

**Collin College**  
**Educational and Support Service Units**  
**Survey of Student Satisfaction Report**  
**Spring 2019**

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# Table of Contents

	<b>Sections</b>	<b>Pages</b>
1	Survey Respondent Demographics.....	3
2	Academic Advising.....	4
3	Admissions & Records Office.....	13
4	Athletics.....	16
5	Bookstore.....	19
6	Bursar's Office.....	25
7	Campus Communications.....	27
8	Campus Police.....	29
9	Canvas.....	31
10	Career Services.....	35
11	Computer Labs.....	37
12	Counseling Services.....	40
13	Dual Credit.....	42
14	eLearning Centers.....	44
15	Financial Aid Office.....	46
16	Fitness Centers.....	49
17	Food Services.....	52
18	Help Desk.....	56
19	Library Services.....	58
20	Math Labs.....	63
21	Mentor Program.....	67
22	New Student Orientation.....	69
23	Registration.....	71
24	Science Den.....	75
25	Service Learning.....	77
26	Student Life.....	79
27	Testing Centers.....	81
28	Transfer Programs.....	85
29	Tutoring Services / ACCESS.....	87
30	Veterans Services.....	89
31	Weekend College Office.....	91
32	Wellness Program.....	93
33	Writing Centers.....	95
34	General Survey Comments/Suggestions.....	99

## SURVEY RESPONDENT DEMOGRAPHICS

*Table D1. Current Primary Campus*

Campus	n	%
Spring Creek Campus (Plano)	514	48.1%
Preston Ridge Campus (Frisco)	301	28.2%
Central Park Campus (McKinney)	235	22.0%
Allen Center	15	1.4%
Other*	4	0.4%
<b>Total</b>	<b>1069</b>	<b>100.0%</b>

\*For details on "Other" see Table D2.

*Table D2. "Other" Locations Specified*

Other Location	n	%
Online	2	50.0%
Princeton High School	1	25.0%
No response	1	25.0%
<b>Total</b>	<b>4</b>	<b>100.0%</b>

*Table D3. Current Student Classifications (May select multiple)*

Classification	n	%
Day student	827	77.4%
Evening student	381	35.6%
Weekend student	104	9.7%
Distance student	95	8.9%

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

*Table D4. Current Enrollment Status*

Status	n	%
Part-time student (less than 12 hours)	488	45.7%
Full-time student (12 or more hours)	552	51.6%
No response	29	2.7%
<b>Total</b>	<b>1069</b>	<b>100.0%</b>

*Table D5. Age Range*

Age Range	n	%
Under 18 years	48	4.5%
18-22 years	498	46.6%
23-29 years	171	16.0%
30-35 years	100	9.4%
36-40 years	65	6.1%
41-54 years	144	13.5%
55 years and older	35	3.3%
No response	8	0.7%
<b>Total</b>	<b>1069</b>	<b>100.0%</b>

Note: Percentages may not equal 100% due to rounding.

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Academic Advising**

*Table 1. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Academic Advising <sup>1</sup>	982	94.8%
Have used Academic Advising <sup>2</sup>	874	89.0%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (982).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Allen Center	Hours are convenient	Count	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	-	-
	Service is timely	Count	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	-	-
	Staff is courteous	Count	0	0	0	1	0	0	1	-	-
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	-	-
Staff is knowledgeable	Count	0	0	0	0	1	0	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	-	-	
Overall satisfaction	Count	0	0	0	1	0	0	1	-	-	
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	-	-	
Central Park Campus (McKinney)	Hours are convenient	Count	4	5	19	41	117	9	195	4.41	0.93
		%	2.1%	2.6%	9.7%	21.0%	60.0%	4.6%	100.0%		
	Service is timely	Count	5	5	28	43	106	8	195	4.28	1.00
		%	2.6%	2.6%	14.4%	22.1%	54.4%	4.1%	100.0%		
	Staff is courteous	Count	5	5	12	30	130	13	195	4.51	0.94
		%	2.6%	2.6%	6.2%	15.4%	66.7%	6.7%	100.0%		
	Staff is knowledgeable	Count	6	8	20	38	112	11	195	4.32	1.05
		%	3.1%	4.1%	10.3%	19.5%	57.4%	5.6%	100.0%		
	Overall satisfaction	Count	6	11	19	50	109	0	195	4.26	1.05
		%	3.1%	5.6%	9.7%	25.6%	55.9%	0.0%	100.0%		
Preston Ridge Campus (Frisco)	Hours are convenient	Count	5	4	17	71	131	13	241	4.40	0.87
		%	2.1%	1.7%	7.1%	29.5%	54.4%	5.4%	100.0%		
	Service is timely	Count	9	4	32	69	120	7	241	4.23	1.01
		%	3.7%	1.7%	13.3%	28.6%	49.8%	2.9%	100.0%		
	Staff is courteous	Count	5	5	15	40	152	24	241	4.52	0.90
		%	2.1%	2.1%	6.2%	16.6%	63.1%	10.0%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
	Staff is knowledgeable	Count	8	9	23	52	133	16	241	4.30	1.04
		%	3.3%	3.7%	9.5%	21.6%	55.2%	6.6%	100.0%		
	Overall satisfaction	Count	7	5	26	80	123	0	241	4.27	0.94
		%	2.9%	2.1%	10.8%	33.2%	51.0%	0.0%	100.0%		
Spring Creek Campus (Plano)	Hours are convenient	Count	13	17	51	105	233	16	435	4.26	1.03
		%	3.0%	3.9%	11.7%	24.1%	53.6%	3.7%	100.0%		
	Service is timely	Count	20	23	69	106	199	18	435	4.06	1.14
		%	4.6%	5.3%	15.9%	24.4%	45.7%	4.1%	100.0%		
	Staff is courteous	Count	10	8	41	77	262	37	435	4.44	0.94
		%	2.3%	1.8%	9.4%	17.7%	60.2%	8.5%	100.0%		
Staff is knowledgeable	Count	19	25	49	88	226	28	435	4.17	1.15	
	%	4.4%	5.7%	11.3%	20.2%	52.0%	6.4%	100.0%			
Overall satisfaction	Count	16	27	64	122	206	0	435	4.09	1.09	
	%	3.7%	6.2%	14.7%	28.0%	47.4%	0.0%	100.0%			
Other	Hours are convenient	Count	0	0	0	0	2	0	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely	Count	1	0	0	0	1	0	2	-	-
		%	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	1	1	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	100.0%		
Staff is knowledgeable	Count	0	0	0	0	1	1	2	-	-	
	%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	100.0%			
Overall satisfaction	Count	0	0	0	0	2	0	2	-	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Total	Hours are convenient	Count	22	26	87	217	484	38	874	4.33	0.97
		%	2.5%	3.0%	10.0%	24.8%	55.4%	4.3%	100.0%		
	Service is timely	Count	35	32	129	218	427	33	874	4.15	1.08
		%	4.0%	3.7%	14.8%	24.9%	48.9%	3.8%	100.0%		
	Staff is courteous	Count	20	18	68	148	545	75	874	4.48	0.93
		%	2.3%	2.1%	7.8%	16.9%	62.4%	8.6%	100.0%		
Staff is knowledgeable	Count	33	42	92	178	473	56	874	4.24	1.10	
	%	3.8%	4.8%	10.5%	20.4%	54.1%	6.4%	100.0%			
Overall satisfaction	Count	29	43	109	253	440	0	874	4.18	1.05	
	%	3.3%	4.9%	12.5%	28.9%	50.3%	0.0%	100.0%			

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

## SERVICE UNIT: Academic Advising

Table 3a.

Academic Advising Comments from Central Park Campus (McKinney)

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Advisors didn't really give me much assistance figuring out what degree to pursue. They assume people know how college and the system works. Need to be trained on inquiring what people know and helping inform about the school/college life/degrees.

---

Always helpful!

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Answered questions that helped greatly

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Awesome

---

Came for help in planning my classes/degree/transfer, got handed a brochure instead of in depth help.

---

Each time I've had to go visit Advising, everyone is very helpful, especially the Advisor who's husband is a Marine. She's awesome.

---

Even with the long wait times the staff is patient, kind and willing to spend as much time as each the student needs.

---

Every helpful and encouraging

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Every mediocre advising experience I've had at the McKinney campus has been with advisors who are not Lisa Gibbs. She is the only advisor worth anybody's time.

---

Get different information from different people

---

Great with helping students with what classes they need to take

---

Hours don't work for working adult students

---

I am a 43 yr old with two sons attending Collin with me. I would not have had the courage to go back to school,

---

I feel like all of the staff does not have the same training. I have been 3 different times and been told something different each time by different people. I almost took a whole extra semester that I didn't need because one of the advisers was confused.

---

I had one advisor who didn't really know what she was talking about, but the others were very friendly and knowledgeable.

---

I was given incorrect information and had to go back a second time to get correct info about my degree.

---

I'm told something different every time I come in. Some of them have even been on the same day.

---

It is impossible to get correct information from admissions. I wish they would just say "I don't know." Instead they give wrong information that costs a waste of time.

---

It seems like they are there to sell associates degrees rather than help us with our career.

---

I've always had a good, friendly experience with the advisors. Each one has given me more knowledge.

---

Kind manner and excellent advice

---

kristine helped me alot, she was very helpful

---

Long wait times to talk with an advisor

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My issue with the Admissions and Records department is that they REALLY take their time getting to the next person in line. Several times I have been waiting for the two woman finish their personal conversations while I just sit in wait and when they feel ready they call another person. It feels similar to waiting at the DMV, like your lucky to be there and they will get to you at their convenience. I have only had experience at the Central location in McKinney. Everything else at Collin College has been a great experience and everyone has been very helpful.

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Table 3a.

*Academic Advising Comments from Central Park Campus (McKinney) (Continued)*

---

Overall, I am pretty satisfied with all the services offer in campus.

---

Positively

---

some advisors lack communication, make a student feel dumb for asking certain questions

---

The academic advising did not have the knowlege available to help me with my academic requirements or options available to me.

---

The health sciences advisor is very hard to get in touch with and meet in person.

---

The lady didn't take time to talk to me and tell me the best route nad rushed me

---

The lady that I spoke with at the financial aid office had no idea about the problem I was having, what forms I should fill out, when they were do, how it was reviewed, or when I would know a final determination. I had to come back on a different day just to get the correct answers about what I needed. This was VERY frustrating especially because financial aid has a deadline and she did not know when I needed to have these papers in before that to get them approved!

---

The services are extremely valuable in coming up with, or tweeking an academic plan. The advisors are always so friendly and helpful, you can always tell they really care about you.

---

There have been instances where I have found they were very courteous and helpful, as well as went out of their way to make things clear, but in some instances they have approached the situation with an attitude and have simply referred me to the website.

---

They were very helpful

---

Very fast and helpful all questions answered plus more

---

Very knowledgeable.

---

Wait time is very incorrect. Half the ladies give me the wrong classes I need to take and are very rude.

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Table 3b.

*Academic Advising Comments from Preston Ridge Campus (Frisco)*

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Academic Advising are Extremely helpful.

---

Access never got back to me about my disability paperwork

---

Advising is sort of hit or miss in my experience. I always get what I came for, but some of the staff are not as knowledgeable/helpful as others.

---

Advising is very unorganized. Each time I have visited advising, each staff member tells me something different leaving me confused. They also do not have much knowledge on schools most students are transferring to. Their advice seems to just come from scrolling on the website which is what I can do at home. The advising has not been very helpful in that area.

---

All the advisors are very knowledgeable and honestly talk to you and advise you about what classes you need to take to work towards your degree.

---

Constructive and knowledgeable advise received.

---

courteous, knowledgable, etc

---

Every advisor gives different feedback, not all on the same page of confidence about what courses are equivalent

---

Everyone always seem more than happy to help with anything.

---

Had to go multiple times and different people said different things they weren't knowledgeable

---

Table 3b.

*Academic Advising Comments from Preston Ridge Campus (Frisco) (Continued)*

---

I have had mostly positive feelings with academic advising.

---

I have never encountered a situation where I have not gotten an answer. Additionally I have always found the assistance to be extremely pleasant.

---

long lines

---

Maria Rodriguez is a very reliable advisor that I prefer to speak to each time. However, some of the other advisors have steered me in the wrong direction before in regards to classes.

---

My last visit the advisor was so friendly and knowledgeable.

---

My major was changed without my knowledge or approval so I was told I needed classes that I did not need. Then I was told I needed other classes for my actual major by one advisor, while another said it wasn't needed, so I have no idea what I still need to take.

---

Not very knowledgeable about nursing

---

Not very knowledgeable, gives me information i could look up on my own

---

PRC is Curt.

---

She responded to my emails quickly which was very helpful

---

Some of the staff in the Financial Aid office showed negative attitudes towards students deemed to be aliens whenever one went to apply for financial aid even though as naturalized citizens we qualified to apply.

---

staff not knowledable and unfriendly

---

staff was friendly and knew how to put me on the right track.

---

The help offered is useful and helpful for all students

---

The last time I visited, I feel like the guy didnt exactly help me in the way I was asking

---

The service has been good. However, sometimes they don't have the enough knowledge for my particular questions.

---

There are a few people that are down right rude in advising. They skip people in line if they know that they have issues and move to easy cases or people they don't know! Not friendly at all!!!

---

They really don't give good outlines or explanations on careers and their paths

---

They should help us out a bit more on knowing exactly what class a student should take that will be bale to transfer.

---

They try to be helpful, but sometimes they give conflicting advice. Also, they will try to talk you out of dropping a class, which I've seen happen and it resulting in the student failing the class (as they expected they would) and becoming so stressed out they had a panic attack. If someone wants to drop a class don't talk them out of it!

---

They were very helpful in getting me what i needed

---

Theyre okay, poor customer service

---

Twice I have taken the time to meet with advising and each time it resulted in zero information gained.

---

very helpful

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Very helpful for planning and progression.

---

Wait times are too long and often inaccurate.

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Table 3c.

Academic Advising Comments from Spring Creek Campus (Plano)

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A counselor who I met to I asked about my transfer was rule, She just want to do her job as fast as possible. She even did not let me finish my talking then asked me if I do not have any questions I could go. I just sat there 5 minutes then she tried to kick out of her room

---

Academic advising sometimes leads you in the wrong direction.

---

Advisor wasn't aware that there are certain courses for my bachelor degree that I could complete at Collin college

---

all contacts were interested in helping

---

Always an awful experience when dealing with advising

---

Always helpful

---

Amazing fast

---

Apparently for remedial math its 3 classes not 1 like I was initially told. So now I have to take 3 math classes before I can actually take algebra. This is just a way for the school to make more money off students and puts off ny degree longer.

---

different responses to the same question leaving me lost and confused

---

Every time I saw someone new, and they each kept asking me change my degree plan. They confused me a lot.

---

Everyone in these department are very friendly and knowledgeable. They are listen carefully and are very thorough. I am 100% completely satisfied with all of their services.

---

Financial aid is often not on the same page. Every person asks for different things.

---

Friendly staff

---

Get some refreshing attitudes in the cashier's office of all campuses. Admissions, Bursar's Office, and Advising are just tired folks. Never is there a African American inthe Cashier's window.

---

Helped me plan my time at collin well, and helped me prepare for transfer

---

Helpful

---

Helps me find out what classes I want to take.

---

I feel negatively about academic advising and registration because they gave me conflicting information between different campuses. Spring Creek told me that I could register for a class, but since the class was at Preston Ridge, then I had to ask the Preston Ridge Dean of Fine Arts. I asked the Dean of Fine Arts at Preston Ridge, and she told me it was not possible, which was contradictory to what multiple people told me at Spring Creek.

---

I have been given the wrong degree plan three times and each time I talk to someone, I tell them the same things and they give me different answers so it is very confusing and unhelpful. I have wasted a lot of money and time on courses I don't need because of this.

---

I have had an adviser be incredibly helpful and one who was not able to answer any of my questions.

---

I have used the advising several times. Only once did I feel like they wanted me there and felt like truly helping me. also on several occasions, I have had more information about issues arising from school stuff than they did. This is why they are getting a 4. I unfortunately forgot the one person who helped me. but she was short, with white hair and sat at the desk by the door to entrance.

---

I really appreciate how helpful and knowledgeable everyone at the admissions and financial aid office has been with my endless torrent of questions.

---

I was told I would need a certain amount of classes by one advisor and then another advisor tells me I need an additional class.

---

Table 3c.

Academic Advising Comments from Spring Creek Campus (Plano) (Continued)

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I wish they opened Friday's

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I work 6 days a week so it can be tough getting to the school to use these services before they close, even with the weekend hours, especially the testing center and bookstore.

---

I've been many times and they told me to sign up for classes that I ended up having to drop because they wouldn't transfer to the university I'm about to transfer to

---

Initial meeting made a plan that did not match reality due to school policy  
it helps me out

---

Jeremy Scott (I think that's his name) was very helpful

---

Just waiting time is longer. Improve the web function of advising will improve this area.

---

Kind and knowledgeable

---

Know a lot about Collin programs, but we're unable to point me in any direction and gave me incorrect information when it came to transferring, continuing ed, or starting over at another school. In addition, the office is open during normal class and work hours. Finding a time to get in line between classes or around a work shift is nigh impossible, and signing in online while off campus is not helpful because of the unpredictable lengths of time before coming to the front of the line.

---

Lot of waiting time and they said different things about the same issue

---

love it

---

Miss Kenya is wonderful and very knowledgeable.

---

Most of my Academic advisors were really good. I remember someone called Sandy and she was my first advisor. I'm transferring soon from college college and based on experience that I gained after two and half years, I would it's better to hire advisors who really care about helping others to find a right path. I have had advisor in past that only wanted to answer the questions that I had faster so they can call the other person and so on.

---

Most of the advisors tell you different information. I never get the same information from any advisors! Some of they rush the sessions and just give you an overview of the information you want. Some of them as well are rude and not helpful at all.

---

Mr.Carter assisted me both times I visited. Highly motivated individual.He encouraged and found the right courses for me.Thanks.

---

My Academic Advisor will not help accommodate me if her office times conflict with my schedule and only meets with me about three minute at a time. (Rutherford)

---

Never had a problem with this service.

---

no issues - got what I need done

---

Not all advisors are helpful. One has even sent me to the wrong room when looking for the career center.

---

Not enough training, often don't know how to help and refer me to someone else on campus.

---

Online advising took forever to get an advisor, waited 40+ min.

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Overall very useful but there have been a couple advisors that have given me bad information

---

People at spring creek are extremely friendly. McKinney is very slow. But spring creek is amazing.

---

Quick response

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rarely helpful, wasn't aware of different degree plans, ignored concerns about staff (didn't redirect to the correct person)

---

Refuse to help 0 info given to student when asked for

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Table 3c.

*Academic Advising Comments from Spring Creek Campus (Plano) (Continued)*

---

Seems advising information does not fully meet the needs of some of the international students, so found one getting lost, losing unnecessary monies, having unnecessary delays if dealing with programs that have separate application in addition to the general application.

---

She was very nice but I left still confused about my degree plan. It was hard to understand what she was trying to advise, and her written notes were unclear. I will need to return again to clarify my plan.

---

Slow moving lines and slow communication with advisors makes for a sad time. Advisors seem overworked.

---

Some academic advisers did not actually help with any advising like I was there for. Left still feeling confused and with questions.

---

Some advisers are not knowledgeable when it comes to knowing what classes are prerequisites of others. This makes it challenging when planning an academic calendar.

---

some of the academic advisors don't give the right classes to people. I wasted my money on the wrong classes.

---

some time I heard different information on same topic. it makes me confused

---

Sometimes the text for your turn doesn't come up

---

Sometimes your only given handouts but not full step by step instructions. But still very helpful.

---

Takes awhile for them to get to each student and not very knowledgeable and hours are not convenient for people in the work world

---

THE ACADEMIC ADVISER HELPED ME 2 DAYS AGO . SHE WAS RUDE. SHE DIDN'T HI To ME. Then I asked her if she can help me to print my schedule and she said sorry i dont know how this printer works and she left.

---

The academic advisers were really helpful and jnderstanding.

---

The advisor gave me great tips and even saved me from taking a class i didnt even need

---

The Advisor was very kind and answer all of my questions while showing me how I could do it on my own.

---

The advisors seem to be primarily focused on getting students in and out of their offices rather than actually advising students in a detailed manner. For instance, the last time I spoke to an advisor I was asking if they could help me find out what I needed to take in order to transfer, and instead of helping me with that question they simply told me what I had left to take in order to finish my associate's. It was still helpful information, but it was not was I was asking for.

---

The few advisors I have dealt with were not very helpful. They didn't seem to know how to help me with the simplest questions like "What classes should I take for this associates?"

---

The issue I had was fixed quickly.

---

The only thing I ever get out of academic advising is "I would schedule a visit and meet with one of their counselors." They never really give any advice to help me on my path

---

The staff are nice however there is no sign telling us to sign in. I walk in, wait around on to find out that you have to sign in. Please put a sign at the door so students won't get confused.

---

They are always so rude and treat everything as a drag and are never willing to help right then and there they always send the students off to do everything their own when it is their job to help.

---

They do not always have the answers for my questions, but the department workers are always friendly and willing to help.

---

They don't have specific answers when it comes to special programs. I just go to my professors for that info

---

They have misadvised myself and others that I know.

---

They really help you if you have any issues and they're so understanding

---

They were nice but there was this lady who sighed and keep cutting my words It was rude

---

Table 3c.

Academic Advising Comments from Spring Creek Campus (Plano) (Continued)

---

They were very helpful but unfortunately Collin is unable to accept my 21 credit hours of previous classes

---

They're kinda rude and not helpful, I just go to another campus or Richland when I need advising

---

Timely Advice

---

Unaware of all programs offered, especially in KINE.

---

Usually a line near the beginning and end of the semester, but knowledgeable and specific to my needs

---

Very helpful, I always feel more confident in my course selection after I meet with them

---

Very positive experiences when ever I have had the opportunity to require their services.

---

very positively

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Wait time is way too long usually. May need more people or longer hours.

---

Wait time too long

---

Whenever I need the service, it's always there to help me.

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**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Admissions & Records Office**

Table 4. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Admissions & Records Office <sup>1</sup>	899	84.1%
Have used Admissions & Records Office <sup>2</sup>	720	80.1%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

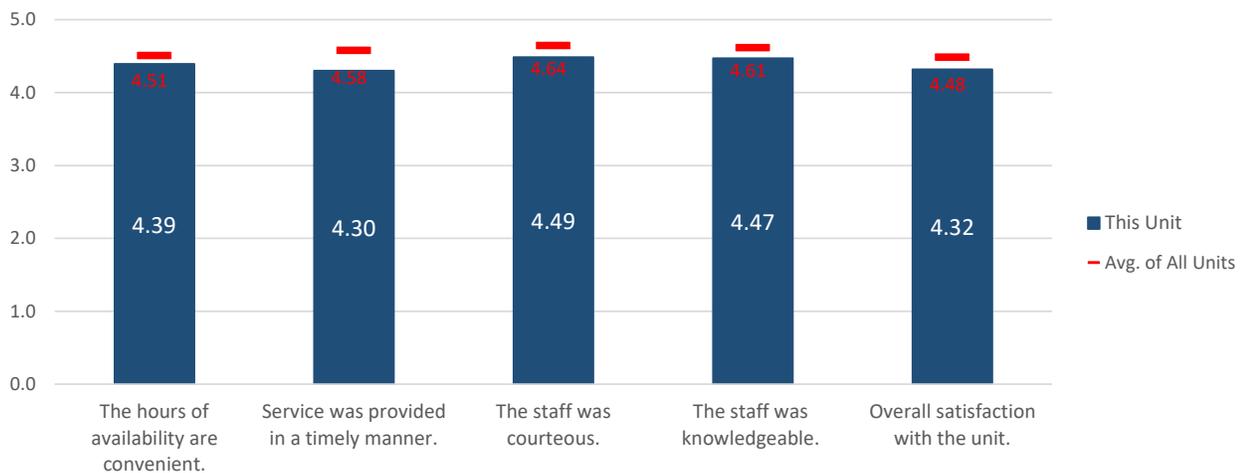
<sup>2</sup> Percentage out of number who are aware of this unit (899).

Table 5. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	11	11	71	192	391	44	720	4.39	0.86
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	1.5%	9.9%	26.7%	54.3%	6.1%	100.0%		
Service was provided in a timely manner.	n	16	16	96	174	381	37	720	4.30	0.96
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	2.2%	13.3%	24.2%	52.9%	5.1%	100.0%		
The staff was courteous.	n	11	16	54	135	437	67	720	4.49	0.87
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	2.2%	7.5%	18.8%	60.7%	9.3%	100.0%		
The staff was knowledgeable.	n	16	13	55	140	445	51	720	4.47	0.90
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	1.8%	7.6%	19.4%	61.8%	7.1%	100.0%		
Overall satisfaction with the unit.	n	17	16	78	219	390	0	720	4.32	0.92
(1= Very unsatisfied, 5 = Very satisfied)	%	2.4%	2.2%	10.8%	30.4%	54.2%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



## SERVICE UNIT: Admissions & Records Office

Table 6.

### Admissions & Records Office Comments

---

28 years ago, I failed a computer graphics class. Now I am in my music major. The failure record should not be counted to all my Music GPA

---

Admissions was difficult for something comparatively simple...

---

and make good grades had it not been for the faculty and staff at Collin Central Campus! Now I can't picture my life not in school!

---

Canvas is clunky to use and not intuitive

---

Classes were not transferred from previous college as they should have been.

---

During my first visit I was not aware of the CougarQ station. When asking for help the admissions and records person was extremely rude.

---

Easy to access.

---

Easy to contact

---

everybody is helpful

---

Fast and helpful

---

Felt rushed like they were just trying to get to the next person

---

financial aid office was fast, friendly and helpful

---

Financial aid should be more prompt and knowledgeable and not keep people waiting to last minute communication between reg... financial aid and registration could be more prompt and clear

---

Friendly staff

---

Hours don't work for working adult students

---

I dont feel comfortable going to admissions due to their attitude! They always treat my matters as if its a bother when im simply asking for assistance. I dont understand why theyre always in a hurry to speak. They never take the time to hell

---

I feel like all of the staff does not have the same training. I was told do take unnecessary steps when I first came to Collin, this added about 3 weeks of waiting. When they finally realized I was a veteran they said, oh, you didn't have to do all of that. Sometimes it is kind of like a circus dealing with the staff at Collin College. Multiple departments are this way.

---

I ordered my transcript and it was delivered very quickly which makes a big difference when applying to colleges.

---

I want to say thank you for your all affords.

---

I'm not entirely displeased because everything got handled eventually, but it wad a long process and I had to return several times because they didn't tell me ahead of time what I needed, which was very frustrating. I also had to wait almost a year or two for them to count a transfer credit of mine which I had provided documentation for in the beginning. I'm still not entirely sure if they got the problem handled.

---

it took a long time for my transcripts from SMU to be acknowledged.

---

It took a really long time, as a dual credit student, for my admission to go through.

---

It was insinuated that I was an illegal immigrant based on my appearance and name.

---

It's good

---

Kind, quick, helpful

---

knew what they were doing

---

long lines

---

McKinney Campus is knowledgeable and helpful. SCC is slow and doesn't know as much.

---

Table 6.  
Admissions & Records Office Comments (Continued)

My files were incorrectly written on, resulting in a misunderstanding that took away my instate tuition for a short time. A little frustrating to have to fix that.
My records have been misplaced before, and the front desk workers were uninformed about how to fill out the applicable sections of the Common Application forms that I needed for transfer.
need more research on students who studied abroad in American universities that has ties with univiersities in the states. they should be more knowledeable,
Never had a problem with this service.
Never had any problems
no issues - got what I need done
Only downside can be the wait times
Please be more informed on Ex Valorem Exemptions
Positively
PRC treated like I was a bother.
Process explained in a simple manner
Prompt with answers and the entire admission process was quick
Rude and inpatient
Sally or Stacy was rude
Satisfactory
Sometimes the text for your turn doesn't come up
Staff has not been very friendly
staff not knowledgable and unwilling to help students
staff was rude when I asked a question, acted like I was stupid when it was my first time signing up at Collin.
Still waiting to process my transcript from years ago
Takes awhile for them to get from person to person and hours are not convenient for people in the work world
The information was very helpful to make the admissions process go smoothly.
The lady who is always at the bookstore is AWESOME! Always helpful, nice, and smiling!
The one employee that helped me really didn't know a lot of things surrounding my problem
The reason I am not putting as good of a score on admissions and records is bc I felt that it took too long to get my transcripts entered into the system once they were received at collin college.
The same as for advising. The staff are nice and knowledgeable but you guys need a sign right at the door telling us to sign in.
There are a lot of buttons to go through to access these but once it's done, it's very useful.
Very helpful
very polite, don't always have the answer.
Very positive experiences when ever I have had the opportunity to require their services.
very positively
Wait time was several hours

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Athletics**

*Table 7. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Athletics <sup>1</sup>	434	41.9%
Have used Athletics <sup>2</sup>	59	13.6%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (434).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus (McKinney)	Hours are convenient	Count	0	0	1	1	5	2	9	4.57	0.79
		%	0.0%	0.0%	11.1%	11.1%	55.6%	22.2%	100.0%		
	Service is timely	Count	0	0	0	1	7	1	9	4.88	0.35
		%	0.0%	0.0%	0.0%	11.1%	77.8%	11.1%	100.0%		
	Staff is courteous	Count	0	0	1	1	5	2	9	4.57	0.79
		%	0.0%	0.0%	11.1%	11.1%	55.6%	22.2%	100.0%		
Staff is knowledgeable	Count	0	0	0	2	6	1	9	4.75	0.46	
	%	0.0%	0.0%	0.0%	22.2%	66.7%	11.1%	100.0%			
Overall satisfaction	Count	0	0	2	2	5	0	9	4.33	0.87	
	%	0.0%	0.0%	22.2%	22.2%	55.6%	0.0%	100.0%			
Preston Ridge Campus (Frisco)	Hours are convenient	Count	0	0	1	1	12	1	15	4.79	0.58
		%	0.0%	0.0%	6.7%	6.7%	80.0%	6.7%	100.0%		
	Service is timely	Count	0	0	0	1	11	3	15	4.92	0.29
		%	0.0%	0.0%	0.0%	6.7%	73.3%	20.0%	100.0%		
	Staff is courteous	Count	1	0	0	1	11	2	15	4.62	1.12
		%	6.7%	0.0%	0.0%	6.7%	73.3%	13.3%	100.0%		
Staff is knowledgeable	Count	0	0	0	2	10	3	15	4.83	0.39	
	%	0.0%	0.0%	0.0%	13.3%	66.7%	20.0%	100.0%			
Overall satisfaction	Count	0	0	2	4	9	0	15	4.47	0.74	
	%	0.0%	0.0%	13.3%	26.7%	60.0%	0.0%	100.0%			
Spring Creek Campus (Plano)	Hours are convenient	Count	2	0	0	6	24	2	34	4.56	1.01
		%	5.9%	0.0%	0.0%	17.6%	70.6%	5.9%	100.0%		
	Service is timely	Count	1	0	1	3	27	2	34	4.72	0.81
		%	2.9%	0.0%	2.9%	8.8%	79.4%	5.9%	100.0%		
	Staff is courteous	Count	0	0	1	4	25	4	34	4.8	0.48
		%	0.0%	0.0%	2.9%	11.8%	73.5%	11.8%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*	
Spring Creek Campus (Plano)	Staff is knowledgeable	Count	0	0	1	3	28	2	34	4.84	0.45	
		%	0.0%	0.0%	2.9%	8.8%	82.4%	5.9%	100.0%			
	Overall satisfaction	Count	1	1	0	11	21	0	34	4.47	0.90	
		%	2.9%	2.9%	0.0%	32.4%	61.8%	0.0%	100.0%			
Other	Hours are convenient	Count	0	0	0	0	1	0	1	-	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Service is timely	Count	0	0	0	0	1	0	1	-	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is courteous	Count	0	0	0	0	1	0	1	-	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is knowledgeable	Count	0	0	0	0	1	0	1	-	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Overall satisfaction	Count	0	0	0	0	1	0	1	-	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Total	Hours are convenient	Count	2	0	2	8	42	5	59	4.63	0.88
			%	3.4%	0.0%	3.4%	13.6%	71.2%	8.5%	100.0%		
Service is timely		Count	1	0	1	5	46	6	59	4.79	0.66	
		%	1.7%	0.0%	1.7%	8.5%	78.0%	10.2%	100.0%			
Staff is courteous		Count	1	0	2	6	42	8	59	4.73	0.72	
		%	1.7%	0.0%	3.4%	10.2%	71.2%	13.6%	100.0%			
Staff is knowledgeable		Count	0	0	1	7	45	6	59	4.83	0.43	
		%	0.0%	0.0%	1.7%	11.9%	76.3%	10.2%	100.0%			
Overall satisfaction		Count	1	1	4	17	36	0	59	4.46	0.84	
		%	1.7%	1.7%	6.8%	28.8%	61.0%	0.0%	100.0%			

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

**SERVICE UNIT: Athletics**

*Table 9.*

*Athletics Comments from Spring Creek Campus (Plano)*

---

Bad students choice as workers

---

Positive people

---

the games are terrific

---

very positively

---

Weight room not open often enough.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Bookstore**

*Table 10. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Bookstore <sup>1</sup>	968	93.4%
Have used Bookstore <sup>2</sup>	907	93.7%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (968).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Allen Center	Hours are convenient	Count	0	0	2	4	2	0	8	4.00	0.76
		%	0.0%	0.0%	25.0%	50.0%	25.0%	0.0%	100.0%		
	Service is timely	Count	0	0	1	2	5	0	8	4.50	0.76
		%	0.0%	0.0%	12.5%	25.0%	62.5%	0.0%	100.0%		
	Staff is courteous	Count	0	0	1	1	6	0	8	4.63	0.74
		%	0.0%	0.0%	12.5%	12.5%	75.0%	0.0%	100.0%		
Staff is knowledgeable	Count	0	0	2	1	5	0	8	4.38	0.92	
	%	0.0%	0.0%	25.0%	12.5%	62.5%	0.0%	100.0%			
Overall satisfaction	Count	0	0	0	3	5	0	8	4.63	0.52	
	%	0.0%	0.0%	0.0%	37.5%	62.5%	0.0%	100.0%			
Central Park Campus (McKinney)	Hours are convenient	Count	4	5	21	43	121	10	204	4.40	0.93
		%	2.0%	2.5%	10.3%	21.1%	59.3%	4.9%	100.0%		
	Service is timely	Count	1	2	14	34	143	10	204	4.63	0.71
		%	0.5%	1.0%	6.9%	16.7%	70.1%	4.9%	100.0%		
	Staff is courteous	Count	2	4	6	35	140	17	204	4.64	0.74
		%	1.0%	2.0%	2.9%	17.2%	68.6%	8.3%	100.0%		
Staff is knowledgeable	Count	3	3	9	33	141	15	204	4.62	0.79	
	%	1.5%	1.5%	4.4%	16.2%	69.1%	7.4%	100.0%			
Overall satisfaction	Count	3	6	13	53	129	0	204	4.47	0.86	
	%	1.5%	2.9%	6.4%	26.0%	63.2%	0.0%	100.0%			
Preston Ridge Campus (Frisco)	Hours are convenient	Count	6	4	30	66	129	16	251	4.31	0.94
		%	2.4%	1.6%	12.0%	26.3%	51.4%	6.4%	100.0%		
	Service is timely	Count	6	2	16	58	150	19	251	4.48	0.87
		%	2.4%	0.8%	6.4%	23.1%	59.8%	7.6%	100.0%		
	Staff is courteous	Count	5	2	11	43	159	31	251	4.59	0.82
		%	2.0%	0.8%	4.4%	17.1%	63.3%	12.4%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Preston Ridge Campus (Frisco)	Staff is knowledgeable	Count	3	4	11	37	169	27	251	4.63	0.78
		%	1.2%	1.6%	4.4%	14.7%	67.3%	10.8%	100.0%		
Preston Ridge Campus (Frisco)	Overall satisfaction	Count	5	3	16	67	160	0	251	4.49	0.83
		%	2.0%	1.2%	6.4%	26.7%	63.7%	0.0%	100.0%		
Spring Creek Campus (Plano)	Hours are convenient	Count	12	19	48	106	233	25	443	4.27	1.02
		%	2.7%	4.3%	10.8%	23.9%	52.6%	5.6%	100.0%		
	Service is timely	Count	6	18	28	103	265	23	443	4.44	0.90
		%	1.4%	4.1%	6.3%	23.3%	59.8%	5.2%	100.0%		
	Staff is courteous	Count	7	7	29	71	292	37	443	4.56	0.84
		%	1.6%	1.6%	6.5%	16.0%	65.9%	8.4%	100.0%		
Staff is knowledgeable	Count	7	10	27	89	278	32	443	4.51	0.86	
	%	1.6%	2.3%	6.1%	20.1%	62.8%	7.2%	100.0%			
Overall satisfaction	Count	6	11	40	135	251	0	443	4.39	0.86	
	%	1.4%	2.5%	9.0%	30.5%	56.7%	0.0%	100.0%			
Other	Hours are convenient	Count	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely	Count	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	1	0	0	1	-	-
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Staff is knowledgeable	Count	0	0	0	0	1	0	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	Count	0	0	0	1	0	0	1	-	-	
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%			
Total	Hours are convenient	Count	22	28	101	219	486	51	907	4.31	0.98
		%	2.4%	3.1%	11.1%	24.1%	53.6%	5.6%	100.0%		
	Service is timely	Count	13	22	59	197	564	52	907	4.49	0.85
		%	1.4%	2.4%	6.5%	21.7%	62.2%	5.7%	100.0%		
	Staff is courteous	Count	14	13	47	151	597	85	907	4.59	0.81
		%	1.5%	1.4%	5.2%	16.6%	65.8%	9.4%	100.0%		
	Staff is knowledgeable	Count	13	17	49	160	594	74	907	4.57	0.82
		%	1.4%	1.9%	5.4%	17.6%	65.5%	8.2%	100.0%		
	Overall satisfaction	Count	14	20	69	259	545	0	907	4.43	0.85
		%	1.5%	2.2%	7.6%	28.6%	60.1%	0.0%	100.0%		

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

## SERVICE UNIT: Bookstore

Table 12a.

Bookstore Comments from Central Park Campus (McKinney)

Always friendly and knowledgeable!
Always great well by staff and student workers
Be more friendly and have patience with students.
Bookstore employees are always very helpful and knowledgeable to where I can find anything
Extremely overpriced
Friendly faces and good supplies
great with helping students finding the right text book for their class
I had 50 pounds of books and was not offered assistance to carry them to my car.
I have not been back to the bookstore at the McKinney campus in a while because i find the prices ridiculous and one of the female staff members is very rude.
I love our bookstore. Always good snack options.
I love this place
I would love to see the bookstore open later for students who work during the day and go to evening classes.
Knew exactly what I was looking for and had a good system in place when they got busy
My interaction with them has always been negative, they are rude specially the manager. I avoid that place unless I really have to go in there. I had the hardest time purchasing anything when I had a Collin scholarship. When I had a book to return they gave me the hardest time.
no book
Not the employees, but textbook prices and the long lines at times are irritating.
People are always very helpful in the academic advising area.
Positively
Quick
Quick and convenient.
The bookstore overall is really great and I'm glad it's on campus, but the department that deals with buy-backs for books is very rude and uncaring of your time.
The staff are very helpful and knowledgeable about all the necessary items that are needed.
they hung up on me on the phone and had no idea when my scrubs were coming in
They should suppoer seniors by giving discounts
Very fast and kind when I went.

Table 12b.

Bookstore Comments from Preston Ridge Campus (Frisco)

Better Customer Service From Managers..
courteous, knowledgable, etc
Expensive, but the staff is very helpful and knowledgeable.
Good
Helpful staff

Table 12b.

Bookstore Comments from Preston Ridge Campus (Frisco) (Continued)

---

I purchased a book from this store and dropped the class and lost my receipt and the guy in the bookstore was rude and told me he cannot help me. Even though I'm the past they were able to return my books without a receipt

---

maybe this is more the instructors' fault, but they never seem to have book information until the last minute

---

Not enough staff; staff that are present are slow and uninterested in providing fast service. People don't have time to stand around in line all day. Update the payment system to one that isn't from the 80's, hire more staff, and decrease prices. I paid \$175 for a "new" textbook with scratches on the front and back cover.

---

Overpriced. Very Very Overpriced. The books cost more than the class. And half the time you don't even need the book, and they buy back books in perfect condition for pennies and sell them for hundreds of dollars.

---

PRC team is friendly & knowledgeable.

---

Relaxed environment

---

Staff is always courteous and willing to help.

---

staff is always nice

---

Staying open till about 7 or 8 would be helpful with evening classes

---

The books are extremely expensive (for renting and for buying), so I have decided to buy them by Amazon

---

the service was netrual

---

The staff is very friendly and patient.

---

Too expensive compared to other places

---

very fast and helpful

---

very friendly and helpful but prices could be less expensive!!

---

very helpful and quick

---

Very nice staff

---

Table 12c.

Bookstore Comments from Spring Creek Campus (Plano)

---

Always has what I need

---

always in and out easily and have what I need; only issue is exorbitant prices

---

Amazing staff but often times the books I need will be sold out plus the hours are inconvenient for students that have classes later in the evening/night

---

Any time I have gone to the bookstore I have been greeted and helped promptly.

---

Besides the poor hours for evening students, I feel I inconvenience the staff at the BnN Bookstore. Online is much better. Amazon book rentals are easier to use and next day.

---

books we need for classes are rarely there and when they do finally show up it is well after the start date.

---

Bookstore did not have records of which books I rented and which books I bought.

---

For people who are taking night/weekend/accelerated courses, trying to find time to visit the bookstore is very difficult. Even trying to find out what the bookstore hours are is difficult. It's not prominently displayed on the website. You have to really dig around for it.

---

Friendly staff

---

Table 12c.

Bookstore Comments from Spring Creek Campus (Plano) (Continued)

---

Great for searching the books Collin college has.

---

Helpful

---

Helpful staff

---

Honestly, the book sellback staff member had a slightly less positive attitude toward other customers. Though she was polite to me, I felt like she was a bit negative towards other customers I saw her interact with. ALSO: return dates need to be marked at more places in bldg, and/or on receipts. Last year my only classes were in A/AA hall (therefore did not see signs outside the store) and my receipt said I had 30 days to return my book. I was never made aware of the cut off return date. This needs to be more accessible info.

---

I have been told the wrong information several times they have not always had the books that I have needed for my classes

---

I like how nice the staff are.

---

I prefer healthier options for snacks, and affordable prices for books and materials

---

I wish the hours could be better, stay open until 6pm each day would be nice to accommodate work schedule better

---

I wish they opened Saturdays

---

It was very difficult to find some textbooks in the bookstore.

---

Line is always insanely long and goes slow, the hours are not convenient for people in the work world

---

Lines are gross and staff is often very slow but overall it's still pretty good

---

Never had a problem with this service.

---

Nice workers

---

No one ever answers the phone when I'm trying to get some information.

---

not use to the testing process, coming from a 4 year university, and having to be watched to take test its kind of comical

---

Quick and easy to use

---

staff is very very nice. Wish it was open on weekends or you can please fix the vending machines so I can get supplies for my weekend classes.

---

Staff never seems like they even want to be there

---

Staff was always nice, I just wish hours were longer. I worked during the day and it was tough to get to the bookstore before closing.

---

Stationary is a little expensive ; books are nominally priced and like the price matching feature.Thanks

---

The bookstore employees are usually pretty knowledgeable.

---

(Continued on next page)

Table 12c.

*Bookstore Comments from Spring Creek Campus (Plano) (Continued)*

---

The main reason I scored the bookstore as a one is because their hours of operation and thereby there level of customer service is reflected by the lack of hours. Point in case, I had a three-week Express class start the Friday prior to spring break of 2019. I went to the bookstore the Friday prior to the start of spring break. Meaning campus was still open. Again my class started that Friday. I get to the bookstore and there is a piece of paper on the door that says they are closed early for spring break which didn't start until the next week. Which meant that for that Friday Saturday and Sunday I had no book for my 3 week Express class. Meaning I missed one third of the reading required for my class because somebody thought it was a good idea to take the Friday off prior to when the campus closed. The point is is that the campus was open the bookstore should have been open because students are still needing services rendered by the bookstore. Which is the whole reason why I went there the Friday before spring break because the campus is still open. And I knew the campus would be closed that next week. The decision to close that Friday was extremely inappropriate an inconvenient for customers needing service. Whoever made that decision need a Stern talking-to because that was not the right decision to make.

---

The people in the bookstore can answer the questions I ask, and when they can't, they find someone who can quickly.

---

The people that work there are fast and nice

---

the ushers are helpful

---

The workers are so friendly.

---

They do not honor posted prices. They send out emails advertising sales for items they don't have.

---

they know where everything is. super kind.

---

This is where get my books and supplies for my classes.

---

Too expensive, but i understand why.

---

very positively

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Bursar's Office**

*Table 13. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Bursar's Office <sup>1</sup>	740	69.2%
Have used Bursar's Office <sup>2</sup>	507	68.5%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

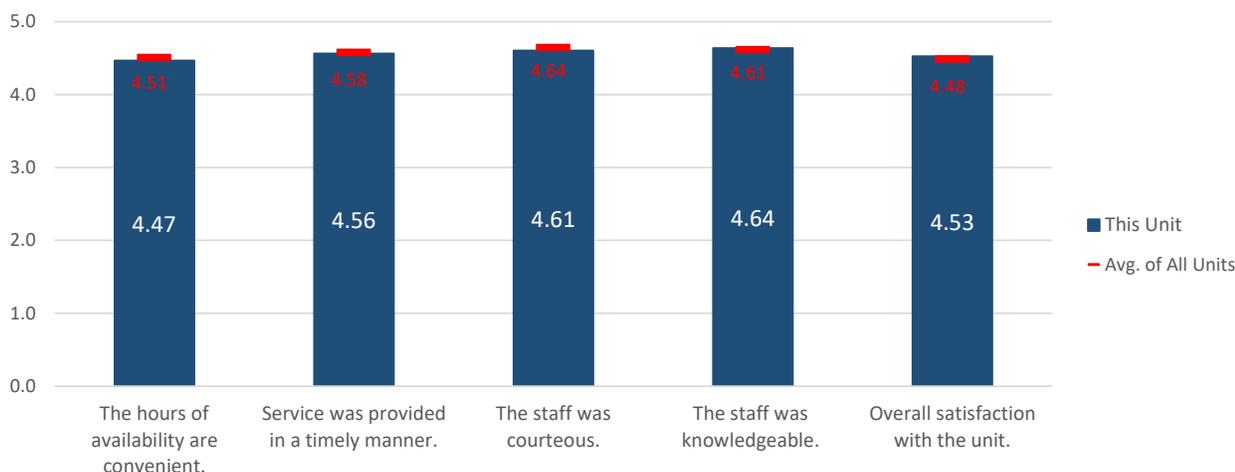
<sup>2</sup> Percentage out of number who are aware of this unit (740).

*Table 14. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	5	8	44	121	296	33	507	4.47	0.81
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	1.6%	8.7%	23.9%	58.4%	6.5%	100.0%		
Service was provided in a timely manner.	n	9	1	34	103	334	26	507	4.56	0.79
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	0.2%	6.7%	20.3%	65.9%	5.1%	100.0%		
The staff was courteous.	n	4	5	35	79	333	51	507	4.61	0.75
(1= Strongly disagree, 5 = Strongly agree)	%	0.8%	1.0%	6.9%	15.6%	65.7%	10.1%	100.0%		
The staff was knowledgeable.	n	2	5	27	91	341	41	507	4.64	0.68
(1= Strongly disagree, 5 = Strongly agree)	%	0.4%	1.0%	5.3%	17.9%	67.3%	8.1%	100.0%		
Overall satisfaction with the unit.	n	8	5	36	121	337	0	507	4.53	0.80
(1= Very unsatisfied, 5 = Very satisfied)	%	1.6%	1.0%	7.1%	23.9%	66.5%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



## SERVICE UNIT: Bursar's Office

Table 15.

### *Bursar's Office Comments*

---

can't answer any questions. Cannot explain anything. Can;t work with other departments. completely unhelpful. was given the wrong hours on the phone. Then it took me 3 hours just to make a payment over the phone.

---

courteous, knew what they were doing, easy to understand

---

Easy to approach

---

Fast

---

Friendly but hours are not convenient for people in the work world

---

Helpful

---

Helpful when needed.

---

Hours don't work for working adult students

---

i get all the information needed

---

I never visit them because they were rude

---

I've had no issues

---

Knowledgeable staff and willing to help

---

no issues - use online services and they work well - user friendly

---

People at this office are not very nice. I've gone to pay and I felt like the person didn't want me there...

---

People could be nicer.

---

Positively

---

PRC Ladies were friendly & helpful

---

The people are nice

---

There was a fee last semester that I wasn't made aware of until after the classes I registered for were dropped. It was infuriating and I didn't get the instructor I wanted or the class days I wanted.

---

They we're awesome in helping me to the best of their ability and seeing the problem through.

---

they're always so nice

---

Very friendly staff.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Campus Communications**

Table 16. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Campus Communications <sup>1</sup>	897	83.9%
Have used Campus Communications <sup>2</sup>	831	92.6%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

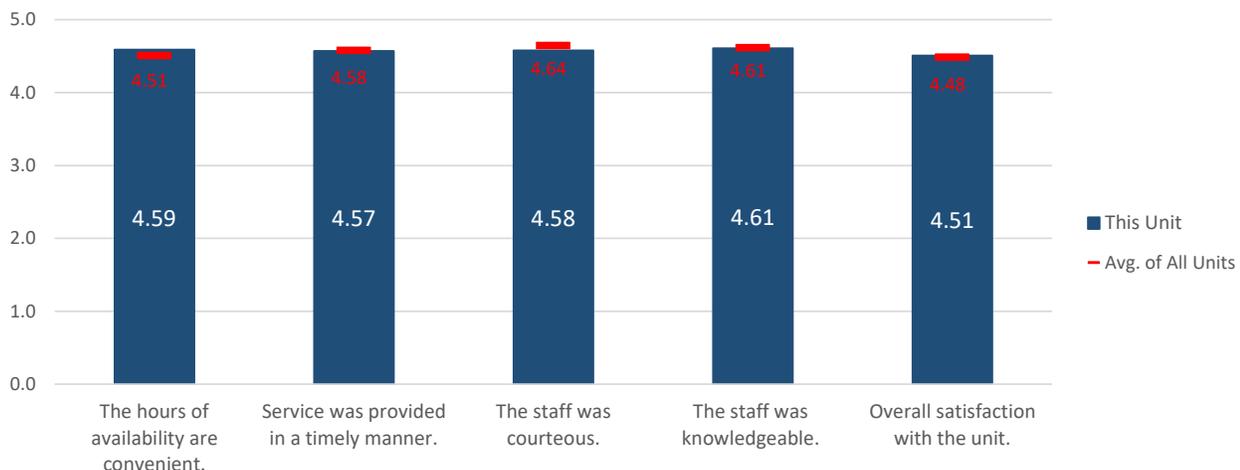
<sup>2</sup> Percentage out of number who are aware of this unit (897).

Table 17. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	14	5	51	146	555	60	831	4.59	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	0.6%	6.1%	17.6%	66.8%	7.2%	100.0%		
Service was provided in a timely manner.	n	17	7	49	151	556	51	831	4.57	0.83
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	0.8%	5.9%	18.2%	66.9%	6.1%	100.0%		
The staff was courteous.	n	14	5	61	117	547	87	831	4.58	0.82
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	0.6%	7.3%	14.1%	65.8%	10.5%	100.0%		
The staff was knowledgeable.	n	12	4	49	131	554	81	831	4.61	0.77
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	0.5%	5.9%	15.8%	66.7%	9.7%	100.0%		
Overall satisfaction with the unit.	n	9	8	59	229	526	0	831	4.51	0.76
(1= Very unsatisfied, 5 = Very satisfied)	%	1.1%	1.0%	7.1%	27.6%	63.3%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



## SERVICE UNIT: Campus Communications

Table 18.

### Campus Communications Comments

---

Alright

---

CougarWeb is always updated and helpful, however I have a hard time navigating the site sometimes, so I would suggest placing some kind of guide for the site.

---

courteous, knowledgable, etc

---

Easy to connect

---

Easy to use

---

Easy to use

---

Easy to use

---

easy to use

---

Effective and convenient

---

Everything has worked great

---

Excellent

---

fine

---

Friendly

---

Good, but like all technology, it occasionally malfunctions.

---

I haven't been there so I don't know

---

I haven't went to this as much but they still had nice service

---

I recieve tons of emails to my cougar account, so that its overwhelming. Thus, while I wish I could have my cougar mail automattically forwarded to my personal email account I would never do so. So messages from my professor have been missed as a result.

---

Many Links do not work. New way for registering only (through Banner) is horrible - slow, long and drawn out, can't easily glance at classes.

---

Most of the time they don't answer fast

---

Never had a problem with this service.

---

Never had an issues

---

no issues

---

No problems

---

Not friendly

---

Once you know how to navigate cougarweb, you can really find just about anythijg you could possibly need.

---

Online academic advising needs to be available more often.

---

PRC systems are good, but serious communication issues on that campus.

---

Really enjoyed the website/canvas. Easy to navigate

---

The information needed is always on the websites such as the Collin college website and canvas.

---

Up to date.

---

very positively

---

When I call the school, I want to speak to a real human being, not an automated machine that tells me the school hours, etc.

---

Wifi can be slow at times, and Cougarweb can be hard to navigate

---

Works well most of the time. Some things are hard to find though.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Campus Police**

Table 19. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Campus Police <sup>1</sup>	817	76.4%
Have used Campus Police <sup>2</sup>	75	9.2%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

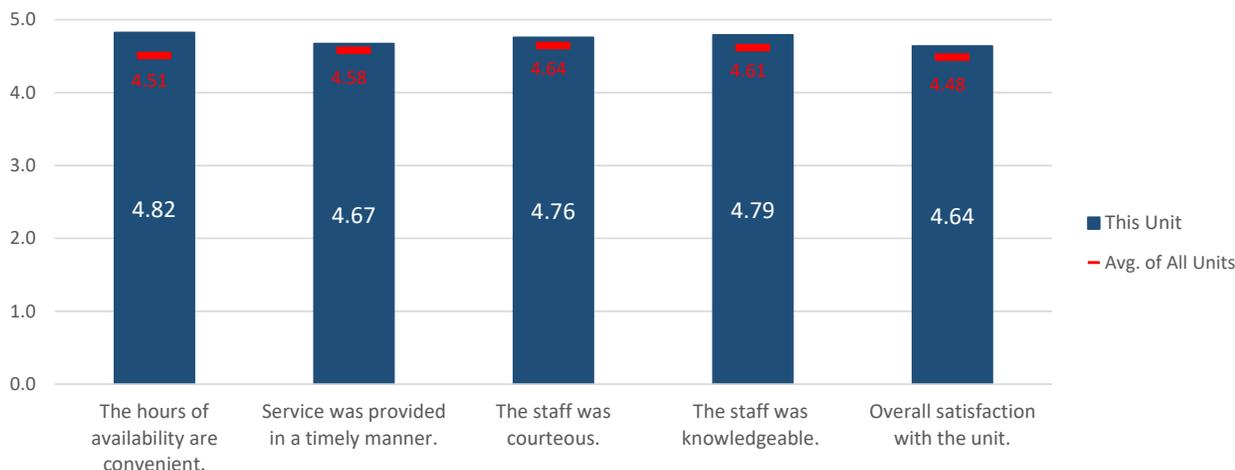
<sup>2</sup> Percentage out of number who are aware of this unit (817).

Table 20. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	0	0	2	8	58	7	75	4.82	0.46
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.7%	10.7%	77.3%	9.3%	100.0%		
Service was provided in a timely manner.	n	0	1	5	10	54	5	75	4.67	0.68
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.3%	6.7%	13.3%	72.0%	6.7%	100.0%		
The staff was courteous.	n	0	0	3	10	53	9	75	4.76	0.53
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	4.0%	13.3%	70.7%	12.0%	100.0%		
The staff was knowledgeable.	n	0	0	3	8	56	8	75	4.79	0.51
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	4.0%	10.7%	74.7%	10.7%	100.0%		
Overall satisfaction with the unit.	n	0	1	4	16	54	0	75	4.64	0.65
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	1.3%	5.3%	21.3%	72.0%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



**SERVICE UNIT: Campus Police**

*Table 21.*

*Campus Police Comments*

---

Always helpful

---

amazing work always ready to protect and serve

---

I love the Campus Police they are always visible. I feel safe with them. Lisa, is perfect in the Food Service department.

---

I was stopped for turning left on to Community. This is done constantly by others.

---

The campus police are such pleasant people! I lost my phone & wallet and they tried to help me find it.

---

They always respond in a timely manner.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Canvas**

Table 22. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Canvas <sup>1</sup>	1001	93.6%
Have used Canvas <sup>2</sup>	982	98.1%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

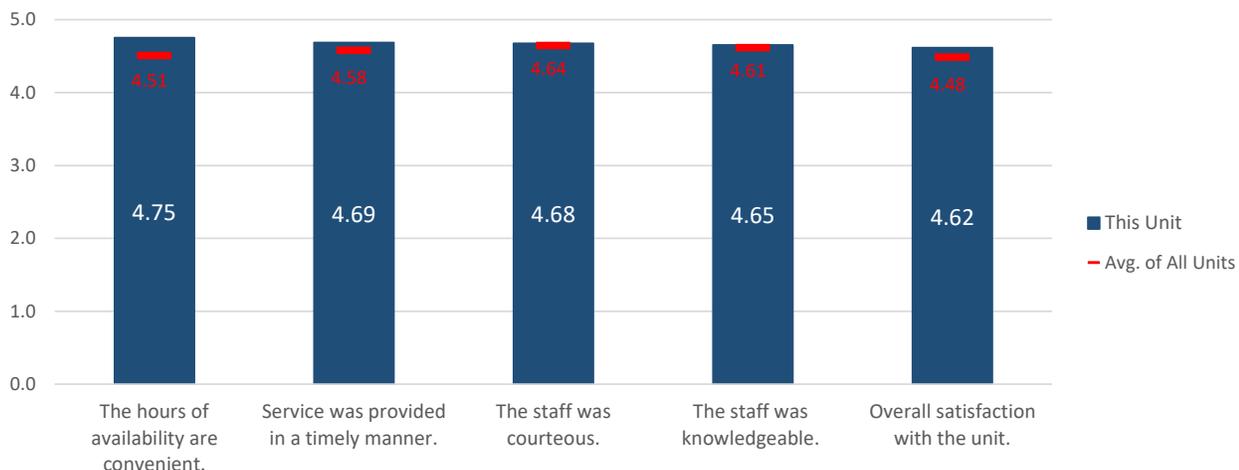
<sup>2</sup> Percentage out of number who are aware of this unit (1001).

Table 23. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	10	4	27	121	759	61	982	4.75	0.63
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	0.4%	2.7%	12.3%	77.3%	6.2%	100.0%		
Service was provided in a timely manner.	n	12	4	37	154	715	60	982	4.69	0.69
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	0.4%	3.8%	15.7%	72.8%	6.1%	100.0%		
The staff was courteous.	n	7	3	60	125	674	113	982	4.68	0.69
(1= Strongly disagree, 5 = Strongly agree)	%	0.7%	0.3%	6.1%	12.7%	68.6%	11.5%	100.0%		
The staff was knowledgeable.	n	8	5	60	141	672	96	982	4.65	0.71
(1= Strongly disagree, 5 = Strongly agree)	%	0.8%	0.5%	6.1%	14.4%	68.4%	9.8%	100.0%		
Overall satisfaction with the unit.	n	8	8	39	243	684	0	982	4.62	0.68
(1= Very unsatisfied, 5 = Very satisfied)	%	0.8%	0.8%	4.0%	24.7%	69.7%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



## SERVICE UNIT: Canvas

Table 24.

### Canvas Comments

---

Alright

---

Can be glitchy, but that's to be expected

---

Canvas has way too many choices that seem to lead in circles. Sometimes its difficult to cut through and find what you actually need. Sorry, the people are nice, but this web site needs SERIOUS work. Also, the number of places you need to go to get into your class assignments is a bit overkill. Serioulsy. I teach at a small school and even we have a better web site and use Jupiter grades. Much easier and faster.

---

Canvas is always updated as well, my professor is pretty on top of it.

---

Canvas is amazing. I love the mobile app specifically, it is very practical and efficient in the delivery of information.

---

Canvas is an amazing tool for students to use, however, the professors do not make enough effort to really use canvas to its full extent.

---

Canvas is easy to access and navigate through.

---

Canvas is great if teachers know how to use it. Specifically, the dashboard is perfect for keeping track of assignments.

---

Canvas is helpful, I wish I could use App, but when I had the App on my loaded, I could not go into CougarWeb w/o it taking me straight to Canvas

---

Canvas is pretty user friendly

---

Class syllabus should be posted before classes start. Professors need training in how to use canvas. StudyMate should be open for all classes, but other parts should be as needed (otherwise too much)

---

Contains all of the resources i need

---

Does not respond on mobile

---

Easy to access and use

---

Easy to understand and updates helps alot

---

Easy to use

---

Easy to use and functioning properly

---

Easy to use and very efficient

---

Easy to use.

---

Effective

---

Everything is great besides some professors not ever entering things in, I would like to know how I am doing

---

Excellent

---

Fairly easy to use, once I got used to it at least. Still has some flaws but pretty good overall.

---

fine

---

Good

---

Great way to communicate with professors.

---

Hard to find files that I'm looking for and is always up and running

---

Has not failed me yet

---

Table 24.  
Canvas Comments (Continued)

Helpful
I hate that every so often my Canvas password is reset to the default it was when I first started attending
I like Canvas, but feel the Professors could use a class on Canvas. Every Professor uses it differently.
I liked the setup in canvas, It is easy to use but sometimes I experienced glitches.
I would be nice to have warning that functions don't work with some browsers.
If the Canvas could specify what major should go through what ladder of the class required to reach the goal will be more user friendly
Improvement over Blackboard.
It works
It's always updated.
Last semester, fall 2018, canvas held my access to courses hostage until I took a survey. A survey that I felt compromised my values because I was supposed to rate professors I never had. That is wrong, wrong, wrong!
Love canvas, its SO MUCH better than blackboard
Love it
Love the format and user-friendliness of canvas.
Modern website design makes it very convenient.
Needs more information about how to use canvas services for new students. very overwhelming to many tabs
Never had a problem with this service.
Never had an issue
Nice to be able to check things online
no issues - always works perfectly
Please don't ever use blackboard
Professors don't seem to be well trained
Really useful
Ruff getting started.
Same as above
Slow, lags often, not always easy to navigate.
Thanks to canvas I can do work ahead of time
the technical support is helpful
The UI is nice and maintenance is performed on off days.
There when I need it
This has really helped stay up to date with all my current/upcoming assignments.
This is the best service on the campus hands down. I just wished all the teachers used canvas effectively.
User friendly
Very confusing to first time users. Each teacher organizes and use the website in so many different ways. It would be benefitial if each teacher added how they were going to use canvas onto their course silabus.
very easy to navigate
Very efficient, so far.

Table 24.

Canvas Comments (Continued)

---

Very positive experience. I have never needed to contact anyone but I believe that is a very good thing.

---

very positively

---

Very user friendly.

---

Wish material was available before class starts

---

Works well mostly. I prefer when the instructors actually use it though.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Career Services**

Table 25. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Career Services <sup>1</sup>	589	55.1%
Have used Career Services <sup>2</sup>	172	29.2%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

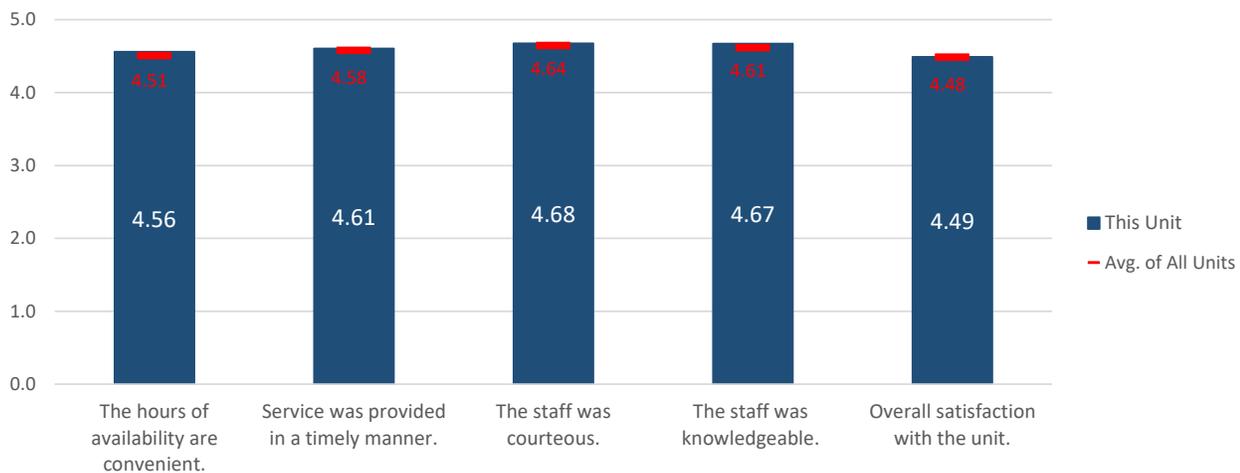
<sup>2</sup> Percentage out of number who are aware of this unit (589).

Table 26. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	2	3	6	42	109	10	172	4.56	0.76
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	1.7%	3.5%	24.4%	63.4%	5.8%	100.0%		
Service was provided in a timely manner.	n	1	2	10	35	117	7	172	4.61	0.71
(1= Strongly disagree, 5 = Strongly agree)	%	0.6%	1.2%	5.8%	20.3%	68.0%	4.1%	100.0%		
The staff was courteous.	n	1	2	7	27	120	15	172	4.68	0.68
(1= Strongly disagree, 5 = Strongly agree)	%	0.6%	1.2%	4.1%	15.7%	69.8%	8.7%	100.0%		
The staff was knowledgeable.	n	0	2	10	27	123	10	172	4.67	0.65
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.2%	5.8%	15.7%	71.5%	5.8%	100.0%		
Overall satisfaction with the unit.	n	2	3	14	43	110	0	172	4.49	0.81
(1= Very unsatisfied, 5 = Very satisfied)	%	1.2%	1.7%	8.1%	25.0%	64.0%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



## SERVICE UNIT: Career Services

Table 27.

### Career Services Comments

---

amazing work fixes every problem I have

---

An employee taught me how to use the website making it easy for me to understand. She was patient with me and my questions.

---

Career service was kinda intimidating at spring creek, dropped by once and felt like they dint have time for me but it may have been my own insecurity

---

even though I went to the wrong person, she was very helpful and kind.

---

Great Programs, Knowledgeable, Need longer hours and more staff

---

Haven't been able to answer all my questions, bu they know a lot about a very broad area, and I am aware I'm a difficult case. Have been very polite and helpful.

---

Helped find what careers I want to do.

---

Helpful information.

---

I am very satisfied with the career advice I have received, it was very helpful and I finally feel like I am on the right track.

---

I have been only once here.

---

I was disappointed when the guy at the fitness center would not let me workout with my state ID because I had lost my school ID. I had seen him many times before, so lettng me do that one time I wouldn't think would be that big of a deal. I should be able to just give my college ID# and access whatever I need to while on campus.

---

Knowledgeable, concerned personnel

---

Staff is kind and understanding

---

The career advisor named Jeremy was always rude and will not do his best to help me. He tries to get you out of there as soon as possible even if this involves giving you the wrong information. I almost take a class that was not require to my degree due to him.

---

The career counselor was very kind but never gave me an actual answer

---

the services give great information

---

This campus is very friendly.

---

Very informative on creating resumes

---

Very nice ladies.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Computer Labs**

Table 28. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Computer Labs <sup>1</sup>	801	74.9%
Have used Computer Labs <sup>2</sup>	553	69.0%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

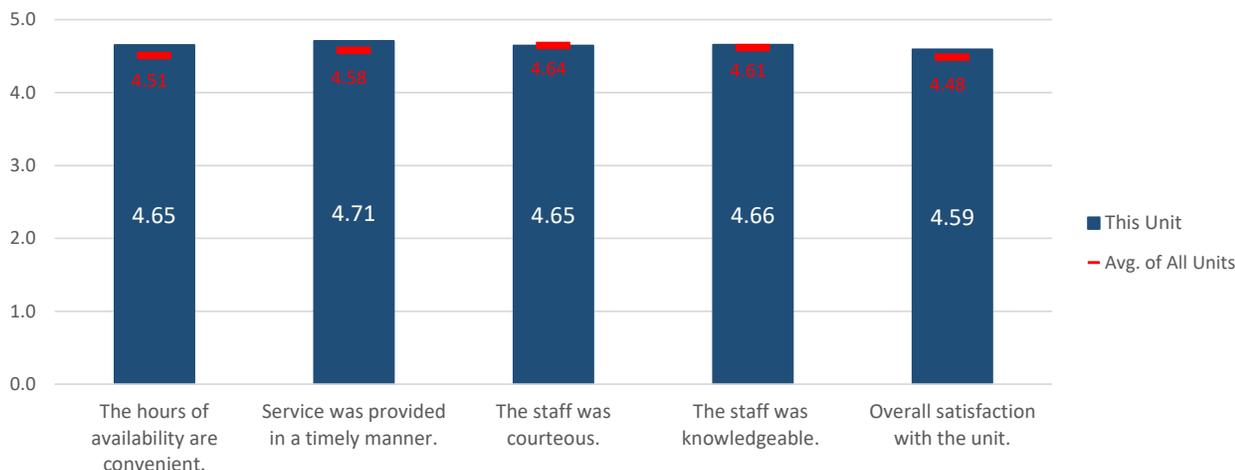
<sup>2</sup> Percentage out of number who are aware of this unit (801).

Table 29. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	7	4	29	89	408	16	553	4.65	0.73
(1= Strongly disagree, 5 = Strongly agree)	%	1.3%	0.7%	5.2%	16.1%	73.8%	2.9%	100.0%		
Service was provided in a timely manner.	n	6	1	27	72	419	28	553	4.71	0.68
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	0.2%	4.9%	13.0%	75.8%	5.1%	100.0%		
The staff was courteous.	n	6	6	34	72	397	38	553	4.65	0.76
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	1.1%	6.1%	13.0%	71.8%	6.9%	100.0%		
The staff was knowledgeable.	n	5	5	34	77	405	27	553	4.66	0.73
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	0.9%	6.1%	13.9%	73.2%	4.9%	100.0%		
Overall satisfaction with the unit.	n	6	8	32	112	395	0	553	4.59	0.76
(1= Very unsatisfied, 5 = Very satisfied)	%	1.1%	1.4%	5.8%	20.3%	71.4%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



## SERVICE UNIT: Computer Labs

Table 30.

Computer Labs Comments

---

---

A nice place to work on projects that require a computer
Although the staff doesn't greet us or say anything they are quick to help if assistance is necessary
Computer labs have rusting edge 1995 level software installed.
Convenient
Convenient so I don't have to lug my pc around each day
Easy
Everyone is always helpful and attentive.
Foul language used by student staff
good.
got what I needed - quick in and out
Have never had any technical issues in the four years I've been at school.
helpful
I have an issue this whole semester with printing my papers at the computer lab and they weren't able to help also
I like the labs but some computers are really slow
I love it when a room full of computers is provided to get work done. It brings everyone together.
I love the computer lab! I am using it right now, in fact. I think the keyboards and computers could use some extra cleanings.
I only used the computer lab once because I needed to print something and I needed the attendant, because I had no idea how to do that. I couldn't get his attention for the longest time, then he just left for a long time, then when he came back he finally helped me, but he was very rude about it.
I only used these during a specific class but everything was in good condition and it had a good open set up.
i quit going the math lab because the last time i went one lady made me feel so dumb because i asked for help with a math problem and when i had my hand raised no one came and helped so i got up and walked out and never went back. i paid for an app that help tutor me for math instead and i passed that class.
I went to print materials for the first time and the staff were supportive and explained the process to me..Thanks.
Only excellent experiences with it.
people are helpful
Positively
Printers are slow and do not print double sided, even if option is selected to do so.
The computers and printers always work properly
The guy who sits in front treats you like an animal.
The help people are not usually there and are not welcoming or offering help
The lady at the circulation that wears glasses and a pony tail is very helpful but at times condescending.

---

Table 30.

Computer Labs Comments

---

The older lady at the desk was really rude on more than one occasion. I'm not very fast at typing in my Collin ID and she was really rude about that which made me nervous to come back. Sure enough she was rude again when i came back and was still slow. I also needed help printing something and she acted like I was dumb or incompetent for not knowing how. The older gentleman was much nicer about it and showed me how politely.

---

The projector in our language lab is still broken and has been so for a number of weeks....

---

The science den at both McKinney campus and Preston Ridge seemed to be missing parts of models needed to study anatomy.

---

The services in all these department are amazing! However, I would love if they can extend the math and writing centers hours longer in the weekends.

---

They tend to get rude when you ask them questions and its like this at all the campuses. The Mckinney main capus is the worst. I had an older lady in there call me "stupid" to my face with other students around. This made me tear up a bit.

---

They're doing their job, nothing to say.

---

Very positive experiences when ever I have had the opportunity to require their services.

---

Very useful for people without computers.

---

When I has been in the computer lab, nobody from staff has been present.

---

With lot of computer and time limit its easy and convenient

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Counseling Services**

*Table 31. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Counseling Services <sup>1</sup>	651	60.9%
Have used Counseling Services <sup>2</sup>	147	22.6%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

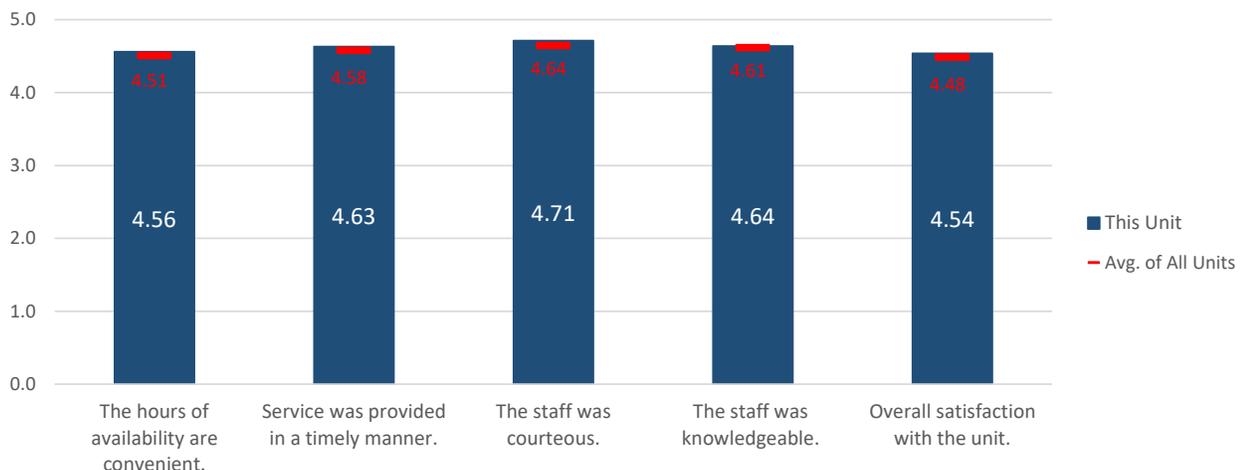
<sup>2</sup> Percentage out of number who are aware of this unit (651).

*Table 32. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	3	2	8	28	100	6	147	4.56	0.84
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	1.4%	5.4%	19.0%	68.0%	4.1%	100.0%		
Service was provided in a timely manner.	n	1	1	8	28	100	9	147	4.63	0.69
(1= Strongly disagree, 5 = Strongly agree)	%	0.7%	0.7%	5.4%	19.0%	68.0%	6.1%	100.0%		
The staff was courteous.	n	2	0	6	18	106	15	147	4.71	0.69
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	0.0%	4.1%	12.2%	72.1%	10.2%	100.0%		
The staff was knowledgeable.	n	2	1	10	18	104	12	147	4.64	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	0.7%	6.8%	12.2%	70.7%	8.2%	100.0%		
Overall satisfaction with the unit.	n	4	2	3	40	98	0	147	4.54	0.84
(1= Very unsatisfied, 5 = Very satisfied)	%	2.7%	1.4%	2.0%	27.2%	66.7%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



## SERVICE UNIT: Counseling Services

Table 33.

### Counseling Services Comments

---

Oaid offered

---

Carolyn has helped me work through several issues and was a great soundingboard. She is the best counselor I have ever worked with.

---

Free with great service.

---

Front desk is always rude. Talks down to students having crises. Why work at the counseling office if youre going to be a [profanity] about it to people at risk of suicidal ideation.

---

Good for assesments on major

---

I only went twice, but Matt was a good listener and very supportive

---

I was sent to the same counselor and felt super comfortable. It was like a normal conversation and there was no judgement.

---

Kind and helpful.

---

Knowledgeable, concerned personnel

---

Mrs. T is amazing

---

My counselor here honestly saved my life, and tried her best to save my grades too, but reminded me my life was more important. I no longer see her, but she hooked me up with a new counselor and a doctor and I am happy and healthy!

---

not enough counselors for the amount of students you have at the frisco campus..hard to get an appt.

---

Positively

---

the front office is very helpful

---

The personal counseling wasn't bad, but I didn't feel very understood. I guess it would be helpful to other people, but I already knew everything she told me. I don't think it was bad counseling though. Maybe just not a good fit for me.

---

This service saved my life

---

Very good service

---

Very nice and helpful, all the staff I've interacted with so far have been.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Dual Credit**

*Table 34. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Dual Credit <sup>1</sup>	391	36.6%
Have used Dual Credit <sup>2</sup>	126	32.2%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

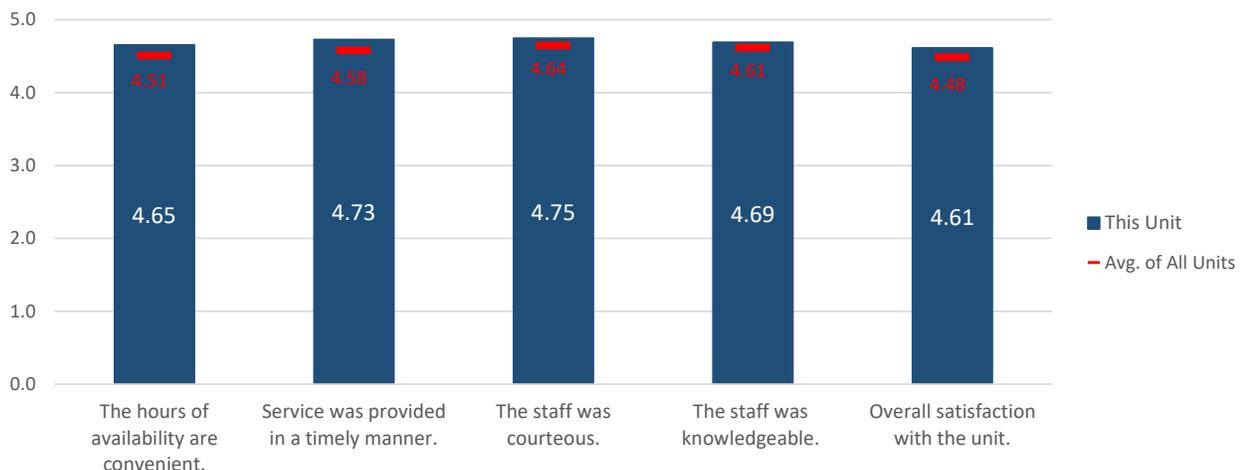
<sup>2</sup> Percentage out of number who are aware of this unit (391).

*Table 35. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	2	2	5	18	94	5	126	4.65	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	1.6%	4.0%	14.3%	74.6%	4.0%	100.0%		
Service was provided in a timely manner.	n	0	2	6	15	98	5	126	4.73	0.63
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.6%	4.8%	11.9%	77.8%	4.0%	100.0%		
The staff was courteous.	n	0	0	6	18	94	8	126	4.75	0.54
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	4.8%	14.3%	74.6%	6.3%	100.0%		
The staff was knowledgeable.	n	0	2	7	17	94	6	126	4.69	0.66
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.6%	5.6%	13.5%	74.6%	4.8%	100.0%		
Overall satisfaction with the unit.	n	1	0	8	29	88	0	126	4.61	0.68
(1= Very unsatisfied, 5 = Very satisfied)	%	0.8%	0.0%	6.3%	23.0%	69.8%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



## SERVICE UNIT: Dual Credit

Table 36.

### Dual Credit Comments

Allen HS DC staff is amazing and very helpful
Allowed to me prepare better for college
Attended normal college classes for dual credit, not sure what to say besides they're the same as normal college classes.
Best decision I ever made in high school
Currently, I am a dual credit student at Collin College. I greatly appreciate the service they provide for dual credit students to start earning hours towards their degree before graduating form high school.
Dual credit classes are some of the best I've ever taken.
Fun
Good college wise, highschool staff is very incompetent
Government dual credit teachers are very odd.
Great instructors, and a helpful way to get high school and college credit at the same time
I did a dual-credit class while in my senior year of high school and the whole process was great and worked seamlessly.
I love the opportunity that the Dual Credit services offer, because now I don't have to take as many classes for my freshman year at Collin.
I took this through the Mckinney campus and it was very helpful
I'm so glad Collin has the dual credit program, I love taking college classes in high school; they are more challenging for me and I like being able to gain college credit in high school.
It was a nice experience in high school
Not every course needed is available
Only excellent experiences with it.
Staff is very knowledgeable

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: eLearning Center**

*Table 37. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of eLearning Center <sup>1</sup>	319	29.8%
Have used eLearning Center <sup>2</sup>	92	28.8%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

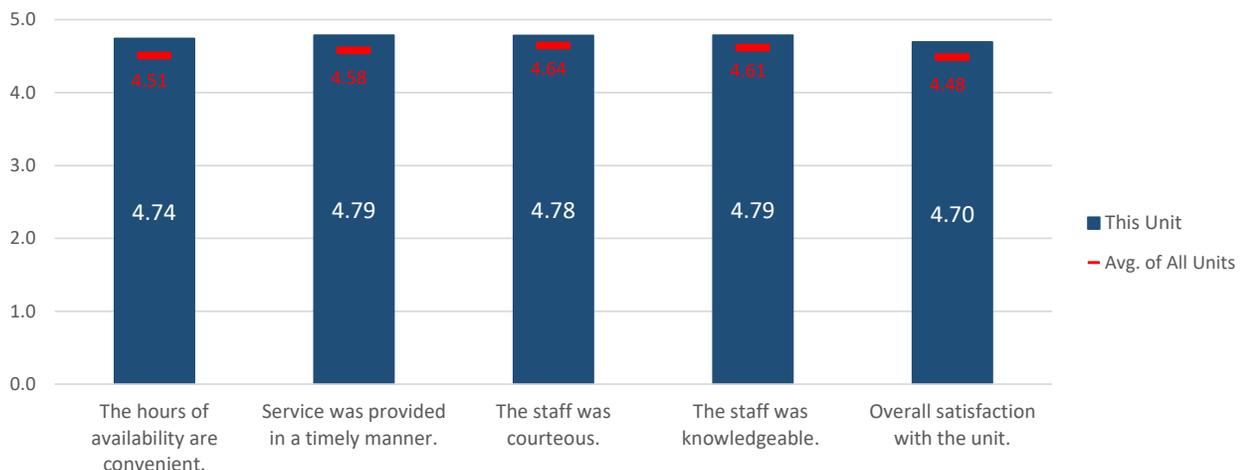
<sup>2</sup> Percentage out of number who are aware of this unit (319).

*Table 38. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	1	0	3	13	72	3	92	4.74	0.63
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	0.0%	3.3%	14.1%	78.3%	3.3%	100.0%		
Service was provided in a timely manner.	n	0	0	2	14	69	7	92	4.79	0.47
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.2%	15.2%	75.0%	7.6%	100.0%		
The staff was courteous.	n	0	1	2	11	69	9	92	4.78	0.54
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.1%	2.2%	12.0%	75.0%	9.8%	100.0%		
The staff was knowledgeable.	n	0	1	2	11	70	8	92	4.79	0.54
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.1%	2.2%	12.0%	76.1%	8.7%	100.0%		
Overall satisfaction with the unit.	n	0	0	5	18	69	0	92	4.70	0.57
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	0.0%	5.4%	19.6%	75.0%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



**SERVICE UNIT: eLearning Center**

*Table 39.*

*eLearning Center Comments*

---

helpful

---

LOVE the online learning center and prefer to do my classes online for convenience

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Financial Aid Office**

*Table 40. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Financial Aid Office <sup>1</sup>	802	75.0%
Have used Financial Aid Office <sup>2</sup>	439	54.7%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

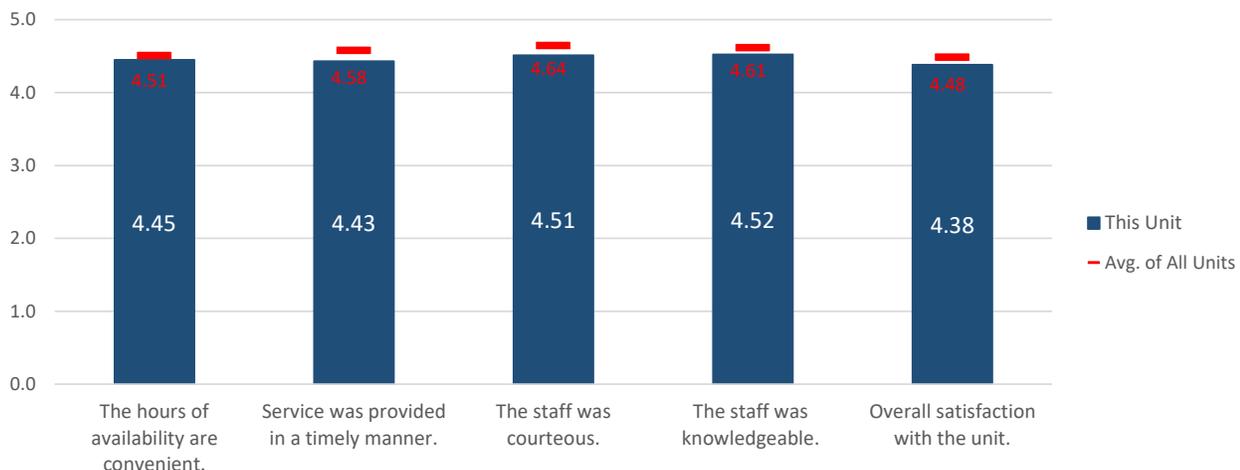
<sup>2</sup> Percentage out of number who are aware of this unit (802).

*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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	7	8	37	100	257	30	439	4.45	0.87
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	1.8%	8.4%	22.8%	58.5%	6.8%	100.0%		
Service was provided in a timely manner.	n	10	6	46	84	265	28	439	4.43	0.92
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	1.4%	10.5%	19.1%	60.4%	6.4%	100.0%		
The staff was courteous.	n	8	15	26	61	281	48	439	4.51	0.93
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	3.4%	5.9%	13.9%	64.0%	10.9%	100.0%		
The staff was knowledgeable.	n	8	10	31	68	286	36	439	4.52	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	2.3%	7.1%	15.5%	65.1%	8.2%	100.0%		
Overall satisfaction with the unit.	n	15	11	41	96	276	0	439	4.38	0.99
(1= Very unsatisfied, 5 = Very satisfied)	%	3.4%	2.5%	9.3%	21.9%	62.9%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



## SERVICE UNIT: Financial Aid Office

Table 42.

### Financial Aid Office Comments

---

After my last encounter with financial aid, it will take a long time of doing things well and courteously before my trust or confidence of them is rebuilt

---

Always on hold for financial aid, asks for documentation that's already been sent but never satisfied enough to take my holds off!

---

Angry customer service representative

---

Average. Would be more helpful if they had someone on site for Vets.

---

Even if you are the only person waiting and there are five people working it takes about four times longer than your estimated wait to be seen. Last time estimated waiting was 10 minutes, took almost two hours to be helped and that's about normal.

---

Failure to clearly state prior to enrollment that students that hold bachelors or higher degrees cannot receive financial aid from Collin College. Took grant away that had already been awarded.

---

Financial aid is awesome and very helpful all the time

---

Financial Aid office are Extremely helpful

---

Good

---

I have had to deal with someone that always acts like I am bothering her by having to do her job.

---

I lost my financial for the previous semester-if I remember-and my son also for other semester because of the people there didn't do their work properly.

---

Inpatient

---

It have a nice schedule and notification system

---

It took several and repeated follow-up action by me to get my paperwork submitted to the VA for approval

---

no issues - use online services and they work well - user friendly

---

Positively

---

Provided useful information

---

Quick hello

---

Quick responses.

---

Rude and unfriendly; received incorrect info and it took forever to get responses.

---

Seem like they are being bothered

---

Seems unwilling to help. Will give you a sheet of paper to get you out of the office. Is it not true that if I get Financial Aid or Scholarships the college makes money as well? I'm not saying hold my hand but a little TLC goes a long way when dealing with money.

---

The financial aid advisor was very friendly. She greeted me. She helped me a lot with financial aid and how to buy books and stuff. Very great customer service. 10/10. She was very helpful.

---

the front office people are helpful

---

The personnel there are super awesome

---

The staff at financial aid is very rude, except for the younger blonde lady, she is always very nice & very helpful.

---

The staff is absolutely AMAZING. They are VERY knowledgeable and so kind. They're always doing their best to help. I LOVE the financial aid staff! Crystal and Lindy Henry help me most and are definitely amazing and deserve recognition for their efforts and how they represent Collin. The entire staff is amazing though. It really makes up for the tough time I've had with some of the other survivors here.

---

Table 42.

Financial Aid Office Comments

---

The staff is friendly, but I always had difficulty understanding the information provided and feel there is a lack of resources for students regarding how financial aid works and what to expect.

---

The staff were very friendly and helpful, which made some parts of the process less frustrating.

---

They can be real rude sometimes

---

They have been nothing but helpful and kind. I am very impressed with their services.

---

They help me so much, people are so nice

---

They never have answers to any of my questions and always tell me that the person that could answer them isn't available.

---

They tried to sign me up for financial aid even though I didn't ask for it. Not that mad, but it did lower my opinion of them slightly. A lot of colleges do this anyway to try to make money off of that I've heard.

---

Used several times. For the most part very good experiences but usually the one helping me has to go get a supervisor to ask exactly how things work. I am kind of a special case though because I got divorced while in school and it complicates financial aid.

---

very confusing

---

Very economical

---

Very helpful

---

Very helpful and willing to answer all my questions.

---

Very knowledgeable and very helpful at all times.

---

very polite and helpful. unfortunate that it's set up like a deli counter and you have to talk about your finances so publicly.

---

very positively

---

very unfriendly staff.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Fitness Centers**

*Table 43. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Fitness Centers <sup>1</sup>	625	60.3%
Have used Fitness Centers <sup>2</sup>	210	33.6%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (625).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus (McKinney)	Hours are convenient	Count	1	0	4	9	34	3	51	4.56	0.82
		%	2.0%	0.0%	7.8%	17.6%	66.7%	5.9%	100.0%		
	Service is timely	Count	1	1	1	4	43	1	51	4.74	0.78
		%	2.0%	2.0%	2.0%	7.8%	84.3%	2.0%	100.0%		
	Staff is courteous	Count	1	0	2	6	39	3	51	4.71	0.74
		%	2.0%	0.0%	3.9%	11.8%	76.5%	5.9%	100.0%		
Staff is knowledgeable	Count	1	1	0	5	42	2	51	4.76	0.75	
	%	2.0%	2.0%	0.0%	9.8%	82.4%	3.9%	100.0%			
Overall satisfaction	Count	0	0	3	11	37	0	51	4.67	0.59	
	%	0.0%	0.0%	5.9%	21.6%	72.5%	0.0%	100.0%			
Preston Ridge Campus (Frisco)	Hours are convenient	Count	0	1	7	9	39	6	62	4.54	0.79
		%	0.0%	1.6%	11.3%	14.5%	62.9%	9.7%	100.0%		
	Service is timely	Count	0	0	0	8	48	6	62	4.86	0.35
		%	0.0%	0.0%	0.0%	12.9%	77.4%	9.7%	100.0%		
	Staff is courteous	Count	0	0	1	8	45	8	62	4.81	0.44
		%	0.0%	0.0%	1.6%	12.9%	72.6%	12.9%	100.0%		
Staff is knowledgeable	Count	0	0	1	9	46	6	62	4.80	0.44	
	%	0.0%	0.0%	1.6%	14.5%	74.2%	9.7%	100.0%			
Overall satisfaction	Count	0	0	5	13	44	0	62	4.63	0.63	
	%	0.0%	0.0%	8.1%	21.0%	71.0%	0.0%	100.0%			
Spring Creek Campus (Plano)	Hours are convenient	Count	3	1	7	34	50	2	97	4.34	0.91
		%	3.1%	1.0%	7.2%	35.1%	51.5%	2.1%	100.0%		
	Service is timely	Count	1	1	4	18	67	6	97	4.64	0.72
		%	1.0%	1.0%	4.1%	18.6%	69.1%	6.2%	100.0%		
	Staff is courteous	Count	0	0	5	19	68	5	97	4.68	0.57
		%	0.0%	0.0%	5.2%	19.6%	70.1%	5.2%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus (Plano)	Staff is knowledgeable	Count	0	0	4	23	66	4	97	4.67	0.56
		%	0.0%	0.0%	4.1%	23.7%	68.0%	4.1%	100.0%		
	Overall satisfaction	Count	1	2	10	28	56	0	97	4.40	0.84
		%	1.0%	2.1%	10.3%	28.9%	57.7%	0.0%	100.0%		
Total	Hours are convenient	Count	4	2	18	52	123	11	210	4.45	0.86
		%	1.9%	1.0%	8.6%	24.8%	58.6%	5.2%	100.0%		
	Service is timely	Count	2	2	5	30	158	13	210	4.73	0.66
		%	1.0%	1.0%	2.4%	14.3%	75.2%	6.2%	100.0%		
	Staff is courteous	Count	1	0	8	33	152	16	210	4.73	0.59
		%	0.5%	0.0%	3.8%	15.7%	72.4%	7.6%	100.0%		
	Staff is knowledgeable	Count	1	1	5	37	154	12	210	4.73	0.58
		%	0.5%	0.5%	2.4%	17.6%	73.3%	5.7%	100.0%		
	Overall satisfaction	Count	1	2	18	52	137	0	210	4.53	0.73
		%	0.5%	1.0%	8.6%	24.8%	65.2%	0.0%	100.0%		

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

## SERVICE UNIT: Fitness Centers

Table 45a.

*Fitness Center Comments from Central Park Campus (McKinney)*

---

Could be bigger.

---

Good for a quick workout between classes

---

Hours could be extended

---

I only used it once, but it was easy to get in and out.

---

My blood pressure went way up one day and they let me take it on their machine. Very sweet people!

---

Needs to be more instruction given for people new to the fitness center. More class times would be good too.

---

Only improvement would be a set of punching bags.

---

Positively

---

Table 45b.

*Fitness Center Comments from Preston Ridge Campus (Frisco)*

---

Good resource

---

I've been kicked out of the fitness center before at 10 am on Tuesdays by a woman claiming to be a teacher

---

---

Machines, foam rollers, and mats are very convenient.

---

They are always ready to to check me in and have a small talk

---

Table 45c.

*Fitness Center Comments from Spring Creek Campus (Plano)*

---

A 2nd gym would be great for just students or classes. Blocking off the Fitness Center takes away from the benefit.

---

CPC and SCC both have helpful, knowledgeable, friendly staff; however, SCC requires students to leave their ID card sitting out even if there isn't anyone at the desk to monitor who picks up the IDs.

---

Hours are more convenient than they used to be, equipment is in good condition.

---

I enjoy going to the fitness center there!

---

I think its great that Collin College has a workout gym available to the students. However, I never knew about this perk until I signed up for a health class.

---

I would recommend opening the center earlier or closing later in the evening on Saturdays.

---

It gets uncomfortably hot in the weight room.

---

Nice equipment

---

The hours on the weekend are not long enough.

---

very positively, you can workout anytime you want and its free for students.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Food Service**

*Table 46. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Food Service <sup>1</sup>	522	50.4%
Have used Food Service <sup>2</sup>	276	52.9%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (522).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus (McKinney)	Hours are convenient	Count	2	1	4	5	11	2	25	3.96	1.30
		%	8.0%	4.0%	16.0%	20.0%	44.0%	8.0%	100.0%		
	Service is timely	Count	0	1	1	4	18	1	25	4.63	0.77
		%	0.0%	4.0%	4.0%	16.0%	72.0%	4.0%	100.0%		
	Staff is courteous	Count	1	0	1	3	18	2	25	4.61	0.94
		%	4.0%	0.0%	4.0%	12.0%	72.0%	8.0%	100.0%		
Staff is knowledgeable	Count	1	0	3	3	16	2	25	4.43	1.04	
	%	4.0%	0.0%	12.0%	12.0%	64.0%	8.0%	100.0%			
Overall satisfaction	Count	1	0	6	7	11	0	25	4.08	1.04	
	%	4.0%	0.0%	24.0%	28.0%	44.0%	0.0%	100.0%			
Preston Ridge Campus (Frisco)	Hours are convenient	Count	1	3	12	19	39	2	76	4.24	0.96
		%	1.3%	3.9%	15.8%	25.0%	51.3%	2.6%	100.0%		
	Service is timely	Count	0	2	2	20	47	5	76	4.58	0.69
		%	0.0%	2.6%	2.6%	26.3%	61.8%	6.6%	100.0%		
	Staff is courteous	Count	0	0	5	8	57	6	76	4.74	0.58
		%	0.0%	0.0%	6.6%	10.5%	75.0%	7.9%	100.0%		
Staff is knowledgeable	Count	0	0	4	12	55	5	76	4.72	0.57	
	%	0.0%	0.0%	5.3%	15.8%	72.4%	6.6%	100.0%			
Overall satisfaction	Count	1	3	12	19	41	0	76	4.26	0.96	
	%	1.3%	3.9%	15.8%	25.0%	53.9%	0.0%	100.0%			
Spring Creek Campus (Plano)	Hours are convenient	Count	6	7	31	43	82	6	175	4.11	1.07
		%	3.4%	4.0%	17.7%	24.6%	46.9%	3.4%	100.0%		
	Service is timely	Count	1	4	21	30	113	6	175	4.48	0.85
		%	0.6%	2.3%	12.0%	17.1%	64.6%	3.4%	100.0%		
	Staff is courteous	Count	1	1	14	34	119	6	175	4.59	0.72
		%	0.6%	0.6%	8.0%	19.4%	68.0%	3.4%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus (Plano)	Staff is knowledgeable	Count	0	5	18	31	116	5	175	4.52	0.80
		%	0.0%	2.9%	10.3%	17.7%	66.3%	2.9%	100.0%		
	Overall satisfaction	Count	2	9	27	52	85	0	175	4.19	0.96
		%	1.1%	5.1%	15.4%	29.7%	48.6%	0.0%	100.0%		
Total	Hours are convenient	Count	9	11	47	67	132	10	276	4.14	1.06
		%	3.3%	4.0%	17.0%	24.3%	47.8%	3.6%	100.0%		
	Service is timely	Count	1	7	24	54	178	12	276	4.52	0.80
		%	0.4%	2.5%	8.7%	19.6%	64.5%	4.3%	100.0%		
	Staff is courteous	Count	2	1	20	45	194	14	276	4.63	0.71
		%	0.7%	0.4%	7.2%	16.3%	70.3%	5.1%	100.0%		
	Staff is knowledgeable	Count	1	5	25	46	187	12	276	4.56	0.77
		%	0.4%	1.8%	9.1%	16.7%	67.8%	4.3%	100.0%		
	Overall satisfaction	Count	4	12	45	78	137	0	276	4.20	0.96
		%	1.4%	4.3%	16.3%	28.3%	49.6%	0.0%	100.0%		

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

## SERVICE UNIT: Food Service

Table 48a.

Food Service Comments from Central Park Campus (McKinney)

---

All that I'm aware of is the Starbuck at CCP

---

Could be more food options

---

Having one vending machine on the main building with sandwiches is inconvenient when Starbucks closes

---

I like having access to food. However, there is not enough stock and the cafe is not open enough hours.

---

Maybe more stores.

---

Table 48b.

Food Service Comments from Preston Ridge Campus (Frisco)

---

Adrian and Larry are awesome in the kitchen!

---

Great food and services.

---

Need extended hours for night class

---

Negatively because the vegan I more on the expensive side and so are the snacks. The food is not nutritious.

---

Should have better hours and prices. \$2.50 for coffee is crazy. You're not Starbucks

---

Some food could be better but its pretty good

---

Staff is very friendly.

---

They made sure to get my food well prepared while not making me feel awkward

---

Though convenient, the food is not very good even though the people are amazing.

---

Timely

---

Table 48c.

Food Service Comments from Spring Creek Campus (Plano)

---

Always fast, given circumstances and usually very nice

---

Always there and always helpful

---

Breakfast vs lunch hours is difficult. I know everything is made "fresh" but I don't have time to get food between classes because of the line.

---

Could have more options

---

Disgusting food

---

Food is a little bit pricing. That is due to the workers in the area not efficient enough to get job done and the unnecessary labor cost contributed to the food price. The other thing is food supply based on campus activates in the timely manner should be improved.

---

Food selection is too limited. The cafe hours are too short.

---

Great food!

---

Having more food options during the evening or night classes would be nice.

---

I am disappointed with the food service. Some of the cashiers are quite nice. However, some of the cooks are not very accurate with taking orders. One time, I ordered a hamburger with no fries. However, the cook made a cheeseburger with fries, causing me to have to pay a lot of extra money for my order. Also, the food is very expensive for campus food, and some items and meals are more expensive than buying them at the supermarket or restaurants.

---

Table 48c.

*Food Service Comments from Spring Creek Campus (Plano) (Continued)*

---

I didn't experience any issues and the people are always nice.

---

I would recommend offering more varieties of healthy foods especially for students with allergies

---

If the number of choices available increase, that would significantly improve the service overall

---

Need better food options in the evening. Train the grill people how to cook. (not just warm stuff)

---

Normally, I bring my lunch, but whenever I bought on campus I have found them friendly

---

Not much was available Friday.

---

Only a couple of cost effective options as far as food goes, absolutely terrible hours. I need coffee in the evening when I'm tired, not at noon. Recently they've introduced more expensive pizza types, but without labeling them and I can't tell from looking at it which type I'm buying. The staff is great though and so is the pizza.

---

Sometimes they mess up my order and keep me and others waiting for a while.

---

Staff is just....

---

the cafeteria has never opened on time

---

the food is great

---

The hours are inconvenient for early or late classes. The hot food selection is very limited.

---

the one time I ate real food I got food poisoning. YES! no joke, I was sick for two days and it was the only culprit.

---

They are not open in the evening when I would have classes, this caused my only choice for food to be a vending machine

---

very positively, food is good but the cost is okay.

---

We need more food option especially on spring creek campus as everyone comes from different culture.

---

We need longer food hours and we should also check for fast food franchise

---

Wish the hours were better

---

Would love for the cafe to be open longer

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Help Desk**

*Table 49. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Help Desk <sup>1</sup>	596	55.8%
Have used Help Desk <sup>2</sup>	338	56.7%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

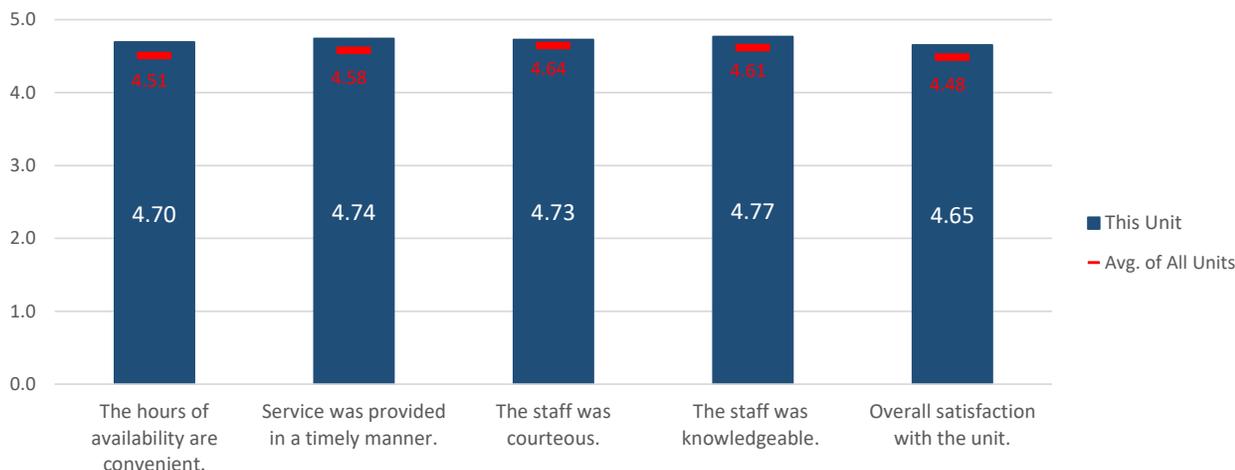
<sup>2</sup> Percentage out of number who are aware of this unit (596).

*Table 50. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	3	2	10	60	247	16	338	4.70	0.65
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	0.6%	3.0%	17.8%	73.1%	4.7%	100.0%		
Service was provided in a timely manner.	n	3	0	13	45	261	16	338	4.74	0.62
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	0.0%	3.8%	13.3%	77.2%	4.7%	100.0%		
The staff was courteous.	n	3	1	13	44	251	26	338	4.73	0.65
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	0.3%	3.8%	13.0%	74.3%	7.7%	100.0%		
The staff was knowledgeable.	n	4	1	12	31	271	19	338	4.77	0.65
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	0.3%	3.6%	9.2%	80.2%	5.6%	100.0%		
Overall satisfaction with the unit.	n	2	0	18	73	245	0	338	4.65	0.64
(1= Very unsatisfied, 5 = Very satisfied)	%	0.6%	0.0%	5.3%	21.6%	72.5%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



## SERVICE UNIT: Help Desk

Table 51.

Help Desk Comments

---

Always able to help.

---

Always helpful

---

Always immediate response and always specific and helpful

---

Both extremely nice ladies but the lady I asked didn't know where the library court room was

---

Broad knowledge of the entire campus

---

Courteous

---

Easy to get help

---

friendly staff and knowledgeable

---

Friendly, knowledgeable people

---

He always knows exactly what I'm looking for and where to send me.

---

Helped quickly!

---

I only used a few times, but they were very helpful and nice

---

I wished of the food service at less increase the hours for serving food. Also another important matter is

---

If they don't know the answer they do thier best to find out.

---

I'm very glad this service exists because I need someone to help me figure out something about Collin College.

---

Kind and helpful.

---

Once again, the friendly staff are the main reason.

---

Pretty good

---

Quick and easy to approach

---

Seem to never know anything. Thats when they are there and thats like one hour a day. They never seem to be at their desk.

---

She always helped me and answered my questions

---

She's always very kind, even when I'm completely lost.

---

the desk is very helpful

---

The man at CPC's help desk is always so friendly. If anyone deserves a raise, it's him!

---

They are always very helpful and courteous.

---

Very helpful when calling or in person.

---

Whenever you go to ask the people there at the help office they provide you with what your asking for.

---

Nice people!

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Libraries**

*Table 52. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Libraries <sup>1</sup>	898	86.7%
Have used Libraries <sup>2</sup>	750	83.5%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (898).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Allen Center	Hours are convenient	Count	0	0	0	1	2	0	3	4.67	0.58
		%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%		
	Service is timely	Count	0	0	0	0	3	0	3	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	3	0	3	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Staff is knowledgeable	Count	0	0	0	0	3	0	3	5.00	0.00	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	Count	0	0	0	1	2	0	3	4.67	0.58	
	%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%			
Central Park Campus (McKinney)	Hours are convenient	Count	0	2	12	24	132	5	175	4.68	0.66
		%	0.0%	1.1%	6.9%	13.7%	75.4%	2.9%	100.0%		
	Service is timely	Count	0	1	4	19	147	4	175	4.82	0.48
		%	0.0%	0.6%	2.3%	10.9%	84.0%	2.3%	100.0%		
	Staff is courteous	Count	2	0	4	16	144	9	175	4.81	0.59
		%	1.1%	0.0%	2.3%	9.1%	82.3%	5.1%	100.0%		
Staff is knowledgeable	Count	1	1	5	16	147	5	175	4.81	0.57	
	%	0.6%	0.6%	2.9%	9.1%	84.0%	2.9%	100.0%			
Overall satisfaction	Count	2	1	5	30	137	0	175	4.71	0.66	
	%	1.1%	0.6%	2.9%	17.1%	78.3%	0.0%	100.0%			
Preston Ridge Campus (Frisco)	Hours are convenient	Count	2	1	9	33	156	7	208	4.69	0.67
		%	1.0%	0.5%	4.3%	15.9%	75.0%	3.4%	100.0%		
Service is timely	Count	2	1	8	29	157	11	208	4.72	0.66	
	%	1.0%	0.5%	3.8%	13.9%	75.5%	5.3%	100.0%			

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*	
Preston Ridge Campus (Frisco)	Staff is courteous	Count	1	0	10	25	156	16	208	4.74	0.60	
		%	0.5%	0.0%	4.8%	12.0%	75.0%	7.7%	100.0%			
	Staff is knowledgeable	Count	1	5	3	25	161	13	208	4.74	0.66	
		%	0.5%	2.4%	1.4%	12.0%	77.4%	6.3%	100.0%			
	Overall satisfaction	Count	2	3	10	33	160	0	208	4.66	0.72	
		%	1.0%	1.4%	4.8%	15.9%	76.9%	0.0%	100.0%			
Spring Creek Campus (Plano)	Hours are convenient	Count	1	1	12	61	279	9	363	4.74	0.56	
		%	0.3%	0.3%	3.3%	16.8%	76.9%	2.5%	100.0%			
	Service is timely	Count	1	2	9	52	289	10	363	4.77	0.54	
		%	0.3%	0.6%	2.5%	14.3%	79.6%	2.8%	100.0%			
	Staff is courteous	Count	1	3	18	48	276	17	363	4.72	0.63	
		%	0.3%	0.8%	5.0%	13.2%	76.0%	4.7%	100.0%			
	Staff is knowledgeable	Count	0	2	13	55	282	11	363	4.75	0.54	
		%	0.0%	0.6%	3.6%	15.2%	77.7%	3.0%	100.0%			
	Overall satisfaction	Count	1	2	17	76	267	0	363	4.67	0.62	
		%	0.3%	0.6%	4.7%	20.9%	73.6%	0.0%	100.0%			
Other	Hours are convenient	Count	0	0	0	0	1	0	1	5.00	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Service is timely	Count	0	0	0	0	1	0	1	5.00	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is courteous	Count	0	0	0	0	1	0	1	5.00	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is knowledgeable	Count	0	0	0	0	1	0	1	5.00	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Overall satisfaction	Count	0	0	0	0	1	0	1	5.00	-	
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Total	Hours are convenient	Count	3	4	33	119	570	21	750	4.71	0.62
			%	0.4%	0.5%	4.4%	15.9%	76.0%	2.8%	100.0%		
Service is timely		Count	3	4	21	100	597	25	750	4.77	0.56	
		%	0.4%	0.5%	2.8%	13.3%	79.6%	3.3%	100.0%			
Staff is courteous		Count	4	3	32	89	580	42	750	4.75	0.61	
		%	0.5%	0.4%	4.3%	11.9%	77.3%	5.6%	100.0%			
Staff is knowledgeable		Count	2	8	21	96	594	29	750	4.76	0.58	
		%	0.3%	1.1%	2.8%	12.8%	79.2%	3.9%	100.0%			
Overall satisfaction		Count	5	6	32	140	567	0	750	4.68	0.66	
		%	0.7%	0.8%	4.3%	18.7%	75.6%	0.0%	100.0%			

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

## SERVICE UNIT: Libraries

Table 54a.

*Libraries Comments from Central Park Campus (McKinney)*

---

a cafeteria would be nice

---

Great place to study. Starbucks is a bonus!!!

---

I the libraries should have longer hours on the weekend for students that work during the week.

---

I think the library should have a section that is 24 hours.

---

I think they should close at 11 or 12. Because we have night clases that end very late

---

I wish there was a way to continue to check out rooms when you lose your ID card if they know you!

---

Kind and helpful.

---

Libraries are quiet and spacious

---

Love the staff; very helpful. Need to be open longer on the weekends

---

Positively

---

sometimes the students in the computer area aren't available or don't know how to fix issues.

---

The librarian at PRC was extremely rude and unhelpful

---

The library is my favorite place on campus. The staff is friendly, the accessible resources us beyond measure, and the environment is so peaceful and cheery. I use the DVD rental services almost once ir twice a week, I wish you would actually have more DVD's!

---

The man sitting at the front desk at the library had no idea where something was located within the library.

---

The Mckinney main campus is nice, but the Spring Creek campus is flat out rude to people. The drive threw to Mcdonald's is nicer.

---

The study room we could book for 4hrs changed to 2 hrs. Please change back to 4hrs it is more convenient. I have stopped going to the library less because of this.

---

Very helpful on information even outside the library. Made life easier at times.

---

We needed a room to study. Before we knew it, the times limit was up and we got charged for the extra time. Like we don't pay the college enough

---

Table 54b.

*Libraries Comments from Preston Ridge Campus (Frisco)*

---

Conducive environment and helpful staff

---

Good library, staff was rude.

---

Helpful and pleasant. Very approachable and easy to work with

---

I would've given the libraries a higher score if it was easier to access the study rooms. Often they are used by students that just want to sleep instead of study. I would like if you could check in to a study room for a specific time limit or something that way more students would have access to this feature.

---

It's a great place to study

---

Its nice and clean

---

Just great in helping you with everything you need to do your assignments.

---

Librarians are knowledgeable, friendly, and helpful.

---

Needs to open earlier

---

Table 54b.

*Libraries Comments from Preston Ridge Campus (Frisco) (Continued)*

---

People have bad attitudes here

---

Printers are slow and do not print double sided, even if option is selected to do so. Students are allowed to talk loudly in the library while others try to study. Very disruptive for a library. Also, people have 8 AM classes, so the library should open promptly at 7. We pay to attend school here, so ALL resources should be accessible before the first class of the day begins.

---

The Libraries here are rather noisy compared even to public libraries I have used. Not only are the students noisy, even the library staff do not seem to be aware of very common library ethics !

---

The library staff and services offered are first rate

---

They have been there for help and success in classes

---

They were great and helped with my one project while getting enjoyment out of it

---

This semester the double sided printer has caused a lot of traffic and back up in the library and I've seen the line be so long between the hours of 11-1 because students are trying to print and it spits out a paper every 3 min. Definitely time consuming

---

Table 54c.

*Libraries Comments from Spring Creek Campus (Plano)*

---

A nice open, and quiet place to work

---

Always good!

---

Always polite and ready to help.

---

Awesome collection

---

Beautiful building, excellent staff, wonderful environment.

---

catch me in that mug bout foe times a week

---

Convenient

---

Doing this for group projects.

---

Excellent resource, pleasant environment, the library staff are possibly my favorite people on campus after some professors. Very knowledgeable, and most importantly have known where to point me when they haven't had the answers themselves.

---

He's in the library was very convenient however the limitation on how many times a day a person can reserve a room for group session and the length of time is inappropriate.

---

I am at the library all the time, and the staff has been so helpful and kind during my enrollment.

---

i believe last year the library closed at like 4 during finals week which is inconvenient when i'm trying to study, wish it was 24/7

---

I had to wait in line for five min while a library staff held a personal conversation with someone, and when I switched over to another line to check out the book, they didn't help me bc the lady that was having a personal conversation was in charge of checking out the books.

---

I like the libraries and the study rooms. I need help getting online at the library and have found little support there.

---

I would like to use it more often than I do now. Good job so far.

---

Knew the answers to the questions I had, fast directional support to finding books.

---

Love it

---

Table 54c.

Libraries Comments from Spring Creek Campus (Plano) (Continued)

---

Movies Checked out should be 1 week.

---

Never had a problem with this service.

---

Nice staff

---

ok... Good selection of books. Study room C/O, complicated

---

Plano Campus has a leaky roof when it was recently remodeled, and doesn't offer exclusive reference books, or books in general compared to the Frisco Campus.

---

So many books.

---

So many services

---

Sometimes it's very hard to get a study room.

---

Staff is always so helpful and the resources are amazing

---

The girl with the head wrap that works on the study room check out does not seem happy to be working at her position. She has never greeted me or acknowledged me even once. I frequently use the study rooms

---

The last time I went to the library, I was searching for a book for an assignment but it was somewhat of a choice-based assignment so it was difficult to find what I was searching for but I was glad they provided computers to help search for books.

---

The library building is impressive. I was shocked to see that none of my textbooks were even listed at the library. I would expect all texts to be available for in-library use.

---

The staff were unbelievably helpful and courteous

---

There's only one "not so friendly" individual that works there

---

very helpful

---

Very quiet, easy to concentrate

---

Wealth of information. Very friendly staff. Thanks.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Math Labs**

*Table 55. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Math Labs <sup>1</sup>	683	65.9%
Have used Math Labs <sup>2</sup>	339	49.6%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (683).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus (McKinney)	Hours are convenient	Count	0	1	5	7	64	4	81	4.74	0.64
		%	0.0%	1.2%	6.2%	8.6%	79.0%	4.9%	100.0%		
	Service is timely	Count	1	0	3	9	64	4	81	4.75	0.65
		%	1.2%	0.0%	3.7%	11.1%	79.0%	4.9%	100.0%		
	Staff is courteous	Count	2	2	2	4	64	7	81	4.70	0.87
		%	2.5%	2.5%	2.5%	4.9%	79.0%	8.6%	100.0%		
Staff is knowledgeable	Count	0	0	4	9	62	6	81	4.77	0.54	
	%	0.0%	0.0%	4.9%	11.1%	76.5%	7.4%	100.0%			
Overall satisfaction	Count	1	0	8	9	63	0	81	4.64	0.76	
	%	1.2%	0.0%	9.9%	11.1%	77.8%	0.0%	100.0%			
Preston Ridge Campus (Frisco)	Hours are convenient	Count	2	3	7	16	79	5	112	4.56	0.88
		%	1.8%	2.7%	6.3%	14.3%	70.5%	4.5%	100.0%		
	Service is timely	Count	2	3	5	17	77	8	112	4.58	0.87
		%	1.8%	2.7%	4.5%	15.2%	68.8%	7.1%	100.0%		
	Staff is courteous	Count	1	3	3	11	82	12	112	4.70	0.76
		%	0.9%	2.7%	2.7%	9.8%	73.2%	10.7%	100.0%		
Staff is knowledgeable	Count	1	2	4	19	76	10	112	4.64	0.74	
	%	0.9%	1.8%	3.6%	17.0%	67.9%	8.9%	100.0%			
Overall satisfaction	Count	2	2	7	20	81	0	112	4.57	0.84	
	%	1.8%	1.8%	6.3%	17.9%	72.3%	0.0%	100.0%			
Spring Creek Campus (Plano)	Hours are convenient	Count	3	3	10	39	84	6	145	4.42	0.88
		%	2.1%	2.1%	6.9%	26.9%	57.9%	4.1%	100.0%		
	Service is timely	Count	9	5	20	20	84	7	145	4.20	1.21
		%	6.2%	3.4%	13.8%	13.8%	57.9%	4.8%	100.0%		
	Staff is courteous	Count	6	2	11	16	99	11	145	4.49	1.02
		%	4.1%	1.4%	7.6%	11.0%	68.3%	7.6%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus (Plano)	Staff is knowledgeable	Count	4	3	13	26	93	6	145	4.45	0.96
		%	2.8%	2.1%	9.0%	17.9%	64.1%	4.1%	100.0%		
	Overall satisfaction	Count	7	6	20	29	83	0	145	4.21	1.13
		%	4.8%	4.1%	13.8%	20.0%	57.2%	0.0%	100.0%		
Other	Hours are convenient	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Total	Hours are convenient	Count	5	7	22	62	228	15	339	4.55	0.84
		%	1.5%	2.1%	6.5%	18.3%	67.3%	4.4%	100.0%		
	Service is timely	Count	12	8	28	46	226	19	339	4.46	1.01
		%	3.5%	2.4%	8.3%	13.6%	66.7%	5.6%	100.0%		
	Staff is courteous	Count	9	7	16	31	246	30	339	4.61	0.91
		%	2.7%	2.1%	4.7%	9.1%	72.6%	8.8%	100.0%		
	Staff is knowledgeable	Count	5	5	21	54	232	22	339	4.59	0.81
		%	1.5%	1.5%	6.2%	15.9%	68.4%	6.5%	100.0%		
	Overall satisfaction	Count	10	8	35	58	228	0	339	4.43	0.98
		%	2.9%	2.4%	10.3%	17.1%	67.3%	0.0%	100.0%		

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

## SERVICE UNIT: Math Labs

Table 57a.

Math Lab Comments from Central Park Campus (McKinney)

---

Always willing to download software into my calculator

---

I don't know what I would've done without the MathLab. Chris is awesome and always helpful.

---

Positively

---

Sometimes they can be bad at exposing their reasoning.

---

This is a wonderful program and has been very helpful to me.

---

Very helpful with students who are stuck on a question, and they are very friendly.

---

Table 57b.

Math Lab Comments from Preston Ridge Campus (Frisco)

---

Angry professors

---

EXTREMELY LOUD, overcrowded, and difficult to receive help. A math lab should be QUIET, and small.

---

Good resource

---

hours are ok but some of the people are not friendly and don't explain the problem sufficiently to you

---

I went in since I didn't understand something and was told they wouldn't "teach it to me". Really, could you just do a problem and show me how it was done? Or is that teaching?

---

It is a very loud environment and that can make studying hard. And the tutors are so busy with different students that require help that they do not have time to really sit down with you to make sure you really understand. Plus, when asked what hours might not be as crowded or if private tutoring was an option, they were very rude and bluntly explained that "what you see is what you get. If its right before a test and the room is packed or if it is at a time where the room is empty, that is just luck based. There is no real way to plan ahead."

---

Only excellent experiences with it.

---

The tutors never had a set appointment. So it was hard to ask questions. and avoid wasting time. Some of the tutors didn't know statistics and I struggled even more.

---

Table 57c.

Math Lab Comments from Spring Creek Campus (Plano)

---

4 for CPC and PRC - great help just need better (longer) hours. 1 for SCC - hard to identify who the tutors are or to get help. Should have their own space like the other two campuses.

---

Every tutor that helped me knew nothing about the math I was doing

---

Frisco campus staff is good but a couple of them are like ..Jesus..help them with their ATTITUDE

---

Going to the math lab is helpful however it's very hard to get help especially because there are so many students they're needing help and there are so few instructors. Primarily is the ratio of instructors to students that's off. Unfortunately more instructors are needed.

---

Great resource with lots of friendly staff; very helpful

---

helpful

---

I got a lot of help last semester in the math lab, the tutors helped me get through college algebra!

---

Table 57c.

*Math Lab Comments from Spring Creek Campus (Plano) (Continued)*

---

I have not used math labs recently, but the times I went, they were helpful

---

I wish the math lab was open on Sundays for the last month of the semester. The month of finals is very stressful, and if the math lab was open everyday I feel that I would be better prepared to take on that stress.

---

It has really helped me in my math and physics courses

---

Needs more tutors during certain hours or a better algorithm on how to manage time between students.

---

No one is ever available to help. very load. was told they couldn't remember how to explain algebra cause it was so easy.

---

one Tutor there, one I raised my hand she came to me and said indicating another tutor, that "he can not help you here, because he is a professor. But I saw that professor was tutoring other students. Few days back, I went to math lab, when that lady saw me, she started saying "I am busy with other student, I cannot help you, indicating another tutor and saying he can not help you either, because he is busy, even though I did not ask for help or raised my hand for help. Her attitude towards me is so much embracing and hart my feelings. Other people are so nice and friendly and always shows honor all the time.

---

people know what they are doing

---

Some of tutors aren't helpful at all. They gave me wrong answers.

---

The math lab was too loud. I could not concentrate.

---

The Math tudor tried to answer my questions but didn't know how to explain how the question worked.

---

The people helping students in the math lab often times just provide the answer to a question rather than explain how to obtain it. Also, it takes way too long to get help fro someone.

---

The Plano math lab is worse than cancer. Frisco is very helpful, I would give them a 4-5

---

The raising of the hand was not very clear and the people at the front desk don't acknowledge if you want to ask how to get help.

---

There are a couple of tutorers there that are excellent but a few of them have actually told me to figure it out on my own when they could not figure it out instead of finding someone who knew how to do the problems. These few tutorers were not polite about it either.

---

These people are awesome. Mike is my favorite

---

They were all nice and good at teaching perfect

---

Though things made easy

---

Too busy not enough help

---

Tutors are friendly and knowledgeable.

---

When I was taking Statistics I would ask a question but was informed that that person does not do Statistics causing me to have to wait for the person who does

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Mentor Program**

*Table 58. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Mentor Program <sup>1</sup>	159	14.9%
Have used Mentor Program <sup>2</sup>	35	22.0%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

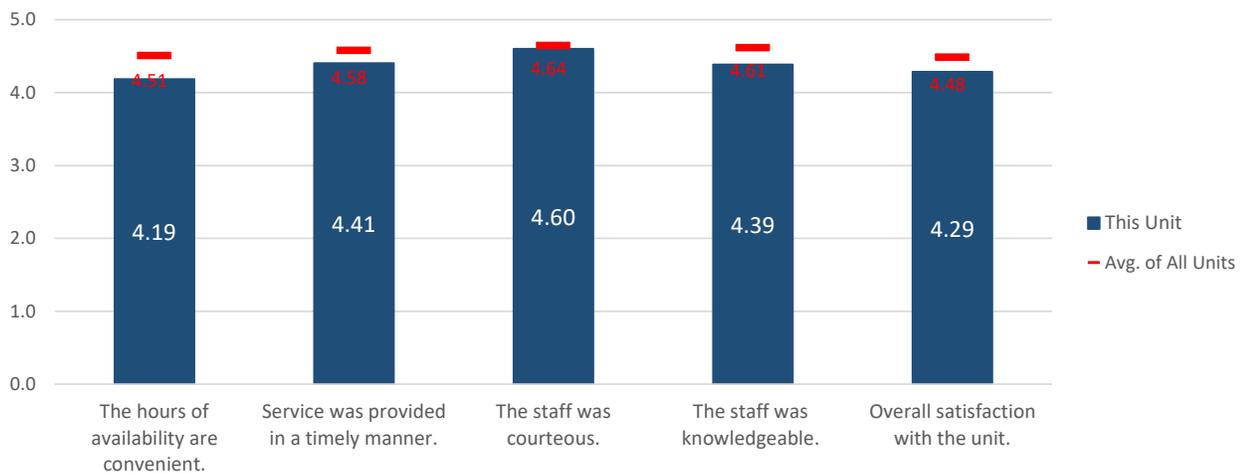
<sup>2</sup> Percentage out of number who are aware of this unit (159).

*Table 59. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	3	2	1	6	20	3	35	4.19	1.33
(1= Strongly disagree, 5 = Strongly agree)	%	8.6%	5.7%	2.9%	17.1%	57.1%	8.6%	100.0%		
Service was provided in a timely manner.	n	1	3	1	4	23	3	35	4.41	1.13
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	8.6%	2.9%	11.4%	65.7%	8.6%	100.0%		
The staff was courteous.	n	1	1	1	3	24	5	35	4.60	0.97
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	2.9%	2.9%	8.6%	68.6%	14.3%	100.0%		
The staff was knowledgeable.	n	1	3	1	4	22	4	35	4.39	1.15
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	8.6%	2.9%	11.4%	62.9%	11.4%	100.0%		
Overall satisfaction with the unit.	n	3	1	2	6	23	0	35	4.29	1.25
(1= Very unsatisfied, 5 = Very satisfied)	%	8.6%	2.9%	5.7%	17.1%	65.7%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



**SERVICE UNIT: Mentor Program**

*Table 60.*

*Mentor Program Comments*

---

My mentor was Helen McCourt. She was an empathetic and friendly mentor, but I think she kept forgetting who I was because the meetings were so far apart.

---

Never received a response after inquiry.

---

not very helpful

---

Was supposed to have one

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: New Student Orientation**

*Table 61. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of New Student Orientation <sup>1</sup>	520	48.6%
Have used New Student Orientation <sup>2</sup>	226	43.5%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

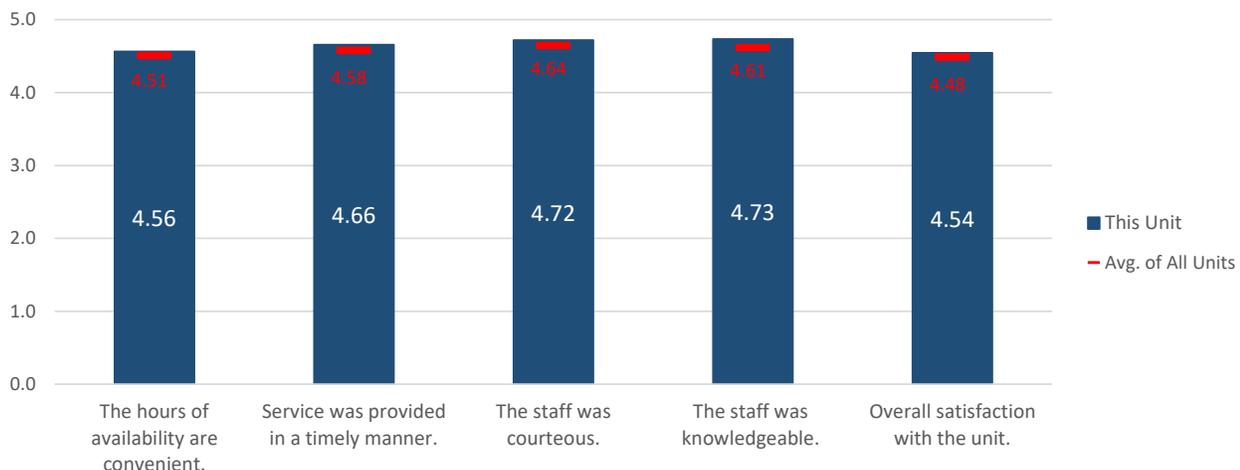
<sup>2</sup> Percentage out of number who are aware of this unit (520).

*Table 62. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	4	2	12	48	149	11	226	4.56	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	0.9%	5.3%	21.2%	65.9%	4.9%	100.0%		
Service was provided in a timely manner.	n	1	5	7	40	161	12	226	4.66	0.70
(1= Strongly disagree, 5 = Strongly agree)	%	0.4%	2.2%	3.1%	17.7%	71.2%	5.3%	100.0%		
The staff was courteous.	n	1	2	6	35	161	21	226	4.72	0.61
(1= Strongly disagree, 5 = Strongly agree)	%	0.4%	0.9%	2.7%	15.5%	71.2%	9.3%	100.0%		
The staff was knowledgeable.	n	0	2	10	30	168	16	226	4.73	0.59
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.9%	4.4%	13.3%	74.3%	7.1%	100.0%		
Overall satisfaction with the unit.	n	2	3	12	62	147	0	226	4.54	0.74
(1= Very unsatisfied, 5 = Very satisfied)	%	0.9%	1.3%	5.3%	27.4%	65.0%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



## SERVICE UNIT: New Student Orientation

Table 63.

New Student Orientation Comments

---

Barely remember this

---

Convenient

---

Full of fun and gifts

---

I can see why it is needed to introduce students and to help them get familiar but sometimes I felt it was unnecessary.

---

I went to orientation in fall 2015, and I only remember that the tour guide mostly talked about the Veterans Service office, which was not relevant to me.

---

I'm aware of only the orientation when you first come to Collin. I would have liked more info on things. I'm still learning at different things with being here for 5 semesters already.

---

it's a great way to start off as a college student

---

Kind and helpful.

---

Knowledgeable, enthusiastic students.

---

The advisers guided me in the right direction and explained every thing clearly. They even wrote things down for me and were friendly.

---

They were welcoming

---

This helped make the campus more comfortable for my first day of classes. And explained CougarWeb which made a huge difference when registering for classes or checking my email.

---

Very basic information but was enough to work with.

---

very nice people, made the transition into college a lot easier

---

Way too much information in one sitting. I remembered maybe three things and it was so long I never attended another. I just asked my professors and classmates for help.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Registration**

*Table 64. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Registration <sup>1</sup>	920	88.8%
Have used Registration <sup>2</sup>	802	87.2%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (920).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Allen Center	Hours are convenient	Count	0	0	0	0	7	0	7	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely	Count	0	0	0	0	7	0	7	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	1	6	0	7	4.86	0.38
		%	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%	100.0%		
Staff is knowledgeable	Count	0	0	0	0	7	0	7	5.00	0.00	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	Count	0	0	0	1	6	0	7	4.86	0.38	
	%	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%	100.0%			
Central Park Campus (McKinney)	Hours are convenient	Count	2	8	13	35	102	14	174	4.42	0.93
		%	1.1%	4.6%	7.5%	20.1%	58.6%	8.0%	100.0%		
	Service is timely	Count	2	3	15	36	107	11	174	4.49	0.83
		%	1.1%	1.7%	8.6%	20.7%	61.5%	6.3%	100.0%		
	Staff is courteous	Count	1	3	9	24	117	20	174	4.64	0.74
		%	0.6%	1.7%	5.2%	13.8%	67.2%	11.5%	100.0%		
Staff is knowledgeable	Count	0	3	11	30	113	17	174	4.61	0.70	
	%	0.0%	1.7%	6.3%	17.2%	64.9%	9.8%	100.0%			
Overall satisfaction	Count	3	2	13	44	112	0	174	4.49	0.82	
	%	1.7%	1.1%	7.5%	25.3%	64.4%	0.0%	100.0%			
Preston Ridge Campus (Frisco)	Hours are convenient	Count	3	4	18	56	129	19	229	4.45	0.84
		%	1.3%	1.7%	7.9%	24.5%	56.3%	8.3%	100.0%		
	Service is timely	Count	4	5	22	54	130	14	229	4.40	0.90
		%	1.7%	2.2%	9.6%	23.6%	56.8%	6.1%	100.0%		
	Staff is courteous	Count	4	5	8	42	139	31	229	4.55	0.85
		%	1.7%	2.2%	3.5%	18.3%	60.7%	13.5%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Preston Ridge Campus (Frisco)	Staff is knowledgeable	Count	4	3	11	36	148	27	229	4.59	0.83
		%	1.7%	1.3%	4.8%	15.7%	64.6%	11.8%	100.0%		
	Overall satisfaction	Count	4	2	23	64	136	0	229	4.42	0.84
		%	1.7%	0.9%	10.0%	27.9%	59.4%	0.0%	100.0%		
Spring Creek Campus (Plano)	Hours are convenient	Count	5	6	38	96	223	22	390	4.43	0.85
		%	1.3%	1.5%	9.7%	24.6%	57.2%	5.6%	100.0%		
	Service is timely	Count	6	9	41	88	222	24	390	4.40	0.90
		%	1.5%	2.3%	10.5%	22.6%	56.9%	6.2%	100.0%		
	Staff is courteous	Count	7	6	35	64	242	36	390	4.49	0.89
		%	1.8%	1.5%	9.0%	16.4%	62.1%	9.2%	100.0%		
Staff is knowledgeable	Count	5	8	37	71	241	28	390	4.48	0.87	
	%	1.3%	2.1%	9.5%	18.2%	61.8%	7.2%	100.0%			
Overall satisfaction	Count	7	6	35	114	228	0	390	4.41	0.86	
	%	1.8%	1.5%	9.0%	29.2%	58.5%	0.0%	100.0%			
Other	Hours are convenient	Count	0	0	0	0	2	0	2	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely	Count	0	0	0	0	2	0	2	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	2	0	2	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Staff is knowledgeable	Count	0	0	0	0	2	0	2	5.00	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	Count	0	0	0	0	2	0	2	5.00	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Total	Hours are convenient	Count	10	18	69	187	463	55	802	4.44	0.86
		%	1.2%	2.2%	8.6%	23.3%	57.7%	6.9%	100.0%		
	Service is timely	Count	12	17	78	178	468	49	802	4.42	0.88
		%	1.5%	2.1%	9.7%	22.2%	58.4%	6.1%	100.0%		
	Staff is courteous	Count	12	14	52	131	506	87	802	4.55	0.85
		%	1.5%	1.7%	6.5%	16.3%	63.1%	10.8%	100.0%		
Staff is knowledgeable	Count	9	14	59	137	511	72	802	4.54	0.82	
	%	1.1%	1.7%	7.4%	17.1%	63.7%	9.0%	100.0%			
Overall satisfaction	Count	14	10	71	223	484	0	802	4.44	0.84	
	%	1.7%	1.2%	8.9%	27.8%	60.3%	0.0%	100.0%			

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

## SERVICE UNIT: Registration

Table 66a.

Registration Comments from Allen Center

---

Helpful staff

---

Table 66b.

Registration Comments from Central Park Campus (McKinney)

---

Easy to use

---

Easy.

---

it never allows me to register online

---

Positively

---

Registration is quite difficult and hard to navigate and I don't think I'm the only one. I've heard other people say they didn't like it either.

---

Registration took to long since I took a year off and had to wait too long my time means money.

---

The white lady with the greasy dark color hair that is in the office on the north wall of the office is very rude and she smells

---

The whole thing was just a really difficult process. Nobody told us what we needed until we got there, which made us have to make several trips. Very inconvenient and not an entirely pleasant experience.

---

They rush you along

---

Table 66c.

Registration Comments from Preston Ridge Campus (Frisco)

---

Convenient

---

Figuring out how registration works/when it opens for different students is very confusing and the information provided is not clear.

---

Good

---

I was given erroneous information and missed registration for a class.

---

It's ok

---

Not enough night classes. My schedule limits me to night school, and the night classes fill up immediately. It's the most frustrating thing about Collin. It's literally going to set me back 6 months to a year because I can't enroll in the only classes I have left to complete before getting into my degree program.

---

PRC is very disconnected and made me feel that I was a bother. I went to a different campus, as a result.

---

Some international student office staff are rude and not helpful. They talk down to international student, I experienced that and I've seen it happen to other students.

---

system problems with registration for dual credit - caused lots of stress

---

They were very resourceful when first coming to them

---

This is on the "collin part" of the site not on canvas. The drop down menus can be a bit confusing, with the sheer amount of stuff. A search would be nice for the classes like HIST and whatnot. Still good though, just to have the ability to do it online even I appreciate.

---

Very nice and very helpful. Worth transferring and paying more than northlake.

---

Table 66d.

Registration Comments from Spring Creek Campus (Plano)

1 for online registration - new system
A little overwhelming
Easy
Friendly staff
Great interface and easy to understand
Helpful
Helps me pick what classes I want to take.
I like the new improvements. It is easier to navigate.
I no longer receive emails regarding my date starting on when I can register for classes for the next semester.
It's a bit of a process, but it helps.
its helpful
I've not had an issue registering yet and I can't really see room for much improvement so good job!
My registration for classes usually goes very smoothly.
Never had a problem with this service.
nice, but they don't always know much about different degree plans and required classes. (I don't know if there supposed to).
no issues - use online services and they work well - user friendly
Quick and simple
Quick, kind
Quickly answered questions and got me cleared for registration when I decided to enroll at the last minute
Registration process is very straight forward and excellent
registration was a burden last time I tried to register. since I did not pay for ONE of my classes on time they dropped ALL OF MY CLASSES. SEEMS TO ME that was unprofessional! I then had to pick out left over classes because most classes were full by the time I found out my classes were dropped!
Ruff getting started with a tuition waiver
Simple process
The online registration system is a mess.
The Registration staff was very rude and condescending during both of my visits to their office at the Central Park campus. One woman even went as far to yell at me from across the room to "Wait, Wait, WAIT!! Stay RIGHT THERE! Don't move!" with her hands held out in front of her. This arose after simply asking if I had enough time to go to the payment office to pay for my courses. It was highly unprofessional and sadly, this was my first impression of Collin College. I have since encountered several other staff members that proved to be most helpful and professional, but I will not be going back to the registration office at the Central Park campus if I can help it.
Very confusing and stressful as a new student. Not as much now, but have still had issues with paperwork being lost after I submitted it to the office, prompting me to come back a second time to resolve holds. Have had to make multiple trips to resolve the same issue which is frustrating because of the same hours of operation as advising.
very convenient to do online. It is nice to see the class list
very positively

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Science Den**

*Table 67. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Science Den <sup>1</sup>	195	18.2%
Have used Science Den <sup>2</sup>	56	28.7%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

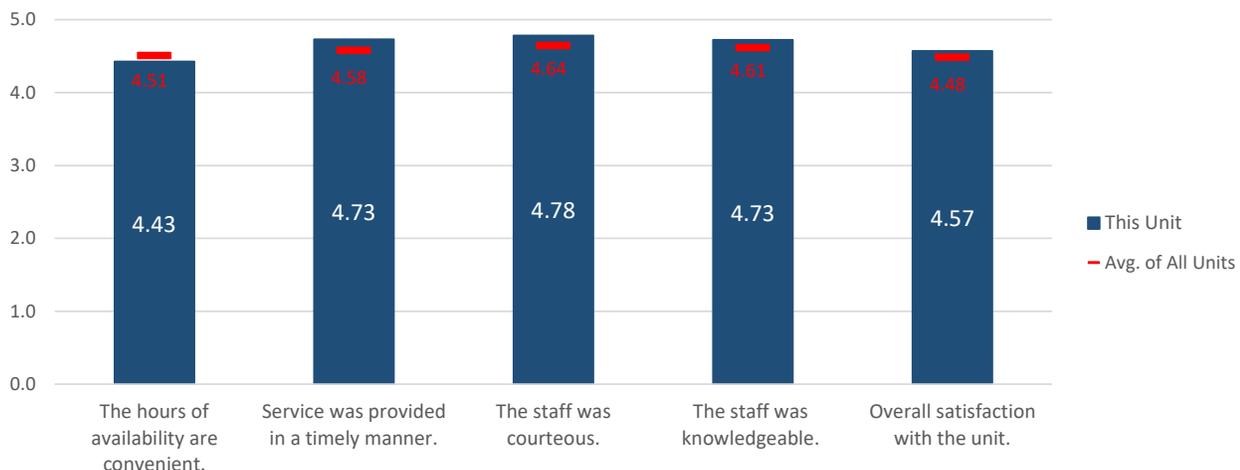
<sup>2</sup> Percentage out of number who are aware of this unit (195).

*Table 68. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	1	1	8	8	36	2	56	4.43	0.94
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	1.8%	14.3%	14.3%	64.3%	3.6%	100.0%		
Service was provided in a timely manner.	n	1	0	2	6	43	4	56	4.73	0.72
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	0.0%	3.6%	10.7%	76.8%	7.1%	100.0%		
The staff was courteous.	n	0	1	2	4	44	5	56	4.78	0.61
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.8%	3.6%	7.1%	78.6%	8.9%	100.0%		
The staff was knowledgeable.	n	0	1	2	7	41	5	56	4.73	0.63
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.8%	3.6%	12.5%	73.2%	8.9%	100.0%		
Overall satisfaction with the unit.	n	1	1	4	9	41	0	56	4.57	0.85
(1= Very unsatisfied, 5 = Very satisfied)	%	1.8%	1.8%	7.1%	16.1%	73.2%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



**SERVICE UNIT: Science Den**

*Table 69.*

*Science Den Comments*

---

Great service that is very helpful. Could offer more hours.

---

Love Prof Cravo at the Central Park Campus in the Science Room of the library! Very knowledgeable!

---

need more than just a student in the science den so if you have ?s they can be answered. The student assistance had no clue on whre stuff was

---

Some of the stuff needs to be updated.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Service Learning**

*Table 70. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Service Learning <sup>1</sup>	189	17.7%
Have used Service Learning <sup>2</sup>	64	33.9%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

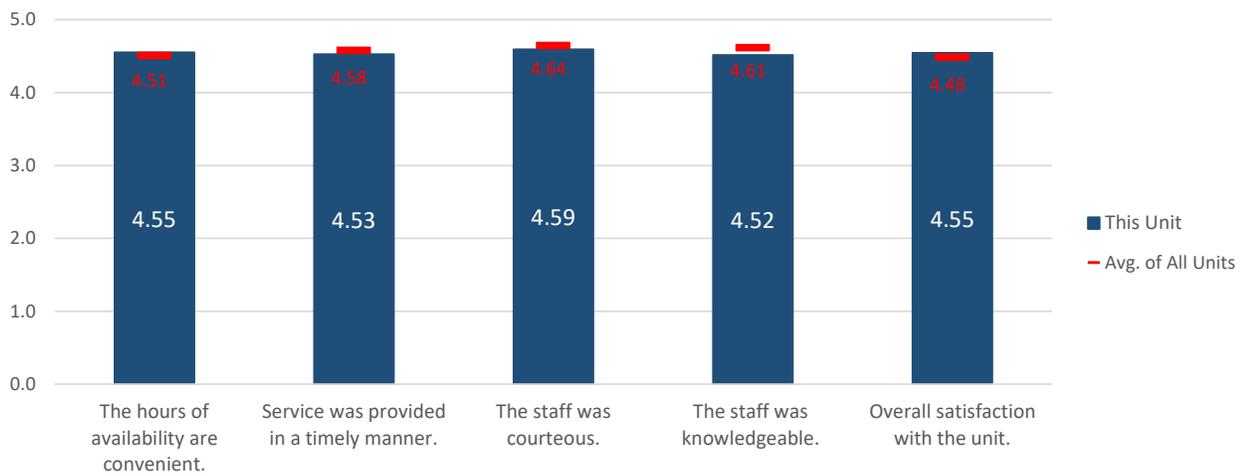
<sup>2</sup> Percentage out of number who are aware of this unit (189).

*Table 71. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	1	2	2	12	41	6	64	4.55	0.86
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	3.1%	3.1%	18.8%	64.1%	9.4%	100.0%		
Service was provided in a timely manner.	n	1	2	4	9	41	7	64	4.53	0.91
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	3.1%	6.3%	14.1%	64.1%	10.9%	100.0%		
The staff was courteous.	n	0	1	5	9	39	10	64	4.59	0.74
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.6%	7.8%	14.1%	60.9%	15.6%	100.0%		
The staff was knowledgeable.	n	2	1	4	8	41	8	64	4.52	0.97
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	1.6%	6.3%	12.5%	64.1%	12.5%	100.0%		
Overall satisfaction with the unit.	n	1	0	5	15	43	0	64	4.55	0.78
(1= Very unsatisfied, 5 = Very satisfied)	%	1.6%	0.0%	7.8%	23.4%	67.2%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



## SERVICE UNIT: Service Learning

Table 72.

Service Learning Comments

---

helpful

---

I did service learning in a class. I did not have any interactions with service learning staff. There used to be a list of classes for service learning, but I have not seen one in a couple of semesters.

---

Service learning is required for my program but I've had no experience with anyone from Collin in this area. We do it on our own.

---

This is a hot point for me right now. 2/3 of our class is being affected by the complete ineffectiveness of the Service Learning program. There is no process, no communication on the part of Administration and absolutely NO support for students participating in this program. We have WASTED ten weeks chasing our tails waiting on answers and "approval" from the powers that be, only to find out that we now don't have the time left in the semester to make alternate plans to support our Community Partner. Collin's Service Learning program has let the students down, more importantly, let our Community Partners down. I do not feel that such a program should be included in curriculum if processes and policies are not in place prior to being implemented. The majority of us that have been in this ten week limbo, not of our own choosing, nor of our lack of attempting to proceed, feel that Collin has failed us, and in turn, failed the community. The ridiculous thing is, we are still being held accountable for this part of our grade. Many of us have expressed our complete and utter disappointment in Collin, right now. We are disillusioned by the seeming lack of concern for the students or the negative impact all this "hurry up and wait" is having on our other classes. We had planned on having our project completed by Spring Break, to free us up for our other projects and finals. I am sad to say that this experience has overshadowed my elation of going to Collin this semester. The Service Learning program needs to be addressed, revamped, and streamlined PRIOR to being included in a class curriculum. The current "process," or lack thereof, does not reflect Collin's mantra of "Students First."

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Student Life**

*Table 73. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Student Life <sup>1</sup>	586	54.8%
Have used Student Life <sup>2</sup>	240	41.0%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

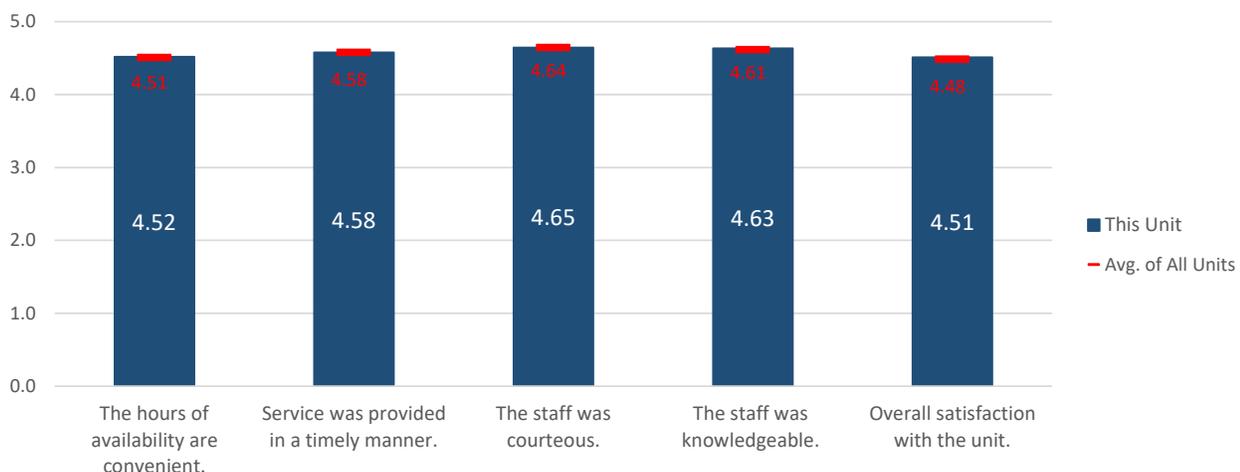
<sup>2</sup> Percentage out of number who are aware of this unit (586).

*Table 74. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	4	5	17	41	154	19	240	4.52	0.87
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	2.1%	7.1%	17.1%	64.2%	7.9%	100.0%		
Service was provided in a timely manner.	n	4	4	13	40	163	16	240	4.58	0.83
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	1.7%	5.4%	16.7%	67.9%	6.7%	100.0%		
The staff was courteous.	n	5	2	11	27	167	28	240	4.65	0.82
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	0.8%	4.6%	11.3%	69.6%	11.7%	100.0%		
The staff was knowledgeable.	n	3	3	13	31	163	27	240	4.63	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	1.3%	1.3%	5.4%	12.9%	67.9%	11.3%	100.0%		
Overall satisfaction with the unit.	n	4	2	18	59	157	0	240	4.51	0.81
(1= Very unsatisfied, 5 = Very satisfied)	%	1.7%	0.8%	7.5%	24.6%	65.4%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



## SERVICE UNIT: Student Life

Table 75.

### Student Life Comments

---

Amazing

---

Great Events, Friendly and helpful people

---

Great tools to learn and fun

---

I don't know when anything is. some groups have never contacted me.( that I tried to contact.) some contact information is out of date...

---

In the SCC it would be nice to include table tennis as an activity, right now that is not available on this campus.

---

Positively

---

PRC there is definitely a power play going on in there, I will never go back. I'll go to SCC instead.

---

Student life has been great. They are always very friendly and knowledgeable.

---

Student life is helpful to me as a club officer for requests and information.

---

The people at the front desk are either great or unknowledable of topics.

---

The staff working the desk on Wednesdays should be able, without fail, know what Spirit Wednesday is and not look at me like I don't know what I'm talking about. Yes, It's Wednesday, Yes, I have my shirt, Check me in already.

---

The student assistants working their are very supportive and knowledgeable.

---

The student life center is an uncomfortable environment, there is almost always laud profanity going on around the pool tables that takes up the whole atmosphere. If the profanity wasn't such an issue, the student life center would be my favorite location on campus. Everything is set up so nice and it could be the perfect location to enjoy community.

---

This place smells and is always very loud, it needs to be updated

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Testing Centers**

*Table 76. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Testing Centers <sup>1</sup>	838	80.9%
Have used Testing Centers <sup>2</sup>	620	74.0%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (838).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Allen Center	Hours are convenient	Count	1	0	1	0	5	0	7	4.14	1.57
		%	14.3%	0.0%	14.3%	0.0%	71.4%	0.0%	100.0%		
	Service is timely	Count	0	1	1	0	5	0	7	4.29	1.25
		%	0.0%	14.3%	14.3%	0.0%	71.4%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	7	0	7	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable	Count	0	0	0	0	7	0	7	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	Count	0	1	1	1	4	0	7	4.14	1.22
		%	0.0%	14.3%	14.3%	14.3%	57.1%	0.0%	100.0%		
Central Park Campus (McKinney)	Hours are convenient	Count	4	0	12	27	75	10	128	4.43	0.93
		%	3.1%	0.0%	9.4%	21.1%	58.6%	7.8%	100.0%		
	Service is timely	Count	1	1	4	20	94	8	128	4.71	0.65
		%	0.8%	0.8%	3.1%	15.6%	73.4%	6.3%	100.0%		
	Staff is courteous	Count	1	1	3	23	86	14	128	4.68	0.66
		%	0.8%	0.8%	2.3%	18.0%	67.2%	10.9%	100.0%		
	Staff is knowledgeable	Count	0	2	5	21	86	14	128	4.68	0.65
		%	0.0%	1.6%	3.9%	16.4%	67.2%	10.9%	100.0%		
	Overall satisfaction	Count	0	3	8	31	86	0	128	4.56	0.72
		%	0.0%	2.3%	6.3%	24.2%	67.2%	0.0%	100.0%		
Preston Ridge Campus (Frisco)	Hours are convenient	Count	7	4	15	39	99	11	175	4.34	1.04
		%	4.0%	2.3%	8.6%	22.3%	56.6%	6.3%	100.0%		
	Service is timely	Count	3	1	10	38	116	7	175	4.57	0.79
		%	1.7%	0.6%	5.7%	21.7%	66.3%	4.0%	100.0%		
	Staff is courteous	Count	3	2	16	29	107	18	175	4.50	0.87
		%	1.7%	1.1%	9.1%	16.6%	61.1%	10.3%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Preston Ridge Campus (Frisco)	Staff is knowledgeable	Count	3	3	13	28	113	15	175	4.53	0.87
		%	1.7%	1.7%	7.4%	16.0%	64.6%	8.6%	100.0%		
	Overall satisfaction	Count	4	4	17	40	110	0	175	4.42	0.92
		%	2.3%	2.3%	9.7%	22.9%	62.9%	0.0%	100.0%		
Spring Creek Campus (Plano)	Hours are convenient	Count	5	7	27	63	191	16	309	4.46	0.89
		%	1.6%	2.3%	8.7%	20.4%	61.8%	5.2%	100.0%		
	Service is timely	Count	2	6	14	56	215	16	309	4.62	0.73
		%	0.6%	1.9%	4.5%	18.1%	69.6%	5.2%	100.0%		
	Staff is courteous	Count	5	7	27	42	203	25	309	4.52	0.90
		%	1.6%	2.3%	8.7%	13.6%	65.7%	8.1%	100.0%		
Staff is knowledgeable	Count	5	5	16	55	208	20	309	4.58	0.82	
	%	1.6%	1.6%	5.2%	17.8%	67.3%	6.5%	100.0%			
Overall satisfaction	Count	5	5	28	78	193	0	309	4.45	0.85	
	%	1.6%	1.6%	9.1%	25.2%	62.5%	0.0%	100.0%			
Other	Hours are convenient	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Staff is knowledgeable	Count	0	0	0	0	1	0	1	5.00	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	Count	0	0	0	0	1	0	1	5.00	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Total	Hours are convenient	Count	17	11	55	129	371	37	620	4.40	0.95
		%	2.7%	1.8%	8.9%	20.8%	59.8%	6.0%	100.0%		
	Service is timely	Count	6	9	29	114	431	31	620	4.62	0.74
		%	1.0%	1.5%	4.7%	18.4%	69.5%	5.0%	100.0%		
	Staff is courteous	Count	9	10	46	94	404	57	620	4.55	0.84
		%	1.5%	1.6%	7.4%	15.2%	65.2%	9.2%	100.0%		
Staff is knowledgeable	Count	8	10	34	104	415	49	620	4.59	0.80	
	%	1.3%	1.6%	5.5%	16.8%	66.9%	7.9%	100.0%			
Overall satisfaction	Count	9	13	54	150	394	0	620	4.46	0.85	
	%	1.5%	2.1%	8.7%	24.2%	63.5%	0.0%	100.0%			

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

## SERVICE UNIT: Testing Centers

Table 78a.

### Testing Center Comments from Allen Center

---

Had good experiences

---

Was setup in a very efficient manner

---

Table 78b.

### Testing Center Comments from Central Park Campus (McKinney)

---

I've only used the testing center once, but it was a very good experience. The staff was very accommodating and friendly.

---

Positively

---

Really nice environment and staff

---

they arrived late

---

This place is perfect

---

Very friendly stuff

---

Table 78c.

### Testing Center Comments from Preston Ridge Campus (Frisco)

---

Conducive

---

Good

---

I've been there twice and I had good experience

---

It's an excellent facility with great staff. My one critique is that whenever I googled the hours for the preston ridge test center, it said it didnt close until 8 (or 9?). However, when I got there around 5 or 6 it was already closed. The sign in front of it listed the hours correctly as 5 (or 6, forget which). Guess that's more of a website problem, but it is kinda disappointing cuz 5/6 is kind of early still, but its not a big deal cuz I can just come earlier, would be nice tho.

---

PRC Ladies in there are too busy chatting and allow a line to form before they'll help. SCC are organized and stringent. CPC is friendly, helpful and take the time to smile and don't add to the student's anxiety.

---

The young lady that I have seen every time I take a test she is rude and disrespectful. I do not like her attitude whatsoever.

---

They closed it in the middle of the semester do to being overwhelmed. That's doesmt make since to mean when they're only job and priority should be administering test so now all of class schedules have changed for the semester due to them being overwhelmed. We're all overwhelmed. I'm a part time student, full time employee and serve but I can't say I'm overwhelmed and stop doing my job to convient myself.

---

They're not consistent on rules

---

Very nice people! Keep them!

---

*(Responses continued on the next page)*

Table 78d.

*Testing Center Comments from Spring Creek Campus (Plano)*

---

2 for SCC They insist on keeping my ID even if I don't use a locker and want my phone or car keys if I do use a locker. Hours are too short on Fridays and Saturdays.

---

Easy to get in and test

---

Easy to use

---

Everyone is always ready to help and they are super knowledgeable

---

Good for concentrating on work that needs to be done. It's somewhat of a process because they go to lengths to prevent cheating but it's a good place overall.

---

Have only been once. Very straightforward, staff was patient answering technical questions and walking me through electronic forms.

---

Hours not convenient for people in the work world staff not friendly

---

I barely go to the testing center.

---

I can get in and out fairly quickly.

---

I really like being able to have a separate smaller area to take tests

---

I used the Testing Center once without problems.

---

Loud "white noise" in the background which makes it difficult to concentrate.

---

my professor had not submitted my test on time, they did a good job trying to figure out why and eventually called her to find out what the reason was. There was a lot of confusion before they called, but they did their best. Would have been helpful for them to reach out to the professor earlier in the process.

---

people are polite enough, but can never seem to find my tests.

---

takes longer to get there than actually finishing the test or quiz

---

The teacher opens the exam at the end of the week. I am always taking my exam exhausted. I work full time as well. The last girl who let me in the testing center seemed put off and rude and a little irritated that I could not hear her. I am hearing impaired.

---

Very convenient

---

Very friendly staff, cut my anxiety in half.Thanks.

---

very helpful

---

Very positive experiences when ever I have had the opportunity to require their services.

---

very positively

---

Why should the should have very limited spots for PSB test for those going into nursing. The scheduled times for PSB tests are very limited, which makes it a real inconvenience.

---

would love it if there was some flexibility with hours on the weekend, Fri or Sat.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Transfer Programs**

*Table 79. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Transfer Programs <sup>1</sup>	443	41.4%
Have used Transfer Programs <sup>2</sup>	93	21.0%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

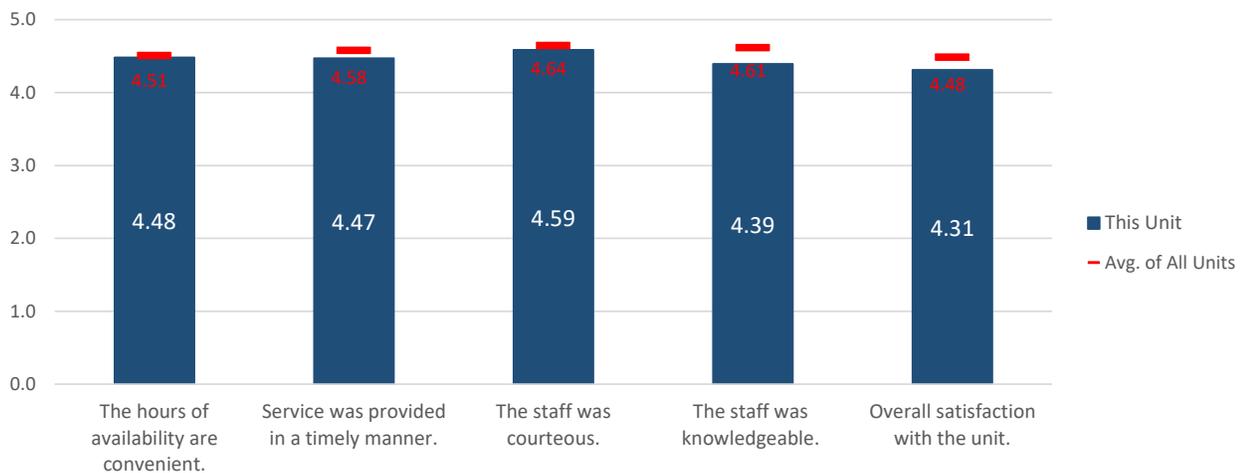
<sup>2</sup> Percentage out of number who are aware of this unit (443).

*Table 80. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	2	2	8	15	60	6	93	4.48	0.93
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	2.2%	8.6%	16.1%	64.5%	6.5%	100.0%		
Service was provided in a timely manner.	n	2	3	5	18	57	8	93	4.47	0.93
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	3.2%	5.4%	19.4%	61.3%	8.6%	100.0%		
The staff was courteous.	n	2	0	7	12	61	11	93	4.59	0.85
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	0.0%	7.5%	12.9%	65.6%	11.8%	100.0%		
The staff was knowledgeable.	n	2	4	9	13	56	9	93	4.39	1.02
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	4.3%	9.7%	14.0%	60.2%	9.7%	100.0%		
Overall satisfaction with the unit.	n	3	5	7	23	55	0	93	4.31	1.04
(1= Very unsatisfied, 5 = Very satisfied)	%	3.2%	5.4%	7.5%	24.7%	59.1%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



**SERVICE UNIT: Transfer Programs**

Table 81.

*Transfer Programs Comments*

---

Easy to understand

---

gave inaccurate info t me and xfr prgrm w/specific schools

---

My transfer program has been easy to follow thanks to your hard work with UTD and the kindness of the academic advising staff!

---

Really good, they explain everything that you need yo aware off

---

the food quality, which is not good. in the cafeteria are serving fast food and unhealthy food, especial in frisco campes.

---

the information is helpful

---

To be honest I still dont know too much about any transfer "programs" any time I tried to talk to advising about how best to proceed with my transfers they were so unhelpful and unknowlegable about everything I felt very out of the loop

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Tutoring Services / ACCESS**

Table 82. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Tutoring Services / ACCESS <sup>1</sup>	415	38.8%
Have used Tutoring Services / ACCESS <sup>2</sup>	118	28.4%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

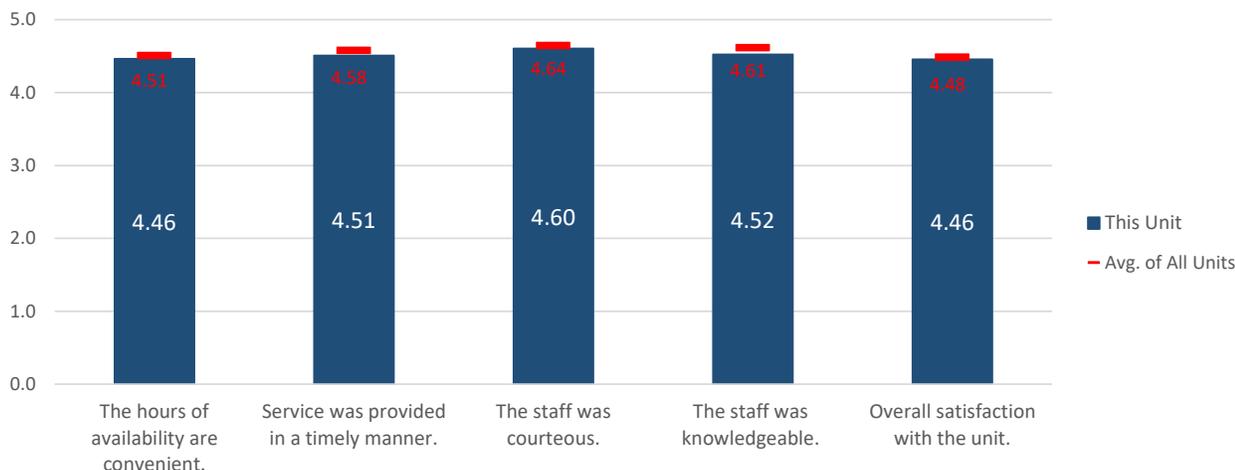
<sup>2</sup> Percentage out of number who are aware of this unit (415).

Table 83. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	1	5	9	23	74	6	118	4.46	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	0.8%	4.2%	7.6%	19.5%	62.7%	5.1%	100.0%		
Service was provided in a timely manner.	n	1	5	9	16	77	10	118	4.51	0.90
(1= Strongly disagree, 5 = Strongly agree)	%	0.8%	4.2%	7.6%	13.6%	65.3%	8.5%	100.0%		
The staff was courteous.	n	3	1	7	13	82	12	118	4.60	0.88
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	0.8%	5.9%	11.0%	69.5%	10.2%	100.0%		
The staff was knowledgeable.	n	4	3	6	15	81	9	118	4.52	0.99
(1= Strongly disagree, 5 = Strongly agree)	%	3.4%	2.5%	5.1%	12.7%	68.6%	7.6%	100.0%		
Overall satisfaction with the unit.	n	4	2	11	20	81	0	118	4.46	0.98
(1= Very unsatisfied, 5 = Very satisfied)	%	3.4%	1.7%	9.3%	16.9%	68.6%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



## SERVICE UNIT: Tutoring Services / ACCESS

Table 84.

### Tutoring Services / ACCESS Comments

---

ACCESS office personnel are (mostly) friendly, knowledgeable, and helpful. Would like to see more tutoring available, especially for Calculus and science classes.

---

basically did the work for me and didn't explain how they were doing it

---

Communication at times is not clear on how to get your ACCESS paperwork into effect. Needs a whole lot more work coming from someone that knows their rights for accommodations.

---

Dont know what the [profanity] theyre doing.

---

helpful

---

Helps me know how I can succeed in college.

---

Horrible, I asked for help with formula sheets for calculus because of my ADHD, anxiety, and short term memory loss, but I was denied. Especially in calculus I need at least 3 times the amount of study to be equal to a normal student. There are so many steps and rules involved that makes me stressed and anxious especially during a test. Usually when I take an exam my anxiety kicks in and I forget formulas and make silly mistakes. The extra time on the test doesn't help, I take on an average of 6 hours to finish a 20 question exam and I still don't pass. -Yoosuf Mughal.

---

I love David and Frank! They are amazing tutors! I wish they were available to tutor in room B128 Monday through Friday not just Monday through Wednesday.

---

Knowledgeable staff

---

Mrs. Gloria Cloud in the ACCESS office is so awesome! She is wonderful and amazing. The process of applying for accomodations and the steps to enact them was a painless experience thanks to Mrs. Cloud. She is so kind and caring and more than willing to answer questions. She made me feel very comfortable. She worked hard to help me.

---

Only excellent experiences with it.

---

The access office has been vital to my continued education.

---

The access office has helped me to get my accommodation letters

---

The ACCESS Office's Ms. Amy Weilert is a ROCK STAR!!

---

the help provided has been very little

---

The people in the ACCESS Office are very nice!

---

The service was an absolute joke. I access this and the individual that I spoke with or chatted with I had no idea what I was talking about I was hung up one time by one tutor had to recall another tutor and then that person had no idea what I was talking about in this is for math. The service is ridiculous.

---

The times set up for tutors are very specific and it would be managable if the hours were the same as the writing center hours.

---

The writing center had appointments which were very convenient for me and they were very knowledgeable. Some tutors in the math lab were knowledgeable and time was inconvenient

---

They helped me with what i need but there wasn't much talk

---

Tutoring services was unavailable during the semester where I needed 18 lab points so I ended up dropping my class because I knew I could not gain enough points for my class so I was pretty disappointed.

---

When I used this service, I wanted one on one help but there were numerous others who needed this service so the tutor wasnt able to spend very much time helping me.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Veterans' Services**

Table 85. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Veterans' Services <sup>1</sup>	297	27.8%
Have used Veterans' Services <sup>2</sup>	48	16.2%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

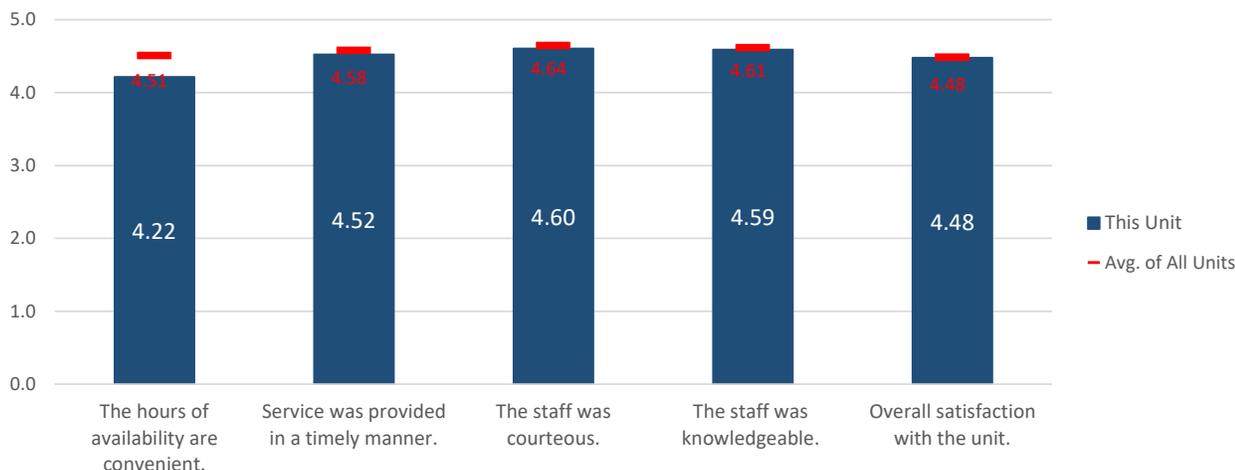
<sup>2</sup> Percentage out of number who are aware of this unit (297).

Table 86. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	5	0	5	6	30	2	48	4.22	1.32
(1= Strongly disagree, 5 = Strongly agree)	%	10.4%	0.0%	10.4%	12.5%	62.5%	4.2%	100.0%		
Service was provided in a timely manner.	n	1	2	2	7	32	4	48	4.52	0.95
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	4.2%	4.2%	14.6%	66.7%	8.3%	100.0%		
The staff was courteous.	n	1	0	4	5	33	5	48	4.60	0.85
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	0.0%	8.3%	10.4%	68.8%	10.4%	100.0%		
The staff was knowledgeable.	n	1	1	3	5	34	4	48	4.59	0.90
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	2.1%	6.3%	10.4%	70.8%	8.3%	100.0%		
Overall satisfaction with the unit.	n	2	1	2	10	33	0	48	4.48	0.99
(1= Very unsatisfied, 5 = Very satisfied)	%	4.2%	2.1%	4.2%	20.8%	68.8%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



**SERVICE UNIT: Veterans' Services**

*Table 87.*

*Veterans' Services Comments*

---

I have been told several different things trying to get my benefits

---

I went by there once to try to get some information. There was a man at the counter, I believe his name was Shawn. I stood there waiting for about 30 minutes while he told military stories with another man. He never once acknowledged me, I finally left because I had class. Every other time I have come by there was no one there.

---

The staff was very knowledgeable and kind

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Weekend College Office**

*Table 88. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Weekend College Office <sup>1</sup>	267	25.0%
Have used Weekend College Office <sup>2</sup>	40	15.0%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

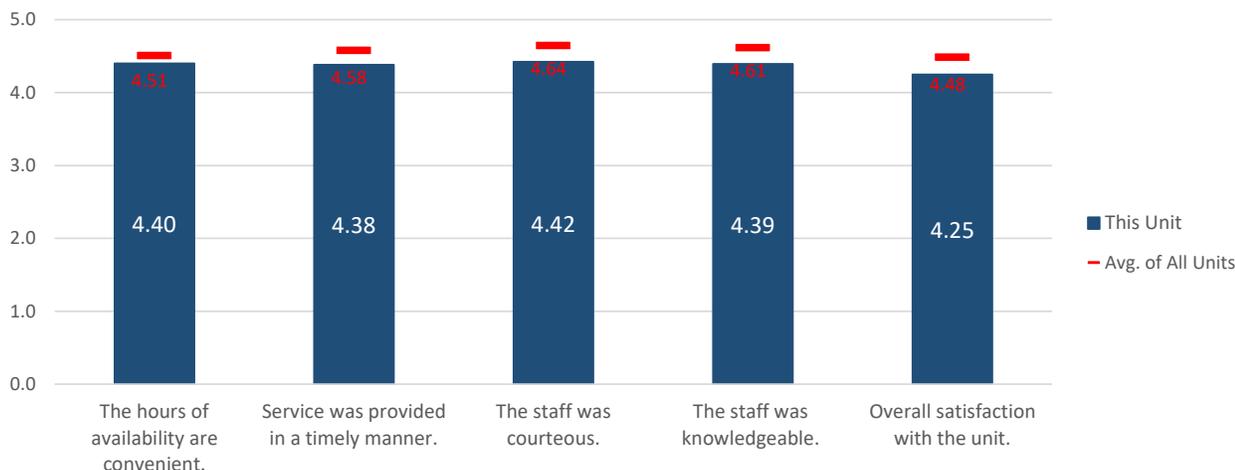
<sup>2</sup> Percentage out of number who are aware of this unit (267).

*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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	1	1	4	6	23	5	40	4.40	1.01
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	2.5%	10.0%	15.0%	57.5%	12.5%	100.0%		
Service was provided in a timely manner.	n	1	1	3	8	21	6	40	4.38	0.99
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	2.5%	7.5%	20.0%	52.5%	15.0%	100.0%		
The staff was courteous.	n	1	2	2	5	23	7	40	4.42	1.06
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	5.0%	5.0%	12.5%	57.5%	17.5%	100.0%		
The staff was knowledgeable.	n	1	1	4	5	22	7	40	4.39	1.03
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	2.5%	10.0%	12.5%	55.0%	17.5%	100.0%		
Overall satisfaction with the unit.	n	3	0	3	12	22	0	40	4.25	1.13
(1= Very unsatisfied, 5 = Very satisfied)	%	7.5%	0.0%	7.5%	30.0%	55.0%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

**Unit's Mean Scores Compared to the Averages of All Surveyed Units**



**SERVICE UNIT: Weekend College Office**

*Table 90.*

*Weekend College Office Comments*

---

The listings for weekend college are never up when registration opens. I want to take weekend classes, but by the time they are posted, I have already spent my budget for school on other classes. I called to find out more about weekend college and never received a return phone call.

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Wellness Program**

Table 91. Awareness and Use of Service Unit

Service Unit	Count	%
Are aware of Wellness Program <sup>1</sup>	230	21.5%
Have used Wellness Program <sup>2</sup>	34	14.8%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

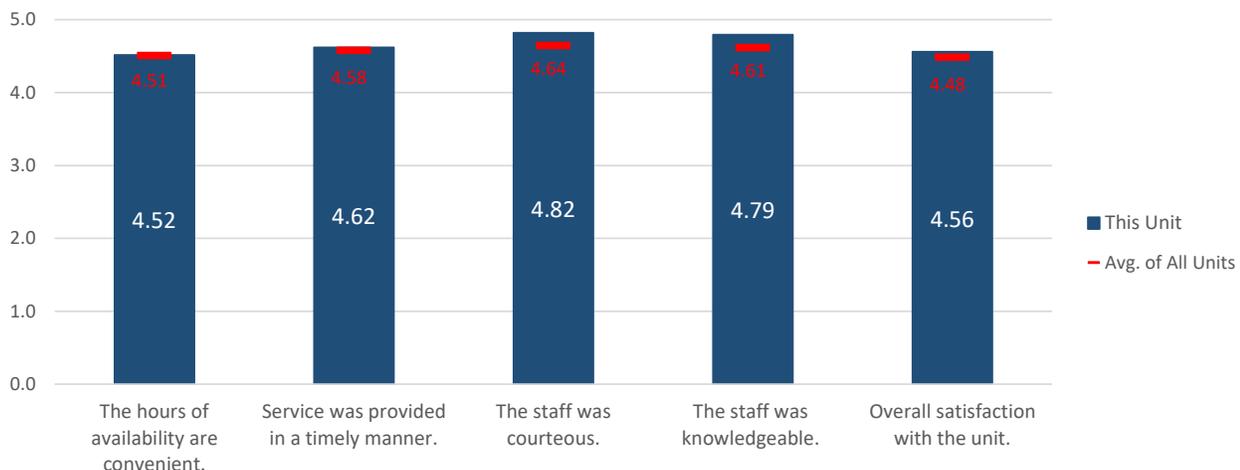
<sup>2</sup> Percentage out of number who are aware of this unit (230).

Table 92. 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 <sup>3</sup>	SD <sup>3</sup>
		1	2	3	4	5				
The hours of availability are convenient.	n	0	2	2	5	22	3	34	4.52	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	5.9%	5.9%	14.7%	64.7%	8.8%	100.0%		
Service was provided in a timely manner.	n	0	0	3	5	21	5	34	4.62	0.68
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	8.8%	14.7%	61.8%	14.7%	100.0%		
The staff was courteous.	n	0	0	1	3	24	6	34	4.82	0.48
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.9%	8.8%	70.6%	17.6%	100.0%		
The staff was knowledgeable.	n	0	0	2	2	25	5	34	4.79	0.56
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	5.9%	5.9%	73.5%	14.7%	100.0%		
Overall satisfaction with the unit.	n	0	1	1	10	22	0	34	4.56	0.70
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	2.9%	2.9%	29.4%	64.7%	0.0%	100.0%		

<sup>3</sup> The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

Unit's Mean Scores Compared to the Averages of All Surveyed Units



**SERVICE UNIT: Wellness Program**

*Table 93.*

*Wellness Program Comments*

---

Good over all boss bad over all workers

---

**Collin College Service Unit  
Student Survey: Spring 2019**

**SERVICE UNIT: Writing Centers**

*Table 94. Awareness and Use of Service Unit*

Service Unit	Count	%
Are aware of Writing Centers <sup>1</sup>	774	74.7%
Have used Writing Centers <sup>2</sup>	431	55.7%

<sup>1</sup> Percentage out of total survey respondents (n=1069).

<sup>2</sup> Percentage out of number who are aware of this unit (774).

*Table 95. Please use a five-point scale to tell us about your experience with the service.*

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Allen Center	Hours are convenient	Count	0	0	1	0	2	0	3	4.33	1.16
		%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%		
	Service is timely	Count	0	0	0	1	2	0	3	4.67	0.58
		%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%		
	Staff is courteous	Count	0	1	0	1	1	0	3	3.67	1.53
		%	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%	100.0%		
Staff is knowledgeable	Count	0	0	0	1	2	0	3	4.67	0.58	
	%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%			
Overall satisfaction	Count	0	0	1	1	1	0	3	4.00	1.00	
	%	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	100.0%			
Central Park Campus (McKinney)	Hours are convenient	Count	0	1	5	10	71	6	93	4.74	0.62
		%	0.0%	1.1%	5.4%	10.8%	76.3%	6.5%	100.0%		
	Service is timely	Count	1	1	3	8	76	4	93	4.76	0.68
		%	1.1%	1.1%	3.2%	8.6%	81.7%	4.3%	100.0%		
	Staff is courteous	Count	0	1	3	6	76	7	93	4.83	0.54
		%	0.0%	1.1%	3.2%	6.5%	81.7%	7.5%	100.0%		
	Staff is knowledgeable	Count	1	0	2	5	82	3	93	4.86	0.55
		%	1.1%	0.0%	2.2%	5.4%	88.2%	3.2%	100.0%		
	Overall satisfaction	Count	1	3	2	8	79	0	93	4.73	0.75
		%	1.1%	3.2%	2.2%	8.6%	84.9%	0.0%	100.0%		
Preston Ridge Campus (Frisco)	Hours are convenient	Count	2	6	10	21	90	4	133	4.48	0.94
		%	1.5%	4.5%	7.5%	15.8%	67.7%	3.0%	100.0%		
	Service is timely	Count	2	2	7	25	88	9	133	4.57	0.81
		%	1.5%	1.5%	5.3%	18.8%	66.2%	6.8%	100.0%		
	Staff is courteous	Count	4	0	6	14	100	9	133	4.66	0.85
		%	3.0%	0.0%	4.5%	10.5%	75.2%	6.8%	100.0%		

Table 95. Please use a five-point scale to tell us about your experience with the service.

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Preston Ridge Campus (Frisco)	Staff is knowledgeable	Count	2	1	4	18	100	8	133	4.70	0.72
		%	1.5%	0.8%	3.0%	13.5%	75.2%	6.0%	100.0%		
	Overall satisfaction	Count	3	1	6	28	95	0	133	4.59	0.81
		%	2.3%	0.8%	4.5%	21.1%	71.4%	0.0%	100.0%		
Spring Creek Campus (Plano)	Hours are convenient	Count	1	3	13	43	130	11	201	4.57	0.74
		%	0.5%	1.5%	6.5%	21.4%	64.7%	5.5%	100.0%		
	Service is timely	Count	1	3	11	37	138	11	201	4.62	0.72
		%	0.5%	1.5%	5.5%	18.4%	68.7%	5.5%	100.0%		
	Staff is courteous	Count	3	4	11	31	139	13	201	4.59	0.83
		%	1.5%	2.0%	5.5%	15.4%	69.2%	6.5%	100.0%		
	Staff is knowledgeable	Count	5	5	11	35	139	6	201	4.53	0.91
		%	2.5%	2.5%	5.5%	17.4%	69.2%	3.0%	100.0%		
Overall satisfaction	Count	5	4	17	43	132	0	201	4.46	0.92	
	%	2.5%	2.0%	8.5%	21.4%	65.7%	0.0%	100.0%			
Other	Hours are convenient	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service is timely	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	Count	0	0	0	0	1	0	1	5.00	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Total	Hours are convenient	Count	3	10	29	74	294	21	431	4.58	0.79
		%	0.7%	2.3%	6.7%	17.2%	68.2%	4.9%	100.0%		
	Service is timely	Count	4	6	21	71	305	24	431	4.64	0.74
		%	0.9%	1.4%	4.9%	16.5%	70.8%	5.6%	100.0%		
	Staff is courteous	Count	7	6	20	52	317	29	431	4.66	0.79
		%	1.6%	1.4%	4.6%	12.1%	73.5%	6.7%	100.0%		
	Staff is knowledgeable	Count	8	6	17	59	324	17	431	4.65	0.79
		%	1.9%	1.4%	3.9%	13.7%	75.2%	3.9%	100.0%		
	Overall satisfaction	Count	9	8	26	80	308	0	431	4.55	0.86
		%	2.1%	1.9%	6.0%	18.6%	71.5%	0.0%	100.0%		

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

## SERVICE UNIT: Writing Centers

Table 96a.

*Writing Center Comments from Central Park Campus (McKinney)*

---

Always good when I need help with a paper.

---

Always showed ways to improve my papers.

---

Improve to collect the thoughts on the subject

---

Positively

---

The staff in their can be really loud with laughing and personal life talk and it's really distracting,

---

The writing center is wonderful. The employees are super nice, helpful, and overall good people.

---

Visiting here was required. I tried to BS my way through the time because I felt like I didn't need it. Needless to say, the tutor was so knowledgeable she caught me on it. She knew more about Art eras than I did after a week worth of lectures

---

Whenever I send something in for my world lit class they have no idea what I'm talking about.

---

Wonderful ideas & help, even with hard subject matter.

---

Table 96b.

*Writing Center Comments from Preston Ridge Campus (Frisco)*

---

I worked and left work to attend a writing seminar I was told I couldn't get my paper signed.

---

Knowledgeable staff

---

Knowledgeable, courteous.

---

More hours at the weekend and evening please

---

People have bad attitudes here

---

Some are good, some are not.

---

The writers centers at Collin College are very good. I was at the University of Texas at Dallas campus and can say for sure, the staff here know what they are doing and are extremely helpful when one is writing an academic paper.

---

The writing center hours are convenient.

---

very helpful

---

Table 96c.

*Writing Center Comments from Spring Creek Campus (Plano)*

---

Amazed that a short visit could make a huge difference in my writing skills. Special gratitude to the consultants.

---

Anne is amazing!!!

---

Good service thank you.

---

Great tips given

---

Great turn-around time

---

Have had very good experiences with writing advisors.

---

helpful

---

Helps me improve my writing.

---

Table 96c.

*Writing Center Comments from Spring Creek Campus (Plano) (Continued)*

---

I attended the WC on 3/22 at 4:30 and MR. Cooper seemed annoyed, tried to show him something on my phone regarding the rubric and he just tossed it as he was annoyed. not going back to the writing center any time soon.

---

I love the people and it's a very good service to help with writing issues.

---

I recently brought in transfer essays for my applications to some prestigious universities, so I wanted my writing to both flawless and interesting. "John" could only offer some grammar tips but was otherwise unhelpful. He said he was not "smart enough" for what those schools were asking for.

---

It's nice to get help for my papers

---

Knowledgeable

---

let students know ahead of time that its by appointment and walk-in is rare (save time in the end)

---

Mark was very nice and worked with me on the fine details for my papers. I loved that he could also give me other resources to look at to help me.

---

Some of the people weren't very friendly

---

Some of the teachers are non-professionals.

---

The one time I went to the writing center, the man who "helped me" didn't even know what MLA format was. He didn't help me in the slightest. He spent more time talking to me about my class than my paper. He didn't even finish reading it before it was time for me to go.

---

The rest of the staff is incredible: computer labs, library and writing center

---

There are not too many available spot for appointment

---

there're always changing appoinments without enough time to cancel or to get there

---

They were all kind and explained pretty well perfect

---

This service took a long time to get to me and then we were rushed to get through the help because this person was only filling in for someone else who had called in sick.

---

Time for Creative learning

---

Very helpful

---

Wanted critique on my writing, was given no suggestions. Just "it's good".

---

## GENERAL COMMENTS / SUGGESTIONS

Table 97.

### General Comments or Suggestions

---

1. There are few options for evening students at the cafe. I have yet to see the chicken available, it's always gone. Please offer something besides dried hamburgers and stale fries. The food at the grill looks dead and has been sitting there for an unknown amount of time. (if things were just covered that would help) { Don't pre-cook things at night. do everything to order maybe?? and teach people how to cook and do it fast.} 2. Mentor program- I know it exists, but not how it works. I could use a mentor but I haven't a clue how to do it.

---

A bigger cafeteria would be nice

---

A cafeteria option with reasonable prices. The Starbuck in the library is fine, but I would like to see more food options and student-friendly prices. Please...

---

Admission should be more formative with students at the time of enrollment.

---

Advising services are great, Suzie does a great job but Jeremy is a terrible advisor. He does not care about you and your plans for the future.

---

All of my professors at this campus have been great. The sole except being Mrs. Estes. Nearly the whole class has dropped and some have reported her. Nothing has been done, no one has come to sit in on classes and observe the fact she doesn't really teach. I study and try hard and can't even make a 70. I'm a honor student on the deans list. She single handedly is the most incompetent teacher I've ever seen.

---

All of these questions had to do with out of class experience. Is there a survey that would allow students to express some in class concerns?

---

All the professor are wonderful and very helpful. The dean of student and the people that work in the dean of students office are wonderful and supper helpful. I had a problem with student harassment and they were efficient and we're very supportive

---

As an older student, I was anxious when coming to Collin college. The staff including my professors and fellow students make me feel comfortable and encourage me in my journey to a college degree. attending Collin College has been a convenient and affordable experience. Thanks.

---

As I said, Crystal and Lindy Henry have really been amazing and helpful and I think someone higher up deserves to know that their staff is doing a great job. I used to be a manager at GameStop and it made my day to hear good feedback about my employees. The other thing, the bookstore is nice, but it isn't open on the weekends. A few weeks ago, no one could buy scantrons for a test we weren't exactly prepared for. There's a vending machine but it's really bad. It only takes small bills (most of us don't carry cash on us anymore). I know some campuses have machines that accept credit card, please update the spring creek campus soon! Thank you.

---

Bill Similaridis is very rude and i even dropped his class because his word choice is distasteful and very rude. he is not professional at all and he treats people like they're stupid.

---

Bookstore staff is nice, but all the prices are ten times higher than anywhere else. Hours of most services very inconvenient for working students

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Table 97.

General Comments or Suggestions (Continued)

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Canvas is my favorite tool available as a distance /evening business professional student. While I am delighted with the proactive instructors who utilize this fantastic tool, I am profoundly disappointed with the instructors who do not. I feel that the instructors who do not fully utilize canvas prevent students enrolled in their classes from being able to fully engage in the learning process. 2) I utilize the free Wi-Fi at Collin College every time I am on the campus. I'm very concerned with the security of this wi-fi and logging into it with my personal computer. Is there anything that can be done to provide a more secure internet option?

---

Collin College has allowed me to balance school and work hours, and the course prices are unbeatable. I love how clean and beautiful the Spring Creek Campus is. However, there are a few issues I would like to address. I would love to see more equipment and computers in the science labs to help us science majors out! I also sincerely hope that the school recycles and that those bins are not just for show. My biggest qualm with the school is that my Collin staff member friends (from various departments) generally feel underappreciated and frustrated. Please give your staff more credit, as they are generally doing their best!

---

Collin College is a great college.

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Collin College is a unique college with a fantastic atmosphere. Thank you everyone for making it such a place like that.

---

Collin College needs to reiterate that they are there for the students. Every single interaction I've had has not been a good one.

---

Collin is a wonderful college. I would recommend it for anyone. All staff are knowledgeable and friendly.

---

Don't allow your online classes to schedule homework during scheduled breaks, like Spring Break.

---

Financial aid dept is awesome!

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Give me scholarship please

---

Good job!

---

Hang more flyers or send e-mails for all of these services. A lot of these are things I didn't know we had here, but would gladly use them.

---

Have more afternoon classes available at around 3-4ish for people who work morning shifts and don't want to go to night classes

---

How about working with DART to get busses to all campuses

---

I absolutely adore collin college, it is an amazing school. However, as I'm sure I've already harped on enough in this survey, the advising department is awful and ends up hurting students instead of helping them more often than should be acceptable.

---

I absolutely love attending Collin College and am extremely impressed with the school.

---

I always hope support services are growing up

---

I AM CURRENTLY TAKING A DMATH CLASS AND IN THE MIDDLE OF THE SEMESTER WE CAN NO LONGER TAKE THE TEST IN THE TESTING CENTER. I AM VERY UPSET ABOUT THIS CHANGE AS IT MAKES IT MORE CONVENIENT AND ALLOWS ME TO HAVE MORE TIME TO STUDY AND TAKE THE TEST. THE TESTING CENTER IS ALSO QUIET WITH LESS DISTRACTIONS. I HAVE A LOT OF ANXIETY WHEN TAKING TEST AND I WAS HAPPY THAT I WAS ABLE TO GO IN THE EVENINGS AND TAKE TEST BUT NOW I CANT AND AFRAID MY GRADES WILL SUFFER BECAUSE OF IT. I THINK ALL STUDENTS SHOULD BE ABLE TO TAKE THEIR MATH TEST IN THE TESTING CENTER ESPECIALLY IF YOU ARE ATTENDING CLASSES ON THE WEEKEND.

---

I am proud of Collin College, central park

---

Table 97.

General Comments or Suggestions (Continued)

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I am very happy over all with everything. I wish there was a better way to know about all the services that I can access being student. While this is my second year here there is still many things I do not know about not understand. I also wish that the advisor could go over more details for new students. Yes they should have questions when going to advising but some might not even know what questions to begin asking.

---

I am very pleased with all of the services that I have had to use. Since this was my first time being at Collin College, they all made me feel welcome. Great staff..

---

I do wish the bookstore was open at least a few hours on the weekend

---

I dont like the computer system in the library. There is no security. People can easily access your private email from the prior log in because the computer saves our accounts automatically. I have to double check if I remove my account after use everytime. I am computer sciene major but never get a chance to know where the computer lab is. My bad.

---

I feel bad that I can't remember her name, but the woman who runs the front desk in the academic advising center at the Mckinney campus is wonderful and helpful. Again, Lisa Gibbs is in my experience the only advisor worth anybody's time. She goes above and beyond the call of duty by offering practical advice and really takes her time explaining what your next steps should be. Give Lisa Gibbs a raise as she is the best you've got.

---

I feel like although the classes are really inexpensive, some of the classes are really easy and it is kind of a bummer.

---

I feel that I am never aware of when class enrollment starts for the next semester so I wish that you would get emails or notifications at least a week or two prior about registration opening!

---

I have enjoyed all of my classes and I think all of my professors are caring and engaging in class. I think Collin College is a fantastic place that encourages students to succeed in all of their endeavours.

---

I have enjoyed my academics and professors greatly while here.

---

I hope as very disappointed that transfer students do not get any priority course registration. It doesn't seem fair that we have to wait until students without any credits to register. Depending on how many credits transferred, the transfer student may be looking at a limited selection of courses to take. Making us wait to register doesn't seem fair. I understand the priority for students who have taken classes at Collin College, but I think there should be some priority given to transfer students over new students, especially since transfer student's course options may be more limited depending on how many credits transferred. Add on top of that, the fact that you don't count current courses (since the semester isn't done before registration begins), I think transfer students are at a clear disadvantage. I am finding the wait to register for fall very frustrating and discouraging. Not only do I have to wait to register with new students, but we have to wait about a month after everyone else registers. It seems very flawed.

---

I like Collin college better than the college in NYC

---

I love Collin and the dedicated profosors who have expanded my way of learning with their good attitudes and teaching skills!

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I love Collin college

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I notice that student typically fill the online classes extremely fast, maybe the college could provide more online opportunities. Also, more evening classes for the education courses particularly.

---

I think I have said all I needed to say.

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Table 97.

General Comments or Suggestions (Continued)

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I think the Central Park Campus needs to look into a cafeteria like the Spring Creek campus has because both the nursing and hygiene students are there all day most days. It would be wonderful if the book store increased their hours.

---

I wish you would have designated parking. Parking is a challenge.

---

I would describe my relationship with Collin College as love/hate. I've loved Collin College when I've had great teachers, and the right schedule. I've hated Collin College when I've had awful teachers, and a bad schedule. Really it's about 50/50.

---

i would really love a 24/7 library, atleast maybe just study room or something, i think it's very beneficial to study in a place that your body knows is for studying. Also with the advising i get told so many different things about degree plans that i don't even know if i'm taking to correct classes/ if they'll transfer. For example the science part, i was told to complete the science credit i would have to take for example biology 1 and 2 it couldn't be biology 1 and geology 1 it had to be the same category for the whole first year i was told that. So last sesmtee i was told that that was not a requirement which is frustrating when i basically walk in there with new info for the same question.

---

If there's anything I'd ever want fixed out of all these surveys it would be parking. Parking is absolutely horrendous and I've seen people get threatened or start fighting because of a spot. Either fix this non sense or give us a waiver to fill out so our professors can't dock us for being late. Might as well fix it now, because sooner or later there will be too many students to have a chance at all.

---

If this is a survey than why does it not include about rating the professors on this campus or the deans. Because y'all in fact need that because this school has by far the worst professors I've ever met and the most non caring deans that are so rude.

---

In the Spring Creek Campus, I hope you can add a table tennis activity, because I believe all the other campus have a place for table tennis.

---

It is sad that each campus is its own school with just a shared name. Each campus has drastically different policies. Frisco has a no-technology in classroom rule. Plano schedules technology classes in rooms with no computers, requiring technology to be brought in. I am also running into having to drive to the furthest campus because all upper CS classes are taught in Plano. This is in a room with just tables and chairs. No need for a specific room. Multiple sessions are taught at the one campus instead of spreading it out geographically.

---

It's all great. Awesome campus.

---

It's hatd to get the require classes, there shoul be more available, specially for the technical ones, There are some that are only offered during summer, such as team production ! and that is unfortunate for those who can't attend summer classes. There are students taking curretly technical classes like animation, and graphic design, that do not know how to use a computer and make the whole class to be inadequate for those who know. There should be specific requierements or different levels offered.

---

Just better trained staff. The advisers didn't know much about some of the programs/majors offered.

---

keep up the good work!

---

Later hours for advising etc

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More job hunting training

---

More touturs for Anotomy and physiology courses in science den

---

Most of us come to community college to not only save a dime but to also gain a better understanding of what we want to be. I wish i had more guidance in my future.

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Table 97.

General Comments or Suggestions (Continued)

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Mr. John Ciccia, Academic advisor at the CPC, is a great advisor. He help me in advanced.

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Music teacher Kathy Morgan and Brian Allison are amazing.

---

My experience overall has been positive. I always get help whenever I have a question and I have yet to ever experience a substandard experience at this school.

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My one comment is that...I lost my student ID card and all I wanted to do was check out a room in the library for study purposes. I could not. I have been there almost everyday and the staff knows me. I am not faulting them for following the rules, but if they know the student, they should be able to allow it somehow. Even if they have to use the paper slip from the previous day or look me up in the computer by my student ID#, which I have memorized. They know who I am. I talk to them daily. I just think there should be something in place to assist students if something like that happens to keep them studying instead of pushing them aside in hardship.

---

My time at Collin is almost finished, and I have thoroughly enjoyed my time here. EVERY professor I have had has been exceptional, and I credit that for my readiness to transfer. As a person who has to pay my own way through school, I consider myself very fortunate to have Collin's high quality education at an affordable price. My success here at Collin will help tremendously when I need to apply for scholarships to cover tuition at UTD. To sum everything up, I would just say THANK YOU! I have nothing but praise for every experience at Collin.

---

One thing I would love to see at my campus is more food options! I think if y'all got food trucks to come to campus, even just once or twice a week that would be great.

---

Outside of the services CC has to offer, I would like to comment on a few other issues. 1. The ProtorU testing is not proficient for testers. There is always anxiety for testers #1. To have additional stress before and during the test is a negative result on scores in that it adds more stress, lessening the capabilities to concentrate on the task at hand. 2. CC's method of teaching by "templates" using the same exact presentation, the same exact test for each class, is not proficient as all. It may be easier for the instructor, but it is not for the student. We should be entitled to get a copy of our test to study. The lecture and presentation should be fresh to fit each class. Both of these viewpoints weigh heavily not only on our knowledge of the course we are pursuing but the GPA as well, which weigh heavily on the future of our educational path. Thank you for your time.

---

overall for my first semester in college I am very pleased and honestly wished I started 5 years ago.. I am here now and have made some cool friends and have some cool professors.

---

overall i think getting help in the different departments depends very heavily on which staff member you end up with. and that's unfortunate.

---

Overall, very efficient and organized.

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Please change the library study rooms back to 4hrs it is more convenient and reasonable. Thank you.

---

Please consider more computer programming options/tutoring/ classes.it feels impossible to find someone available at this campus for such things.

---

Please educate the staff on financial aid and the documents that may be needed. Otherwise students like like me will not be able to get their financial aid like WE SHOULD!

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Please fire Alexis Cade at spring Creek she is not doing the job title assigned to her

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Table 97.  
General Comments or Suggestions (Continued)

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Please improve Preston Ridge's advising staff's knowledge on Transferring schools. Each time I visit a different staff member gives me a different answer leaving me very confused. They also do not know much about programs such as the nursing program. I've heard multiple students have these similar problems and state McKinney's advising staff is much better and to go there instead. I really believe the PRC staff can improve as they were good at other areas such as being courteous and on time and I am looking forward to seeing improved changes there.

---

Please make more ASL and interpreting courses available at 6:00pm rather than at 5:00pm. It is marketed as a program available to working students, but most of us get off of work at 5pm and can't make it to a class that starts at 5pm.

---

Please offer cybersecurity courses at the Spring Creek campus! I live nearby, but have to rush from work in downtown Dallas all the way up to the Preston Ridge campus for class at night.

---

Please think about having advisors that are for certain people. Even if it's by last name, it would be better to talk to just one advisor instead of a different advisor each time you go in to speak to them. It's ridiculous and frustrating.

---

Provide dual credit students with a broader selection of summer classes

---

School is good, JUST PLEASE work on guest services and relations. The attitude in every admin office is very poor it makes me feel like collin doesnt care for their students.

---

Stop screwing with [profanity]. Staff keep telling me the "system changed" or who you have to talk to to get answers changed, and I end up getting thrown from one end of the campus to the other multiple times to resolve things. Every [profanity] year they say something changed and they don't know where to send me. Also treat your adjunct professors better. The poor people are just trying to stay afloat. They do more than tenured professors most of the time.

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Thank you

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Thank you for a great experience!

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Thank you for all your services.

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Thank You for everything!!!

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Thank you for the good work you do.

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Thank you.

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The Advising Center is very welcoming to new students who are unsure on what classes to take and helps them plan their schedule while attending Collin.

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the college is great and affordable, staff really wants you to succeed and helps you to do so.

---

The food and drinks sold in the cafeteria are quite expensive.

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The instructors are very impatient at this location, but at Plano they are very friendly and helpful.

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(Continued on next page)

Table 97.

*General Comments or Suggestions (Continued)*

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The main reason I scored the bookstore as a one is because their hours of operation and thereby their level of customer service is reflected by the lack of hours. Point in case, I had a three-week Express class start the Friday prior to spring break of 2019. I went to the bookstore the Friday prior to the start of spring break. Meaning campus was still open. Again my class started that Friday. I get to the bookstore and there is a piece of paper on the door that says they are closed early for spring break which didn't start until the next week. Which meant that for that Friday Saturday and Sunday I had no book for my 3 week Express class. Meaning I missed one third of the reading required for my class because somebody thought it was a good idea to take the Friday off prior to when the campus closed. The point is is that the campus was open the bookstore should have been open because students are still needing services rendered by the bookstore. Which is the whole reason why I went there the Friday before spring break because the campus is still open. And I knew the campus would be closed that next week. The decision to close that Friday was extremely inappropriate and inconvenient for customers needing service. Whoever made that decision needs a Stern talking-to because that was not the right decision to make. There was also an additional situation where the bookstore was closed on Martin Luther King Day. I work in Corporate America so therefore I had to work that day. It would have been nice if the sign that said we're closed for Martin Luther King day. But there was no sign I just thought the store was closed. It'd be really great if the bookstore sent out emails stating when they're going to be closed. There should be no reason that a student shows up to the bookstore expecting service only to find that whoever runs the bookstore decided this is a good day for us to be closed. Very inappropriate very inconvenient very unacceptable end of story.

---

The Math Lab is a wonderful help to all students. So glad you have this.

---

The McKinney campus is much nicer than Frisco. It would be nice if the bathrooms in Frisco had the toilet covers. Frisco just seems older and not as clean.

---

The microscopes in the science learning center should be the same as the ones used in current science labs to mimic the same experience as working in lab.

---

The one item that I would like to mention is that for my chosen program (Commercial Photography) there are not enough courses being offered in the evenings. This fall will be my third semester here at Collin, and there has never been a Darkroom (ARTS 2356) class offered in the evenings. This coming fall, the only options that I have to take in the evenings are PHTC 1371 Book Design and Presentation, and PHTC 2349 Digital Photography III. It will take WAY too long to complete this program if you are restricted to taking evening classes by your work, like I am. Even weekend options would be appreciated.

---

The school is doing pretty good however all of the student life activities I want to do are on Fridays during my class. I would like to go zip lining and get to know people but I can't skip class for that.

---

The staff in the library should be kinder to the students. The students should feel comfortable to ask questions and instead the staff are hostile and unfriendly, making it so the students feel uncomfortable about going up to the front desk.

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*(Continued on next page)*

Table 97.

General Comments or Suggestions (Continued)

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The staff of Instructors I've encountered this semester hasn't been the greatest. There's a difference in teaching and Instructing and reading PowerPoints are not means of teaching - PowerPoints are teaching aids. I've dropped several courses due to the Instructor. I believe the Instructor knew the information well, however they were not experienced in teaching the subject WELL. Moving forward I will probably continue my education online - I feel as though I'm teaching myself anyway through the internet (Google and utube) Very disappointed in the Instructors I've had this semester (January 2019). Algebra and Geology lecture & lab

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The wait times at advising get atrocious when the semester begins or is about to begin. People get skipped over, you can hear yourself being called, it sucks.

---

There are many services that I'm not aware of, and that is not good because if I don't ask, nobody is capable of explaining the additional benefits that we have as students.

---

They made a big mistake on my subjects to take because I'm already a test for 30 years still they wanted me to take below college level courses. I enrolled and went to class but I already know everything. I graduated cum Laude in my bachelor's degree and the workers here are not knowledgeable enough. I drop because I don't need it. I wasted more than 500 dollars out of pocket from others mistake. I wish they return for my money

---

This school has helped me a lot better because they actually care about your studies and you.

---

Too many emails!

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We NEED more parking spots

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When students register for classes someone should inform them it will be a 24 to 48 hour layover for them to be able to get their student id and books

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Wish the website had a section called 'amenities' where we could see all the resources available and things at each campus that are available to students - like the fitness center (didn't know we had one because nothing is online regarding it).

---

Would love better parking and a cafeteria would be nice :) (doesn't have to be huge but there is no time to go get real food when the traffic on and off campus are challenging)

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You guys are just perfect! No comments! 😊

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Your surveys are too long.

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