classification</i>	<i>n</i>	<i>%</i>
Day student	316	50.4%
Evening student	161	25.7%
Distance student	109	17.4%
Weekend student	41	6.5%
<i>Total</i>	<i>627</i>	<i>100.0%</i>

Note: Sum of respondent distribution will not equal 100% because students may select multiple or no classifications.

Table A.4. *Age Range*

<i>Age Range</i>	<i>n</i>	<i>%</i>
Under 18 years	13	2.7%
18-22 years	187	38.5%
23-29 years	101	20.8%
30-35 years	47	9.7%
36-40 years	29	6.0%
41-54 years	73	15.0%
55 years and older	34	7.0%
No response	2	0.4%
<i>Total</i>	<i>486</i>	<i>100.0%</i>

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Academic Advising

Table 1. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Academic Advising <sup>1</sup>	448	92.2%
Have used Academic Advising <sup>2</sup>	389	86.8%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (448).

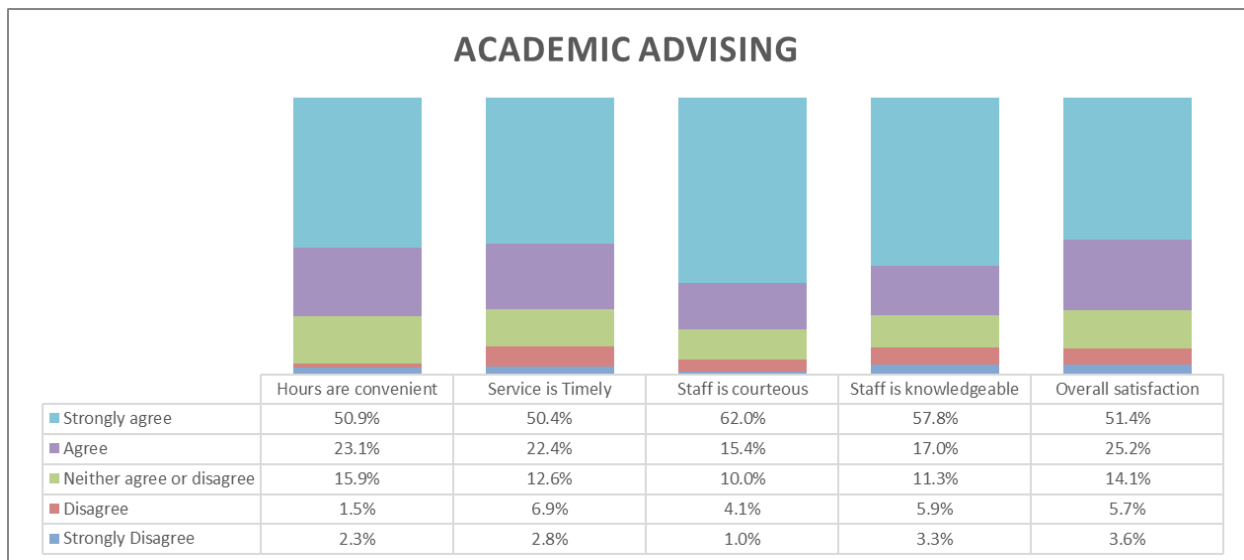
Table 2. Please use a five-point scale to tell us about your experience with the service

Location	Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
			1	2	3	4	5			
Allen Center	Hours are convenient.	Count	0	0	0	1	1	2	4	4.5
		%	0.0%	0.0%	0.0%	25.0%	25.0%	50.0%	100.0%	
	Service is timely.	Count	0	0	0	1	1	2	4	5
		%	0.0%	0.0%	0.0%	25.0%	25.0%	50.0%	100.0%	
	Staff is courteous.	Count	0	0	0	0	2	2	4	5
		%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	100.0%	
Staff is knowledgeable.	Count	0	0	0	0	3	1	4	5	
	%	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%	100.0%		
Overall Satisfaction.	Count	0	0	0	1	3	0	4	5	
	%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%		
Frisco Campus	Hours are convenient.	Count	1	1	9	9	30	3	53	5
		%	1.9%	1.9%	17.0%	17.0%	56.6%	5.7%	100.0%	
	Service is timely.	Count	2	4	8	6	32	1	53	5
		%	3.8%	7.5%	15.1%	11.3%	60.4%	1.9%	100.0%	
	Staff is courteous.	Count	0	0	7	5	38	3	53	5
		%	0.0%	0.0%	13.2%	9.4%	71.7%	5.7%	100.0%	
Staff is knowledgeable.	Count	4	0	7	6	35	1	53	5	
	%	7.5%	0.0%	13.2%	11.3%	66.0%	1.9%	100.0%		
Overall Satisfaction.	Count	3	3	5	8	34	0	53	5	
	%	5.7%	5.7%	9.4%	15.1%	64.2%	0.0%	100.0%		
McKinney Campus	Hours are convenient.	Count	0	1	10	15	34	5	65	5
		%	0.0%	1.5%	15.4%	23.1%	52.3%	7.7%	100.0%	
	Service is timely.	Count	1	8	6	14	30	6	65	5
		%	1.5%	12.3%	9.2%	21.5%	46.2%	9.2%	100.0%	
	Staff is courteous.	Count	3	4	5	9	35	9	65	5
		%	4.6%	6.2%	7.7%	13.8%	53.8%	13.8%	100.0%	
Staff is knowledgeable.	Count	3	8	4	11	32	7	65	5	
	%	4.6%	12.3%	6.2%	16.9%	49.2%	10.8%	100.0%		
Overall Satisfaction.	Count	4	7	6	14	34	0	65	5	
	%	6.2%	10.8%	9.2%	21.5%	52.3%	0.0%	100.0%		
Plano Campus	Hours are convenient.	Count	5	2	12	20	41	3	83	5
		%	6.0%	2.4%	14.5%	24.1%	49.4%	3.6%	100.0%	
	Service is timely.	Count	2	6	12	20	41	2	83	5
		%	2.4%	7.2%	14.5%	24.1%	49.4%	2.4%	100.0%	
Staff is courteous.	Count	1	3	5	15	57	2	83	5	
	%	1.2%	3.6%	6.0%	18.1%	68.7%	2.4%	100.0%		

		<i>Response on 5-point scale</i>									
		(1= Strongly disagree, 5 = Strongly agree)									
Location	Item		1	2	3	4	5	No response	Total	Median*	
	Staff is knowledgeable.	Count	3	6	10	20	44	0	83	5	
		%	3.6%	7.2%	12.0%	24.1%	53.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	5	3	14	21	40	0	83	5	
		%	6.0%	3.6%	16.9%	25.3%	48.2%	0.0%	100.0%		
Rockwall Center	Hours are convenient.	Count	0	0	1	0	0	0	1	3	
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Service is timely.	Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Rockwall Center	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Technical Campus	Hours are convenient.	Count	0	0	1	2	4	1	8	5
			%	0.0%	0.0%	12.5%	25.0%	50.0%	12.5%	100.0%	
Service is timely.		Count	0	0	1	3	4	0	8	5	
		%	0.0%	0.0%	12.5%	37.5%	50.0%	0.0%	100.0%		
Staff is courteous.		Count	0	0	1	3	4	0	8	5	
		%	0.0%	0.0%	12.5%	37.5%	50.0%	0.0%	100.0%		
Technical Campus	Staff is knowledgeable.	Count	0	0	2	2	4	0	8	5	
		%	0.0%	0.0%	25.0%	25.0%	50.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	4	2	2	0	8	3.5	
		%	0.0%	0.0%	50.0%	25.0%	25.0%	0.0%	100.0%		
	Wylie Campus	Hours are convenient.	Count	0	0	2	1	9	0	12	5
			%	0.0%	0.0%	16.7%	8.3%	75.0%	0.0%	100.0%	
Service is timely.		Count	0	0	1	3	8	0	12	5	
		%	0.0%	0.0%	8.3%	25.0%	66.7%	0.0%	100.0%		
Staff is courteous.		Count	0	0	1	2	9	0	12	5	
		%	0.0%	0.0%	8.3%	16.7%	75.0%	0.0%	100.0%		
Wylie Campus	Staff is knowledgeable.	Count	0	0	2	0	10	0	12	5	
		%	0.0%	0.0%	16.7%	0.0%	83.3%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	2	2	8	0	12	5	
		%	0.0%	0.0%	16.7%	16.7%	66.7%	0.0%	100.0%		
	Online only	Hours are convenient.	Count	3	2	27	41	78	10	161	5
			%	1.9%	1.2%	16.8%	25.5%	48.4%	6.2%	100.0%	
Service is timely.		Count	6	9	20	39	79	8	161	5	
		%	3.7%	5.6%	12.4%	24.2%	49.1%	5.0%	100.0%		
Staff is courteous.		Count	0	9	20	26	93	13	161	5	
		%	0.0%	5.6%	12.4%	16.1%	57.8%	8.1%	100.0%		
Online only	Staff is knowledgeable.	Count	3	9	19	26	95	9	161	5	
		%	1.9%	5.6%	11.8%	16.1%	59.0%	5.6%	100.0%		
	Overall Satisfaction.	Count	2	9	24	48	78	0	161	4	
		%	1.2%	5.6%	14.9%	29.8%	48.4%	0.0%	100.0%		
	Other	Hours are convenient.	Count	0	0	0	1	1	0	2	4.5
			%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%	
Service is timely.		Count	0	0	1	0	1	0	2	4	
		%	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	100.0%		
Staff is courteous.		Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Other	Staff is knowledgeable.	Count	0	0	0	1	1	0	2	4.5	
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	1	1	0	2	4.5	
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		

		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
Location	Item		1	2	3	4	5				
Total	Hours are convenient.	Count	9	6	62	90	198	24	389	5	
		%	2.3%	1.5%	15.9%	23.1%	50.9%	6.2%	100.0%		
	Service is timely.	Count	11	27	49	87	196	19	389	5	
		%	2.8%	6.9%	12.6%	22.4%	50.4%	4.9%	100.0%		
	Staff is courteous.	Count	4	16	39	60	241	29	389	5	
		%	1.0%	4.1%	10.0%	15.4%	62.0%	7.5%	100.0%		
	Staff is knowledgeable.	Count	13	23	44	66	225	18	389	5	
		%	3.3%	5.9%	11.3%	17.0%	57.8%	4.6%	100.0%		
	Overall Satisfaction.	Count	14	22	55	98	200	0	389	5	
		%	3.6%	5.7%	14.1%	25.2%	51.4%	0.0%	100.0%		

\*The median is calculated on a 5-point scale by excluding the "No response" category.



## SERVICE UNIT: Academic Advising

Table 3a. *Academic Advising Comments from McKinney Campus*

Ms. Rangel was amazing, always responded on time and with useful information.
Rude, I would rather figure it out myself
I have been helped numerous times in a very friendly & courteous manner. Thank you.
Could be nice and provide follow up and clearer guidance
Online advising is just not as good as in-person and left a lot to desired. there was only so much we could do over email. Aside from her, I was ignored, maybe forgotten, or left in a pile of student names. Answers are curt and always bare-minimum.
After advising I find that I have taken many classes that were not needed and was instructed that I did need them
Most of them are rude and never actually help.
Incorrect information given, extra classes taken that we're not necessary for my degree; pushed back my starting nursing school
Super long wait times
Needs more openings to make sure all students get help when needed
Easy to use and very effective
In some areas I received some conflicting information from various staff members. One staff member gave me some information, and another gave some information that was totally the opposite regarding the same matter.
They guided me in the right direction toward my degree.
Felt like I was led in the wrong direction. Incompetent staff
Everyone was always nice/knowledgeable/willing to help

Table 3b. *Academic Advising Comments from Frisco Campus*

I wouldn't make an appointment with advising for advice on my career path had I known they would just refer me to the Collin website for my own personal research. Specifically, I was looking to be guided in a direction for the upcoming semester and they just told me to look online.
The wait time is way too long during registration week. However, the counselors are quick and awesome.
Service was quick and to the point, and would answer any questions I had. I left feeling great
Very poor customer service
They let me take a bunch of classes I actually did not need. Advising needs to be a bit stronger which led to me unknowingly take classes I did not need, thus wasting my time and money.
Twice I have had a "virtual advising" go into a black hole and never get anything other than an automated response. I have also had advisors tell me I needed classes I didn't need. Three times.
Always received excellent service.
It's okay. They don't really answer questions, they point you to your transcript for the answers.



Table 3c. *Academic Advising Comments from Plano Campus*

Advice was not good to change from AA of Arts to Associate of Science without more discussion as to options and what consequences of both majors would do for finishing and moving forward.
Have never had advisor for career planning or academic planning
Adviser didn't know what classes would transfer over at the University I transferred to. They told me I should go to the school myself. Collin adviser was no help at all
Admissions is not nice. I have attended Collin twice and I have helped my daughter through. I have spoken on the phone with them many times and they are just rude and condescending.
I never get help with what I need, because they seem to be unaware of a lot of things. I felt like they had no idea how to help or answer my questions. They need to know how to use canvas from the students' point of view. I always tell my friends it's like a gamble going in there most times you will get some who doesn't know what to do or you get someone who is extremely knowledgeable about what they are doing but that happens very rarely.
Helpful and quick process
"Advised" me to take the wrong classes for my degree plan
Was steered in the wrong direction multiple times, resulting in lost time and irreparable damage
Addressed all my questions and helped me plan a clear academic plan
I don't really talk with academic advisors because my first impression wasn't the best. I didn't feel like I was heard. I also didn't think that classes were explained well or that the best plan was worked out for my major.
They said I needed to take classes, then to find out they weren't required in my degree plan- waste of time and money.
do better
The text queue was nice, and they were quick to get to the next person, but I never felt rushed when I was speaking with them.
The advisor I visited did not answer my questions and she rushed me out the door. I feel better off now doing my own research.
Great feedback really helped!
always answers any questions I have
Did not give me all the information needed so I have to take an extra semester than I thought originally
I tried for two years to get an advising appointment, I scheduled online, I signed in at the station in the office, I emailed and called the available information to no avail. For two years I was "rescheduled," by which I mean told to leave, ignored, and treated as if I didn't matter. Then one semester (I believe three semesters ago) I realized the system had enrolled me in a class I did not register for, which the advising office claimed was impossible despite the time of enrollment being a time when I was at work, and I decided to just wait at the office and when they told me I would have to come back later insist on being seen immediately. I spoke to one of the

receptionists at the Academic Advising office who told me to drop the class that had already been paid for and register for a different class. I asked her if the tuition money would transfer and she said she did not know. I asked her who my advisor was and she told me students don't have advisors, it is a first come first serve basis. I explained my frustration with this system as I had been attempting to get an appointment for years, and she told me that I wasn't guaranteed an appointment until I was considered a sophomore and "needed one." When I got home from this interaction I realized student registration had closed the previous day and I was unable to do what she had suggested. I called the office number and the person who answered talked down to me as if I was lacking intelligence for not being able to sign up for classes after they had closed. Finally, I got to talk to the assistant dean of students who was absolutely amazing and walked me through the possible solutions for my problem. She is the reason the rating is not a 1. The main takeaway I got from all of this is that if the office is so concerned by the "turnover rates," maybe help students who are continuously asking for it. I have no ill will towards anyone involved in this situation, and I love this college, but I am deeply frustrated by the subpar process for advising. If there are too many students then get more advisors, if advising appointments take too long then assign advisors to specific students or even classes, but PLEASE do SOMETHING different then "oh well, you've been waiting three hours but now our office is closed so try again some other time."

Hours very restricted, always takes a long time to get in, staff when I did get in was snippy.

They need help in servicing people when it's registration time.

Table 3d. *Academic Advising Comments from Wylie Campus*

Very happy with advising experience. But could not make appointments, had to get up early to use Zoom as a waiting room to speak w/ advisor.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Admissions & Records Office

Table 4. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Admissions & Records Office <sup>1</sup>	397	81.7%
Have used Admissions & Records Office <sup>2</sup>	325	81.8%

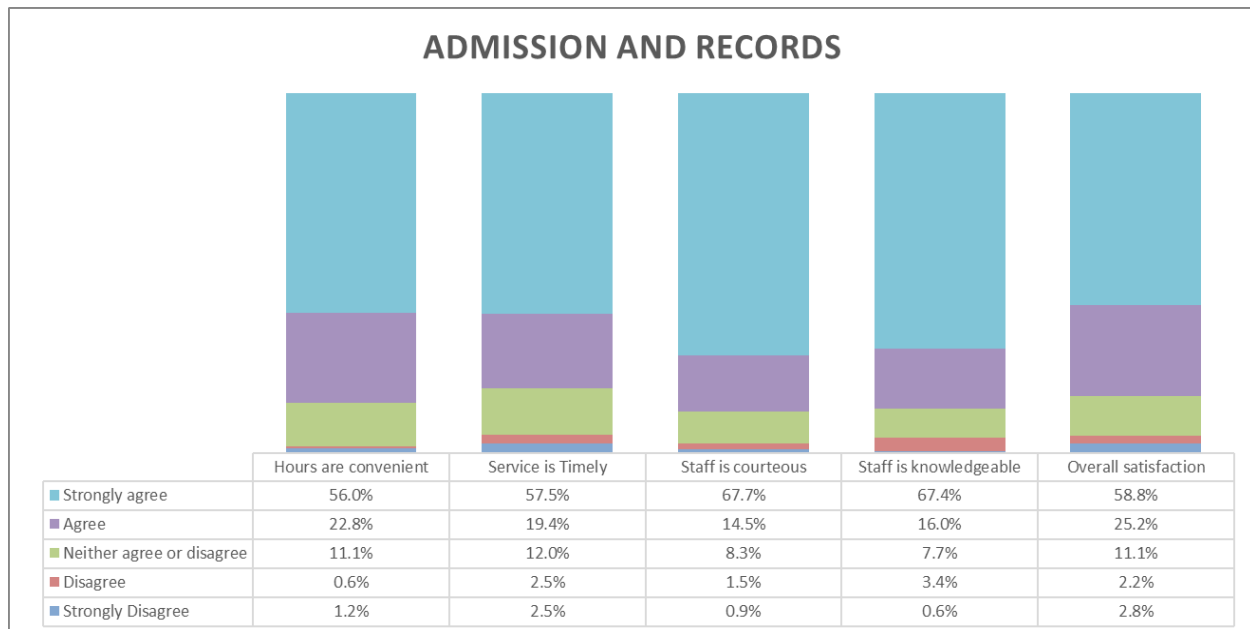
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (397).

Table 5. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	4	2	36	74	182	27	325	5
	%	1.2%	0.6%	11.1%	22.8%	56.0%	8.3%	100.0%	
Service is timely.	Count	8	8	39	63	187	20	325	5
	%	2.5%	2.5%	12.0%	19.4%	57.5%	6.2%	100.0%	
Staff is courteous.	Count	3	5	27	47	220	23	325	5
	%	0.9%	1.5%	8.3%	14.5%	67.7%	7.1%	100.0%	
Staff is knowledgeable.	Count	2	11	25	52	219	16	325	5
	%	0.6%	3.4%	7.7%	16.0%	67.4%	4.9%	100.0%	
Overall Satisfaction.	Count	9	7	36	82	191	0	325	5
	%	2.8%	2.2%	11.1%	25.2%	58.8%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Admissions & Records Office**

Table 6a. *Admissions & Records Office Comments for McKinney Campus*

Every encounter I've had has been great. I've never had a bad experience.
Everyone was always nice/knowledgeable/willing to help
I always have a little bit of trouble accessing these, but I figure it out
If I hadn't emailed every day to check on the status of my application, I don't think I would be a student. I felt completely lost in a sea of students and applicants.
Never had any issues
Very informative and courteous.

Table 6b. *Admissions & Records Office Comments for Frisco Campus*

Confusing. My high school transcripts were lost and I need to submit them again
They don't include GPA on unofficial transcripts.
Very poor customer service

Table 6c. *Admissions & Records Office Comments for Plano Campus*

Always send me transcripts I request super-fast!
quick and helpful!
The bookstore people are always nice
They are impossible to reach by phone during registration.
When I finished my first semester I was a dual credit student but transferring from a dual credit student to a college student was one of the most ridiculous processes ever. I sent my transcripts as soon as I graduated from high school, but there was a lock on my account when I tried to register. I emailed and called the admissions office as well as the registration office and received little help. In an email I explained that I had already submitted my transcript, and I had confirmed that the admissions office that they had received them and they were attached to my file but that the hold had not been lifted. The response i got simply said, "Hey! Looks like you are missing your high school transcripts, please send them to the admissions office to have the hold released." This immediately let me know that whoever had responded never even glanced at the subject line of my email as it included this information. I was disheartened by this treatment, but I eventually got it figured out the day before school started.

Table 6d. Admissions & Records Office Comments from All Campuses

Always very knowledgeable, fast, and polite.
Effective
Everyone I have come in contact with at Collin College has been exceptionally nice and helpful. Any issues I have had have not seemed like issues because they were handled quickly and done right the first time.
Fast and thorough explanations.
First impression of Collin and even supervisors are not knowledgeable on immigration law documents or cultures other than their own.
Getting transcripts processed from other schools was a disaster.
I experienced great customer service the last time I was there in person.
I had a bad experience registering and proving a second time that I've lived in TX for 46 years
I had to call a few times, but everything panned out.
I have had holds that would not lift from transcripts that had been sent 3 times last summer.
I would like more online courses available for the communication design degree.
It took a while to get registered & to have my transcripts processed in. Interactions were not quite as friendly as other Interactions throughout the school.
Most of these services are online and available when I need them. However, when I have had a question and needed to speak with a person, they were always there and able to help me in a timely and very courteous manner.
Still haven't answered my question
They were able to see me within 10 minutes.
Tuition is too expensive for those families who are not as fortunate as others and have to borrow every penny.
Unhelpful with residency classification
Very helpful
Very helpful!
When I started my journey at Collin Collage, my experiences that I had with the admission and registration processes were not good. I had to miss a semester because of unclear and untimely communication. Moreover, all necessary and required information were not communicated and informed at the same time. Every time when I get a response from the admission/registration office, I will be asked to provide something else or additional document. It seems like whenever I ask a question or submit a document, different person respond to my email without looking at the previous correspondence. There should be a system of record from which the admission or registration staff have access to so that they can respond to students with a complete and timely way.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Athletics

Table 7. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Athletics <sup>1</sup>	171	35.2%
Have used Athletics <sup>2</sup>	13	7.6%

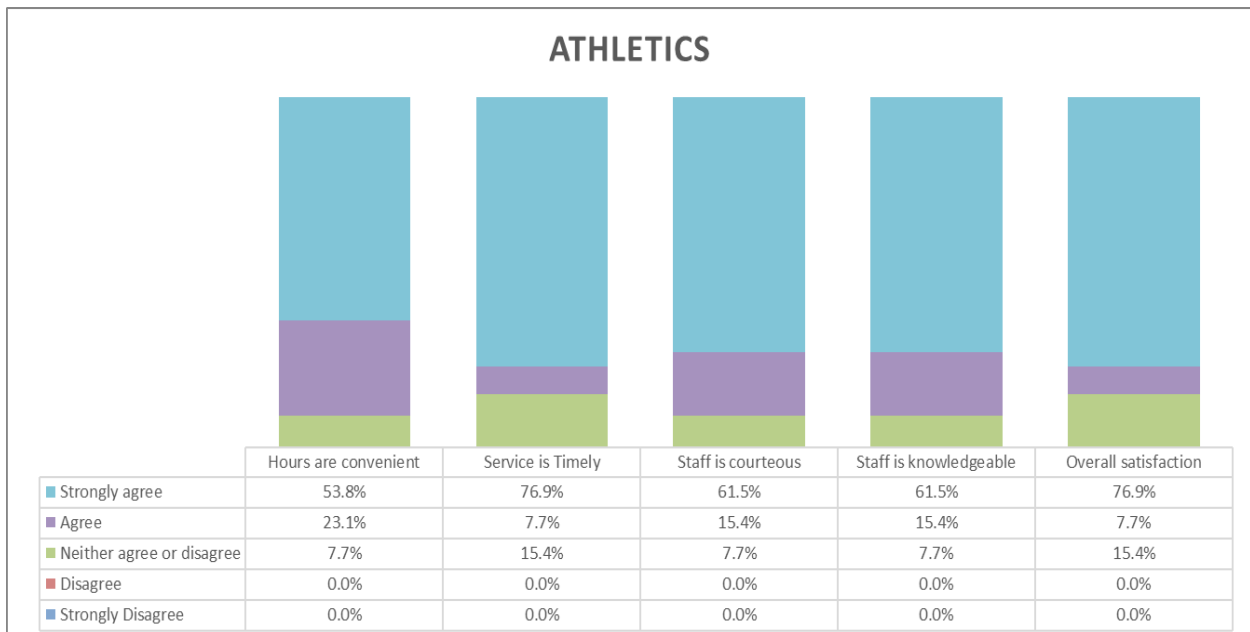
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=171).

Table 8. Please use a five-point scale to tell us about your experience with the service.

Item	Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)						No response	Total	Median*
	1	2	3	4	5				
Hours are convenient.	Count 0	Count 0	Count 1	Count 3	Count 7	Count 2	Count 13	Count 5	
	% 0.0%	% 0.0%	% 7.7%	% 23.1%	% 53.8%	% 15.4%	% 100.0%	% 100.0%	
Service is timely.	Count 0	Count 0	Count 2	Count 1	Count 10	Count 0	Count 13	Count 5	
	% 0.0%	% 0.0%	% 15.4%	% 7.7%	% 76.9%	% 0.0%	% 100.0%	% 100.0%	
Staff is courteous.	Count 0	Count 0	Count 1	Count 2	Count 8	Count 2	Count 13	Count 5	
	% 0.0%	% 0.0%	% 7.7%	% 15.4%	% 61.5%	% 15.4%	% 100.0%	% 100.0%	
Staff is knowledgeable.	Count 0	Count 0	Count 1	Count 2	Count 8	Count 2	Count 13	Count 5	
	% 0.0%	% 0.0%	% 7.7%	% 15.4%	% 61.5%	% 15.4%	% 100.0%	% 100.0%	
Overall Satisfaction.	Count 0	Count 0	Count 2	Count 1	Count 10	Count 0	Count 13	Count 5	
	% 0.0%	% 0.0%	% 15.4%	% 7.7%	% 76.9%	% 0.0%	% 100.0%	% 100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



## SERVICE UNIT: Athletics

Table 9. *Athletics Comments from Plano Campus*

Bad students choice as workers
Positive people
The games are terrific
Very positively
Weight room not open often enough.
Please sell those Collin College Cougar stuffed animals or have given where students can win them. I would like one for my office space please.
Though the gym looks clean and well maintained, I am not going to ANY gym, school or not till because of COVID.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Bookstore

Table 10. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Bookstore <sup>1</sup>	437	89.9%
Have used Bookstore <sup>2</sup>	374	85.6%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=437).

Table 11. Please use a five-point scale to tell us about your experience with the service.

Location	Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
			1	2	3	4	5			
Allen Center	Hours are convenient.	Count	0	0	0	1	2	1	4	5
		%	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%	100.0%	
	Service is timely.	Count	0	0	0	1	2	1	4	5
		%	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%	100.0%	
	Staff is courteous.	Count	0	0	0	0	3	1	4	5
		%	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%	100.0%	
	Staff is knowledgeable.	Count	0	0	0	0	3	1	4	5
	%	0%	0%	0%	0%	75%	25%	100%		
Frisco Campus	Overall Satisfaction.	Count	0	0	0	1	3	0	4	5
		%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%	
	Hours are convenient.	Count	1	1	9	7	32	5	55	5
		%	1.8%	1.8%	16.4%	12.7%	58.2%	9.1%	100.0%	
	Service is timely.	Count	2	2	3	8	38	2	55	5
		%	3.6%	3.6%	5.5%	14.5%	69.1%	3.6%	100.0%	
	Staff is courteous.	Count	1	2	6	7	34	5	55	5
	%	1.8%	3.6%	10.9%	12.7%	61.8%	9.1%	100.0%		
McKinney Campus	Staff is knowledgeable.	Count	2	1	3	7	39	3	55	5
		%	3.6%	1.8%	5.5%	12.7%	70.9%	5.5%	100.0%	
	Overall Satisfaction.	Count	2	2	6	5	40	0	55	5
		%	3.6%	3.6%	10.9%	9.1%	72.7%	0.0%	100.0%	
	Hours are convenient.	Count	0	4	10	14	40	5	73	5
		%	0.0%	5.5%	13.7%	19.2%	54.8%	6.8%	100.0%	
	Service is timely.	Count	0	1	9	12	44	7	73	5
	%	0.0%	1.4%	12.3%	16.4%	60.3%	9.6%	100.0%		
Plano Campus	Staff is courteous.	Count	2	0	3	16	43	9	73	5
		%	2.7%	0.0%	4.1%	21.9%	58.9%	12.3%	100.0%	
	Staff is knowledgeable.	Count	0	2	7	9	46	9	73	5
		%	0.0%	2.7%	9.6%	12.3%	63.0%	12.3%	100.0%	
	Overall Satisfaction.	Count	2	2	8	19	42	0	73	5
		%	2.7%	2.7%	11.0%	26.0%	57.5%	0.0%	100.0%	
	Hours are convenient.	Count	3	5	4	20	44	4	80	5
	%	3.8%	6.3%	5.0%	25.0%	55.0%	5.0%	100.0%		
Plano Campus	Service is timely.	Count	2	0	4	21	52	1	80	5
		%	2.5%	0.0%	5.0%	26.3%	65.0%	1.3%	100.0%	



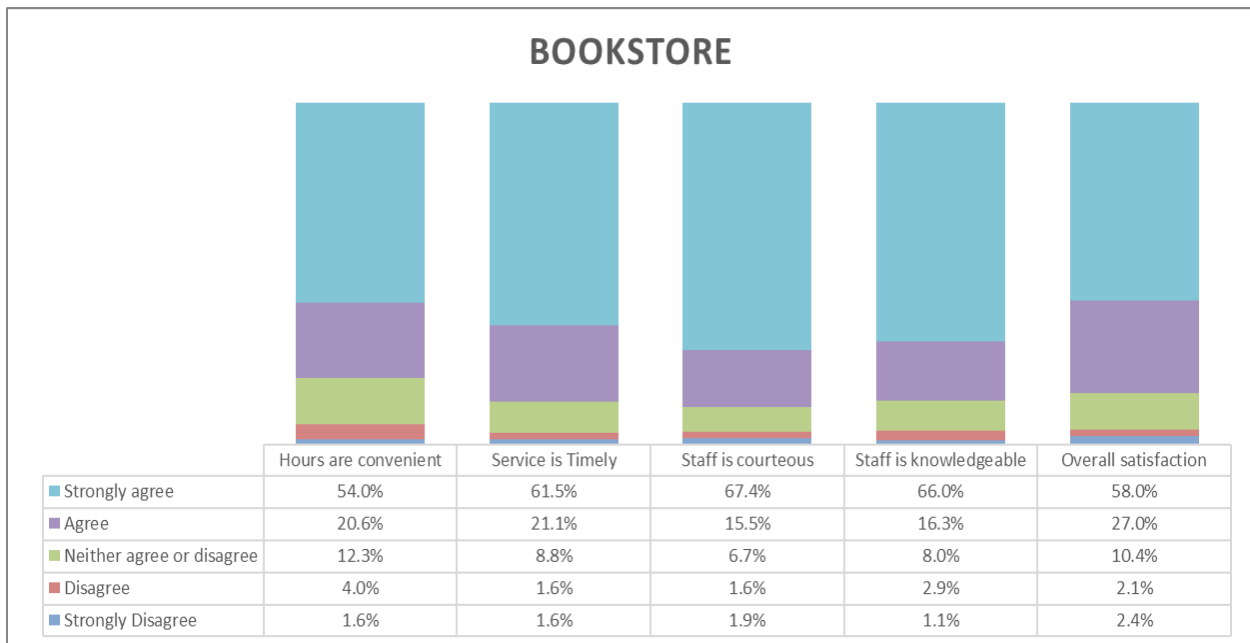
*Response on 5-point scale*  
(1= Strongly disagree, 5 = Strongly agree)

Location	Item		1	2	3	4	5	No response	Total	Median*	
	Staff is courteous.	Count	1	0	4	11	63	1	80	5	
		%	1.3%	0.0%	5.0%	13.8%	78.8%	1.3%	100.0%		
	Staff is knowledgeable.	Count	1	0	4	20	55	0	80	5	
		%	1.3%	0.0%	5.0%	25.0%	68.8%	0.0%	100.0%		
	Overall Satisfaction.	Count	1	4	4	26	45	0	80	5	
		%	1.3%	5.0%	5.0%	32.5%	56.3%	0.0%	100.0%		
	Hours are convenient.	Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Rockwall Center	Service is timely.	Count	0	0	1	0	0	0	1	3	
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Rockwall Center	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Technical Campus	Hours are convenient.	Count	0	0	2	2	3	2	9	4	
		%	0.0%	0.0%	22.2%	22.2%	33.3%	22.2%	100.0%		
	Service is timely.	Count	0	0	1	3	4	1	9	4.5	
		%	0.0%	0.0%	11.1%	33.3%	44.4%	11.1%	100.0%		
	Staff is courteous.	Count	0	0	1	3	4	1	9	4.5	
		%	0.0%	0.0%	11.1%	33.3%	44.4%	11.1%	100.0%		
Technical Campus	Staff is knowledgeable.	Count	0	0	1	3	4	1	9	4.5	
		%	0.0%	0.0%	11.1%	33.3%	44.4%	11.1%	100.0%		
	Overall Satisfaction.	Count	0	0	3	2	4	0	9	4	
		%	0.0%	0.0%	33.3%	22.2%	44.4%	0.0%	100.0%		
	Wylie Campus	Hours are convenient.	Count	0	0	2	2	7	0	11	5
			%	0.0%	0.0%	18.2%	18.2%	63.6%	0.0%	100.0%	
Service is timely.		Count	0	0	1	1	8	1	11	5	
		%	0.0%	0.0%	9.1%	9.1%	72.7%	9.1%	100.0%		
Staff is courteous.		Count	0	1	1	1	8	0	11	5	
		%	0.0%	9.1%	9.1%	9.1%	72.7%	0.0%	100.0%		
Wylie Campus	Staff is knowledgeable.	Count	0	0	2	0	9	0	11	5	
		%	0.0%	0.0%	18.2%	0.0%	81.8%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	3	2	6	0	11	5	
		%	0.0%	0.0%	27.3%	18.2%	54.5%	0.0%	100.0%		
	Online Only	Hours are convenient.	Count	2	5	19	30	73	11	140	5
			%	1.4%	3.6%	13.6%	21.4%	52.1%	7.9%	100.0%	
Service is timely.		Count	2	3	14	32	82	7	140	5	
		%	1.4%	2.1%	10.0%	22.9%	58.6%	5.0%	100.0%		
Staff is courteous.		Count	3	3	10	20	95	9	140	5	
		%	2.1%	2.1%	7.1%	14.3%	67.9%	6.4%	100.0%		
Online Only	Staff is knowledgeable.	Count	1	8	13	22	89	7	140	5	
		%	0.7%	5.7%	9.3%	15.7%	63.6%	5.0%	100.0%		
	Overall Satisfaction.	Count	4	0	15	45	76	0	140	5	
		%	2.9%	0.0%	10.7%	32.1%	54.3%	0.0%	100.0%		
	Other	Hours are convenient.	Count	0	0	0	0	1	0	1	5
			%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	
Service is timely.		Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Staff is courteous.		Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Other	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		

*Response on 5-point scale*  
(1= Strongly disagree, 5 = Strongly agree)

Location	Item		1	2	3	4	5	No response	Total	Median*
Total	Hours are convenient.	Count	6	15	46	77	202	28	374	5
		%	1.6%	4.0%	12.3%	20.6%	54.0%	7.5%	100.0%	
	Service is timely.	Count	6	6	33	79	230	20	374	5
		%	1.6%	1.6%	8.8%	21.1%	61.5%	5.3%	100.0%	
	Staff is courteous.	Count	7	6	25	58	252	26	374	5
		%	1.9%	1.6%	6.7%	15.5%	67.4%	7.0%	100.0%	
	Staff is knowledgeable.	Count	4	11	30	61	247	21	374	5
		%	1.1%	2.9%	8.0%	16.3%	66.0%	5.6%	100.0%	
	Overall Satisfaction.	Count	9	8	39	101	217	0	374	5
		%	2.4%	2.1%	10.4%	27.0%	58.0%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



## SERVICE UNIT: Bookstore

Table 12a. *Bookstore Comments from McKinney Campus*

Always friendly, quick getting people in and out.
Books may be cheaper than other universities but are still overpriced.
Due a refund from the fall semester and I am at the end of the spring semester with no communication. When I inquire I am told it is being handled
Everyone was always nice/knowledgeable/willing to help
Hours are awful, communication is poor, staff is apathetic or rude. This has been my experience for 6 years now. The website is confusing as well
My order was ready for pick up and getting in & out of the book store was a breeze
Rude workers!!!!
Staff is very courteous and helpful
Very helpful and courteous staff.

Table 12b. *Bookstore Comments from Frisco Campus*

Always received excellent service.
It took 5 weeks into the semester to get required textbooks I ordered before the start of the semester.
Service was really quick and the employees are extremely nice. Even if there was a line I wouldn't have to worry because of how quickly they handle things
The Frisco bookstore is great. Although if you buy books through other bookstores you start getting emails from them which are duplicative. All the bookstores should send a joint email not individual.
Very poor customer service

Table 12c. *Bookstore Comments from Plano Campus*

Advising has given me very wrong information before, forcing me behind for an entire semester.
Always an easy experience, would be a five but turning in my books was very difficult last semester
Due to COVID the wait is very long, so I have to go at inconvenient hours
Everyone is always friendly and very helpful
Helped me figure out what textbooks I needed.
Hours are difficult if you are working
I get I bought a used book but it was torn someone had highlighted the pages. It arrived in pieces held together by a rubber band
It's never difficult to get what I need
My experience each time has been great
Never was open often when I was taking classes
Really hate going here, bad vibes, usually long lines, and I only go if I'm picking up an overpriced book that's value will depreciate quickly.
Sometimes crowded, but I always get what I need from here

Staff at the bookstore is almost always helpful and make renting textbooks or just picking up snacks easy. The only incident I can remember is one visit before the pandemic I wore a mask (because I had the flu but also had a test I could not reschedule without a doctor's note) and one of the cashiers said she didn't want to serve me to another employee. I wasn't offended because I imagine I looked like a health risk but I felt uncomfortable being discussed loud enough for others to hear. For context: i was buying a single scantron for the test as well as a singular vanilla coke.
They could be organized when picking up books, I waited 10-15 for them to find the book I purchased all because it was "misplaced".
The Spring Creek bookstore is a madhouse and sometimes completely runs out of the required materials students need.

Table 12d. *Bookstore Comments from Technical Campus*

CCCD takes the community college experience to another level compared to other community colleges, everything that I've used or took advantage of has always been an positive experience.
Positive

Table 12e. *Bookstore Comments from Wylie Campus*

Mostly purchased books online and have had a good experience
--

Table 12f. *Bookstore Comments - General*

Expensive, but every time I've gone in there and asked for help they've known exactly what/where I'm looking for
Busy place
Everyone I have come in contact with at Collin College has been exceptionally nice and helpful. Any issues I have had have not seemed like issues because they were handled quickly and done right the first time.
I had a pretty "negative" experience at the bookstore. Fortunately a gentleman was able to resolve it but my experience did not start well.
It would be nice to have some weekend hours to be open.
Last I went I felt sort of rushed by staff to get what I needed and leave quickly. I understand it could be COVID restrictions but the store was completely empty
Most of these services are online and available when I need them. However, when I have had a question and needed to speak with a person, they were always there and able to help me in a timely and very courteous manner.
Service ok, limited by schedule. Purchased online books which required driving to get access codes. Ludicrous.
Staff is very helpful.
They are rude and not helpful
They had the material that I need
They move quickly for the job they have at hand
They sold me the wrong book for a class and it was very expensive, had to buy a second one.
Very friendly and helpful
Very helpful and quick.
Went the extra mile to provide materials and information regarding my required text.
When books are not needed, then it is fine. If needed, the prices are too high.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Bursar's Office

Table 13. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Bursar's Office <sup>1</sup>	356	73.3%
Have used Bursar's Office <sup>2</sup>	258	72.5%

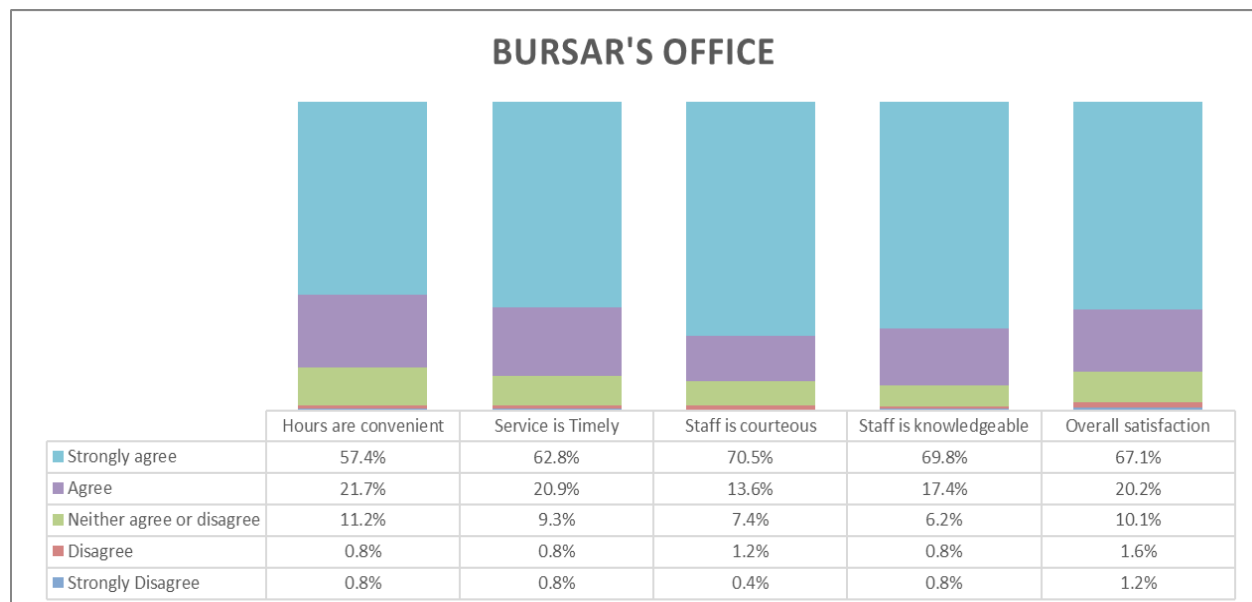
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=356).

Table 14. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median *
		1	2	3	4	5			
Hours are convenient.	Count	2	2	29	56	148	21	258	5
	%	0.8%	0.8%	11.2%	21.7%	57.4%	8.1%	100.0%	
Service is timely.	Count	2	2	24	54	162	14	258	5
	%	0.8%	0.8%	9.3%	20.9%	62.8%	5.4%	100.0%	
Staff is courteous.	Count	1	3	19	35	182	18	258	5
	%	0.4%	1.2%	7.4%	13.6%	70.5%	7.0%	100.0%	
Staff is knowledgeable.	Count	2	2	16	45	180	13	258	5
	%	0.8%	0.8%	6.2%	17.4%	69.8%	5.0%	100.0%	
Overall Satisfaction.	Count	3	4	26	52	173	0	258	5
	%	1.2%	1.6%	10.1%	20.2%	67.1%	0.0%	100.0%	

\* The median is calculated on a 5-point scale by excluding the "No response" category.



## SERVICE UNIT: Bursars Office

Table 15a. *Bursars Office Comments from McKinney Campus*

Ehh, they're ok, could be better.
Hate the misc. fees. student life, etc.

Table 15b. *Bursars Office Comments from Frisco Campus*

Staff is helpful
Very poor customer service

Table 15c. *Bursars Office Comments from Plano Campus*

Always had the answers when others didn't
Limited experience here but no issues
Never really had an in person experience with them
Only used service once, pay online. Service was fine
Paying online is easy and fast and emailed receipts are a bonus. Yay! save the trees
Very kind staff
When earning a scholarship, it was difficult to communicate with the office about financial standing.
Withdrew from a class had not received a grade for seven weeks. Did not receive a refund (of any amount) or was I able to speak with the manager.

Table 15d. *Bursars Office Comments from Technical Campus*

Positive
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Table 15e. *Bursars Office Comments from Wylie Campus*

Bursar's office was able to provide tuition records with a Logo and URL when requested, not available via Cougar Web
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Table 15f. *Bursars Office Comments - General*

Always incredibly friendly and efficient.
Could not add class to a payment arrangement.
Everyone I have come in contact with at Collin College has been exceptionally nice and helpful. Any issues I have had have not seemed like issues because they were handled quickly and done right the first time.
Fast and thorough service.
I feel rushed for some things.
Last time I s/w a rep she asked me personal questions about why anyone would need a payment plan for \$150
Most of these services are online and available when I need them. However, when I have had a question and needed to speak with a person, they were always there and able to help me in a timely and very courteous manner.

Online
Organized
They have often helped me with other questions when no one else would
They were able to answer my questions
This office communicates via e-mail consistently.
Very helpful and knowledgeable
Very helpful!

**Collin College Service Unit  
Student Survey: Spring 2021**

**SERVICE UNIT: Campus Communications**

Table 16. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Campus Communications <sup>1</sup>	411	84.6%
Have used Campus Communications <sup>2</sup>	375	91.2%

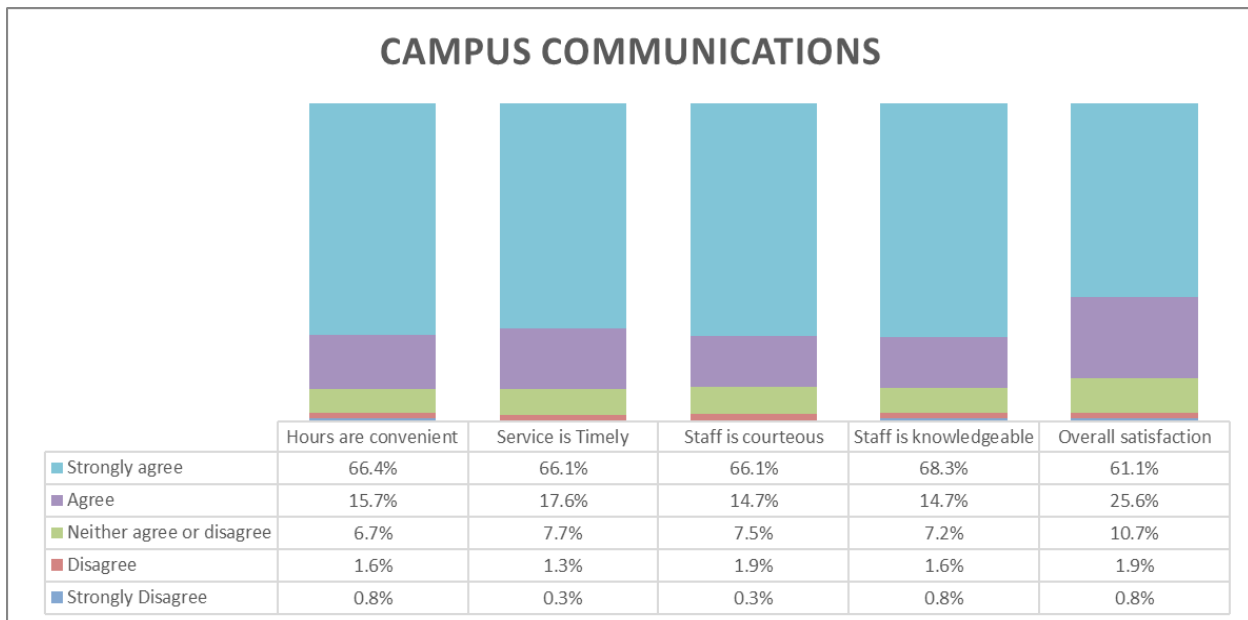
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=411).

Table 17. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	3	6	25	59	249	33	375	5
	%	0.8%	1.6%	6.7%	15.7%	66.4%	8.8%	100.0%	
Service is timely.	Count	1	5	29	66	248	26	375	5
	%	0.3%	1.3%	7.7%	17.6%	66.1%	6.9%	100.0%	
Staff is courteous.	Count	1	7	28	55	248	36	375	5
	%	0.3%	1.9%	7.5%	14.7%	66.1%	9.6%	100.0%	
Staff is knowledgeable.	Count	3	6	27	55	256	28	375	5
	%	0.8%	1.6%	7.2%	14.7%	68.3%	7.5%	100.0%	
Overall Satisfaction.	Count	3	7	40	96	229	0	375	5
	%	0.8%	1.9%	10.7%	25.6%	61.1%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.





**SERVICE UNIT: Campus Communications**

Table 18a. *Campus Communications Comments from McKinney Campus*

Everyone was always nice/knowledgeable/willing to help
Setting up sign in took forever and is a pain each time I sign in. Had to call your service line twice to get into the website at all. It turns out I had to go to an incognito window to see my emails.

Table 18b. *Campus Communications Comments from Frisco Campus*

Very poor customer service
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Table 18c. *Campus Communications Comments from Plano Campus*

N/A
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Table 18d. *Campus Communications Comments from Technical Campus*

Negative
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Table 18e. *Campus Communications Comments from Wylie Campus*

Campus communications have been very chatty. But during the winter weather event they were chirping super late at night and before 8AM in the morning on three phones!
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Table 18f. *Campus Communications Comments from all Campuses*

Easy to use. Only issue is One Login. It is useless and cumbersome.
Everyone I have come in contact with at Collin College has been exceptionally nice and helpful. Any issues I have had have not seemed like issues because they were handled quickly and done right the first time.
Great
I don't check my email all the time, so I don't get the alerts. I don't got to campus anyways.
I don't know how long Cougar Compass has been a thing but I discovered it only recently and I wish I had it/had known about it my first run through college
It always worked conveniently.
Love how they call, text and email to make sure you don't miss it
Most of these services are online and available when I need them. However, when I have had a question and needed to speak with a person, they were always there and able to help me in a timely and very courteous manner.
They were able to answer my questions
Very helpful!

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Campus Police

Table 19. Awareness and Use of Service Unit

Service Unit	Count	%
Aware of Campus Police <sup>1</sup>	343	70.6%
Have used Campus Police <sup>2</sup>	28	8.2%

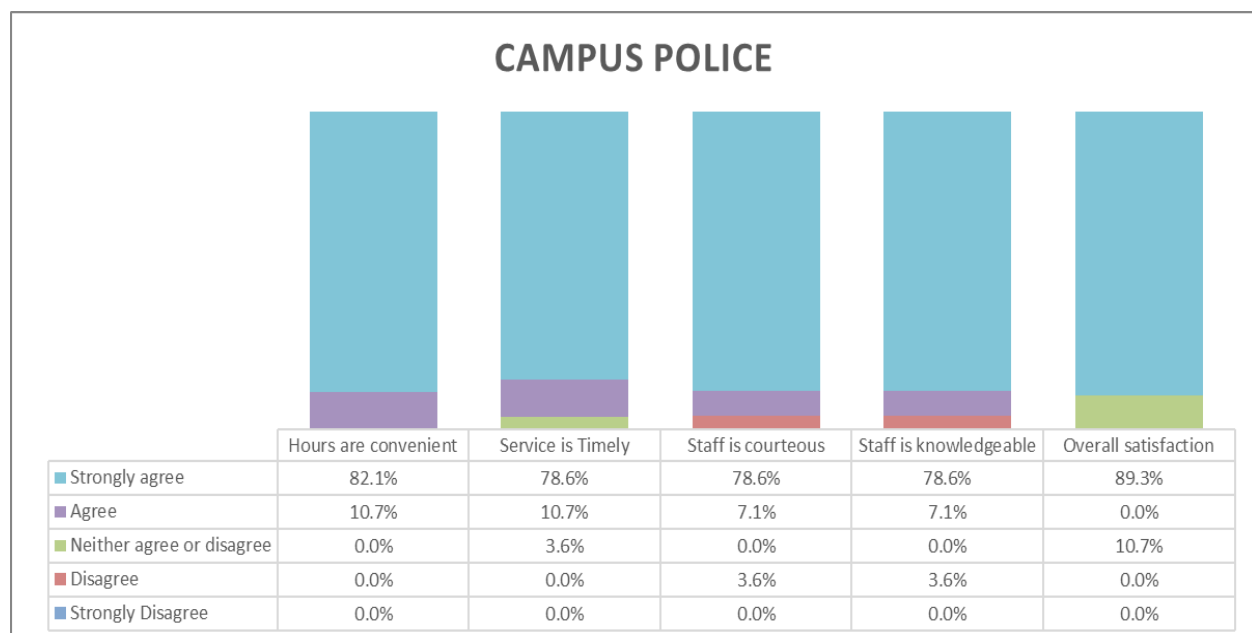
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=343).

Table 20. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	0	0	0	3	23	2	28	5
	%	0.0%	0.0%	0.0%	10.7%	82.1%	7.1%	100.0%	
Service is timely.	Count	0	0	1	3	22	2	28	5
	%	0.0%	0.0%	3.6%	10.7%	78.6%	7.1%	100.0%	
Staff is courteous.	Count	0	1	0	2	22	3	28	5
	%	0.0%	3.6%	0.0%	7.1%	78.6%	10.7%	100.0%	
Staff is knowledgeable.	Count	0	1	0	2	22	3	28	5
	%	0.0%	3.6%	0.0%	7.1%	78.6%	10.7%	100.0%	
Overall Satisfaction.	Count	0	0	3	0	25	0	28	5
	%	0.0%	0.0%	10.7%	0.0%	89.3%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Campus Police**

Table 21a. *Campus Police Comments from McKinney Campus*

There was a fender bender and the campus police personnel were very understanding.
--

Table 21b. *Campus Police Comments from Frisco Campus*

All the people working in this office are great.
--

Table 21c. *Campus Police Comments from Plano Campus*

Makes me feel safe on campus
My car broke down , and a nice officer assisted me until i got the needed help

Table 21d. *Campus Police Comments from Plano Campus*

Amazing staff
Responsive and helpful

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Canvas

Table 22. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Canvas <sup>1</sup>	446	91.8%
Have used Canvas <sup>2</sup>	436	97.8%

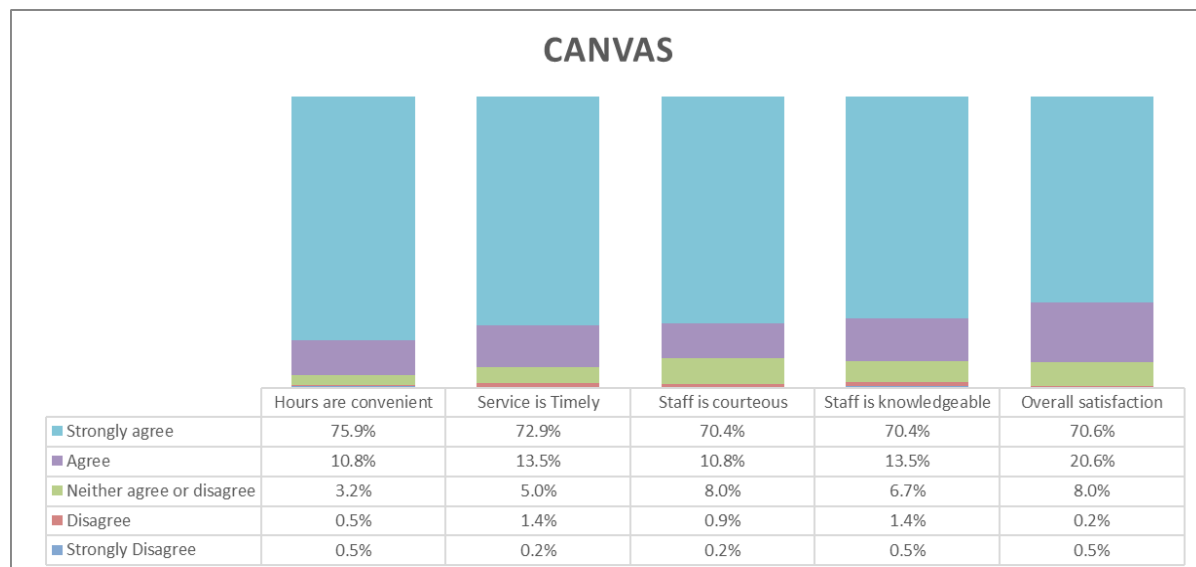
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=446).

Table 23. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	2	2	14	47	331	40	436	5
	%	0.5%	0.5%	3.2%	10.8%	75.9%	9.2%	100.0%	
Service is timely.	Count	1	6	22	59	318	30	436	5
	%	0.2%	1.4%	5.0%	13.5%	72.9%	6.9%	100.0%	
Staff is courteous.	Count	1	4	35	47	307	42	436	5
	%	0.2%	0.9%	8.0%	10.8%	70.4%	9.6%	100.0%	
Staff is knowledgeable.	Count	2	6	29	59	307	33	436	5
	%	0.5%	1.4%	6.7%	13.5%	70.4%	7.6%	100.0%	
Overall Satisfaction.	Count	2	1	35	90	308	0	436	5
	%	0.5%	0.2%	8.0%	20.6%	70.6%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Canvas**

Table 24a. *Canvas Comments from McKinney Campus*

Canvas is by far the best online tool.
Canvas is so helpful and keeps me organized.
Complicated to use in the beginning but learned as I used it.
Easy to use and navigate.
Very good keeping me updated with all of my classes/ changes from professors.

Table 24b. *Canvas Comments from Frisco Campus*

Canvas and the app are the best service to keep track of all academic classes and assignments
Canvas is a computer tool so am not grading people.
Very poor customer service

Table 24c. *Canvas Comments from Plano Campus*

All services is satisfying
Canvas is so much better then blackboard
Canvas is the one area of this college that really shines. I love the layout and accessibility, and it is a great way to get in contact with professors and other students. I really love the "to do" tab on both the website and app as it helps keep me organized and up to date. The "studio" section is helpful and easy to use for uploading videos and making sure they are in the proper format. I also love receiving messages from my professors right to the app so I don't have to worry about missing important information. I also really enjoy that any change of due dates or announcements are included in the app's push notifications, and that there is a separate tab for notifications alone. This system has really helped me succeed as a student and i highly suggest the continued use of this tool.
Easy to use
Most teachers knew what they were doing
Never lagging, always working

Table 24d. *Canvas Comments from Technical Campus*

N/A
-----

Table 24e. *Canvas Comments from Wylie Campus*

Canvas is very convenient and has been reliable
---

Table 24f. *Canvas Comments from all campuses*

Always told me when a class was about to start.
Canvas alerts are great!
Canvas is alright, the mobile version is a little buggy but the integrations are great.
Easily accessible & intuitive to use.
easy to access, convenient

Everyone I have come in contact with at Collin College has been exceptionally nice and helpful. Any issues I have had have not seemed like issues because they were handled quickly and done right the first time.

Great platform for learning!

I am able to communicate with professors, class mates and view my class schedules

I do think it's odd we have to click through two links to get to Canvas from Cougar Web but otherwise it's fine

It's a messy move to change classes from in-person to online

love that I can access my stuff anytime!

Most of these services are online and available when I need them. However, when I have had a question and needed to speak with a person, they were always there and able to help me in a timely and very courteous manner.

One Login is a pain!!

Platform works well.

So many issues this semester

Very convenient to use

Very user friendly and I enjoy being able to access Canvas in an app.

Works fine but is very confusing to use and teachers don't use it consistently

Works well, user friendly

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Career Service

Table 25. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Career Service <sup>1</sup>	236	48.6%
Have used Career Service <sup>2</sup>	53	22.5%

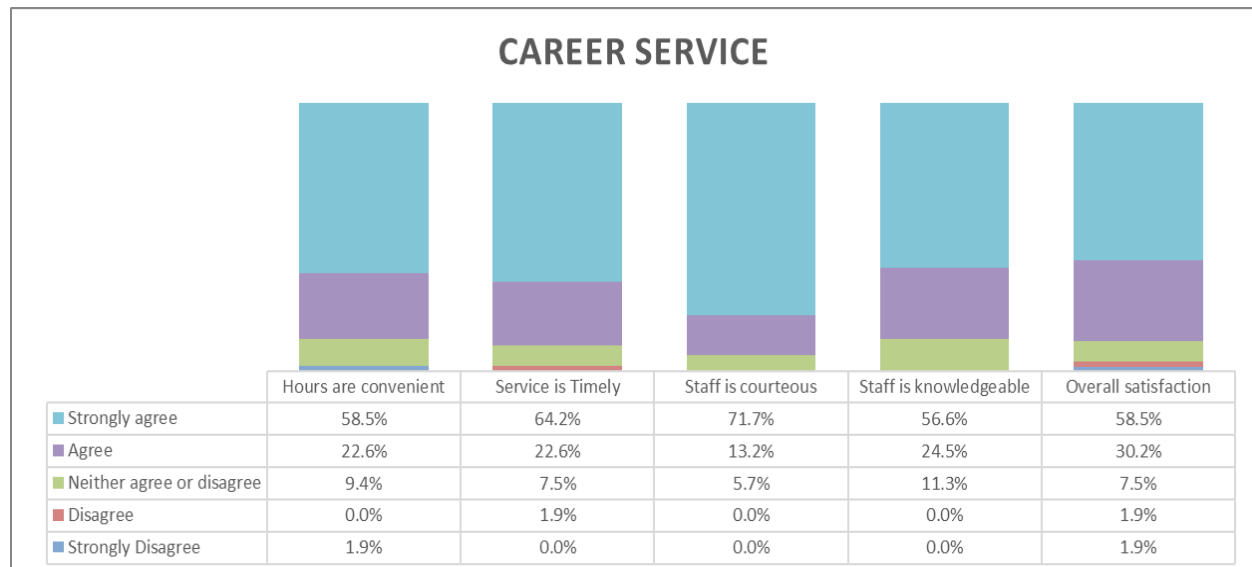
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=236).

Table 26. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	1	0	5	12	31	4	53	5
	%	1.9%	0.0%	9.4%	22.6%	58.5%	7.5%	100.0%	
Service is timely.	Count	0	1	4	12	34	2	53	5
	%	0.0%	1.9%	7.5%	22.6%	64.2%	3.8%	100.0%	
Staff is courteous.	Count	0	0	3	7	38	5	53	5
	%	0.0%	0.0%	5.7%	13.2%	71.7%	9.4%	100.0%	
Staff is knowledgeable.	Count	0	0	6	13	30	4	53	5
	%	0.0%	0.0%	11.3%	24.5%	56.6%	7.5%	100.0%	
Overall Satisfaction.	Count	1	1	4	16	31	0	53	5
	%	1.9%	1.9%	7.5%	30.2%	58.5%	0.0%	100.0%	

\* The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Career Service**

Table 27a. *Career Service Comments from McKinney Campus*

Very helpful.
---------------

Table 27b. *Career Service Comments from Frisco Campus*

Myself as well as other international students have been requested job at the Frisco Campus in different places and numerous times even though we meet the requirements. It is sad how we watch residents/citizens apply for the same jobs and get it with ease.
--

Table 27c. *Career Service Comments from Plano Campus*

The people who helped me are very kind!
---

Table 27d. *Career Service Comments from Technical Campus*

Positive
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Table 27e. *Career Service Comments from All Campuses*

Friendly & knowledge
Helpful



**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Computer Labs

Table 28. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Computer Labs <sup>1</sup>	315	64.8%
Have used Computer Labs <sup>2</sup>	181	57.4%

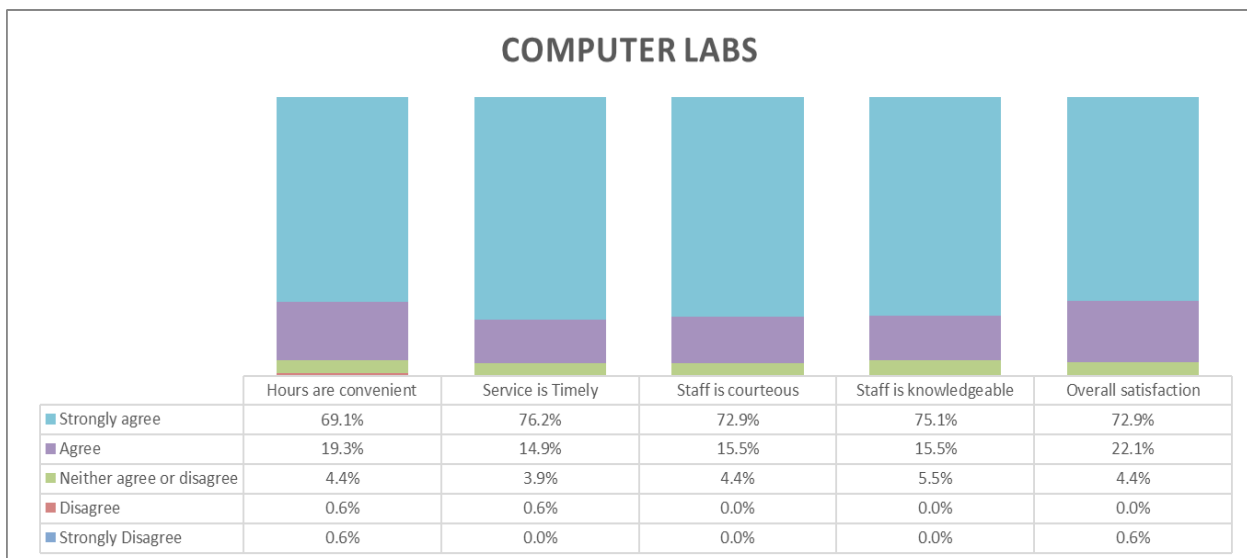
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=315).

Table 29. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	1	1	8	35	125	11	181	5
	%	0.6%	0.6%	4.4%	19.3%	69.1%	6.1%	100.0%	
Service is timely.	Count	0	1	7	27	138	8	181	5
	%	0.0%	0.6%	3.9%	14.9%	76.2%	4.4%	100.0%	
Staff is courteous.	Count	0	0	8	28	132	13	181	5
	%	0.0%	0.0%	4.4%	15.5%	72.9%	7.2%	100.0%	
Staff is knowledgeable.	Count	0	0	10	28	136	7	181	5
	%	0.0%	0.0%	5.5%	15.5%	75.1%	3.9%	100.0%	
Overall Satisfaction.	Count	1	0	8	40	132	0	181	5
	%	0.6%	0.0%	4.4%	22.1%	72.9%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Computer Labs**

Table 30a. *Computer Lab Comments from McKinney Campus.*

Mainly used to work on assignments and print them later. Friendly staff and great hours.
The computer labs in the McKinney campus library give us computer access for only 2 hours a day, especially in makerspace, which has the Maya app that some animation/3D modeling enrolled students need.
Very quiet.

Table 30b. *Computer Lab Comments from Frisco Campus*

Haven't used for a while since COVID seems to have crapped all over open labs
I had a terrible experience at the McKinney campus in the computer lab where I was denied access to use of the computers but my non-Black American peers were not. There were several witnesses to the incident at the time it occurred.
The computer labs were always clean and well kept. I always enjoyed being in there

Table 30c. *Computer Lab Comments from Plano Campus*

Great place to do emergency work, never had an issue and the only thing I don't like is just a personal preference (I can't focus if I am not seated with my back to a wall due to a mental condition and sometimes the only available options are cramped and in the front of the room).
The computer labs came in handy sometimes.
Use them to print mostly. Very convenient.

Table 30d. *Computer Lab Comments from Technical Campus*

CCCD takes the community college experience to another level compared to other community colleges, everything that I've used or took advantage of has always been an positive experience.
---

Table 30e. *Computer Lab Comments from All Campuses*

Available
I used this place when I forgot to print off my assignments at home. So it was ok.
The lady that helped me with my writing assignment gave me more confidence in my writing abilities, did not make me feel stupid at all.
These are fantastic
Would be nice if it was open as late as the building is open

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Counseling Services

Table 31. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Counseling Services <sup>1</sup>	261	53.7%
Have used Counseling Services <sup>2</sup>	47	18.0%

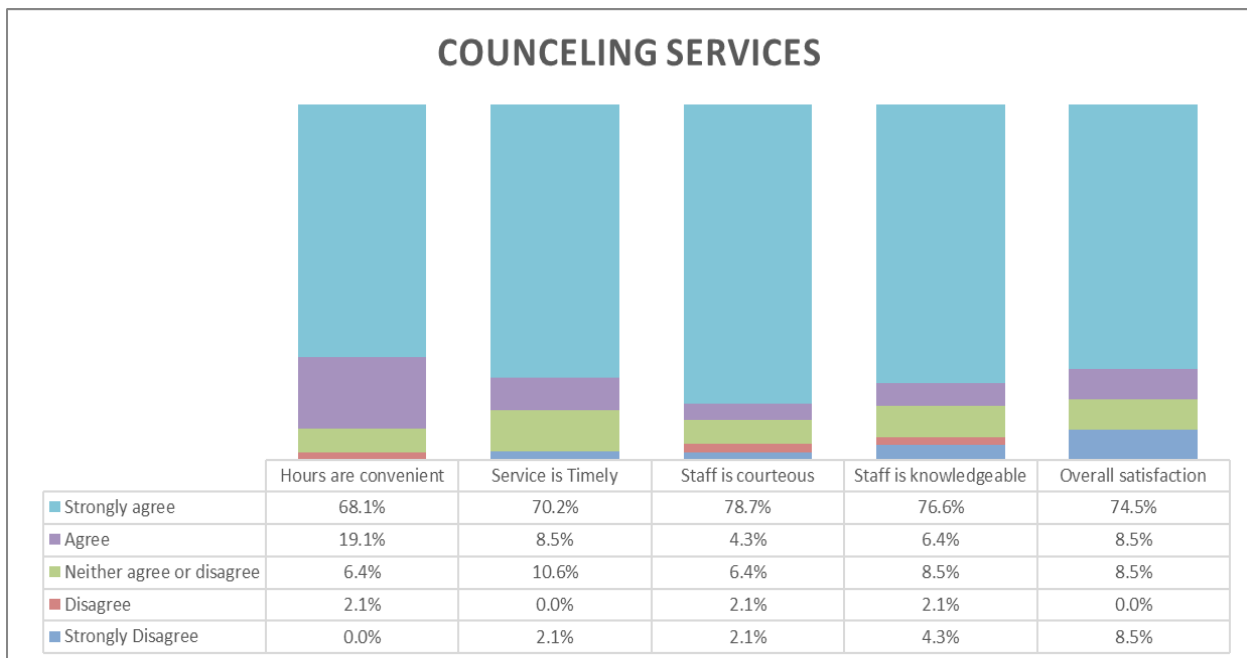
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=261).

Table 32. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	0	1	3	9	32	2	47	5
	%	0.0%	2.1%	6.4%	19.1%	68.1%	4.3%	100.0%	
Service is timely.	Count	1	0	5	4	33	4	47	5
	%	2.1%	0.0%	10.6%	8.5%	70.2%	8.5%	100.0%	
Staff is courteous.	Count	1	1	3	2	37	3	47	5
	%	2.1%	2.1%	6.4%	4.3%	78.7%	6.4%	100.0%	
Staff is knowledgeable.	Count	2	1	4	3	36	1	47	5
	%	4.3%	2.1%	8.5%	6.4%	76.6%	2.1%	100.0%	
Overall Satisfaction.	Count	4	0	4	4	35	0	47	5
	%	8.5%	0.0%	8.5%	8.5%	74.5%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Counseling Services**

Table 33a. *Mental Health Counseling Comments from McKinney Campus.*

If a student is in need of a service at that very moment, they should NOT have to take a test to qualify for official counseling. If a student already has an outside counselor, then why should that matter when they are looking for help at that very moment? If they need it, then provide it as soon as possible for them.
---

Table 33b. *Mental Health Counseling Comments from Frisco Campus*

Helpful for listening but they can't help for things the school does wrong.
My counselor laughed at me when I expressed my problems with anxiety as well as told me "that's life." I left each appointment feeling worse. Definitely not beneficial at all.
This rating is for the on-campus counselors, not the telehealth counselors we have now. They didn't really seem to know how to give me the tools I needed to tackle issues. I left the session feeling like I was in the same place I was when I went in.

Table 33c. *Mental Health Counseling Comments from Plano Campus*

The staff helped me and continues to help me through my mental problems and I'm doing better than ever before because of him
Experience was great, very helpful
It's best ever, I asked for a black counselor and they set me up with her really fast. Trinetta was great
Loved this service, saved my life.
Wish there was a more convenient way to book appointments

Table 33d. *Mental Health Counseling Comments from All Campuses*

Horrible, made my health worse and the counselor made me have a panic attack after and misdiagnosed me. Told me to go somewhere else.
My counselors is very friendly and understanding of my feelings.
Very positive experience and lots of Growth. If possible, please continue allowing counseling in the summer. We NEED it.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Dual Credit

Table 34. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Dual Credit <sup>1</sup>	183	37.7%
Have used Dual Credit <sup>2</sup>	66	36.1%

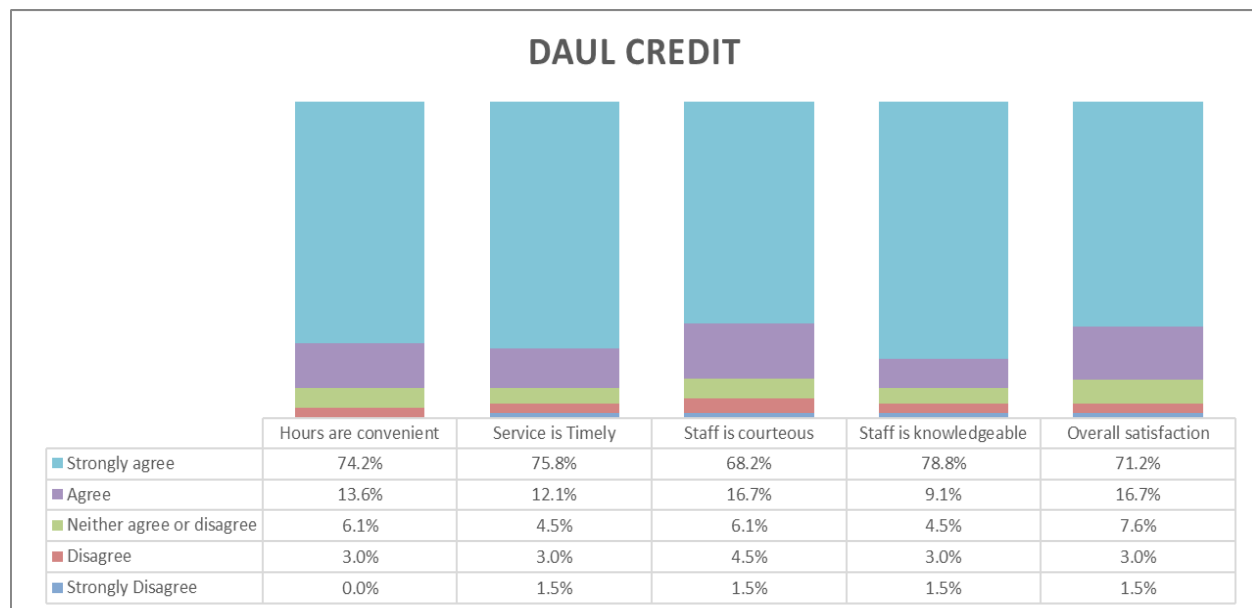
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=183).

Table 35. Please use a five-point scale to tell us about your experience with the service

Item	Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
	1	2	3	4	5					
Hours are convenient.	Count 0	2	4	9	49	2	66	5		
	% 0.0%	3.0%	6.1%	13.6%	74.2%	3.0%	100.0%			
Service is timely.	Count 1	2	3	8	50	2	66	5		
	% 1.5%	3.0%	4.5%	12.1%	75.8%	3.0%	100.0%			
Staff is courteous.	Count 1	3	4	11	45	2	66	5		
	% 1.5%	4.5%	6.1%	16.7%	68.2%	3.0%	100.0%			
Staff is knowledgeable.	Count 1	2	3	6	52	2	66	5		
	% 1.5%	3.0%	4.5%	9.1%	78.8%	3.0%	100.0%			
Overall Satisfaction.	Count 1	2	5	11	47	0	66	5		
	% 1.5%	3.0%	7.6%	16.7%	71.2%	0.0%	100.0%			

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Dual Credit**

Table 36a. *Dual Credit Programs Comments from McKinney Campus.*

They never said no to my ideas and goals.
This is infinitely better than AP and I wish I had taken more all those years ago.

Table 36b. *Dual Credit Programs Comments from Plano Campus*

Dual credit was always a long and tedious process
Great opportunity for college credit
I was a dual credit student for my first semester. It changed my outlook on what college really was and made me excited to pursue higher education. The only issue was after being a dual credit student the office responsible for releasing my transcript hold (after i graduated) did not do so until the day before school. I sent my transcripts in two months before hand and emailed/called for both months before it got figured out.
Wonderful experience

Table 36c. *Dual Credit Programs Comments from All Campuses*

Teachers are amazing
This was back in high school, but the teachers did their best to help me.
works incredibly well at Allen High School

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: eLearning Center

Table 37. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of eLearning Center <sup>1</sup>	125	25.7%
Have used eLearning Center <sup>2</sup>	31	24.8%

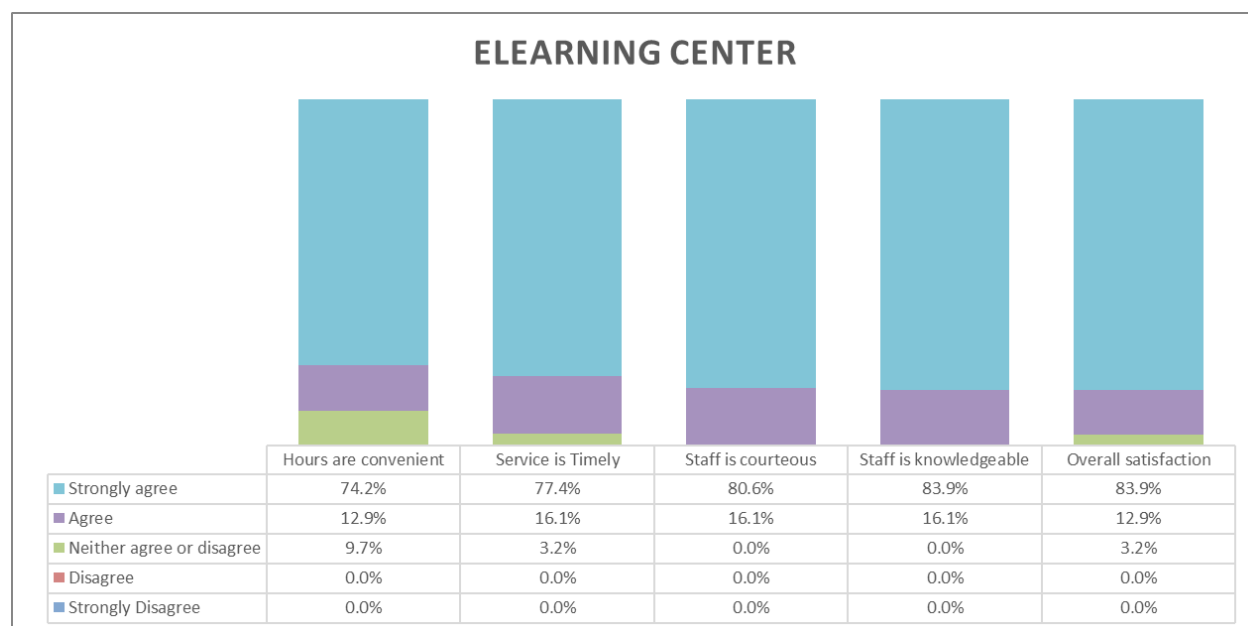
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=125).

Table 38. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	0	0	3	4	23	1	31	5
	%	0.0%	0.0%	9.7%	12.9%	74.2%	3.2%	100.0%	
Service is timely.	Count	0	0	1	5	24	1	31	5
	%	0.0%	0.0%	3.2%	16.1%	77.4%	3.2%	100.0%	
Staff is courteous.	Count	0	0	0	5	25	1	31	5
	%	0.0%	0.0%	0.0%	16.1%	80.6%	3.2%	100.0%	
Staff is knowledgeable.	Count	0	0	0	5	26	0	31	5
	%	0.0%	0.0%	0.0%	16.1%	83.9%	0.0%	100.0%	
Overall Satisfaction.	Count	0	0	1	4	26	0	31	5
	%	0.0%	0.0%	3.2%	12.9%	83.9%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: eLearning Center**

Table 37a. *eLearning Center Comments from McKinney Campus*

ELearning is AWFUL
--------------------



**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Financial Aid Office

Table 40. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Financial Aid Office <sup>1</sup>	361	74.3%
Have used Financial Aid Office <sup>2</sup>	182	50.4%

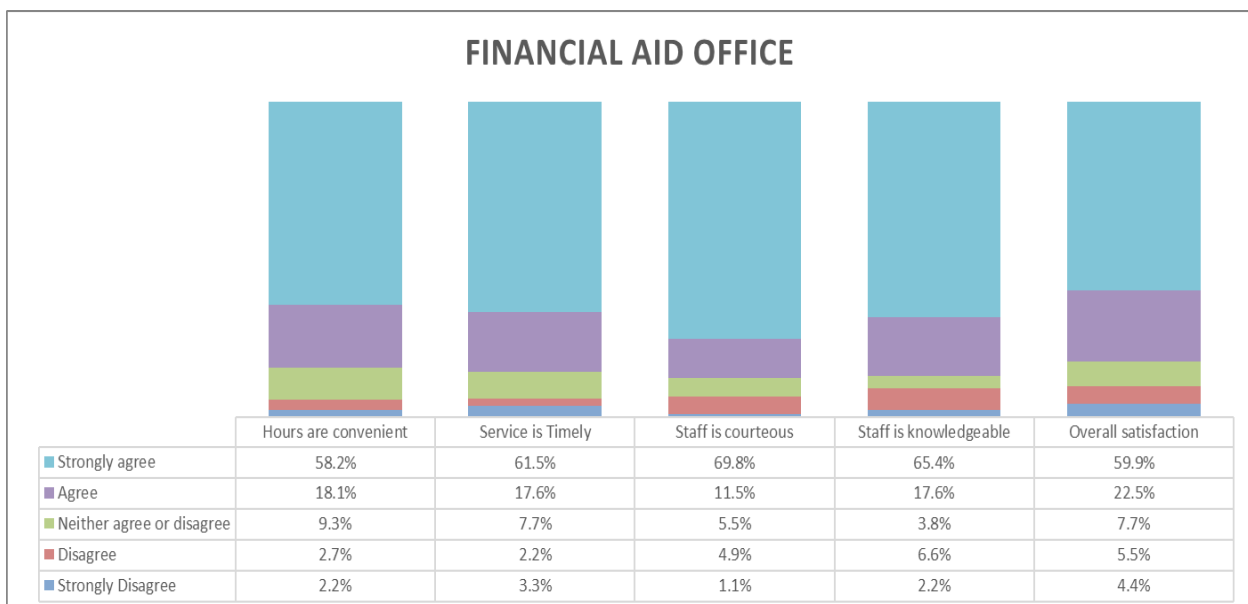
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=361).

Table 41. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	4	5	17	33	106	17	182	5
	%	2.2%	2.7%	9.3%	18.1%	58.2%	9.3%	100.0%	
Service is timely.	Count	6	4	14	32	112	14	182	5
	%	3.3%	2.2%	7.7%	17.6%	61.5%	7.7%	100.0%	
Staff is courteous.	Count	2	9	10	21	127	13	182	5
	%	1.1%	4.9%	5.5%	11.5%	69.8%	7.1%	100.0%	
Staff is knowledgeable.	Count	4	12	7	32	119	8	182	5
	%	2.2%	6.6%	3.8%	17.6%	65.4%	4.4%	100.0%	
Overall Satisfaction.	Count	8	10	14	41	109	0	182	5
	%	4.4%	5.5%	7.7%	22.5%	59.9%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Financial Aid Office**

Table 42a. *Financial Aid Comments from McKinney Campus*

Awful. They always somehow never know where my money is or 'forget' to give me refunds for things they messed up.
Takes too long to reach out to me. 99-hour credit hours' limit for financial aid is ridiculous. I applied for financial aid and was eligible to receive it until 2 months I was told that I wasn't able to receive financial aid due to my credit hour limit for this semester. I was looking forward to receiving aid because I am a student and a father who lives pay check to pay check and it was difficult for me to pay off my tuition this semester. Collin college should extend its credit hour limit for financial aid, and if they are going to suspend my financial aid, it should at least be done for the semester after the one I applied for. By doing this, it gives me the opportunity to save up money to pay for next semester if I have to.
Terrible communication, you don't know who is emailing you, often rude, low knowledge
Very complicated and LONG process for no reason. Never really opened to help, They help you for like 5 minutes and you leave with no questions answered.

Table 42b. *Financial Aid Comments from Frisco Campus*

I was put through a lot of unnecessary steps only to find out I was not being offered financial assistance in the form of grants - only student loans
I've had financial aid drop the ball multiple times and many were unwilling to fix the mistake.
Very poor customer service

Table 42c. *Financial Aid Comments from Plano Campus*

Always quick and helpful to respond
Kept not giving me the information i needed to get my pell grant
Same as academic advisors, they are just as clueless
Sent me in the wrong direction when I asked about my options. However, when I went back to talk to someone else they were helpful.

Table 42d. *Financial Aid Comments from All Campuses*

Always helpful. Never had to call for anything.
I experienced great customer service the last time I was there in person.
They do a good job, though I sometimes feel like questions I put in my email get overlooked and need to be repeated.
Very fast and efficient.
Very helpful and resolved my issue quickly.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Fitness Centers

Table 43. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Fitness Centers <sup>1</sup>	237	48.8%
Have used Fitness Centers <sup>2</sup>	61	25.7%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=237).

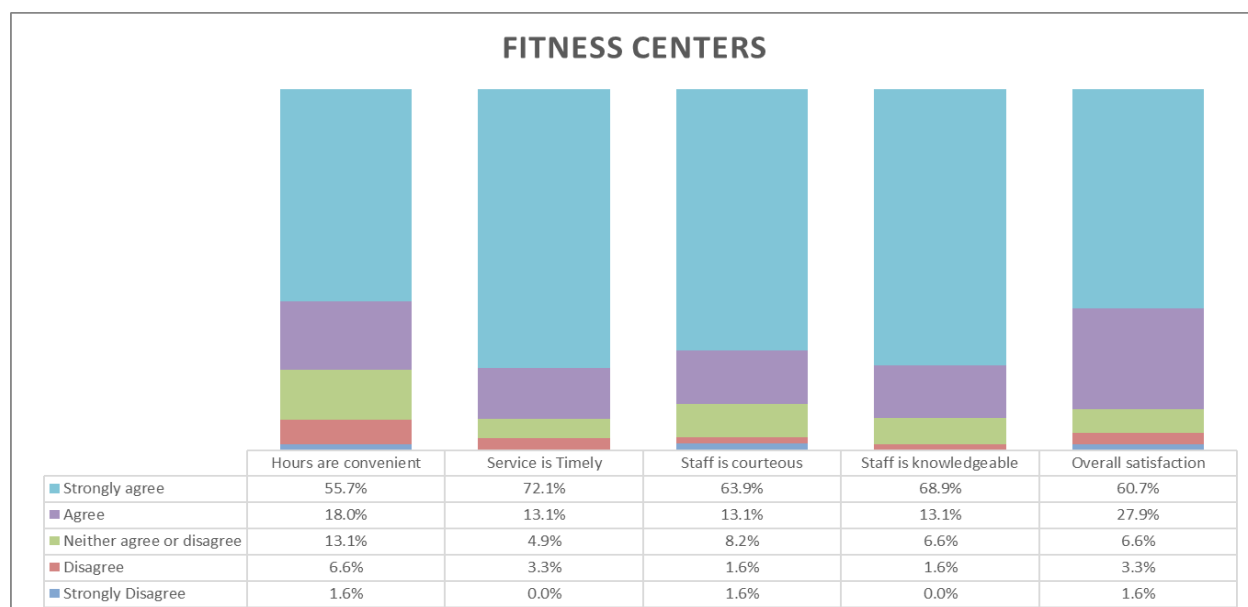
Table 44. Please use a five-point scale to tell us about your experience with the service

Location	Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
			1	2	3	4	5			
Frisco Campus	Hours are convenient.	Count	0	1	2	0	10	0	13	5
		%	0.0%	7.7%	15.4%	0.0%	76.9%	0.0%	100.0%	
	Service is timely.	Count	0	0	0	0	12	1	13	5
		%	0.0%	0.0%	0.0%	0.0%	92.3%	7.7%	100.0%	
	Staff is courteous.	Count	0	0	0	1	11	1	13	5
		%	0.0%	0.0%	0.0%	7.7%	84.6%	7.7%	100.0%	
McKinney Campus	Hours are convenient.	Count	1	2	2	0	7	0	12	5
		%	8.3%	16.7%	16.7%	0.0%	58.3%	0.0%	100.0%	
	Service is timely.	Count	0	1	1	0	9	1	12	5
		%	0.0%	8.3%	8.3%	0.0%	75.0%	8.3%	100.0%	
	Staff is courteous.	Count	0	0	1	1	9	1	12	5
		%	0.0%	0.0%	8.3%	8.3%	75.0%	8.3%	100.0%	
Plano Campus	Hours are convenient.	Count	0	0	1	5	4	1	11	4
		%	0.0%	0.0%	9.1%	45.5%	36.4%	9.1%	100.0%	
	Service is timely.	Count	0	0	1	4	5	1	11	4.5
		%	0.0%	0.0%	9.1%	36.4%	45.5%	9.1%	100.0%	
	Staff is courteous.	Count	1	0	2	3	3	2	11	4
		%	9.1%	0.0%	18.2%	27.3%	27.3%	18.2%	100.0%	
Wylie Campus	Hours are convenient.	Count	0	0	0	0	1	0	1	5
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	
	Service is timely.	Count	0	0	0	0	1	0	1	5
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	
	Staff is courteous.	Count	0	0	0	0	1	0	1	5
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	

Table 44. Please use a five-point scale to tell us about your experience with the service

		Response on 5-point scale					No	Total	Median*		
		(1= Strongly disagree, 5 = Strongly agree)					response				
Location	Item		1	2	3	4	5				
	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Online Only	Hours are convenient.	Count	0	1	2	6	12	2	23	5	
		%	0.0%	4.3%	8.7%	26.1%	52.2%	8.7%	100.0%		
	Service is timely.	Count	0	0	1	4	17	1	23	5	
		%	0.0%	0.0%	4.3%	17.4%	73.9%	4.3%	100.0%		
	Staff is courteous.	Count	0	1	2	3	14	3	23	5	
		%	0.0%	4.3%	8.7%	13.0%	60.9%	13.0%	100.0%		
Online Only	Staff is knowledgeable.	Count	0	1	1	4	14	3	23	5	
		%	0.0%	4.3%	4.3%	17.4%	60.9%	13.0%	100.0%		
	Overall Satisfaction.	Count	0	0	3	5	15	0	23	5	
		%	0.0%	0.0%	13.0%	21.7%	65.2%	0.0%	100.0%		
	Other	Hours are convenient.	Count	0	0	1	0	0	0	1	3
			%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	
Service is timely.		Count	0	1	0	0	0	0	1	2	
		%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
Staff is courteous.		Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Other	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	1	0	0	0	0	0	1	1	
		%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
	Total	Hours are convenient.	Count	1	4	8	11	34	3	61	5
			%	1.6%	6.6%	13.1%	18.0%	55.7%	4.9%	100.0%	
Service is timely.		Count	0	2	3	8	44	4	61	5	
		%	0.0%	3.3%	4.9%	13.1%	72.1%	6.6%	100.0%		
Staff is courteous.		Count	1	1	5	8	39	7	61	5	
		%	1.6%	1.6%	8.2%	13.1%	63.9%	11.5%	100.0%		
Total	Staff is knowledgeable.	Count	0	1	4	8	42	6	61	5	
		%	0.0%	1.6%	6.6%	13.1%	68.9%	9.8%	100.0%		
	Overall Satisfaction.	Count	1	2	4	17	37	0	61	5	
		%	1.6%	3.3%	6.6%	27.9%	60.7%	0.0%	100.0%		

\*The median is calculated on a 5-point scale by excluding the "No response" category.



## SERVICE UNIT: Fitness Center

Table 45a. *Fitness Center Comments from McKinney*

Closed for COVID when everywhere else is open? Why? also it closes for fitness classes instead of allowing students to just work around each other
It would be great if the fitness center would open again

Table 45b. *Fitness Center Comments from Frisco Campus*

Wish hours were available earlier - like 5 or 6am, M-F so we could take advantage of the service before classes or work
---

Table 45c. *Fitness Center Comments from Plano Campus*

I think there should be more fitness classes offered. More variety.
Mostly male dominated and groups will sometimes come to hang out instead of work out.
Small center but it's a small school
Spring Creek fitness center was small and big encounter of sexual harassment first semester. Haven't used since but I hope to use the Wylie campus when available.

Table 45d. *Fitness Center Comments from All Campus*

I have always loved whoever works at the fitness center. Very helpful
The fitness center has been closed for a year now so won't comment. However before COVID I was very Satisfied with their services.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Food Service

Table 46. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Food Service <sup>1</sup>	209	43.0%
Have used Food Service <sup>2</sup>	92	44.0%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=209).

Table 47. Please use a five-point scale to tell us about your experience with the service

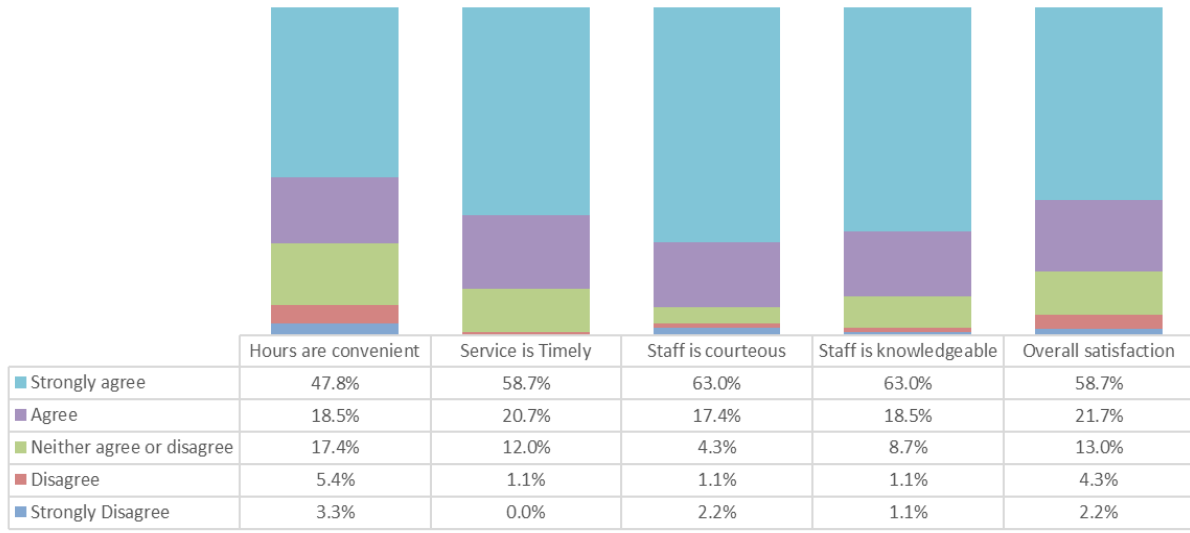
Location	Item		Response on 5-point scale					No response	Total	Median*
			1	2	3	4	5			
Allen Center	Hours are convenient.	Count	0	0	0	1	0	0	1	4
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	
	Service is timely.	Count	0	0	0	1	0	0	1	4
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	
	Staff is courteous.	Count	0	0	0	1	0	0	1	4
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	
Frisco Campus	Hours are convenient.	Count	2	1	2	1	9	0	15	5
		%	13.3%	6.7%	13.3%	6.7%	60.0%	0.0%	100.0%	
	Service is timely.	Count	0	1	0	4	10	0	15	5
		%	0.0%	6.7%	0.0%	26.7%	66.7%	0.0%	100.0%	
	Staff is courteous.	Count	0	0	0	5	9	1	15	5
		%	0.0%	0.0%	0.0%	33.3%	60.0%	6.7%	100.0%	
McKinney Campus	Staff is knowledgeable.	Count	0	0	2	4	9	0	15	5
		%	0.0%	0.0%	13.3%	26.7%	60.0%	0.0%	100.0%	
	Overall Satisfaction.	Count	1	1	2	2	9	0	15	5
		%	6.7%	6.7%	13.3%	13.3%	60.0%	0.0%	100.0%	
	Hours are convenient.	Count	0	1	1	0	8	1	11	5
		%	0.0%	9.1%	9.1%	0.0%	72.7%	9.1%	100.0%	
Plano Campus	Service is timely.	Count	0	0	1	2	7	1	11	5
		%	0.0%	0.0%	9.1%	18.2%	63.6%	9.1%	100.0%	
	Staff is courteous.	Count	0	0	0	1	8	2	11	5
		%	0.0%	0.0%	0.0%	9.1%	72.7%	18.2%	100.0%	
	Staff is knowledgeable.	Count	0	0	0	1	8	2	11	5
		%	0.0%	0.0%	0.0%	9.1%	72.7%	18.2%	100.0%	
Plano Campus	Overall Satisfaction.	Count	0	1	0	1	9	0	11	5
		%	0.0%	9.1%	0.0%	9.1%	81.8%	0.0%	100.0%	
	Hours are convenient.	Count	1	1	4	7	16	1	30	5
		%	3.3%	3.3%	13.3%	23.3%	53.3%	3.3%	100.0%	
	Service is timely.	Count	0	0	6	4	19	1	30	5
		%	0.0%	0.0%	20.0%	13.3%	63.3%	3.3%	100.0%	
Plano Campus	Staff is courteous.	Count	0	1	1	3	23	2	30	5
		%	0.0%	3.3%	3.3%	10.0%	76.7%	6.7%	100.0%	

Table 47. Please use a five-point scale to tell us about your experience with the service

		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
Location	Item		1	2	3	4	5				
	Staff is knowledgeable.	Count	0	0	3	5	21	1	30	5	
		%	0.0%	0.0%	10.0%	16.7%	70.0%	3.3%	100.0%		
	Overall Satisfaction.	Count	0	1	2	7	20	0	30	5	
		%	0.0%	3.3%	6.7%	23.3%	66.7%	0.0%	100.0%		
Technical Campus	Hours are convenient.	Count	0	1	1	0	0	0	2	2.5	
		%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	100.0%		
	Service is timely.	Count	0	0	1	0	0	1	2	3	
		%	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%	100.0%		
	Staff is courteous.	Count	0	0	1	0	0	1	2	3	
		%	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%	100.0%		
Technical Campus	Staff is knowledgeable.	Count	0	0	1	0	0	1	2	3	
		%	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%	100.0%		
	Overall Satisfaction.	Count	0	1	1	0	0	0	2	2.5	
		%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	100.0%		
	Wylie Campus	Hours are convenient.	Count	0	0	0	0	2	1	3	5
			%	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%	100.0%	
Service is timely.		Count	0	0	0	0	3	0	3	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Staff is courteous.		Count	0	0	0	0	3	0	3	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Wylie Campus	Staff is knowledgeable.	Count	0	0	0	0	3	0	3	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	3	0	3	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Online Only	Hours are convenient.	Count	0	1	7	7	9	4	28	4
			%	0.0%	3.6%	25.0%	25.0%	32.1%	14.3%	100.0%	
Service is timely.		Count	0	0	3	6	15	4	28	5	
		%	0.0%	0.0%	10.7%	21.4%	53.6%	14.3%	100.0%		
Staff is courteous.		Count	2	0	2	6	13	5	28	5	
		%	7.1%	0.0%	7.1%	21.4%	46.4%	17.9%	100.0%		
Online Only	Staff is knowledgeable.	Count	1	1	2	5	16	3	28	5	
		%	3.6%	3.6%	7.1%	17.9%	57.1%	10.7%	100.0%		
	Overall Satisfaction.	Count	1	0	7	9	11	0	28	5	
		%	3.6%	0.0%	25.0%	32.1%	39.3%	0.0%	100.0%		
	Other	Hours are convenient.	Count	0	0	1	1	0	0	2	3.5
			%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	100.0%	
Service is timely.		Count	0	0	0	2	0	0	2	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Staff is courteous.		Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Other	Staff is knowledgeable.	Count	0	0	0	1	1	0	2	4.5	
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Total	Hours are convenient.	Count	3	5	16	17	44	7	92	5
			%	3.3%	5.4%	17.4%	18.5%	47.8%	7.6%	100.0%	
Service is timely.		Count	0	1	11	19	54	7	92	5	
		%	0.0%	1.1%	12.0%	20.7%	58.7%	7.6%	100.0%		
Staff is courteous.		Count	2	1	4	16	58	11	92	5	
		%	2.2%	1.1%	4.3%	17.4%	63.0%	12.0%	100.0%		
Total	Staff is knowledgeable.	Count	1	1	8	17	58	7	92	5	
		%	1.1%	1.1%	8.7%	18.5%	63.0%	7.6%	100.0%		
	Overall Satisfaction.	Count	2	4	12	20	54	0	92	5	
		%	2.2%	4.3%	13.0%	21.7%	58.7%	0.0%	100.0%		

\*The median is calculated on a 5-point scale by excluding the "No response" category.

## FOOD SERVICES





## SERVICE UNIT: Food Services

Table 48a. *Food Service Comments from McKinney Campus*

Not good variety
------------------

Table 48b. *Food Service Comments from Frisco Campus*

Hours are not in the evenings for night or the weekend students. This is a service that should be available for ALL students.
The food was always good. The people always kept a fast pace while being friendly to me. All around a really good experince
The options for people trying to eat healthy are terrible. Plus, they have zero late-night options for students getting out of night classes. Vending machines are full of junk food and therefore also useless.
We have no food service at Frisco campus.

Table 48c. *Food Service Comments from Plano Campus*

Love me some Starbucks
Some of the food is very nice!

Table 48d. *Food Service Comments from All Campuses*

Food services need to be provided all hours the campus is open.
---

**Collin College Service Unit  
Student Survey: Spring 2021**

**SERVICE UNIT: Help Desk**

Table 49. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Help Desk <sup>1</sup>	274	56.4%
Have used Help Desk <sup>2</sup>	143	52.2%

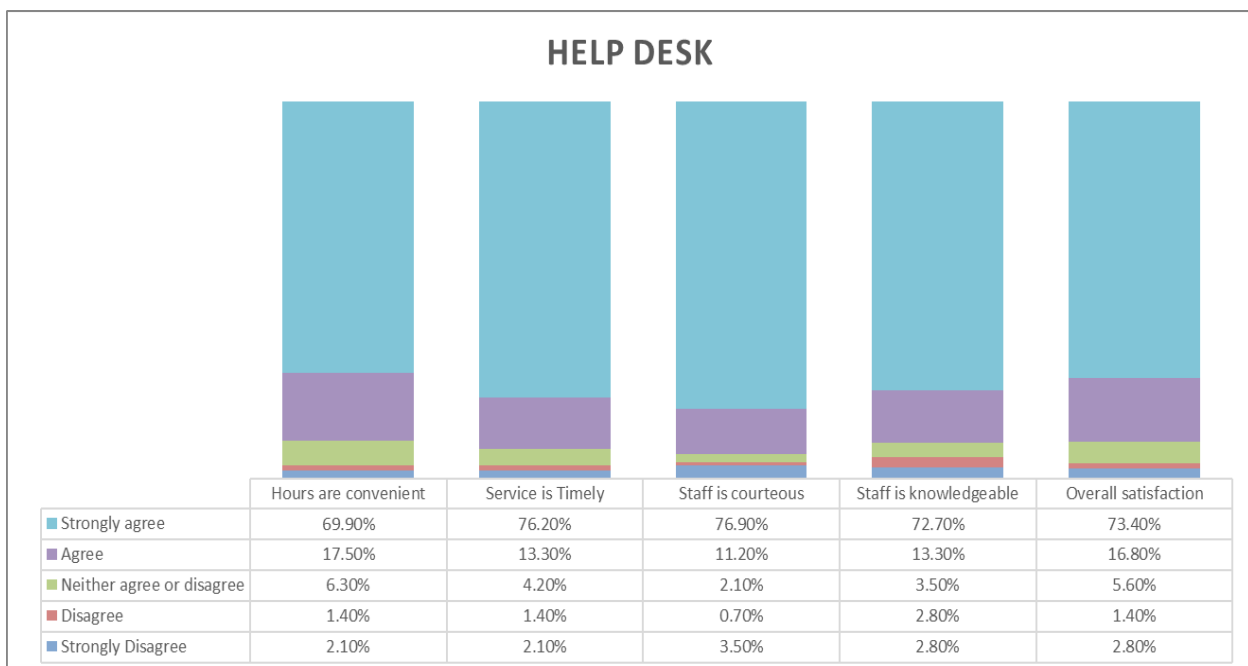
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=274).

Table 50. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	3	2	9	25	100	4	143	5
	%	2.1%	1.4%	6.3%	17.5%	69.9%	2.8%	100.0%	
Service is timely.	Count	3	2	6	19	109	4	143	5
	%	2.1%	1.4%	4.2%	13.3%	76.2%	2.8%	100.0%	
Staff is courteous..	Count	5	1	3	16	110	8	143	5
	%	3.5%	0.7%	2.1%	11.2%	76.9%	5.6%	100.0%	
Staff is knowledgeable.	Count	4	4	5	19	104	7	143	5
	%	2.8%	2.8%	3.5%	13.3%	72.7%	4.9%	100.0%	
Overall Satisfaction.	Count	4	2	8	24	105	0	143	5
	%	2.8%	1.4%	5.6%	16.8%	73.4%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: General Survey Comments**

Table 51a. *Help Desk Comments from McKinney Campus*

Help desk is not informed about the various programs on campus
Very helpful.

Table 51b. *Help Desk Comments from Frisco Campus*

I've found out the help desk is only for the faculty. They ignore student requests even when it is about the help desk services.
--

Table 51c. *Help Desk Comments from Plano Campus*

i called all the time to ask questions and get good response
The service is satisfying

Table 51d. *Help Desk Comments from Technical Campus*

Negative
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Table 51e. *Help Desk Comments from Wylie Campus*

Had a few hiccups finding the right place - the "student" helpdesk included a ton of "student worker" options.
Not helpful at all. Was always referred to someone else to answer a question.
They were very friendly and helpful
Very Nice Lady. She greets me every morning :)

Table 51f. *Help Desk Comments from All Campuses*

Always have an audited, do not know what I am talking about and don't know how to help and can't fix the problem
April at Wylie is super kind and friendly.
Canvas access issue over the weekend. Wasn't addressed until during the week.
I almost always end up going to Student Engagement to get my questions answered, because the Help Desk rarely knows.
No hesitation with providing service.
Someone is always there and always ready to help you with any questions you have.
Sometimes they were not helpful
There's usually someone nice there
They never responded
Very helpful
When lost, I would ask where something is or how to get to a location in the building.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Libraries

Table 52. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Libraries <sup>1</sup>	371	76.3%
Have used Libraries <sup>2</sup>	270	72.8%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=371).

Table 53. Please use a five-point scale to tell us about your experience with the service

Location	Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
			1	2	3	4	5			
Allen Center	Hours are convenient.	Count	0	0	0	1	1	1	3	4.5
		%	0.0%	0.0%	0.0%	33.3%	33.3%	33.3%	100.0%	
	Service is timely.	Count	0	0	0	1	1	1	3	4.5
		%	0.0%	0.0%	0.0%	33.3%	33.3%	33.3%	100.0%	
	Staff is courteous.	Count	0	0	0	1	2	0	3	5
		%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%	
	Staff is knowledgeable.	Count	0	0	0	1	2	0	3	5
	%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	1	2	0	3	5
		%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%	
Frisco Campus	Hours are convenient.	Count	0	3	4	5	29	1	42	5
		%	0.0%	7.1%	9.5%	11.9%	69.0%	2.4%	100.0%	
	Service is timely.	Count	0	0	4	4	33	1	42	5
		%	0.0%	0.0%	9.5%	9.5%	78.6%	2.4%	100.0%	
	Staff is courteous.	Count	1	0	2	2	36	1	42	5
		%	2.4%	0.0%	4.8%	4.8%	85.7%	2.4%	100.0%	
	Staff is knowledgeable.	Count	0	0	1	3	36	2	42	5
	%	0.0%	0.0%	2.4%	7.1%	85.7%	4.8%	100.0%		
	Overall Satisfaction.	Count	1	0	2	3	36	0	42	5
		%	2.4%	0.0%	4.8%	7.1%	85.7%	0.0%	100.0%	
McKinney Campus	Hours are convenient.	Count	0	0	4	9	36	1	50	5
		%	0.0%	0.0%	8.0%	18.0%	72.0%	2.0%	100.0%	
	Service is timely.	Count	0	0	3	10	35	2	50	5
		%	0.0%	0.0%	6.0%	20.0%	70.0%	4.0%	100.0%	
	Staff is courteous.	Count	2	1	4	6	36	1	50	5
		%	4.0%	2.0%	8.0%	12.0%	72.0%	2.0%	100.0%	
	Staff is knowledgeable.	Count	1	1	3	9	35	1	50	5
	%	2.0%	2.0%	6.0%	18.0%	70.0%	2.0%	100.0%		
	Overall Satisfaction.	Count	2	0	5	10	33	0	50	5
		%	4.0%	0.0%	10.0%	20.0%	66.0%	0.0%	100.0%	
Plano Campus	Hours are convenient.	Count	0	0	3	10	52	2	67	5
		%	0.0%	0.0%	4.5%	14.9%	77.6%	3.0%	100.0%	
	Service is timely.	Count	0	0	1	6	58	2	67	5
	%	0.0%	0.0%	1.5%	9.0%	86.6%	3.0%	100.0%		

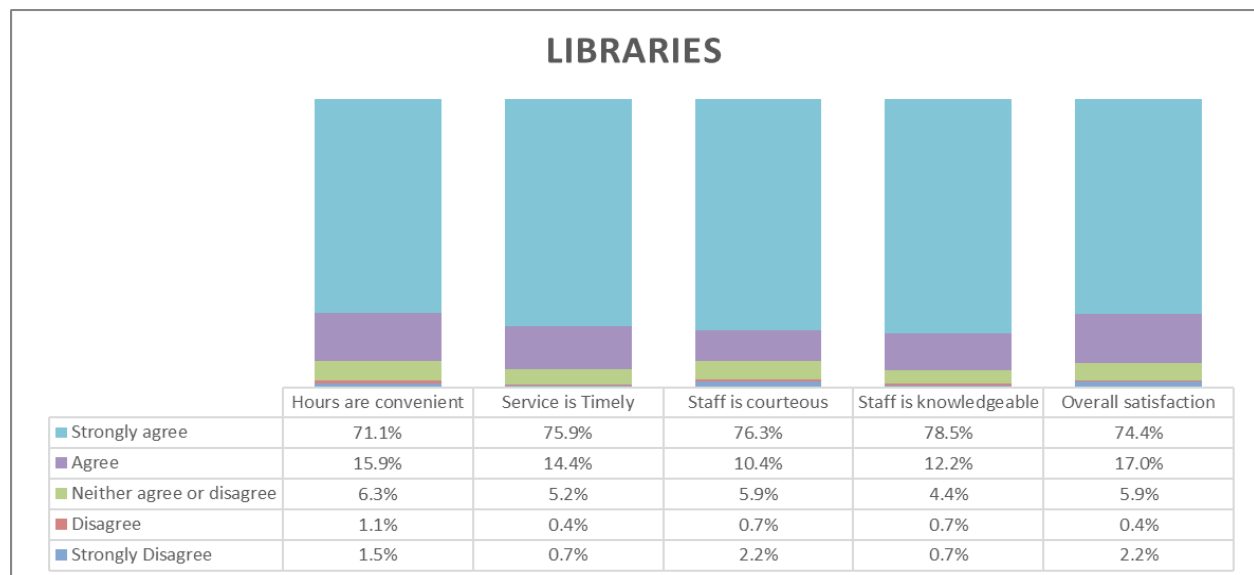
Table 53. Please use a five-point scale to tell us about your experience with the service

		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
Location	Item		1	2	3	4	5				
Plano Campus	Staff is courteous.	Count	1	0	3	7	53	3	67	5	
		%	1.5%	0.0%	4.5%	10.4%	79.1%	4.5%	100.0%		
	Staff is knowledgeable.	Count	0	0	2	7	57	1	67	5	
		%	0.0%	0.0%	3.0%	10.4%	85.1%	1.5%	100.0%		
	Overall Satisfaction.	Count	1	0	1	8	57	0	67	5	
		%	1.5%	0.0%	1.5%	11.9%	85.1%	0.0%	100.0%		
Rockwall Center	Hours are convenient.	Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Service is timely.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Technical Campus	Hours are convenient.	Count	0	0	1	1	4	1	7	5	
		%	0.0%	0.0%	14.3%	14.3%	57.1%	14.3%	100.0%		
	Service is timely.	Count	0	0	1	0	5	1	7	5	
		%	0.0%	0.0%	14.3%	0.0%	71.4%	14.3%	100.0%		
	Staff is courteous.	Count	0	1	1	0	4	1	7	5	
		%	0.0%	14.3%	14.3%	0.0%	57.1%	14.3%	100.0%		
	Staff is knowledgeable.	Count	0	0	1	1	4	1	7	5	
		%	0.0%	0.0%	14.3%	14.3%	57.1%	14.3%	100.0%		
	Overall Satisfaction.	Count	0	0	2	0	5	0	7	5	
		%	0.0%	0.0%	28.6%	0.0%	71.4%	0.0%	100.0%		
Wylie Campus	Hours are convenient.	Count	1	0	1	0	6	0	8	5	
		%	13%	0%	13%	0%	75%	0%	100%		
	Service is timely.	Count	1	0	2	0	5	0	8	5	
		%	13%	0%	25%	0%	63%	0%	100%		
	Staff is courteous.	Count	2	0	0	0	6	0	8	5	
		%	25%	0%	0%	0%	75%	0%	100%		
	Staff is knowledgeable.	Count	1	1	0	0	6	0	8	5	
		%	13%	13%	0%	0%	75%	0%	100%		
	Overall Satisfaction.	Count	2	0	0	1	5	0	8	5	
		%	25%	0%	0%	13%	63%	0%	100%		
Online Only	Hours are convenient.	Count	3	0	4	16	63	5	91	5	
		%	3.3%	0.0%	4.4%	17.6%	69.2%	5.5%	100.0%		
	Service is timely.	Count	1	1	3	18	66	2	91	5	
		%	1.1%	1.1%	3.3%	19.8%	72.5%	2.2%	100.0%		
	Staff is courteous.	Count	0	0	6	11	68	6	91	5	
		%	0.0%	0.0%	6.6%	12.1%	74.7%	6.6%	100.0%		
	Staff is knowledgeable.	Count	0	0	5	11	71	4	91	5	
		%	0.0%	0.0%	5.5%	12.1%	78.0%	4.4%	100.0%		
	Overall Satisfaction.	Count	0	1	6	23	61	0	91	5	
		%	0.0%	1.1%	6.6%	25.3%	67.0%	0.0%	100.0%		
Other	Hours are convenient	Count	0	0	0	0	1	0	1	5	
		%	0%	0%	0%	0%	100%	0%	100%		
	Service is timely	Count	0	0	0	0	1	0	1	5	
		%	0%	0%	0%	0%	100%	0%	100%		
	Staff is courteous	Count	0	0	0	1	0	0	1	4	
		%	0%	0%	0%	100%	0%	0%	100%		
	Staff is knowledgeable	Count	0	0	0	1	0	0	1	4	
		%	0%	0%	0%	100%	0%	0%	100%		

Table 53. Please use a five-point scale to tell us about your experience with the service

		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
Location	Item		1	2	3	4	5				
Other	Overall Satisfaction.	Count	0	0	0	0	1	0	1	5	
		%	0%	0%	0%	0%	100%	0%	100%		
Total	Hours are convenient	Count	4	3	17	43	192	11	270	5	
		%	1%	1%	6%	16%	71%	4%	100%		
	Service is timely	Count	2	1	14	39	205	9	270	5	
		%	1%	0%	5%	14%	76%	3%	100%		
	Staff is courteous	Count	6	2	16	28	206	12	270	5	
		%	2%	1%	6%	10%	76%	4%	100%		
Total	Staff is knowledgeable	Count	2	2	12	33	212	9	270	5	
		%	1%	1%	4%	12%	79%	3%	100%		
Total	Overall Satisfaction.	Count	6	1	16	46	201	0	270	5	
		%	2%	0%	6%	17%	74%	0%	100%		

\*The median is calculated on a 5-point scale by excluding the "No response" category.



## SERVICE UNIT: Libraries

Table 54a. *Library Comments from McKinney Campus*

Always very courteous and helped me find what I needed.
Everyone was always nice/knowledgeable/willing to help
I have used for my research. The main feature that benefits me is that can request books from any campus to any campus .
Maker space and a friendly staff
Not open late enough
Staff refused to allow me to use a book IN THE LIBRARY that I needed for class to do homework because it was a textbook and I did not have a "home address" on file???
The COVID restrictions do not make any sense
The McKinney campus library give us computer, lab, and table access for only 2 hours a day, which isn't enough time. They also cover the keyboards in saran wrap, which makes it slightly difficult for some people to see what the buttons say.
The requirements for the are ridiculous! If you forget your ID badge you can't even stay, there to study! Front desk has been rude regarding new COVID procedures; while I realize it's important to keep things clean and is spaced out, there is no need to be rude! Also, it makes it very hard to study/do homework at the library with their strict guidelines! I normally end up driving to the Wylie Library instead, which isn't convenient but it gets the job done.
The staff is rude
Very quiet.

Table 54b. *Library Comments from Frisco Campus*

I love the library staff at the . They're so kind, helpful, and welcoming. They encourage a love for the Library.
I wish the library had longer hours. Opening earlier and closing later
very poor customer service
Was great, now it is just for looking since the book shelves and maker lab are closed

Table 54c. *Library Comments from Plano Campus*

Always really relaxing and quiet. The staff is nice and helpful.
Experience at the library has always been great, very helpful
Great place to study, many materials available
I am about to start internships and am worried based on my service learning experience.
I really enjoy studying in the library. I always feel productive and in a good mood to get things done.
I would have given a bad rating to the library, because I had a bad experience with a racist staff, but I cannot judge everyone by one experience and I do not know his name, would have been easier to report the situation.
Love the library!! So many resources such as computers, laptops, books, textbooks, study rooms (including the science study room!), resource librarians. So thankful for these resources!
The library is beautiful and a good place to study or work on course work. I also love the online library and the database resources.

used a few times to borrow a calculator, do research for a class and always got what I needed! No hassle
Wish the library was recognized on the Libby app so I could listen to audiobooks or read eBooks that way.
Wonderful safe atmosphere

Table 54d. *Library Comments from Technical Campus*

Positive
The main librarian at the Allen Campus is extremely rude and has an attitude all of the time when everyone is just minding their business. She makes what everyone is doing her business at all times and it is clear she is not happy with herself and her life the way she consistently gives dirty looks to every student who walks in. Every time is students walk in, we're thankful the sweet Asian and the other man librarians that are there because they have always been nothing but kind to all students. One day we learned that the cranky mean woman was the head librarian and we all just laughed, because if you're the head librarian and you're acting like that, you need to be working somewhere else and in a different position. She is representing not only herself in a bad light but the Collin College Technical campus and the technical campus library poorly. She needs to fix her unwarranted attitude and start treating people with kindness and not be so snappy. like how old are you?! I thought we were grown.

Table 54e. *Library Comments from Wylie Campus*

COVID and Winter Storms have negatively impacted library availability. Fortunately I have been able to access library services online.
Only issue I have is with the Library exam rooms to rent out for 2 hours. I am a full time student here and have had 2 exams on the same day at different times and can't even rent out the same room twice for quiet time! Maybe I don't have a quiet space at home. This issue should be address. Very pleased with all other staff and teachers because they are all polite and helpful.

Table 54f. *Library Comments from All Campuses*

A little hard to navigate
Everything is a hassle to find articles that actually relate to the search. Most of the time all the articles feel homogenous and all the same, especially on ESBCO
I had to borrow a book and even though it was during the pandemic, the people were courteous and helpful.
I used the libraries online.
Staff was very nice and always was ready to help
The librarians are incredible. Super sweet and accommodating.
Was able to request material from other campuses online and materials were available for pickup sooner than expected.
Would be nice if it was open as late as the campus is open



**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Math Labs

Table 55. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Math Labs <sup>1</sup>	268	55.1%
Have used Math Labs <sup>2</sup>	109	40.7%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=268).

Table 56. Please use a five-point scale to tell us about your experience with the service

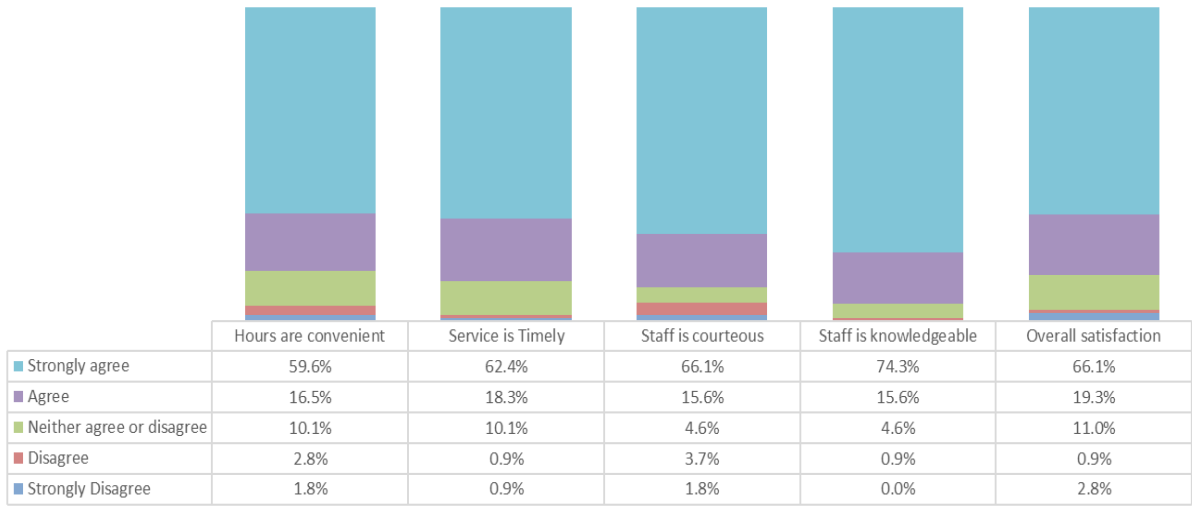
Location	Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
			1	2	3	4	5			
McKinney Campus	Hours are convenient.	Count	0	0	4	3	11	1	19	5
		%	0.0%	0.0%	21.1%	15.8%	57.9%	5.3%	100.0%	
	Service is timely.	Count	0	0	2	5	11	1	19	5
		%	0.0%	0.0%	10.5%	26.3%	57.9%	5.3%	100.0%	
	Staff is courteous.	Count	0	0	2	4	12	1	19	5
		%	0.0%	0.0%	10.5%	21.1%	63.2%	5.3%	100.0%	
	Staff is knowledgeable.	Count	0	0	2	3	13	1	19	5
	%	0.0%	0.0%	10.5%	15.8%	68.4%	5.3%	100.0%		
Frisco Campus	Overall Satisfaction.	Count	0	0	4	3	12	0	19	5
		%	0.0%	0.0%	21.1%	15.8%	63.2%	0.0%	100.0%	
	Hours are convenient.	Count	1	1	5	2	13	1	23	5
		%	4.3%	4.3%	21.7%	8.7%	56.5%	4.3%	100.0%	
	Service is timely.	Count	1	1	3	3	13	2	23	5
		%	4.3%	4.3%	13.0%	13.0%	56.5%	8.7%	100.0%	
	Staff is courteous.	Count	2	2	0	4	14	1	23	5
	%	8.7%	8.7%	0.0%	17.4%	60.9%	4.3%	100.0%		
Plano Campus	Staff is knowledgeable.	Count	0	0	2	6	14	1	23	5
		%	0.0%	0.0%	8.7%	26.1%	60.9%	4.3%	100.0%	
	Overall Satisfaction.	Count	3	1	3	3	13	0	23	5
		%	13.0%	4.3%	13.0%	13.0%	56.5%	0.0%	100.0%	
	Hours are convenient.	Count	0	1	1	5	12	2	21	5
		%	0.0%	4.8%	4.8%	23.8%	57.1%	9.5%	100.0%	
	Service is timely.	Count	0	0	1	6	12	2	21	5
	%	0.0%	0.0%	4.8%	28.6%	57.1%	9.5%	100.0%		
Technical Campus	Staff is courteous.	Count	0	0	1	4	14	2	21	5
		%	0.0%	0.0%	4.8%	19.0%	66.7%	9.5%	100.0%	
	Staff is knowledgeable.	Count	0	0	0	3	17	1	21	5
		%	0.0%	0.0%	0.0%	14.3%	81.0%	4.8%	100.0%	
	Overall Satisfaction.	Count	0	0	1	5	15	0	21	5
		%	0.0%	0.0%	4.8%	23.8%	71.4%	0.0%	100.0%	
	Hours are convenient.	Count	0	0	0	0	2	0	2	5
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Technical Campus	Service is timely.	Count	0	0	0	0	2	0	2	5
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	
	Staff is courteous.	Count	0	0	0	0	2	0	2	5
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		

Table 56. Please use a five-point scale to tell us about your experience with the service

		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
Location	Item		1	2	3	4	5				
Technical Campus	Staff is knowledgeable.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	1	1	0	2	4.5	
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
Wylie Campus	Hours are convenient.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Online Only	Hours are convenient.	Count	1	1	1	7	25	6	41	5	
		%	2.4%	2.4%	2.4%	17.1%	61.0%	14.6%	100.0%		
	Service is timely.	Count	0	0	5	5	28	3	41	5	
		%	0.0%	0.0%	12.2%	12.2%	68.3%	7.3%	100.0%		
	Staff is courteous.	Count	0	2	2	5	27	5	41	5	
		%	0.0%	4.9%	4.9%	12.2%	65.9%	12.2%	100.0%		
	Staff is knowledgeable.	Count	0	1	1	5	32	2	41	5	
		%	0.0%	2.4%	2.4%	12.2%	78.0%	4.9%	100.0%		
	Overall	Count	0	0	4	9	28	0	41	5	
		%	0.0%	0.0%	9.8%	22.0%	68.3%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	1	0	1	4	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Other	Hours are convenient.	Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Service is timely.	Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Total	Hours are convenient.	Count	2	3	11	18	65	10	109	5	
		%	1.8%	2.8%	10.1%	16.5%	59.6%	9.2%	100.0%		
	Service is timely.	Count	1	1	11	20	68	8	109	5	
		%	0.9%	0.9%	10.1%	18.3%	62.4%	7.3%	100.0%		
	Staff is courteous.	Count	2	4	5	17	72	9	109	5	
		%	1.8%	3.7%	4.6%	15.6%	66.1%	8.3%	100.0%		
	Staff is knowledgeable.	Count	0	1	5	17	81	5	109	5	
		%	0.0%	0.9%	4.6%	15.6%	74.3%	4.6%	100.0%		
	Overall	Count	3	1	12	21	72	0	109	5	
		%	2.8%	0.9%	11.0%	19.3%	66.1%	0.0%	100.0%		
	Overall Satisfaction.	Count	3	1	12	21	72	0	109	5	
		%	2.8%	0.9%	11.0%	19.3%	66.1%	0.0%	100.0%		

\*The median is calculated on a 5-point scale by excluding the "No response" category.

## MATH LABS



## SERVICE UNIT: Math Labs

Table 57a. *Math Lab comments from McKinney Campus*

during my first visit I was not instructed on the procedure of how to get help. No one instructed me that I needed to raise my hand for a tutor. I just sat and waited for a while until I inquired about the procedure
The staff is great
Very quiet, but not easy to get help all the time because it's not one-on-one tutoring.
The math lab in McKinney if you are not young and cute it is hard to get help. Some of the tutors gravitate towards the you ger students and then will not look around to help others.
I filed a complaint at the McKinney campus last year as a result of the way I was treated by one of the tutors. I left the math lab in tears and never returned as a result of his treatment towards me.

Table 57b. *Math Lab comments from Frisco Campus*

Depends on the campus. Plano is a magic 8-ball but with a toilet instead of a plastic ball. Frisco has a few people that will argue about the problem they want to do. The really helpful people don't seem to be there anymore.
This rating is ONLY for the FRISCO CAMPUS MATH LAB. The Frisco campus math lab is AMAZING!! Shout out to the tutor Brandon who is patient and so, so kind to students. I spent HOURS in the Math Lab at Frisco because of how good and helpful it is. It seriously made a tremendous difference in my education. It is one of the best things about Collin College. That said, the Spring Creek math lab is horrible. HORRIBLE. They could seriously stand to learn from Preston Ridge.
very poor customer service

Table 57c. *Math Lab comments from Plano Campus*

It was fine. I hate math so you know.
The people at the math lab I used gave me a lot of help!
They helped me with my math at all time and i was able to gain more knowledge on it, since I was terrible in math
Tutors have always been pretty good. The writing center ladies can be a little hard to work with but they mean well. At least the ones I have interacted with.

Table 57d. *Math Lab comments from All Campuses*

Got great help from an amazing professor
Need more people and longer bourse of service for people that work late
This is the reason why I passed Statistics. I love the professors who spend their time in there

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Mentor Program

Table 58. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Mentor Program <sup>1</sup>	58	11.9%
Have used Mentor Program <sup>2</sup>	12	20.7%

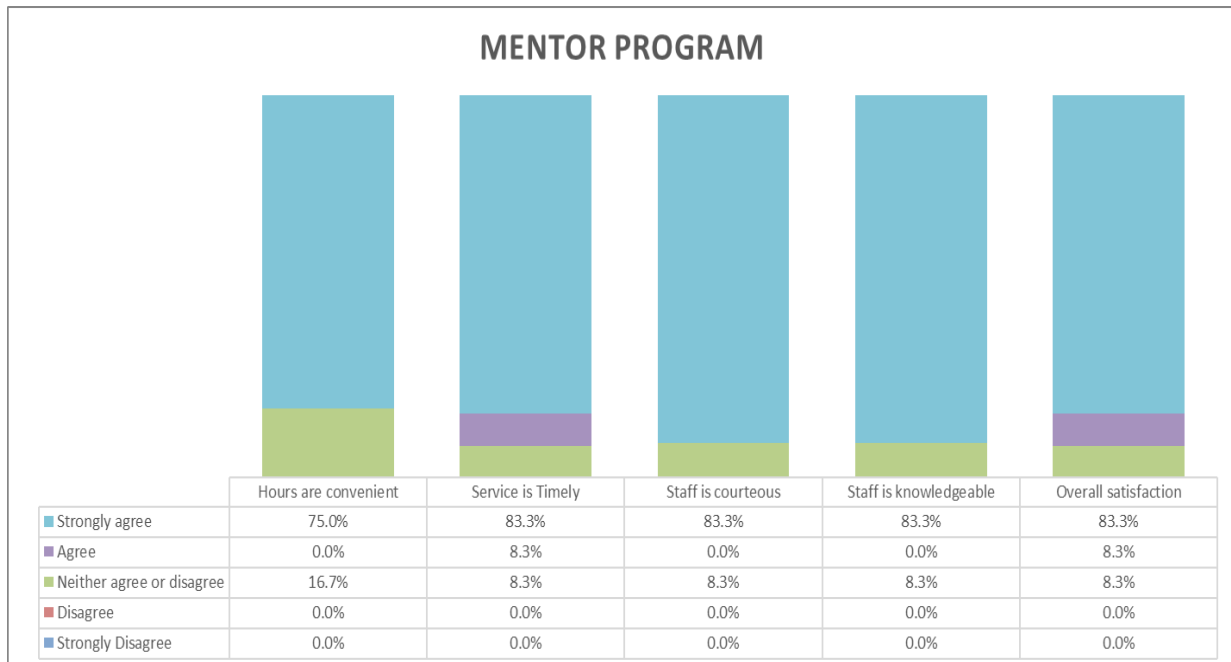
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=58).

Table 59. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	0	0	2	0	9	1	12	5
	%	0.0%	0.0%	16.7%	0.0%	75.0%	8.3%	100.0%	
Service is timely.	Count	0	0	1	1	10	0	12	5
	%	0.0%	0.0%	8.3%	8.3%	83.3%	0.0%	100.0%	
Staff is courteous.	Count	0	0	1	0	10	1	12	5
	%	0.0%	0.0%	8.3%	0.0%	83.3%	8.3%	100.0%	
Staff is knowledgeable.	Count	0	0	1	0	10	1	12	5
	%	0.0%	0.0%	8.3%	0.0%	83.3%	8.3%	100.0%	
Overall Satisfaction.	Count	0	0	1	1	10	0	12	5
	%	0.0%	0.0%	8.3%	8.3%	83.3%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Mentor Program**

Table 60. *Mentor Program Comments from All Campuses*

N/A
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**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: New Student Orientation

Table 61. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of New Student Orientation <sup>1</sup>	234	48.1%
Have used New Student Orientation <sup>2</sup>	101	43.2%

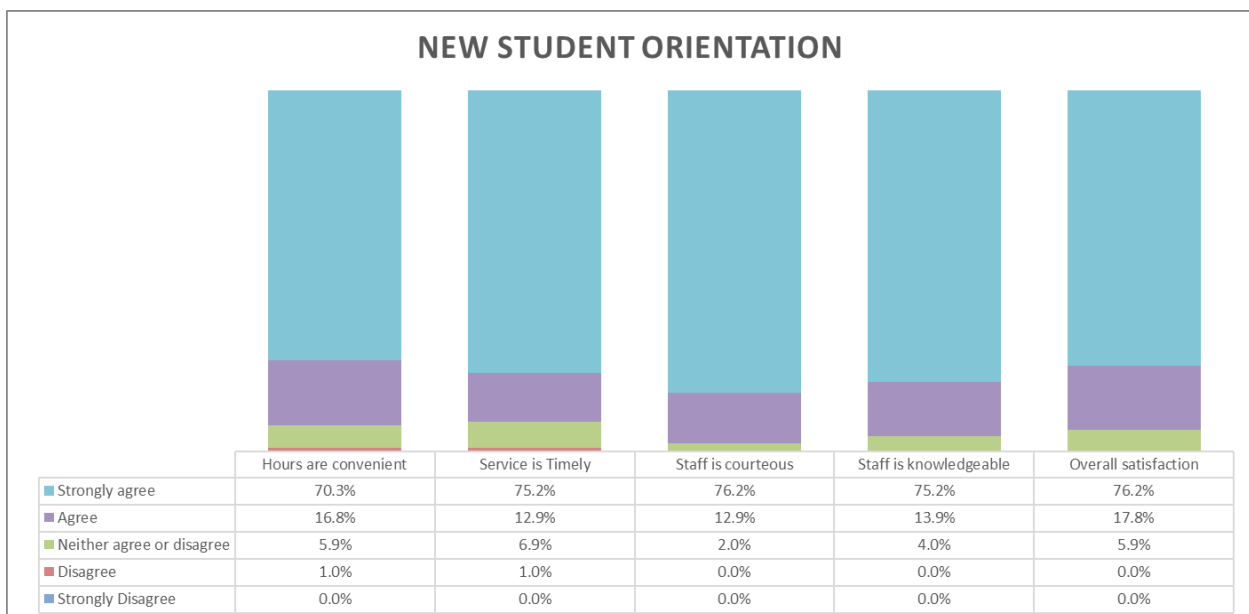
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=234).

Table 62. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	0	1	6	17	71	6	101	5
	%	0.0%	1.0%	5.9%	16.8%	70.3%	5.9%	100.0%	
Service is timely.	Count	0	1	7	13	76	4	101	5
	%	0.0%	1.0%	6.9%	12.9%	75.2%	4.0%	100.0%	
Staff is courteous.	Count	0	0	2	13	77	9	101	5
	%	0.0%	0.0%	2.0%	12.9%	76.2%	8.9%	100.0%	
Staff is knowledgeable.	Count	0	0	4	14	76	7	101	5
	%	0.0%	0.0%	4.0%	13.9%	75.2%	6.9%	100.0%	
Overall Satisfaction.	Count	0	0	6	18	77	0	101	5
	%	0.0%	0.0%	5.9%	17.8%	76.2%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: New Student Orientation**

Table 63a. *New Student Orientation Comments from McKinney Campus*

Everyone was always nice/knowledgeable/willing to help
I had a chance to ask questions and was very motivated to begin my courses.
Very helpful.

Table 63b. *New Student Orientation Comments from Plano Campus*

limited experience but no issues here
My orientation was online so there wasn't any way a person could have affected that. The videos were very informative and helpful as well.

Table 63c. *New Student Orientation Comments from Technical Campus*

Easy to access online, goes quickly and seems thorough.
Great help if you have never been to college
I don't like this because I felt inferior and out of place.



**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Registration

Table 64. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Registration <sup>1</sup>	427	87.9%
Have used Registration <sup>2</sup>	376	88.1%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=427).

Table 65. Please use a five-point scale to tell us about your experience with the service.

Location	Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
			1	2	3	4	5			
Allen Center	Hours are convenient.	Count	0	0	0	2	3	1	6	5
		%	0.0%	0.0%	0.0%	33.3%	50.0%	16.7%	100.0%	
	Service is timely.	Count	0	0	0	1	4	1	6	5
		%	0.0%	0.0%	0.0%	16.7%	66.7%	16.7%	100.0%	
	Staff is courteous.	Count	0	0	0	0	5	1	6	5
		%	0.0%	0.0%	0.0%	0.0%	83.3%	16.7%	100.0%	
Staff is knowledgeable.	Count	0	0	0	0	5	1	6	5	
	%	0.0%	0.0%	0.0%	0.0%	83.3%	16.7%	100.0%		
Overall Satisfaction.	Count	0	0	0	2	4	0	6	5	
	%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%		
McKinney Campus	Hours are convenient.	Count	1	3	8	12	39	5	68	5
		%	1.5%	4.4%	11.8%	17.6%	57.4%	7.4%	100.0%	
	Service is timely.	Count	2	3	8	8	39	8	68	5
		%	2.9%	4.4%	11.8%	11.8%	57.4%	11.8%	100.0%	
	Staff is courteous.	Count	2	0	4	9	46	7	68	5
		%	2.9%	0.0%	5.9%	13.2%	67.6%	10.3%	100.0%	
Staff is knowledgeable.	Count	1	4	5	7	45	6	68	5	
	%	1.5%	5.9%	7.4%	10.3%	66.2%	8.8%	100.0%		
Overall Satisfaction.	Count	0	4	9	12	43	0	68	5	
	%	0.0%	5.9%	13.2%	17.6%	63.2%	0.0%	100.0%		
Frisco Campus	Hours are convenient.	Count	2	1	5	5	32	6	51	5
		%	3.9%	2.0%	9.8%	9.8%	62.7%	11.8%	100.0%	
	Service is timely.	Count	2	1	4	5	36	3	51	5
		%	3.9%	2.0%	7.8%	9.8%	70.6%	5.9%	100.0%	
	Staff is courteous.	Count	1	0	6	5	34	5	51	5
		%	2.0%	0.0%	11.8%	9.8%	66.7%	9.8%	100.0%	
Staff is knowledgeable.	Count	2	0	6	4	35	4	51	5	
	%	3.9%	0.0%	11.8%	7.8%	68.6%	7.8%	100.0%		
Overall Satisfaction.	Count	1	2	4	8	36	0	51	5	
	%	2.0%	3.9%	7.8%	15.7%	70.6%	0.0%	100.0%		
Plano Campus	Hours are convenient.	Count	3	1	4	17	46	5	76	5
		%	3.9%	1.3%	5.3%	22.4%	60.5%	6.6%	100.0%	
	Service is timely.	Count	3	1	3	13	55	1	76	5
		%	3.9%	1.3%	3.9%	17.1%	72.4%	1.3%	100.0%	
Staff is courteous.	Count	1	0	3	12	58	2	76	5	
	%	1.3%	0.0%	3.9%	15.8%	76.3%	2.6%	100.0%		

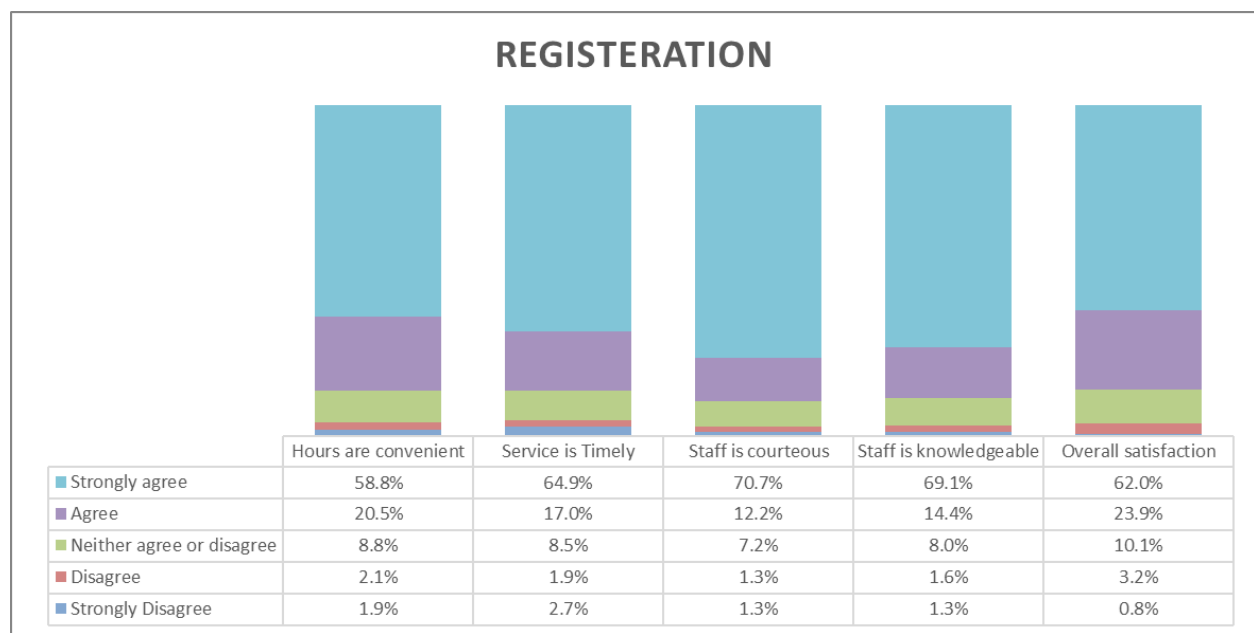
Table 65. Please use a five-point scale to tell us about your experience with the service.

		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
Location	Item		1	2	3	4	5				
	Staff is knowledgeable.	Count	0	1	3	17	53	2	76	5	
		%	0.0%	1.3%	3.9%	22.4%	69.7%	2.6%	100.0%		
	Overall Satisfaction.	Count	1	2	8	16	49	0	76	5	
		%	1.3%	2.6%	10.5%	21.1%	64.5%	0.0%	100.0%		
Rockwall Campus	Hours are convenient.	Count	0	0	1	0	0	0	1	3	
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Service is timely.	Count	0	0	0	1	0	0	1	4	
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Technical Campus	Hours are convenient.	Count	0	0	1	3	3	1	8	4.5	
		%	0.0%	0.0%	12.5%	37.5%	37.5%	12.5%	100.0%		
	Service is timely.	Count	0	0	1	3	4	0	8	4.5	
		%	0.0%	0.0%	12.5%	37.5%	50.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	1	2	4	1	8	5	
		%	0.0%	0.0%	12.5%	25.0%	50.0%	12.5%	100.0%		
	Staff is knowledgeable.	Count	0	0	1	3	4	0	8	4.5	
		%	0.0%	0.0%	12.5%	37.5%	50.0%	0.0%	100.0%		
Wylie Campus	Hours are convenient.	Count	0	0	1	2	8	0	11	5	
		%	0.0%	0.0%	9.1%	18.2%	72.7%	0.0%	100.0%		
	Service is timely.	Count	0	0	1	3	7	0	11	5	
		%	0.0%	0.0%	9.1%	27.3%	63.6%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	2	1	8	0	11	5	
		%	0.0%	0.0%	18.2%	9.1%	72.7%	0.0%	100.0%		
	Staff is knowledgeable.	Count	0	0	2	2	7	0	11	5	
		%	0.0%	0.0%	18.2%	18.2%	63.6%	0.0%	100.0%		
Online Only	Hours are convenient.	Count	1	3	13	36	88	12	153	5	
		%	0.7%	2.0%	8.5%	23.5%	57.5%	7.8%	100.0%		
	Service is timely.	Count	3	2	15	30	97	6	153	5	
		%	2.0%	1.3%	9.8%	19.6%	63.4%	3.9%	100.0%		
	Staff is courteous.	Count	1	5	11	17	108	11	153	5	
		%	0.7%	3.3%	7.2%	11.1%	70.6%	7.2%	100.0%		
	Staff is knowledgeable.	Count	2	1	13	21	108	8	153	5	
		%	1.3%	0.7%	8.5%	13.7%	70.6%	5.2%	100.0%		
Other	Hours are convenient.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	0	2	0	2	5	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		

Table 65. Please use a five-point scale to tell us about your experience with the service.

		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
Location	Item		1	2	3	4	5				
Total	Hours are convenient.	Count	7	8	33	77	221	30	376	5	
		%	1.9%	2.1%	8.8%	20.5%	58.8%	8.0%	100.0%		
	Service is timely.	Count	10	7	32	64	244	19	376	5	
		%	2.7%	1.9%	8.5%	17.0%	64.9%	5.1%	100.0%		
	Staff is courteous.	Count	5	5	27	46	266	27	376	5	
		%	1.3%	1.3%	7.2%	12.2%	70.7%	7.2%	100.0%		
	Staff is knowledgeable.	Count	5	6	30	54	260	21	376	5	
		%	1.3%	1.6%	8.0%	14.4%	69.1%	5.6%	100.0%		
	Overall Satisfaction.	Count	3	12	38	90	233	0	376	5	
		%	0.8%	3.2%	10.1%	23.9%	62.0%	0.0%	100.0%		

\*The median is calculated on a 5-point scale by excluding the "No response" category.



## SERVICE UNIT: Registration

Table 66a. *Registration Comments from McKinney Campus*

Bad. They always mess up schedules and you end up having to re-register for classes at the last minute.
Ease of use online.
Everyone was always nice/knowledgeable/willing to help
I had to drop a class & register for another time slot and the staff at McKinney helped me very much.
I often have difficulty with this, like knowing what to register for and what needs a co-requisite, but I can easily set up an appointment and the person who I meet with answers all my questions and makes sure I know how to register before I leave their office.
More clarification on what transfer classes to take
When, I register for classes each semester, I usually have a problem where it says I have a hold when in actuality I do not have a hold.

Table 66b. *Registration Comments from Frisco Campus*

Always received excellent service.
Classes aren't opened to meet the demand.
Early morning registration hours when you work nights are very stressful, especially when you have to get up to avoid fighting over classes.
Very poor customer service

Table 66c. *Registration Comments from Plano Campus*

Not a lot of options for IT courses - classes fill up way too fast and delays degree progress.
Registration is so difficult every after year
There were a few incidents, one of mixed up registration, but I also wish the office would email you if you are at risk of being dropped from a class. The context of this is that I signed up late due to a mix up with my transcripts (I submitted them but the office never released the hold) and was only able to access registration on the day before school started. I lacked the immediate funds I needed to pay for my courses but I was going to have the funds required the next day. When I went to pay for them the next day those courses had been dropped and I had to go through the entire process again, meaning I missed some required classes because of my financial status and human error of college staff.
Wonderfully done!

Table 66d. *Registration Comments from Wylie Campus*

Registration is straightforward, web interface seems like it's five years out of date. Lots of got has requiring overrides and manual advisor interventions make it a major pain.
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Table 66e. *Registration Comments from all Campuses*

Easy to do and self-explanatory
Everyone I have come in contact with at Collin College has been exceptionally nice and helpful. Any issues I have had have not seemed like issues because they were handled quickly and done right the first time.

Have a hold but there's no reason
I didn't understand it at first, but it was explained to me sufficiently.
I think there needs to be an entrance screening to see if you are fit for the ASL/IEP program.
I went during peak registering times, but felt unheard and dismissed instead of helped.
Most of these services are online and available when I need them. However, when I have had a question and needed to speak with a person, they were always there and able to help me in a timely and very courteous manner.
Never had a problem with registrations
Online
The screens are small, hard to follow and understand.
Very convenient
very helpful!
Very helpful, very knowledgeable and resolved my issue quickly.
When I came in with questions about why I was having trouble understanding and getting through the registration process, the aide was extremely dismissive and no help whatsoever. I had to solve my problem on my own. I was not happy about this, but was the only negative experience I've had
When I started my journey at Collin Collage, my experiences that I had with the admission and registration processes were not good. I had to miss a semester because of unclear and untimely communication. Moreover, all necessary and required information were not communicated and informed at the same time. Every time when I get a response from the admission/registration office, I will be asked to provide something else or additional document. It seems like whenever I ask a question or submit a document, different person respond to my email without looking at the previous correspondence. There should be a system of record from which the admission or registration staff have access to so that they can respond to students with a complete and timely way.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Science Den

Table 67. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Science Den <sup>1</sup>	67	13.8%
Have used Science Den <sup>2</sup>	18	26.9%

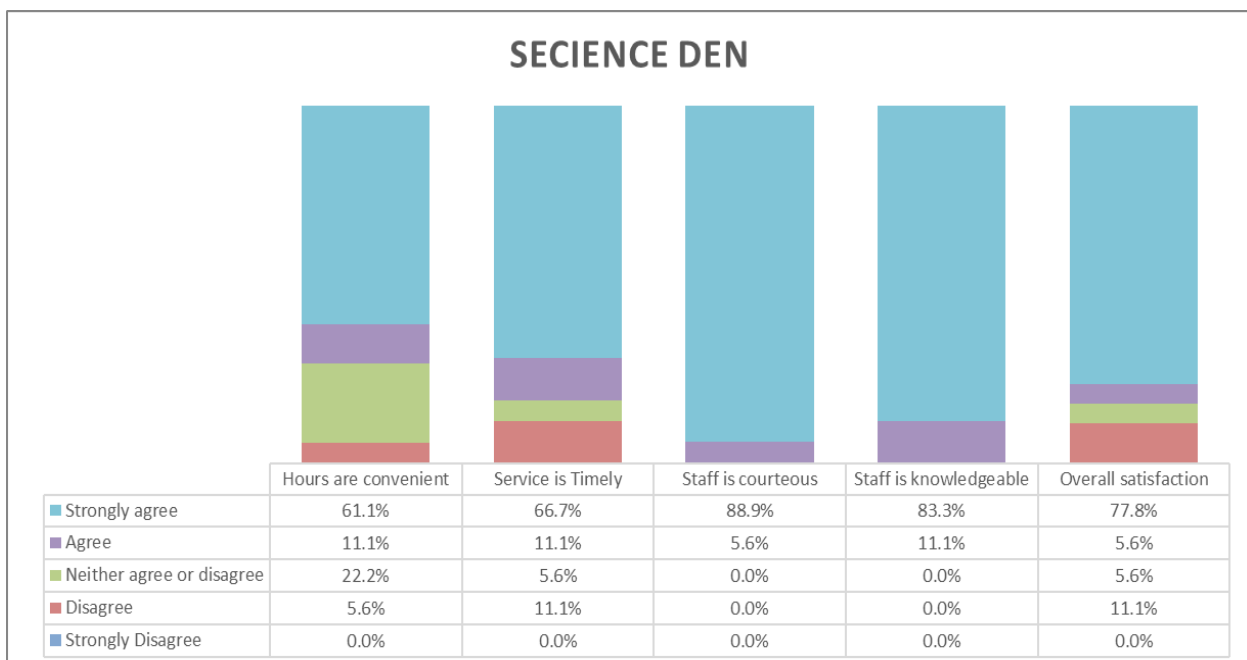
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=67).

Table 68. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	0	1	4	2	11	0	18	5
	%	0.0%	5.6%	22.2%	11.1%	61.1%	0.0%	100.0%	
Service is timely.	Count	0	2	1	2	12	1	18	5
	%	0.0%	11.1%	5.6%	11.1%	66.7%	5.6%	100.0%	
Staff is courteous.	Count	0	0	0	1	16	1	18	5
	%	0.0%	0.0%	0.0%	5.6%	88.9%	5.6%	100.0%	
Staff is knowledgeable.	Count	0	0	0	2	15	1	18	5
	%	0.0%	0.0%	0.0%	11.1%	83.3%	5.6%	100.0%	
Overall Satisfaction.	Count	0	2	1	1	14	0	18	5
	%	0.0%	11.1%	5.6%	5.6%	77.8%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Science Den**

Table 69a. *Science Den Comments from McKinney Campus*

The staff was very knowledgeable and helped me with any science question.

Table 69b. *Science Den Comments from Frisco Campus*

This would be really great but it is severely limited in the areas of study vs availability of tutor. the tutor I met with was great.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Service Learning

Table 70. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Service Learning <sup>1</sup>	83	17.1%
Have used Service Learning <sup>2</sup>	31	37.3%

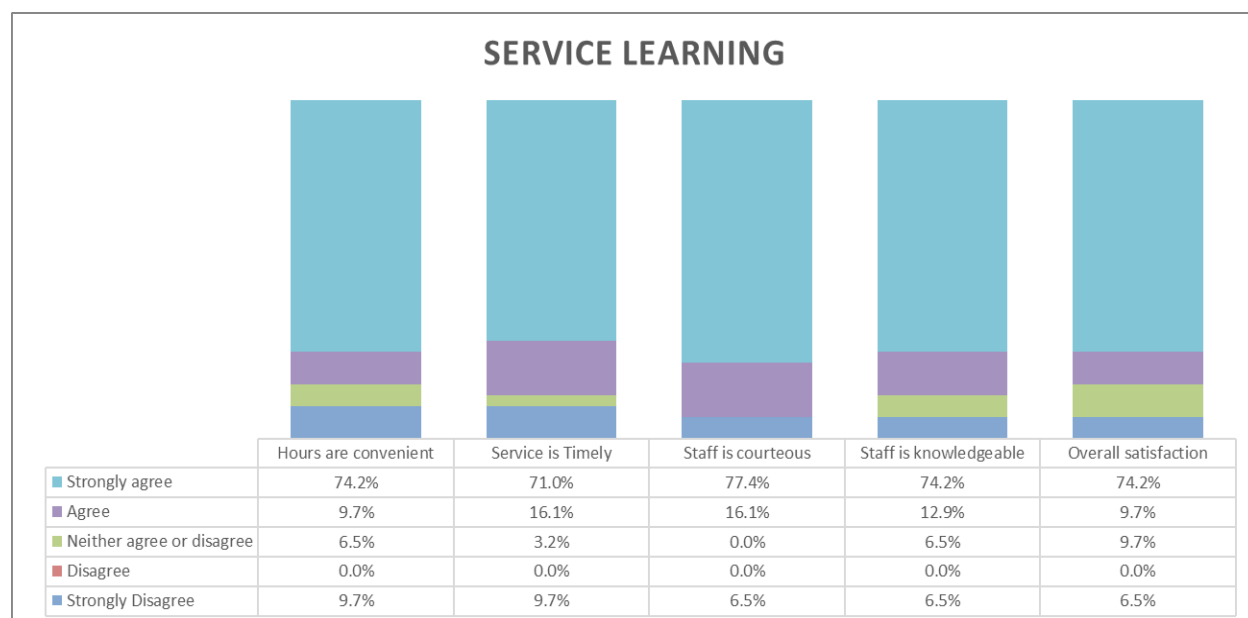
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=83).

Table 71. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	3	0	2	3	23	0	31	5
	%	9.7%	0.0%	6.5%	9.7%	74.2%	0.0%	100.0%	
Service is timely.	Count	3	0	1	5	22	0	31	5
	%	9.7%	0.0%	3.2%	16.1%	71.0%	0.0%	100.0%	
Staff is courteous.	Count	2	0	0	5	24	0	31	5
	%	6.5%	0.0%	0.0%	16.1%	77.4%	0.0%	100.0%	
Staff is knowledgeable.	Count	2	0	2	4	23	0	31	5
	%	6.5%	0.0%	6.5%	12.9%	74.2%	0.0%	100.0%	
Overall Satisfaction.	Count	2	0	3	3	23	0	31	5
	%	6.5%	0.0%	9.7%	9.7%	74.2%	0.0%	100.0%	

\* The median is calculated on a 5-point scale by excluding the "No response" category.





**SERVICE UNIT: Service Learning**

Table 72. *Service Learning Comments from McKinney Campus*

Annoying requirement for nursing program
I hate that it is required, but it is well-run
Service Learning could have been more organized. I did not feel I was treated well when I got to the learning location by their staff and was not prepared well.

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Student Engagement

Table 73. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Student Engagement <sup>1</sup>	217	44.7%
Have used Student Engagement <sup>2</sup>	82	37.8%

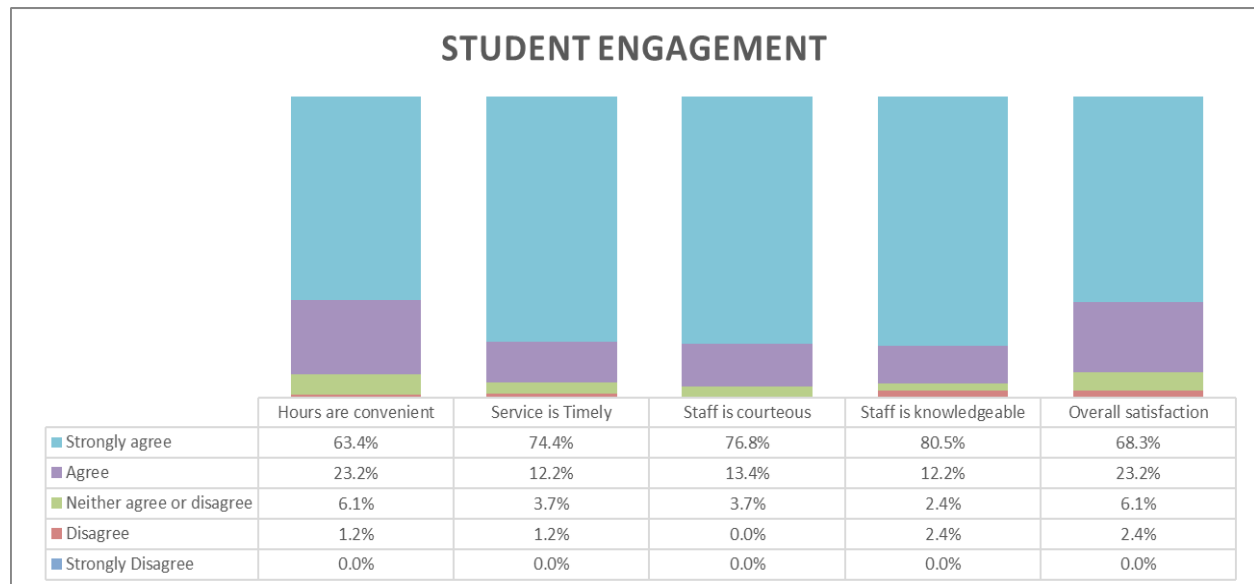
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=217).

Table 74. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	0	1	5	19	52	5	82	5
	%	0.0%	1.2%	6.1%	23.2%	63.4%	6.1%	100.0%	
Service is timely.	Count	0	1	3	10	61	7	82	5
	%	0.0%	1.2%	3.7%	12.2%	74.4%	8.5%	100.0%	
Staff is courteous.	Count	0	0	3	11	63	5	82	5
	%	0.0%	0.0%	3.7%	13.4%	76.8%	6.1%	100.0%	
Staff is knowledgeable.	Count	0	2	2	10	66	2	82	5
	%	0.0%	2.4%	2.4%	12.2%	80.5%	2.4%	100.0%	
Overall Satisfaction.	Count	0	2	5	19	56	0	82	5
	%	0.0%	2.4%	6.1%	23.2%	68.3%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Students Engagement**

Table 75a. *student engagement comments from McKinney campus*

Bad. They are not very welcoming to new people, especially people of color.

Table 75b. *student engagement comments from Frisco campus*

Student Engagement should consider offering more "real world/life advice" sessions, like what to watch out for when buying a car or home, etc.

Table 75c. *student engagement comments from Plano campus.*

I always love free stuff! And the Student Engagement is an added reason I love coming to campus

There felt like a lot of extra hoops I had to jump through. COVID communication about clubs always felt last minute.

Table 75d. *student engagement comments from Wylie campus*

Still trying to figure out what I need from them, but so far everything has been easy to find and use

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Testing Center

Table 76. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Testing Center <sup>1</sup>	356	73.3%
Have used Testing Center <sup>2</sup>	229	64.3%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=356).

Table 77. Please use a five-point scale to tell us about your experience with the service.

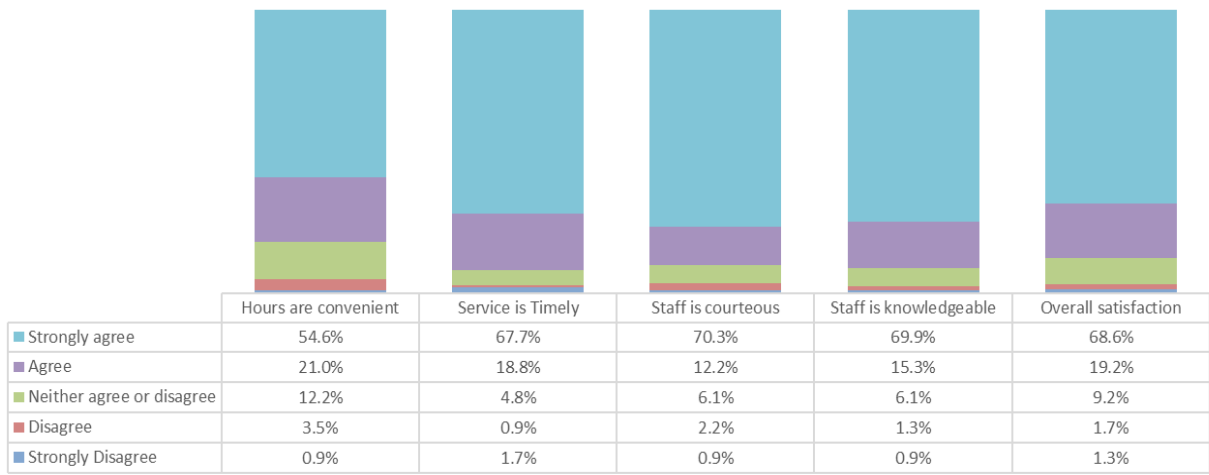
Location	Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
			1	2	3	4	5			
Allen Center	Hours are convenient.	Count	0	0	0	1	3	0	4	5
		%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%	
	Service is timely.	Count	0	0	0	1	3	0	4	5
		%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%	
	Staff is courteous.	Count	0	0	0	0	3	1	4	5
		%	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%	100.0%	
Staff is knowledgeable.	Count	0	0	0	0	3	1	4	5	
	%	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%	100.0%		
Overall Satisfaction.	Count	0	0	0	1	3	0	4	5	
	%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%		
Frisco Campus	Hours are convenient.	Count	0	2	5	6	19	3	35	5
		%	0.0%	5.7%	14.3%	17.1%	54.3%	8.6%	100.0%	
	Service is timely.	Count	1	0	5	3	24	2	35	5
		%	2.9%	0.0%	14.3%	8.6%	68.6%	5.7%	100.0%	
	Staff is courteous.	Count	0	0	2	4	25	4	35	5
		%	0.0%	0.0%	5.7%	11.4%	71.4%	11.4%	100.0%	
Staff is knowledgeable.	Count	1	0	2	3	27	2	35	5	
	%	2.9%	0.0%	5.7%	8.6%	77.1%	5.7%	100.0%		
Overall Satisfaction.	Count	1	0	3	6	25	0	35	5	
	%	2.9%	0.0%	8.6%	17.1%	71.4%	0.0%	100.0%		
McKinney Campus	Hours are convenient.	Count	0	0	8	6	27	3	44	5
		%	0.0%	0.0%	18.2%	13.6%	61.4%	6.8%	100.0%	
	Service is timely.	Count	0	0	3	8	28	5	44	5
		%	0.0%	0.0%	6.8%	18.2%	63.6%	11.4%	100.0%	
	Staff is courteous.	Count	0	0	2	4	33	5	44	5
		%	0.0%	0.0%	4.5%	9.1%	75.0%	11.4%	100.0%	
Staff is knowledgeable.	Count	0	0	4	3	31	6	44	5	
	%	0.0%	0.0%	9.1%	6.8%	70.5%	13.6%	100.0%		
Overall Satisfaction.	Count	0	1	3	9	31	0	44	5	
	%	0.0%	2.3%	6.8%	20.5%	70.5%	0.0%	100.0%		
Plano Campus	Hours are convenient.	Count	2	4	4	15	23	2	50	4
		%	4.0%	8.0%	8.0%	30.0%	46.0%	4.0%	100.0%	
	Service is timely.	Count	2	1	0	11	35	1	50	5
		%	4.0%	2.0%	0.0%	22.0%	70.0%	2.0%	100.0%	
	Staff is courteous.	Count	1	1	2	9	36	1	50	5
%		2.0%	2.0%	4.0%	18.0%	72.0%	2.0%	100.0%		
Staff is knowledgeable.	Count	1	0	3	11	35	0	50	5	
	%	2.0%	0.0%	6.0%	22.0%	70.0%	0.0%	100.0%		

Table 77. Please use a five-point scale to tell us about your experience with the service.

		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)							No response	Total	Median*
Location	Item		1	2	3	4	5				
	Overall Satisfaction.	Count	1	2	2	13	32	0	50	5	
		%	2.0%	4.0%	4.0%	26.0%	64.0%	0.0%	100.0%		
Technical Campus	Hours are convenient.	Count	0	0	1	1	1	0	3	4	
		%	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	100.0%		
	Service is timely.	Count	1	0	0	1	1	0	3	4	
		%	33.3%	0.0%	0.0%	33.3%	33.3%	0.0%	100.0%		
	Staff is courteous.	Count	0	1	0	1	1	0	3	4	
		%	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%	100.0%		
	Staff is knowledgeable.	Count	0	1	0	1	1	0	3	4	
	%	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%	100.0%			
	Overall Satisfaction.	Count	0	1	1	0	1	0	3	3	
		%	0.0%	33.3%	33.3%	0.0%	33.3%	0.0%	100.0%		
Wylie Campus	Staff is knowledgeable.	Count	0	0	3	0	3	0	6	4	
		%	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	1	2	3	0	6	4.5	
		%	0.0%	0.0%	16.7%	33.3%	50.0%	0.0%	100.0%		
	Hours are convenient.	Count	0	0	2	0	4	0	6	5	
		%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%		
	Service is timely.	Count	0	0	2	0	4	0	6	5	
	%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%			
	Staff is courteous.	Count	0	0	3	1	2	0	6	5	
		%	0.0%	0.0%	50.0%	16.7%	33.3%	0.0%	100.0%		
Online Only	Hours are convenient.	Count	0	2	7	18	48	10	85	5	
		%	0.0%	2.4%	8.2%	21.2%	56.5%	11.8%	100.0%		
	Service is timely.	Count	0	1	2	16	60	6	85	5	
		%	0.0%	1.2%	2.4%	18.8%	70.6%	7.1%	100.0%		
	Staff is courteous.	Count	1	3	6	9	58	8	85	5	
		%	1.2%	3.5%	7.1%	10.6%	68.2%	9.4%	100.0%		
	Staff is knowledgeable.	Count	0	2	3	16	58	6	85	5	
	%	0.0%	2.4%	3.5%	18.8%	68.2%	7.1%	100.0%			
	Overall Satisfaction.	Count	1	0	8	14	62	0	85	5	
		%	1.2%	0.0%	9.4%	16.5%	72.9%	0.0%	100.0%		
Other	Hours are convenient.	Count	0	0	0	1	1	0	2	4.5	
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Service is timely.	Count	0	0	0	1	1	0	2	4.5	
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Staff is courteous.	Count	0	0	0	1	1	0	2	4.5	
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Staff is knowledgeable.	Count	0	0	0	1	1	0	2	4.5	
	%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%			
	Overall Satisfaction.	Count	0	0	1	0	1	0	2	4	
		%	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	100.0%		
Total	Hours are convenient.	Count	2	8	28	48	125	18	229	5	
		%	0.9%	3.5%	12.2%	21.0%	54.6%	7.9%	100.0%		
	Service is timely.	Count	4	2	11	43	155	14	229	5	
		%	1.7%	0.9%	4.8%	18.8%	67.7%	6.1%	100.0%		
	Staff is courteous.	Count	2	5	14	28	161	19	229	5	
		%	0.9%	2.2%	6.1%	12.2%	70.3%	8.3%	100.0%		
	Staff is knowledgeable.	Count	2	3	14	35	160	15	229	5	
	%	0.9%	1.3%	6.1%	15.3%	69.9%	6.6%	100.0%			
	Overall Satisfaction.	Count	3	4	21	44	157	0	229	5	
		%	1.3%	1.7%	9.2%	19.2%	68.6%	0.0%	100.0%		

\*The median is calculated on a 5-point scale by excluding the "No response" category.

## TESTING CENTER



## SERVICE UNIT: Testing Centers

Table 78a. *Testing Center Comments from McKinney Campuses*

Adequate area for testing.
Everyone was always nice/knowledgeable/willing to help
Great. Always helpful with testing and even giving clear instructions and directions. Always polite.
I took the TSI test and the staff was very accommodating. Thank you.

Table 78b. *Testing Center Comments from Frisco Campuses*

Very poor customer service
----------------------------

Table 78c. *Testing Center Comments from Plano Campuses*

Not always convenient for my work schedule
Only used the testing center once, it was fine but none of the TSI scores were explained to me.

Table 78d. *Testing Center Comments from Technical Campuses*

Negative
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Table 78e. *Testing Center Comments from Wylie Campuses*

Testing center requirements during COVID have made the service inconvenient. My faculty have switched to online testing or made other arrangements.
---

Table 78f. *Testing Center Comments from all Campuses*

Consistently courteous and helpful.
hours were flexible,
Sometimes the students who work there are a bit short with people.
The students who work at the testing center are incredibly friendly and helpful.
Very helpful phone line.

**Collin College Service Unit  
Student Survey: Spring 2021**

**SERVICE UNIT: Transfer Programs**

Table 79. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Transfer Programs <sup>1</sup>	208	42.8%
Have used Transfer Programs <sup>2</sup>	46	22.1%

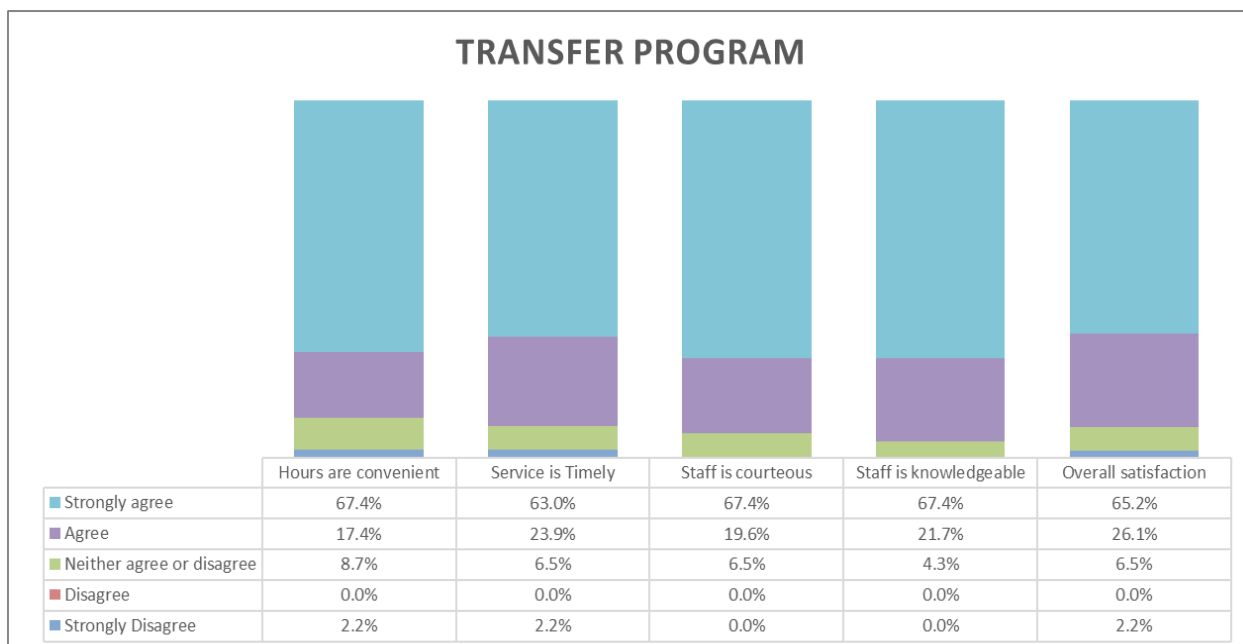
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=208).

Table 80. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	1	0	4	8	31	2	46	5
	%	2.2%	0.0%	8.7%	17.4%	67.4%	4.3%	100.0%	
Service is timely.	Count	1	0	3	11	29	2	46	5
	%	2.2%	0.0%	6.5%	23.9%	63.0%	4.3%	100.0%	
Staff is courteous.	Count	0	0	3	9	31	3	46	5
	%	0.0%	0.0%	6.5%	19.6%	67.4%	6.5%	100.0%	
Staff is knowledgeable.	Count	0	0	2	10	31	3	46	5
	%	0.0%	0.0%	4.3%	21.7%	67.4%	6.5%	100.0%	
Overall Satisfaction.	Count	1	0	3	12	30	0	46	5
	%	2.2%	0.0%	6.5%	26.1%	65.2%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.





**SERVICE UNIT: Transfer Programs**

Table 81. *Transfer Programs general comments*

Transferring was straightforward, even though there were a number of inter-institution hiccups in paperwork
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**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Tutoring Services / ACCESS

Table 82. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Tutoring Services / ACCESS <sup>1</sup>	121	24.9%
Have used Tutoring Services / ACCESS <sup>2</sup>	53	43.8%

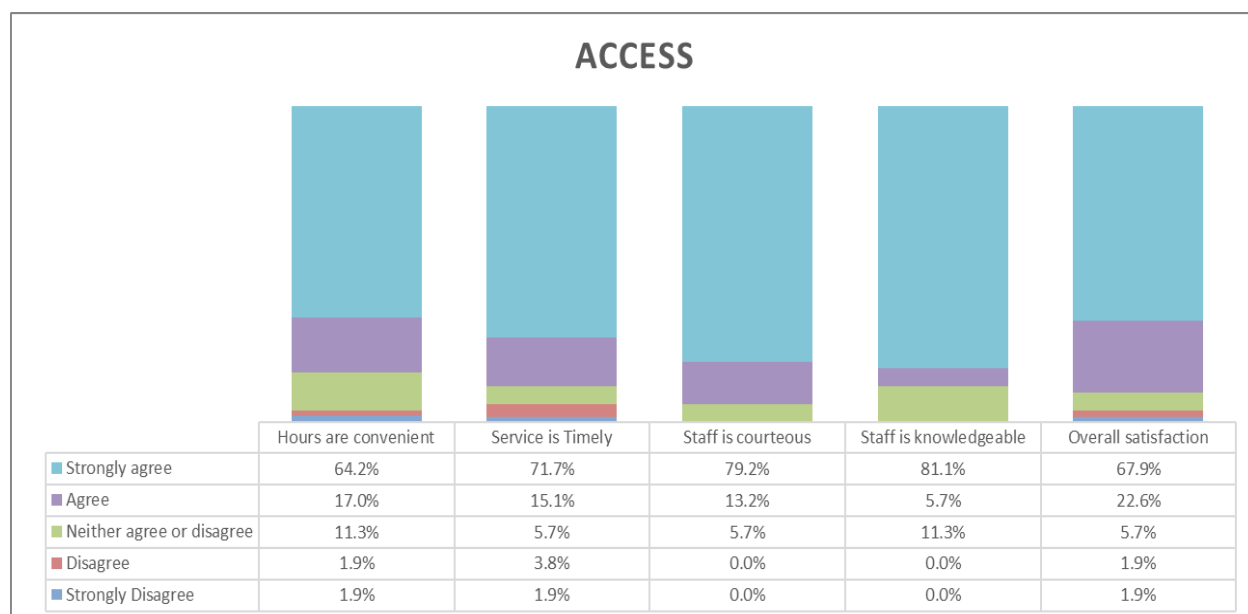
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=121).

Table 83. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	1	1	6	9	34	2	53	5
	%	1.9%	1.9%	11.3%	17.0%	64.2%	3.8%	100.0%	
Service is timely.	Count	1	2	3	8	38	1	53	5
	%	1.9%	3.8%	5.7%	15.1%	71.7%	1.9%	100.0%	
Staff is courteous.	Count	0	0	3	7	42	1	53	5
	%	0.0%	0.0%	5.7%	13.2%	79.2%	1.9%	100.0%	
Staff is knowledgeable.	Count	0	0	6	3	43	1	53	5
	%	0.0%	0.0%	11.3%	5.7%	81.1%	1.9%	100.0%	
Overall Satisfaction.	Count	1	1	3	12	36	0	53	5
	%	1.9%	1.9%	5.7%	22.6%	67.9%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



## SERVICE UNIT: Tutoring Services / ACCESS

Table 84a. *ACCESS comments from McKinney Campus*

Always very helpful, the process of getting accommodations was complicated and difficult to navigate
Very kind and understanding staff!

Table 84b. *ACCESS comments from Frisco Campus*

Only used once but was helpful.
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Table 84c. *ACCESS comments from Plano Campus*

I've never had problems using it
The people in the ACCESS Office are very kind!

Table 84d. *ACCESS comments from Technical Campus*

Positive
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Table 84e. *ACCESS comments from All Campuses*

I feel like the interpreting staff is too friendly. They may gossip to her about students and staff members who have gotten into some situations, it is not appropriate for that to happen.
The access office is amazing. So happy for this service

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Veterans' Services

Table 85. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Veterans' Services <sup>1</sup>	121	24.9%
Have used Veterans' Services <sup>2</sup>	25	20.7%

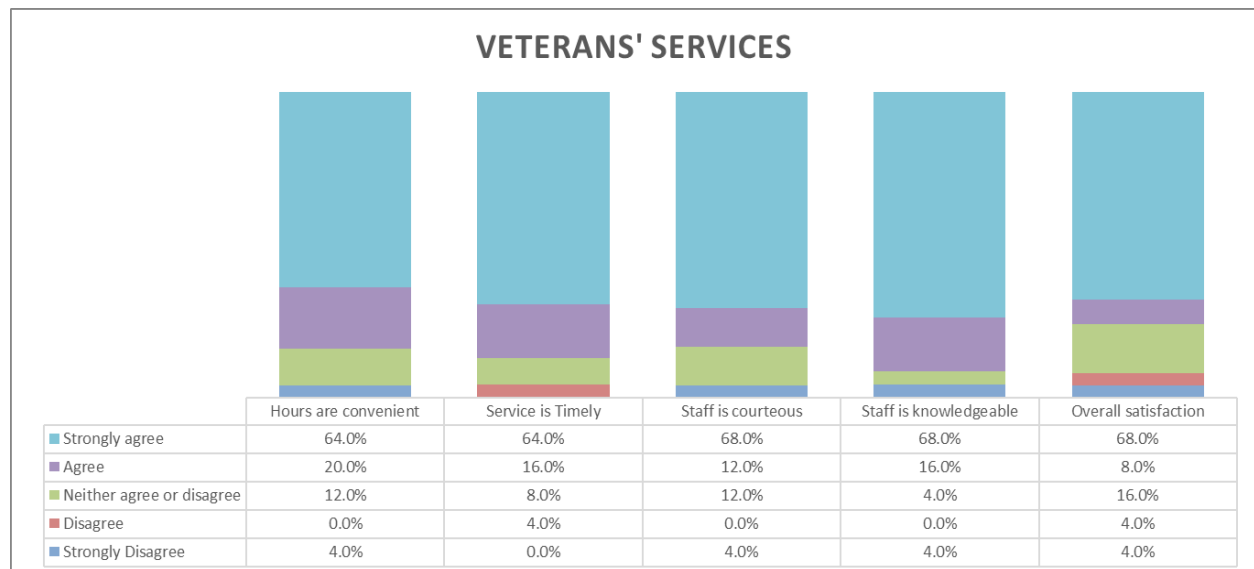
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=121).

Table 86. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	1	0	3	5	16	0	25	5
	%	4.0%	0.0%	12.0%	20.0%	64.0%	0.0%	100.0%	
Service is timely.	Count	0	1	2	4	16	2	25	5
	%	0.0%	4.0%	8.0%	16.0%	64.0%	8.0%	100.0%	
Staff is courteous.	Count	1	0	3	3	17	1	25	5
	%	4.0%	0.0%	12.0%	12.0%	68.0%	4.0%	100.0%	
Staff is knowledgeable.	Count	1	0	1	4	17	2	25	5
	%	4.0%	0.0%	4.0%	16.0%	68.0%	8.0%	100.0%	
Overall Satisfaction.	Count	1	1	4	2	17	0	25	5
	%	4.0%	4.0%	16.0%	8.0%	68.0%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Veterans' Services**

Table 87a. *Veterans Service comments from McKinney campus*

The people seem to really care about what I needed. Even when I had messed up on one of my forms they explained to me what I did wrong clearly and politely
The staff are great. The VRC hours do not include students that have night or weekend classes. This service should be available to ALL students that are eligible and at ALL hours
Very poor customer service

Table 87b. *Veterans Service comments from All campuses*

I was never made aware of early VA registration until this summer I have been with Collin and on chapter 35 for almost a year now.
Veteran office is well run, and a great space for me to decompress

**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Weekend College Office

Table 88. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Weekend College Office <sup>1</sup>	102	20.9%
Have used Weekend College Office <sup>2</sup>	11	10.8%

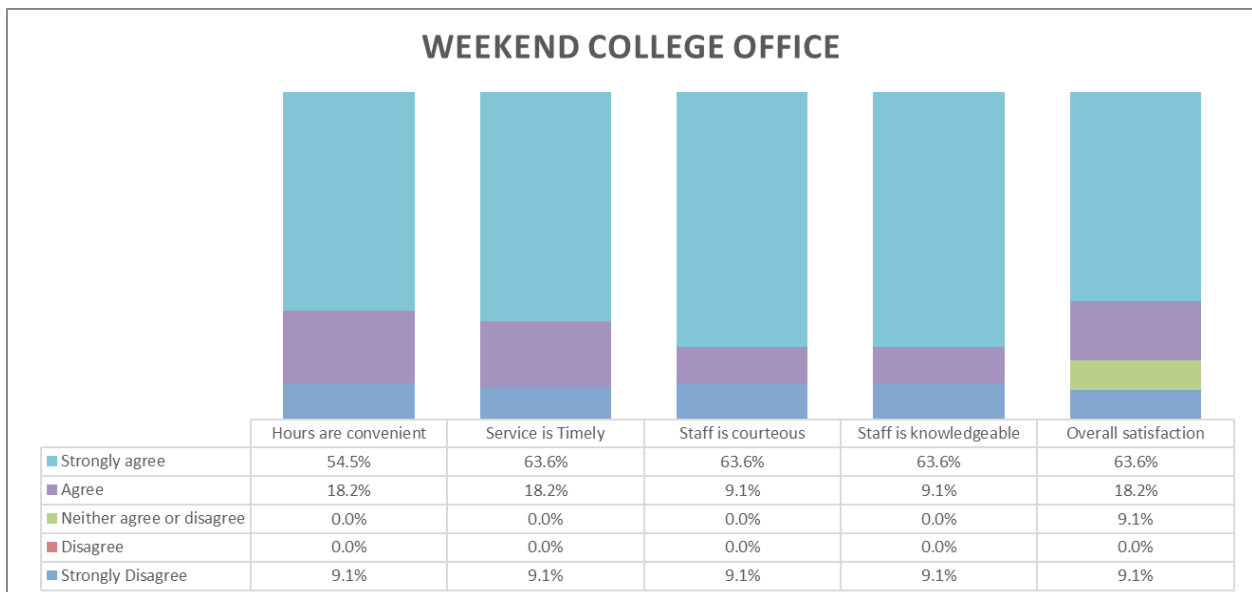
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=102).

Table 89. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	1	0	0	2	6	2	11	5
	%	9.1%	0.0%	0.0%	18.2%	54.5%	18.2%	100.0%	
Service is timely.	Count	1	0	0	2	7	1	11	5
	%	9.1%	0.0%	0.0%	18.2%	63.6%	9.1%	100.0%	
Staff is courteous.	Count	1	0	0	1	7	2	11	5
	%	9.1%	0.0%	0.0%	9.1%	63.6%	18.2%	100.0%	
Staff is knowledgeable.	Count	1	0	0	1	7	2	11	5
	%	9.1%	0.0%	0.0%	9.1%	63.6%	18.2%	100.0%	
Overall Satisfaction.	Count	1	0	1	2	7	0	11	5
	%	9.1%	0.0%	9.1%	18.2%	63.6%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.



**SERVICE UNIT: Weekend College Office**

Table 90. *Weekend College Office comments from Wylie Campus*

I took a weekend class but don't anything about any "office" that isn't what your first question asked.
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**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Wellness Program

Table 91. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Wellness Program <sup>1</sup>	149	30.7%
Have used Wellness Program <sup>2</sup>	17	11.4%

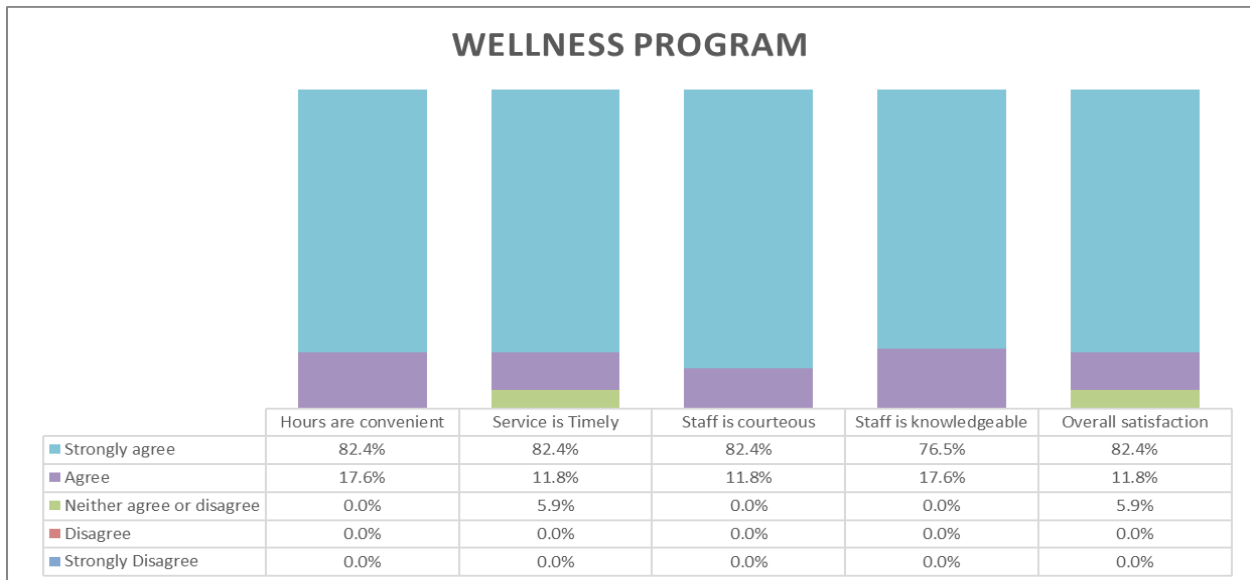
<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=149).

Table 92. Please use a five-point scale to tell us about your experience with the service

Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
		1	2	3	4	5			
Hours are convenient.	Count	0	0	0	3	14	0	17	5
	%	0.0%	0.0%	0.0%	17.6%	82.4%	0.0%	100.0%	
Service is timely.	Count	0	0	1	2	14	0	17	5
	%	0.0%	0.0%	5.9%	11.8%	82.4%	0.0%	100.0%	
Staff is courteous.	Count	0	0	0	2	14	1	17	5
	%	0.0%	0.0%	0.0%	11.8%	82.4%	5.9%	100.0%	
Staff is knowledgeable.	Count	0	0	0	3	13	1	17	5
	%	0.0%	0.0%	0.0%	17.6%	76.5%	5.9%	100.0%	
Overall Satisfaction.	Count	0	0	1	2	14	0	17	5
	%	0.0%	0.0%	5.9%	11.8%	82.4%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.





**SERVICE UNIT: Wellness Program**

Table 93. *Wellness Program Comments*

N/A
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**Collin College Service Unit  
Student Survey: Spring 2021**

SERVICE UNIT: Writing Centers

Table 94. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Writing Centers <sup>1</sup>	333	68.5%
Have used Writing Centers <sup>2</sup>	176	52.9%

<sup>1</sup> Percentage out of total survey respondents (n=486).

<sup>2</sup> Percentage out of number who are aware of this unit (n=333).

Table 92. Please use a five-point scale to tell us about your experience with the service

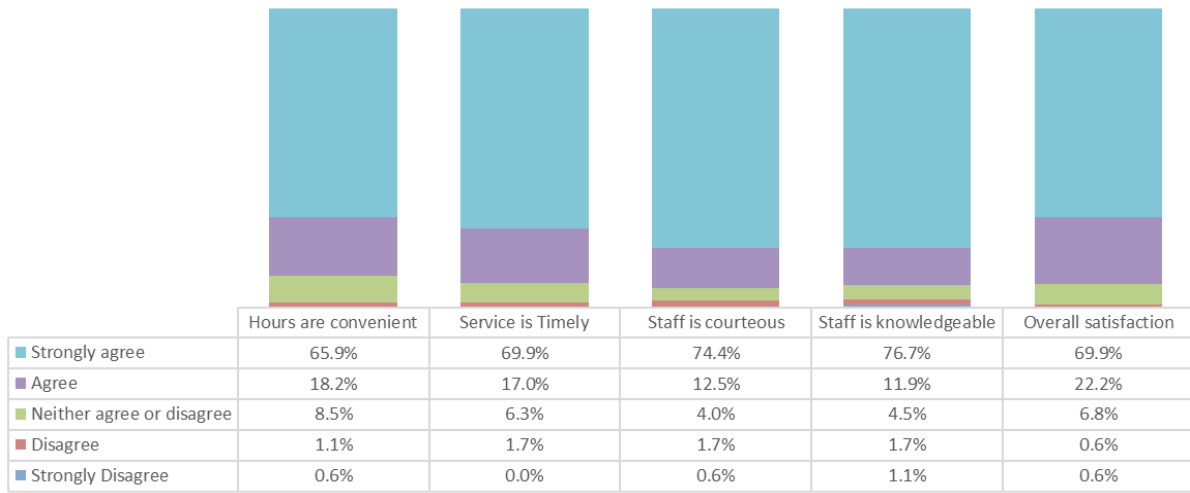
Location	Item		Response on 5-point scale (1= Strongly disagree, 5 = Strongly agree)					No response	Total	Median*
			1	2	3	4	5			
Frisco Campus	Hours are convenient.	Count	0	1	8	4	16	0	29	5
		%	0.0%	3.4%	27.6%	13.8%	55.2%	0.0%	100.0%	
	Service is timely.	Count	0	0	5	5	18	1	29	5
		%	0.0%	0.0%	17.2%	17.2%	62.1%	3.4%	100.0%	
	Staff is courteous.	Count	1	0	3	3	22	0	29	5
		%	3.4%	0.0%	10.3%	10.3%	75.9%	0.0%	100.0%	
	Staff is knowledgeable.	Count	0	0	3	4	21	1	29	5
	%	0.0%	0.0%	10.3%	13.8%	72.4%	3.4%	100.0%		
McKinney Campus	Overall Satisfaction.	Count	1	0	4	4	20	0	29	5
		%	3.4%	0.0%	13.8%	13.8%	69.0%	0.0%	100.0%	
	Hours are convenient.	Count	0	0	1	9	20	2	32	5
		%	0.0%	0.0%	3.1%	28.1%	62.5%	6.3%	100.0%	
	Service is timely.	Count	0	0	2	4	24	2	32	5
		%	0.0%	0.0%	6.3%	12.5%	75.0%	6.3%	100.0%	
	Staff is courteous.	Count	0	0	1	4	25	2	32	5
	%	0.0%	0.0%	3.1%	12.5%	78.1%	6.3%	100.0%		
Plano Campus	Staff is knowledgeable.	Count	0	1	2	4	23	2	32	5
		%	0.0%	3.1%	6.3%	12.5%	71.9%	6.3%	100.0%	
	Overall Satisfaction.	Count	0	0	4	8	20	0	32	5
		%	0.0%	0.0%	12.5%	25.0%	62.5%	0.0%	100.0%	
	Hours are convenient.	Count	0	1	1	6	26	2	36	5
		%	0.0%	2.8%	2.8%	16.7%	72.2%	5.6%	100.0%	
	Service is timely.	Count	0	2	0	7	25	2	36	5
	%	0.0%	5.6%	0.0%	19.4%	69.4%	5.6%	100.0%		
Rockwall	Staff is courteous.	Count	0	3	0	5	26	2	36	5
		%	0.0%	8.3%	0.0%	13.9%	72.2%	5.6%	100.0%	
	Staff is knowledgeable.	Count	1	2	1	4	27	1	36	5
		%	2.8%	5.6%	2.8%	11.1%	75.0%	2.8%	100.0%	
	Overall Satisfaction.	Count	0	0	2	7	27	0	36	5
		%	0.0%	0.0%	5.6%	19.4%	75.0%	0.0%	100.0%	
	Hours are convenient.	Count	0	0	0	1	0	0	1	4
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Rockwall	Service is timely.	Count	0	0	0	1	0	0	1	4
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	

*Response on 5-point scale*  
(1= Strongly disagree, 5 = Strongly agree)

Location	Item		1	2	3	4	5	No response	Total	Median*
Rockwall	Staff is courteous.	Count	0	0	0	0	1	0	1	5
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	
	Staff is knowledgeable.	Count	0	0	0	0	1	0	1	5
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	
	Overall Satisfaction.	Count	0	0	0	1	0	0	1	4
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	
Online only	Hours are convenient.	Count	1	0	4	12	48	6	71	5
		%	1.4%	0.0%	5.6%	16.9%	67.6%	8.5%	100.0%	
	Service is timely.	Count	0	1	3	13	51	3	71	5
		%	0.0%	1.4%	4.2%	18.3%	71.8%	4.2%	100.0%	
	Staff is courteous.	Count	0	0	1	10	52	8	71	5
		%	0.0%	0.0%	1.4%	14.1%	73.2%	11.3%	100.0%	
	Staff is knowledgeable.	Count	1	0	1	8	58	3	71	5
		%	1.4%	0.0%	1.4%	11.3%	81.7%	4.2%	100.0%	
	Overall Satisfaction.	Count	0	1	1	18	51	0	71	5
		%	0.0%	1.4%	1.4%	25.4%	71.8%	0.0%	100.0%	
Technical Campus	Hours are convenient.	Count	0	0	1	0	2	0	3	5
		%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%	
	Service is timely.	Count	0	0	1	0	2	0	3	5
		%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%	
	Staff is courteous.	Count	0	0	1	0	2	0	3	5
		%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%	
	Staff is knowledgeable.	Count	0	0	1	0	2	0	3	5
	%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	1	0	2	0	3	5
		%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%	
Wylie Campus	Hours are convenient.	Count	0	0	0	0	4	0	4	5
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	
	Service is timely.	Count	0	0	0	0	3	1	4	5
		%	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%	100.0%	
	Staff is courteous.	Count	0	0	1	0	3	0	4	5
		%	0.0%	0.0%	25.0%	0.0%	75.0%	0.0%	100.0%	
	Staff is knowledgeable.	Count	0	0	0	1	3	0	4	5
	%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%		
	Overall Satisfaction.	Count	0	0	0	1	3	0	4	5
		%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%	
Total	Hours are convenient.	Count	1	2	15	32	116	10	176	5
		%	0.6%	1.1%	8.5%	18.2%	65.9%	5.7%	100.0%	
	Service is timely.	Count	0	3	11	30	123	9	176	5
		%	0.0%	1.7%	6.3%	17.0%	69.9%	5.1%	100.0%	
	Staff is courteous.	Count	1	3	7	22	131	12	176	5
		%	0.6%	1.7%	4.0%	12.5%	74.4%	6.8%	100.0%	
	Staff is knowledgeable.	Count	2	3	8	21	135	7	176	5
	%	1.1%	1.7%	4.5%	11.9%	76.7%	4.0%	100.0%		
	Overall Satisfaction.	Count	1	1	12	39	123	0	176	5
		%	0.6%	0.6%	6.8%	22.2%	69.9%	0.0%	100.0%	

\*The median is calculated on a 5-point scale by excluding the "No response" category.

## WRITING CENTERS



## SERVICE UNIT: Writing Centers

Table 96a. *Writing Centers comments from McKinney Campus*

Can be a bit rowdy because the lady who sits in the first office closest to the front desk is ALWAYS LOUD. Front desk person never greets anyone.
Everyone was always nice/knowledgeable/willing to help
I have used the writing center numerous times and amazed by the talent available & always come out confident about my learning the English language
I think I am biased because I hate writing.
Not helpful for the baccalaureate level

Table 96b. *Writing Centers comments from Frisco Campus*

Very poor customer service.
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Table 96c. *Writing Centers comments from Plano Campus*

The people at the writing center I used also gave me a lot of help!
The service is satisfying
The staff at the writing centers are always nice and helpful, they give solid advice and don't act judgmental if your work lacks anything. Appointments aren't this schools strong suit but i feel the writing centers have the best appointment setup.
they helped me a lot with my essays

Table 96d. *Writing Centers comments from Technical Campus*

Positive
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Table 96e. *Writing Centers comments from All Campuses*

Excellent service. Provider at McKinney Campus was excellent?—and will request her when prompted.
Got amazing help to pass my English courses
Helped significantly with essay writing
I experienced great customer service the last time I was there in person.
The writing tutors have always given excellent feedback and the person who answers the phones and sets appointments has always been knowledgeable and polite
very useful

## GENERAL COMMENTS / SUGGESTIONS

Table 97a. *General Comments from McKinney Campus*

Collin College is a great place to facilitate learning and gain a better understanding of the different levels of learning. The professors and staff members are all very helpful and kind.
Do not like blended courses, super hard to learn one day a week, or once every other week
Friendly, helpful, nice
Have some of the computers in the Frisco campus have Maya installed on them, have the McKinney campus library give students more time on the computers and remove the saran wrap on the keyboards.
Having hot food options available would be nice. Having common sense in the library would be good. Why is it that my husband and I (he's also a student) can't sit next to each other at the library? We can sit next to each other in class. How stupid is it that students can't browse books? What if I don't have a particular book in mind for the librarian to fetch? What if I just want to look around and find something that interests me? The library's protocols and their crappy attitudes are a joke. It's not just one person. It's all of them. What is going on with the keyboards being wrapped in plastic wrap, but the computer mouse and staplers are not? What are you protecting me from on the keyboards that isn't on the mouse and staplers? Don't tell me they get wiped down every time because they don't. The library should be a place for students to go and study with each other, to browse through books and find something new to read, to drink coffee without the staff bitching. Who the hell puts a coffee shop in a library and doesn't allow the provided cups with lids to be used?
I don't feel very welcomed here. I stick to myself to get by. Occasionally will run across a good professor.
I find everybody that works here so genuinely helpful, anything I've ever had trouble with is sorted out so easily.
I have had great experiences with everything on campus and online except for academic advising. The long wait times aside, when I was finally able to meet with an academic advisor (twice) they seemed to be in a rush to get rid of me. I did not get the help I needed the first time, and I realized later it was because the advisor wasn't really listening to me. The advisor also tried to talk me out of pursuing the nursing program, even though I had nothing on my records that would get in the way of doing so. The second time, the advisor was more helpful but did not fully explain the information I needed and told me to look it up when I asked more questions, then rushed me out. I know that the advisors are busy. I know they have a lot of students coming to see them and they have a lot to do. But the information we receive from an academic advisor affects our future. If I hadn't done more of my own research and spoken to other students in my classes who are also planning to apply to the nursing program, I wouldn't even be on the right track. I would have ended up taking classes I don't need and wasting money that I don't have. This isn't my first round at college classes, I took classes through DCCCD years ago. I think Collin is a better school than DCCCD, but from my experiences, DCCCD had much better academic advisors, who were patient and helpful. I can honestly say that at Collin, I will not be seeing another academic advisor unless I have no other option, because my experiences with the advisors have been so negative.

I love the staff, campus and the professors. My experience until now has always been very pleasant with the Collin community college. Thank you.
I've been enrolled at Collin since 2014. I did dual credit, part of my undergrad, and now my second degree through your program. I've been a student at TWU and UTD and I love Collin more than both. :D
N/A
Please bring more food
Student advising at Collin could use some training in how not to see all the people the same, to try to customize their approach, and actively listen to their students. We all cannot be put in several boxes that advisers know about. People who do not fit in these several boxes deserve help too. We all pay the same price for your services.
The general paperwork and processes of Collin College have quite a few issues each semester that could be smoothed out.
Y'all should really get a Radiology program.

Table 97b. *General Comments from Frisco Campus*

Really glad I decided to start my education here at Collin :) Thank you!
The school is becoming a joke. When I started I was happy to be going to the school. I have found that anyone that sits at a counter will be VERY helpful. If someone has an actual desk or even an office there only goal is to get you out of that office. If the school screws something up they are unwilling to do ANYTHING to fix it except have you wait out a semester and then maybe have you redo something on your time and money. When I had a medical withdrawal ignored I had to email random Deans and threaten to email daily every board member the school has until I got a response. It took the school a YEAR after those classes ended for the official withdrawal. When they pulled the track I was in someone in the Frisco offices DEMANDED my email password so she could go through my emails looking for one that apparently was sent a semester before I first registered. One of my classes this semester was shifted to labs-online then the entire class went online. This class is 100% taught by Pearson and the teacher will respond to emails telling you to ask another student. Will my degree say "Pearson University" or "Collin College, a division of Pearson Publishing"? I now understand why FA says Collin only has a 30% graduation rate.
The teachers are super strict on social distancing but want us to work together, so they really need to pick one. I think if we wear a mask, social distancing is not a huge deal.
There shouldn't be discrimination when students apply for jobs. #stopdenyinginternationalstudentsjobs.
Very good service

Table 97c. *General Comments from Plano Campus*

Collin college should offer more evenings class.
I am so thankful to Collin. I am a pre-BSN student completing my prerequisites here before transferring. I have received a great education with so many resources all at an affordable cost. I am so grateful for Collin College and all they do for their students. :)
I really love Collin College!

I'm trying my best here and trying to figure out my goal
Like the service and my professor are kind and caring
Not being able to check out materials at the library like the answer key is very harmful. I understand COVID and all. If even a librarian could take pictures of the page we need. They reference materials are not available at all.
Overall I have had a very pleasant experience at Collin college.
Someone needs to add a space or office for students to discuss graduation plans with advisors or teachers, sort of put it in its own area.
Thank you Collin for everything you do! This is my favorite school!
The financial aid advisors that I encountered at Preston ridge were completely unhelpful and did not tell me about options that I qualified for (spring 2020). However, in spring 2021 I called the advisors and they were very detailed and helpful.
This survey is not very accessible. The italicized text on bright yellow is extremely difficult to read and the rating scale is set up in a visually confusing way.

Table 97d. *General Comments from Technical Campus*

CCCD takes the community college experience to another level compared to other community colleges, everything that I've used or took advantage of has always been an positive experience.
Collin college staff does a great job being helpful and doing things in a timely manner. The campuses are easy to navigate, the staff is friendly, and they help set up students for success!
The online proctoring services professors have been using have made me feel uncomfortable and haven't helped during exams. They have made the experience worse and taking an online exam more stressful they it is due to the needless complications and that it feels like an invasion of privacy with having to show my my surroundings despite being uncomfortable in doing so. Losing internet connection during a test is also another issue as well with the online classes.

Table 97e. *General Comments from Wylie Campus*

At the Wylie campus in the commons building, the greeting desk personnel NEVER greet me. I know they see me because every time I look their direction they immediately look away. This has happened EVERYTIME I have walked past this desk when someone is working there. Minus the first day of spring semester 2021. I park in lot A so I walk past this desk almost every day to get to classes. It's frustrating because they literally get paid to greet people yet fail to do so. The information desk in the student center however, is amazing! I always feel welcomed walking in there. The same lady is always there offering to help anyone. Even though she wears a mask I can tell she's always smiling. Give this lady a raise!! Great customer service.
I have loved my experience at Collin!! So grateful for it and sad that this is my last semester! Will recommend it to everyone I know in high school!!



Table 97f. *General Comments from all campuses*

<p>Be upfront I was told to get all preq done before I go to the nursing orientation for RN. I also went for my associates which advisor told me too. Bio I had problems due to change in prof not having a prof giving a test from another prof anyways retook, had to retake a and p one and currently retaking a and p 2. I just found out that the RN program only takes people that make A in all three, I wish advisors would have been upfront with this</p>
<p>Collin College needs to find better cybersecurity professors and they need more in-class (or zoom) lab work to do as a class, more hands-on less theoretical.</p>
<p>I am 46 years old and have a BA in Business. I enrolled in Collin College to get an AS in Supply Chain Management. I have learned more practical knowledge that can be applied to my career than I did with my 4-year degree and at a fraction of the cost. The level of education and the many services that the school provides for such a small tuition cost is astounding. You guys are the best and I am constantly encouraging people, young and old, to check out everything we offer. Keep up the good work.</p>
<p>I am really impressed with out Collin college has improved on making their students comfortable and safe. and that the staff in all departments (including the professors) are willing to help the students out in time of need in a timely manner. I am in the Vet tech program and the professors are the best to learn from.</p>
<p>I am so grateful that I chose to move to McKinney to attend Collin College over any other Community College in Texas. It has been a very positive, enriching and wonderful experience. It is obvious that the school cares about its students' academic and personal wellbeing. My first day on campus Spring 2020, the VP of Collin helped me to find my class. I was overwhelmed as a 27-year-old returning to higher ed. and his kindness helped me through that first day whether he knows it or not. He did not tell me who he was nor did he act pretentious or carry an aura of self-importance. The only reason I knew who he was is because I looked at his name tag to thank him. All of the services available for student growth and excellence are incredible. From the student engagement office, to the Honors College (I wish more options were offered) to counseling and more. My academic advisor went above and BEYOND to help me, even going so far as to call the Admissions office of the University I am hoping to transfer to when they wouldn't be clear about the things I needed to do in order to transfer there. I am so thankful for the counseling department on campus and the TeleHealth services you all offer to students - I would not have made it through 2020 without it. Even when I needed to reach out to a professor with questions before I even enrolled in their course, they've always been open and available to me. The Foundation Scholarships are awesome! they been so thorough and helpful. They helped each time I had questions regarding Honors College and encouraged me to enroll. The list goes on. I could truly give a million positives about my experience at Collin. You've truly fostered an environment of cultivating better human beings across the board and it translates to each campus that I've had the pleasure of visiting. When I go on to be successful ;), I will absolutely be giving back as Collin has given so much to me!</p>
<p>I appreciate all the efforts that Collin College put on teaching us and helping us to reach our goals.</p>
<p>I love Collin and am very happy that you now have the opportunity for some to obtain a 4-year degree. I am in the process of earning my B.A.T. in Information Systems and Cybersecurity. Thank you Collin!</p>

I love this campus. I have been on campus taking classes since I was 17. My main problem is that academic advising seems to be going downhill rather than making improvements. I am dual enrolled at a university and Collin college, and sometimes I feel like it would make more sense to just take all my classes at my university rather than deal with the academic advising staff. I'm just really irritated at the time that has been wasted for me because academic advising will say that they have cleared something for me when they really have not. Also, why do they even have a number if they refuse to pick up the phone? I know they were not busy this week because of spring break. I called 11 times at various hours and could not get anyone to pick up, so I have to go in person YET AGAIN just to have a stupid hold removed. The rest of Collin College staff is excellent, but your academic advisors honestly don't care enough about students to be there at times. They would rather take extensive breaks and talk to everyone in sight than take the time to really help students. It's ridiculous. I'm mad, and I know I am not the only student who feels this way.
I think text books need to be better available especially on the first day of class.
I think the online registration process should be easier to navigate. I'm always eligible for early registration yet I can never seem to figure out how to register for accelerated classes when they're available. Also it's difficult to find ONLY ONLINE options, when you select web, your still offered in class and blended options.
I would really appreciate if food services improved.
I've asked how many credit hours, on all of my transcripts, does Collin show me to have. Still no answer.
Love Collin!
More activities at the Dual Credit Center. Better signs there too.
More giveaways please. Like gift cards to the bookstore and stuff on Instagram
N/A financial aid sucks
Need a longer hours for math lab
Overall my experience at Collin College has been really good. Most services are very straightforward and do a great job with giving me the information I need quickly and concisely. And their expertise in relation to inter playing with other universities is great as well.
Please get control on your mental health services and be more clear that they only offer mild anxiety advice and not actual therapy.
Professor code of business conduct.
Strongly suggest reconsidering OneLogin. It is just a hurdle rather than a help when trying to access my account. Extra security is great, but the OneLogin platform is not.
Thank you
The Collin staff has always been super helpful and quick to assist me with whatever I need. I email them frequently and I always get a quick response. I appreciate the consistency.
The library resources like Gale and EBSCO and other search engines don't help as much as they probably could. Also because there are so many libraries, I feel that most of the ones relating to my subject don't help.
The staff at Wylie campus is amazing. Very friendly and always ready to help.
To be honest a better survey website this website is hard to use on mobile which I feel most people will fill it out on.

When I started my journey at Collin College, my experiences that I had with the admission and registration processes were not good. I had to miss a semester because of unclear and untimely communication. Moreover, all necessary and required information was not communicated and informed at the same time. Every time when I get a response from the admission/registration office, I will be asked to provide something else or an additional document. It seems like whenever I ask a question or submit a document, a different person responds to my email without looking at the previous correspondence. There should be a system of record from which the admission or registration staff have access to so that they can respond to students with a complete and timely way.