

Collin College Service Unit

Student Survey Report: Fall 2014

March 25, 2015

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

SERVICE/PROGRAM: ADMISSIONS AND RECORDS

Table 1. Awareness and use of service/program

	N	% *
Aware of Admissions and Records	795	88.7%
Used Admissions and Records	706	78.8%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	22	31	105	205	305	38	706	4.11	1.042
	%	3.1%	4.4%	14.9%	29.0%	43.2%	5.4%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	45	50	141	159	279	32	706	3.86	1.226
	%	6.4%	7.1%	20.0%	22.5%	39.5%	4.5%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	29	32	109	154	344	38	706	4.13	1.116
	%	4.1%	4.5%	15.4%	21.8%	48.7%	5.4%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	24	39	82	161	366	34	706	4.20	1.087
	%	3.4%	5.5%	11.6%	22.8%	51.8%	4.8%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	37	43	107	209	294	16	706	3.99	1.147
	%	5.2%	6.1%	15.2%	29.6%	41.6%	2.3%	100%		

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

SERVICE/PROGRAM: ADMISSIONS AND RECORDS

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

Open-ended comments	N
No response	623
Admissions was a ridiculous process. I submitted my application online via ApplyTexas.org before the deadline for the Spring, 2014 semester, and, after waiting more than the 4-5 days it was supposed to take for it to be processed, I went in-person to the PRC Admissions Office. The personnel there said that the only way I had a prayer of my application being processed on time for registration was to now fill out a paper application. That seemed very strange, but they insisted that I must do so. So I gave them my proof of residency and my transcripts and filled out the paper application. I went home to wait for my email saying I had been admitted. It didn't come. After a few days, I returned to the Admissions office at PRC and waited in line AGAIN. When it was my turn to speak to an Admissions person, she told me my application could not be processed because I hadn't submitted my proof of residency and my transcripts. I told her I certainly had, and they were somewhere in that office and I was NOT leaving until my application was located and processed in full. First, she looked shocked, and then she got out of her chair and opened a file drawer, and lo and behold, there were my paper application and all my documents, which had not been touched since I had handed them over several days before. She checked off the boxes on her system to show that, in fact, my documents had been submitted and then I was told to wait for my Cougar web ID to come via email. I finally received the ID just prior to the last registration deadline for the Spring semester. The whole admission process was extremely frustrating. I am a VERY patient person, but by the end I wanted to scream, "I AM A GROWNUP!!!! Treat me with some RESPECT!!!!!" If I had not gone three times in person to the Admissions office, I would not have been admitted in time to register for my classes.	1
Bookstore Prices are higher than they need to be. The school should strive to provide discount prices to students while maintaining quality. Staff is great.	1
Could not find some my resident paperwork, even though it showed that I had attended the previous semester. Just a little frustrating.	1
Despite the impatient students that daily bombard this office, the Admissions and Records office staff seem to be apathetic to Collin's students. However, we are all human. It is just my opinion that staff might reconsider their reasons for applying for such a position.	1
Didn't have to talk with them	1
Easy to get my stuff taken care of but the particular lady who helped me was not very friendly	1
Every encounter with someone in this department has been less than satisfactory. They are rude, act as if you are bugging them and don't want to help you, as well as giving you multiple answers and subsequently denying they said that. One particular encounter when I was enrolling they even had the nerve to give my MOTHER an unsightly attitude when it was not warranted in any manner. The extent of their constant attitude and actions only being rude have led me to stay as far away as possible for even when I need to use it they make me feel stupid and unwanted.	1
Except for taking long in line and updating the Enrolment verification form. They are not so bad.	1
Having major issues with admissions due to transcripts and it is preventing me from full admissions	1
Helped me very much enrolling for dual credit	1
Helpful with any questions that I had.	1
I applied online 2 weeks before coming to the college to register. When I arrived at the school I had to fill out a paper application a second time. I had a name change and it took 9 months and a complaint to have them change it. My log in is still my former last name. My records weren't put into the system unless I requested a degree audit. This affected my financial aid and I had to pay out of pocket 2 semesters because my transfer records had not been input. And because they put in my information wrong I had to pay out of state tuition rates just to secure my classes and then was reimbursed later.	1
I feel it should not take 3 weeks to get proof of full time at Quad C so I can ride the dart cheaper. The campus would never let me pay 3 weeks late so why do I have to wait 3 weeks for proof of full time.	1
I gave my driver's license and reported that I had lived in Collin county for 7+ years and was reg. as out of state. I was told later that I should have received an email req. additional information to clear my residency status. I did not receive this email. It was then reported that I would not be refunded any of the over charge.	1

SERVICE/PROGRAM: ADMISSIONS AND RECORDS

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

Open-ended comments	N
I gave you guys a completed form and supporting documentation of my married name 2 weeks before school began. I'm still in the system as [maiden name].	1
I had to drop a class, and the admissions were very polite and sympathetic and gave me advice on what I should do instead.	1
I had to go several times to correct that I have lived in Texas my whole life because they had me listed as out of state.	1
I had to jump through a lot of hoops to accomplish something that should have been simple and uncomplicated.	1
I have gotten some rude people. My helpful	1
I recently changed my name and I wish there was an easier (electronic) method than standing in line/in person.	1
I should have been an out of county student the whole time but was placed as out of state and paid way too much for admission because they messed up and put me as out of state. changing this was a long, tedious process and I did not receive over \$1,000 as a refund due to their mistake.	1
I still do not see my records from Saddleback online. This was turned over in May. You already had it from when it was sent two years ago I have seen the same issue with other students that have been attending this campus. Very poor records keeping.	1
I transferred from DCCCD with 26 hrs., although my credits were received by Collin, they didn't get recorded until 2 year later. I had inquired about this many time to the admissions and records staff, and they were rude and impatient with me saying that there were only 2 people dealing with transferring records. I have heard from many sources that Collin College was the top community college in the nation, but the admissions and records staff are not evidence of that.	1
I waited for over an hour and a half but the staff was amazing	1
It took me 4 hours to transfer to a different lab and it cost me for a lateral transfer. Nothing changed except the time and day	1
It took your admissions office 9 months to evaluate my transcripts to see what credits transferred. 9 months. That is an outrageous wait for that.	1
Just had an incident where the front desk lady was incredibly rude, she probably just had a bad day or something. But it rubbed me the wrong way for sure.	1
Kept me coming back, nearly a dozen times by the end of it, just to submit proof of residency, giving me new crucial information I was not given before each time.	1
Knowledgeable and quick service, except for waiting line	1
Line was extremely long so it would seem you might have more employees to work the shift when you are aware of this issue. Only two people were working this shift.	1
Long wait	1
Long wait time, and couldn't tell me what I needed to do to transfer my credits over and didn't ask if I needed help or explain the process	1
Loss my medical record	1
My acc shows a different degree program on Collin.edu and when I talked to admissions they saw the correct degree program. Why does it take so long for credits from previous institutions to be reviewed by your school. My credits still have not been updated.	1
My requests for transferred credits were either lost, incorrect, or took 2 years to complete. In addition, I had to appeal the process which finally resulted in my credits being transferred.	1
My SAT score is not on record?	1
Needs to be a bit nicer and knowledgeable. Once they had me on hold because they either did not understand my question or did not have an answer, I felt like they just had me on hold until I would hang up. The problem was solved at Financial Aid.	1
No one seems to know what to do for anyone. Again, multiple meetings, never told the same thing, still not sure if I am enrolled for the correct program.	1
Not helper.	1

SERVICE/PROGRAM: ADMISSIONS AND RECORDS

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

Open-ended comments	N
On time	1
People at Admissions were very rude.	1
Quickly and efficiently answered my questions and told me what to do to	1
Records/Status updates are very slow. One needs to call several times to get it done.	1
Ridiculous wait times, rude staff, inaccurate information	1
Rude & Never Helpful. Act as if they don't want to be there	1
Rude and unwilling to help over the phone, Everyone says something different, messed up my semester and financial aid because they told me the wrong people to contact and by the time I figured out what would have been a simple solution it was too late. And I have a 4.8 GPA, I know my way around Collin college, or thought I did.	1
Rude people and too long of a wait.	1
Rude Staff	1
Rude, slow, not knowledgeable	1
Somehow my registration was duplicated, it took a couple of attempts to fix it and when we did fix it, my records from previous schools and my degree plan were lost.	1
Staff incompetence constantly causes excessive inconvenience. I was unable to attend classes the entire semester of Fall 2013, and parts of Spring and Fall 2014. Staff constantly provides misinformation and neglects to provide important information. There is lack of communication among staff and OBVIOUS lack of knowledge and understanding of school policy and procedure. Staff are generally rude and unaccommodating.	1
Staff made it unclear why my residency was screwed up. I have lived in Texas for 8 years and all of the sudden you guys decide I need to fight for my in-county tuition by having to get another drivers license changed to another address in county to prove what? That I'm still in county just like the valid ID states. The attitude problem and unspecific emails don't help, and the ladies act like they hate their jobs and I have had the same horrible interactions for the past 3 years.	1
STILL waiting on an answer for review I submitted 7 months ago.	1
Takes 3-months for transfer credit to be processed	1
Terrible response time, uneducated staff, rude, misinformation, gave me the runaround	1
The admission process is horrible.	1
The admission process taking months was plain ignorant being online. I used to walk in and you could admit, advise and register in a few hours. Just a pain and the people are rude	1
The admissions process is outdated/archaic, based on paperwork. This needs to be streamlined.	1
The amount of time that it takes to get things evaluated is ridiculous.	1
The online login system works fine, but there were multiple open windows after people had left, yet no one would help me until the last person helping someone was done.	1
The staff was very rude and sent me all over campus to different computer labs prior to full registration to finally tell me "oh you can't use any computers on campus until you are fully enrolled. I was trying to register for classes after my TSI. Was a giant waste of two hours for nothing. was very frustrated.	1
The staff, one female staff particularly is not very helpful or friendly.	1
The system keeps putting holds on my account. I have issues every semester. You have taken away the personnel and put it in the hands of computers.	1
There are no private areas to speak to the personnel in admissions. I am currently living in what is considered a questionable address, and I didn't want to have that fact broadcasted to the five people waiting in line behind me. There is no way to not broadcast everyone's business in a room that is sonorous if you're not trained to speak in a quiet tone. There is no regard for privacy in the way that the admissions and financial aid offices at the SC campus were designed.	1
There is a very rude lady that works in this department that has treated me undesirably and that I've witnessed being very snappy and unapproachable to others	1
They also act like they hate their job. Well just one lady really who sits at the very last station. Anytime you go to her for help she greets you with "What do you need?".	1

SERVICE/PROGRAM: ADMISSIONS AND RECORDS

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

Open-ended comments	N
They are efficient but not so friendly	1
They seemed very unconcerned about my class scheduling issues and answered only the questions I asked	1
Through no fault of admissions, Apply Texas took 4 weeks to send my application to Collin. Other than that I was extremely satisfied.	1
Too slow	1
Took 7 months for transfer hours to appear. Staff not helpful during process. AP hour credit has since disappeared. Still unresolved.	1
Took almost 2 hours to speak with someone then the lady behind the desk was rude and wasn't helpful at all. she gave me all the wrong information.	1
Tried to get into spring semester, applied like Dec 2 or sooner but didn't hear back from them until Jan 8 (two days before deadline). Gave them the missing information they asked for on the 8th, no response until the 10th (deadline day) and they claimed to still not have the info I faxed in and had confirmation pages for. So I didn't get into the spring semester.	1
Unhelpful, rude	1
Unprofessional. Couldn't answer questions. Wouldn't find someone who could. Felt as if I was an inconvenience to them. Multiple filing errors	1
Very nice and knowledgeable	1
Very rude advisors in this department. Always had an attitude	1
Very rude, unhelpful, lack of desire to serve the students that provide revenue for their wages. Lack of customer service in person and on the phone specifically at the Preston ridge campus. Staff should greet and demonstrate a willingness to serve the customer!	1
Wait forever even though no one is in line!!	1
Was advised last minute I needed to reapply for the fall semester, when I had attended school last semester. All my classes were dropped and I then had holds on my account. This shouldn't have happened and I should have been informed.	1
Was helped in a timely fashion but staff was unfriendly	1
Was sent to multiple people and got multiple answers for my questions	1
When signing up for a class. It changed the teacher the day before class started and it wasn't the teacher of my choice and ended withdrawing her class.	1
Total	706

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

SERVICE/PROGRAM: ADMISSIONS AND RECORDS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	733
Admitted online	1
Admitted several years ago, no need to revisit yet.	1
All online	1
Already admitted	1
Already admitted, have not needed this service.	1
Applied online	1
Applied online, never needed anything else	1
Bad	1
Cannot remember the experience	1
Did any admissions online.	1
Did everything online	1
Did it online	1
Did use it	1
Easier/faster to do everything online on my own	1
Everything I did was online.	1
Have not needed to recently	1
Hours do not accommodate my work schedule	1
I applied online - and then they emailed me that I was a student so I didn't feel the need to go into the office.	1
I applied, take one class/semester.	1
I did my entire Admissions process online. I will likely use it in the future to transfer though.	1
I did use admissions to drop a class in Summer 2013. They were fine.	1
I didn't drop any classes or needed help on things	1
I do not know why should I go there.	1
I don't know, I'm disabled and have a bad memory	1
I had no reason to use A&R outside of the more than adequate internet interface.	1
I have used Admissions and Records and they were just fine	1
I haven't needed them so far.	1
I mostly handled it online.	1
I think I was admitted online and communicated with Admissions through email	1
I used their services via internet	1
No department offers help, I have asked all departments for records previously and nobody told me we had a record's department.	1
Not needed.	27
Not sure.	1
Only used it to register.	1
Registered online	1
Used it only once	1
Total	795

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

SERVICE/PROGRAM: ADVISING

Table 1. Awareness and use of service/program

	N	% *
Aware of Advising	808	90.2%
Used Advising	701	78.2%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	28	36	108	206	289	34	701	4.04	1.091
	%	4.0%	5.1%	15.4%	29.4%	41.2%	4.9%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	58	51	147	162	257	26	701	3.75	1.271
	%	8.3%	7.3%	21.0%	23.1%	36.7%	3.7%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	42	47	89	149	346	28	701	4.05	1.219
	%	6.0%	6.7%	12.7%	21.3%	49.4%	4.0%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	60	65	99	152	298	27	701	3.84	1.323
	%	8.6%	9.3%	14.1%	21.7%	42.5%	3.9%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	67	68	108	181	268	9	701	3.74	1.321
	%	9.6%	9.7%	15.4%	25.8%	38.2%	1.3%	100%		

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

SERVICE/PROGRAM: ADVISING

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

Open-ended comments	N
No response	555
[Advisor] is the best!	1
Academic advising at the Preston Ridge campus was not very helpful at all. Fortunately, for me I know an adviser from Central Park, [advisor]. He has been extremely helpful to me and has been the reason I have been able to make changes to my schedule without issue. Not only has he helped me but I have also referred several other students to him for assistance. You need more people like him who truly care and are there to help. I was very confused about my options until speaking with him. Even though he is not at PRC, I will continue to ask him for assistance while attending Collin.	1
Advise was poor or inadequate: "you can handle all those courses as it is just memorization".	1
Advised a few times, always incorrectly. Shouldn't take more than one trip...and I should not be getting different advise each time.	1
Adviser had knowledge of Texas school laws and informed me of better options I was not aware of	1
Advising does not take the time you need with them. Every time you have to see a different one, they tell you something different than the last person told you.	1
Advising puts unreal expectations on a student so they will over extend. I almost set myself up for failure. They let me believe it was different.	1
Advising should demonstrate a little more patience when speaking to students/perspective students regarding their majors and classes that are suitable to take.	1
Advising staff is not insightful. can be rude and seem they don't care for the students. I am not the only one that believes so. there is a male advisor whom I prefer which is always genuine and willing to truly help the student. however the rest of the female advisors do not	1
Advisors at SCC were rude and told me incorrect info. This has happened on multiple visits. Other campuses are great.	1
Advisors can be rude and quick.. not really explaining things	1
Advisors do not much know the advanced level classes.	1
All they do is print you a sheet of paper you could easily find and print yourself. They don't know or care what about what you want to do. They don't advise you on anything. Most useless group of people I've ever had the displeasure of talking to.	1
Although, I was overall satisfied with my advising. My first visit didn't give me the information I needed nor was the staff member that helped me very nice. My second and third visits were lovely!	1
Attempts to figure out a way to get advising was met with an unwillingness to work with my schedule. I'm a returning student with a BFA already and I'm less than impressed with your advising department.	1
Awful. Not knowledgeable. WAY too long lines because there isn't enough staff.	1
Calls placed to advisors early in the week were not returned until several days later. Once they did call back	1
Came to ask for help with what courses needed to transfer and what are core classes, since I'm from out of state. Didn't provide much information, or explain what the core curriculum was.	1
Can't speak to an advisor in a timely manner. Advisors don't provide enough information and most of them are rude and don't act like they want to help at all.	1
Central Campus wait times are horrible and most of the advisers are not helpful.	1
Collin makes it almost IMPOSSIBLE to talk to an advisor, unless you are sitting at a Collin campus. It drives me crazy. As for the staff, [advisor] is an amazing advisor, he's been the only one who I thought genuinely cared about my school issues.	1
Counselors are sometimes unable to provide complete/necessary information.	1
Did not help me with my question, had to look up information myself.	1

SERVICE/PROGRAM: ADVISING

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

Open-ended comments	N
Did not know about the classes that will transfer; took several attempts to get approvals	1
Did not know the classes, advised me to take the wrong classes.	1
Didn't give me full detail regarding AP credit	1
Didn't help with scheduling advice	1
Difficult to work with	1
Discouraged from two separate career choices and degree plans. Did not actually receive any direction or degree plan when I came in person, or called by phone. UTD advisor was very helpful, open to my ideas and career choice, etc.	1
Dual Credit advisor was non-responsive	1
Excellent resource and advice	1
Extend hours	1
Extremely rude, slow, unorganized, and obviously lazy and apathetic staff	1
First advisor had me enroll for a class that I had already taken at DBU, therefore I had to drop the class, I have that on my record now.	1
Generally unfriendly; very rushed and weren't helpful.	1
Had to wait 3 hrs to see advisor	1
Hit or miss if you get someone patient and polite. I'm expected to be courteous and patient and I'd like the same in return not treated like I'm an annoyance just because I ask questions. This is new to me. I'm trying to learn so I ask.	1
I am very familiar with choosing my own classes, so I didn't need much help. (satisfied)	1
I do not feel the advisors I have seen have been able to answer the questions I have. I am always referred to someone else.	1
I don't ever leave the advising office clear and sure of what classes I should be taking for the semester. They are very judgmental and make you feel very uncomfortable I never end up getting any information I originally go for.	1
I don't feel that advisers really care why I am there except for one but he has deservedly moved up with in Collin college.	1
I expected an advisor to advise not just tell me how to click a box on a computer screen to register for a class.	1
I feel that sometimes the hours available for advising at campuses other than spring creek can be better suited for people that work during the day. For example, I tried to make it to central park numerous times leaving work early around 3:30 and arriving only to find that the waiting list was full up to the hours advising closed making it a wasted trip. Also I feel there could be a big boon in allowing more topics to be discussed virtually as I've emailed many times about classes or class changes that were made by the state only to be told I need to come in to discuss such things.	1
I get a different answer or advice every time I go. I was told I have enough credits to graduate, now my petition to graduates say I'm missing a math.	1
I get different answers from different advisers. Things they tell me about transferring to UTD are simply not true, and I only learn of this when UTD tells me otherwise.	1
I have been there for help on numerous occasions but never seem to get anywhere with them. I have heard the only person worth talking to is [advisor]. I have not talked with her yet but intend to.	1
I have been to advising several time at the SCC campus and have been told different information every time I go. I was told after I took Math 0305 that I was done with math, then I have other people telling me I have to take 0310 it was a bit frustrating but other than that they were helpful.	1

SERVICE/PROGRAM: ADVISING

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

Open-ended comments	N
I have had some bad advice in past years.	1
I have multiple times received conflicting or incomplete information from advisors	1
I have only called advising a few times and every time I have been given wrong information. The advisors I see at both spring creek and Central Park always look tired and miserable. They don't seem to understand they are in a customer service role. meaning they are there to serve me and are the face of Collin College. besides the professors (which by the way have all been outstanding), Advisors are seen a lot. they really need to understand their role in making the college look good. many times I have been given false information. one time I had an advisor that I noticed at Central Park all semester. I asked her about a class Professor [name] was suppose to be teaching at central park. she couldn't even find him in her computer! at the spring creek campus I barely get a look in the eye by advisors. One time I asked if the advisor was tired because that usually gets a person to snap out of it and realize they are at work and need to be professional, this lady didn't even flinch. they are just plain miserable. I do have to say that another time I sat with an advisor at spring creek and she gave me correct information! with a smile and a compliment to me! wow, I really appreciated it because the bar is so low there. Usually when you see a dept. like this you know it has something to do with leadership. attitudes trickle from the top down. So I would "advise" the leadership to better support their employees. get them the training they need and if you are excited about what you do they will catch the wave! I love, love, love, Collin College. other than advising, keep up the good work! My professors are top notch!	1
I have wasted 2 years of my life cause they keep telling me wrong things, I am very and deeply disappointed, I have wasted my time and energy	1
I realize it's my responsibility to know what courses I have taken but when there is such a large gap since I last attended school, they should have known I did not need to take English Comp again. They also do not understand the course requirements for my degree plan	1
I received two different/conflicting answers on my transfer credits and it takes months to review them. VERY SLOW	1
I still have no idea what I am going to school for, no one will mentor me. I feel like I'm getting in debt for nothing. it is very discouraging. Advisors are not very useful and I dread being required to see them when there is a hold on my record.	1
I wanted to drop a class before the census date and I could not because the advising ward on my campus was not available during the time I need them.	1
I was initially unsatisfied with Advising (at SCC), but have received very satisfying service from [advisor] since my initial advising session.	1
I was more confused after I met with the adviser at Collin, I had to do my own research as well as go to UTD's advising	1
I was to graduate in Spring 2014, however, advising mislead me and I ended up 1 hour short and had to take an additional class in the FALL 2014 to receive my associates. I would have taken a 3 credit hour course instead of a 1 hour PE course in the Spring if I had been advised correctly.	1
I was unable to graduate because of one credit hour, and took several classes I did not need	1
I was very satisfied with all of the services. Thank You.	1
I went in for advising and all they did was give me a sheet and basically say here figure it out.	1
I've received confusing or invalid information.	1
In my experience, the advising staff was too dedicated to reinforcing their bureaucratic processes instead of providing assistance to me.	1

SERVICE/PROGRAM: ADVISING

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

Open-ended comments	N
In my previous experience with other schools I had a very thorough advising staff that ensured I knew what I needed for my goal as a student at their school and took the time to help me succeed. I have to say I have not had anywhere near the same experience in advising at Collin. The advisors rush me, and tell me to go home and figure it out online. To be honest the advisors and admissions/ records staff are a huge turn-off about Collin College, and they are the first and last thing we as students have to deal with. I strongly believe that there needs to be a change.	1
Incorrect assessment of transfer hours/degree program.	1
It amazes me the advising staff lacks the ability to look up degree plans. I had two of my final courses cancelled and need to find alternatives. The advising staff was unable to look up courses and had no knowledge of the different courses of study.	1
Knowledgeable and quick service, except for waiting line	1
Knowledgeable friendly staff	1
Lack knowledge of staff they have, much less pointing me in the right direction for the classes I need.	1
Line took forever and you always get a different advisor that gives different information then the last time.	1
Lines were very long, and they didn't give the right information on a class I needed to take.	1
Long wait	1
Many of the advisers have not been helpful and often condescending	1
Most of advisers don't have enough knowledge and give wrong information and advice!!!	1
Most of the information was easier to find online. Ex prerequisite info	1
My advisor was rude and told me that she didn't want me at Collin and she advises I go back to my other school	1
My session felt rushed. Didn't seem to really care. One time this lady didn't even know how to help me and by the end of it I was answering my own questions. 4 out of 5 times I go there it's just a waste of my time. [name] is the only one that truly cares.	1
Never got to meet with advisor for my specific degree program; Wait time unbelievably long; staff doesn't seem to know much	1
Never helpful. Always in a rush. Unsupportive.	1
No one cares, no one helps you go forward. They give wrong information to students all the time	1
Not all advisors are knowledgeable about available programs and tracks of study	1
Not enough employees to serve the students' needs, this makes for a lot wait	1
Not helpful, give conflicting info, not knowledgeable, rude sometimes	1
Not helpful, very short. Made me feel like I was wasting their time. Awful experience every time	1
Not knowledgeable about courses, other schools. Don't seem to care about students interests, and seem to rush students out. Will not let students talk things out, you get rushed out or very short answers. Majority of the time they tell me to just look on the website, well I'm sorry I would like to speak to a person about something major as college. There are 3 advisors that I try to avoid and I am sure that others will comment on that too. Thank you	1
Not very helpful, I always felt getting the info I needed was like "pulling teeth"	1
Once I visited the advising office and the staff was not knowledgeable about the question I asked.	1
Opportunities were not divulged to their full extent	1
Over half of the advising team is very rude and unhelpful. I have gone there several times with the adviser texting on their cell phones instead of answering my questions. To me it seems that they don't take their job seriously and don't have their priorities straight.	1

SERVICE/PROGRAM: ADVISING

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

Open-ended comments	N
Person I kept having didn't answer my questions (vague answers) = unhelpful. It would be nice if there were more categorized options when we sign in so that people could get more specific help with what they need, rather than someone who is just so-so.	1
Ridiculous wait times, rude staff,	1
Rude & Never Helpful. Act as if they don't want to be there	1
Rude people and too long of wait.	1
Rude staff	1
Rude, circular answers that were not answers.	1
Rushes me every time I come in, gives vague directions	1
Satisfaction with advising is completely based on what adviser you speak with. Some advisers like [name] are very helpful, some are helpful enough, and others don't seem to know what they're talking about, but don't mention that when telling you what to do.	1
Seemed to try to get me out of there as soon as possible, circumvented my questions, never really gave me the information I wanted/needed to know about certain courses or programs	1
Some advisors don't know what they're doing	1
Somewhat unsatisfied due to the unfriendliness of some academic advisors. Some have been very friendly, but some seem bothered and inconvenienced that I am there to ask for their academic advice.	1
Staff are often rude and lack knowledge needed to advise accordingly	1
Staff at the Spring Creek Campus are not only incompetent, they are rude and are always hurrying students out of the office instead of actually trying to find the answers. By contrast, staff at the McKinney Central Campus are AMAZING! They are kind and knowledgeable!	1
Staff is always hurried and don't seem to have adequate knowledge or much care for student's academic career planning	1
Staff is very rude and not knowledgeable.	1
Takes forever in line.	1
Terrible response time, uneducated staff, rude, misinformation, gave me the runaround	1
The advisors often given conflicting information and some do not look like they care	1
The fact that the departments that you need to speak with regarding registration, financial aid, and advising do not answer their phones during times of highest need is RIDICULOUS. Not convenient to those taking online classes or commuters. Staff is rude over the phone and every person gives different answers.	1
The first person I talked to from the advising department was EXTREMELY rude, and didn't tell me why I had an advising hold on my records preventing me from registering, she just removed it, after [complaining] at me about my timing. After that, I talked to advising 3 more times (everyone else was polite) before I found out WHY I had to see advising before registering every semester. I still feel it's ridiculous that my GPA from 10 years ago can't be marked as inconsequential for the purposes of my registration now, as long as I keep my grades up.	1
The new system of waiting in line-duplication. And half the time advisors do not even tell you anything concrete. People have seen advisors and ended up taking courses they did not even need.	1
The past times I've gone in for academic advising, the lady I spoke with had a very bad attitude. She would not make any eye contact with me, as her attention was elsewhere. She seemed apathetic and bothered to be working as an academic advisor. I left having even more questions than I did before, as well as feeling angered by such poor service.	1
The person who helped me wasn't very pleasant and didn't look into my information correctly so I ended up taking a class I had already taken and didn't need to take again.	1

SERVICE/PROGRAM: ADVISING

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

Open-ended comments	N
The staff did not help advise me. I left just as clueless as I was when I went	1
The staff was not friendly, made a mistake that made me had to call advising again and I was asked to come back to the advising, and did not give me all the information that she had at the time.	1
The system at the Plano location is just so slow. Preston Ridge is much more smooth	1
The wait is so long sometimes. The last few time I went the person who helped me knew nothing about my program and even told me incorrect information.	1
The way you "sign in" to meet with an advisor is ridiculous and I have found only makes the wait longer. And the advisors usually don't know what they're talking about. I get a different answer every time I go.	1
Their thoughts do not complement each other. They should make effort to ask their superior what they don't know.	1
There are some really good advisor that take the time to help you, but there are others who just want to get done and continue with the next student	1
There was usually always a long wait.	1
They act like they hate their job and treat you like a child. They also don't give the correct information on the proper courses you should take which leads to taking (and paying) for courses that don't even count towards your degree. I could go on and on. I just don't understand the point of working there if you hate it!	1
They are so understanding and very welcoming	1
They didn't know how to help me	1
They don't seem to care in their interactions with the student body.	1
They don't understand the music program- it is very different than the others.	1
They really don't know anything about degree plans for transfer.	1
They weren't very helpful with figuring out which classes I needed to take since I am a transfer and I also needed help signing up for classes and was just told to go online. I've been to two other colleges and their advisors were so much more helpful compared to Collin.	1
Time spent in line (though I hear that that has been fixed since I last went	1
Told my husband to register for the wrong classes	1
Too long of waits; need more people on when lots of people waiting	1
Took forever, two of the women I spoke with out of 5 so far were very short and bordering on rude.	1
Try to rush you and act unconcerned	1
Two different answers from two different advisors about which classes to take that led me (and others) to take classes I didn't need. It's a waste of time to speak with these people, I'm better off figuring out what I need to take on my own. Absolutely unacceptable.	1
Unprofessional, Couldn't answer questions, Wouldn't find someone who could, Felt as if I was an inconvenience to them	1
Very few know what they are talking about. Information is often incorrect	1
Very helpful and insightful	1
Very nice and helpful	1
Very poor manners/attitude; made me feel insignificant and a burden; very harsh, curt, and degrading	1
Very slow, the people just sit at their desk and talk to one another and mope around while there is a room full of people waiting to be helped	1
Was advised my account was fixed when it was not. Had to make 3 additional trips up to school for advising to correct my account.	1

SERVICE/PROGRAM: ADVISING

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

Open-ended comments	N
Was sent to multiple people and got multiple answers for my questions	1
Wasn't sure on my scholarship details	1
We were told they could help us organize our schedule and programs; they just help me with no more that I had planned. They didn't give alternately options. About studying Pastry and Culinary Arts, they told me to go to IHCE	1
When I went to the Advising office to register for classes, I was told that my classes would be held because of Financial Aid and they weren't. I ended up going to another college for a semester.	1
When my academic standards went from stable to warning. They never told me what next step to do to make things better so I ended up taking a summer class and it dropped my GPA below and got probation. Didn't explain the situation correctly to me. On the Preston campus.	1
You have to wait forever to speak to advising and no one has yet to advise me on anything I been just playing it by ear.	1
Total	701

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

SERVICE/PROGRAM: ADVISING*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	727
Already knew what classes I needed to take	1
Did not have time to travel to campus	1
Didn't know about it.	1
Difficult to reach by phone or email; I tried several times	1
Don't know how to set up an appointment	1
Found what I needed for first semester online	1
Have not needed but will use next semester	1
Have not needed since setting up academic plan years ago.	1
Have yet to speak with a counselor	1
Haven't gotten around to it yet	1
Haven't had to yet	1
Haven't made the time	1
Haven't gotten around to it	1
I already knew the classes I needed to take.	1
I can find what I need on cougar web.	1
I did use it	1
I don't know what this is..?	1
I had received a curriculum from UTA for required courses.	1
I have a plan for my academic career	1
I have not had a chance to get there yet	1
I haven't had a reason to use them but I will for information on transferring to a university when the time comes.	1
I knew what program I was going into, and classes had already been explained.	1
I need only 5 courses for my certificate-so I know what I need to do.	1
I never really new about advising, but I find it very interesting and may use it in the future	1
I really don't need it, and some times they don't know about my field.	1
I take online classes, but will be using advising before next semester.	1
I was accepted in the Respiratory Care Program Summer of 2013	1
I work full time during advising hours.	1
Information available elsewhere	1
I've used advising once but I wanted someone to point me in the right direction and left feeling like I did before I went to advising	1
Knew what I needed to take	1
Know my classes	1
Never got around to it	1
No need, I already knew what I wanted to take.	1
No need, only a certificate program	1
No need. I look up and find all the information I need online.	1
Not a full time student at Collin college	1

SERVICE/PROGRAM: ADVISING*Table 4. Why did you not use the following service(s)/program(s)?*

	N
Open-ended comments	
Not available for students with fulltime day jobs	1
Not enough time to meet them	1
Not needed.	33
Not of much help . They say curriculum is online go check it there	1
Online Advising didn't email me back	1
Registered myself online	1
Returning adult student, did not have a need	1
Still trying to get fully admitted	1
Time constraints.	1
Transfer student	1
Used program director to ask advising related questions	1
Used some of this before I started classes here; haven't needed it since	1
Total	808

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

SERVICE/PROGRAM: ATHLETICS

Table 1. Awareness and use of service/program

	N	% *
Aware of Athletics	391	43.6%
Used Athletics	62	6.9%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	0	2	5	17	37	1	62	4.46	0.787
	%	0.0%	3.2%	8.1%	27.4%	59.7%	1.6%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	1	1	4	13	41	2	62	4.53	0.833
	%	1.6%	1.6%	6.5%	21.0%	66.1%	3.2%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	0	1	5	15	40	1	62	4.54	0.721
	%	0.0%	1.6%	8.1%	24.2%	64.5%	1.6%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	0	0	6	11	43	2	62	4.62	0.666
	%	0.0%	0.0%	9.7%	17.7%	69.4%	3.2%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	2	1	5	18	35	1	62	4.36	0.949
	%	3.2%	1.6%	8.1%	29.0%	56.5%	1.6%	100%		

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

SERVICE/PROGRAM: ATHLETICS

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

Open-ended comments	N
No response	59
Not enough space for classes so there is no space for students who want to utilize anything	1
The women's locker room is always dirty, the restrooms have doors that are not able to be locked, water leaking from toilets, drains have foul odors	1
We need a running track or at least a sidewalk. I'm scared to run in the parking lot for the fear of cars running me down.	1
Total	62

SERVICE/PROGRAM: ATHLETICS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	169
Can't go now	1
Did not appeal to me	1
Didn't have chance	1
Didn't get to it	1
Didn't know about it	2
Do not know much about signing up for athletics	1
Don't do on campus	1
Don't exactly know what's available or how to join anything	1
Don't have any class	1
Don't know a lot of information	1
Don't play sports	1
Dual credit	1
Going to next semester	1
Has not came up	1
Have a lung condition	1
Have gym at my apartment	1
Have not had to and not taken the class	2
Have not taken athletic class	1
Haven't got a chance	1
Haven't signed up	1
I am a little confused where a weightlifting class falls, under fitness center or athletics. So I may have used this program/service.	1
I am aware of them, I don't know what use I would have of this service/program.	1
I am currently in a walking and fitness class if that counts, I am interested in assisting the Athletics Dept. once Basketball season begins.	1
I am not an athlete	4
I am not an athlete and was not aware of game times to attend.	1
I am not athletic.	16
I am not enrolled in any athletic classes.	1
I am not involved in athletics.	1
I did check out the racquetball courts and I may one day play on them but I never see anyone playing and I don't know anyone at the school that plays. I once tried to join a fitness class but it was for Summer II and I was going Summer I & III so that didn't work out for my work out.	1
I didn't know about it	1
I do exercise outside campus	1
I do not play the sports available.	1
I don't attend class on campus	1
I don't know anything about them	1
I don't live on campus or nearby. Thus I go to a gym near where I live.	1
I don't play interactive sports.	1
I don't play sports.	4
I don't see any sports.	1
I go to a gym	1

SERVICE/PROGRAM: ATHLETICS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
I have a full time job. The athletic programs are not open to my participation nor are they available with my schedule.	1
I have a gym at my apartment complex	1
I have never played tennis/am not good at basketball	1
I have not enrolled in any athletics.	1
I haven't had the chance to.	1
I haven't heard of this program.	1
I know of this dept., but never been involved	1
I'd prefer not to join an athletic department.	1
I'm not athletic so I don't utilize athletics	1
I'm not enrolled in any athletics class.	1
I'm not in athletics	1
I'm pregnant	1
I'm too old	3
I'm a dual student, I cannot participate	1
I'm not in athletics, I just work out.	1
Inconvenient	1
Just started this semester	1
No interest	6
No interest in available athletics	1
No need (academically) or interest in team sports	1
No softball	1
No time/no need/have my own gym	1
Not a priority to me	1
Not apart of the Athletics program.	1
Not available on my main campus	1
Not enough time	32
Not enrolled	1
Not involved	1
Not in athletics	3
Not in it	1
Not in scope	1
Not interested	15
Not into Basketball or tennis	1
Not involved in sports.	6
Not involved with any classes or programs in that department	1
Not needed.	50
Not on my campus	1
Not playing a sport right now	1
Not ready	1
Not sure who to talk to	1
Not taking those classes right now	1
Not there yet	1
Nothing interests me	1

SERVICE/PROGRAM: ATHLETICS

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

Open-ended comments	N
Older student	1
Online course	1
Only when I need	1
Tennis Class	1
This is my first semester. I am still getting my bearings.	1
Too busy jumping through hoops provided by Admissions and Records department. I am so frustrated due to the inconvenience caused by staff incompetence that the campus has become an unpleasant place to be.	1
Took kickboxing one semester for associates degree	1
Wasn't aware of the services/programs	1
Working out	1
Total	391

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

SERVICE/PROGRAM: BLACKBOARD

Table 1. Awareness and use of service/program

	N	% *
Aware of Blackboard	837	93.4%
Used Blackboard	820	91.5%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	21	33	72	153	489	52	820	4.37	1.005
	%	2.6%	4.0%	8.8%	18.7%	59.6%	6.3%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	20	42	96	181	437	44	820	4.25	1.035
	%	2.4%	5.1%	11.7%	22.1%	53.3%	5.4%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	18	17	115	122	484	64	820	4.37	0.980
	%	2.2%	2.1%	14.0%	14.9%	59.0%	7.8%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	20	16	120	121	482	61	820	4.36	0.995
	%	2.4%	2.0%	14.6%	14.8%	58.8%	7.4%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	23	47	97	216	417	20	820	4.20	1.048
	%	2.8%	5.7%	11.8%	26.3%	50.9%	2.4%	100%		

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

SERVICE/PROGRAM: BLACKBOARD

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

Open-ended comments	N
No response	711
Adapt to new technology allowing students to access through an app or have it mobile access	1
A lot of teachers don't use it. always needing maintenance or crashing.	1
Always crashes, will not open on certain computers and programs, and is always under "system maintenance" during my only day off work, when I can do most of my homework (Sunday's)	1
Availability should be almost 100%	1
Awful program. Need to switch to Desire to Learn	1
Blackboard crashes far more often than it should.	1
Blackboard frequently shuts down or glitches out.	1
Blackboard has been slow and down several time recently.	1
Blackboard has gone down several times for extended periods of time and when you ask for help, they always refer you to someone else. I just end up waiting for it to come back up eventually.	1
Blackboard is always crashing. And although professors are aware of these issues, it doesn't stop me from worrying that they might not accept my assignments. Also, I always have difficulty getting rid of notifications and viewing assignments I submit in Blackboard.	1
Blackboard is confusing, frustrating, & breakdown regularly	1
Blackboard is often non-functional or down. Often an individual class configuration is poorly done. It is often slow, particularly on campus Wi-Fi.	1
Blackboard is very efficient and easily allows for homework to get done	1
Blackboard sometimes goes down in the middle of the day, but I appreciate the emails we receive that gives us updates on the system.	1
Breaks down too much	1
Complicated system, especially for first time users.	1
Constantly doesn't work .	1
Convenient for communication between teachers and students and keeping track of all upcoming due dates. Wish all teachers utilized this program.	1
Convenient for online courses; nontraditional students	1
Could desperately use a complete website update and redesign.	1
Crashes a lot and doesn't always load	1
Down too much	1
Easy to access	1
Easy to navigate through.	1
Easy to understand. Pretty straight forward.	1
Easy to use always available	1
Easy to use and navigate	1
Easy to use, but wish the professors would take advantage of the built-in calendar. Hard to visualize when due dates are coming, so I have to use a 3rd party calendar to keep track of it all.	1
Easy to work	1
Extremely unreliable and difficult to use for professors and students.	1
Goes down too often	1
Goes offline a lot	1
Great way to learn/ teachers do an exceptional job maintaining	1
Had a assignment submission issue one time. The support could not help me, but was nice and courteous.	1
Had some issues with it not working but was not able to speak to anyone. Works well otherwise	1
Handy but shouldn't have to click more than once, once logging into cougar web to access it	1

SERVICE/PROGRAM: BLACKBOARD

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

Open-ended comments	N
Hard to navigate, unorganized	1
Has had to many issues with being down.	1
Has yet to fail me. Ease of use.	1
Have to retry several times or can't get on cause too many other users.	1
I actually love blackboard.	1
I am not certain what has happened but last year had some hiccups but nothing like this year. Horrible. I have a professor who is not willing to budge on deadlines and thanks to BB I am screwed over on my gap and class. I will probably end up dropping the class.	1
I just do not care for this program, but understand that if you take an online class you need to use this.	1
I like blackboard but I dislike that the teachers really aren't using it. I have no idea how I am doing in some of my classes because the teacher does not post grades there. From some of the tests I receive back I am confident I am passing, but I am not receiving assignments back with grades on it and blackboard is not updated. It is a great tool if it is utilized by the instructors.	1
I never have any problems signing in.	1
I wish that all Professors were required to use and maintain Blackboard.	1
It always goes down and people don't fix it in time	1
It has random, or what I assume as random, crashes, but recently whoever oversees it has tried to get it back up as fast as possible when contacted by professors.	1
It is hard to understand and navigate at times.	1
It is often slow or not working at inconvenient times	1
It seems like it's really easy to miss assignments on blackboard, it doesn't alert you to messages in your blackboard mail, is pretty frustrating.	1
It started up a bit late. some of the teachers don't understand the new format, so they don't utilize it which is inconvenient for us students and them.	1
It upsets me when Blackboard is down, because both of my professors use that service for homework.	1
It was occasionally down and I was unable to submit classwork.	1
It's "broken" more than it should be.	1
it's a perfect tool for students	1
It's been more than a year, but it was unstable and confusing with two different methods to access it. And in turn, one class had different information depending on which portal you entered.	1
It's easy to get to and I can view all of my assignments ASAP and if I ever forget it's always on blackboard	1
It's not user friendly. Glitchy at times.	1
Its down way too much. I have a schedule that I do my classwork and if its always down its a huge setback for me.	1
Lost essays	1
Lots of login issues with the occasional crashing when I have assignments due.	1
Love taking online classes except when it's not working.	1
Love using blackboard	1
Many teachers don't use the system effectively or post grades/updates at all.	1
Most professors don't know how to use this and the student is left with having to click a thousand different links before finding the assignments or due dates. My C++ programming professor agrees this is a terrible site since it's java based.	1
My teachers don't use it	1
Needs work, seems to be an older program/system	1

SERVICE/PROGRAM: BLACKBOARD

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

Open-ended comments	N
No problems so far except the other day it was completely down but all in all it is well designed and operated.	1
No problems. It is very efficient and convenient.	1
No staff available to rate, no "n/a" option to choose; Blackboard is frustrating to use, not very user friendly (but better than it was in the past)	1
None of the professors utilize it in the same manner. It appears that with each class, one must spend the first 2-3 weeks learning how to navigate the system for that particular professor's preferences on how they choose to post information, requirements, assignments, etc. Of course, this can only be when the system is functioning properly, which is also inconsistent. These are very frustrating issues, especially for students that have full time jobs and rely on taking online courses to fulfill their course requirements, due to the lack of courses being available on nights and weekends.	1
Not always accessible	1
Not readily available for all classes	1
Obvious low-bid outsourced product. Daily outages probably due to the competency of the network management.	1
Often doesn't work for both teachers and students and sometimes crashes during timed tests	1
Poor quality	1
Seems to still be buggy and goes down occasionally.	1
Shortages sometimes	1
Since being a online student - when Blackboard is down I feel completely lost because I depend on Blackboard entirely.	1
Slow and not accessible at times.	1
Slow and not working at times, dashboard is confusing	1
Slow, frequently down, frequently missing assignments making me drop a class this semester	1
So many issues I can not explain them all	1
Something ALWAYS goes wrong when I an online!	1
Sometimes doesn't work	1
Sometimes down whenever I need to access my course content.	1
Sometimes it is very slow.	1
Sometimes it's down at the most inconvenient times.	1
Technical support is just fair as they always blame it on student's computer	1
Tends to work 50% of the time. It would be nice if it was more reliable.	1
The absolute worst. I would ask for my money back if I was Collin College. As a homeowner/taxpayer, I resent paying for this. It's always down or slow.	1
The site goes down often	1
There's always a problem when trying to get on blackboard !	1
This is the best service	1
This program is horrible either fix it or don't make us use it	1
This site goes down for several hours at times, and has caused me to miss deadlines...I would think 5 hours would be enough time to give for an assignment, but that is not the case. Professors are usually understanding; however, if they aren't that means I get a low grade for no reason. Who do I even contact if blackboard is down? Do they just know, or do they need to be notified?	1
This system fails repeatedly without cause or reason.	1

SERVICE/PROGRAM: BLACKBOARD

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

Open-ended comments	N
Too many problems, goes down randomly, many teaches don't always use this program, could have better features such as letting me know through email that I have a blackboard email etc.	1
Too often has service interruptions.	1
Unreliable	3
Useful on checking grades anytime any day	1
Very slow on a fast computer. Takes a long time to load.	1
Website is frequently down and inaccessible	1
Week to week I can always count on a server issue, and this has been my experience semester to semester, week to week for nearly 2 years. As a matter of fact, I just attempted to email my professor and the server timed out and failed to connect and send the blackboard email. I can access other domains just fine, google, Pearson etc., but blackboard or even collin.edu will not load at this time 10/6 10:25am CST	1
When blackboard crashes while trying to submit an assignment, or when you are trying to access it to finish homework, it really gets on my nerves. It is very unreliable.	1
Your Blackboard system needs to be updated and integrated to the latest version. It's login interface is archaic and difficult to use with other Blackboard applications.	1
Total	820

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

SERVICE/PROGRAM: BLACKBOARD*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	825
Blackboard was not operational when I needed it most	1
Homework	1
I did.	1
I do use all the time	1
I use it everyday	1
My professors don't use it.	1
Not needed.	3
Not used by any of my professors	1
This is confusing to use.	1
This is, hands down, the worst learning management system I have ever used. I hope none of my future instructors utilize it.	1
Total	837

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

SERVICE/PROGRAM: BOOKSTORE

Table 1. Awareness and use of service/program

	N	% *
Aware of Bookstore	833	93.0%
Used Bookstore	762	85.0%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	24	53	128	213	303	41	762	4.00	1.092
	%	3.1%	7.0%	16.8%	28.0%	39.8%	5.4%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	36	49	113	203	320	41	762	4.00	1.150
	%	4.7%	6.4%	14.8%	26.6%	42.0%	5.4%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	20	30	91	177	399	45	762	4.26	1.017
	%	2.6%	3.9%	11.9%	23.2%	52.4%	5.9%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	30	38	108	162	384	40	762	4.15	1.116
	%	3.9%	5.0%	14.2%	21.3%	50.4%	5.2%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	34	46	111	219	341	11	762	4.05	1.120
	%	4.5%	6.0%	14.6%	28.7%	44.8%	1.4%	100%		

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

SERVICE/PROGRAM: BOOKSTORE

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

Open-ended comments	N
No response	655
A lot of student employees standing around behind register and 1 checker, long line waiting	1
All the books that they gave according to my schedule was wrong even when I tried to let her no that is wrong she didn't hear me out. I took it and returned it back the next day hoping I can get someone to understand, I was lucky another lady was there and as soon she saw my schedule she agreed with me. That all the books were given to me were the wrong ones, she help me replaced them all she was very nice and helpful	1
Amazing job, always friendly	1
Between taking weekend classes and the bookstore being unavailable at that time, and them being mildly rude, and not knowing how to do their jobs correctly/which books for which class, they could have done much better.	1
Book prices for unbound books are way too much and they were unable to tell me if I was getting the correct book. One book I got was supposed to come with an online access code and did not. I paid \$425 for an unbound book and had to pay an additional \$70 for an access code that should have been included. There is almost no selection of used books which is [expletive].	1
Book store had online a book needed for a class. I ordered per the ISBN. Turns out even though book store had it up online, it was incorrect, thus costing me more money and time to get the correct one. Also at the book store, in person it is messy and no proper clear communication available, you have to hunt someone down and usually they are in their little cluster on coffee break	1
Books cost too much, instructors/ teachers don't use all the media that school wants them to buy,	1
Bookstore staff can be pushy about putting backpacks away sometimes	1
Bursars/"Admin" Office has "Lost" my refund and "Is investigating". I have not received any communications from them unless I absolutely hound them down. No solutions, time-frames, or attempt at consolation or even basic information has been provided. They have been Extremely Unresponsive and know very little when contact is established on my behalf.	1
Clerk guessed which book I needed instead of looking to make sure and had me buy the wrong book.	1
Convenient	1
Costs are outrageously high, but staff is very friendly	1
CPC and SCC, the staff is super helpful! They get an answer to you even if they have to ask someone else. Their customer service is great.	1
Customer Service	1
Did not provide any information that could help me arrange or rearrange my class schedule after one of my	1
Each time I go in the staff is pretty rude. They also never seem to know what book I need or even if you have it. Just buying scantrons takes forever.	1
Efficient and easy to maneuver	1
Especially the beginning of semester, I feel they should open more longer hours. Also staff looked tired and they were not nice when I bought a book at the beginning of semester. They all looked like stressful and I felt I'm not welcomed	1
Everything changed in the bookstore. Change everything back to the old ways.	1
Expensive and too few cashiers	1
Great service.	1

SERVICE/PROGRAM: BOOKSTORE

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

Open-ended comments	N
Had an issue with the wrong book being posted the C# class I registered for. When I brought it up to one of the bookstore staff member and explained to her that the book listed is for a C++ class not C#, she told me that that was the book the instructor had selected. When I insisted that an error was made, she said that she would look into it. I called several times after that to follow up until the week before classes started and not a single person could give me the title of the book that was being used for that class. I finally managed to speak to someone that was able to give me the title on the Friday before class started. I have always bought my books from the bookstore but this semester I purchased my books elsewhere.	1
Had to wait 2 hrs to checkout	1
Have to leave back pack at front, huge huge rush at beginning of semester, hides ISBN numbers so you can't compare on amazon. Collin college edition books....seriously? Like I'm going to pay 300 bucks for a Collin college book...	1
Having a full time job it is hard to get to the store before closing time. Maybe open one Saturday a month would be nice.	1
Having to leave my bag at the front is cumbersome because I have to root around for my valuables since I don't want to leave them unattended. It makes for a frazzling experience.	1
Helped me to get my books above and beyond! Great staff!	1
Hours - I go to night school	1
Hours aren't convenient	1
Hours were difficult to work around	1
I am currently a night student. The bookstore hours do NOT accommodate the night students and we pay the same cost of tuition as day students!	1
I asked to see how much books I needed would cost and see what books I needed and staff did not know/advise me where to find books and did not know pricing	1
I had a very rude employee	1
I waited weeks for book	1
I was in search of a book, and had to check another campus, only to find out there was a communication error and they did not actually have the book. Just a lot of back and forth.	1
I was told that the bookstore closed at 6, I drove from Dallas county, got there at 5:30 and was told that they were closed at 5:30 and would not let me purchase my books. I will never utilize the bookstore again. I will buy the books elsewhere. Whenever I have called in the past to inquire about a book for a class, I am always given incorrect information, and left with the feeling that the employees do not care. I am an online student and I do not live in Collin County. I have to drive an hour and 1/2 just to get to the nearest campus, so having to deal with the rude people in the bookstore, has really made me question the school.	1
I wish all campus bookstores carried the same books. It was a pain driving all the way to spring creek campus to get a textbook.	1
I wish there were Saturday hours - I work in Arlington and live in Dallas and getting to Plano is a hassle especially during the week and during traffic/rush hours.	1
I'm not comfortable leaving my purse in the corner of the room to buy a bottle of water. Ridiculous.	1
I've never had any issues in the bookstore, I just tell them what I need and I'm on my way	1
Inconvenient hours, not convenient for students attending night classes, ex needing test, lab supplies	1
It took more than a month for my math book to be in stock. I understand there were some issues with the publisher, but I want to let you know this was unacceptable. I had to take my first exam and not have all the proper tools available to me. I have never had an incident like this happen here before.	1
It was hard to find anyone to help me locate books and asks question during the start of the semester.	1
It's frustrating when I take weekend classes and the bookstore is not open to purchase books.	1

SERVICE/PROGRAM: BOOKSTORE

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

Open-ended comments	N
Just wish the hours were more flexible	1
Knowledgeable and quick service, except for waiting line	1
Lines were WAY too long this year!	1
Long lines and not enough food, supplies, books, or a variety of materials in stock.	1
Long waits, rude staff, confusing procedure, uninformed workers, confusion on scholarships, payment via scholarships	1
Never fully stocked, not open on Saturdays	1
Never have had a bad experience in the store apart from the lines	1
Not a lot of items that are potentially needed	1
Not enough items, long line, shelves are usually empty or unstocked.	1
Not sure why you cannot order online books using financial aid as soon as you are registered for your classes. If you know that you have financial aid and it is within Collin's system and the student is registered for classes this should be a no brainer. We should also be able to have them shipped to you. Large campuses do this folks. While I have seen other BB set up and it is not as nice as Collins, they are on top of the game when it comes to books ordered with financial aid (which is typically two weeks prior to 1st day) and refunds from financial aid are refunded one week prior to school. This is so students are able to pay their room and board and have all their supplies before school starts. I don't see how some colleges can reimburse on the week prior to first day of classes yet we wait till 3rd week into school.	1
Ordering items were very difficult. Also when I placed a hold on an item they called and left a message stating the item was in and to come get it, this was on a Friday. On Tuesday, I went and they had already sold my item stating I was supposed to go get it on Monday but no where in my message was that stated.	1
Polite, but they tend to give you the wrong stuff and are not knowledgeable on when books are coming in.	1
PRC-- not well organized.	1
Price tags aren't on the products. You don't know the price until you're at the register.	1
Rarely open when I need them	1
Really slow	1
Rude	1
Rude staff, long lines. Tried to sell me the wrong books two semesters in a row.	1
Slow and rude	1
Some staff lack knowledge	1
Staff did not know how to look up courses/books for online classes - hours are not conducive for working adults. Vending machines were empty when I attempted to purchase scantrons	1
Staff does not care about their customers. Very slow, poor attitude, not professional. Often out of texts we need and eBooks are not the answer if you can't afford an iPad. Give us the textbooks required earlier so we can order them on Amazon. Otherwise we are starting our classes without the required books and tools. The bookstore has provided very poor service for YEARS. Why doesn't someone fix this instead of doing surveys that are not acted upon.	1
Staff finds what I need very quick and are very nice!	1
Staff gave me the wrong book for my class	1
Staff is always very friendly (SCC and PRC). (satisfied)	1
Staff is so helpful	1
Staff was very helpful and friendly. Sometimes the lines are long.	1
Stood in line to get in and stood in line to check out cost me over an hour to buy one book	1

SERVICE/PROGRAM: BOOKSTORE

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

Open-ended comments	N
The bookstore clerks are very nice and knowledgeable. The only issue I have with the bookstore is the scholarship system. I received a scholarship for books but the system would not let the clerks charge my account. I had to visit two offices after that to obtain a printed off copy of my scholarship funds with signatures so the manager could charge my account. I then had to do this a second time since the bookstore did not have one of my books in. Students would greatly appreciate a stream-lined version of this system/process.	1
The bookstore did not have all of the books that required in my classes. I think that if a textbook is required the bookstore should have it available.	1
The Bookstore staff has been extremely helpful and knowledgeable	1
The last two semesters they have sold me the wrong text book, and this last time it was a loose-leaf text book so they wouldn't exchange it.	1
The line caused by the limited amount of time available to purchase books for fin. aid. students is ridiculous.	1
The line was a super long but moved very quickly	1
The lines were expectedly long at the start of the semester, but the staff is always so nice.	1
The nicest people out of all depts.	1
The office hours are more catered to daytime students. There should be more late time hours for night students. However the staff are friendly, efficient and knowledgeable.	1
The staff had no sense of urgency and was understaffed.	1
The staff is always rude and never seems to know what is going on. They make up answers when they don't know the answer and I usually find that they are more concerned with goofing off or disappearing to hide from work rather than helping the customer. The staff at the PRC and SCC could benefit in customer service training. [Name] has been the only helpful one ever.	1
The staff hardly smiles. Also, when I bought a damaged snack, they didn't even try to exchange it and regarded me as an annoying person.	1
The staff there that I have talked to were rude and not helpful. It seemed like they had better things to do than to talk to me. That made me feel unimportant and unwelcomed.	1
The wait at the bookstore (PRC) at the beginning of each semester is incredibly long. The textbook staff really has no idea what books the professors are going to require for their classes. One of the (optional) materials for my BIO 1406 class was a DVD that cost \$40.00 that was so old it won't run on any current Mac or PC operating system. And you can't return software once you open it. Why doesn't the bookstore find out what each professor is going to require and provide that information to the students so that we can purchase our materials ahead of time instead of EVERYONE having to wait until the first and second days of class to purchase books and supplies? The current system is extremely inefficient and frustrating.	1
The way it is organized is awful. I bought all eBooks this semester to avoid the bookstore.	1
The woman who helped my mother and I get my books was extremely rude, impatient, and made both of us feel quite inadequate and as if we were a bother to her.	1
There should be a place for other students who are in a hurry or have class, cause some times we forget things and we stand in line and miss classes	1
There should be a way to share the ISBN off of all books when they are packaged together, this is just not fair for those of us who must price fairly; in addition creating your very own ISBN that is not recognized in other bookstores or business is a scam to dominate the monies to only your book stores	1
There was not enough register for people to use. the interior design dept. need to re-design the location to fit the need of the student and the college. the space is very poorly used. it was 1st time going to the location and it was crazy and the line was very long wrapping around the store.	1
They are not knowledgeable about the books. I was told I needed to purchase 7 books for a class. When I got home and reviewed what I had bought at their insistence it wasn't what I needed. One of the books was the same book just one was loose leaf and the other was bound with a different cover. Of course they would not take back the loose leaf book because it was opened - that is how I realized it was the same book - they would not allow me to return it. I was out \$100.	1

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

Open-ended comments	N
They are not sure what books a student needs, and will give you the wrong one that you can't return.	1
They are ready to help and are knowledgeable. Only irritating part is when there financial aid lines and customers.	1
They are really nice and helpful.	1
They didn't know which book I needed and I had to find it myself I was a lot faster on my own then walking around the store	1
They have different business hours for the different weekdays and this isn't helpful at all; sometimes you don't know which day you're living in.	1
They had a very long line but had it moving VERY fast, the employees are all very sweet and willing to help with anything.	1
They never have the books for the classes that I'm taking. They say they never order them.	1
Time frame for book buy back is way too restrictive	1
Time spent in lines is insanity, but understandable.	1
Too long of a wait time to retrieve/receive books.	1
Two semesters in a row I have had to ask professors for a book that the staff said was not available anywhere only to find out that it was available the day I went.	1
Very helpful group of people from the cashiers up front to the staff in the back assisting with whatever else you need. Keep up the great work. We appreciate your help.	1
Very long line	1
Was sent to multiple people and got multiple answers for my questions	1
Why is everything so expensive? I shouldn't be worried about whether or not I can afford a bag of chips.	1
Total	762

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

SERVICE/PROGRAM: BOOKSTORE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	776
Books are too expensive in the store	1
Buy other places	1
Couldn't find it	1
Crowded, can't bring back pack in, wasn't inviting	1
Didn't need books	1
Don't have money.	1
Expensive, walked in and all I saw was books, pencils, papers. Other universities had more non-class related stuff, made it seem more fun to shop there.	1
Have not needed to buy anything except the books at the beginning of the year	1
Hours do not accommodate my work schedule	1
I always buy used books on internet or by my friends.	1
I bought books from outside	1
I bought my books from friends instead.	1
I bought my books online.	9
I buy my books online and supplies at retail establishments near me.	1
I can find cheaper books on my own	1
I can find less expensive materials online.	1
I did not want to go to the bookstore because a lady wearing glasses and long hair screamed at me. She was very mad because maybe I asked a question.	1
I have used the bookstore, but it's not usually convenient to get to during the day-huge lines	1
I use another bookstore	1
I used Cougar Books to get my textbooks instead	1
I'm buying my books elsewhere. They're too expensive at the bookstore	1
Not needed.	11
Online only courses, did not need.	1
Other options	1
Price of books	1
Prices of books are too high.	1
Pricing for textbooks is more affordable at other locations	1
Purchasing books online is more cost effective	1
Rented my books online	1
The bookstore did not carry the needed material for my current class.	1
The textbook I needed was overpriced here when I checked, so I got it somewhere else.	1
The times are inconvenient for non traditional students, books and supplies are often more expensive than PJ's bookstore	1
Too expensive	3
Too expensive, used Cougar Books instead.	1
Used this and the line was soooooo long when the semester started	1
Utilized off campus and online.	1
Went to Cougar books to rent my books	1
Total	833

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

SERVICE/PROGRAM: BURSARS OFFICE/TUITION AND FEE PAYMENT

Table 1. Awareness and use of service/program

	N	% *
Aware of Bursars Office/Tuition and Fee Payment	686	76.6%
Used Bursars Office/Tuition and Fee Payment	518	57.8%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	8	15	63	126	280	26	518	4.33	0.926
	%	1.5%	2.9%	12.2%	24.3%	54.1%	5.0%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	6	6	50	126	309	21	518	4.46	0.818
	%	1.2%	1.2%	9.7%	24.3%	59.7%	4.1%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	7	11	47	104	326	23	518	4.48	0.862
	%	1.4%	2.1%	9.1%	20.1%	62.9%	4.4%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	10	8	44	99	334	23	518	4.49	0.877
	%	1.9%	1.5%	8.5%	19.1%	64.5%	4.4%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	9	9	46	134	308	12	518	4.43	0.865
	%	1.7%	1.7%	8.9%	25.9%	59.5%	2.3%	100%		

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

SERVICE/PROGRAM: BURSARS OFFICE/TUITION AND FEE PAYMENT

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

Open-ended comments	N
No response	489
Always answers my questions	1
Cannot pay online and no one could help me so far.	1
classes had been dropped. It was a very frustrating experience.	1
Documentation was incorrect which resulted in being double charged	1
Hours - I go to night school	1
I told her it was my first semester to register and I didn't get the courses. she didn't help me as I expected. I figured it out by myself	1
I was charged too much for tuition. I was told I would be reimbursed and never received it. When I asked, there was no record saying that I would receive it even though I talked to several people saying it should process soon.	1
It would have been nice if the dates posted to receive financial aid actually reflected when students would receive them. This semester it showed the 12th but I didn't receive mine until the 14th. When there are materials relating to a class that can't be bought at the bookstore it interrupts ability to be prepared in class if you need the aid.	1
Knowledgeable and quick service, except for waiting line	1
Lack of enough staff	1
Online program works great	1
Paid online.	1
Payments wouldn't go through on google chrome. Took 1 month to credit back to my card when dropped a class before semester started.	1
Quick and nice people	1
Rarely any wait at SCC	1
Rude	1
See Bookstore comment.	1
Staff is unfriendly	1
Staff sent me to the wrong office and was rude when I came back to get correct info	1
Terrible response time, uneducated staff, rude, misinformation, gave me the runaround	1
The cashier office are very rude; they treat students as they were doing us a favor, even if we are paying for our own classes with no assistance. They have no customer service skills nor do they respect the fact, without students they would have no job.	1
The ladies helped me find the print shop, explained to me everything I needed to know about the TSI	1
The woman are rude and unfriendly	1
They were very nice and helpful and did everything in a timely matter.	1
Very friendly and helpful.	1
Very friendly and ready to help. Even outside the office the ladies from the office are friendly and will greet you when you meet them. One lady in there in particular.	1
Very nice and sweet	1
Very rude and disrespectful.	1
Was sent to multiple people and got multiple answers for my questions	1
Total	518

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

SERVICE/PROGRAM: BURSARS OFFICE/TUITION AND FEE PAYMENT

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

Open-ended comments	N
No response	557
Able to do it online	1
All my tuition was paid through Financial Aid.	1
Already made payment prior to the year	1
Always did everything online	1
Because I have financial aid, I've never had to go to their office.	1
Did online	4
Didn't need to visit.	1
Financial aid	4
Financial Aid covered everything.	1
Go through financial aid	1
Handled finances online.	1
Have financial aid didn't need to	1
Have not had a need yet.	1
Have not had to.	1
Haven't needed to pay in person, I usually do online or my scholarship pays for it	1
Haven't had to use it due to financial aid	1
I am covered by Chapter 31 and did not have to go to the office	1
I am exempt from tuition and fees	1
I am not really sure if I used it or not, Bursars / Office but I did use student Life. And I rate it a (5).	1
I did everything online	1
I did speak momentarily to them but it was mostly done via Pell grant	1
I do use it online. If that counts, I am very satisfied with the service	1
I don't know what it is	1
I don't know. My tuition fee was automatically deducted from financial aid awards. I never contact Bursars Office directly but only received emails from them.	1
I get financial aid	2
I make one payment for my one class-simple.	1
I meant to check that.	1
I never had to go to see the bursars for anything	1
I paid online.	52
I pay cash for my school	1
I pay for all my class myself.	1
I pay my tuition through e-payment	1
I pay with credit card	1
I receive financial aid and do not have to make a visit to the Bursars office.	1
I receive financial aid which is paid automatically and electronically	1
I receive financial aid, so there is no need to stop by the bursars office to make payments.	1
I received financial aid and did not have to go to that department	1
I took out a student loan and the money was transferred to this office, so I had no contact.	1
I used financial aid	1
I was approved for financial aid.	1
Made all of my payments through Cougar Web	1
Make a payment	1

SERVICE/PROGRAM: BURSARS OFFICE/TUITION AND FEE PAYMENT*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
Never had to.	1
No money due	1
Not needed.	15
Online	4
Pay for tuition	1
Payments made automatically	1
Receiving financial aid and the opportunity to pay online, allows you to bypass the Bursars office.	1
Signed up for a payment plan	1
Tuition was paid online and through my Financial Aid, I did not have to go in person to the Bursars	1
Used online service	1
VA paid tuition	1
Was not aware of it.	1
Total	686

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

SERVICE/PROGRAM: CAMPUS COMMUNICATIONS (COUGARWEB, INTERNET ACCESS)

Table 1. Awareness and use of service/program

	N	% *
Aware of Campus Communications	775	86.5%
Used Campus Communications	740	82.6%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD
	1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n 17 % 2.3%	26 3.5%	57 7.7%	146 19.7%	462 62.4%	32 4.3%	740 100%	4.43	0.957
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n 21 % 2.8%	30 4.1%	62 8.4%	177 23.9%	411 55.5%	39 5.3%	740 100%	4.32	1.007
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n 14 % 1.9%	8 1.1%	101 13.6%	114 15.4%	449 60.7%	54 7.3%	740 100%	4.42	0.924
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n 14 % 1.9%	14 1.9%	96 13.0%	117 15.8%	447 60.4%	52 7.0%	740 100%	4.41	0.942
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n 21 % 2.8%	29 3.9%	70 9.5%	198 26.8%	404 54.6%	18 2.4%	740 100%	4.30	0.997

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

SERVICE/PROGRAM: CAMPUS COMMUNICATIONS (COUGARWEB, INTERNET ACCESS)

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

Open-ended comments	N
No response	672
Accessing the internet on campus is problematic	1
All the blackboard stuff is great- I just wish there was some sort of system all professors would need to be in sync with for online courses. For example, not every professor posts on the calendar, but a few do. So, by referencing your online calendar for due dates, you could be way out of luck.	1
A lot of downtime	1
At school the internet is very slow can't get any work done	1
Constantly down, navigating was a nightmare, links hardly worked	1
Cougar web is slow and has had some issues	1
Cougar Web and Cougar Mail are good. Blackboard is terrible.	1
Cougar web doesn't work or runs slow when too many people are accessing it.	1
Cougar Web doesn't stay connected (@CPC) while on campus I am asked several times to log back in.	1
Cougar web is a little confusing at first but once you get it, it gets easier.	1
Cougar Web is, in my opinion, poorly designed. It's difficult to find what you need and know what you need to read with so many links.	1
Cougar Web works pretty well. The way it sorts classes when registering though is a bit confusing.	1
Daily outages, ridiculous timeout period makes it useless.	1
Down too much	1
Easy to use and navigate	1
Easy to use, always available	1
Easy to work	1
Extra slow	1
Good except people are now failing to connect their personal devices using Wi-Fi but the system is running perfectly well.	1
Hasn't failed me, yet.	1
Horrible Wi-Fi connection in the school	1
I cannot access the internet here on either my laptop or phone, only on my android tablet. I have to go home to do homework, and am not able to be productive here between classes.	1
I use Collin College as a "secondary institution" to supplement my UTD program. I was dropped from a class because I didn't know how to access the Cougar Mail system. I received no notifications in the mail before I was dropped. This is completely unacceptable.	1
Internet access gets bogged down in the mornings is hard to access the Internet in the classrooms	1
Internet access in the arts wings in slow if available at all.	1
Internet access is very poor, unstable, and slow- not secured, which is a risk	1
Internet connection on campus is not very good and have to re-sign in to Wi-Fi if move anywhere in building.	1
Internet is painfully slow	1
Is often very busy or difficult to access.	1
It goes down a lot.	1
It is a bit inconvenient how slow the server can be at times of high usage, there have been times when it froze while I was on campus and had to re-start.	1
It is pretty slow at times. Plus confusing.	1
It messes up a lot.	1
It's an easy way to keep up with a bunch of things for my classes and it's easier to email teachers	1
Lady in computer lab seems to be short with peoples questions.	1

SERVICE/PROGRAM: CAMPUS COMMUNICATIONS (COUGARWEB, INTERNET ACCESS)

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

Open-ended comments	N
Laptops are very slow in library. I rarely get a good connection. Often, the librarians will get on several laptops for me, and see which one is working the fastest.	1
Makes me log into the system every time I connect to Wi-Fi. Couldn't it just remember my log in?	1
No problems	1
No problems. Is very efficient.	1
Often doesn't work with my computer at home.	1
Poor communications	1
Poor quality	1
Provides many resources and tools at one site	1
Several times I tried to log in to Cougar web, it was unavailable. This is a big problem when all of the classes I am taking are online.	1
Slow	1
Slow and not accessible at times.	1
So slow	1
Sometimes Cougar Web is extremely hard to navigate, but once you get the hang of it, it's alright.	1
Sometimes I don't get the notices	1
Sometimes unable to get into the system	1
System is horrible and hard to navigate	1
The computer labs are extremely beneficial to me. The computers are fast.	1
The cougarLAN is so slow and often doesn't connect	1
The help manuals on Cougar web do nothing to guide you through the process of using Cougar Web for the first time. It is a confusing layout to get used to without any references.	1
The internet does not work well at some places on campus.	1
The Internet is slow, inconsistent and most everybody agrees, but says they can't make it better.	1
The one complaint I have was that Cougar Alert was lacking last Dec when the ice storm happened. It did ok for a day but school was closed for a couple of days with no alert. I drove from Dallas to school only to find out the school was closed. There was no alert given after Friday and I drove to school Monday & Tues. Annoyed at Cougar Alert	1
The online bursars office would notify me that I had outstanding charges, so I would pay them. Then weeks later I would receive an email stating that those charges (42 cents) were credited back to my credit card. The email did not say what the charges were for or why they were refunded. I understand occasional errors in a system but	1
The software is down often, very frustrating, and unorganized in my opinion.	1
The staff are very knowledgeable about what to do when problems arise in use	1
The wireless infrastructure at the Spring Creek campus leaves a lot to be desired. It's poorly set up and even more poorly maintained.	1
The WORST thing about Collin hands down, it is SO frustrating trying to get on and stay on the internet. I get booted off constantly and that's if I can get on in the first place, HATE your internet!	1
Too long log in process to get to blackboard	1
Unreliable and confusing	1
Very complicated. Very hard for a new student to utilize.	1
Very nice and helpful	1
Very straightforward. I am using this service to take this survey.	1
Wi-Fi on campus is shaky at best.	1
Total	740

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

SERVICE/PROGRAM: CAMPUS COMMUNICATIONS (COUGARWEB, INTERNET ACCESS)*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	752
Have used it	1
Homework	1
I am taking an off campus class	1
I did not need any help with accessing CougarWeb or the Internet at Collin.	1
I did use this.	1
I do use cougar web	1
I DO use Cougar Web	1
I have it at home.	1
I have used it sparingly, don't really trust it.	1
I still am a bit lost when it comes to the website, but blackboard is great.	1
I use cougar web	1
I use online services everyday and I have no complaints	1
Not needed.	6
Not required in classes	1
Not sure how I would use this	1
Online	1
Use it is fine.	1
Yes I have used cougar web	1
Total	775

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

SERVICE/PROGRAM: CAMPUS POLICE

Table 1. Awareness and use of service/program

	N	% *
Aware of Campus Police	643	71.8%
Used Campus Police	54	6.0%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	1	1	2	8	39	3	54	4.63	0.824
	%	1.9%	1.9%	3.7%	14.8%	72.2%	5.6%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	2	0	4	9	37	2	54	4.52	0.939
	%	3.7%	0.0%	7.4%	16.7%	68.5%	3.7%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	5	1	4	8	35	1	54	4.26	1.273
	%	9.3%	1.9%	7.4%	14.8%	64.8%	1.9%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	1	1	4	10	36	2	54	4.52	0.874
	%	1.9%	1.9%	7.4%	18.5%	66.7%	3.7%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	3	2	4	14	31	0	54	4.26	1.119
	%	5.6%	3.7%	7.4%	25.9%	57.4%	0.0%	100%		

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

SERVICE/PROGRAM: CAMPUS POLICE

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

Open-ended comments	N
No response	46
...officer in McKinney always hassles people of color. Never once seen [this officer] bullying a white kid.	1
Almost gave me a ticket for smoking when I was away from everything and everybody. A bit excessive	1
Car battery died on PRC. Less than a five minute response time.	1
I almost received a citation on my way to take a test. I got a low score because of the stress.	1
Need to be more readily available. Also need to be more approachable.	1
Parking lot escort service never showed up, can be rude and judgmental.	1
They are very courteous	1
They didn't take one of my important issues serious	1
Total	54

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

SERVICE/PROGRAM: CAMPUS POLICE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	213
Asked them a question once	1
Being an online student - I'm never (rarely) at the campus to use this service	1
Did not have a ride along program.	1
Didn't know where it was	1
Didn't think it was necessary during day time	1
Don't know location	1
Don't know where this is/haven't had to use this	1
Don't need. Although, the group of men in the main area cat calling at women every day should be addressed. Make things feel very unsafe.	1
Don't want to be in trouble with them	1
Dual credit	1
Felt safe	1
For the most part you should be glad I haven't, right?	1
Have not had a need for them but their presence is always around so I feel comfortable that it would be easy to do so.	1
Haven't come into contact	1
Haven't had to yet. I know they are available and see them patrol the campus.	1
Haven't needed to, though I do LOVE having them there. It makes me feel very safe and comfortable.	1
Haven't seen suspicious activity	1
I am aware of them, I don't know what use I would have of this service/program.	1
I didn't want the help of Campus Police because I feel I'm safe in college.	1
I didn't want there help	1
I don't attend class on campus	1
I don't want to have to use them	1
I don't trust men in uniform whose entire creation was based on catching run-away slaves	1
I feel quite safe on campus	1
I feel safe.	1
I felt safe in college	1
I have never contacted the Campus Police, but in case of any emergency and need their help, I would contact them.	1
I have not had the need to report an issue to the Campus Police, all though I have talked to them and they are super nice.	1
I have rarely seen a police officer on campus.	1
I know they are there. I feel safe when taking weekend classes.	1
I would call the real cops if I needed help. I've heard CC are slow to respond.	1
I'm aware of the help if needed	1
I'm not a trouble maker ;)	1
If there's no crime I assume they're doing their job well.	1
It's a safe campus	1
Lucky I guess!	1
Never being caught in trouble since I came here	1
Never Mind	1
No need	375

SERVICE/PROGRAM: CAMPUS POLICE*Table 4. Why did you not use the following service(s)/program(s)?*

	N
Open-ended comments	
No need but good to know they are there.	1
No reason	4
Not a specific reason	1
Not on campus enough	1
Not on campus much due to online classes	1
Not time	1
Online course	1
Only when I need	1
Our campus has been a peaceful place.	1
Super long phone number. seriously? I'm not going to remember it. 911 is way easier.	1
They are stuck up	1
This is my first semester. I am still getting my bearings.	1
Too long to respond to call	1
Well I haven't really used them except for asking for directions, and they are very helpful	1
Total	643

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

SERVICE/PROGRAM: COMPUTER LABS

Table 1. Awareness and use of service/program

	N	% *
Aware of Computer Labs	635	70.9%
Used Computer Labs	457	51.0%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD	
	1	2	3	4	5					
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	2	10	23	95	312	15	457	4.60	0.732
	%	0.4%	2.2%	5.0%	20.8%	68.3%	3.3%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	3	5	24	83	324	18	457	4.64	0.701
	%	0.7%	1.1%	5.3%	18.2%	70.9%	3.9%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	7	8	35	66	324	17	457	4.57	0.840
	%	1.5%	1.8%	7.7%	14.4%	70.9%	3.7%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	4	7	29	73	327	17	457	4.62	0.757
	%	0.9%	1.5%	6.3%	16.0%	71.6%	3.7%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	3	7	25	103	310	9	457	4.58	0.728
	%	0.7%	1.5%	5.5%	22.5%	67.8%	2.0%	100%		

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

SERVICE/PROGRAM: COMPUTER LABS

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

Open-ended comments	N
No response	426
Always open	1
CADD labs rock	1
Close too early, no color printing	1
Computer lab in the d? part of the school is old. The rows are too close together. The printers need to be 2 sided.	1
Computer lab only available on Thursdays, when I have class on Tuesday and Thursday	1
Computers were quick and worked well	1
Extended hours; friendly staff	1
Great!	1
I can never figure out who actually working this lab. Weird.	1
I like it because I can print out what I need but the staff isn't very nice or helpful	1
It printed a paper I forgot to print at home	1
Lady in computer lab seems short with peoples questions. Snappy.	1
Need more slots per class	1
Nothing extremely cool, just your basic computer room.	1
People in these positions are not friendly nor helpful and they just seem to be going through the motions	1
Plenty of computers to use and the access to a printer is easily accomplished	1
Provided a service I needed at the time I needed it.	1
Satisfied, but they are hard to locate. (I usually just use the library.)	1
Staff is always friendly and willing to help.	1
Super	1
The hours are perfect. The computers are top notch and have all the programs I need for classes	1
There are times when the student monitoring the lab don't appear knowledgeable	1
They are easy to get to but they are always too cold	1
They couldn't help me they didn't speak English	1
They want to talk on their phones instead of helping someone.	1
Time available is not ideal	1
Unhelpful, no information given about much of anything. Confusing for anyone using the computer labs for the first time.	1
Use it all the time but would like to be able to use the computer for more than an hour	1
Very convenient and useful	1
Very easy to use	1
Very satisfied. Thank You	1
Total	457

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

SERVICE/PROGRAM: COMPUTER LABS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	512
Because computers and printers do not work promptly	1
Being an online student - I'm never (rarely) at the campus to use this service	1
Don't know	1
Don't remember where they are, or the rules for them.	1
Haven't accessed yet	1
I can use the computer at the writing center.	1
I choose not to	1
I don't know where they are located.	6
I haven't had a class that required me to	1
I haven't had a class that required me to go.	1
I use library	1
I use my own computer	21
I use the computers in the library	7
I use them in class	1
I used Biology Lab	1
Library	1
Library is enough	1
Never on campus	1
No use	1
Not enough time	5
Not needed.	60
Off campus classes	1
Online classes; use computer at home	1
Online course	1
Remote student	1
Taking online classes from home	1
Time	1
Too busy; too noisy	1
Used once but no staff was visibly present.	1
Total	635

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

SERVICE/PROGRAM: COUNSELING AND CAREER SERVICES

Table 1. Awareness and use of service/program

	N	% *
Aware of Counseling & Career Services	552	61.6%
Used Counseling & Career Services	164	18.3%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	1	4	11	40	103	5	164	4.51	0.786
	%	0.6%	2.4%	6.7%	24.4%	62.8%	3.0%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	2	3	9	33	112	5	164	4.57	0.791
	%	1.2%	1.8%	5.5%	20.1%	68.3%	3.0%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	1	1	9	25	125	3	164	4.69	0.664
	%	0.6%	0.6%	5.5%	15.2%	76.2%	1.8%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	3	1	10	28	120	2	164	4.61	0.790
	%	1.8%	0.6%	6.1%	17.1%	73.2%	1.2%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	2	9	10	29	112	2	164	4.48	0.927
	%	1.2%	5.5%	6.1%	17.7%	68.3%	1.2%	100%		

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

SERVICE/PROGRAM: COUNSELING AND CAREER SERVICES

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

Open-ended comments	N
No response	154
Doesn't guide the student as much on what kind of classes to take	1
I went to talk with someone and got NO information or help or even an offer to assist. I waited at desk listening to a personal phone call for 20 minutes, then was told she was a student and didn't have any information. Poor service!	1
It felt like the counselor didn't care about me at all. I was just another name on her list to check off.	1
Swamped except for when you don't need them at all because things are way too far along by then	1
Time I used the service I was happy with the staff. Kind and helpful.	1
Totally inept.	1
Very courteous, but I felt that cultural and religious awareness was lacking (e.g. Arab/Asian culture; Islamic religion).	1
Very satisfied with all services. Thank You	1
Wait time is too long	1
When went to the office to talk to someone about it, I had someone who was more about course assistance than what I needed...	1
Total	164

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

SERVICE/PROGRAM: COUNSELING AND CAREER SERVICES*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	279
2 days a week I am in class from 8:30 am to 2:30 pm and are taking classes at 2 different campuses. So utilizing the Counseling Center is not convenient.	1
Already have my degree plan set with UTD advisers - have 20+ yrs. experience currently working in Insurance field	1
Already have two jobs	1
Already know what I want to do and how to shove it	1
Because I'm not keeping up with this part yet	1
Been working with the ACCESS office.	1
Being an online student - I'm never (rarely) at the campus to use this service	1
Career was fairly determined	1
Did not get anything from it	1
Did not use yet	1
Did not want a counselor.	1
Didn't want	1
Didn't know about it	1
Difficult to reach by phone or email. I am handicapped and it's not easy for me to come to the college to meet with them	1
Direct contact with [name], HIM	1
Do not know where to find these things	1
Doesn't have times that fit my need.	1
Don't know where to look	1
Don't need them, yet. I am still working on the pre-requisites.	1
Don't really know what they do	1
Get busy	1
Haven't explored	1
Haven't gone around to it	1
Haven't gone in for counseling	1
Haven't got a chance	1
Haven't gotten there yet.	1
Haven't had the opportunity to come by	1
Haven't had time	1
Haven't had too many problems yet	1
Haven't made the time	1
I already have a job	1
I always meant to, time constraints.	1
I am aware of them, I don't know what use I would have of this service/program.	1
I am in the process of booking an apt with a counselor	1
I am not sure how it works	1
I choose not to	1
I did not have time to go to the campus.	1
I do not know what they would help with	1
I don't have my degree. I'm a freshman.	1
I don't know	1
I don't need counseling	1

SERVICE/PROGRAM: COUNSELING AND CAREER SERVICES*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
I don't need to be counselled.	1
I don't know anything about this area/service	1
I feel like I can cope with stress and anxiety well.	1
I get counseling elsewhere off campus.	1
I have a job	1
I have a job and a therapist.	1
I have been busy figuring out which field of studies I prefer.	1
I have but at the very beginning of the year.	1
I have my own counselor	1
I have not had an opportunity to yet.	1
I have not had to use it.	1
I have therapy 2x/week	1
I haven't had a need for the counseling & career programs	1
I haven't had the chance to.	1
I haven't needed counseling, and I'm not yet to the point of needing help for my future career.	1
I intend on visiting Career Services soon	1
I just learned about the career counseling and plan to use this service in the near future.	1
I knew what I wanted and needed to further my education.	1
I know the career path I want to go down.	1
I know what I need to be taking	1
I know what I plan to do	1
I know what I want to do already	1
I know where I want to be and advising has directed me with my problems.	1
I might go to them later	1
I plan to use the career programs, but I have not yet done so.	1
I really need to use when I can decide on a career path.	1
I received ample service from Advising.	1
I received such unhelpful and is discouraging service from advising at CPC and SCC that I felt I'd receive the same treatment here.	1
I somewhat know where I want to go and know the steps I need to take to get there	1
I take mostly online classes	1
I used it	1
I will look into the career programs soon but I don't need counseling.	1
I will when I get the chance	1
I'm planning to	1
I've already looked into these on my own time	1
I've thought about going to counseling, but I don't have time to nor do I need it anymore.	1
Is not effective, don't like it	1
Just passing through. Getting credits cheaper for a four year school	1
Just started	1
Kind of have a gist on what I am doing	1
Know what degree I want to pursue, I don't need much counseling	1
Know what I am doing	1
Life is planned!	1

SERVICE/PROGRAM: COUNSELING AND CAREER SERVICES*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
Might be use in the future for career program	1
Most of the time your being sent to a website with information on what you need	1
Never knew about	1
Never used	1
New student needed help getting in and stuff	1
No idea where its located	1
No need, only certificate program	1
No need.	149
No need. The career advice needed was provided by a counselor who came during class time.	1
No reason	2
No time	5
Not aware of service	1
Not convenient	1
Not helpful.	1
Not interested	3
Not quite sure where or how these services work. Although I would love to sit with a counselor.	1
Not to that point yet	1
Not used yet	1
Online course	1
Only aware at the end of last semester because of my Sex Ed professor	1
Only when I need	1
Own my own business	1
Plan to use in future	1
Planning to soon	1
There isn't help for Medical School Admissions	1
They seem way too dis-interested in helping	1
Think I've seen the office, I should talk to one of them	1
This is my first semester. I am still getting my bearings.	1
To find a job on campus	1
Used advising	1
Used in 2010	1
Will be using before next semester	1
Will try in the future	1
Zero confidence in abilities due to example set by the rest of the college staff.	1
Total	552

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

SERVICE/PROGRAM: DEAN OF STUDENTS OFFICE

Table 1. Awareness and use of service/program

	N	% *
Aware of Dean of Students Office	387	43.2%
Used Dean of Students Office	71	7.9%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	4	1	5	15	43	3	71	4.35	1.089
	%	5.6%	1.4%	7.0%	21.1%	60.6%	4.2%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	5	0	5	13	44	4	71	4.36	1.138
	%	7.0%	0.0%	7.0%	18.3%	62.0%	5.6%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	3	2	2	10	48	6	71	4.51	1.033
	%	4.2%	2.8%	2.8%	14.1%	67.6%	8.5%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	3	2	6	12	46	2	71	4.39	1.060
	%	4.2%	2.8%	8.5%	16.9%	64.8%	2.8%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	4	1	4	18	44	0	71	4.37	1.059
	%	5.6%	1.4%	5.6%	25.4%	62.0%	0.0%	100%		

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

SERVICE/PROGRAM: DEAN OF STUDENTS OFFICE

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

Open-ended comments	N
No response	64
Filed an informal complaint against school, how to 'fix' or 'mend' the situation was too little too late	1
Just the secretary is not friendly. It is hard to get to see the Dean himself as though he was not the Dean of Student. One two occasions I have wanted to see the Dean but the reception I got from the secretary was not too welcoming. It is a bad image and first impression for the office. When I saw the Dean, he was really helpful and had made follow ups on the issue we discussed.	1
The Dean of Students Office became involved and immediately helped rectify the problems that were caused by admissions and financial aid. It is the reason I decided to remain enrolled at Collin.	1
Took care of my problems right away.	1
When I had to deal with an issue, they were no help, but they were courteous and professional.	1
Where's the Dean? no one knows... It took FOREVER to get a stamp for a lateral transfer. Such a waste of time.	1
Working directly with the Dean has brought me great discomfort; the lack of communications, and the questions asked are somewhat distasteful and very misleading with the purposes in which they were used.	1
Total	71

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

SERVICE/PROGRAM: DEAN OF STUDENTS OFFICE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	171
Been on the right path.	1
Didn't get in trouble	2
Didn't know about it	1
Do not even know where this place is; probably will not go there until desperate	1
Don't even know what they could do for me.	1
Don't know what it is useful for.	1
Don't know why I would	1
Don't want to be in trouble with the Dean	1
Good luck seeing a dean!	1
Have not had to speak to dean about grades or changing classes	1
Haven't got a chance	1
Haven't made the time	1
Haven't been in trouble or had trouble with professors	1
Haven't gone	1
Haven't gotten in trouble	1
I don't even know what he does	1
I don't know what this is	1
I don't use my cell phone in class. :)	1
I don't know why I would need them	1
I have not been there.	1
I hope I don't need to go there	1
I really don't know what this office do	1
I'm familiar with the code of conduct	1
Just started	1
Maybe after some time	1
Never got in trouble / never received an award	1
No information	1
No issues	1
No need.	174
No reason	3
Not sure of it's purpose to me.	1
Not sure what they do, I'm just aware of the office because I walk past it on the way to Math Lab	1
Online course	1
Only for plagiarism.	1
Only when I need	1
Rude front office	1
This is my first semester. I am still getting my bearings.	1
Too busy	1
Unsure when is best time to go there	1
Went by the office but was sent elsewhere	1
Total	387

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

SERVICE/PROGRAM: DUAL CREDIT PROGRAMS

Table 1. Awareness and use of service/program

	N	% *
Aware of Dual Credit Programs	306	34.2%
Used Dual Credit Programs	85	9.5%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD
	1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n 2	1	4	14	58	6	85	4.58	0.856
	% 2.4%	1.2%	4.7%	16.5%	68.2%	7.1%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n 4	1	3	17	54	6	85	4.47	1.011
	% 4.7%	1.2%	3.5%	20.0%	63.5%	7.1%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n 4	2	7	16	50	6	85	4.34	1.085
	% 4.7%	2.4%	8.2%	18.8%	58.8%	7.1%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n 4	1	3	15	56	6	85	4.49	1.011
	% 4.7%	1.2%	3.5%	17.6%	65.9%	7.1%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n 4	1	6	16	56	2	85	4.43	1.026
	% 4.7%	1.2%	7.1%	18.8%	65.9%	2.4%	100%		

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

SERVICE/PROGRAM: DUAL CREDIT PROGRAMS

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

Open-ended comments	N
No response	80
Best decision I've ever made, professors are good, prepares you for what college is like while in high school before the real thing	1
Dual Credit Advisor did not respond to emails or phone calls.	1
Professor [name] is great and very sweet to her students. Professor [different name] is not somebody whom most people wish to be in contact with again. She does not know what she is talking about half the time and does not seem willing to her students out at all.	1
They did not inform me of the "minimum grade" I would have to get in order to continue dual credit and what would happen if I did not achieve the higher grade that I wanted. (i.e.. receiving a D in dual credit constitutes failing and will place you on academic probation - what I learned AFTER I received a D grade for my dual credit class).	1
When [name] was my advisor, he took me out of a dual credit government and Economics class and put another student in because the student had registered late and his parents complained of the class being filled! I was very disappointed, especially because I had enrolled when there was space. My Professor for [class] was undeniably knowledgeable in her field but was very brash, sarcastic, and unhelpful 90% of the time.	1
Total	85

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

SERVICE/PROGRAM: DUAL CREDIT PROGRAMS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	157
Adult student that did not attend high school in Collin County.	1
Already a BA holder	1
Already graduated college	1
Chose not to	1
Considered it, but chose not to	1
Couldn't afford it at the time I was in high school	1
Did not know about in high school	1
Did not know about it.	3
Didn't take dual credit classes	1
Didn't take it in high school	1
Didn't use in high school	1
Didn't take dual credit through Collin in high school	1
Don't know how it can help me	1
Don't know much about it	1
Has Not Worked for Classes I Need	1
Have no plan for DCP	1
Have not found a class	1
I am an older student. I was told about programs through the tour I took at Collin College.	1
I am aware of the Dual Credit Program, but it does not apply to me.	1
I did AP classes in High School	1
I did AP not dual credit in High School	1
I didn't think ahead	1
I didn't apply for it	1
I didn't do dual credit	1
I do not qualify anymore	1
I don't have enough info on the subject	1
I don't have enough information on this program.	1
I don't know about dual credit.	1
I don't know enough about it to say why I didn't use it.	1
I finished high school already.	1
I haven't discussed it with my advisor	1
I haven't had the chance to.	1
I just didn't use it in high school	1
I never did dual credit.	1
I preferred AP classes in high school.	1
I registered a bit late and just haven't really explored this program yet.	1
I took AP classes	2
I took AP courses in high school instead.	1
I wanted to take more than 1 class	1
I wasn't aware of the benefits at the time.	1
I wish I had, I didn't know about it when I was in high school	1
I wouldn't have been able to handle that in high school	1
I'm not in high school.	21

SERVICE/PROGRAM: DUAL CREDIT PROGRAMS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
in a different program	1
it was not emphasized in my high school	1
Looking	1
Never got around to it.	1
No evening classes available	1
No opportunity to	1
No reason at this time	1
Not a dual credit student.	1
Not accepted by my degree program.	1
Not applicable	1
Not apply	1
Not enrolled in Dual Credit program	1
Not in it yet	1
Not interested	1
Not needed.	63
Older student; graduated 1979	1
Only certificate program	1
This would have been nice for an advisor to mention but they didn't. ... have not utilized yet	1
Took AP instead	1
Was not aware	1
Was not enrolled	1
Total	306

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

SERVICE/PROGRAM: eCollin (E-LEARNING)

Table 1. Awareness and use of service/program

	N	% *
Aware of eCollin (E-Learning)	528	58.9%
Used eCollin (E-Learning)	360	40.2%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD
	1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n 6	2	21	55	260	16	360	4.63	0.775
	% 1.7%	0.6%	5.8%	15.3%	72.2%	4.4%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n 8	0	22	59	255	16	360	4.61	0.805
	% 2.2%	0.0%	6.1%	16.4%	70.8%	4.4%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n 5	0	33	56	247	19	360	4.58	0.784
	% 1.4%	0.0%	9.2%	15.6%	68.6%	5.3%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n 5	2	28	52	252	21	360	4.60	0.786
	% 1.4%	0.6%	7.8%	14.4%	70.0%	5.8%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n 8	3	27	78	236	8	360	4.51	0.854
	% 2.2%	0.8%	7.5%	21.7%	65.6%	2.2%	100%		

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

SERVICE/PROGRAM: eCollin (E-LEARNING)*Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).**

Open-ended comments	N
No response	339
Always available to me	1
BB is horrible and costing me grades.	1
Blackboard is often offline, usually very slow when using campus Wi-Fi and individual classes are often badly configured/setup.	1
Confusing, and not very reliable	1
Convenient	2
crashes randomly and has unreliable access at times (even on campus)	1
Due to server issues, this service is unreliable	1
e-learning is blackboard? Unreliable.	1
Easy access	1
Easy to use	1
Found communications from professor confusing and delayed.	1
Good to have this	1
I would like more classes to be offered online.	1
Multiple problems with online assignments due to tech problems, causing me to have to drop a class. Poor poor professor response this semester.	1
My only criticism about e-learning is that I wish more courses were offered online as it definitely fits my schedule and learning style	1
Online learning just might not be for me, but I personally think the technology is lacking.	1
Professors need more training on how to use Bb	1
Somewhat difficult to find things at times	1
Super	1
Very useful.	1
Total	360

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

SERVICE/PROGRAM: eCollin (E-LEARNING)*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	414
Actually I think I was mistaken and I am using this now.	1
Can't find the course I want to take	1
Classes I need are not available	1
Didn't know of	1
Didn't offer the class I needed	1
Do I need to?	1
Don't know how to use	4
don't know much about it	1
Don't know much about it	1
Don't know what this is	1
Don't like online classes	1
Feel better face to face	1
Have not been assigned	1
Haven't got a chance	1
Haven't had a use for it	1
Haven't had any questions about any of the online services, nor am I taking any online classes	1
Haven't required services	1
I actually have no idea if I have used this yet or not	1
I choose not to	1
I don't know	6
I have only seen certification courses offered, not credit courses	1
I learn better in person.	1
I may use it in the future for certain courses. Now I want to be in a physical class.	1
I may use it in the future.	1
I only have traditional classes this semester	1
I prefer in class than online learning	1
I registered for all classroom classes this semester. I may try E-Learning next semester.	1
I use this	1
Just wasn't viable when I signed up.	1
Like classroom	1
May be I will, later	1
Never new what that was about	1
No classes that need it	1
No reason at this time	1
Not interested	2
Not interested at the moment	1
Not my learning style	1
Not needed.	48
Not sure what this is	1
Not taking an online class.	11
Not yet	1
Online courses.	1
Prefer classroom setting	2

SERVICE/PROGRAM: eCollin (E-LEARNING)

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

Open-ended comments	N
Prefer face to face	1
The courses I want to take are usually filled up by the time I try to enroll.	1
Wanted to take my first course on campus. May try that in the future	1
Will use next semester	1
Total	528

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

SERVICE/PROGRAM: FINANCIAL AID OFFICE

Table 1. Awareness and use of service/program

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

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

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

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

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

SERVICE/PROGRAM: FINANCIAL AID OFFICE

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

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

SERVICE/PROGRAM: FINANCIAL AID OFFICE

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

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

SERVICE/PROGRAM: FINANCIAL AID OFFICE

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

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

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

SERVICE/PROGRAM: FINANCIAL AID OFFICE*Table 4. Why did you not use the following service(s)/program(s)?*

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

SERVICE/PROGRAM: FINANCIAL AID OFFICE

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

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

SERVICE/PROGRAM: FINANCIAL AID OFFICE

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

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

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

SERVICE/PROGRAM: FITNESS CENTER

Table 1. Awareness and use of service/program

	N	% *
Aware of Fitness Center	490	54.7%
Used Fitness Center	168	18.8%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	3	8	29	34	88	6	168	4.21	1.024
	%	1.8%	4.8%	17.3%	20.2%	52.4%	3.6%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	2	2	18	32	112	2	168	4.51	0.829
	%	1.2%	1.2%	10.7%	19.0%	66.7%	1.2%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	3	2	15	35	110	3	168	4.50	0.853
	%	1.8%	1.2%	8.9%	20.8%	65.5%	1.8%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	1	4	18	33	110	2	168	4.49	0.829
	%	0.6%	2.4%	10.7%	19.6%	65.5%	1.2%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	1	9	20	45	93	0	168	4.31	0.922
	%	0.6%	5.4%	11.9%	26.8%	55.4%	0.0%	100%		

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

SERVICE/PROGRAM: FITNESS CENTER

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

Open-ended comments	N
No response	151
Central Park gym is severely lacking	1
GREAT, just great!	1
Individual working counter was rude and uninformative	1
It could use some music, but everything else looks and works great to me.	1
It's almost always occupied when I try to use it	1
Needs to be larger. Need a walking track. The showers could be cleaned. The same hairball has been in the shower for two weeks.	1
Patrons sitting on benches/machines on cell phones causing a wait, and missing basic equipment (squat rack, preacher curl bench/machine)	1
Sometimes people go in without their shoes and complain when they are injured	1
The college doesn't allow access to students to train in the rooms that have mats without a professor present, and the college doesn't have a pool.	1
The Food services available on campus are GOD AWFUL. The only food option regularly available to students who must remain on campus for educational reasons is overpriced and disgusting frozen fast food. ABSOLUTELY HORRIBLE! UNHEALTHY AND UNNECESSARILY BAD! The school has clearly followed a sad Texas tradition of unhealthy and cheap, and it destroys students ability to be healthy and perform well academically. The school should truly be ashamed of the state of its food services, most specifically its lack of healthy options. This would be a crime in Europe and elsewhere I would imagine, and if that is not the case then it is MORALLY WRONG to serve filth to students who often have no choice but to eat on campus.	1
The hours are terrible	1
This is only at the Spring Creek Campus. The McKinney Campus is great, helpful, and friendly.	1
Used for PE class	1
Very friendly	1
We need longer hours for the fitness center	1
When a class is in tree and I want to work out.	1
While I understand that there are classes being held at times and the fitness center is not available for use, gives the staff no reason to be rude in letting someone know that they can't be in there working out. Just a simple reminder would suffice. :)	1
Total	168

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

SERVICE/PROGRAM: FITNESS CENTER*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	272
Better alternatives	1
Can't utilize due to health conditions at this point, plan on doing so later	1
Did not know how to go about using the sources.	1
Didn't use	1
Do not live close enough to campus to utilize fitness center but it is an excellent campus perk!	1
Do not work out	1
Don't know how to use some of the equipment -- would if help were provided	1
Don't know location	1
Don't know what is needed to sign up to use the services. not much information online.	1
Don't know where it is	1
Don't seem to have enough time. with my classes online, I don't think about going to the campus for exercising.	1
Don't stay at school a lot	1
Don't work out much and not sure where it is	1
Feels awkward working out in front of all the windows, like you're on display	1
Have not gone in yet	1
Have not used yet but will soon	1
Have online classes only	1
Have plans to use it in the future	1
Haven't checked it out yet	1
Haven't explored this far yet	1
Haven't got a chance	1
Haven't had the chance to go	1
Haven't had the opportunity to come by	1
Haven't had time yet.	1
Haven't figured it out	1
Hours	1
Hours are random and don't fit my schedule	1
Hours don't fit my schedule	1
I am a dancer so I don't use the fitness center	1
I appreciate and love that it is available, but I don't have the time to stay on campus other than for class.	1
I did not know about it	1
I did not need to use this service.	1
I didn't exercise in the gym.	1
I don't attend class on campus	1
I don't exercise	1
I don't know the times it's available	1
I don't want to work out on campus	1
I have not used it.	1
I just learned about the fitness center. I probably won't use it because it's too far for me to drive to exercise, especially in the traffic.	1
I like running outside	1
I may later, but I haven't yet just because	1

SERVICE/PROGRAM: FITNESS CENTER*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
I prefer not to do workout on campus. I have classes all days.	1
I tried to but the class kept getting cancelled	1
I was under the impression only students who are enrolled in P.E. classes or athletics are allowed to use the gym.	1
I will go to the Fitness Centre someday	1
I workout elsewhere	34
I'm considering looking into this soon.	1
I'm not athletic (but I take classes here).	1
I'm pregnant	1
I'm recovering from a leg injury	1
I've considered using the fitness center, but I don't know if I'm just allowed to show up. And I'm in poor shape, so I'll just embarrass myself	1
Just found out we could. I thought it was for athletes only.	1
Just haven't yet	1
Just started	1
Live too far away.	1
Medical condition prevents me	1
Medical reasons	1
Need to	1
Need to use when I decide I need to be fit.	1
No time, too many people	1
Not a habit.	1
Not clear of how to use	1
Not enough time	45
Not familiar	1
Not interested	6
Not needed.	50
Not open at good times	1
Not ready	1
Not sure if I can?	1
Not used yet	1
Not used yet. Also heard it was dirty and smelly and gross I	1
Online course	1
Only used during a class, and so I don't count that as voluntary use.	1
Only when I need	1
Plan to in the near future	1
Saw it; stepped inside; realized it wasn't an actual place where you had classes; walked out	1
Seems like a judgmental environment.	1
Should've used	1
Small, always full.	1
This is my first semester. I am still getting my bearings.	1
Too old and at the far end of campus with old and nasty gym equipment	1
Too old to use it	1
Too small.	1
Too small/ not sure if I have to do a certain thing to be able to use the facility.	1
Unable to.	1
Very little time outside of class spent on campus	1
Will be soon	1
Total	490

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

SERVICE/PROGRAM: FOOD SERVICE

Table 1. Awareness and use of service/program

	N	% *
Aware of Food Service	455	50.8%
Used Food Service	256	28.6%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	16	17	40	55	125	3	256	4.01	1.223
	%	6.3%	6.6%	15.6%	21.5%	48.8%	1.2%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	11	10	29	60	140	6	256	4.23	1.088
	%	4.3%	3.9%	11.3%	23.4%	54.7%	2.3%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	8	7	28	50	157	6	256	4.36	1.006
	%	3.1%	2.7%	10.9%	19.5%	61.3%	2.3%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	9	8	29	48	153	9	256	4.33	1.045
	%	3.5%	3.1%	11.3%	18.8%	59.8%	3.5%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	13	21	36	63	122	1	256	4.02	1.189
	%	5.1%	8.2%	14.1%	24.6%	47.7%	0.4%	100%		

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

SERVICE/PROGRAM: FOOD SERVICE

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

Open-ended comments	N
No response	204
Cafe at CPC library is closed for entire Fall 2014 semester. No other food on campus.	1
Clean environment, courteous servers and fresh vegetables	1
Closes too early for night students. 6-11 classes	1
Collin needs to engage in a major revamp of its approach to providing food to students. More expensive than fast food yet lower quality. Absolutely shameful.	1
CPC does not have food service at all and the food at SCC is poor at best. The staff is also not very friendly	1
Eh. Food is expensive, and doesn't taste all that great.	1
Expensive compared to other colleges. Should have sub options.	1
Food is poor, expensive as though they were not serving students most of them who are not in employment. The place is rip-off.	1
Food is really expensive and really not that good. Move it to an in-house service versus contracting it out.	1
Food made me feel a little sick, there wasn't very many options	1
Food service need better variety	1
Food services are not available for night class students. Would like to see more availability of food at Preston Ridge campus for evening classes.	1
Food services should be expanded at McKinney Central Campus.	1
He lady was only one person to cook meals so I waited longer than I expected. Also she was talking when she cooked so I thought it was not "clean"	1
I wish there was more "ready to go" type food that is already made and I don't have to wait in a long line for. There's usually only sandwiches, chips, or pizza that is ready to go. My lunch breaks are really short and I don't have time to stand in line, or wait for someone to make it.	1
It closes very early and I still have class till the evening.	1
It is very disappointed for CC campus that does not have food service in campus	1
It would be nice to have a cafeteria at the McKinney location like the Plano location	1
Just glad I am just passing through. The rudeness of the staff throughout the system is why I don't consider it a real school.	1
Lack of options and hours available	1
Later hours would be nice	1
Long lines and the food sometimes is not	1
Longer hours would be nice. Campus is open till 11 p.m., food available only at lunch?	1
Main grill food is greasy and unsanitary, sits under heat lamp all day, overpriced and hurts my stomach when I eat it. Back cafeteria has lousy hours, paid eight dollars for a sandwich and they didn't even ask if I wanted veggies. Many workers speak very little or no English.	1
More expensive than fast food and worse quality	1
My answer is misleading because the quality of service is always great it's the availability that causes my answer. Those of us who take night classes are in class at dinnertime. When and if we get a chance to take a break and grab something to eat it's from the overpriced vending machines. It would be nice to still be able to get a coffee or a hot meal.	1
Need better salad options for vegans, like fresh spinach and dressing without HFCS...it kills people. come on.	1
Not a lot of options for people with food allergies/ dietary restrictions.	1
Not bad, not good	1
Not good I don't like knowing my food has been sitting out for 8 hours	1
Overall not bad but the people manning the grill area have exhibited poor customer service. Food quality is par for the course.	1

SERVICE/PROGRAM: FOOD SERVICE

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

Open-ended comments	N
Pricing is a bit high for the food quality - the previous contract had better quality	1
Rude people.	1
So sad. Took a couple of evening classes and couldn't use them because they close too early for the late classes.	1
Sometimes the machines take my money and it's really sad	1
The food is fried and left on warmers all day and you can only get fresh food in the middle of the day before 2pm. what about those of us who have classes and work past 5. The snack machines steal your money. We need fresher options and hot coffee in the second half of the day too!	1
The food is often not handled properly and the staff is often rude	1
The food is too expensive; it does not matter whether the food is junk-type or healthy, it's too expensive for the portion sizes and food source.	1
The foods offered aren't very healthy.	1
The hours do not have the night classes in mind.	1
The hours for Spring Creek is horrible for evening students that want dinner during a break. Also, the food is luke warm and not fresh at all	1
The hours of operation should be longer, and the food quality and choices are mediocre. Note that I have not been to the food court at Spring Creek in about a year.	1
The lady who takes my order is always so sweet	1
The old service was better, it seems like there are new people all the time who don't know what they are doing	1
There used to be more food options here, right? What happened to those? AFV is a terrible vending company and the food they serve is lower quality than prison fare. Please bring back other vendor options!	1
They are always talking to their coworkers and are very short with everyone.	1
Very expensive food	1
Way to expensive the staff is unaware of prices(I've paid for one item for 3 different prices) they are unaware of what is included in the meal and only one chef cooks which takes forever to get the food	1
Way too expensive for a cafeteria	1
Would be nice if more gluten free items were available. Also, bring back that yummy kettle corn in the vending machines!	1
Would like more variety at cafe & week-end hours	1
You have hired the RUDEST, LAZIEST and unknowledgeable people at that food service	1
Total	256

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

SERVICE/PROGRAM: FOOD SERVICE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	321
At lunch off campus	1
Available food is expensive and gross	1
Been in just haven't bought	1
Better alternatives, cost, quality	1
Broke	1
Brought food home	1
Central is weak and provides no food service other than bookstore. But its okay because campus close to restaurants	1
Cost; I bring my own food.	1
Did eat at Collin	1
Don't eat at school	3
Don't eat there	1
Dual credit	1
Eat from home	1
Eat outside of campus	1
Have night classes when the cafe is closed	1
Hours do not accommodate my work schedule	1
I am a culinary student so we usually have our own food	1
I am a Muslim, and we don't eat pork. We eat only Halal Food.	1
I bring my own food.	10
I do not like the food served here. I would usually opt for vending machine food because if I am going to pay for unhealthy food, I'd rather it be in a smaller quantity and lesser price.	1
I don't	1
I don't attend class on campus	1
I don't buy food or eat there.	1
I don't know where it is...	1
I eat at home to save money, I pay for school personally	1
I eat before coming to school because it's healthier, cheaper, and more convenient.	1
I eat before I get here.	1
I eat before I go to class	1
I eat only organic	1
I go out to eat. the food is too expensive for the offered quality and taste	1
I have not been eating on campus, so far.	1
I normally have food outside the Campus due to my class schedule.	1
I took most of my courses online so I don't visit the campus frequently	1
I'm aware of it. Just has not needed to.	1
just haven't used it	1
Just started	1
Less food choice	1
Less things	1
Like Cougar Den? I use it.	1
Looks gross	1
Never open when I am on campus at night	1
Never used it. Not interested.	1

SERVICE/PROGRAM: FOOD SERVICE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No desire	1
No interest	1
No need for food service - not on campus that long during the day	1
Not a specific reason	1
Not appealing	1
Not available on CPC campus this semester (Perks Cafe closed)	1
Not enough time	1
Not needed.	46
Not on campus long enough	1
Not open when attending night classes	1
Not organic, free range meats	1
Not sure	1
Online course	1
Only go to classes till 12	1
Only know of vending machine and Starbucks	1
Only on campus at night	1
Provide my own lunch due to prices and it's always crowded	1
The food is gross	1
There was not a need to use.	1
Too expensive	9
Unhealthy fried food	1
Use book store or buy other food	1
Used it only once	1
Vending machines have pretty good food in them	1
Was just wandering around campus. all of my classes take place in a building that isn't close to the food area	1
Wasn't my major	1
We have a food service?	1
Well, I DID get a free box lunch from them a year ago on PRC	1
Total	455

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

SERVICE/PROGRAM: HELP DESK

Table 1. Awareness and use of service/program

	N	% *
Aware of Help Desk	503	56.1%
Used Help Desk	301	33.6%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	2	2	19	52	216	10	301	4.64	0.697
	%	0.7%	0.7%	6.3%	17.3%	71.8%	3.3%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	2	3	14	52	219	11	301	4.67	0.682
	%	0.7%	1.0%	4.7%	17.3%	72.8%	3.7%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	2	2	15	53	223	6	301	4.67	0.668
	%	0.7%	0.7%	5.0%	17.6%	74.1%	2.0%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	4	0	16	57	218	6	301	4.64	0.709
	%	1.3%	0.0%	5.3%	18.9%	72.4%	2.0%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	3	4	17	64	212	1	301	4.59	0.746
	%	1.0%	1.3%	5.6%	21.3%	70.4%	0.3%	100%		

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

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

Open-ended comments	N
No response	282
[Name] is so nice at the help desk!	1
Friendly and helpful	1
Got a response when I needed it. Need more information about helpdesk on the front page of Collin website.	1
It is still intimidating to talk to them XD	1
It was a weekend as I started to walk towards the help desk the lady tried to hide from me so I knew at that moment she was not going to help me and she didn't.	1
Most of the time I can't tell what the front desk is there for?	1
Not bad, just some people tend to be more helpful than others. A few people fraternize too much and seem perturbed when they have to stop and answer questions.	1
Personable and knowledgeable	1
Quick, courteous service	1
Ready to help and knowledgeable.	1
Staff is very nice and helpful	1
Stand. they have terrible attitudes and I can't stand even going there.. RUDE RUDE	1
The people are usually rude.	1
The staff was able to quickly and efficiently answer all my questions	1
They always look bored and unwilling to help	1
They are very informative	1
Very friendly	1
Very helpful when I asked for directions and other questions that I had. They were very patient and there was quite a lot of students during the first week, and they handled it with ease.	1
When I approached the help desk, the lady turned and walked away	1
Total	301

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

SERVICE/PROGRAM: HELP DESK*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	373
Called maybe once or twice	1
Did use this service	1
Didn't really need to because finding things was pretty easy	1
Does a parking sticker count?	1
Dual credit	1
Had information	1
Haven't required services	1
Haven't used it	1
I actually used this, but did not want to go back a page and have to retype everything; they were pretty good at directing me.	1
I don't know what their purpose is. They usually sit there looking bored on their desktops.	1
I have used a very long time ago	1
I have used it several times	1
I know where most things are.	1
I worked at the college so aware of where most things are located.	1
I'm aware that it is on campus, but I rarely use it.	1
I'm not good with talking to others	1
Is this the person that sits in the hall. I just say hello	1
Never walked over there	1
No computer issues	1
Not helpful or very knowledgeable 90% of the time, so I avoid.	1
Not needed.	108
Online course	1
Till now I don't need their help or support but I'll take their help when I need it. Thanx	1
Total	503

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

SERVICE/PROGRAM: LIBRARIES

Table 1. Awareness and use of service/program

	N	% *
Aware of Libraries	713	79.6%
Used Libraries	591	66.0%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	4	11	39	96	416	25	591	4.61	0.761
	%	0.7%	1.9%	6.6%	16.2%	70.4%	4.2%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	5	7	33	102	419	25	591	4.63	0.728
	%	0.8%	1.2%	5.6%	17.3%	70.9%	4.2%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	7	11	38	88	426	21	591	4.61	0.798
	%	1.2%	1.9%	6.4%	14.9%	72.1%	3.6%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	5	5	32	82	444	23	591	4.68	0.699
	%	0.8%	0.8%	5.4%	13.9%	75.1%	3.9%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	9	6	29	115	420	12	591	4.61	0.767
	%	1.5%	1.0%	4.9%	19.5%	71.1%	2.0%	100%		

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

SERVICE/PROGRAM: LIBRARIES

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

Open-ended comments	N
No response	554
Always someone there to help me print	1
Beautiful libraries!!!!	1
Can't check out books while I am registered but not in a class at the time	1
Close too early, no color printing, can't make copies using "lab fee" money	1
Computers aren't open when I need to just print.	1
Convenient	1
Easy to use	1
Excellent services	1
Extended hours; friendly staff; resources	1
Great service	1
Helpful and helps with needs of assignment completions	1
I am a night student. The library is not open for night students on Fridays. Our Govt class was not able to attend a library workshop due to the library being closed. I pay just as much tuition as day students, however, I do not have the same accommodations!	1
I am afraid of libraries. I get overwhelmed. They helped me learn how to properly use a library for my benefit and took the time to select research I needed.	1
I ask a librarian for help at the Spring Creek location and all I was given was a handout. She was rude	1
I wish the hours were longer. When I have weekend classes there is no place to print before class.	1
I would like the library to be open longer. I take night and weekend classes and wish their services were available after class releases.	1
I would like to see the library remain open longer.	1
It's nice and big so everyone has room to do what they need to	1
Its a fantastic library	1
Many of us have jobs that make it difficult to use the library at the available times.	1
Need more books, and more sitting area with plugs available for devices, never any rooms available to rent or use	1
New SCC library is great	1
Not enough computers for student body	1
Rental of study rooms and books are accomplished easily and efficiently	1
SC Staff is outstanding.	1
Staff is known to be rude.	1
Thank you for opening early and closing late, thank you for study rooms and thank you for providing copies of textbooks	1
The librarian just did not want to help me find me a reference book until I became upset. It was a horrible experience as I was returning to Collin after a long break and was expecting the same experience I used to get before. For the same reason, I hesitate to go to the library at PRC.	1
The Library only opens at 7:45am. Open it earlier.	1
The weekend hours need to be extended -- some people ONLY have the weekend	1
Those of us who are only on campus for evening classes may find it difficult to check out or return books.	1
Too many hidden parts of the library. Hard to find everything the library has to offer.	1
Very convenient and useful	1
Very easy to use	1
Very friendly staff, clean, nice quiet place to go and study.	1
Very satisfied, but wish they were open until 11pm (same hours as campus).	1
Very useful.	1
Total	591

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

SERVICE/PROGRAM: LIBRARIES*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	626
Being an online student - I'm never (rarely) at the campus to use this service	1
Books.	1
Can study at home effectively	1
Creepy students hovering	1
Don't have an ID card yet	1
Found books online.	1
Have not yet	2
Haven't accessed yet	1
Haven't got a chance	1
Haven't had time to go inside	1
Haven't used it yet	1
I actually do use the library as much as possible. This is where I learn the most. Love the library! LOVE LOVE LOVE!	1
I am only on campus in the evenings	1
I choose not to	1
I do not need to check out any books.	1
I do not want to drive to the other campuses since Rockwall doesn't have one	1
I don't read much	1
I go to the Allen Public Library	1
I have made use of the online library resources	1
I haven't had the chance to.	1
I only occasionally use the Library, maybe 5-6 times during my enrollment, but my experience has been good.	1
I really want to, don't know why I haven't gone in there yet	1
I use the public library	1
I will use this resource when I need to.	1
Just discovered that place	1
Not close enough to campus.	1
Not enough time	1
Not needed.	51
Not on campus	1
Online course	1
Procrastination	1
Research	1
Research and complete homework	1
Study at home	1
Use online library	1
Will probably use this semester	1
Total	713

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

SERVICE/PROGRAM: MATH LAB

Table 1. Awareness and use of service/program

	N	% *
Aware of Math lab	501	55.9%
Used Math lab	270	30.1%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	4	7	16	49	182	12	270	4.54	0.851
	%	1.5%	2.6%	5.9%	18.1%	67.4%	4.4%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	7	5	20	50	180	8	270	4.49	0.917
	%	2.6%	1.9%	7.4%	18.5%	66.7%	3.0%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	4	6	21	35	194	10	270	4.57	0.856
	%	1.5%	2.2%	7.8%	13.0%	71.9%	3.7%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	4	6	23	32	194	11	270	4.57	0.866
	%	1.5%	2.2%	8.5%	11.9%	71.9%	4.1%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	8	5	22	60	168	7	270	4.43	0.946
	%	3.0%	1.9%	8.1%	22.2%	62.2%	2.6%	100%		

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

SERVICE/PROGRAM: MATH LAB

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

Open-ended comments	N
No response	247
Far too many students per instructor ratio.	1
I get a lot of work done in the math lab. Plus the people that are there to help you are great!	1
I have used them only one time. I prefer a tutor or my math professor.	1
I love the Math Lab. However, it's not open on Sundays anymore. I work during the week.	1
ignored	1
It was kind of a hit-and-miss regarding if there was somebody with enough knowledge who could actually help me with statistics. Central Park campus tutors were phenomenal, Preston Ridge tutors... not so much. Frustrating at times.	1
Need later hours for those of us that work, the Saturday hours should be the same at each location to avoid the overflow of students at the Spring Creek location. There are not enough tutors there on Saturdays. Too busy.	1
Not enough staff, become more frustrated when I go there, Hand raised for long periods of time unattended. Stopped going there for help after the my third time. Not a fan of the math lab.	1
Not helpful at all	1
One tutor made it a nightmare for me and then another Tutor just turned things around. This lady needs to be recommended highly. [Name]. I have been thinking of sending a recommendation to the Dean of students about her. She is knowledgeable and knows how to explain in the most understandable manner. Does not relent even when one seem too dull to learn	1
Seemed busy, not a lot of help	1
Some of the tutors are rude, they expect me to know certain math concepts and are rude if I don't. That's the whole reason why I'm there, for help!	1
Sometimes there's too many students, and not enough tutors.	1
Teachers offer great help	1
The people helping speak way to loudly and the noise level makes it difficult to concentrate in that room. Also, some tutors speak only with heavy accents which makes it difficult for some students to understand them. To compensate, they just speak louder almost to the point of yelling.	1
The staff there didn't even help me when I raised my hand. One of them saw me raise it but didn't care to come by.	1
The teachers / tutors that are available at the Preston Ridge campus are all amazing and I really appreciate the time and effort they provide. However, it would be very nice if there was a Physics/Chem/Science tutor available in the math lab like the Spring Creek campus.	1
They didn't know how to help me with my astronomy homework. Also, one of the teachers was sleeping when I walked in, have a picture to prove it. Worse staff ever! I would rather join a study group then go back! He needs to be fired!	1
Too loud and confusing at times!	1
Tutoring for free...what a great deal!	1
Very convenient. Visually see when things are due.	1
Who's working this lab?	1
You don't have enough professors to help in certain areas of math	1
Total	270

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

SERVICE/PROGRAM: MATH LAB*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	342
Am using	1
Completed algebra	1
Didn't know at the time I could have used them	1
Didn't know where it was located when I needed it, don't need it now	1
Didn't really think about using it.	1
Don't know if there are any requirements, will someone be in the lab to answer questions?	1
Don't know where it is	1
Failed online algebra course	1
Good at math.	1
Had not had opportunity	1
Hard to access my hours vs theirs	1
Hasn't fit into my schedule yet	1
Haven't got a chance	1
Haven't gone	1
I do use this (sorry)	1
I go to the Rockwall campus too far	1
I have a decent grasp of my math classes	1
I have no time within their hours	1
I have yet to find the time to use the service/program	1
I haven't had the chance to.	1
I may use it.	1
I plan to use this resource soon.	1
I will be using one tomorrow.	1
I will use it soon	1
I'm shy	1
Intimidating	1
Intimidating. (I can't understand a lot of the tutors accents)	1
Just didn't	1
My teachers were great	1
Never got around to it.	1
No reason at this time	1
Not available when I'm not working	1
Not enough time	2
Not interested	1
Not needed.	82
Not sure what it's for.	1
Online course	1
Prefer to use my computer at home.	1
Probably should have and may still	1
Tend to ask the teacher and that helps	1

SERVICE/PROGRAM: MATH LAB

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

Open-ended comments	N
Time	1
Times available were not helpful	1
Too crowded	1
Too noisy	1
Used the online math lab	1
Wasn't taking math classes.	31
Will start to use this as I take math	1
Total	501

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

SERVICE/PROGRAM: MENTOR PROGRAM

Table 1. Awareness and use of service/program

	N	% *
Aware of Mentor Program	232	25.9%
Used Mentor Program	47	5.2%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	1	0	3	5	37	1	47	4.67	0.790
	%	2.1%	0.0%	6.4%	10.6%	78.7%	2.1%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	1	1	2	5	37	1	47	4.65	0.849
	%	2.1%	2.1%	4.3%	10.6%	78.7%	2.1%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	1	1	2	2	40	1	47	4.72	0.834
	%	2.1%	2.1%	4.3%	4.3%	85.1%	2.1%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	1	1	1	4	39	1	47	4.72	0.807
	%	2.1%	2.1%	2.1%	8.5%	83.0%	2.1%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	1	1	2	5	37	1	47	4.65	0.849
	%	2.1%	2.1%	4.3%	10.6%	78.7%	2.1%	100%		

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

SERVICE/PROGRAM: MENTOR PROGRAM

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

Open-ended comments	N
No response	44
I am new to the mentor program but already loving it	1
I have an awesome mentor. I am glad I signed up. I have been given great advice	1
Never Used it.	1
Total	47

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

SERVICE/PROGRAM: MENTOR PROGRAM*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	100
Already had one	1
Am using	1
Being an online student - I'm never (rarely) at the campus to use this service	1
Confused on what it was exactly and could not find enough information	1
Couldn't figure out how to get into email until after deadline	1
Did not even know about this	1
Didn't sign up for up	1
Didn't know of	1
Don't know how to	1
Don't know what it is	1
Going to soon	1
Hasn't fit into my schedule yet	1
Have not found a degree to enroll for a mentor	1
I am going to use the Mentor Program this year, but since I didn't use it last year, I feel that I am not familiar enough with the program to provide adequate feedback.	1
I am not sure it would be beneficial	1
I applied to the Mentor Program but have not been contacted about a mentor assignment.	1
I can't teach.	1
I didn't read my email before the deadline to apply	1
I don't have enough information on the program.	2
I don't know	3
I don't know how to get involved	1
I have not had a mentor.	1
I have only learned about it recently	1
I haven't discussed it with my advisor	1
I just learned about it this semester by a banner hanging at school.	1
I make great grades. I did not need a mentor.	1
I should think about it	1
I tried applying for the mentor program, but received an email telling me that they would not provide career resources/advice, which I thought was supposed to be the point of a mentor. I decided to not go through with it.	1
I tried to use this program, but I couldn't.	1
I tried too my 1st semester but never heard back	1
I was interested in being a mentor but didn't get information back	1
I'm in my 50's	1
I'm no mentor	1
I'm older. Not sure I'll be allowed	1
Interested	2
My schedule does not fit their schedule	1
Never looked into	1
Never thought to	1
No reason at this time	1
Not enough time	7
Not enrolled in Mentor Program	1

SERVICE/PROGRAM: MENTOR PROGRAM*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
Not interested	2
Not needed.	69
Not sure	1
Not sure how it works and the requirements necessary	1
Not yet	1
Offered in my final semester	1
Plan to in the near future	1
So far so good	1
Unavailable and applications already full	1
Very few choices in mentors.	1
Was not aware	1
Was not sure what it was	1
Total	232

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

SERVICE/PROGRAM: NEW STUDENT ORIENTATION

Table 1. Awareness and use of service/program

	N	% *
Aware of New Student Orientation	412	46.0%
Used New Student Orientation	177	19.8%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD
	1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n 3	2	13	38	114	7	177	4.52	0.830
	% 1.7%	1.1%	7.3%	21.5%	64.4%	4.0%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n 3	3	12	30	124	5	177	4.56	0.839
	% 1.7%	1.7%	6.8%	16.9%	70.1%	2.8%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n 1	1	7	24	137	7	177	4.74	0.621
	% 0.6%	0.6%	4.0%	13.6%	77.4%	4.0%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n 1	0	8	28	136	4	177	4.72	0.604
	% 0.6%	0.0%	4.5%	15.8%	76.8%	2.3%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n 3	3	11	39	119	2	177	4.53	0.829
	% 1.7%	1.7%	6.2%	22.0%	67.2%	1.1%	100%		

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

SERVICE/PROGRAM: NEW STUDENT ORIENTATION

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

Open-ended comments	N
No response	164
Good, just not always such a smooth process.	1
I'm a Student Orientation leader, so I think we've done an excellent job	1
Informative	1
It did not help me at all in preparing for my first semester of college. Orientation mainly talked about campus police and "how to not get raped" that doesn't help me figure out how to find my classes or know about all the resources that are available to me.	1
It helped me find all my classes when they had the tour and they helped me know more about Collin	1
It took too long and I didn't want to play the games. I wanted to get the information I need and leave. I also wanted to bring a guest to sit with me and the staff was rude to both me and my guest and forced him to sit at a different table. I guess they didn't want the guests involved in "People Bingo" or "Hitchhiker" which was an incredible waste of time as was the lengthy introduction of presenters. The introduction of the presentation was also very poorly done. I don't understand why they kept showing us pictures of them on vacation. Although I received useful information, I didn't like and the games and rude staff or the fact that I was forced to get information from booths I didn't need. Overall, it was a very frustrating process of getting information I needed.	1
It was way too long	1
Just a little long	1
Orientation took too long half the time would be acceptable. The info was redundant	1
The nontraditional student orientation helped me be less nervous about going back to college. (...and free food is super)	1
Very good. If I was a young kid, this would be perfect. As an older adult, I used it to orient myself with the classes.	1
Very immature and unprofessional; too much focus was placed on superficial topics; utter waste of time.	1
Was coordinated very well/I felt welcomed	1
Total	177

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

SERVICE/PROGRAM: NEW STUDENT ORIENTATION*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	255
Already been to a new student orientation	1
Attended EDUC orientation online. Was not aware of one for general ed students when I started.	1
Campus tours etc. offered when I was unavailable	1
Chose not to	1
Completed online	1
Couldn't make the times, and didn't feel the need to.	1
Did not know about, but enough info online to figure it out	1
Did not need this service, I already had college credit hours.	1
Didn't realized it was offered until later	1
Didn't do this	1
Didn't get around to it	1
Didn't go	1
Didn't show up	1
Didn't know of	1
Didn't need it online	1
Dual credit	1
Found out about it too late	1
Found what I needed online	1
I am familiar with Collin because I was a Dual Credit Student	1
I am familiar with Collin Colleges' campuses and processes.	1
I am more interesting explore the campus by myself	1
I am not a new student.	9
I appreciate it but felt oriented at Collin from day one, very welcoming environment.	1
I did not know about it when I was a new student	1
I did use this	1
I didn't need to do orientation but glad its there.	1
I do online courses	1
I don't know till after	1
I figured it out on my own.	1
I had friends who went to this school before I registered and they showed me around and answered all my questions.	1
I have done it before three time at previous schools	1
I have lived here long enough to know what Collin College provides.	1
I have personally been an on and off student for many years, so I never really used the new student orientation services.	1
I haven't had the chance to.	1
I missed the date	1
I missed the last tour before classes started and have learned my way around.	1
I never really knew what it was so I didn't use it.	1
I never saw the need to do New Student Orientation. I figured out where to go and what to do on campus. I guess New Student Orientation would have made it easier.	1
I prefer being a lone wolf	1
I should have, but no interest	1

SERVICE/PROGRAM: NEW STUDENT ORIENTATION*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
I think I was registered before this sometime Fall 2012? Not sure why I didn't use it.	1
I was familiar with the campus already	1
I was pretty clear on what to do	1
I'm a returning student with a master's degree; it's more convenient and faster for me to look up info online.	1
I'm new to Collin but not a new student	1
Its not that complicated	1
Just not aware. Did I need to?	1
Looked up online for any questions I had	1
Missed due to work	1
Missed New Student Orientation because I had to work during the hours Orientation was offered	1
My fault -- just have not done so yet	1
My friends oriented me around school	1
Never did it	1
Never told till already taking classes	1
No information	1
No need, not a 1st time student and info is available online	1
No opportunity due to my schedule	1
No reason	3
No situation has presented itself	1
Not desired/needed.	68
Not enough time	3
Not sure how to access this	1
Online course	2
Out of town	1
Seen it before	1
Started Taking CCCC thru Allen High School	1
Started with very limited classes online; older student	1
This is my first semester. I am still getting my bearings.	1
Thought it would be boring	1
Time	1
Time restraint	1
Unfamiliar with this	1
Was not available to attend.	1
Was not aware of this when I started classes at Collin	1
Was not sure how	1
Was only during the daytime when I was working	1
Work schedule	1
Total	412

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

SERVICE/PROGRAM: REGISTRATION

Table 1. Awareness and use of service/program

	N	% *
Aware of Registration	782	87.3%
Used Registration	659	73.5%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	18	20	95	159	325	42	659	4.22	1.013
	%	2.7%	3.0%	14.4%	24.1%	49.3%	6.4%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	26	32	104	157	307	33	659	4.10	1.108
	%	3.9%	4.9%	15.8%	23.8%	46.6%	5.0%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	20	21	95	145	343	35	659	4.23	1.035
	%	3.0%	3.2%	14.4%	22.0%	52.0%	5.3%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	14	18	100	127	363	37	659	4.30	0.988
	%	2.1%	2.7%	15.2%	19.3%	55.1%	5.6%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	18	31	106	171	324	9	659	4.16	1.039
	%	2.7%	4.7%	16.1%	25.9%	49.2%	1.4%	100%		

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

SERVICE/PROGRAM: REGISTRATION

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

Open-ended comments	N
No response	615
Again, made a supposedly simple process insanely complex and aggravating.	1
Could be better. Staff not very friendly.	1
Easy	1
Good online as long as system doesn't place un-needed holds	1
Guy was rude, made me feel dumb for asking help to register	1
Hardest process in all of this	1
Has a tendency to develop an attitude and does not give you solid answers.	1
Have to refresh browser every time you change something. Super freaken annoying especially when you need to sign up for multiple classes and need to compare. Should have a matrix view of the class schedule and time so you don't need to keep scrolling up and down through 500 classes	1
Helped me so much with late registration and re-registering me in my classes	1
I had a very hard time registering for a class after the semester started. The class had been full, but once a space was available it wasn't clear who I was to speak to about getting that spot.	1
I have had holds on my account multiple times that were not supposed to be there. I was told the problem was fixed when it hadn't been. Limited selection of sections for students who work during the day.	1
I registered online, it is perfection	1
I was a last minute sign up, and was very nervous about making the deadlines. The process was extremely fast.	1
I was never sent an acceptance letter.	1
I was unaware I had to pay for classes at the time I registered for classes. I was dropped from classes the next day that I had registered for early with no warning.	1
I wasn't told that I needed to reregister after not attending a semester, this ended up with me missing another semester and I was not happy about that at all.	1
I'm not sure what purpose these people serve. Everything is online and they act confused.	1
If you use registration facility at the right time, early registration, it is very good. People who complain are procrastinators who want to register last minutes and cry about the wait list!	1
It would be nice if you could link course descriptions to the search page and have it in a new tab to save time when searching for electives.	1
Knowledgeable and quick service, except for waiting line	1
Not enough classes for my program	1
Not organized. Lost my file so had to apply to Collin again. Made me late for registering classes	1
Often, holds have been human error on the school's part, and then those errors result in the inability to register in time. Staff that deals with resolving this is unapologetic and unhelpful.	1
Only went once, don't remember	1
People were not helpful, nor efficient in getting back to help sort out registration.	1
Poor communications	1
Registration is a little frustrating because the classes show up as having vacancies and then you try to register and it says you have to be "wait listed" . Other class times depend on that availability so then you have to back out choose another class that has plenty of availability. I was told I was wait listed and after selecting a class with no wait class I was enrolled in the wait list class and received emails all semester long from that professor.	1
Registration is terribly difficult to get the hang of. I had to have a friend come over to help me figure out how to sign up for classes.	1
Registration was very difficult. The filtering feature for classes doesn't allow you to search for Xpress classes easily. And although you could see prerequisites for the course, you couldn't see a course description. I was also unable to register for a science class even though I added the class and lab together.	1
Rude & Never Helpful. Act as if they don't want to be there	1

SERVICE/PROGRAM: REGISTRATION

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

Open-ended comments	N
Same as everything else. No one actually knows anything, and you never get the same answer.	1
Searching for courses is OK but could be more user friendly. Would like to look for multiple types of classes.	1
Shortage of staff	1
Since I have done it all on-line it is very easy to get the classes I want and see what options are available	1
Staff incompetence constantly causes excessive inconvenience. I was unable to attend classes the entire semester of Fall 2013, and parts of Spring and Fall 2014. Staff constantly provides misinformation and neglects to provide important information. There is lack of communication among staff and OBVIOUS lack of knowledge and understanding of school policy and procedure. Staff are generally rude and unaccommodating.	1
Terrible response time, uneducated staff, rude, misinformation, gave me the runaround	1
The online system does not have the best search options. you have to constantly enter the same info and its a pain	1
The registration process coded me as an out-of-state student; had to fill out paperwork again to prove in-state status	1
There's usually a lot of people and you cant really hear your name being called.	1
Tried to charge me out of state even though I've lived in Texas my whole life. Went to DCCCD for a semester then transferred to get charged correctly at this school.	1
Very helpful staff.	1
Very quick and easy	1
Waited too long to enter my HS transcript. I had to hand it in in person.	1
Was sent to multiple people and got multiple answers for my questions	1
Total	659

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

SERVICE/PROGRAM: REGISTRATION

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

Open-ended comments	N
No response	697
All online	1
Already registered	1
Already registered of everything	1
Been registered for awhile now	1
Completed app online	1
Continuing education	1
Established student	1
Everything is online, didn't need to interact with a human	1
Everything was taken care of online.	1
Have not had a chance to get there yet	1
Health science academy did it for me	1
Hours do not accommodate my work schedule	1
I did use it	2
I didn't know it existed	1
I do it online	15
I don't know what it is	1
I have been enrolled since Fall of 2013	1
I have been registered since 2009.	1
I have used online registration and its easy to follow and understand. I just wish online courses had a separate link that was easier to access	1
I have used registration before but not much this year.	1
I initially registered through Admissions. I have not used registration since.	1
I just don't specifically remember using this service.	1
I only called them for a question	1
I only used it to sign up for class	1
I registered in person when I first started attended back in Fall 2008	1
I registered online	20
I registered through my High School	1
I registered through my high school for dual credit.	1
I registered through the ACCESS program	1
I thought this was registration for the school. I suppose it could be for classes. If so, usually registration goes smoothly, but registering for fall, I would have liked to know the Chemistry Professor sooner. Also, for some reason emails from bursar are getting kicked to my spam.	1
I was registered quickly by someone, not in an office	1
I'm already here	1
Not needed	14
Only used this service once	1
Registered previously	1
To registration	1
Took care of everything online	1
Was already registered	1
Total	782

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

SERVICE/PROGRAM: SCIENCE DEN

Table 1. Awareness and use of service/program

	N	% *
Aware of Science Den	153	17.1%
Used Science Den	47	5.2%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD
	1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n 2	0	8	8	26	3	47	4.27	1.065
	% 4.3%	0.0%	17.0%	17.0%	55.3%	6.4%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n 1	2	2	8	30	4	47	4.49	0.960
	% 2.1%	4.3%	4.3%	17.0%	63.8%	8.5%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n 1	0	3	6	34	3	47	4.64	0.810
	% 2.1%	0.0%	6.4%	12.8%	72.3%	6.4%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n 1	0	1	7	36	2	47	4.71	0.727
	% 2.1%	0.0%	2.1%	14.9%	76.6%	4.3%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n 2	2	3	7	32	1	47	4.41	1.087
	% 4.3%	4.3%	6.4%	14.9%	68.1%	2.1%	100%		

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

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

Open-ended comments	N
No response	45
Hours available for chemistry tutoring are limited and at bad timings	1
Needs to be more like the math lab	1
Total	47

SERVICE/PROGRAM: SCIENCE DEN*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	83
Don't know	1
Good at science	1
Have not been	1
I don't know what this is.	1
I don't know where it is.	1
I have a great science teacher who explains every question that I might have	1
I have no reason, just haven't visited.	1
I have no time within their hours	1
I haven't taken a science class.	4
I may use it.	1
I plan on visiting later in the semester	1
I was told this is only at PRC which is not my campus	1
I would love to be able to use the science den at Preston Ridge but the hours are horrible for someone who works full time and is taking classes. The only help I get with Science courses is at the Spring Creek campus on Saturdays in the Math Lab which really isn't enough.	1
It is not located at my campus	1
My science class don't require it	1
No reason at this time	1
Not available when I'm not working	1
Not enough time.	2
Not even sure where this is	1
Not interested	1
Not needed.	40
Not yet	1
Online course	1
Plan to in the near future	1
Science Den?	1
The science den is not on my campus and I have no transportation.	1
We do not have one at CPC or SCC	1
Total	153

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

SERVICE/PROGRAM: SERVICE LEARNING

Table 1. Awareness and use of service/program

	N	% *
Aware of Service Learning	194	21.7%
Used Service Learning	75	8.4%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	4	0	8	11	46	6	75	4.38	1.086
	%	5.3%	0.0%	10.7%	14.7%	61.3%	8.0%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	2	0	9	9	47	8	75	4.48	0.943
	%	2.7%	0.0%	12.0%	12.0%	62.7%	10.7%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	1	0	8	8	49	9	75	4.58	0.824
	%	1.3%	0.0%	10.7%	10.7%	65.3%	12.0%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	1	2	7	9	49	7	75	4.51	0.906
	%	1.3%	2.7%	9.3%	12.0%	65.3%	9.3%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	3	1	6	14	48	3	75	4.43	1.005
	%	4.0%	1.3%	8.0%	18.7%	64.0%	4.0%	100%		

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

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

Open-ended comments	N
No response	72
Done for a class. Totally unnecessary	1
They have a good service	1
Waste of time, didn't learn anything	1
Total	75

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

SERVICE/PROGRAM: SERVICE LEARNING*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	113
Am aware of this, but don't know what it is	1
Completed an orientation for a class.	1
Don't know what it is	3
Don't know what this man	1
I am currently doing a service learning project, however I do not have a full opinion on it yet.	1
I didn't participate in service learning.	1
I do not know what does it do or how to use it	1
I have no idea what this is.	1
I have no reason, just haven't visited	1
I haven't discussed it with my advisor	1
I haven't done service learning.	1
I haven't had the chance to.	1
I will use it later on.	1
I work for the service learning department	1
Inconvenient	1
No reason at this time	1
None of my classes require service learning. In my personal life I am a Volunteer Coordinator for Frisco and help students find Service Learning opportunities.	1
Not aware of what is offered	1
Not completely sure what this is.	1
Not enough time.	3
Not enrolled	1
Not needed.	50
Online course	1
Plan to in the near future	1
The projects did not seem interesting	1
Was not aware it existed	1
What is this	1
Wish I did	1
Total	194

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

SERVICE/PROGRAM: STUDENT LIFE

Table 1. Awareness and use of service/program

	N	% *
Aware of Student Life	562	62.7%
Used Student Life	271	30.2%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	6	6	31	71	142	15	271	4.32	0.940
	%	2.2%	2.2%	11.4%	26.2%	52.4%	5.5%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	5	2	31	55	163	15	271	4.44	0.879
	%	1.8%	0.7%	11.4%	20.3%	60.1%	5.5%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	3	6	31	41	173	17	271	4.48	0.883
	%	1.1%	2.2%	11.4%	15.1%	63.8%	6.3%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	4	2	30	48	172	15	271	4.49	0.849
	%	1.5%	0.7%	11.1%	17.7%	63.5%	5.5%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	4	8	31	62	161	5	271	4.38	0.913
	%	1.5%	3.0%	11.4%	22.9%	59.4%	1.8%	100%		

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

SERVICE/PROGRAM: STUDENT LIFE

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

Open-ended comments	N
No response	258
Did not really know what student life opportunities were	1
Good information	1
Good, They stayed late after freshman orientation to get ID cards completed.	1
I hate the INSANE waits on docs going through OrgSync on Student life.	1
People in the office seem a little cold and distant. When you walk in it is like they want to get rid of you quickly.	1
Professor [name] is very unhelpful and unkind to her students. She does not appeal to those below her well.	1
The assistants often have no idea what they are talking about and are sometimes rude.	1
The finalization of this involvement that I had this past year was very impersonalized and distant where the rest of the involvement was very personal.	1
The Student aids need more training and need to be more aware of what is going on.	1
There are a lot of rules the prevent clubs from effectively reaching out to new members. For instance, we can't hold events the first week of class. The first week of class is when everyone is looking to join something. After the first week people fall into the lull of just going to class and then going home. If you guys want a vibrant student life you should rework some of the rules, see Chapter 8, section 3, paragraph B of the Student Organization Procedures Manual.	1
Used. They have been very unresponsive with my questions about starting a student organization.	1
Very unaccommodating! In regards to orgs... we rarely got a response on time or feedback on errors.	1
We should have at least a nurse on campus and medical supplies like Advil since we are a normal college now.	1
Total	271

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

SERVICE/PROGRAM: STUDENT LIFE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	337
Adult student, married with children and do not have a need	1
Am not on campus for other reasons besides class	1
As a working adult, it does not appeal to me. This does not mean it is not a good or useful program for others.	1
Because I am basically an online student and am not able to participate.	1
Didn't have a chance	1
Didn't know about it	2
Do not have the time to participate at this time	1
Don't know exactly what it does.	1
Don't go there	1
Don't really have a reason to go in there	1
Don't really want to get that involved. Also, not sure exactly what they offer.	1
Getting a new student book	1
Have not had a chance to get there yet	1
Have not had the opportunity	1
Haven't gone yet	1
Haven't got around to it.	1
Haven't gotten the chance to yet	1
Haven't had an opportunity	1
Haven't made the time	1
Haven't had a chance	1
Haven't gotten around to it yet	1
Heard of it, don't know WHAT it is..	1
I am a night student, not open or available to me	1
I am an older student returning to college with a full time job and family obligations. Student Life activities do not fit into my schedule.	1
I am an online student, and there are no programs tailored for online students	1
I am currently going to school online	1
I am not a traditional student, over 40, use mostly online tools for everything	1
I am not involved with Student Life, but I get emails from them all the time.	1
I am not on campus very often.	1
I am not sure what student life programs are.	1
I am still not sure what this all consist of.	1
I did all of my classes online due to working full-time and did not have time to make use of student life. I would have loved to visit the recreation center if I had the time.	1
I did get my student ID from Student Life	1
I didn't know about it pre-enrollment.	1
I didn't know I had to use it	1
I didn't find an organization that interested me	1
I do not have a reason to use it, I don't know what they have to offer me as a student.	1
I do not have time to participate in any Student Life programs as an older student who works full time.	1
I do online	1
I don't know	4
I don't know what services they offer besides the parking sticker.	1

SERVICE/PROGRAM: STUDENT LIFE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
I don't know what this is	4
I don't know where to go and how that works	1
I don't know. I guess I didn't need it?	1
I don't really know much about this service	1
I don't really know what services I can get from there	1
I don't know what it is, or how it could benefit me. I've been on my own as a Collin college student.	1
I made a brief visit during orientation	1
I had a new picture taken for a new ID several years ago	1
I have a life; just not a student one; All seriousness, I really don't even know what this is. I go to class and leave every day.	1
I have little to no interest in extracurricular activities.	1
I have no idea what student life is	1
I have no idea where this is	1
I haven't been to it yet	1
I haven't had the chance to.	1
I haven't had the time to look into this program.	1
I haven't had time since school started to really check out different things on campus except the one activity I'm in which is FOCUS	1
I just didn't take the courses for it	1
I just never used it but when I did for my ID it was ok	1
I know there is student life available but I'm not sure what its about	1
I live too far away.	1
I never really made time for it	1
I rarely need to go there.	1
I take all my classes online and do not have the need	1
I take mostly online classes	1
I take online classes and I'm not on campus.	1
I think I may be to old -- isn't this geared toward young students	1
I use it for some club printing out paper.	1
I want to focus on my studies and my job.	1
I work full time and have a family; no time available for these things	1
I work full time so I come to school and then leave for work. I don't have much time to do much else.	1
I'm not interested, honestly too busy with work and my classes	1
I'm not interested... I'm old :)	1
I'm not often on campus + I'm older	1
I'm taking too many hours and am overwhelmed	1
I'm too popular already	1
I've never heard of it	1
I'm a dual student	1
I'm an older student, and a combat veteran not crazy about crowded places	1
I'm too old for that kind of thing -39	1
Inconvenient with my work schedule	1
Is this where IDs were made? Perhaps I used this service.	1
Just haven't gone	1

SERVICE/PROGRAM: STUDENT LIFE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
Just never used	1
Just to get student ID and parking stickers	1
Know nothing about it	1
My ID is still valid	1
Never got around to it, but I know where it is.	1
Never had any desire	1
Never really thought about it.	1
No	1
No information on the program	1
No interest because this school is just a passing through zone	1
No need of limited hours no classes in this building	1
No reason	3
No reason, I'm getting around to it	1
Non traditional student, not a lot of time to get involved	1
Not a typical student	1
Not applicable	1
Not enough information regarding it	1
Not enough time.	14
Not interested.	7
Not needed.	60
Not on campus most of the time.	1
Not on campuses	1
Not sure	3
Not sure what they offer exactly	1
Not sure what this is for	3
Old student, N/A	1
Older student	2
Older student; mostly online classes taken	1
Online student	2
Only used to get my ID	2
Only went once to get student ID and parking sticker	1
Provide a paper guideline to new students	1
Returning adult taking online or weekend classes - work full time so don't have an opportunity to take part in those activities - they are not really geared for 50+ yr. old students. However, email updates are great and there are some good open classes during lunch hours that I would possibly attend - for example, the sessions on how to write papers using MLA, etc...	1
The majority of my classes are online, so I'm not at campus very often.	1
Times are not convenient for non traditional students	1
Too busy to participate in student extracurricular activities	1
Too consumed with classes and ST seems like another time consuming project.	1
Too old	1
Unsure	2

SERVICE/PROGRAM: STUDENT LIFE

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

Open-ended comments	N
Unsure about what it is for	1
Very little applicable to the older student and/or the student that is going to school to further their career	1
What do these guys even do	1
What is student life	1
What is that	2
What is this "life" you speak of.	1
Wouldn't want to spend extra time at a school that is already so unhelpful	1
Total	562

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

SERVICE/PROGRAM: TESTING CENTER

Table 1. Awareness and use of service/program

	N	% *
Aware of Testing Center	691	77.1%
Used Testing Center	523	58.4%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	14	12	60	123	285	29	523	4.32	0.974
	%	2.7%	2.3%	11.5%	23.5%	54.5%	5.5%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	7	6	41	112	324	33	523	4.51	0.815
	%	1.3%	1.1%	7.8%	21.4%	62.0%	6.3%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	7	9	56	110	312	29	523	4.44	0.868
	%	1.3%	1.7%	10.7%	21.0%	59.7%	5.5%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	6	8	44	114	328	23	523	4.50	0.817
	%	1.1%	1.5%	8.4%	21.8%	62.7%	4.4%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	6	8	54	133	314	8	523	4.44	0.831
	%	1.1%	1.5%	10.3%	25.4%	60.0%	1.5%	100%		

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

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

Open-ended comments	N
No response	500
30 days for my first payment.. I was homeless, starving and living in the parking lot.	1
After speaking with a few math professors on campus, I've since learned that the math placement test is faulty. It places each student in a more advanced class than what the student's tests show they should be.	1
Always, always helpful, knowledgeable and courteous. Great staff!	1
Can't use old ID I've been in the school forever why do I need a new ID	1
Could expand hours.	1
Easily usable	1
Every time I go there, they did not have the test I needed. It took extra time for them to call and get the test/test information. Twice this summer they received the wrong test, but did not realize it until they tried to give it to me. All semester there were issues not receiving the correct formula chart for the test I was taking. I suppose this could have been my lousy instructors fault, but I do not know.	1
Everyone was very nice and gave fast results.	1
Hours are inconvenient. Campus needs more notification if the testing center will be closed on a non-government holiday (Specifically the balloon festival). We received no emails, it was on the academic calendar only. Not on the school website - nothing.	1
I came into the center two hours before the center closed and a student working the desk would allow me to take the math placement test. The rules say that they can offer tests up to an hour before closing time. I told her this and she said that the placement test would take longer than two hours. I then informed her that I was only taking the math portion (which consists of very few questions). The student would still not allow me to take the test, wouldn't let me talk to a supervisor, and I had to come back the next day to take the test. These two trips cost me thirty dollars in gas, in addition to the test price and my time off work.	1
Math test did not have challenging topics. The worker who gave me my results told me that I qualified for a lower class than I actually did, according to an adviser.	1
No problems	1
No smiles. At least act happy to be alive.	1
Staff is always courteous and expedient	1
Staff walked me through the testing process and was polite when they approach a student about the noise they were making in the test area	1
Staff was very friendly	1
Testing center is fine.	1
Testing center process is always smooth, A+	1
The people that work here are so nice and it was a breeze walking in and taking my test.	1
The staff here is always super friendly and very helpful.	1
They didn't know what to do and had to be asking the same woman	1
Very polite and they help with what I need and help me through the process.	1
Very rude employees!	1
Total	523

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

SERVICE/PROGRAM: TESTING CENTER*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	555
Again, I know of it, but I don't use it.	1
All my classes are online as well as my exams	1
All my tests are in class	1
All my tests are online	1
All my tests were in the classroom.	1
All of my teacher give their tests in the classroom or online	1
All tests so far have been in class.	1
Classes have not required.	1
Complete Tests in Class	1
Did use it	1
Don't take tests in my classes	1
Everything online	1
Exempt from TSI	1
Gladly I have not been forced to sit in this antiquated prison to test	1
Got my AP credits in high school, didn't feel the need to try any more in the testing center	1
Have not taken an exam required in the testing center	1
Have not taken any tests in there recently.	1
Haven't had any tests assigned to be taken there	1
Haven't had chance to	1
Haven't had conflicts with testing and schedules yet	1
Haven't missed class	1
Haven't taken a test yet	1
Haven't taken a test yet; not counting TSI	1
Having used	1
Hours are not flexible for those who work full time	1
I am currently going to school online	1
I did not have to take the TSI or retake my test yet	1
I did not require testing, and all my tests for my courses are in-class.	1
I have not been to the testing center yet.	1
I have not had to use it nor do I know where it is.	1
I have not had to use the testing center yet. I will next semester.	1
I HAVE used the testing center	1
I haven't had a need to use the testing center.	1
I haven't had a test in there yet, and I took my TSI at McKinney campus	1
I haven't needed it yet. I've taken my tests in-class.	1
I know it is available but I don't know why I should use it.	1
I may use this service in the future depending on courses taken.	1
I never missed a test	1
I plan to take a math placement exam soon.	1
I tested last year.	1
I use the ACCESS office.	1
I've used the testing center once for Psychology test.	1
Most tests are in class	1

SERVICE/PROGRAM: TESTING CENTER*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
My computer classes doesn't use it?	1
Never got around to it, but I know where it is.	1
No need for it yet, haven't had any tests requiring me to take them there.	1
No opportunity as yet	1
No problems testing	1
No use yet	1
Not applicable to me	1
Not needed.	70
Not very fond of this area, lots of people in a confined space. I use the access testing center every chance possible.([Name]'s staff has been good 2 myself, and other former soldiers as well)	1
Not yet	1
Online tests	1
Only this semester but I have used it before. Not bad. People in there are ready to help.	1
Only used it once, long ago.	1
Professors don't require, which is awesome. I would need to take more time out to go to the testing center. I like in class.	1
Tests offered in class	1
To my understanding, it does not offer much for Business MGMT.	1
Used it to take the admission test and one final exam.	1
Used once for TI testing, only spent ~5 minutes talking to the staff.	1
Wasn't required to do my tests there.	1
Will need this later this semester.	1
Will use in the future	1
Will use later for math placement	1
With current online classes have not needed, but will probably soon for certain classes	1
Yes, I use this. Your survey didn't ask.	1
Total	691

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

SERVICE/PROGRAM: TRANSFER PROGRAMS

Table 1. Awareness and use of service/program

	N	% *
Aware of Transfer Programs	372	41.5%
Used Transfer Programs	66	7.4%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD
	1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n 2	3	8	10	38	5	66	4.30	1.085
	% 3.0%	4.5%	12.1%	15.2%	57.6%	7.6%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n 1	1	9	12	39	4	66	4.40	0.914
	% 1.5%	1.5%	13.6%	18.2%	59.1%	6.1%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n 2	0	8	10	42	4	66	4.45	0.953
	% 3.0%	0.0%	12.1%	15.2%	63.6%	6.1%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n 1	1	12	11	39	2	66	4.34	0.946
	% 1.5%	1.5%	18.2%	16.7%	59.1%	3.0%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n 2	1	10	14	37	2	66	4.30	1.003
	% 3.0%	1.5%	15.2%	21.2%	56.1%	3.0%	100%		

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

SERVICE/PROGRAM: TRANSFER PROGRAMS

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

Open-ended comments	N
No response	61
Schools only come in the middle of the day. I work during the day so I can't go! Need some evening sessions	1
Some have failed to live up to the expectations I was told they would do when I joined the program	1
The advisors do not have all of the necessary information to guide you in the process. I have to call and visit the other schools to decide what classes are best for me to take at Collin and would transfer.	1
The student is probably more responsible for this than advising.	1
The transfer program is really beneficial and allows for easy entry to other universities	1
Total	66

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

SERVICE/PROGRAM: TRANSFER PROGRAMS

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

Open-ended comments	N
No response	162
Advising did not tell me about this..	1
Already a bachelor degree holder.	1
Already transferring	1
Although I do plan on transferring, I don't plan on transferring to one of the 10 universities Collin has partnered with. It's very useful to those looking to transfer to those schools, but for students like me hoping to go somewhere else, I get limited information. In May 2014 (my senior year of HS), a lady from Collin said that she was in charge of helping students transfer from Collin. I asked at Academic Advising if I could speak to someone specialized in transfer and they had no clue what I was talking about. Either I'm making up this woman or Collin really doesn't have anybody who can talk to me specifically about transferring. If that is the case, it's unacceptable as many students don't plan on only attending a 2-year college.	1
Applied to TWU on my own	1
At this time, I have been given a few business cards. i.e. UNT & UTD.	1
Because I use to look for transfers program on my own.	1
Because I'm not keeping up with this part yet	1
Currently working on it	1
Did not need assistance	1
Didn't know	1
Didn't see the school I was interested in	1
Don't know where it is	1
Don't plan on transferring right now	1
Getting ready to	1
Going somewhere else	1
Going to be using this year.	1
Going to transfer after getting ADN in May	1
Got my ducks in a row!	1
Have not needed assistance with transferring yet	1
Have not yet had time to look into transfer programs	1
Haven't signed up for any transfer program	1
Haven't needed to check out yet.	1
Haven't needed to transfer anything.	1
Haven't needed to transfer yet.	3
Haven't transferred yet	9
I am not a transfer.	1
I am not decided where I'm going with school yet	1
I am not ready for that in my career path	1
I am not ready to transfer yet.	1
I am not yet ready to transfer to a 4-year Uni.	1
I am still settling in to my course load. I plan to visit soon.	1
I am using.	1
I decided to take a year off after I graduate then I'll transfer	1
I did not participate because I had not decided on a transfer school yet.	1
I did not transfer to Collin from another college, nor am I going to be transferring to another college after Collin	1
I didn't know till after	1

SERVICE/PROGRAM: TRANSFER PROGRAMS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
I didn't know this existed	1
I don't attend class on campus	1
I don't have a plan to transfer.	1
I don't know what this is	1
I don't know where it is located but I have thought about going to see if they are helpful	1
I don't plan on transferring any time soon	1
I got credits from all over, the college decided to be asked (instead of doing it automatically) to transfer my transcripts.	1
I have a few more classes to take, however I am considering transferring to Collins Higher Education Center	1
I have an undergraduate degree	1
I have not thought about transferring and coming in with a degree I don't think counts	1
I have not used it.	1
I haven't had the chance to.	1
I know the school I plan on transferring to after completing core classes. I do plan on visiting this program in the future.	1
I need to just do not know how to go about that. Also have not chosen a university yet.	1
I need to look at these soon, though I just haven't yet.	1
I plan on using these in the future	1
I plan to graduate with an AS, not transfer credits before two years.	1
I received ample service from Advising.	1
I still do not know what kind of career/field of study to transfer into.	1
I tried but they still put me as freshman. I did two years at a private university and made excellent grades, and I'm a freshman at a community college.	1
I was able to figure it out from Advising	1
I wasn't aware of that	1
I will be using it this semester	1
I will need them next semester	1
I will use them next semester.	1
I'm aware of the transfer programs, but do not need to use them at this time.	1
I'm considered a freshmen	1
I'm going to use them after my two years.	1
I'm not ready to transfer yet.	1
I'm only taking medical school pre-requisites; I already have a degree.	1
I'm not ready to transfer. I just got here.	1
I've read about it, but have no clue how to utilize	1
Learning about it	1
Major does not require it	1
May use it soon	1
Might in the future	1
Might look into them.	1
No reason	2
Not a transfer/ haven't transferred	1
Not applicable	1
Not interested	1

SERVICE/PROGRAM: TRANSFER PROGRAMS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
Not needed.	84
Not planning on transferring anywhere	1
Not planning on transferring for another year or so.	1
Not planning to transfer in the near future.	1
Not ready to transfer yet	1
Not ready yet	1
Not there yet	1
Not to that point yet	1
Not transferring	2
Not transferring yet	5
Not very clear	1
Not yet	3
Not yet but will in the future	1
Not yet far enough academically to transfer.	1
Only when I need	1
Plan to use in future	1
Don't need them yet	1
Still going to Collin	1
There is no transfer programs with UT which is where I want to go	1
This is my first semester. I am still getting my bearings.	1
To find out which schools have a transfer program.	1
Unsure if I will go further than my two year degree	1
Use later	1
Was able to find my own path after services did not work	1
Where do you go for this?	1
Will be later	1
Will make an appointment for this one	1
Will probably use in future	1
Will use in the future	1
Will use next semester	1
Zero confidence in abilities due to example set by the rest of the college staff.	1
Total	372

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

SERVICE/PROGRAM: TUTORING SERVICES/ACCESS

Table 1. Awareness and use of service/program

	N	% *
Aware of Tutoring Services/ACCESS	389	43.4%
Used Tutoring Services/ACCESS	102	11.4%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	6	1	9	11	69	6	102	4.42	1.121
	%	5.9%	1.0%	8.8%	10.8%	67.6%	5.9%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	8	2	9	14	64	5	102	4.28	1.231
	%	7.8%	2.0%	8.8%	13.7%	62.7%	4.9%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	5	1	7	8	76	5	102	4.54	1.041
	%	4.9%	1.0%	6.9%	7.8%	74.5%	4.9%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	6	1	6	12	72	5	102	4.47	1.091
	%	5.9%	1.0%	5.9%	11.8%	70.6%	4.9%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n	7	4	8	9	72	2	102	4.35	1.218
	%	6.9%	3.9%	7.8%	8.8%	70.6%	2.0%	100%		

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

SERVICE/PROGRAM: TUTORING SERVICES/ACCESS*Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).**

Open-ended comments	N
No response	90
[Name] is my ACCESS help and she is always there when I need her and the front office people are always so helpful and understanding	1
Appointments were missed by the tutor but I think its fixed now	1
Extra time on tests does not benefit all dyslexics. The ACCESS office is the reason a few of my friends have decided to leave Collin. Even after saying exactly what would be beneficial (help with notes for example) the ACCESS office was rude and completely useless.	1
Half the semester is over and I am just getting initial info/paperwork as ACCESS office was closed for weeks.	1
I only went to tutoring once, the tutor did not understand my questions, and only made me more confused.	1
Not enough group sessions verses on-line services!	1
Not helpful, and a pain to provide many different forms of proof just to get started using this program, I am disabled and tried to use the access service, I would be done with school by the time they decided I qualify to use help through them. Worthless.... I found it helpful to have a notary available	1
Prolonged wait	1
The people are great, but the times that tutoring is available is poor and it takes a long time to hear back on requests	1
The worst tutor ever. I know more about the subject than she does. How did they pick her?	1
They don't answer the phone, emails from them aren't clear. If you wait to sign up when you need the service, it's to late. I still have not gotten a response.	1
Time between requesting help and receiving help did not allow me to complete an assignment I was working on and therefore did not get full credit for a lab I was working on	1
Total	102

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

SERVICE/PROGRAM: TUTORING SERVICES/ACCESS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	198
Being an online student - I'm never (rarely) at the campus to use this service	1
Computer lab tutor hours are limited (... and I'm shy)	1
Did not have daytime hours to access. I work nights.	1
Didn't need that bad/Not sure where they are	1
Don't know	1
Don't know much about this program	1
Don't know what it is	1
Good grades so far.	1
Had a free tutor.	1
Have used access	1
Haven't got a chance	1
I am yet to use it.	1
I don't know how to use this service	1
I don't need tutoring currently	1
I forgot to try it again.	1
I have a tutor	1
I have been considering tutoring for my math class	1
I have no reason, just haven't visited	1
I have online tutoring access	1
I haven't had the chance to.	1
I try to learn things on my own.	1
I will be using them soon	1
I will need them in the future	1
I'm not in math yet. Overall, I understand my classes and the work	1
I've heard mixed reviews of services. have not utilized yet	1
I've heard of it, but I don't know how to arrange it or even find anything about it	1
it wasn't available during my schedule	1
Just didn't	1
May be using tutoring service soon.	1
My professors offer office hours as needed; I haven't had a need yet for tutoring yet. I know to make an appointment with any professors as necessary.	1
Never at a time I could use	1
Never thought to	1
No information	1
No math	1
No opportunity to	1
No reason	2
No reason at this time	1
Not available when I'm not working	1
Not convenient	1
Not enough time.	5
Not needed.	129
Not sure how it works and the requirements necessary	1

SERVICE/PROGRAM: TUTORING SERVICES/ACCESS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
Not sure how to get tutoring services	1
Not very clear about it	1
Plan to in the near future	1
Plan to use this service in the near future	1
Schedule	1
Sorry I have	1
The computer programming tutor isn't very helpful. The computer lab needs more programming tutors.	1
The schedule was not matched on my schedule.	1
The times weren't flexible around my schedule	1
There was no need to use the tutoring services when I went to the math lab.	1
They didn't offer my class as a tutor	1
Used math lab tutoring and teacher assistance	1
Wanted to use. DO not know when and where the tutors are available.	1
Was able to get work done	1
Was going to but not sure if I need it now	1
When I've struggled, it's usually not been something that tutoring would help.	1
Total	389

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

SERVICE/PROGRAM: VETERANS' AFFAIRS SUPPORT PROGRAM

Table 1. Awareness and use of service/program

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

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

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

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

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

SERVICE/PROGRAM: VETERANS' AFFAIRS SUPPORT PROGRAM

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

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

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

SERVICE/PROGRAM: VETERANS' AFFAIRS SUPPORT PROGRAM

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

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

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

SERVICE/PROGRAM: WEEKEND COLLEGE OFFICE

Table 1. Awareness and use of service/program

	N	% *
Aware of Weekend College Office	238	26.6%
Used Weekend College Office	25	2.8%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD	
	1	2	3	4	5					
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	0	0	2	7	16	0	25	4.56	0.651
	%	0.0%	0.0%	8.0%	28.0%	64.0%	0.0%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	0	0	2	5	18	0	25	4.64	0.638
	%	0.0%	0.0%	8.0%	20.0%	72.0%	0.0%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	0	0	0	8	17	0	25	4.68	0.476
	%	0.0%	0.0%	0.0%	32.0%	68.0%	0.0%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	1	0	0	7	17	0	25	4.56	0.870
	%	4.0%	0.0%	0.0%	28.0%	68.0%	0.0%	100%		
Overall satisfaction with the services/program. (1= Very unsatisfied, 5 = Very satisfied)	n	1	0	1	5	18	0	25	4.56	0.917
	%	4.0%	0.0%	4.0%	20.0%	72.0%	0.0%	100%		

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

SERVICE/PROGRAM: WEEKEND COLLEGE OFFICE

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

Open-ended comments	N
No response	24
Seeking assistance to look for a way to confirm my classes attended and future planning was very limited, and the availability to libraries and times of the campus surrounding weekend classes are not justifiable by the offered hours and necessary hours of need	1
Total	25

SERVICE/PROGRAM: WEEKEND COLLEGE OFFICE*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	99
Did not have classes that interested me	1
Did not need assistance	1
Didn't even know we had one	1
Didn't qualify	1
Do not understand what it does	1
Don't know what this is	1
Don't know where it is	2
Have not needed this service until recently	1
Haven't registered yet	1
Haven't started school yet.	1
Haven't used yet	1
I cannot study on weekends	1
I do not know were this office is located	1
I do not take weekend classes	30
I do take some weekend college classes, but never needed to visit the office	1
I don't attend class on campus	1
I have no clue	1
I have not had to visit office. Information has always been available at the help desk, and posted online. I have called and asked questions - they were answered.	1
I have not used it.	1
I have yet to find the time to use the service/program	1
I prefer summer classes	1
I took a weekend class in the Fall 2013 semester, but was not aware of any weekend college offices.	1
I want to	1
I wasn't aware that too.	1
I've taken one weekend course, but I didn't have any questions about it.	1
May still utilize this in the future	1
No classes that I need	1
No reason	1
Not enough time.	1
Not interested	4
Not needed.	72
Online classes.	1
Only when I need	1
Unfamiliar	1
Weekend college doesn't work for me.	1
Total	238

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

SERVICE/PROGRAM: WELLNESS PROGRAMS

Table 1. Awareness and use of service/program

	N	% *
Aware of Wellness Programs	232	25.9%
Used Wellness Programs	27	3.0%

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

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

Items	Response on 5-point scale					No response	Total	Mean*	SD
	1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n 2	2	1	4	17	1	27	4.23	1.306
	% 7.4%	7.4%	3.7%	14.8%	63.0%	3.7%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n 1	1	2	5	17	1	27	4.38	1.061
	% 3.7%	3.7%	7.4%	18.5%	63.0%	3.7%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n 1	0	2	4	19	1	27	4.54	0.948
	% 3.7%	0.0%	7.4%	14.8%	70.4%	3.7%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n 1	0	1	4	20	1	27	4.62	0.898
	% 3.7%	0.0%	3.7%	14.8%	74.1%	3.7%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 = Very satisfied)	n 1	0	3	4	19	0	27	4.48	0.975
	% 3.7%	0.0%	11.1%	14.8%	70.4%	0.0%	100%		

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

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

Open-ended comments	N
No response	27

SERVICE/PROGRAM: WELLNESS PROGRAMS*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	97
Already under a doctor's care, very specific requirements	1
Being an online student - I'm never (rarely) at the campus to use this service	1
Currently in Nursing program	1
Did utilize	1
Didn't know that there was a Wellness Program.	1
Don't attend it yet	1
Don't know what this is.	3
Don't know.	4
Forget to go to them	1
Have plans to use in the future	1
Haven't gotten there yet.	1
Haven't heard of it	1
Haven't looked into it.	1
I am happy with how well off I am	1
I am healthy.	5
I am not sure.	1
I didn't seek aid from professional help.	1
I do not know a whole lot about them.	1
I have not used it.	1
I have not utilized any of their events as I participate in my own wellness plan with my wife. I sometimes will take ideas of their email and incorporate it into my family	1
I have used the pool at Oak Point a few times	1
I need to pear give me information	1
I supplement my knowledge with the info emails, but maintain my own health and wellness	1
I understand that this is just a magazine	1
I will take this program sooner or later.	1
I would like to be involved as a service provider rather than a user. I have already asked for it, but I haven't had time to continue with the process.	1
I would love to but I want to make sure that I can be totally devoted to it.	1
I'm active every day on my own.	1
Just haven't looked into it as of yet.	1
Kind of been intimidated	1
Never looked into	1
No reason	1

SERVICE/PROGRAM: WELLNESS PROGRAMS*Table 4. Why did you not use the following service(s)/program(s)?*

	N
Open-ended comments	
Not enough time.	14
Not interested.	3
Not needed.	65
Not ready	1
Not sure what this is.	1
Only when I need	1
Pilates	1
Plan to in the near future	1
received in email	1
Seemed redundant	1
This is my first semester. I am still getting my bearings.	1
Times clashes with my work schedule	1
Unless they can prescribe medication when we are sick and are too poor to afford student insurance, I don't see why anyone would want to bother with this service.	1
Wasn't aware of the services/programs	1
Wellness Programs times clash with current class-times.	1
Total	232

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

SERVICE/PROGRAM: WRITING CENTER

Table 1. Awareness and use of service/program

	N	% *
Aware of Writing Center	601	67.1%
Used Writing Center	287	32.0%

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

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

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5= Very convenient)	n	3	10	25	44	191	14	287		
	%	1.0%	3.5%	8.7%	15.3%	66.6%	4.9%	100%	4.50	0.888
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	5	9	23	40	188	22	287		
	%	1.7%	3.1%	8.0%	13.9%	65.5%	7.7%	100%	4.50	0.926
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	2	3	11	41	209	21	287		
	%	0.7%	1.0%	3.8%	14.3%	72.8%	7.3%	100%	4.70	0.673
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	2	1	15	37	214	18	287		
	%	0.7%	0.3%	5.2%	12.9%	74.6%	6.3%	100%	4.71	0.656
Overall satisfaction with the service/program. (Very unsatisfied, 5 = Very satisfied)	n	4	6	20	52	199	6	287		
	%	1.4%	2.1%	7.0%	18.1%	69.3%	2.1%	100%	4.55	0.831

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

SERVICE/PROGRAM: WRITING CENTER

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

Open-ended comments	N
No response	271
30 minutes was not sufficient for the help I needed	1
Excellent service	1
Half the time I used the writing center I did not even know why I went because I came out with no new path for my paper except what I could have corrected on the computer like grammar and spellings. There is not much help.	1
Helpful and friendly!!	1
I had to go for Lab. I will go more. They helped me shaped my writing. Open on Saturdays!	1
I loved going to the writing center. For someone who struggles with writing, I found the staff to be so helpful and kind in looking over my paper and making corrections and suggestions for me. It's definitely something I plan to utilize frequently.	1
Somewhat helpful	1
Thank you for this service, I have used the writing center a lot and they have taught me a lot!	1
The hours are limited for people that work regular hours Monday Friday 8-6	1
The tutors are not as professional in writing as I had hoped. I have used their service and they could definitely improve.	1
There are employees that are outstanding and then there are a few who don't have it together and are not professional	1
They are not available to night time students	1
They are so arrogant and their method of dealing with reviews/comments is very inconvenient.	1
They had no idea of how to guide me in the IEEE format of writing.	1
Very helpful	1
When I did go there, she was rude and told me that everything about my paper was wrong and did not explain to me why or who it was wrong.	1
Total	287

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

SERVICE/PROGRAM: WRITING CENTER*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
No response	386
Actually, I have used the writing center	1
All appointment slots I want are taken weeks in advance. And by the time I get a slot my paper is past due.	1
Being an online student - I'm never (rarely) at the campus to use this service	1
Can't get on their appointment schedule at any time that I need them	1
Classes taken so far are math related, not writing classes	1
Didn't attend English courses	1
Didn't need it. When I did, I didn't have time to go	1
Didn't really think about using it.	1
Didn't use much	1
Don't know the process	1
Don't know where they're located & I don't feel like using them	1
Done all my writing for classes at home	1
Felt uncomfortable with the idea of having someone scrutinize my papers in front of me	1
Hasn't fit into my schedule yet	1
Have not had to.	1
Have not needed help on papers	1
Have not written a paper at this location	1
Haven't got a chance	1
Haven't written any papers	1
Hours of availability do not work with my schedule.	1
I am an excellent writer	1
I am good at writing papers.	1
I am not in a class where I would need to use the writing center	1
I am planning to use in future	1
I choose not to	1
I do need to work on my writing, however my classes that I am currently taking does not require me to write many papers, I know that's an excuse but being a Non-traditional student and working full-time does not allow room for many other activities	1
I don't like the atmosphere	1
I go to the Rockwall campus too far	1
I have attended	1
I have no idea where this is at or what the hours are.	1
I have no time within their hours.	1
I have not found a time that is convenient for me yet.	1
I haven't been able to go	1
I haven't completed a composition class.	1
I haven't had the chance to go.	4
I haven't had the time to and I don't know where they are located.	1
I need to go, but just haven't.	1
I plan on visiting later in the semester	1
I used it few times.	1

SERVICE/PROGRAM: WRITING CENTER*Table 4. Why did you not use the following service(s)/program(s)?*

Open-ended comments	N
I used the Writing Center because I was forced to as a part of an assignment prior to the time frame I was asked to complete this survey for. I found their "insights" pedantic and unhelpful.	1
I will be in the next two weeks.	1
I will be there within this week or other.	1
I will be using it soon, but usually just don't need help with essays. Good service to have!	1
I will be using this service when I take ENGL Comp II.	1
I will soon	1
I'm shy	1
I've never felt the need to go there. I prefer my professor's feedback more.	1
It's English and Reading... In all seriousness, it's great that you have this, but it just doesn't appeal to me.	1
May use this semester	1
My writing skills are satisfactory and am not in need of assistance	1
No English class	1
No idea where it is at or how to approach the center. No clear instruction other than just walk in.	1
No major papers	1
No need. No writing classes taken.	1
Not enough time.	11
Not enrolled in a class where I write papers	1
Not needed.	125
Not sure where those are either	1
Not taking English	2
Online course	2
Only taking math classes.	1
Plan to use in the future	1
Schedule	1
Taken English 1301	1
The hours don't fit in with my work schedule.	1
The reputation of the writing centers has been questionable, and I haven't had a need for it yet.	1
Their appointments are always full	1
Time	1
Too lazy	1
Too noisy	1
Used a lot for previous classes. Thank You writing center! it saved me	1
Used once but after didn't need.	1
Usually speak to English professor	1
Will be using soon	2
Will use next semester	1
Total	601

DEMOGRAPHIC BACKGROUND OF RESPONDENTS

Table D1. Current Primary Campus

Campus	N	%
Spring Creek Campus	452	50.4%
Preston Ridge Campus	246	27.5%
Central Park Campus	148	16.5%
Collin Center for Higher Education	3	0.3%
Other *	35	3.9%
No response	12	1%
Total	896	100%

* For details on "Other" see Table 2 below

Table D2. "Other" Campuses Specified

Other Campuses	N
No response	862
Allen Center	2
Anna High School	1
eCollin	1
Hebron High School HB3	1
Home School	1
Online	16
Plano East Senior High School	3
Plano Health Science Academy	2
Plano West Senior High	1
Princeton High School and Spring Creek Campus	1
Rockwall Center	3
Spring Creek and Preston Ridge	1
Wylie High School	1
Total	896

Table D3. Current Student Status (Check all that Apply)

Student Status	N	%
Day student	606	50.7%
Evening student	341	28.5%
Distance student	161	13.5%
Weekend student	88	7.4%
Total*	1,196	100.0%

*The total does not add to 896 because students may enroll in day, evening, distance or weekend classes at the same time.

Table D4. Current Enrollment Status

Enrollment Status	N	%
Full-time student (12 or more hours)	459	51.2%
Part-time student (less than 12 hours)	432	48.2%
No response	5	0.6%
Total	896	100%

Table D5. Current Work Status

Work Status	N	%
Working 20 or more hours per week	474	52.9%
Working less than 20 hours per week	153	17.1%
Not working	260	29.0%
No response	9	1.0%
Total	896	100%

Table D6. Gender

Gender	N	%
Female	613	68.4%
Male	243	27.1%
No response	40	4.5%
Total	896	100%

Table D7. Age

Age Ranges	N	%
Below 18 years	34	3.8%
18-22 years	322	35.9%
23-29 years	160	17.9%
30-35 years	108	12.1%
36-40 years	78	8.7%
41-54 years	149	16.6%
55 years and older	36	4.0%
No response	9	1.0%
Total	896	100%

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

1) Please allow longer than 2 hours to have a library textbook. 2) please somehow get the admissions/financial aid people to actually care about their job at Preston Ridge, stop the chit chat and actually help the students who are waiting to talk to them! Oh, and when a student brings in their utility bill, could the PR campus please keep a copy of it or get into the new century and have a digital copy so when I come back wondering why I am being charged out of county tuition they aren't telling me they have NO record of me bringing a utility bill and they don't keep copies even if I did. WOW! This happened to me today, so it's a sore spot. It is very frustrating to me that I had to sit 15-20 mins (with no one else waiting) to talk to financial aid only to find out that the reason I was shorted was because I was being charged out of county tuition and needed to talk to admission about that. I wait ANOTHER 15-20 mins for admissions only to have them tell me they have no copy of the utility bill I brought in and the McKinney campus would have to find it to make the change. She couldn't seem to answer how my address got updated at the beginning of the semester if I didn't have a utility bill with me. Could this school be anymore inefficient??? Hopefully, it is better at other campuses. I always take my classes at other campuses even though Preston Ridge is down the street from me because their professors are rated the worst on "rate my professor". Maybe I need to do the same with my administration stuff because I am getting tired of this! 3) the parking at Preston Ridge during the day....yikes! Before I could even get in to building to wait 20 mins to talk to someone I had to find a parking spot somewhat close to Founders Hall and finally realized that wasn't going to happen. So yeah, got to have a long jog before I even started the fiasco with admissions/FA today. 4) your internet. Oh my gosh, you can completely ignore all my comments above if you will please oh please do something about the internet!!!! I am constantly getting booted off and having to log back in over and over and over and sometimes I can't get back in, it is SO frustrating being in the middle of a project and not able to finish because the internet doesn't work! 5) please don't ever set class times to end right on the hour (i.e. 5:00, 7:00, etc.). I tried to set my schedule this semester so that I could take 4 classes two days a week back-to-back. I was unable to do this because the first class I had was in the system as 9-11am and it wouldn't let me sign up for an 11:00 class because it "overlapped". Most professors do not go all the way to the end of the class time and knowing this, I went to Preston Ridge admissions (prob a mistake in retrospect, I wonder if another campus would have actually been helpful) and asked them to put me in the 11:00 class manually. They refused to do it. I asked if there was anyway to change the class time to 10:59 so students could sign up for 11:00 classes. All I got was no no and no to anything I suggested to try to take both classes. And as I expected, the professor in the 9:00 never ever, but even once goes to 11:00. Most days, we are out by 10:30 or 10:40 and then I have over an hour until my next class starts at 12:00. PLEASE in the future set the class times to :59 or earlier! 6) please stop telling the professors they have to require a textbook. We are students, we are broke. You have a lot of very expensive looking building now, any way you could just allow the profs to use older edition textbooks? I'm going to buy them that way anyways, but it would be a lot more helpful if I could actually have the same page numbers and questions the prof is referencing. Will it stop me from buying older editions or no book at all? No, because I will never ever if I can help it spend \$100 on a book, that is just ridiculous. Will it affect my grades? Nope, I'll still get an A and keep my 4.0 and graduate with a 4.0. But, you would all make my life a lot easier if I didn't have to go to the library and email myself all the questions at the end of each chapter (yeah, spent about an hour doing that tonight). I'm sure you make a LOT of money off books and this will go nowhere, but that's my two cents about textbooks. 7) any chance we can get some more choices of higher education degrees? I'm going into accounting and the only accounting degree offered through Collin higher Ed is UTD which is a bachelors of science that requires about fifty times more calculus that I could stand without jumping off a cliff so there is no way I am going for that. I have looked at many other degree programs for accounting in the area and most are either BA or BBA an require little to no calculus. I hate calculus and even my accounting prof, [Name], said he couldn't figure out why people think calculus has anything to do with accounting. Exactly! Anyway, I was going to go to Collin higher Ed until I realized that was the only accounting degree offered. Now, I will definitely be going elsewhere unless something changes. Thanks for listening! I have typed this entire survey on a phone so I apologize for any typos.

A police ride along program for students would be great. It is hard for future police officers to determine if it is something he / she would be interested in patrolling a campus vs. becoming a city officer or a deputy sheriff if he/she can not get hands on experience.

Admission staff should have more training. They treat you like they are the best, we are beneath them and we depended on their mercy. Their attitude and their way of talking is full of attitude. Whenever you ask a question they have very simple reply, " Google it"with their great attitude. Looked like nobody has any kind of training... just got that through connectionthey make you feel very inconvenient and frustrated. Thank you in advance for your understanding. I hope somebody is going to work on it....

Advising could really use different staff that are willing to help the student. They are blunt. We need more advisors like the male advisor in central park

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

Advising needs more people. Ones that answer then phone out of sight from people standing in line.

All though I will be transferring soon, I have had an amazing experience with Collin College. Thank you so much for giving students an opportunity for such an affordable and excellent learning experience, and I am so glad to have received my Associates of Science from here. Keep it up, and I'll keep recommending possible students.

As far as Blackboard is concerned, it does not open by default when I click on one of my classes straight from CougarWeb. This issue made it rather difficult to give an honest rating, even though I have used it for certain classes.

As I indicated in my notes, I would really like to see more available hours for Physics, Chemistry, Biology help at the Preston Ridge campus. For someone who works full time and takes classes their current hours don't work for me. I am able to go to the Spring Creek campus for Physics help for a few hours on Saturday mornings before work, so that helps. It's really more of a convenience issue and I do realize that. Overall I greatly appreciate the tutoring/help made available in the Math Labs, I believe they are invaluable for someone like myself who has been out of the educational system for some time and has a lot to catch up on. Thanks

By far best community college experience I've had. And I've attended a community college before.

Collin College is a great school that provides it's students with an array of opportunities. I recommend this school to any student because it's the cheapest yet reputable college. Keep up the excellent job Collin College.

Collin College is awesome!!!! The classes, professors, staff, and especially the Respiratory Care Program are fabulous!! Thanks to everyone!

Collin has been a great experience for me as I change careers.

Collin is a great college and it has such a great variety of free services that the students can utilize.

Daycare Program would be very beneficial.

Everything is good.... but the professors in math lab some are awesome but some are not helpful at all.... math and physics prof. are good but for chemistry only one professor is good and explains and helps a lot but the others are not good at all in-fact I should say they never tell the correct answer of any question.

Financial aid SAP requirements are ridiculous, if a person could afford to pay for college on there own, they wouldn't need financial aid in the first place

Finding the faculty very helpful and the campus easy to get around. Parking is a challenge sometimes.

Great school!

Have more evening courses available at the McKinney higher education center.

Help international students get jobs on campus

Horribly disorganized online system. Professor for my class was changed two days before class started, after I had already purchased books. Advising staff at the Preston Ridge Campus were standoffish and offered little help our guidance.

I am an older returning student and took a Science course at Preston a ridge campus. The library has woefully inadequate study rooms, (unlike Spring Creek campus) and are Never available, have no locks, so going to the bathroom, requires packing your electronics to take with you. I tried using the tables at hallways, but noise from students mingling is too disruptive....so, , I found a classroom j226 (PRC) near my class that was open. The quiet time allowed me to focus until the provost Secretary (at PRC - J Building) called Campus Police, they took my student id and kicked me out! There are no valuables in that classroom that may be considered a potential theft threat. I find that action to be obstructive & disruptive to student studying I had an exam I was studying for & was so disjointed after that police confrontation, that it affected my grade. My husband & I (without children) are citizens of Collin county that pay taxes towards the school systems. All citizens have the right to use these county classrooms.... Please forward this survey response to the President of Collin College. And send me a copy of your forward to the President , please: [name]@cougarmail.collin.edu

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

I am glad I was presented with opportunity to continue my education at 40 and pursue some of the dreams I put on hold to raise a family...Thanx Collin County Community College.

I am so thankful Collin has classes online. I do not have a car and very little money, so the online services are priceless to me. I am trying to find a new career to support myself. Most of my professors have been fantastic to deal with, and I've often wished I could meet them.

I am very disappointed in both online classes. Professors have had a poor response time, and blame it mostly on technical problems with blackboard. I was forced to drop a class due to no response and assignments not being available before deadline. I had to take a W in the class even though the circumstances were beyond my control, leaving me oneore chance to take the course and pass (assuming the same thing doesn't happen). I have had this problem with both online courses this semester.

I am very pleased with the Preston Ridge Campus, everyone has been very kind and helpful. As I mentioned on my comments of the Bookstore, this was the first semester I have ever ran into any issues with the bookstore.

I did not appreciate being classified as an out-of-state student and paying out-of-state tuition fees. My address on record was in Garland the entire time I attended Collin College however I had to fill out forms and send pay stubs for 12 months to prove that I still lived at the address originally provided and that was in my record. I did not receive a refund for the excessive amount of tuition that I paid because the office said they did not receive the paperwork I dropped off. I was never notified and by the time I figured this out, I was told it was too late to be refunded even though this was a mistake by the college. I overpaid for books that were not bound. Books I bought said to reference chapters in the book that were not even in the book. Books were "specially made" for Collin College which means they were overpriced and did not come used, yet I was required to spend that money anyway because chapter reading were required. I am overall very unsatisfied with my Collin College experience and would never take another class here unless it is not offered elsewhere.

I enjoy attending Collin College. Some suggestions -- Food Court: could be open a little longer. Maybe a few more food choices
Library: Weekend hours need to be longer

I enjoy my time at Collin college,

I feel talked down to in all of my classes. It's as if the courses have been dumbed down for community college. I feel far too intelligent to be attending and like I am wasting my time. I am nowhere near challenged enough.

I have a gripe about the honors program. I have always had a 4.0 GPA at Collin, and yet I was not invited to join the honors program until I was already done with all my core classes, and so it was useless for me. None of the classes offered were applicable to my degree plan. Because of this, I was uninterested in joining HISO. By the time I was invited, I was finishing up a few classes mostly online, and going to campus to attend meetings to maintain membership would have been troublesome. I received an e-mail that said this, though: "All 3.3+ GPA students are institutionally members of NCHC (National Collegiate Honors Council), by being a student at Collin, as Collin pays annual institutional membership dues." When I asked about how to obtain proof of membership, I was then told that you had to be in HISO to get that benefit. That is clearly not what was said in the original email. Collin pays annual membership dues, and I have achieved a 4.0 GPA. I should be given the benefit I have earned. That aside, in a more pressing matter, when I tried to voice my opinion on course offerings - because I'm sure there are other students like me who become core complete very quickly, and then are unable to take advantage of the honors program - I was told that my opinion would not be heard unless I joined HISO. I have been very satisfied with the academics of Collin, but this sort of thing leaves a sour taste in my mouth. All student opinions should be valued. No one should have to join a group just to have their feedback heard. One last note. It would be helpful if the Math Fundamentals courses were offered at the Spring Creek campus on a normal schedule. I was told they are offered on the weekends for people who are working in the educational field, but my only income was on the weekends because I had classes during the week. I had to give up hours to go to class, and without a car, I had trouble getting to class on Sundays, when the bus does not run. The classes were required for the AAT-EC6. If a class is required for a degree, it should be offered on a variety of schedules. I signed up for a summer class and it was cancelled. I know there are classes offered at the other campuses, but without a car, that's even more impossible to get to. Educational institutions should not hinder education.

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

I have attended all 3 campuses.

I have been very happy with my experience with Collin College especially as a student in the music department. I am planning to graduate this spring and will transfer next fall but I wish the music department at Collin offered a four-year program so I wouldn't have to leave!

I have dropped some of my classes because the professor lacked the knowledge to teach the subject.

I have loved my experience at Collin. Everything from the professors to the environment is phenomenal.

I have really enjoyed my experience at Collin college thus far.

I have taken several courses through Collin since 2010 and used them as transfer credits for the university I attend. I truly do appreciate Collin for being such an accessible and affordable institution.

I LOVE COLLIN!!!!

I love the ability to take on line classes to pursue my second degree. I work full time and have a family. It is very convenient and affordable.

I love the Health Science academy because I believe it has put me on the right path, and the environment around me makes me want to strive for success. This includes the students, professors, location, and overall I am very happy this health science academy was created. I have had a teacher by the name of Mrs. [Name] and she is a fantastic teacher. I hope I can be her student until I graduate. Also since I have not figured out all of the "features" of Collin yet; I would most definitely be intrigued in finding what some of them are on my free time.

I love the professors and amazing resources here, but admissions, financial aid, and advisory staff need a serious attitude check. I should feel like I'm being attacked for asking a question, I shouldn't be misadvised, and I sure as Sally shouldn't be having so many issues with residency.

I love this school

I really appreciate(now) the efforts you guys put into students spirits. When I was 18 fresh out of high school and my dad lost his Job, I went from going to any 4 year univ., to Collin. Needless to say, I was definitely let down. I feel like a lot of students feel the same way... But your outreach programs for movie nights, leadership programs, student organizations... You guys really convey a positive attitude and learning environment. Also, I went to Texas A&M campus this past weekend for a Rend collective concert- and it's a beautiful campus. Its no wonder their tuition is so high, you're paying to learn at a 5 star resort.

I really love Collin College and the secure environment it offers. So far my experience as a freshman in college (past Dual Credit Student) has been great! The professors are very helpful and friendly, always happy to help. This experience unfortunately is not true to my Dual Credit past, but I am proud to be a Collin College Cougar.

I really love Collin College here in Texas. The programs are great. The tuition is so affordable. The only issue I have is the admissions where I might get full admissions due to one school not having my transcripts. It is holding me back. Nothing that anyone can do. I already have a bachelor's and master degrees that does not matter.

I really want to be able to connect to the internet on both my phone and laptop. They are both Windows 8. This would make me more productive, and I would not have to drive back home to work on my stuff.

I think the refund is a great thing to have online (deposit your money) and tutoring and advising online is great for distance learners

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

I took this survey and hoped that there would questions regarding the quality of the staff and/or their training. I would also like to point out that having lab before lecture is a disaster!! The only option I had this semester in Bio 1407 was professor [Name] and professor [Name]. I also called professor [Name]'s office one day because I needed help to understand something; the secretary was very rude!! I have not met one professor yet at Collin who does nothing except read from PowerPoint slides or the textbook. There is a strong difference in quality of professors between a 4 year university and Collin College (I understand level of education and wage is a factor). I would be better off reading the textbook at home myself and then just emailing a tutor if and when I was having difficulty understanding the material! I have been coming to Collin for 10 years, because of the price of tuition and the facilities only, and I do not remember one professor who stood out. My GPA at my University is 3.2. My GPA at Collin College is 2.4. That says a lot I believe. Collin could be so much better. The facilities are awesome, especially the libraries, the staff however should be held to a much higher standard and actually have the time, and the drive or interest, to teach the students and show that they care! Help the students pass! Don't just say "read the book and be ready for a pop quiz next week"!! I can say so much more and I will, as well as my parents, in our letters to the dean.

I try to apply to work for the college, I don't have past experience which delay my application.

I was a little nervous about going back to school, however the employees here at Collin college have made me feel like I belong.

I was genuinely excited about starting college a year ago. I have had such an unpleasant, stressful experience with Collin College that I am seriously considering leaving. The Admissions and Records staff and Financial Aid staff is generally rude, lazy, incompetent and unaccommodating. These issues have become worse and worse during the past year and need to be addressed. I work hard for my education, pay out-of-pocket for tuition, books, etc. and expect much more competence and courtesy in return. I do not feel valued as a student at Collin College.

I will reiterate my urge to virtualize more courses as I feel that this provides a much more flexible and overall better experience for people like me who work full time and have a very sporadic schedule. I have also found that, through taking courses in a traditional setting, I actually learn more easily and am more motivated to experience the subject matter when I am not tasked with sitting in a room being lectured for hours on end at night after work.

I wish Collin had more scholarships for international students.

I wish the bookstore were open on Saturdays so I could go in & purchase items I want (i.e.. spirit wear, snack, drink, etc.) or need (scantrons, pencils, etc.) - especially since (for items that are sold in one) the vending machines either don't work or the items are too expensive.

I wish there were programs tailored more to online students

I wish this college didn't charge out of county expenses. I already have to pay to be here, so I don't see why I should have to pay more if I'm already a Texas resident. But if there is going to be an extra charge, there should be an easier method for reclassification instead of the standard that is in place now.

I wish we could have more professional tutors in the writing centers. I always struggle with writing and the professors there don't know any better than I already do. Overall, wonderful college, very clean and full of useful tools. Great services as well. Besides the above comment, I am absolutely satisfied with everything else. Thank you for providing such a friendly, nondiscriminatory environment for us students.

I wish you could find some way of keeping an honors class even when it doesn't fill up. sorry I don't have any bright ideas to share but I am confident you can find a solution. I love the honors classes and wish you had more available

I would focus on improving the counselors and admissions lines. Worst part of school besides parking.

I would like all three of the campuses to offer more academic programs besides the usual nursing, culinary, etcetera. Some of us would like to do other things for a career besides those things. PLEASE offer other programs and soon

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

I would like the professors to all be on the same page on how/when/to what extent to utilize Blackboard. I have taken multiple classes online, due to the lack of availability of my required courses being available in the evenings or on weekends, and every professor has used it differently than the one before. It wastes valuable time, information is missed, it causes confusion and frustration for students, and effects grades as assignments are missed or get delayed due to the lack of uniformity. Streamline it or get rid of it altogether, because making the students grades suffer is helping no one. Also, I would request a greater availability of Business MGMT course work be made available on nights and weekends. I am going to be forced into finishing a 2 year degree in 3.5 years because of the lack of courses being available- and I know, through discussions with many other students, that I am not the only one facing these issues.

I would like to see more available hours in the Culinary kitchens. Since I work and due to my work schedule it is hard to get to classes in the morning, so the addition of afternoon or more evening classes would be great.

I would really like an on campus job, but still haven't been called to any interviews. I applied for these jobs about the end of August and it's already October. I'm really disappointed.

I would recommend more math professors who teach their respective area rather than professors who are unsure of doing math. If there's tutoring for biology that'd be good. I have to go to other professors for help that I've never had as a teacher.

I'd love to get a weekly email telling me what's happening at the school- events in the atrium, etc.

I'm a stay at home mom during the day and also work as a freelance photographer. I live in Sherman, which is why I answered the way I did about availability with some of your services.

I've enjoyed my time at Collin so far. I like all of my professors and all of the resources available to me (writing center, fitness center, academic advising, counseling, etc.). The biggest complaints I have thus far include poor orientation meeting (wasted time, games, rude staff), no one can direct me to someone specialized in transferring (if such office even exists), and Blackboard crashes. Technology is something that will always have issues so I know I shouldn't complain about it, but it is a major inconvenience.

I've started seeing students referred to as "customers." Although seeking feedback from the students is a good thing, I don't agree with the current fad of treating students as merely paying customers because some Austin politicians never understood what a liberal education is like. I see it as ridiculous that any higher education institution is run primarily like a business by business people. Sure, put smart financial policies in place but not at the expense of the centuries of dignity that universities have earned. Please don't drag Collin College through plebeian business practices.

If the libraries could each have a copy or two of DVDs and books, since the Collin Libraries do not transfer materials between campuses, it would be more economic in the long run for both students and the college. I would not drive to the Spring Creek Campus just to find a piece of research material that could be available at any of the given campuses. Thanks for taking the time to read.

If you want to see which math lab teacher is sleeping on the job, I can email you the picture I have of him. Let me know, so students like me don't have to suffer! My email is [Name]@cougarmail.Collin.edu

Instead of hiring third party contractors for your IT support (I believe this is through Best Buy) a work program should be available for Computer Science students. I personally am not a ComSci major, but I have seen this business model work at my former institution. I can assure you that even students can see how changes could be made to improve the school's tech- especially the internet.

It will be helpful if library service increase the hours of computer any student can use and it says you can only use the library computer up to 1 hour. I mean there should be no limitations for any student that he/she wishes to use library computer.

It would be nice to actually be able to talk to the admissions offices and actually get information rather than bad attitudes.

Its been great going back to college after 33 years.

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

Keep tuition as low as it is and ill keep spending my money. books too expensive. which only makes people look for older books, rent books, etc. which is drawing revenue away from you.

Keep up the good work and keep making the campuses fantastic!

Learning communities are amazing, so thankful they are offered!

Make the running of registration more efficient and employ people who have at least an idea of what they are doing and are not idiotic.

Many of the services need to reach out more to freshman and actually help them when they need it. I was pushed around from advising to admissions to financial aid and to my professor, all multiple times back to the same person, for something that wasn't even my fault. No one would help me and no one cared to do their job, they would just send me to a different person.

[Name], (real estate teacher) is extremely rude and unprofessional, dropped myself and another student from her class for "non participation" when there were no due dates and the class assignments were two tests. Then allowed the other student back in but not me. I tried to be respectful and was humiliated, and talked over in the deans office. I lost my financial aid because of being dropped from this class. I have a 4.8 GPA I do "participate" in class.

More evening/weekend services are needed that are geared toward students that work and have kids.

More free prints and open the cafe in the library.

More vending machines in each building that sell scantrons, blue books that are needed for class. Most classes that I have taken have tested in the class rather than the testing center, having more vending machines that sell the needed scantrons and blue books in each building, like the only one in founders hall, would be more convenient to most students, especially night students.

More weekend classes available for classes that require lecture and lab, Lectures at 7:30 pm with option to take lab during weekend or another day during the evening, weekend, online, or evening classes for nursing classes that aren't part of the clinical rotations

My biggest issue is Blackboard. It never runs completely right, the service is always down, and what should take seconds to do ends up being delayed hours. This is where all students go to turn in papers, projects, exams, quizzes, etc. this is where they also stay in touch with grades, and all other important areas regarding classes. For something so widely important you would think it would be TOP priority to make sure the proper steps are taken to keep it up and running with out server crashes. I understand things happen, but this happens on almost a daily basis and its starting to become a huge annoyance.

My experience so far (1st semester in school) has been very positive

My experience with the general office staff in many departments has led me to conclude that there is a lot of "dead wood" at this campus. Those people would be incredibly happy if it were not for the inconvenience of having to interact with students.!

My overall experience has been really positive at Collin, minus one biology professor.

No human contact with blackboard and other on-line resources so hard to rate staff. Computers and on-line access could be faster. Full time day student so I would prefer if all of my classes were available during the day. I have had to take half of my classes at night except for the first semester (one night class first semester).

OMG PARKING IS HORRIBLE!!!! stop scheduling every class from 9-12. it makes everyone go to school at that time and parking is atrocious!! also your handicap parking needs an access on one side of the car for every handicap spot. labeling a regular parking spot a handicap spot is not a handicap spot. it's a regular spot. how can someone with a wheel chair properly use it? also wayyyyyy too many people who are not handicap use those spots. you need to get the police on this problem. it's horrible when someone, like me, who requires a handicap spot with access, cannot get it because a person who can walk properly took that spot. want to make money? ticket those people. Super easy income too...

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

One suggestion is making the class for TI-83/84, a mandatory class if you have been out of HS for 5 or more years. Also, it will be an honor getting my first diploma from Collin College. First in my family to get a college degree! Glad you and your staff were able to make this happen.

Online administration help.

Out at Collin needs to update their meeting times on their board

Overall I'm very happy to be a student of this campus, I've Had only one bad experience here and it wasn't enough to discourage me from wanting to attend.

Overall, Collin College has provided the best college experience I could ever afford. The small class size allows for close interaction with the teachers and as such the quality of teaching has been quite competitive with costlier institutions. I am quite confident that Collin College has prepared me for higher level studies when I transfer next year.

Parking on this campus can be an issue, depending on the day. The worst time is Thursday morning. most of the staff is courteous but they don't know/give the correct answers. It seems like there is a high turnover rate in the administration (registration, financial aid, etc.) department which makes it difficult for students to navigate through the system. I now avoid those services as much as possible because of my frustration of the incompetence of those who have "helped" me.

Please change out the high school desks (Spring Creek Campus) to table and chairs. Some of us cannot fit in those desks and have not been able to since high school. Very uncomfortable and hard to stay focused in such small and cramped space for 3hrs or more during class.

Please hire better advisors. Those that truly want to take the time and help students. Those that are actually KNOWLEDGEABLE about how the degrees work and certain classes to take and transferring.

Please hire people who better understand software and hardware in the computer labs. And speaking of technology. in the middle of answering this survey, I got an error message that the connection was lost. I hit the back arrow and re-entered that page and all was fine afterward. Most of the professors have been great.

Please make cougar cafe food less expensive!!! - broke college kid

Please re-vamp the "counseling" office. I use quotations because they do not seem to know how to counsel students or what the word even means. Further, it is unacceptable for someone to wait TWO hours in the counseling office and finally have to leave, never having seen a counselor. Why is there a row of 6 or so desks when only TWO counselor will be available at any one time? (I know this is the case because I've been to the office several times & had the same experience each time). Also, the head of the department for my degree program point blank told me not to use the counselors at all; how sad. Finally, a degree audit should not take nearly 6 months to complete.

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

PLEASE READ: The ESL program at Collin College is geared towards foreign students coming here on F-1 visas. However, there are not really any programs for refugees and asylees (as well as other immigrants) seeking to enter the United States. Also, the person in charge of testing for ESL made some prejudiced comments towards my husband and refused to give him his scores twice. This almost resulted in a lawsuit against the college. There were other cases of documented discrimination, such as a student scoring 95% on the English test, but being told she needed remedial ESL classes. (There are very many more cases that I am aware of from people of differing backgrounds.) The continuing education ESL programs are designed for residents in entry-level positions. I believe this causes an income disparity and more refugees and asylees staying on welfare. I am very unhappy with the current ESL program and would like to see a lower-level ESL course designed for refugees/asylees who are interested in furthering their education. Funding is no excuse because you can always open the courses to international students like Richland College, for example. You could also seek government funding for helping to empower refugees and asylees, leading to higher wages for refugees (and thus more taxes paid by them), higher satisfaction with American life, and more highly educated residents in the community. I am really disappointed and appalled by the lack of support for local ESL students. If you do not change the program in order to prevent discrimination, you may end up with a class action lawsuit against the college someday.

Please train the advising staff to be more professional and possess more knowledge.

Please update and enhance the women's locker room within the fitness center facility aka Cougar Den, on the PRC. Please figure out how to have more reliability within collin.edu and blackboard. This semester alone has been a struggle, the worst I've seen it in nearly 2 years. Often timing out, often unable to be accessed, often unable to submit something. Every instance has been reported and confirmed that an issue exists within blackboard etc.

Please work on getting a food vendor on campus as soon as possible. Thanks

Please, I beg you with all my heart and soul.... Something must be done to improve the quality of food available to students on campus. It truly is shameful that "sub-par-fast-food" is the only regular option. A healthy menu would take little effort to create and implement yet the reward to the both the campus and students will VASTLY outweigh any work that NEEDS to occur to provide healthy options to students. The food on campus should be something we are proud of, not ashamed of. It is something which would provide great value at minimal cost.

Poor online instructors that makes the classes and material more convoluted and ambiguous than it needs to be. I believe they try to fail students on purpose and/or make them drop the class so they can accumulate more money while doing less work.

Professor [Name] should be reevaluated as a teacher at Collin College. She makes it very clear that she does not enjoy her job and has no interest in helping us learn or better ourselves or our grades in her class. She is not a pleasant person to be around especially in her classroom as she is belittling and rude.

Recently, Advising had an online check-in process and it totally rocked!! I loved it and wished all of the "always busy" services did this. The testing center has rude employees and it hasn't been a pleasant experience, yet. During registration, Advising and Financial Aid should be more readily available; stack the shifts so they can be available 7am-10pm, at least by phone, without waiting for 2 hrs. on the phone. Not everyone is available 8-8.

Registration, records, admission needs a more concrete system. I was given one too many wrong directions on what documents to submit and where to go. Highly disappointed so I had to relay to the dean of students to remedy my issue- which eventually got fixed.

SCC parking is horrible, definitely needs a parking garage.

Spring Creek Campus's advising office can really use some improvement both in knowledge AND in mannerism. It PALES in comparison to the McKinney Central Campus's wonderfully knowledgeable and courteous advising staff.

Spring Creek is a great campus!

Staff should be more diligent in the resources they require from students, giving specific instructions so they do not need to return repeatedly for the same issues.

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

SUCH A GREAT COLLEGE, BEST CHOICE I MADE IN JOINING THE COLLEGE NURSING PROGRAM. I RECOMMEND IT TO EVERYONE!! THANK YOU FOR ALL THE SUPPORT YOU GUYS OFFER TO THE STUDENTS! GOD BLESS.

Take the politics out of your science department. You've kept professors who lack the human socialization skills to teach a dog, yet the very best professors you've had get passed off. The head of the science department should be shamed.

Thank you for everything I am truly blessed.

Thanks for the opportunity provided by Collin college for me to continue my study in this country. It's a good campus with good faculty and service

Thanks to the maintenance crew at the Spring Creek campus! I reported an issue to the desk near the gym. The helpful person there communicated that issue to maintenance. The next time I used the facilities, the issue was fixed!

The Central Park Campus really needs a cafeteria or some kind of food service other than the limited options in the bookstore. I think it would be used, especially by students that are health science programs. Students that are on campus most of the day need and want a cafeteria!

The College is quite good. I think the resources are more than enough for the tuition fee. Will be good if there are more part time job opportunities in the college and more IT courses thought at Spring creek

The Collin affiliated websites (cougarweb, collin.edu etc.) are complicated and difficult to navigate/utilize.

The employees at the advising center are not helpful and rude. I have left wanting to cry because I was confused and discourage about my classes and future and they made it worse. I went to Weatherford College before this and their advising center was the most helpful place and I wish Collin's could be as helpful.

The financial aid staff needs to be more knowledgeable and open to help

The financial aid office is extremely complicated. They make you feel like you are taking their money. They really don't want to help. It makes me want to discontinue taking any courses at Collin College. They have made it difficult for me to improve myself and my life.

The ladies of the writing center at PRC are amazing. They are caring and thoughtful and truly want to see you succeed. I can not say enough wonderful things about them. Every encounter I have had has been a joy.

The only issues I've had is with the bookstore giving me a wrong book for a class. It was an online class and I had to go all the way to the Spring Creek campus to get the book and then go back again to exchange it. It was nearly an hour out of my way (one way), so I was not a happy camper about that. The only other issue was having to wait almost 5 months for a degree audit, due to lack of staff (I think). Other than those two things, my experience has been terrific!

The records office has given me so much trouble. They are very unprofessional and not helpful. Also, Blackboard is a terrible program. While it goes down almost everyday, the overall software is out dated and would be much better if Collin switch to using Desire to Learn (D2L)

The Wi-Fi is weak on many parts of the campus and unable to connect to blackboard during class...k block in particular

There's a science den? I've been going here for three years and have never seen it.

This is a great college, the only thing I would like to see more of are advanced engineering courses and degrees due to the rather expensive nature of universities.

This school is amazing and has a great staff.

This survey indicated fall of 2013 in the email and says fall of 2014 at the top

This survey is too long

GENERAL COMMENTS

Please give any additional comments or suggestions.

General comments

This survey is very lengthy when selecting dots.

Very happy with all Collin college offers

We need better Wi-Fi!!!

When Blackboard goes down, it would be now to get updates and status. There were many hours of "no information". Very frustrating.

When I first started attending Collin I was so excited but the Spring Campus have a bunch of rude individuals and I can't wait to be rid of this school....Like I said the McKinney Campus is very helpful, love that campus. They need to revamp the entire Spring Creek location in every department!!!!

Why is it difficult for you to find professors that are fluent in the classes they teach? "There are no other professors" is a very poor excuse for having a bad instructor that has been reported as so for a long time.

With being a first time student, New to Collin and Texas I felt very overwhelmed. The advising staff was not helpful at all in my search for understanding how the process works and what classes I needed to take. At one point the gentleman, not sure of his name, told me not to go for my associates in science but rather my associates in arts because that's what everyone does. Regardless that it wouldn't help me in my long term plan. I was utterly disgusted to say the least.

Your counselors need to be more informed I have been at Collin for almost two semesters more in classes then needed to be because I was l'll advised but MULTIPLE people. Make they actually care. Not just sit there to be getting paid. Enjoy your job or don't do it.

Total
