Collin Educational Support Services/Programs
Student Survey: Fall 2014
Collin College

SERVICE/PROGRAM: FINANCIAL AID OFFICE

Table 1. Awareness and use of service/program

	N	% *
Aware of Financial Aid Office	680	75.9%
Used Financial Aid Office	428	47.8%

** Percentage out of total respondents (N= 896).*

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

		Response on 5-point scale								
Items		1	2	3	4	5	No response	Total	Mean*	SD
The hours the service/program is available are convenient.	n	17	17	58	117	204	15	428	4.15	1.073
(1= Very inconvenient, 5= Very convenient)	%	4.0%	4.0%	13.6%	27.3%	47.7%	3.5%	100%		
The service was provided in a timely manner.	n	29	23	65	94	197	20	428	4.00	1.229
(1= Strongly disagree, 5 = Strongly agree)	%	6.8%	5.4%	15.2%	22.0%	46.0%	4.7%	100%		
The staff was courteous.	n	25	20	47	80	235	21	428	4.18	1.189
(1= Strongly disagree, 5 = Strongly agree)	%	5.8%	4.7%	11.0%	18.7%	54.9%	4.9%	100%		
The staff was knowledgeable.	n	22	13	64	62	244	23	428	4.22	1.155
(1= Strongly disagree, 5 = Strongly agree)	%	5.1%	3.0%	15.0%	14.5%	57.0%	5.4%	100%		
Overall satisfaction with the service/program.	n	30	19	65	93	215	6	428	4.05	1.218
(1= Very unsatisfied, 5 = Very satisfied)	%	7.0%	4.4%	15.2%	21.7%	50.2%	1.4%	100%		

**The means are calculated on a 5-point scale by excluding the "No response" category.*

SERVICE/PROGRAM: FINANCIAL AID OFFICE

*Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).**

Open-ended comments	N
No response	366
Always helpful and friendly to students	1
Any questions asked, the [physical description] woman at the end desk always acts like I'm retarded and tell me "the information is online", if I have a question relating to my education and financial matters, the staff needs to be ready to answer the most menial question to the most complicated.	1
Between them and Financial Aid I almost lost my student loans	1
Call center was great	1
Do not supply enough information. Are not clear with information. find reasons to not give you money you qualify for. Very unfriendly staff...	1
Extremely helpful	1
Extremely rude.	1
Financial Aid always get information wrong and it is very irritating.	1
Financial aid documents requested were unreasonable, several replies were made without responses, financial aid should not be allowed to force you to file your taxes when you have filed extensions that are lawful according to the IRS rules. Financial aid makes assumptions that are not accurate.	1
Financial aid was sure sweet but it was not explained to me that I would have to wait	1
Great financial aid officer, but limited in scope and time to find scholarships.	1
I almost selected very unsatisfied; the gatekeeper at SCC was borderline rude every time that I was there; the FA "adviser" for Veterans did not know how to communicate with her "customers".	1
I bounced two checks last month and have $13.00 in my checking account right now. I have to borrow photo paper in one class and have not received any financial aid in five weeks because I was completely blown off by the old lady. I asked for her help and she told me to go online. I have found this happens a lot when dealing with people at Quad C behind computers. Actually I think it is their favorite thing to say so I just keep going back until I get someone willing to help. I did just yesterday get an answer to my question I asked 2 weeks ago and still have no financial aid which is very stressful when trying to focus on school work.	1
I got a lot of "I don't know, I work in Financial Aid, you'll have to ask XYZ about that"	1
I have never been approved for aid and never get a good explanation. I always get a notification that one more document is needed even after submitting all the required documents.	1
I put in my application for aid and it took forever to go through and then I called and they told me I didn't receive any financial aid because my parents make too much. I waited for nothing and signed up for classes late.	1
I was in a tough situation this semester with needing to withdraw from my developmental math class. My math professor and I believed I was in the wrong class and needed to retest to attempt to get into 0406. I needed to make sure dropping wouldn't affect my financial aid for next semester. The first woman I spoke with was very rude, she told me very wrong information and gave me an incorrect percentage of where I would be if I dropped my math class. I was really upset with what the last thing she said to me was. Very unprofessional, and very rude, and also incorrect. I went back to financial aid and spoke with someone else later that day and had a great experience. The next woman was very kind and showed me that I would be fine if I dropped. This made a huge difference in my college career! Had I failed that math class because it was too advanced for me, that would have been awful.	1
I went to school here six years ago and made very bad decisions. Now I am trying to get my life on track. Have an A average in all my classes, and I am told financial aid won't do a damn thing for me just because I was a stupid kid six years ago. That should all go away after a period of time that is ridiculous that things should be that much harder to get financial help just because of past transgressions	1
I've never had an issue really with the Financial Aid	1
If I could remember her name I would tell you. She is new and has the WORST attitude EVER!!!!!	1
Its never a one stop, always have to make multiple visits	1
Knowledgeable and quick service, except for waiting line	1
Lack of knowledge in dealing with GI Bill/Veterans benefits by front desk staff. I had to get the VA liaison involved because, after 3 weeks of being given bad information by the front desk staff, I almost missed being able to take any classes.	1
Line was short, signing in was easy, staff was knowledgeable, and friendly.	1

SERVICE/PROGRAM: FINANCIAL AID OFFICE

*Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).**

Open-ended comments	N
Long wait	1
More education on VA benefits as was given different information	1
Never answered phone, very rude and in a hurry to hang up and help people	1
Office employees gave little/bits of information regarding financial aid which as a result prolonged my financial aid process. Also employees have little to no manners/professionalism. This was the worst service I have ever came in contact with being someone who is new to Texas.	1
Once again, wait forever even when no one is there. I went to Preston Ridge campus to talk to FA today, had to wait about 15-20 mins even though the computer told me 5 and there were THREE people sitting at the financial aid desk and NO ONE ahead of me!	1
One of the financial aid ladies is at times rude, the elder one	1
One year wasn't helpful. Made me lose financial aid.	1
Provided me with false information that delayed my aid	1
Rarely any wait at SCC	1
Registering for this year was easy	1
Repeated calls made regarding same questions, told I would receive calls back which never happened, questions were never resolved	1
Rude	1
Shortage of staff	1
Staff is rude and no two people are able to give the same answer. They often don't have an answer and apparently have no way to get one. I dread every time I have to deal with them.	1
Staff isn't well-trained; error in their system caused a disbursement to be 1 mth late.; slow-moving lines	1
Staff was condescending and rude	1
SUPER NICE	1
That woman in there is so rude and unhelpful. Plus she really needs to put her shoes back on, its unprofessional and disgusting	1
The financial aid process is so confusing. In Cougar Web it shows that one has to sign their Master Promissory Note and meet all these requirements. When a student goes through the process it shows in the system that it still needs to be done because the system won't register that it has been received until Financial Aid is received by the college. This is confusing to students. I sent my information twice because I wasn't sure the college had received and processed it only to find out later by a phone call made that this is the process. Also I was told I did not qualify for financial aid because my courses attempted were not a high enough percentage. This is because the college does not enter transfer credits unless you specifically ask them to. So I would have lost out on financial aid if I had not gotten the Dean's office involved and forced them to include my transfer credits. This should be done automatically for every student transferring in.	1
The lady gave me good information about all of my financial aid and was very sweet the whole time	1
The male was extremely helpful and nice but the female wasn't very nice at all	1
The Plano financial aid was probably the worse experience I had at Collin college so bad I wanted to leave the college and go to another one. There was an error in the system that was easy fix when I went to the McKinney location. I spent hours waiting in lines and talking to people I didn't even need to talk to because the lady at Plano would not look into it for me. She was rude and very unhelpful	1
The staff at the financial aid office not always courteous	1
The staff was informative and tried to help, even if they were unable to answer all of my questions.	1
The VA office would not start the process until I had all the forms I needed instead of at least beginning the credit review for my program.	1

SERVICE/PROGRAM: FINANCIAL AID OFFICE

*Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).**

Open-ended comments	N
There is apparently no way to deny financial aid at Collin. I'm a full time student at the SC campus, and I needed to do so. I emailed the financial aid office on how to deny my financial using the provided address; apparently everything goes to the McKinney campus. I was sent a form to "fill out and email back to them" to deny my financial aid. It was a PDF form that I wasn't able to edit, even though I tried opening it in multiple browsers. I printed out the form, and took it to the Spring Creek Campus financial aid office. I used the Qless system to wait in line that day. I sat there for 30 minutes listening to the people in financial aid talk about how they felt sorry for someone who had to default on their student loans because her mother had died and what they had for lunch, or I saw them doing something on their computers. Yes, the waiting rooms are that sonorous. They also have low lighting, the seats are placed like you would find like a doctor's office, or the DMV, and the only bright colors in there are red. Red is not a good color for a waiting room. It might have been the decor, it might have been the long waiting times, it might have been that it was a month after classes started and people are stressed around that time, but everyone I saw leaving the financial office that day was crying. It took me 25 minutes after Qless said I had 2 minutes to wait in line (and that I was the next person in line) to finally be called up. After I submitted the form to deny financial aid, I still received emails telling me to do something about my financial aid. I emailed the McKinney office to see what more I could do. They told me to deny it using Cougar Web, and provided me instructions on how to do it, but there is no such command in Cougar web. I emailed them back telling them that, and they said they'd received the paperwork. I'm still receiving emails asking me to do something about my unclaimed financial aid every week. This is two weeks after I supposedly fixed the problem. So all in all, it was a waste of my time to even try dealing with the financial office at Collin. It would have been better spent studying.	1
There was a time, the lady who usually helps me, was talking to someone that wasn't regarding work, and was making us wait. She seemed to have an irritated attitude and talked to me like I should already know the answer of the question I had.	1
They are not very nice either. I fill out form after form and they still have not corrected aid I want denied and its been weeks now and 2 times to the school to fill out the same form.	1
They kept sending me to the wrong person to help me fix my financial aid problem.	1
They were very nice and able to answer all of my questions.	1
Unprofessional, Couldn't answer questions, Wouldn't find someone who could, Felt as if I was an inconvenience to them	1
Very friendly and helpful every time	1
Very helpful and caring	1
Veterans have a hard time verifying paperwork and they still have not scanned my husbands papers into the system. Not at all veteran friendly!	1
Was sent to multiple people and got multiple answers for my questions	1
What used to take 2 mins to do my military paperwork and process now takes an hour and they missed up my paperwork which then dropped two of my classes.	1
When several students were waiting to talk to someone in financial aid, there were 4 of them talking, but with each other, not students. When someone asked if they were helping we were told "hold on, there is a virtual line!" It wouldn't have been an issue if we hadn't been watching them having a personal conversation for over 30 minutes.	1
Woman was rude and uninformative. Went to her 3 separate occasions without resolution. Finally referred to [name] who immediately found the problem and corrected it. My question is why would you have someone on staff who can't resolve a Financial Aid issue? I've talked with several other students and they confirm her distant and uncaring demeanor.	1
Total	428

* Respondents were asked to provide comments if they were "very unsatisfied" or "unsatisfied" with the program/service they had used (item 5, Table 2). Despite instruction, respondents with higher levels of satisfaction commented. The present table includes all comments so that valuable information is not lost.

SERVICE/PROGRAM: FINANCIAL AID OFFICE

Table 4. Why did you not use the following service(s)/program(s)?

Open-ended comments	N
No response	479
Applied too late	1
Because I'm an international student and not eligible to get financial aid.	1
Because you cannot get anyone on the phone if you need them! I'm a commuter and mostly take classes online and cannot ever speak to someone on the phone when I need to, have to drive over an hour to come in and talk to them in person. I had to wait almost 2 hours to speak with someone in person and gave up before I could ever get to be seen. Ended up having someone from registration/admissions help me with my problem.	1
Did not have financial aid offer me money	1
Did not need to, in dual credit	1
Did not sign up for Financial Aid	1
Did not think I would qualify; others need it more than me	1
Did not use any financial aid	1
Didn't apply for aid this semester	1
Don't get FA	1
Don't get financial aid	1
Don't know where it is. I actually need it.	1
Everything completed online	1
Everything is electronic	1
Financial Aid was completed online	1
Have a 529	1
Have not completed any financial aid services	1
Haven't signed up for aid	1
I am a F1 student. So I can not get financial aid.	1
I am an international students	1
I am not eligible for financial aid.	1
I am not eligible. I am an International student.	1
I am not using Financial Aid at this time.	1
I am not yet a U.S. citizen.	1
I am part of WIA program	1
I am taking one class for $130, no aid is necessary.	1
I can do it online	1
I did not apply for financial aid	2
I did not ask for financial aid this semester	1
I did not use any financial aid	1
I didn't know if I would be accepted to financial aid.	1
I didn't know it existed	1
I didn't think I qualified. F1 international student.	1
I do my classes online so it is better for me to look under or click the tab financial aid... it was helpful	1
I do not expect to receive any financial aid.	1
I do not qualify.	26
I do not receive financial aid.	1
I don't have financial aid	1
I don't have that	1
I don't know	1

SERVICE/PROGRAM: FINANCIAL AID OFFICE

Table 4. Why did you not use the following service(s)/program(s)?

Open-ended comments	N
I don't receive financial aid	1
I don't think I qualify since I have a degree already -- even though I have to go back to school to get a job	1
I don't think I would get financial aid.	1
I don't work towards scholarships as intensely as other students, and so I don't concern myself with this.	1
I don't think I'm eligible. Can try!	1
I don't get grants and I do not want to take out a loan because I do not want to be in debt so I just pay out of pocket	1
I don't receive financial help	1
I guess my family income	1
I have not used it.	1
I pay cash for my school	1
I pay for my tuition out of pocket.	1
I pay out of pocket for my classes	1
I prefer to pay for my own school.	1
I really need financial Aid, my dad is unemployed and my mom works fulltime making 20/hr, I just never sat down and filled out the packet, maybe I felt too proud. I'm honestly not sure, kind of felt like "it was too late".	1
I received a Foundation Scholarship instead	1
I think, this service does not apply to me.	1
I'm banned from financial aid cause I'm in probation	1
I'm not eligible yet.	1
I'm rich	1
information regarding my financial aid	1
international student	1
Lost my FASFA info	1
Make too much money	1
My parents have been so kind to help me pay for my classes and I pay fully for books	1
My work is paying for my course	1
Never had financial aid	1
No financial aid	2
No use	1
Not applicable	1
Not eligible	3
Not needed.	85
Not needed. lack of understanding of what the benefit would be in using financial aid.	1
Not requesting financial aid	1
Not taking enough credits to need financial aid at this time.	1
Online	3
Paid Cash	1
Paid out of pocket	1
Paying myself	1
Pell grant online	1
Self-pay	1
Sounded too complicated.	1

SERVICE/PROGRAM: FINANCIAL AID OFFICE

Table 4. Why did you not use the following service(s)/program(s)?

Open-ended comments	N
TAA	1
There is no financial aid for international student	1
Too inconvenient	1
Unawareness	1
Was not applicable for any financial aid	1
Total	680

Collin Educational Support Services/Programs
Student Survey: Fall 2014
Collin College

SERVICE/PROGRAM: VETERANS' AFFAIRS SUPPORT PROGRAM

Table 1. Awareness and use of service/program

	N	% *
Aware of Veterans' Affairs Support Program	189	21.1%
Used Veterans' Affairs Support Program	28	3.1%

** Percentage out of total respondents (N= 896).*

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

		Response on 5-point scale								
Items		1	2	3	4	5	No response	Total	Mean*	SD
The hours the service/program is available are convenient.	n	0	1	4	4	17	2	28	4.42	0.902
(1= Very inconvenient, 5= Very convenient)	%	0.0%	3.6%	14.3%	14.3%	60.7%	7.1%	100%		
The service was provided in a timely manner.	n	0	0	2	7	17	2	28	4.58	0.643
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	7.1%	25.0%	60.7%	7.1%	100%		
The staff was courteous.	n	0	0	2	4	20	2	28	4.69	0.618
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	7.1%	14.3%	71.4%	7.1%	100%		
The staff was knowledgeable.	n	0	1	0	4	21	2	28	4.73	0.667
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.6%	0.0%	14.3%	75.0%	7.1%	100%		
Overall satisfaction with the service/program.	n	0	2	1	8	16	1	28	4.41	0.888
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	7.1%	3.6%	28.6%	57.1%	3.6%	100%		

**The means are calculated on a 5-point scale by excluding the "No response" category.*

SERVICE/PROGRAM: VETERANS' AFFAIRS SUPPORT PROGRAM

*Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).**

Open-ended comments	N
No response	25
No one was around when I needed them. I now have to go through finance and wait an hour to process my Hazelwood act paperwork each semester	1
The VASP office would be more effective if it is separated from the Financial Aid office. This would provide them more latitude in executing expert levels of service to the CCCC Veterans' community.	1
Took a long time to verify my GI bill	1
Total	28

* Respondents were asked to provide comments if they were "very unsatisfied" or "unsatisfied" with the program/service they had used (item 5, Table 2). Despite instruction, respondents with higher levels of satisfaction commented. The present table includes all comments so that valuable information is not lost.

SERVICE/PROGRAM: VETERANS' AFFAIRS SUPPORT PROGRAM

Table 4. Why did you not use the following service(s)/program(s)?

Open-ended comments	N
No response	67
Am a veteran, but don't qualify for the service	1
Did not know of it	1
Doesn't apply to me	1
Don't know	1
Don't know what it is	1
GI bill all spent	1
Hasn't fit into my schedule yet	1
I am a veteran, but my understanding it's not applicable to me	1
I am not really sure how to access these beyond the GI bill.	1
I do not qualify.	3
I don't know	1
I don't know where they are located	1
I'm not a veteran	63
No reason	2
Not applicable	3
Not eligible	1
Not knowledgeable about it	1
Not needed.	35
Not sure.	1
Somebody cares?	1
Who is in charge of that program, where is the office located, and at which campus?	1
Total	189

Collin College Service Unit
Student Survey: Spring 2017

SERVICE UNIT: Financial Aid Office

Table 40. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Financial Aid Office[1]	764	73.7%
Have used Financial Aid Office[2]	390	51.0%

[1] *Percentage out of total survey respondents (N=1036).*

[2] *Percentage out of number who are aware of this unit (n= 764).*

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

Items		Response on 5-point scale					No response	Total	Mean[3]	SD[3]
		1	2	3	4	5				
The hours of availability are convenient.	n	6	11	35	97	201	40	390	4.36	0.909
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	2.8%	9.0%	24.9%	51.5%	10.3%	100.0%		
Service was provided in a timely manner.	n	11	9	41	73	211	45	390	4.34	1.003
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	2.3%	10.5%	18.7%	54.1%	11.5%	100.0%		
The staff was courteous.	n	15	6	24	54	234	57	390	4.46	1.022
(1= Strongly disagree, 5 = Strongly agree)	%	3.8%	1.5%	6.2%	13.8%	60.0%	14.6%	100.0%		
The staff was knowledgeable.	n	10	8	31	53	243	45	390	4.48	0.959
(1= Strongly disagree, 5 = Strongly agree)	%	2.6%	2.1%	7.9%	13.6%	62.3%	11.5%	100.0%		
Overall satisfaction with the unit.	n	13	15	33	94	223	12	390	4.32	1.023
(1= Very unsatisfied, 5 = Very satisfied)	%	3.3%	3.8%	8.5%	24.1%	57.2%	3.1%	100.0%		

[3] *The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.*

SERVICE UNIT: Financial Aid Office

Table 42. Financial Aid Office Comments

Always really helpful
Always very efficient and friendly
Always very friendly!
Being on acidemic suspention i was ill advised on how to get back in good standings
Did everythiong i needed in order to register for collin.
Financial aid has always been helpful and their staff worked with me for many weeks when my fafsa application didn't go through the system
Helpful staff
I can't think of any situation when I was disappointed with their assistance.
I don't like how the fin aid is dispersed but other than that I have no problems
I like the financial aid office in Plano the best, you can ask as many question as you need to make sure you have all the information.
It's upsetting that my financial aid came after census, when I needed it to reimburse my family since they had to pay for my classes
Majority of the staff I've encountered had poor communication skills and were very rude.
Mediocre understanding of FAFSA,loans, and overall finances, the people I worked with could not tell me how I would be able to pay for college.
No problem
not currently a financial aid student because i am paying my tuition in full out of pocket but i have heard good things.
oh my goodness, they are still giving me a hard time, they are not paying me right, they took money from me saying that i was over paid at the other school and they said they didn't want me to have to pay back.that shouldn't be there concern about what i have to pay back.
positive outcome, but an unfavorable atitude
Provided wrong information multiple times!
Same as admin, they can't answer most of my questions
Staff always has an attitude. Comes off as rude.
staff is quick
Takes forever, staff is rude
The few times I have stopped by, the clerk was unbelievably helpful
The financial aid office does not pay attention to email messages or replies to messages. It's as if they don't read, they just send the same exact text time and time again. There is little true caring or concern about understanding so they can actually help students.
The process to receive my aid was very smooth and easy.
the staff id amazing and helpful
The whole time I have attened collin I mhave alawyas had issues with finanial aid and so have all of the students I have known. The only reason the deal with it is out of necessity.

Table 42. Financial Aid Office Comments (Continued)

There was a lady who had an oxygen tank on, who most of the time gave me wrong information about the next steps I had to take for my financial requirements. It seems as though I had to do multiple steps to get my financial aid awarded. In other days I have a different lady beside the lady with thr oxygen tank. I had to do only a few steps for my financial aid to be awarded. I feel uncomfortable that she did not have the knowledge and was not sure what information she can give me. I am sorey but she is not suitable for providing the right answers for students. Thank you so much for this survery.
they help me very much with apply for financial aid
They keep me informed about my aid in timely manner.
They know what to do and do not buck you with mails and questions about irrelevant stuff
They were fast and handled everything neatly
Unfriendly, seem to not want to take care of people.
Very dissatisfied as a Freshman, I was left discouraged and felt belittled. I could never get clear answers regardless of whom I spoke with.
Very helpful staff. Did what they could to answer all questions
Very Helpful.
Very informative, and always have a correct answer to my questions
You don't support people who work. You need to be available on the weekends.

Collin College Service Unit
Student Survey: Spring 2017

SERVICE UNIT: Veterans Services

Table 88. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Veterans Services[1]	191	18.4%
Have used Veterans Services[2]	34	17.8%

[1] *Percentage out of total survey respondents (N=1036).*

[2] *Percentage out of number who are aware of this unit (n= 191).*

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

Items		Response on 5-point scale					No response	Total	Mean[3]	SD[3]
		1	2	3	4	5				
The hours of availability are convenient.	n	0	0	2	8	23	1	34	4.64	0.603
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	5.9%	23.5%	67.6%	2.9%	100.0%		
Service was provided in a timely manner.	n	0	0	4	3	24	3	34	4.65	0.709
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	11.8%	8.8%	70.6%	8.8%	100.0%		
The staff was courteous.	n	0	0	3	4	25	2	34	4.69	0.644
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	8.8%	11.8%	73.5%	5.9%	100.0%		
The staff was knowledgeable.	n	0	0	3	3	26	2	34	4.72	0.634
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	8.8%	8.8%	76.5%	5.9%	100.0%		
Overall satisfaction with the unit.	n	0	0	4	3	27	0	34	4.68	0.684
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	0.0%	11.8%	8.8%	79.4%	0.0%	100.0%		

[3] *The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.*

SERVICE UNIT: Veterans Services

Table 90. Veterans Services Comments

I am a veteran and I have been to the office a couple times but I am unsure of who to talk to.
sometimes the answers I get are wrong, and attitudes.
Staff is not very helpful, always seems put out by questions

Collin Educational Support/Programs
Student Survey: Spring 2012
Collin College
June14, 2012

DEMOGRAPHIC BACKGROUND OF RESPONDENTS

Please indicate your:

Primary Campus in fall 2011

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

Please specify the other campus.

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

Please specify the other campus.

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

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

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

Gender:

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

Age:

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

Enrollment Status in Fall 2011:

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

Work Status in Fall 2011:

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

Section I: Essential Services/Programs

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

		0	1	Total
Advising	Count	64	1023	1087
	%	5.9%	94.1%	100.0%
Admissions and Records	Count	89	998	1087
	%	8.2%	91.8%	100.0%
Bookstore	Count	54	1033	1087
	%	5.0%	95.0%	100.0%
Bursars Office/Tuition and Fee Payment	Count	222	865	1087
	%	20.4%	79.6%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	139	948	1087
	%	12.8%	87.2%	100.0%
Financial Aid Office	Count	277	810	1087
	%	25.5%	74.5%	100.0%
Registration	Count	112	975	1087
	%	10.3%	89.7%	100.0%
Student Life	Count	407	680	1087
	%	37.4%	62.6%	100.0%
Testing Center (s)	Count	206	881	1087
	%	19.0%	81.0%	100.0%
Blackboard	Count	82	1005	1087
	%	7.5%	92.5%	100.0%

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

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

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

The hours the service/program is available are convenient.
1= Very inconvenient, 5= Very convenient

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

Descriptive Statistics

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

The service was provided in a timely manner.
1= Strongly disagree, 5 = Strongly agree

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

Descriptive Statistics

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

The staff was courteous.
1= Strongly disagree, 5 = Strongly agree

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

Descriptive Statistics

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

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

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

Descriptive Statistics

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

On a five-point scale, please rate your overall satisfaction with the services/programs you said you have used.
1= Very unsatisfied, 5 = Very satisfied

		1	2	3	4	5	Total
Advising	Count	79	81	171	260	302	893
	%	8.8%	9.1%	19.1%	29.1%	33.8%	100.0%
Admissions and Records	Count	37	62	154	280	384	917
	%	4.0%	6.8%	16.8%	30.5%	41.9%	100.0%
Bookstore	Count	32	48	124	320	442	966
	%	3.3%	5.0%	12.8%	33.1%	45.8%	100.0%
Bursars Office/Tuition and Fee Payment	Count	11	9	69	179	389	657
	%	1.7%	1.4%	10.5%	27.2%	59.2%	100.0%
Campus Communications (CougarWeb, Internet access etc.	Count	14	22	88	230	513	867
	%	1.6%	2.5%	10.1%	26.5%	59.2%	100.0%
Financial Aid Office	Count	38	37	68	129	214	486
	%	7.8%	7.6%	14.0%	26.5%	44.0%	100.0%
Registration	Count	18	39	124	246	440	867
	%	2.1%	4.5%	14.3%	28.4%	50.7%	100.0%
Student Life	Count	9	8	33	84	186	320
	%	2.8%	2.5%	10.3%	26.3%	58.1%	100.0%
Testing Center (s)	Count	17	14	74	186	411	702
	%	2.4%	2.0%	10.5%	26.5%	58.5%	100.0%
Blackboard	Count	42	42	102	274	496	956
	%	4.4%	4.4%	10.7%	28.7%	51.9%	100.0%

Descriptive Statistics

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

Financial Aid Office

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

Financial Aid Office

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

Financial Aid Office

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

Financial Aid Office

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

COLLIN COLLEGE

Customer Experience Survey Report - 11 January 2018

This report was generated on 11 January 2018 at 9:58:29 giving the results for 9823 respondents.
A filter of "(ID.date >= 01/09/2015 and ID.date <= 31/08/2016)and(Q2=7)" has been applied to the data.

On a scale of 1 to 5, to what extent do you agree with the following statements regarding your visit today?

(1 = Strongly Disagree, 5 = Strongly Agree)

	Total	No Response	1=Strongly Disagree	2	3	4	5=Strongly Agree	Mean	Standard Deviation
The staff member greeted me in a friendly and welcoming manner.	578	4 1%	60 10%	19 3%	22 4%	50 9%	423 73%	4.32	1.3
The staff member demonstrated a willingness to assist me.	578	6 1%	71 12%	17 3%	13 2%	39 7%	432 75%	4.30	1.4
The staff member acknowledged all of my questions.	578	9 2%	56 10%	22 4%	20 3%	38 7%	433 75%	4.35	1.3
All my questions were answered during my visit.	578	7 1%	57 10%	31 5%	19 3%	47 8%	417 72%	4.29	1.3
The staff member's responses were helpful.	578	8 1%	73 13%	21 4%	16 3%	41 7%	419 72%	4.25	1.4
I received information about other Collin resources.	578	13 2%	111 19%	33 6%	46 8%	50 9%	325 56%	3.79	1.6
I would recommend this office to another student.	578	9 2%	78 13%	17 3%	17 3%	47 8%	410 71%	4.22	1.4
I would recommend this staff member to another student.	578	6 1%	81 14%	16 3%	14 2%	42 7%	419 72%	4.23	1.4
Overall, I am satisfied with the service I received today.	578	6 1%	85 15%	17 3%	10 2%	44 8%	416 72%	4.20	1.5

Mean is calculated after excluding the "No response" data.
Percentages may not add to 100 due to rounding.

Did you use CougarQ at any point during your visit?

Total	No Response	Did you use CougarQ at any point during your visit?	
		Yes	No
578 100%	20 3%	273 47%	285 49%

On a scale of 1 to 5, to what extent do you agree with the following statements regarding CougarQ?

(1 = Strongly Disagree, 5 = Strongly Agree)

	Total	No Response	1=Strongly Disagree	2	3	4	5=Strongly Agree	Mean	Standard Deviation
I found CougarQ convenient	273	1 0%	7 3%	4 1%	12 4%	36 13%	213 78%	4.63	0.8
I am satisfied with CougarQ	273	6 2%	10 4%	1 0%	16 6%	31 11%	209 77%	4.60	0.9

Mean is calculated after excluding the "No response" data.
Percentages may not add to 100 due to rounding.

COLLIN COLLEGE

Customer Experience Survey Report - 11 January 2018

This report was generated on 11 January 2018 at 9:59:36 giving the results for 9823 respondents.
A filter of "(ID.date >= 01/09/2016 and ID.date <= 31/08/2017)and(Q2=7)" has been applied to the data.

On a scale of 1 to 5, to what extent do you agree with the following statements regarding your visit today?

(1 = Strongly Disagree, 5 = Strongly Agree)

	Total	No Response	1=Strongly Disagree	2	3	4	5=Strongly Agree	Mean	Standard Deviation
The staff member greeted me in a friendly and welcoming manner.	1180	5 0%	54 5%	32 3%	39 3%	130 11%	920 78%	4.56	1.0
The staff member demonstrated a willingness to assist me.	1180	9 1%	71 6%	28 2%	30 3%	98 8%	944 80%	4.55	1.1
The staff member acknowledged all of my questions.	1180	11 1%	56 5%	27 2%	33 3%	111 9%	942 80%	4.59	1.0
All my questions were answered during my visit.	1180	11 1%	70 6%	36 3%	36 3%	97 8%	930 79%	4.52	1.1
The staff member's responses were helpful.	1180	17 1%	86 7%	25 2%	32 3%	98 8%	922 78%	4.50	1.1
I received information about other Collin resources.	1180	24 2%	162 14%	54 5%	113 10%	101 9%	726 62%	4.02	1.5
I would recommend this office to another student.	1180	10 1%	89 8%	26 2%	41 3%	89 8%	925 78%	4.48	1.2
I would recommend this staff member to another student.	1180	16 1%	96 8%	22 2%	35 3%	107 9%	904 77%	4.46	1.2
Overall, I am satisfied with the service I received today.	1180	9 1%	95 8%	24 2%	32 3%	98 8%	922 78%	4.48	1.2

Mean is calculated after excluding the "No response" data.
Percentages may not add to 100 due to rounding.

Did you use CougarQ at any point during your visit?

Total	No Response	Did you use CougarQ at any point during your visit?	
		Yes	No
1180 100%	42 4%	582 49%	556 47%

On a scale of 1 to 5, to what extent do you agree with the following statements regarding CougarQ?

(1 = Strongly Disagree, 5 = Strongly Agree)

	Total	No Response	1=Strongly Disagree	2	3	4	5=Strongly Agree	Mean	Standard Deviation
I found CougarQ convenient	582	14 2%	16 3%	7 1%	26 4%	72 12%	447 77%	4.63	0.9
I am satisfied with CougarQ	582	18 3%	18 3%	9 2%	32 5%	68 12%	437 75%	4.59	0.9

Mean is calculated after excluding the "No response" data.
Percentages may not add to 100 due to rounding.

Financial Aid Helpful Hints

COUGARWEB can be found at: www.collin.edu

To certify your award:

- Log into your CougarWeb
- Click on "My Financial Aid" under Student Quick Links
- Then click on "Certify"
- Read the first statement click "Agree"
- Then Click "Submit"
- Read the second statement click "Agree"
- Then click "Submit"

If agree is already marked and there are dates next to it, you have already completed this step.

Accessing your Financial Aid Checklist:

- Log into your CougarWeb
- Click on "My Financial Aid" under Student Quick Links
- Click on " Check my Status"
- Select Aid Year
- Click "Submit"
- Under General Information tab, review your checklist items

Direct Deposit Setup in COUGARWEB:

- On the Home Page Under "Quick links"
- Click on "Pay by Credit Card/Check
- Click on "Collin College Account Suite"
- Click on "E-Refunds"
- Click on "Set up Account"
- Select Account Type, Select checking or savings
- Enter the correct information
- Save payment method and click Continue

To make sure Direct Deposit is set up:

- Under "Quick links"
- Click on "Pay by Credit Card/Check"
- Click on "Collin College Account Suite
- Click on "E-Refunds"
- Click on "Edit" to view information

If you accepted the loans, you must complete the following:

Be enrolled in at least 6 credit hours and complete below:

1. **Loan Entrance Counseling:**
   - Log on to https://studentloans.gov/
   - Select the green " SIGN IN" button
     - Use your FSA ID
     - Select Complete Counseling
     - Select Entrance Counseling from the available counseling options
   - Select your School
     - From the drop down list labeled "School State" select Texas
     - Then select Collin Community College
   - Click "Add School"
   - Select Student Type:
     - " I am completing entrance counseling to receive Direct Loans as an *undergraduate student*"
   - Select "Continue" to being the interactive counseling session
   - Upon completion you can retrieve your quiz results by selecting "View Completed Counseling" from the main menu

2. **Master Promissory Note:**
   - Log on to https://studentloans.gov/
   - Select the green "SIGN IN" button
     - Select Complete Master Promissory Note
     - Select the correct type of loan note
     - Enter in two references with two different addresses
     - Read of Master Promissory Note
     - Sign and Submit

COLLIN COLLEGE™

Free Application for Federal Student Aid

APPLY NOW!
2017-2018 FAFSA

Priority Deadlines

Fall—April 1st

Spring—Nov. 1st

Visit www.fafsa.ed.gov

Collin College School Code: 016792

You will use your 2015 Tax and/or W2 information

(Use link to IRS if eligible)

Dependent students MUST provide parent's information

Creating an FSA ID

Step 1 Log in to one of the following websites: fafsa.gov, nslds.ed.gov, studentloans.gov, or studentaid.gov and click the link to create an FSA ID.

Step 2 Create a username and password, and enter your email address.

Step 3 Enter your name, date of birth, Social Security number, contact information, and challenge questions and answers.

Step 4 If you have a Federal Student Aid pin, you will be able to enter it and link it to your FSA ID (you can still create an FSA ID if you have forgotten or do not have a pin).

Step 5 Review your information and read and accept the terms and conditions.

Step 6 Confirm your email address using the secure code, which will be sent to you via the email address you supplied. Once verified, you can use your email address to log on to the websites instead of your username.

FA Quick Checklist Continued

Date Completed	Action Item
☐ _____	**Read all application materials and financial aid notifications** • Most financial aid funds have conditions for receipt and renewal, such as earning a certain GPA or being enrolled at least half time. You are responsible for knowing all information related to the receipt of your financial aid
☐ _____	**Follow through to accept awards and complete other requirements** • Once you receive your award email, sign into your Cougarweb and read and accept the Terms and Conditions (T&C) • After completing the T&C, review your awards and accept the ones you want • If you have student loans, be sure to complete entrance counseling and sign your Master Promissory Note (MPN) at www.studentloans.gov • Contact the Financial Aid Office if you have any questions
☐ _____	**Notify the Financial Aid Office if you have applied for FA, but no longer wish to attend Collin College** • If you're sure you won't be attending, be sure to cancel aid with us, especially if you want to receive aid at another school

☐ _____	**Investigate private sources of financial aid**
	• Check with the college and places like your high school guidance office, the library, local businesses and civic organizations, houses of worship, your parent's employer(s), etc.
	• Take advantage of free internet scholarship search engines, such as:
	  • FinAid on the web - www.finaid.org
	  • The College Board - www.collegeboard.org
	  • FastWeb - www.fastweb.com
	• Apply for a Collin College Foundation scholarship at: www.collin.edu/foundation/students/index.html Applications for the Fall 2017 semester will be accepted February 1 through midnight March 25. Check back in September for the Spring 2018 semester.

☐ _____	**Check official sources to verify the legitimacy of financial aid consultants or scholarship search companies** • U.S. Department of Education: www.studentaid.ed.gov/sa/types/scams • Federal Trade Commission: www.ftc.gov/scholarshipscams • FinAid on the web: www.finaid.org/scholarships/scams.phtml
☐ _____	**Keep copies of all application materials** • Also keep track of when and where you submitted forms and documents
☐ _____	*While the Financial Aid Office will initially contact you through the email you entered on your FAFSA, remember that the **OFFICIAL MEANS OF COMMUNICATION** at Collin College is via a student's CougarMail. Please check this email frequently and respond to requests in a timely manner.

The two, most important pieces of advice we can leave you with are:

File Early! Check deadlines for everything and be sure to submit items EARLY!

Follow Up! Remember, the FAFSA is the 1st step, **NOT** the only step!

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Additional Information

COLLIN COLLEGE

Some Things to Remember When Filling Out Your FAFSA

When filling out the FAFSA for the first time, many families are overwhelmed at the sheer amount of information they are asked to provide. Because of this, some things may seem unimportant until weeks later when you follow up with the school and have to submit even more information. The whole process can become pretty frustrating!!!

In order to help families avoid some of the frustration, we are providing the following list of common mistakes and general things to know when filling out the FAFSA. Hopefully, these will help the process go a little more smoothly.

- **The parent and student should provide <u>different</u> email addresses**. Many schools use some type of software to help automate the process of collecting required information from students and parents. Having the same email address for both parties can cause issues with these software programs and considerably slow down the process.

- **The FAFSA now allows tax filers to retrieve their information directly from the IRS.** This process, called the **IRS Data Retrieval Tool** or **IRS DRT**, if used and not changed after retrieval, can greatly reduce both the time to process and the amount of information/documentation needed from the family. Not everyone can use the retrieval tool however. For example, filers who file an amended return and married couples filing separately will NOT be able to use the tool.

- **Both the student and one parent need to apply for a FSA ID.** The FSA ID is your electronic "signature" for signing the FAFSA. It only takes a minute to apply at the FAFSA website and can reduce the time it takes FAFSA to process your application and send it to schools. In addition, for students who accept their student loans, they'll need the same FSA ID to sign in to the student loans website.

- **If the parents are separated or divorced**, only supply the household and income information for the parent the student is living with, or who he lived with last (if student is living on his own for example). If the parent is remarried, FAFSA requires the parent and stepparent information, not both biological parents.

- **Parents cannot include a child in the household <u>and</u> claim child support paid for the same child.** In these situations, the parent should only count the child in the household if they are providing more than 50% of that child's total support. If they are not providing more than 50% support, then it should simply be reported as child support paid.

- In a similar vein, **the FAFSA asks the filer to report children in the household**. Then it asks for "**other dependents**". These are not the same thing. Other dependents would refer to people <u>other than</u> the filer's children, such as nieces, nephews, grandchildren, etc., if they are providing more than 50% of that person's support.

- While it may seem like a strange rule, (it does to us), **students can <u>NOT</u> count their parent in college on their FAFSA**, however, parents who fill out a FAFSA for themselves **CAN** count their children in college.

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Additional Information Continued

- **The verification process for 2017-2018:** For anyone who has filled out a FAFSA in the past and been selected for verification, the Dept. of Education has, in recent years, modified how verification is done. There are now 4 verification categories and each requires different, but similar information. For example, in one instance, the student may have to physically go to the school, show a picture ID and sign a statement about the use of their Financial Aid refund. Another example is if the student is asked to submit tax information to the school, the student and parents now must submit a tax return transcript, which can be ordered from the IRS after filing. Tax returns are no longer allowed.

  In addition, starting with the 2017 - 2018 academic year, the FAFSA will use income information from 2 years prior instead of 1 (called prior prior year). This means that for the 2017 - 2018 FAFSA, students and parents will use their tax/income information from 2015.

- **The Dept. of Education's list of common errors include the following**:
  - Social Security numbers and Dates of Birth
  - Divorced/Remarried parental information
  - Income earned by parents/stepparents
  - Untaxed income
  - U.S. income taxes paid (not withheld)
  - Household size
  - Number of household members in college

Be sure to read each FAFSA question carefully. The FAFSA gives additional information and even examples for most of the above questions. Take your time and **double check** all names for spelling errors and all numbers and dates for typos before submitting.

Last, but certainly not least:

- **Be aware of all deadlines, and especially priority deadlines at the school you're going to attend**. All schools have a priority deadline but the meaning of "priority" can vary. At Collin, if we receive a student's FAFSA and ALL follow up paperwork by the priority deadline, (April 1) we guarantee his or her financial aid will be in place by payment deadline. However, at many 4 year schools, the priority deadline can be as early as February 15th.

- **Be sure to get your Admissions application in early**. While some schools may be able to process financial aid before the student is admitted to the school, many cannot. This could considerably delay the processing and awarding of the aid.

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COLLIN COLLEGE

FAFSA WORKSHOP - ASSETS

The federal methodology counts some parental assets and excludes others in arriving at your EFC. These assets are referred to as assessable and non-assessable assets. The more assessable assets your family has, the higher your EFC. The following assets are excluded from the federal methodology:

- Retirement accounts (e.g., 401(k)s, all IRAs, pension funds, etc)
- Annuities
- Cash value life insurance
- Home equity in primary residence
- Personal items (e.g., cars, furniture)
- A family farm
- UGMA & UTMA accounts for which you are the custodian, but not the owner

Keep in mind that your assets for financial aid purposes are those you own at the time you sign the Free Application for Federal Student Aid (FAFSA).

Assessable assets are all other assets of the parent. These include items such as:

- checking and savings accounts (not reported on FAFSA in questions 41 and/or 90)
- money market accounts,
- certificates of deposit,
- stocks and stock options,
- bonds,
- mutual funds,
- U.S. savings bonds,
- 529 college savings plans and the refund value of 529 prepaid tuition plans,
- UGMA & UTMA accounts and Coverdell accounts
- trusts,
- limited partnerships,
- vacation homes,
- investment and rental properties and
- business assets,
- installment & land sale contracts (including mortgages held)
- commodities
- other securities.

Note: The asset protection allowance (APA) used in the FAFSA EFC formula varies depending on the age of the oldest parent. Generally, if oldest parent is between 40 – 60 yrs, the APA will average approximately $40,000 to $60,000. So the first $40,000/$60,000 in assets will not be counted in the formula....just the asset $ above that.

In the FAFSA formula, the Parents' assets are charged at 12%
In the FAFSA formula, the Student's assets are charged at 20%

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Additional Resources

COLLIN COLLEGE

Identifying Additional Sources of Funds

Because the financial aid package you receive might not cover all the costs associated with attending school, you may want to consider other resources, such as scholarships.

The **best places** to start researching scholarships include: contacting your high school counselor, contacting the financial aid office of the college or career school you want to attend, or contacting local private organizations (such as past and present employers, parent's employers, unions, civic organizations, foundations, religious groups, and professional groups). To find other lists of private scholarships, you can go to the public library or search via the Internet.

Another way to search for scholarships is via the Internet. However, do be aware that the odds with national scholarships is much lower than with local ones. Also, be cautious about entering scholarship "contests" that require a fee. Some scholarship search engines charge a fee; but you can get the same information yourself from the library or through other sites on the Internet. Also, be aware of misleading claims. There is no "secret" database and no one can "guarantee" you a scholarship.

If you're not sure what to look for, check out the information about scholarship scams at: http://www.finaid.org/scholarships/scams.phtml

The requirements are different for every scholarship program. Before applying, make sure you fully understand all of the application procedures and the eligibility criteria.

Then, be sure to complete all the requirements and fill in as much of each scholarship application that you can. Incomplete applications or missing submissions can really impact your chances. And remember, start your search early! If you begin searching too late, you may miss out on valuable opportunities, not to mention the $!

Scholarship Search Engines

Nerd Scholar
http://www.nerdwallet.com/

Collegeboard
http://www.collegeboard.com/

CollegeNET
http://www.collegenet.com/

FastWeb
http://www.fastweb.com/

The Smart Student™ Guide
http://www.finaid.org/

Super College
http://www.supercollege.com/

Scholarships.com™
http://www.scholarships.com/

P.E.O. International
http://www.peointernational.org

College Tool Kit
http://www.collegetoolkit.com/

College Scholarships
http://www.college-scholarships.com/

Wired Scholar
http://www.wiredscholar.com

Scholarship Experts
http://www.scholarshipexperts.com

Find Tuition
http://www.findtuition.com/

College Scholarships
http://www.collegescholarships.org/

My College Dollars (a Facebook app)
https://apps.facebook.com/mycollegedollars/

Collin Foundation Scholarships

If you are applying for a scholarship through the Collin Foundation Office, you must apply separately for the fall and spring semesters. The deadline to submit applications for the Fall 2017 semester is mid March 25, 2017. Scholarships are only awarded to students enrolled for 6 or more credit hours. After receipt of your application, a selection committee will match your qualifications to criteria for all of the scholarships offered by the Collin Foundation. For an application, go to http://www.collin.edu/foundation/students/index.html For additional information about Collin Foundation Scholarships, contact the Foundation Office at 972-599-3145.

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