Yearly Report of ARO Documents

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
	2013				2014							
Degree plans received	712	299	642	429	752	644	740	278	520	626	649	1005
Degree Plans processed	123	137	210	219	314	204	271	793	487	395	462	554
VA Degree received	220	72			170	100	39	35		65	125	
VA Degree processed	125	64			126	85	53	25		69	111	
Substitutions received	20	17	23	34	54	41	9	665	11	40	47	78
Substitutions processed	30	14	30	15	32	48	9	72	23	36	51	26
Graduation petitions received	201	164	232	234	331	473		482	400	173	95	251
Graduation petitions processed	615	755	273	172	622	336		528	286	1148	257	289
Degree awarded	432	407			433	283		19	22	864	116	169
Diplomas printed	432	46	12	2		720						
New Petitions processed		125			17	192						

Report from the Dean of Enrollment and Academic Success Momentum 2012-2013

Admissions is responsible for the processing of admissions applications, transcripts (sending & receiving), residency documentation, processing waivers and exemptions, degree plans, processing degree check out, graduation, name and address changes for students, National Student Clearinghouse enrollment verification, Master calendar for the college district, coordination of document destruction for the district (American Shredding) and FERPA Compliance office.

Admissions also process all the admissions, registration and state reporting for CE.

In collaboration with IR, the state report is filed and includes such data as enrollment, completers (MSA, degree, cert), overloads and adds after census.

Records office maintains the records for the entire college district-- every department that has any type of record (including the business office, HR, Academic programs, Foundation, etc). The records are kept in accordance to the established records retention policy. This department completes proofing and coding of each admissions application and residency changes. Supervises phone bank during peak times.

Responsible for Banner:Student including testing of all upgrades, training for staff, and establishing levels of access for any employee whose position requires access to student records.

Highlights from 2012-2013 include:

- Hosted 613 students at the Graduation Ceremony
    - 9.5% Increase over 2011-12 (560 students)
    - Awards = **891** AA, **591** AS, **357** AAS, **38** AAT and 521 Certificate (including FOS)
- Processed 23,830 admissions applications
    - 27.7% increase over 2011-12 (18,661 applications)
- Presented to more than 3,300 high schoolers, parents and ISD colleagues for college readiness (Destination College)
- 1,628 Students participating in New Student Orientation (188 Spring, 1440 Summer)
    - 21.4% increase over 2011-12 (1,341 total students)
- 1,091 Visitors for campus tours

Admissions and Records Office

	Fall 2011	Spring 2012	Summer 2012	Fall 2012	Spring 2013	Maymester 2013	Summer I/III 2013	Summer II 2013
Applications Received	17635	9563	13615	18715	10612	2532	7651	3035
Actual Attendees	11428 (6841 FTIC)	4494 (2831 FTIC)	9295	10616	4795	1824	5933	2197
% of apps processed **non-attend**	35.2	53.0	31.7	43.2	54.8	27.9	22.4	27.6

Revenue from Transcripts (process was not implemented until March of 2013)

	March 2013	April 2013	May 2013	June 2013	July 2013	August 2013	Total
Net Amount	**$2,699.91**	**$3,172.29**	**$5,185.83**	**$4,533.36**	**$5,302.49**	**$6,228.45**	**$27,122.33**

Transcripts processed

	Sept 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013*	April 2013	May 2013	June 2013	July 2013	Aug 2013
	3145	3815	3927	4209	6324	3609	2676	3085	5037	4418	5052	5789

*Transfer of service over to Credentials Solutions

Admissions Documents processed

	Sept 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	April 2013	May 2013	June 2013	July 2013	Aug 2013	Ave
Degree plans received	**319**	**180**	**303**			**565**	**186**	**291**	**639**	**408**	**633**	**901**	**442.5**
Degree plans processed	**384**	**167**	**399**			**362**	**142**	**291**	**572**	**272**	**181**	**347**	**311.7**
VA Degree plans received	**64**	**39**	**29**			**65**	**10**	**40**	**47**	**67**	**84**	**134**	**57.9**
VA Degree plans processed	**98**	**41**	**36**			**62**	**21**	**46**	**57**	**76**	**48**	**101**	**58.6**
Substitutions received	**53**	**39**	**12**			**43**	**15**		**49**	**39**	**23**	**26**	**33.22**
Substitutions processed	**31**	**24**	**7**			**33**	**7**		**38**	**45**	**18**	**19**	**24.67**
Graduation petitions received	**273**	**201**	**154**	**280**	**510**	**359**	**207**	**353**	**369**	**328**	**161**	**281**	**289.67**
Graduation petitions processed	**278**	**216**	**244**	**278**	**791**	**377**	**290**	**191**	**244**	**620**	**216**	**354**	**341.58**
Completers awarded										**491**	**115**	**158**	
Diplomas	**346 mailed**	**45 mailed**	**15 mailed**	**6 mailed**	**8 mailed**	**791 mailed**	**42 mailed**	**5 mailed**	**40 mailed**		**1012 mailed**	**15 mailed**	
Graduation invitations							**2200+**						

*Data estimated

Recruitment and Programs for New Students

Destination College Four-Year Comparison Trend

2009-2010	33 events	3183 participants	
2010-2011	19 events	1823 participants	*Parent workshop rescheduled due to ice. **Coordinator on maternity leave.
2011-2012	29 events	3943 participants	
2012-2013	16 events	3356 participants	Reduced request for Middle School presentations

Outreach Events – Participants

	Sept 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	April 2013	May 2013	June 2013	July 2013	Aug 2013	Monthly Ave
College 101 Presentations	35	19	345		225	20	0	160	51	38	-	82	81.25
Getting Started at Collin	45	240	-		-		50	100	54	45	-	-	44.5
Event booth	1800 (+ Balloon Festival)	42	0		110	40	75	133	0	0	-	150	195.83
CTE Outreach	50	460	675		1426		167	347	865	380	-		364.17
Career Coach Presentations	N/A	N/A	N/A	N/A	N/A	N/A	163	179	40	54	-		72.67

Note: July activity shifted to New Student Orientation

		PHONE CALLS	
2014	**Admisions**	**Advising**	**Financial Aid**
Jan	19,531	6,027	4,421
Feb	4,003	1,179	3,185
Mar	7,276	2,384	1,772
Apr	10,888	3,707	3,576
May	17,502	6,830	3,992
Jun	14,051	5,758	4,035
Jul	14,663	6,238	5,300
Aug	15,072	7,512	5,160
Sep	3,950	1,544	4,051
Oct	3,212	1,331	2,026
Nov	2,982	1,396	1,476
Dec	8,610	6,419	2,334

The unit procedures are user friendly.

Faculty/Staff Survey:
Collin College Service Units/Programs

Spring 2012

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	240	5.4%	5.0%	20.4%	26.3%	37.1%	5.8%
Academic Computing & Labs	142	2.1%	0.0%	6.3%	30.3%	58.5%	2.8%
ACCESS Office	287	1.4%	2.8%	8.4%	21.6%	60.3%	5.6%
Accounts Payable & Budget	277	2.5%	6.9%	19.5%	30.7%	31.8%	8.7%
Administrative Programming	250	4.4%	4.0%	20.0%	26.4%	37.6%	7.6%
Admissions & Records Office/Registration	255	5.1%	5.1%	17.6%	26.7%	43.1%	2.4%
AthleticPrograms (e.g., Tennis & BB)	38	0.0%	2.6%	5.3%	23.7%	57.9%	10.5%
Audit, Accounting & Payroll	309	3.9%	4.9%	17.5%	31.1%	36.6%	6.1%
Campus Police & Security	436	1.8%	1.4%	5.7%	20.4%	64.0%	6.7%
Center for Scholarly Learning and Civic Engagement	116	4.3%	2.6%	14.7%	23.3%	47.4%	7.8%
College Success	48	0.0%	0.0%	10.4%	27.1%	52.1%	10.4%
Contracted Services-Bookstore	300	1.7%	5.3%	9.0%	26.0%	54.3%	3.7%
Counseling & Career Services	159	1.9%	1.9%	7.5%	21.4%	62.3%	5.0%
Distance Learning	118	3.4%	4.2%	11.9%	31.4%	47.5%	1.7%
Dual Credit (High School Concurrent Enrollment)	117	3.4%	6.0%	14.5%	23.9%	47.0%	5.1%
Financial Aid Office	144	8.3%	8.3%	22.2%	20.8%	31.9%	8.3%
Financial Reporting/Operations (Bursars)	194	1.0%	4.1%	8.8%	27.3%	51.0%	7.7%
Fitness Center	222	2.7%	0.9%	6.3%	22.1%	64.4%	3.6%
Food Services	280	5.4%	7.1%	13.9%	26.4%	41.8%	5.4%
Grounds	174	1.1%	1.1%	4.6%	22.4%	54.0%	16.7%
Help Desk	629	4.8%	6.4%	9.7%	22.6%	54.1%	2.5%
HR-Employment, Employee Relations & Compensation	322	5.0%	8.7%	21.1%	21.7%	41.3%	2.2%
HR-Information, Services/Benefits	355	2.8%	6.8%	16.6%	29.6%	42.5%	1.7%
HR-Internal Audit (Compliance)	39	12.8%	2.6%	20.5%	23.1%	35.9%	5.1%
HR-Professional Development	268	2.6%	2.6%	13.8%	28.4%	49.6%	3.0%

Inst. Effectiveness Assessment	63	**4.8%**	7.9%	17.5%	23.8%	**46.0%**	0.0%
Inst. Effectiveness Curriculum	48	**4.2%**	6.3%	12.5%	22.9%	**52.1%**	2.1%
Inst. Research Office	135	**2.2%**	5.2%	14.1%	27.4%	**45.2%**	5.9%
Instruction Office (Associate Faculty Workroom)	265	**2.3%**	1.1%	6.8%	16.6%	**66.8%**	6.4%
Library Services	433	**0.7%**	1.2%	2.5%	12.5%	**80.1%**	3.0%
Mail Services	384	**1.8%**	2.3%	6.0%	25.0%	**56.5%**	8.3%
Math Centers / Labs (for academic assistance)	96	**0.0%**	1.0%	5.2%	24.0%	**64.6%**	5.2%
Media Services	522	**1.3%**	3.1%	7.7%	24.3%	**60.2%**	3.4%
Online student Support Center (part of e-Collin)	74	**2.7%**	5.4%	21.6%	23.0%	**45.9%**	1.4%
Physical Plant Operations	495	**2.8%**	3.2%	8.9%	25.3%	**56.4%**	3.4%
Public Relations	177	**3.4%**	6.8%	12.4%	27.1%	**46.3%**	4.0%
Purchasing/Inventory Control	192	**4.7%**	7.3%	19.8%	26.6%	**36.5%**	5.2%
Recruitment & Programs for New Students	65	**3.1%**	4.6%	7.7%	29.2%	**46.2%**	9.2%
Science Den	29	**3.4%**	0.0%	0.0%	10.3%	**75.9%**	10.3%
Students Life	217	**3.2%**	0.0%	8.3%	25.8%	**58.5%**	4.1%
Teaching Learning Centers (part of e-Collin)	153	**0.0%**	2.6%	8.5%	23.5%	**59.5%**	5.9%
Tech Prep	31	**3.2%**	0.0%	9.7%	32.3%	**38.7%**	16.1%
Telecommunications	285	**1.4%**	1.8%	5.3%	27.7%	**56.1%**	7.7%
Testing Centers	387	**2.1%**	1.6%	6.5%	19.9%	**68.0%**	2.1%
Transfer Programs	55	**3.6%**	1.8%	3.6%	29.1%	**52.7%**	9.1%
Web Services	386	**1.8%**	6.0%	11.4%	24.4%	**51.6%**	4.9%
Wellness Program	187	**2.7%**	1.1%	4.3%	20.9%	**67.4%**	3.7%
Writing Centers (for academic assistance)	149	**0.7%**	0.7%	4.7%	23.5%	**65.8%**	4.7%

The unit procedures are efficient.

Faculty/Staff Survey:
Collin College Service Units/Programs

Spring 2012

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	238	5.9%	7.6%	21.8%	24.8%	34.5%	5.5%
Academic Computing & Labs	138	1.4%	0.7%	8.0%	28.3%	55.1%	6.5%
ACCESS Office	288	0.7%	3.5%	10.8%	21.9%	55.2%	8.0%
Accounts Payable & Budget	272	3.3%	8.5%	16.2%	28.7%	35.7%	7.7%
Administrative Programming	248	4.4%	6.0%	19.0%	27.0%	35.5%	8.1%
Admissions & Records Office/Registration	258	5.0%	5.8%	17.8%	28.3%	39.5%	3.5%
AthleticPrograms (e.g., Tennis & BB)	39	0.0%	2.6%	5.1%	20.5%	56.4%	15.4%
Audit, Accounting & Payroll	302	3.6%	8.9%	13.2%	30.5%	35.4%	8.3%
Campus Police & Security	435	1.6%	2.1%	6.7%	22.3%	57.2%	10.1%
Center for Scholarly Learning and Civic Engagement	115	2.6%	4.3%	13.0%	24.3%	44.3%	11.3%
College Success	48	2.1%	4.2%	6.3%	29.2%	50.0%	8.3%
Contracted Services-Bookstore	301	3.0%	5.6%	11.3%	26.9%	48.5%	4.7%
Counseling & Career Services	162	0.6%	5.6%	9.9%	16.7%	59.9%	7.4%
Distance Learning	129	2.3%	7.0%	12.4%	30.2%	45.0%	3.1%
Dual Credit (High School Concurrent Enrollment)	121	3.3%	7.4%	17.4%	23.1%	40.5%	8.3%
Financial Aid Office	142	11.3%	7.0%	22.5%	23.9%	29.6%	5.6%
Financial Reporting/Operations (Bursars)	189	1.6%	3.7%	13.2%	23.8%	45.5%	12.2%
Fitness Center	224	1.8%	0.9%	8.9%	21.9%	62.1%	4.5%
Food Services	279	7.5%	6.1%	16.5%	22.9%	39.1%	7.9%
Grounds	171	1.2%	1.8%	8.2%	19.9%	49.1%	19.9%
Help Desk	627	3.2%	6.7%	10.2%	24.6%	51.8%	3.5%
HR-Employment, Employee Relations & Compensation	326	5.2%	12.9%	18.7%	18.7%	40.8%	3.7%
HR-Information, Services/Benefits	361	4.4%	7.5%	13.9%	28.5%	41.0%	4.7%
HR-Internal Audit (Compliance)	39	12.8%	2.6%	17.9%	17.9%	33.3%	15.4%
HR-Professional Development	264	1.9%	3.0%	14.0%	26.9%	49.6%	4.5%

Inst. Effectiveness Assessment	63	**6.3%**	11.1%	9.5%	22.2%	**47.6%**	3.2%
Inst. Effectiveness Curriculum	48	**6.3%**	6.3%	14.6%	20.8%	**47.9%**	4.2%
Inst. Research Office	136	**5.9%**	3.7%	16.9%	19.9%	**47.1%**	6.6%
Instruction Office (Associate Faculty Workroom)	274	**1.8%**	0.7%	8.0%	16.4%	**64.6%**	8.4%
Library Services	451	**0.9%**	1.3%	3.8%	13.7%	**76.9%**	3.3%
Mail Services	382	**1.0%**	2.6%	9.4%	27.2%	**49.7%**	9.9%
Math Centers / Labs (for academic assistance)	96	**1.0%**	1.0%	8.3%	21.9%	**59.4%**	8.3%
Media Services	516	**1.0%**	3.7%	8.5%	25.2%	**57.2%**	4.5%
Online student Support Center (part of e-Collin)	72	**2.8%**	9.7%	13.9%	30.6%	**38.9%**	4.2%
Physical Plant Operations	486	**3.3%**	4.3%	9.3%	28.6%	**48.4%**	6.2%
Public Relations	175	**5.7%**	9.7%	10.9%	22.3%	**46.3%**	5.1%
Purchasing/Inventory Control	188	**4.8%**	9.6%	18.6%	25.5%	**35.6%**	5.9%
Recruitment & Programs for New Students	63	**1.6%**	3.2%	7.9%	25.4%	**46.0%**	15.9%
Science Den	28	**0.0%**	7.1%	0.0%	14.3%	**67.9%**	10.7%
Students Life	214	**2.3%**	1.4%	9.8%	22.4%	**56.1%**	7.9%
Teaching Learning Centers (part of e-Collin)	165	**0.0%**	3.0%	9.1%	23.6%	**57.0%**	7.3%
Tech Prep	30	**3.3%**	0.0%	10.0%	33.3%	**33.3%**	20.0%
Telecommunications	284	**0.7%**	1.8%	7.0%	28.2%	**52.5%**	9.9%
Testing Centers	392	**2.0%**	1.0%	6.9%	21.4%	**65.3%**	3.3%
Transfer Programs	54	**1.9%**	3.7%	5.6%	27.8%	**51.9%**	9.3%
Web Services	380	**2.1%**	5.3%	14.7%	24.7%	**46.1%**	7.1%
Wellness Program	190	**2.1%**	2.6%	4.2%	18.4%	**62.1%**	10.5%
Writing Centers (for academic assistance)	152	**0.7%**	0.0%	9.2%	19.7%	**61.2%**	9.2%

The unit procedures met my needs in timely fashion.

Faculty/Staff Survey:

Collin College Service Units/Programs

Spring 2012

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	237	4.6%	4.2%	21.1%	22.8%	41.4%	5.9%
Academic Computing & Labs	139	1.4%	1.4%	5.8%	21.6%	66.2%	3.6%
ACCESS Office	286	1.0%	2.1%	8.0%	21.3%	62.6%	4.9%
Accounts Payable & Budget	275	2.9%	3.3%	15.6%	24.4%	47.3%	6.5%
Administrative Programming	250	3.6%	4.8%	16.0%	26.8%	41.6%	7.2%
Admissions & Records Office/Registration	259	4.2%	2.3%	13.9%	30.5%	45.2%	3.9%
AthleticPrograms (e.g., Tennis & BB)	39	0.0%	2.6%	5.1%	15.4%	64.1%	12.8%
Audit, Accounting & Payroll	307	4.6%	4.9%	10.7%	28.0%	46.6%	5.2%
Campus Police & Security	434	2.1%	1.6%	5.1%	20.7%	66.1%	4.4%
Center for Scholarly Learning and Civic Engagement	115	3.5%	4.3%	14.8%	23.5%	46.1%	7.8%
College Success	49	2.0%	0.0%	10.2%	24.5%	51.0%	12.2%
Contracted Services-Bookstore	302	2.0%	3.6%	9.3%	26.5%	56.3%	2.3%
Counseling & Career Services	162	1.2%	1.2%	7.4%	19.8%	64.2%	6.2%
Distance Learning	126	2.4%	4.0%	11.1%	23.8%	54.8%	4.0%
Dual Credit (High School Concurrent Enrollment)	119	3.4%	3.4%	13.4%	22.7%	48.7%	8.4%
Financial Aid Office	142	9.2%	4.9%	21.1%	21.8%	33.8%	9.2%
Financial Reporting/Operations (Bursars)	189	1.6%	2.1%	7.9%	19.6%	61.9%	6.9%
Fitness Center	225	2.2%	0.9%	10.2%	20.0%	62.2%	4.4%
Food Services	278	6.5%	6.5%	20.5%	24.5%	40.6%	1.4%
Grounds	171	1.8%	1.8%	6.4%	16.4%	56.1%	17.5%
Help Desk	628	2.2%	4.0%	8.1%	24.7%	59.1%	1.9%
HR-Employment, Employee Relations & Compensation	327	4.9%	12.8%	18.0%	18.7%	45.0%	0.6%
HR-Information, Services/Benefits	361	3.0%	7.5%	12.5%	29.1%	47.4%	0.6%
HR-Internal Audit (Compliance)	39	5.1%	5.1%	20.5%	15.4%	35.9%	17.9%
HR-Professional Development	271	1.1%	2.6%	12.9%	24.4%	53.1%	5.9%

Inst. Effectiveness Assessment	65	**7.7%**	3.1%	12.3%	21.5%	**52.3%**	3.1%
Inst. Effectiveness Curriculum	50	**6.0%**	4.0%	6.0%	28.0%	**52.0%**	4.0%
Inst. Research Office	134	**4.5%**	6.0%	13.4%	20.9%	**51.5%**	3.7%
Instruction Office (Associate Faculty Workroom)	275	**1.5%**	2.2%	6.9%	14.9%	**69.1%**	5.5%
Library Services	451	**1.3%**	0.4%	3.3%	11.3%	**81.4%**	2.2%
Mail Services	385	**1.8%**	0.8%	6.8%	28.3%	**56.4%**	6.0%
Math Centers / Labs (for academic assistance)	95	**1.1%**	1.1%	9.5%	15.8%	**67.4%**	5.3%
Media Services	516	**1.9%**	2.3%	7.9%	18.8%	**66.7%**	2.3%
Online student Support Center (part of e-Collin)	73	**4.1%**	8.2%	13.7%	30.1%	**42.5%**	1.4%
Physical Plant Operations	487	**4.1%**	2.9%	7.0%	26.9%	**56.5%**	2.7%
Public Relations	175	**5.1%**	9.7%	13.7%	20.6%	**48.0%**	2.9%
Purchasing/Inventory Control	190	**3.7%**	6.3%	14.7%	26.3%	**43.7%**	5.3%
Recruitment & Programs for New Students	63	**3.2%**	1.6%	4.8%	25.4%	**52.4%**	12.7%
Science Den	28	**3.6%**	3.6%	0.0%	17.9%	**67.9%**	7.1%
Students Life	213	**2.3%**	0.5%	8.9%	21.6%	**63.8%**	2.8%
Teaching Learning Centers (part of e-Collin)	161	**0.6%**	4.3%	6.2%	23.0%	**62.1%**	3.7%
Tech Prep	30	**3.3%**	0.0%	3.3%	40.0%	**36.7%**	16.7%
Telecommunications	285	**2.1%**	1.1%	5.6%	22.5%	**63.2%**	5.6%
Testing Centers	390	**1.5%**	1.5%	5.4%	19.7%	**69.7%**	2.1%
Transfer Programs	52	**1.9%**	1.9%	7.7%	19.2%	**61.5%**	7.7%
Web Services	384	**2.9%**	4.4%	12.2%	22.4%	**52.6%**	5.5%
Wellness Program	186	**2.2%**	0.5%	7.5%	16.7%	**62.4%**	10.8%
Writing Centers (for academic assistance)	150	**1.3%**	0.7%	4.7%	20.0%	**66.7%**	6.7%

The unit staff are courteous.

Faculty/Staff Survey:
Collin College Service Units/Programs

Spring 2012

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	235	4.7%	3.8%	13.6%	22.1%	54.0%	1.7%
Academic Computing & Labs	137	2.2%	0.0%	5.8%	19.0%	69.3%	3.6%
ACCESS Office	287	1.7%	1.4%	3.5%	17.4%	72.1%	3.8%
Accounts Payable & Budget	274	1.1%	2.2%	9.9%	22.6%	54.7%	9.5%
Administrative Programming	249	2.4%	2.8%	7.2%	20.5%	60.2%	6.8%
Admissions & Records Office/Registration	258	4.7%	5.8%	10.9%	22.1%	54.3%	2.3%
AthleticPrograms (e.g., Tennis & BB)	37	0.0%	2.7%	2.7%	10.8%	70.3%	13.5%
Audit, Accounting & Payroll	307	2.9%	4.6%	9.4%	23.8%	51.1%	8.1%
Campus Police & Security	433	2.1%	0.7%	3.9%	14.8%	76.9%	1.6%
Center for Scholarly Learning and Civic Engagement	115	4.3%	0.9%	10.4%	20.9%	60.9%	2.6%
College Success	48	2.1%	0.0%	0.0%	22.9%	70.8%	4.2%
Contracted Services-Bookstore	301	3.0%	2.0%	8.0%	23.9%	62.8%	0.3%
Counseling & Career Services	157	1.3%	1.3%	3.8%	14.0%	75.8%	3.8%
Distance Learning	125	2.4%	0.8%	7.2%	18.4%	68.8%	2.4%
Dual Credit (High School Concurrent Enrollment)	121	0.8%	1.7%	7.4%	23.1%	60.3%	6.6%
Financial Aid Office	140	3.6%	7.1%	14.3%	25.7%	45.0%	4.3%
Financial Reporting/Operations (Bursars)	188	2.1%	0.5%	5.3%	14.9%	70.7%	6.4%
Fitness Center	222	2.3%	2.7%	6.3%	17.1%	67.6%	4.1%
Food Services	275	4.7%	3.6%	10.9%	24.4%	53.8%	2.5%
Grounds	171	1.2%	1.2%	2.3%	14.6%	70.8%	9.9%
Help Desk	629	2.1%	2.5%	5.1%	15.9%	72.8%	1.6%
HR-Employment, Employee Relations & Compensation	327	3.7%	4.3%	12.2%	18.3%	59.6%	1.8%
HR-Information, Services/Benefits	358	3.1%	3.6%	8.1%	22.6%	60.9%	1.7%
HR-Internal Audit (Compliance)	39	7.7%	5.1%	15.4%	17.9%	43.6%	10.3%
HR-Professional Development	268	1.9%	1.1%	7.5%	21.3%	63.4%	4.9%

Inst. Effectiveness Assessment	65	**4.6%**	1.5%	9.2%	18.5%	**63.1%**	3.1%
Inst. Effectiveness Curriculum	49	**2.0%**	0.0%	8.2%	14.3%	**71.4%**	4.1%
Inst. Research Office	136	**0.7%**	0.7%	10.3%	20.6%	**63.2%**	4.4%
Instruction Office (Associate Faculty Workroom)	273	**1.5%**	0.7%	4.4%	14.3%	**74.7%**	4.4%
Library Services	448	**1.6%**	0.4%	2.5%	11.8%	**81.7%**	2.0%
Mail Services	381	**1.6%**	0.5%	3.1%	18.6%	**64.3%**	11.8%
Math Centers / Labs (for academic assistance)	97	**2.1%**	4.1%	4.1%	14.4%	**72.2%**	3.1%
Media Services	519	**1.2%**	1.5%	4.6%	16.4%	**74.8%**	1.5%
Online student Support Center (part of e-Collin)	71	**1.4%**	1.4%	9.9%	25.4%	**56.3%**	5.6%
Physical Plant Operations	490	**2.2%**	1.4%	4.9%	15.9%	**72.9%**	2.7%
Public Relations	176	**1.7%**	4.0%	8.5%	19.3%	**65.3%**	1.1%
Purchasing/Inventory Control	190	**2.6%**	2.6%	8.9%	20.0%	**57.9%**	7.9%
Recruitment & Programs for New Students	63	**1.6%**	1.6%	4.8%	20.6%	**63.5%**	7.9%
Science Den	27	**3.7%**	0.0%	0.0%	14.8%	**74.1%**	7.4%
Students Life	213	**2.3%**	0.5%	7.0%	18.8%	**70.0%**	1.4%
Teaching Learning Centers (part of e-Collin)	162	**0.6%**	0.6%	3.1%	12.3%	**80.9%**	2.5%
Tech Prep	30	**0.0%**	0.0%	3.3%	23.3%	**56.7%**	16.7%
Telecommunications	284	**1.8%**	0.0%	2.8%	13.0%	**75.7%**	6.7%
Testing Centers	391	**1.3%**	1.0%	5.1%	18.9%	**72.4%**	1.3%
Transfer Programs	53	**1.9%**	0.0%	5.7%	11.3%	**71.7%**	9.4%
Web Services	382	**2.4%**	1.3%	6.3%	16.5%	**67.8%**	5.8%
Wellness Program	188	**1.6%**	0.5%	1.6%	14.9%	**73.9%**	7.4%
Writing Centers (for academic assistance)	151	**2.0%**	0.0%	2.6%	11.9%	**76.8%**	6.6%

The unit staff are knowledgeable.

Faculty/Staff Survey:
Collin College Service Units/Programs

Spring 2012

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	236	4.7%	9.7%	20.3%	24.2%	39.8%	1.3%
Academic Computing & Labs	136	2.2%	2.2%	5.1%	19.1%	67.6%	3.7%
ACCESS Office	284	1.4%	2.1%	6.0%	16.5%	68.7%	5.3%
Accounts Payable & Budget	273	1.8%	1.5%	9.5%	24.2%	53.1%	9.9%
Administrative Programming	251	0.8%	4.0%	7.6%	23.1%	57.0%	7.6%
Admissions & Records Office/Registration	257	2.7%	4.3%	8.9%	30.0%	52.1%	1.9%
AthleticPrograms (e.g., Tennis & BB)	37	0.0%	2.7%	2.7%	13.5%	64.9%	16.2%
Audit, Accounting & Payroll	303	3.0%	3.0%	8.6%	25.1%	52.1%	8.3%
Campus Police & Security	434	2.1%	0.9%	3.9%	19.6%	67.5%	6.0%
Center for Scholarly Learning and Civic Engagement	116	4.3%	1.7%	10.3%	22.4%	56.9%	4.3%
College Success	47	2.1%	2.1%	0.0%	27.7%	61.7%	6.4%
Contracted Services-Bookstore	299	2.3%	2.7%	8.7%	26.1%	56.9%	3.3%
Counseling & Career Services	160	1.9%	2.5%	6.3%	18.8%	65.6%	5.0%
Distance Learning	126	2.4%	0.8%	8.7%	27.0%	59.5%	1.6%
Dual Credit (High School Concurrent Enrollment)	119	0.8%	2.5%	11.8%	22.7%	52.9%	9.2%
Financial Aid Office	141	5.7%	5.7%	12.1%	31.2%	40.4%	5.0%
Financial Reporting/Operations (Bursars)	188	2.1%	0.5%	8.5%	18.6%	63.8%	6.4%
Fitness Center	223	2.7%	0.9%	7.2%	17.0%	62.8%	9.4%
Food Services	277	4.3%	2.9%	13.0%	23.5%	46.2%	10.1%
Grounds	174	1.1%	0.6%	4.0%	17.8%	58.6%	17.8%
Help Desk	627	1.3%	2.6%	7.5%	18.5%	68.3%	1.9%
HR-Employment, Employee Relations & Compensation	323	5.3%	5.9%	16.1%	20.4%	48.9%	3.4%
HR-Information, Services/Benefits	360	3.6%	4.2%	11.4%	25.8%	53.6%	1.4%
HR-Internal Audit (Compliance)	39	5.1%	0.0%	23.1%	17.9%	38.5%	15.4%
HR-Professional Development	269	2.6%	0.7%	11.2%	22.7%	59.1%	3.7%

Inst. Effectiveness Assessment	65	**3.1%**	3.1%	12.3%	24.6%	**55.4%**	1.5%
Inst. Effectiveness Curriculum	48	**2.1%**	2.1%	4.2%	29.2%	**60.4%**	2.1%
Inst. Research Office	137	**0.7%**	3.6%	8.8%	21.9%	**59.9%**	5.1%
Instruction Office (Associate Faculty Workroom)	274	**1.1%**	1.1%	5.5%	15.3%	**70.4%**	6.6%
Library Services	452	**1.1%**	0.7%	1.5%	9.7%	**84.5%**	2.4%
Mail Services	385	**1.0%**	1.0%	5.7%	17.7%	**59.7%**	14.8%
Math Centers / Labs (for academic assistance)	95	**1.1%**	1.1%	6.3%	22.1%	**64.2%**	5.3%
Media Services	517	**1.2%**	3.1%	6.0%	15.9%	**71.2%**	2.7%
Online student Support Center (part of e-Collin)	70	**4.3%**	1.4%	14.3%	25.7%	**50.0%**	4.3%
Physical Plant Operations	488	**3.1%**	2.0%	4.3%	21.3%	**64.8%**	4.5%
Public Relations	176	**2.8%**	4.0%	10.2%	20.5%	**59.7%**	2.8%
Purchasing/Inventory Control	189	**2.6%**	3.7%	10.1%	21.2%	**56.1%**	6.3%
Recruitment & Programs for New Students	62	**3.2%**	1.6%	6.5%	22.6%	**56.5%**	9.7%
Science Den	28	**0.0%**	3.6%	0.0%	21.4%	**67.9%**	7.1%
Students Life	210	**2.4%**	0.5%	11.0%	17.6%	**63.3%**	5.2%
Teaching Learning Centers (part of e-Collin)	161	**0.6%**	1.9%	6.8%	18.0%	**69.6%**	3.1%
Tech Prep	29	**3.4%**	0.0%	0.0%	37.9%	**37.9%**	20.7%
Telecommunications	283	**2.1%**	0.0%	3.9%	17.0%	**69.3%**	7.8%
Testing Centers	386	**0.8%**	1.3%	5.4%	21.2%	**68.4%**	2.8%
Transfer Programs	53	**1.9%**	0.0%	9.4%	13.2%	**66.0%**	9.4%
Web Services	381	**1.8%**	2.9%	6.8%	18.9%	**64.3%**	5.2%
Wellness Program	184	**1.1%**	0.0%	2.2%	12.5%	**75.5%**	8.7%
Writing Centers (for academic assistance)	150	**2.0%**	2.0%	6.0%	10.7%	**72.7%**	6.7%

Overall satisfaction with the services/programs you have used.

Faculty/Staff Survey:

Collin College Service Units/Programs

Spring 2012

Mean Rating: 3.96

Service Unit/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	Mean
Academic Advising	240	6.7%	10.0%	21.3%	27.1%	35.0%	3.74
Academic Computing & Labs	137	0.7%	0.0%	8.0%	27.7%	63.5%	4.53
ACCESS Office	295	1.0%	2.7%	9.8%	22.4%	64.1%	4.46
Accounts Payable & Budget	283	1.8%	4.6%	16.6%	31.4%	45.6%	4.14
Administrative Programming	256	2.3%	5.9%	17.6%	34.0%	40.2%	4.04
Admissions & Records Office/Registration	266	4.1%	6.8%	19.2%	28.9%	41.0%	3.96
AthleticPrograms (e.g., Tennis & BB)	40	0.0%	5.0%	7.5%	27.5%	60.0%	4.43
Audit, Accounting & Payroll	312	3.5%	6.4%	13.5%	31.7%	44.9%	4.08
Campus Police & Security	449	0.9%	1.6%	6.9%	21.6%	69.0%	4.56
Center for Scholarly Learning and Civic Engagement	118	4.2%	4.2%	16.1%	26.3%	49.2%	4.12
College Success	53	1.9%	0.0%	13.2%	28.3%	56.6%	4.38
Contracted Services-Bookstore	307	2.6%	3.3%	14.7%	29.3%	50.2%	4.21
Counseling & Career Services	162	1.2%	0.6%	10.5%	25.3%	62.3%	4.47
Distance Learning	128	3.1%	3.1%	13.3%	33.6%	46.9%	4.18
Dual Credit (High School Concurrent Enrollment)	126	2.4%	4.8%	18.3%	26.2%	48.4%	4.13
Financial Aid Office	143	8.4%	10.5%	21.7%	30.1%	29.4%	3.62
Financial Reporting/Operations (Bursars)	196	1.0%	3.1%	9.7%	29.6%	56.6%	4.38
Fitness Center	231	2.2%	2.6%	9.5%	26.8%	58.9%	4.38
Food Services	282	8.2%	8.2%	22.0%	27.3%	34.4%	3.72
Grounds	180	1.7%	1.1%	8.3%	20.6%	68.3%	4.53
Help Desk	663	2.4%	4.2%	9.7%	24.3%	59.4%	4.34
HR-Employment, Employee Relations & Compensation	335	6.3%	11.0%	17.0%	23.0%	42.7%	3.85
HR-Information, Services/Benefits	369	2.7%	6.5%	16.0%	29.5%	45.3%	4.08
HR-Internal Audit (Compliance)	37	8.1%	10.8%	18.9%	27.0%	35.1%	3.70
HR-Professional Development	277	2.2%	3.6%	10.8%	32.9%	50.5%	4.26

Inst. Effectiveness Assessment	66	**6.1%**	6.1%	19.7%	19.7%	**48.5%**	3.98
Inst. Effectiveness Curriculum	50	**6.0%**	4.0%	10.0%	36.0%	**44.0%**	4.08
Inst. Research Office	138	**1.4%**	5.8%	14.5%	31.2%	**47.1%**	4.17
Instruction Office (Associate Faculty Workroom)	279	**1.8%**	2.5%	8.6%	20.8%	**66.3%**	4.47
Library Services	463	**0.2%**	0.9%	3.2%	14.0%	**81.6%**	4.76
Mail Services	403	**0.7%**	1.5%	9.7%	27.5%	**60.5%**	4.46
Math Centers / Labs (for academic assistance)	97	**0.0%**	2.1%	13.4%	23.7%	**60.8%**	4.43
Media Services	546	**0.7%**	1.8%	8.4%	23.3%	**65.8%**	4.51
Online student Support Center (part of e-Collin)	81	**4.9%**	11.1%	13.6%	29.6%	**40.7%**	3.90
Physical Plant Operations	507	**2.2%**	3.9%	8.3%	25.8%	**59.8%**	4.37
Public Relations	182	**2.2%**	9.3%	16.5%	21.4%	**50.5%**	4.09
Purchasing/Inventory Control	190	**1.6%**	6.3%	16.8%	34.2%	**41.1%**	4.07
Recruitment & Programs for New Students	62	**0.0%**	1.6%	8.1%	35.5%	**54.8%**	4.44
Science Den	32	**0.0%**	3.1%	12.5%	15.6%	**68.8%**	4.50
Students Life	220	**1.4%**	1.8%	11.4%	21.8%	**63.6%**	4.45
Teaching Learning Centers (part of e-Collin)	161	**0.6%**	2.5%	8.7%	28.6%	**59.6%**	4.44
Tech Prep	31	**3.2%**	0.0%	9.7%	51.6%	**35.5%**	4.16
Telecommunications	287	**0.7%**	0.0%	9.4%	25.1%	**64.8%**	4.53
Testing Centers	401	**2.2%**	1.7%	6.2%	24.2%	**65.6%**	4.49
Transfer Programs	55	**1.8%**	0.0%	10.9%	29.1%	**58.2%**	4.42
Web Services	399	**1.8%**	3.3%	14.0%	26.8%	**54.1%**	4.28
Wellness Program	195	**2.6%**	1.0%	6.7%	26.2%	**63.6%**	4.47
Writing Centers (for academic assistance)	155	**2.6%**	0.6%	9.0%	19.4%	**68.4%**	4.50

The unit procedures are user friendly.

Faculty/Staff Survey:
Collin College Service Units/Programs

Spring 2014

Mean Rating: 3.98

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	271	4.8%	7.7%	15.1%	24.7%	43.5%	4.1%
Academic Computing & Labs	115	2.6%	1.7%	8.7%	17.4%	65.2%	4.3%
ACCESS Office	291	2.1%	0.0%	8.9%	18.6%	66.0%	4.5%
Accounts Payable, Budget & Inventory	246	4.5%	8.1%	21.5%	31.7%	28.0%	6.1%
Administrative Programming	231	4.3%	4.8%	16.5%	31.2%	36.4%	6.9%
Admissions & Records Office_Registration	270	5.2%	4.4%	17.8%	27.4%	42.2%	3.0%
Athletic Programs	50	0.0%	0.0%	0.0%	14.0%	72.0%	14.0%
Audit, Accounting & Payroll	312	7.1%	5.1%	15.1%	34.0%	33.0%	5.8%
Campus Police & Security	441	1.8%	1.6%	4.3%	21.1%	67.1%	4.1%
Center for Scholarly Learning and Civic Engagement	124	3.2%	4.0%	8.9%	26.6%	54.8%	2.4%

The unit procedures are efficient.

Faculty/Staff Survey:
Collin College Service Units/Programs

Spring 2014

Mean Rating: 3.83

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	269	6.7%	11.5%	20.1%	24.5%	32.0%	5.2%
Academic Computing & Labs	116	2.6%	0.9%	6.9%	21.6%	60.3%	7.8%
ACCESS Office	290	1.4%	1.4%	10.7%	17.2%	61.0%	8.3%
Accounts Payable, Budget & Inventory	244	4.1%	11.1%	19.7%	32.0%	26.6%	6.6%
Administrative Programming	232	3.9%	5.6%	15.5%	28.0%	35.3%	11.6%
Admissions & Records Office_Registration	270	5.9%	10.0%	17.0%	24.8%	38.1%	4.1%
Athletic Programs	50	0.0%	0.0%	0.0%	16.0%	68.0%	16.0%
Audit, Accounting & Payroll	312	6.1%	7.7%	18.9%	26.3%	34.9%	6.1%
Campus Police & Security	433	1.8%	3.0%	5.5%	20.6%	62.4%	6.7%
Center for Scholarly Learning and Civic Engagement	123	3.3%	3.3%	13.0%	24.4%	52.8%	3.3%

The unit procedures met my needs in timely fashion.

Faculty/Staff Survey:
Collin College Service Units/Programs

Spring 2014

Mean Rating: 4.06

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	270	5.2%	7.4%	15.2%	22.6%	44.4%	5.2%
Academic Computing & Labs	116	2.6%	1.7%	6.0%	19.0%	66.4%	4.3%
ACCESS Office	289	1.4%	1.7%	8.3%	17.0%	68.5%	3.1%
Accounts Payable, Budget & Inventory	242	5.0%	6.6%	16.5%	27.7%	41.3%	2.9%
Administrative Programming	230	4.6%	4.8%	15.7%	27.0%	40.9%	7.4%
Admissions & Records Office_Registration	268	6.3%	5.2%	11.2%	27.2%	46.3%	3.7%
Athletic Programs	50	0.0%	0.0%	2.0%	12.0%	72.0%	14.0%
Audit, Accounting & Payroll	308	5.5%	6.5%	13.6%	27.6%	43.5%	3.2%
Campus Police & Security	434	2.5%	1.6%	4.6%	18.4%	70.7%	2.1%
Center for Scholarly Learning and Civic Engagement	123	3.3%	0.8%	9.8%	26.0%	57.7%	2.4%

The unit staff are courteous.

Faculty/Staff Survey:

Collin College Service Units/Programs

Spring 2014

Mean Rating: 4.23

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	269	1.5%	2.6%	10.8%	20.4%	62.5%	2.2%
Academic Computing & Labs	114	2.6%	2.6%	5.3%	16.7%	71.1%	1.8%
ACCESS Office	288	1.0%	1.4%	4.2%	11.8%	77.4%	4.2%
Accounts Payable, Budget & Inventory	241	3.3%	5.0%	7.5%	23.2%	56.0%	5.0%
Administrative Programming	229	3.9%	3.1%	6.1%	20.5%	55.9%	10.5%
Admissions & Records Office_Registration	267	5.6%	5.2%	8.2%	20.6%	58.4%	1.9%
Athletic Programs	40	0.0%	0.0%	0.0%	10.0%	78.0%	12.0%
Audit, Accounting & Payroll	309	5.2%	2.3%	8.4%	21.0%	55.7%	7.4%
Campus Police & Security	433	1.6%	1.2%	3.0%	13.9%	78.3%	2.1%
Center for Scholarly Learning and Civic Engagement	123	2.4%	0.8%	3.3%	17.0%	74.0%	2.4%

The unit staff are knowledgeable.

Faculty/Staff Survey:

Collin College Service Units/Programs

Spring 2014

Mean Rating: 4.23

Service Unit/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	268	7.1%	8.6%	16.0%	21.3%	46.3%	0.7%
Academic Computing & Labs	115	1.7%	1.7%	7.0%	17.4%	68.7%	3.5%
ACCESS Office	286	1.4%	0.3%	4.5%	14.0%	75.5%	4.2%
Accounts Payable, Budget & Inventory	240	3.3%	4.2%	8.3%	23.8%	53.8%	6.7%
Administrative Programming	228	1.3%	2.2%	7.9%	21.5%	57.5%	9.6%
Admissions & Records Office_Registration	267	4.5%	4.1%	10.5%	24.7%	54.3%	1.9%
Athletic Programs	50	2.0%	0.0%	0.0%	10.0%	74.0%	14.0%
Audit, Accounting & Payroll	303	4.0%	2.3%	10.9%	22.1%	53.1%	7.6%
Campus Police & Security	432	1.9%	0.7%	3.5%	13.0%	76.6%	4.4%
Center for Scholarly Learning and Civic Engagement	123	2.4%	0.8%	4.9%	22.8%	68.3%	0.8%

Overall satisfaction with the services/programs you have used.

Faculty/Staff Survey:
Collin College Service Units/Programs

Spring 2014

Mean Rating: 3.96

Service Unit/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	Mean
Academic Advising	272	7.4%	8.8%	18.0%	31.3%	34.6%	3.77
Academic Computing & Labs	119	0.8%	5.9%	4.2%	26.9%	62.2%	4.44
ACCESS Office	297	0.7%	2.4%	7.7%	20.5%	68.7%	4.54
Accounts Payable, Budget & Inventory	253	3.6%	5.1%	15.0%	42.3%	34.0%	3.98
Administrative Programming	239	2.9%	5.4%	14.6%	34.3%	42.7%	4.08
Admissions & Records Office_Registration	270	5.6%	5.6%	17.0%	30.7%	41.1%	3.96
Athletic Programs	48	0.0%	0.0%	6.3%	16.7%	77.1%	4.71
Audit, Accounting & Payroll	317	4.1%	4.7%	13.6%	36.6%	41.0%	4.06
Campus Police & Security	446	2.2%	1.1%	4.9%	20.6%	71.1%	4.57
Center for Scholarly Learning and Civic Engagement	124	1.6%	1.6%	10.5%	32.3%	54.0%	4.35

Admissions & Records Office_Registration (2011 vs 2012 vs 2014)

Faculty/Staff Survey

1. The unit procedures are user friendly.

Respondents	
2011	307
2012	255
2014	270

2. The unit procedures are efficient.

Respondents	
2011	306
2012	258
2014	270

3. The unit met my needs in timely manner.

Respondents	
2011	304
2012	259
2014	268

4. The unit staff are courteous.

Respondents	
2011	304
2012	258
2014	267

5. The unit staff are knowledgeable.

Respondents	
2011	307
2012	257
2014	267

6. Overall satisfaction with the services/programs you have used.

Respondents	
2011	302
2012	266
2014	270

Memorandum

TO: Dr. Mary McRae & Dr. Barbara Money

FROM: Todd Fields & Dr. Alicia Huppe

DATE: January 21, 2015

SUBJECT: Student Development Phone Bank Proposal

Summary

Given the volume of calls coming in to the Student Development departments of Admissions and Advising, we are requesting additional personnel to staff a full-time, year-round phone bank.

Department Background

Currently, Student Development Staff in Admissions and Advising not only meet with students but also facilitate office operations of answering the phones and processing paperwork. During peak months of December, January, most of June, July and August, a temporary phone bank is set up to answer phone calls coming in to the main department phone lines. While temporary employees are hired to staff the phone bank, full time personnel are still needed to supervise. The temporary phone bank closes at 5:00pm and the phones must then be answered by full time staff pulling them away from helping students at the counter.

All students at Collin College must go through the Admissions department, not all students are required to meet with an advisor nor apply for financial aid.

Incoming calls for the last calendar year were pulled for the main lines in Admissions, Advising and Financial Aid. The following chart reflects all total incoming calls for each department.

Data

2014	Admissions	Advising	Financial Aid
Jan	19,531	6,027	4,421
Feb	4,003	1,179	3,185
Mar	7,276	2,384	1,772
Apr	10,888	3,707	3,576
May	17,502	6,830	3,992
Jun	14,051	5,758	4,035
Jul	14,663	6,238	5,300
Aug	15,072	7,512	5,160
Sep	3,950	1,544	4,051
Oct	3,212	1,331	2,026
Nov	2,982	1,396	1,476
Dec	8,610	6,419	2,334
Total	121,740	50,325	41,328

Precedence

The IT department contracts out with Ellucian to staff the technology help line.

The Financial Aid office has 2 call center specialists, 1 permanent temporary position and 1 call center supervisor. This is a ratio of 4 call center staff to 41,000 calls (or roughly **1 : 10,000**). Job descriptions and salary ranges have been established for the district.

Call Center Supervisor [S2821] 1st quartile salary = $37,824.14
Call Center Specialist [S2820] 1st quartile salary = $31,520.29

Financial Impact

Should the ratio of 1 : 10,000 remain comparable with the Financial Aid department, Admissions & Records alone would need **12** call center staff.

Position	Average starting salary	# Requested	Total
Call Center Supervisor [S2821]	$35,000	1	$35,000
Call Center Specialist [S2820]	$30,000	11	$330,000
			$365,000

Proposal

We realize that this would be a significant financial impact for the district and would therefore propose a multi-year phase in. Currently 5 months of temporary employees are being paid at an annual rate of $40,000. These funds could be reallocated to cover the cost of the Call Center Supervisor. We are requesting 5 employees to launch the Student Development full time, year round phone bank.

Position	Average starting salary	# Needed	Total
Call Center Supervisor [S2821]	$35,000	1	$35,000
Call Center Specialist [S2820]	$30,000	4	$120,000
			$155,000
Resource reallocation from temporary staff			($40,000)
Total request			**$115,000**

The physical space is available in the Records Center at the Central Park Campus where the temporary phone bank is housed; no additional funds would be needed to open the phone bank. This initiative could be operational before summer.

Recruitment and Enrollment Management Plan

Submitted on June 30, 2014
Updated October 20, 2014

Alicia Huppe, Ph.D.
Dean of Enrollment and Student Success

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Recruitment Initiatives

Early Bird Orientation

In an effort to increase student participation in orientation and enrollment at Collin College, 5 Early Bird Orientation sessions were held April – June 2014 before open registration. During the Early Bird sessions, students were provided with individualized status reports related to their admissions process (e.g. if they still needed to complete TSI, any documents were missing, etc.). These students also participated in pre/post test for established learning outcomes of the program. There were 300 participants in this pilot. We will continue to offer Early Bird Orientations in addition to the regularly scheduled sessions.

Orientation Purpose Statement:

Provide new students with essential college information and connect them to resources that will enable them to successfully navigate the college experience and achieve their educational goals while they are at Collin College.

Learning Outcomes:

1. Understand Collin College's academic expectations for students, as articulated in the Academic Advising presentation.
2. Understand student responsibilities on campus, within the classroom, and at Collin College-related activities, as articulated in the Dean of Student Development presentation.
3. Become familiar with Collin College's student resources, support services, and technology listed in the following:
    - Financial Aid
    - CougarWeb
    - Collin Overview
    - Student Workbook
4. Become familiar with the function of various departments and their services, and multiple methods for contacting and locating them on each campus:
    - Collin College website
    - In-Person/Virtual Campus Tour

TACRAO (Texas Association of Collegiate Registrars and Admissions Officers)

The purpose of TACRAO is to advance professionally the work in the offices of admissions, records, registration and other related functions among institutions of higher learning. TACRAO coordinates the fall college day/night visits of colleges and universities to high schools. Collin College will continue to participate in the TACRAO recruitment events and provide individual outreach to those ISD's who are unable to participate in the TACRAO calendar.

TACRAO Fall 2014 Events

Host	Day	Date	Time	# of students	Location
Anna HS	Monday	9/8	1-3pm	125	Anna High School 1107 Rosamond Parkway
Prosper HS	Monday	9/8	6-8pm	125	Prosper High School 301 Eagle Dr. Prosper, TX
Rockwall HS	Monday	9/8	6-8 pm	200	901 Yellowjacket Lane, Rockwall, TX 75087
Plano Sr HS	Monday	9/8	6:30- 8:30pm	300	Plano Senior High 2200 Independence Parkway
NorTex Fair	Monday	9/8	6:30- 8:30pm	100	Golden Triangle Mall Denton, TX
Royse City	Tuesday	9/9	1-3pm	150	Royse City HS 700 FM 264
Wylie ISD	Tuesday	9/9	6-8pm	250	Wylie HS 2550 W FM 544
Plano ISD	Tuesday	9/9	6:30-8:30	300	Plano East Senior High 3000 Los Rios Boulevard
Princeton HS	Wednesday	9/10	9-11am	100	Princeton HS 1000 E Princeton Dr
Lovejoy HS	Wednesday	9/10	1-3pm	50	Lovejoy HS 2350 Estates Parkway
Allen HS	Wednesday	9/10	7-9pm	375	Allen HS 300 Rivercrest Blvd
Melissa HS [includes: Anna, Blue Ridge, Celina, Farmersville]	Thursday	9/11	9-11 am	125	Melissa HS Gym 3150 Cardinal Dr
Richardson ISD	Saturday	9/12	9-11 am	125	UTD 800 West Campbell Road, Richardson TX 75080
Frisco ISD	Wednesday	9/17	6-8pm	200	Liberty High School 15250 Rolater Dr. Frisco, TX 75035
McKinney ISD	Thursday	9/18	6-8pm	210	McKinney Boyd High School 600 N. Lake Forest Drive

Counselor's Workshop

Based upon the positive response from the previous year, we will again conduct the Counselor's Workshop in October 2014. We will prepare promotional material that includes key dates for counselors to communicate to their students including: Admissions Applications, Foundation Scholarship Application deadlines and FAFSA priority dates.

HB 400 Schools

HB2550 states that the institution of higher education in closest geographic proximity to a public high school in this state identified by the coordinating board as substantially below the state average in the number of graduates who enroll in higher education institutions shall enter into an agreement with that high school to develop a plan to increase the number of students from that high school enrolling in higher education institutions. Collin College received notification that the HH Browning ALC & Achieve Academy are now classified as HB400 status. These schools have been contacted but no formal plan has been developed to date. We will continue to work with these institutions to develop and implement a higher education assistance plan.

H H Browning Alternative Learning Center
810 Old Greenville Road
Royse City, Texas 75189
Phone: 972-635-5077
School Hours: 7:40-4:00

Achieve Academy
400 Pirate Drive
Wylie, TX 75098
Phone: 972-429-2390
School Hours: 7:30 - 2:30

Enrollment Process Evaluation

During the past four years, there has been an increase in state mandates that impact the enrollment process for students attending Collin College. This chart reflects the action items on the left hand side and the mandates requiring compliance on the right.

Complete Apply Texas Application	• TAC §4.11 (2010) must accept applications using the electronic common admissions application form.
Determine Residency	• TAC §21.24 (2011[2008]) establishes the guidelines for students to be classified as Texas residents and entitled to pay resident tuition at institutions of higher education.
Collect transcripts from all previous institutions	• Financial Aid - transfer work needed to calculate Satisfactory Academic Progress (SAP for maximum eligible hours • State reporting • Academic Program requirements - course prequisites, 6 drop
Bacterial Menintigis	• SB 62 (2013 [2011] entering students at an institution of higher educations who are younger than 22 years of age must have proof of meningitis vaccination or submit conscientious exemption form (2011-2012 the age was 30).
Pre-Assessment Activity	• TAC §4.55 (2013) assess the academic skills of each entering, non-exempt undergraduate student prior to enrollment.
TSI	• TAC §4.56 (2013) use of the TSI Assessment offered by the College Board only.

Application Trends

	Fall 2011	Spring 2012	Summer 2012	Fall 2012	Spring 2013	Summer 2013	Fall 2013	Spring 2014	Summer 2014	Fall 2014
Applications Received and Processed	17635	9563	13615	18715	10612	13218	18374	9658	13303	18,380
Applications with enrollment	11428	4494	9295	10616	4795	9954	10499	4031	5549	10,227
Application attrition	35%	53%	31%	43%	55%	25%	43%	58%	58%	44%

Application Timeline Comparisons for Fall 2014

School	Applications Open	Application Deadline	New Students Register
Collin College	March 3rd	August 14th	Start June 17 (Priority registration starts March 10th
Tarrant County College	June 16th	August 11th	Upon completed Admissions
San Jacinto College	Mid-March	August 18th	April 28 (Priority registration starts April 14th)
Austin Community College	Mid-Spring	November 2014 (keep open for all flex entry terms)	June 9th (Priority registration starts May 12th)
Texas A&M and UT-Austin	August 1, 2013	December 1, 2013	Summer orientation

While many universities have an earlier admissions deadline, students do not begin registration for courses until the summer prior to the term they are attending. Collin College students are guaranteed automatic admissions and just need to provide all necessary paperwork to prepare for registration.

Enrollment Trends

	FY 2005	FY2006	FY2007	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014
Fall	17,702	18,457	19,332	20,143	21,000	24,872	27,069	27,593	27,424	27,972
Spring	17,118	17,178	17,923	19,273	21,304	24,704	25,909	25,622	26,124	25,848

Scheduling and Registration

Spring 2014 Student registration pattern

Institutional Research has pulled classroom utilization data showing not only usage of each classroom on campus but the capacity at which each section is running.

The data for course enrollment by session type was also pulled from Fall 2011 through Spring 2014. Here is a sample of the more common core courses and the total capacity usage over the last three years:

Course	Traditional			Distance		
	Max Enrollment	Census Enrollment	% Seats Used	Max Enrollment	Census Enrollment	% Seats Used
ENGL 1301	23191	22331	96%	2813	2686	95%
HIST 1301	20688	19511	94%	1911	1879	98%
MATH 1314	9840	9175	93%	1549	1415	91%
BIOL 2401	8176	7797	95%	-	-	-
PSYC 2301	14164	13291	94%	1790	1733	97%

Summary

There are many external variables that impact a student's decision to enroll at Collin College; however, internally there are some opportunities to expand access for the students once they have made the decision to attend.

Overview of University Incentives

Abilene Christian University – Annual Block Tuition

Under the innovative annual block tuition plan, students may now take up to 36 hours per year (including summer classes and online offerings) for the price of 30 hours, a nearly $6,000 savings over last year's cost for the same number of credit hours.

http://www.acu.edu/admissions/affordability/index.html

Baylor University – Guaranteed Tuition Option

Baylor University's Guaranteed Tuition Option offers students the opportunity to lock in a four-year tuition rate instead of paying the regular tuition rate, which is subject to increase annually. Participation in the Guaranteed Tuition Option eliminates uncertainty about the cost of tuition, and it allows students and families to more accurately prepare their educational budgets.

http://www.baylor.edu/sfs/index.php?id=863100

University of Texas-Arlington – Guaranteed Tuition Rate Plan

- Earn 30 credit hours toward your degree and a minimum 2.5 GPA at UT Arlington your first academic year.
- Receive $1,000 off your next semester's tuition payment.
- Earn a second $1,000 tuition rebate after completing 60 credit hours toward your degree in your second year and maintaining a minimum 2.5 GPA at UT Arlington.
- Earn a final $2,000 tuition rebate after completing 90 credit hours toward your degree in your third year and maintaining a 2.5 GPA at UT Arlington.

http://www.uta.edu/admissions/costs/guaranteed-tuition/

Texas A&M-Commerce – Discounted Summer and Wintermester Courses (Undergraduate)

Fall 2013 and Spring 2014

Hours	Resident	Non-Resident
1	361.68	715.68
2	576.86	1,284.86
3	792.04	1,854.04

Winter Mini 2014 & May Mini 2014

Hours	Resident	Non-Resident
1	311.68	665.68
2	526.86	1,234.86
3	735.54	1,797.54

http://www.tamuc.edu/admissions/tuitionCosts/

Enrollment Management Action Items

Action Item	Proposed Timeline	Participants
Create Enrollment Management Committee. Task: Develop goals for institution	Fall 2014 – Committee Members identified Spring 2015 – New Enrollment Management Plan developed	Selected by SrVP, VPP's, VPSD Committee Members: Alicia Huppe Alan Pixley, Bill Blitt, Brenda Carter, Cheryl Wiltse, David Malone, Don Weasenforth, Doug Willis, Joe Bulter, Keith Volanto, Lisa Vasquez and Martha Tolleson
Conduct Process Improvement Assessment (PIA) workshop with Ellucian consultant to evaluate Banner-Student Processes	Action plan resulting from findings will be produced Fall 2014	Ellucian, Subir Purkayastha, Dave Hoyt, Barbara Money, Alicia Huppe, Todd Fields, Vicki Woolverton
Evaluate Core Courses enrollment with academic deans to determine additional section offerings (preliminary data from Tom Martin is showing 90%+ occupancy of most courses, resulting in limited seating available for late registrants) ○ Review course times for consistency across the district ○ Identify potential new times to offer courses to maximize room availability. ▪ Examples: 2 -5 pm or 6 – 6:50 am ○ Ensure proper succession of courses to be able to complete core and/or degree requirements at each comprehensive campus	Fall 2014	Academic Deans, Alicia Huppe, Todd Fields

Review processes within Financial Aid and Continuing Education that impact student enrollment.	Fall 2014	Alan Pixley, Steve Hardy, Alicia Huppe, Todd Fields
Develop in-house Collin College admissions application to reduce residency issues resulting from lack of data gathered through ApplyTexas application	Application to be available for Spring 2015 applicants	Subir Purkayastha, Vicki Woolverton, Todd Fields, Alicia Huppe, Barbara Money
Review Recruitment initiatives such as Virtual College Fairs: 8 virtual college fairs aimed at high school students for many different states including **CA, IL, NY, FL, PA, GA, TX and OH.** Texas recruitment time is Dec 1 – 6. The cost is $400 for a virtual booth.	Decision to participate made by October 1, 2014 **Status Update:** We will not participate in this option, emphasis will be placed on opening dates for applications for counselors and prospective students	Barbara Money and Alicia Huppe

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

Student Survey:

Collin Educational Support/Programs

Section I : Essential Services/Programs

Spring 2012 (June14, 2012)

Registration

Service/Program	Respondents	Very inconvenient	Inconvenient	Neutral	Convenient	Very convenient
Advising	839	4.2%	4.5%	18.6%	30.2%	42.6%
Admissions and Records	843	3.7%	5.2%	16.8%	32.1%	42.1%
Bookstore	893	3.5%	5.6%	17.6%	31.0%	42.3%
Bursars Office/Tuition and Fee Payment	611	2.1%	2.6%	10.5%	27.3%	57.4%
Campus Communications (CougarWeb, Internet access ...)	814	2.6%	1.6%	7.0%	19.4%	69.4%
Financial Aid Office	455	4.4%	4.6%	13.2%	30.8%	47.0%
Registration	797	2.8%	3.9%	13.9%	27.7%	51.7%
Student Life	304	3.0%	3.6%	9.9%	31.9%	51.6%
Testing Center (s)	656	2.9%	3.2%	12.2%	29.1%	52.6%
Blackboard	889	4.0%	3.4%	7.8%	20.0%	64.8%

2. The service was provided in a timely manner.

Student Survey:

Collin Educational Support/Programs

Section I : Essential Services/Programs

Spring 2012 (June14, 2012)

Registration

Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	864	6.5%	10.1%	23.8%	28.1%	31.5%
Admissions and Records	878	6.2%	9.3%	19.9%	28.8%	35.8%
Bookstore	917	2.7%	5.3%	13.3%	32.1%	46.6%
Bursars Office/Tuition and Fee Payment	628	2.1%	1.8%	9.7%	25.5%	61.0%
Campus Communications (CougarWeb, Internet access ...)	840	1.8%	1.5%	9.3%	23.7%	63.7%
Financial Aid Office	463	7.1%	7.8%	14.0%	28.5%	42.5%
Registration	828	3.1%	5.9%	16.4%	27.1%	47.5%
Student Life	308	3.2%	1.3%	9.4%	26.6%	59.4%
Testing Center (s)	669	2.2%	1.3%	10.3%	21.1%	65.0%
Blackboard	914	3.4%	3.3%	11.5%	24.0%	57.9%

3. The staff was courteous.

Student Survey:

Collin Educational Support/Programs

Section I : Essential Services/Programs

Spring 2012 (June14, 2012)

Registration

Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	870	4.0%	5.9%	16.1%	26.3%	47.7%
Admissions and Records	882	4.3%	6.0%	16.3%	25.9%	47.5%
Bookstore	923	2.9%	4.9%	12.7%	27.0%	52.5%
Bursars Office/Tuition and Fee Payment	630	2.2%	1.6%	10.5%	23.3%	62.4%
Campus Communications (CougarWeb, Internet access ...)	818	1.7%	1.6%	11.5%	21.0%	64.2%
Financial Aid Office	462	6.5%	8.2%	10.0%	22.9%	52.4%
Registration	819	1.8%	4.4%	14.0%	24.4%	55.3%
Student Life	311	3.5%	2.3%	9.6%	23.5%	61.1%
Testing Center (s)	674	3.1%	3.0%	11.7%	23.6%	58.6%
Blackboard	897	2.5%	2.2%	13.5%	21.4%	60.4%

4. The staff was knowledgeable.

Student Survey:

Collin Educational Support/Programs

Section I : Essential Services/Programs

Spring 2012 (June14, 2012)

Registration

Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	864	8.1%	10.3%	16.6%	24.9%	40.2%
Admissions and Records	877	3.9%	5.4%	12.2%	27.1%	51.4%
Bookstore	922	2.7%	4.8%	13.6%	26.4%	52.6%
Bursars Office/Tuition and Fee Payment	628	2.2%	2.2%	10.2%	19.9%	65.4%
Campus Communications (CougarWeb, Internet access ...)	822	1.8%	1.3%	10.6%	21.2%	65.1%
Financial Aid Office	467	7.3%	5.1%	13.5%	21.8%	52.2%
Registration	821	2.2%	3.2%	12.9%	23.9%	57.9%
Student Life	308	2.9%	1.9%	11.0%	23.4%	60.7%
Testing Center (s)	678	2.5%	2.2%	10.8%	21.2%	63.3%
Blackboard	895	2.8%	2.9%	14.0%	20.7%	59.7%

5. Overall satisfaction with the services/programs you said you have used.

Student Survey:

Collin Educational Support/Programs

Section I : Essential Services/Programs

Spring 2012 (June14, 2012)

Registration

Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
Advising	893	8.8%	9.1%	19.1%	29.1%	33.8%
Admissions and Records	917	4.0%	6.8%	16.8%	30.5%	41.9%
Bookstore	966	3.3%	5.0%	12.8%	33.1%	45.8%
Bursars Office/Tuition and Fee Payment	657	1.7%	1.4%	10.5%	27.2%	59.2%
Campus Communications (CougarWeb, Internet access ...)	867	1.6%	2.5%	10.1%	26.5%	59.2%
Financial Aid Office	486	7.8%	7.6%	14.0%	26.5%	44.0%
Registration	867	2.1%	4.5%	14.3%	28.4%	50.7%
Student Life	320	2.8%	2.5%	10.3%	26.3%	58.1%
Testing Center (s)	702	2.4%	2.0%	10.5%	26.5%	58.5%
Blackboard	956	4.4%	4.4%	10.7%	28.7%	51.9%

Admission and Records Service (2010 vs 2012)

The hours the service/program is available are convenient

Service/Program	Year	Respondents	Very inconvenient	Inconvenient	Neutral	Convenient	Very convenient
The hours the service/program is available are convenient	2010		2.8%	4.4%	21.3%	32.6%	38.9%
	2012		3.7%	5.2%	16.8%	32.1%	42.1%
	2010	319	9	14	68	104	124
	2012	843	31	44	142	271	355
The service was provided in a timely manner	2010		6.9%	12.3%	18.2%	30.5%	32.1%
	2012		6.2%	9.3%	19.9%	28.8%	35.8%
	2010	318	22	39	58	97	102
	2012	878	54	82	175	253	314
The staff was courteous	2010		4.4%	4.4%	11.7%	27.8%	51.6%
	2012		4.3%	6.0%	16.3%	25.9%	47.5%
	2010	316	14	14	37	88	163
	2012	882	38	53	144	228	419
The staff was knowledgeable	2010		2.8%	4.7%	12.3%	28.2%	51.9%
	2012		3.9%	5.4%	12.2%	27.1%	51.4%
	2010	316	9	15	39	89	164
	2012	877	34	47	107	238	451
Overall satisfaction with the service/programs you said you have used	2010		4.9%	4.3%	16.4%	34.6%	39.8%
	2012		4.0%	6.8%	16.8%	30.5%	41.9%
	2010	324	16	14	53	112	129
	2012	917	37	62	154	280	384

Transcript Services

Current Process

- Unlimited
- On demand
- Free

As a result from August 1,2011 to
July 31, 2012 Admissions processed……

39,367

transcripts

Breakdown of the Numbers

	Electronic requests	Paper	Total
August	2516	2445	4961
September	885	1682	2567
October	928	1685	2613
November	1090	1815	2905
December	1255	1779	3034
January	1632	2691	4323
February	1084	1513	2597
March	1021	1214	2235
April	1110	1379	2489
May	1931	2261	4192
June	1791	1609	3400
July	1731	2320	4051
Total	**16,974**	**22,393**	**39,367**

Costs of Processing Transcripts

Item	Quantity		Total
Transcript paper	70,000 pages	$58/1,000	$4,060
Transcript envelopes	35,000 envelopes	$130/1,000	$4,550
Postage	17,500 (estimate)	.45	$7,875
Processing time	5 minutes to access 5 separate Banner screens per transcript	[$10.50 /hr or ($.175 * 5) * 39,377 requests]	$34,454
Estimated annual total for 2011-2012 just to process transcripts		3,281 labor hours	$50,949

Why choose Credentials Solutions?

- Ability to integrate with Banner
- Process requests online and over telephone
- Authenticate request
- Transmit transcript data based on destination institution
  - EDI, XML, PDF, Paper
- Tracking or status updates provided

- Sole source for required specifications

RoboRegistrar®

RoboRegistrar® is a Java-based software that acts as the interface between Credentials Solutions and Collin College.

- Locates Records
- Checks For Holds
- Communicates To Students
- Prints Paper Transcripts
- Extracts Data For Electronic Transcripts
- Works With Banner

Automate with…

RoboRegistrar™

RoboRegistrar® is a Java-based software that acts as the "middle man" between Credentials Solutions and the school.

Data Entry

Allow our students and alumni to help themselves

The first step to transcript automation is online ordering

- Eliminate difficulty of reading hand-written forms
- Online ordering reduces data entry responsibility of staff
- Provide 24/7 ordering access
- Once the order information is online, we are able to automate many other processes ranging from hold checking to electronic fulfillment

Authentication

Partnering with The Ohio State University and the University of California – Berkeley, Credentials developed a process that electronically authenticates 70% of former students *OUTSIDE* of the student information system

- By comparing credit card data with various pieces of non-directory information, alumni are not required to remember a student ID number

What is the best format to transmit?

EDI **XML** **PDF**

The answer……ALL OF THEM

TranscriptsNetwork™

EDI – Every school most likely has an EDI receiving school as one of it's top receivers

XML – Ideal format for school to school transactions due to receiving capabilities

PDF – Ideal for third parties or issued to student

Administrative Application

TranscriptsPlus® provides Registrar's Support Services module.

•Allows us to access and manage orders.
•Provides a searchable database
•Reporting capabilities, including transaction histories as well as daily, weekly and monthly transaction totals.

Benefits

- Online tracking status for students, including 1st class mail for paper delivery
- 24/7 access to request
- Expedited mailing (currently not available)
- Has database to determine delivery modality (pdf, edi, xml, paper)
- Can give monthly report on usage

Costs

RoboRegistrar script & 8-10 hours training		Free
RoboRegistrar support		$125/mo
Electronic transcripts	In-Network (.60 + $2 flat)	$2.60
	Out-of-Network (.85 + $2 flat)	$2.85
Paper transcripts	$1.65 + postage + $2 flat	~$4.10
Institutional costs to input requests	$1.50	
Retain ability to print in-house on demand		

Proposals

Charge $5 per transcript [assume 50% reduction in request]	Possible revenue Electronic 8,000 *$2.85 Paper 11,000*$4.10 RoboRegistrar fees 19,000 * $5 (-$69,400)	 $22,800 $45,100 $ 1,500 $69,400 **$25,600**
Charge $4	19,000 * $4 (-$69,400)	**$ 6,600**
Charge $3	19,000 * $3 (-$69,400)	-$12,400
Keep processing internally but limit the number of transcripts to 5 annually and not on demand. [In the past Collin charged $2 per transcript]		

Other suggestions?

Transcript Costs

Texas A&M University	$10
UTD	$10
Plano ISD	$2
Allen HS	$2
Frisco ISD	$1
NCTC	Free (limit of 10, $2 after that)
DCCCD	Free (2 day minimum processing time)
UNT	Free (not on demand)
Austin College	$25 one time fee---unlimited, free after that