

Collin College
Educational and Support Service Units
Student Survey Report
Spring 2017

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July 28, 2017

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SURVEY RESPONDENT DEMOGRAPHICS

Table D1. Current Primary Campus

Campus	n	%
Spring Creek Campus	528	51.0%
Preston Ridge Campus	266	25.7%
Central Park Campus	213	20.6%
Other*	28	2.7%
Collin Higher Education Center (CHEC)	1	0.1%
Total	1036	100.0%

*For details on "Other" see Table D2.

Table D2. "Other" Locations Specified

Other Location	n	%
Allen High School	12	42.9%
Online	7	25.0%
No response	4	14.3%
Rockwall	2	7.1%
All three campuses: PRC, CPC, AND SCC.	1	3.6%
Equal between CPC and SCC	1	3.6%
Web and Rockwall	1	3.6%
Total	28	100.0%

Table D3. Current Student Classifications (May select multiple)

Classification	n	%
Day student	782	75.5%
Evening student	339	32.7%
Distance student	139	13.4%
Weekend student	89	8.6%

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

Table D4. Current Enrollment Status

Status	n	%
Part-time student (less than 12 hours)	534	51.5%
Full-time student (12 or more hours)	493	47.6%
No response	9	0.9%
Total	1036	100.0%

SURVEY RESPONDENT DEMOGRAPHICS (Continued)

Table D5. Current Work Status

Status	n	%
Working 20 or more hours per week	531	51%
Working less than 20 hours per week	183	18%
Not working	313	30%
No response	9	1%
Total	1036	100%

Table D6. Gender

Gender	n	%
Female	678	65%
Male	296	29%
No response	62	6%
Total	1036	100%

Table D7. Age

Age Range	n	%
Under 18 years	49	4.7%
18-22 years	483	46.6%
23-29 years	170	16.4%
30-35 years	90	8.7%
36-40 years	74	7.1%
41-54 years	131	12.6%
55 years and older	35	3.4%
No response	4	0.4%
Total	1036	100.0%

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

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Academic Advising

Table 1. Awareness and Use of Service Unit

Unit	n	%
Are aware of Academic Advising ¹	973	93.9%
Have used Academic Advising ²	856	88.0%

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

² Percentage out of number who are aware of this unit (n= 973).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	5	6	16	49	85	9	170	4.26	0.997
		%	2.9%	3.5%	9.4%	28.8%	50.0%	5.3%	100.0%		
	Service was timely	n	8	12	27	43	71	9	170	3.98	1.167
		%	4.7%	7.1%	15.9%	25.3%	41.8%	5.3%	100.0%		
	Staff was courteous	n	5	10	10	32	100	13	170	4.35	1.061
	%	2.9%	5.9%	5.9%	18.8%	58.8%	7.6%	100.0%			
	Staff was knowledgeable	n	9	9	19	27	96	10	170	4.20	1.191
		%	5.3%	5.3%	11.2%	15.9%	56.5%	5.9%	100.0%		
	Overall Satisfaction	n	10	7	24	50	76	3	170	4.05	1.145
		%	5.9%	4.1%	14.1%	29.4%	44.7%	1.8%	100.0%		
Preston Ridge Campus	Hours were convenient	n	9	9	29	56	109	12	224	4.17	1.087
		%	4.0%	4.0%	12.9%	25.0%	48.7%	5.4%	100.0%		
	Service was timely	n	7	20	29	56	100	12	224	4.05	1.134
		%	3.1%	8.9%	12.9%	25.0%	44.6%	5.4%	100.0%		
	Staff was courteous	n	5	10	19	38	133	19	224	4.39	1.006
	%	2.2%	4.5%	8.5%	17.0%	59.4%	8.5%	100.0%			
	Staff was knowledgeable	n	8	9	27	45	116	19	224	4.23	1.085
		%	3.6%	4.0%	12.1%	20.1%	51.8%	8.5%	100.0%		
	Overall Satisfaction	n	11	11	29	64	108	1	224	4.11	1.118
		%	4.9%	4.9%	12.9%	28.6%	48.2%	0.4%	100.0%		

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	12	19	53	123	212	29	448	4.20	1.016
		%	2.7%	4.2%	11.8%	27.5%	47.3%	6.5%	100.0%		
	Service was timely	n	21	29	83	98	190	27	448	3.97	1.173
		%	4.7%	6.5%	18.5%	21.9%	42.4%	6.0%	100.0%		
	Staff was courteous	n	12	13	40	83	251	49	448	4.37	0.997
		%	2.7%	2.9%	8.9%	18.5%	56.0%	10.9%	100.0%		
Staff was knowledgeable	n	18	22	55	88	230	35	448	4.19	1.124	
	%	4.0%	4.9%	12.3%	19.6%	51.3%	7.8%	100.0%			
Overall Satisfaction	n	22	25	70	128	198	5	448	4.03	1.131	
	%	4.9%	5.6%	15.6%	28.6%	44.2%	1.1%	100.0%			
Other	Hours were convenient	n	1	1	1	3	8	0	14	4.14	1.292
		%	7.1%	7.1%	7.1%	21.4%	57.1%	0.0%	100.0%		
	Service was timely	n	2	1	0	1	10	0	14	4.14	1.562
		%	14.3%	7.1%	0.0%	7.1%	71.4%	0.0%	100.0%		
	Staff was courteous	n	2	0	1	3	8	0	14	4.07	1.439
		%	14.3%	0.0%	7.1%	21.4%	57.1%	0.0%	100.0%		
Staff was knowledgeable	n	1	1	1	3	8	0	14	4.14	1.292	
	%	7.1%	7.1%	7.1%	21.4%	57.1%	0.0%	100.0%			
Overall Satisfaction	n	1	1	1	5	5	1	14	3.92	1.256	
	%	7.1%	7.1%	7.1%	35.7%	35.7%	7.1%	100.0%			
Total	Hours were convenient	n	27	35	99	231	414	50	856	4.20	1.035
		%	3.2%	4.1%	11.6%	27.0%	48.4%	5.8%	100.0%		
	Service was timely	n	38	62	139	198	371	48	856	3.99	1.167
		%	4.4%	7.2%	16.2%	23.1%	43.3%	5.6%	100.0%		
	Staff was courteous	n	24	33	70	156	492	81	856	4.37	1.020
		%	2.8%	3.9%	8.2%	18.2%	57.5%	9.5%	100.0%		
Staff was knowledgeable	n	36	41	102	163	450	64	856	4.20	1.129	
	%	4.2%	4.8%	11.9%	19.0%	52.6%	7.5%	100.0%			
Overall Satisfaction	n	44	44	124	247	387	10	856	4.05	1.131	
	%	5.1%	5.1%	14.5%	28.9%	45.2%	1.2%	100.0%			

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

SERVICE UNIT: Academic Advising

Table 3a. Academic Advising Comments from CPC

academic advising is a hit or miss

Advisors never seemed to have more than general awareness of existing programs, never any real knowledge about said programs. Every visit to the advisors seemed like a total waste. I would've had better luck at advisors dedicated to each program.

An adviser at CPC was very kind, non-judgmental, thorough, and helpful with me.

At central park: too long a wait so I never got to see anyone because I had to be somewhere else and couldn't afford to spend 1 1/2 to 2 on waiting for turn. Preston ridge: First, there is a loooooong wait. Then you get an advisor who seems more interested in being done with you so that she can go to the next person in the list. She doesn't ask if I know or tell you about any option in degrees using the existing cr. pts. Doesn't tell you what you will need to complete your degree or how much time it may take overall and how you can try to reduce it. Seriously, why do you need advising if you are supposed to know all these on your own? This is seriously understaffed and definitely need more experieced in life for these jobs.

completeness, confusion-clearing

Great advisors; I have always had a very beneficial experience working with the advisors.

Hours need work. I work 8-5 mon-friEvery one I've spoken to have been great in helping me choose the classes I need

I had a 5 hour wait to talk to someone, and they couldn't even answer my questions

I have always felt rushed with them. Also, they have not been thorough in answering my questions.

I have never received great advised from any other campus. Tara really helped me out.

I speak for myself when i say this, but i have visited with numerous advisors and i typically walked out of the office with a smile on my face, just because they were so helpful. they were able to answer all of my questions (and i always ask alot). I was failing all my classes my first semester and when i went to see an advisor for help they informed me of grade replacement and basically gave me a map of how to get my grades out of the slump they were in. The advisor was so nice that i left the office well informed on what needed to be done but also with a lot of hope. Im now almost finished with my grade replacement and will soon be an (almost) straight - A student. And i know i could not have done it without the advisors assistance in shining the light down my dark academic road.

I was beyond pleased with the academic advising office. From their hours to their service, everything was done very nicely, kindly, and professionally!

I was never given the correct information regarding a two year course plan, I ended up creating it on my own doing my own research which became difficult.

If it wasn't for the advising team I would not have known about the program, that I am now going for.

lack of empathy, lack of knowledge, lack of friendliness, lack of effort to advise

No one every returns my calls or responds to my emails.

not knowledeable enough on the programs

Rude worst people and staff for academic advising, payment, and records

Rude!! All staff seem irritated when a student needs help.

Some of the advisers are helpful but some act as if you're an annoyance and they just want you out of the office.

some of the advisors gave me attitude and were rude

Staff is rude

Tara Thompson - academic advisor goes above and beyond to help with advising, very admirable

The advisor was amazing at helping me decide what I needed to take.

The advisor was very kind and knowledgable

The employees don't know much about other schools and/or give you the wrong information

Table 3a. Academic Advising Comments from CPC (Continued)

The only thing negative about the services are the academic Advising, Admissions and Records not being open more late nights. Especially for those students that work during the day.

The wait is too long

There are often not enough staff members available when there are many students. I have run into this problem many times when there were only two or three staff there with a room full of students needing questions answered.

There is no accountability between offices or campuses, often advise is incorrect or out of context

They don't provide great advising

Way to long of a line. Time estimator clock very inaccurate

Went on a busy day, had a long wait and advisor did not answer a question. Would like to make an appointment ahead of time.

When I first started with the school the advisor did not inform me that I could attain two degrees at the same time. I now will have to continue school to get the second one instead of getting them both together.

Table 3b. Academic Advising Comments from PRC

Advising told me to take a class that I didn't need. It was only after I took the class that I realized I didn't need it. I wish you would hire real people instead of students who have no idea what they are doing!!!

Advisors are outgoing and very knowledgable

advisors can be demeaning, and I've experienced this more than once. Just because I'm young doesn't mean I should be disrespected.

Every time I've gone to academic advising I waste an hour of my time for a 2 minute response to transfer me to another branch because they didn't know how to help, or their assistance could have been covered in a pamphlet. During my first years in Collin college I had to sit and wait for 40 minutes so the advisers would stop talking among themselves and help me.

Everything is very straightforward and easy to navigate. All staff are professional and willing to help.

Everything, in my opinion, is handled wonderfully and with the utmost courtesy and skill.

Felt like the DMV. "Next!"

Great advisors who really want to help the students.

i feel comfortable to ask questions

I feel very positive about the service I receive from Academic Advising. At first, I was not satisfied going to advising since some of the advisors could not help me or answer my questions. I finally found Tiffany Goertz in Academic Advising. She is great. All of my questions are answered and she is able to help with graduation process. Tiffany is doing an outstanding job in the Academic Advising Department! I wish I had met her sooner.

I never seem to be able to reach them, even during down times. When I go in and make an appointment the line system is very sensitive so I have to stay in the waiting room or I am sure to lose my spot

I was a student at the PRC campus during 2010-2012 years as in-state residency. This Spring semester, still a resident of Texas, I was automatically registered as an out-of-state-residence. I was told the criteria changed, however and even though a resident of Texas for 46 years, since I rent an apt & don't have a job, I was told I didn't qualify for in-state residency status. I had to jump through hoops to get my residency status changed to in-state. I was wondering, being college students, most of us not owning homes or working jobs, how are your current status criteria reasonable? For instance, why isn't a copy of my rental lease or utilities not a "vested interest" in the state of Texas? It took quite some time to resolve and I was wondering if this has been an issue? Thank you.

I was told to get my associates and to take certain classes when I didn't need most of them for my degree and it was a waste of time and money so I had to switch my degree.

Table 3b. Academic Advising Comments from PRC (Continued)

It is very hit and miss Depending on which adviser you get, you can either be treated as an important person, or you can be treated as if you're an idiot for asking questions.

Kate Smith is the best advisor at Collin, highly competent and passionate about helping others.

Maria at Preston Ridge Campus is awesome, very helpful, knowledgeable!

My adviser, Jenny Buck, was a genuine, patient, helpful, and interesting person.

My advisor gave me a degree plan for an AA after I told him I was going for nursing (AAS), he advised me to take courses unnecessary for my degree even after I explained to him that I was not wanting to take any extra courses, so unknowingly I registered for courses I didn't need. It wasn't until another student advised me I didn't need them that I knew the mistake made. Luckily I was able to drop the courses, but I still had to pay a percentage for them.

My advisor was always very positive and very detailed with my academic plan

my feelings for this survey are mainly from past experiences, not the past two year.

Need to have several computer science advisors

No problems

one advisor i had was extremely knowledgable and the other one seemed to be rushing me out of the door so she could help the next person. i understand there was a long line of people but i feel like my time is valuable too.

Some of the advisers are very helpful and kind, but I have had meetings with advisers that get aggravated if the first answer they give me isn't a solution I can adhere to. When the advisers are helpful and professional it's a great experience. When an adviser does not act helpful or professional, I wonder why they have this job at all.

Some of the advisors could be somewhat rude, but they did help out in the end.

Some of the staff are awesome and others don't really listen to specific questions

Sometimes the staff have no clue about the information we need

Staff is great, answers all my questions, and is super helpful.

Takes forever, staff is rude

the advising office has a great staff but the wait can be a problem if you dont have the time to wait all day or cant get there early when it opens. I love that you can text me when an advisor is ready to see me; this makes it easier on me.

The advisors are great help, always friendly, just need more advisors because wait time to meet an advisor was awful.

The person I spoke to regarding my major/transferring universities was not knowledgeable about my major.

The staff had little to no knowledge on how to help me and were relatively useless and a waste of my time.

The staff was curtious and knowledgable, but the time wait was to long

The wait is too much. I get devastated almost all time ..

the wait time is always ridiculous, closes way too early, and most of the time after waiting it that long line, they end up not knowing the answer to your question or sending you elsewhere.

They are not friendly. They put me into classes I don't need. They don't listen to my needs.

They help me figure out what course I need to take and provide me a roadmap so I dont waste time

Very confusing when I was clear of my direction for transferring to a higher college later. Misleading.

Waits are always too long

Well organized and solution oriented

Well. I feel advising or any service.. A student should not have to take the same math class three times to in order to get out of Pre-Alegbra

when I have solid questions about what directions I need to be going to be sure I'm on the correct educational pathway, they can never give me a solid answer and I frequently get a lot of I don't knows.

Table 3b. Academic Advising Comments from PRC (Continued)

When I visited academic advising on other campuses they were not as knowledgeable and not as prompt in helping people as they were at the Preston Ridge Campus. My experience at the Preston Ridge campus was far more beneficial and less frustrating than it was at the Spring Creek campus.

When registering for classes, I was told one thing then in the middle of the semester I was told another in regards to which classes I needed to take. In the end I not only wasted my money on a class I didn't need but I wasted my time. All because someone didn't want to take the time to actually look into my transcript and give me a correct answer. A little lazy.

Table 3c. Academic Advising Comments from SCC

Advising is never able to answer my questions and each time I have gone, I am told different info. This makes everything confusing. The attitude of the advisors are lackluster. i can not tell you how many times I have been hung up on. Advising is supposed to be here for you and help you navigate through the crazy that is college. Instead they make you feel stupid and choose to help just enough to get you off their desk.

Academic Advicing is not very helpfull, sometimes each diferent people willgive you different information about requierements.Financial Aid staff is GREAT! and they are very nice helpful people.

Advising for sign language program, not general advising. Gen advising was AMAZING to me.

Advising is helpful, but using the queue without a cell phone can be confusing

Advising through my program goes through the Dean of Comm. and his assistant. They will not advise students for the summermester until april. With limited availability and having advising over a month after registration starts is stressful, since I can't figure out my schedule and will now have to fight to get into my classes. Terrible idea and a serious pain.

advisor I always got would constantly stare at my breasts and would make me uncomfortable

Advisors always seemed to try to rush through you to get to the next without actually making sure you are taken care of. They also, often, don't actually know the correct class path for many students.

All of the advisors are very friendly and knowledgable. Nadia Khedairy is awesome!

Although there may ba a bit of a wait at times, the staff are courteous and knowledgeable; in turn very helpful and descriptive on what courses to take and avoid.

As a returning student after over 10 years off, Academic Advising has been amazing in helping me plot a roadmap to where I want to go!

Counselor seem apathetic about the well-being of students. It's a paying job, right?

During my visit, the advisor was very knowledgable and helpful.

Encouraged to take wrong classes for the 4-year school of my choice.

Even if the first person you speak with doesn't know the answer to your question, they find someone who does.

Excellent service, takes forever to be seen.

Fast & helpful

From what I remember they helped me a lot and gave me everything I needed to know.

Given me many great tips

Had an advisor with an attitude

Had to return to speak to someone who could think outside the box, more mature

Helped a lot with requesting a Degree Planning, and getting me in contact with the right people for my AP Credits

Table 3c. Academic Advising Comments from SCC (Continued)

I am a returning student and I felt certain advisors have judged my criteria of the duration I had at collin college. Sometimes certain advisors had an attitude about the questions I ask if I am confused about my degree programs. It would be much appreciated if the advisors do not judge my grades or in irritable manner about the questions I ask. It would be more helpful with the answers that they can provide as best as they can for us students to be on our way. From my end, I would ask to validate and making sure there are certain classes that would not effect my grades/ programs. Another time I came to fill out my graduation form, I turned it in and I was surely told that it will be taken care of. Later on it had been a few days later I was concern and came back to ask and said that they forgot about turning my forms in. We all make mistakes and I understand. Thank you so much for this survey. I did not know who to ask for when I have these concerns.

I am so glad that the lady that was working in the Mckinney campurs is gone she was rude and acted like you were a bother.

I became aware of necessary requirements to graduate

I can't think of any situation when I was disappointed with their assistance.

I feel like I get scripted advice. I am an older student returning to college and would really appreciate an enthusiastice admissions counselor to really help me figure out what my next steps are.

I feel that they were in a hurry to get me out of the way. I was put into something that was not explained to me so I have been working towards something that will not help me in a better career.

I felt that Academic advising was not helpful and and knowledgeable about the classes needed and requirements for Surgical Technology Associate.

I have an advisor through ACCESS, which is incredibly helpful because he is experienced with working with students like me.

I m not satisfy with this service because they are reserved to give advice about what you need ,i dont know why

I seem to get more counselors that are treating you like just the number and moving on then really helping you figure out situations. Or have knowledge of other options. Example would be the math labs, how they work,and how signing up works along with biology details like classes that do not require college level math

i still have hold on my account even after they said they waved them.. so now I'm going to have to go back up there...

I take online classes and the bookstore shipped out the wrong text to the class so I had to go into the store to exchange. I waited in line for about 25 minutes after which I was told I had to go to another line because the book was an internet exchange. Staff was not very knowledgeable, friendly, or apologetic and those that were knowledgeable seemed more inclined to talk to each-other than to direct/educate/talk with their customers. No one made eye-contact with me or attempted to talk with me at all when I went into a weird back room to get my replacement textbook. It was awkward and I was very glad to leave. Not a great experience.

I trusted them totally, but they didn't advise me about a course I needed.

I was not told by advising upon registering that I needed to file a degree plan, and when Collin changed my degree plan, some of my classes were rendered useless. AAT

I was often told wrong information or sent back and forth between Advising and Admissions as though it were a game.

I went in knowing exactly what I wanted from my career. When I laid it out, the path I should take was presented very clearly.

I went to advising to help plan my degree. My advisor said that my credits weren't accepted from my previous college because of an unknown issue

Incredibly helpful people.

It take a very long time to get to and adviser, and they are not very thorough when you get to them.

Table 3c. Academic Advising Comments from SCC (Continued)

I've met with two different Academic Advisors at the Spring Creek Campus. They were both courteous and knowledgeable. I would really like to praise Nadia, she goes the extra mile to help you and truly cares about your success. However, in my last visit to the office the young lady attending the front desk was completely rude. While waiting to see my advisor, I heard her speaking rudely to other clients as well. This is NOT someone who needs to be working in a customer service environment.

Knowledgeable and helpful

Knowledgeable service

Lines are long, but they're quick with paperwork.

Long wait time.

Matt was my advisor and i just loved him hated to see him leave.

My academic advisor is incredible and was willing to meet me twice in one week to make sure I was able to figure out my courses for the following semester. Incredible!

My adviser was so friendly and always response to my questions on time through the cougarmail.

Need better advisors that give correct information to students, I get a different answer from each person if I have a question

No problem

Not helpful at all, could not answer any of my questions. Just gave me a paper and sent me on my way for the first semester.

Not necessarily the advising office's fault. I work a full time job so getting over there during their hours is difficult, but it's not like that situation is unique to me.

one advisor seemed impatient with students

SCC they always have an attitude and they usually tell me wrong info regarding classes.

Some advisors ignore students waiting in line when they can attend to the students, but choose to take their time while others are waiting. Not all advisors do this but, it has happened to me more than once which I see as very rude.

Some of staff was knowledgeable and some was very impatient and unable to answer my questions

SOME TIMES THEY GIVE ME WRONG ANSWER.

Sometimes the advisor provide incorrect information and you leave still confused about if you are headed in the right direction.

Sometimes waiting time is too long.

Speaking with an adviser was beneficial, but I felt like she was rushing me to get done asking questions.

Sucks, wait time on CougarQ takes hours for ONE person in line

Take to long.

The advisor I spoke with eased my first time college student jitters

The first time I spoke to an adviser here at the Spring Creek Campus, she acted very annoyed and was very rude. Not a great first impression. Then I spoke to 2 different advisers about which courses to take and got different answers from both. I don't want to waste my time and money in classes I don't need.

The guy I spoke with was very much not encouraging!!

The lady that helped me was patient and was great at explaining what I needed for degree report

The level of them are different. Some of them are great, but some of them not.

The lines are ridiculous

The only reason I marked this lower is because only half the time have I had someone knowledgeable enough to tell me what I need for my classes. I have experienced many unclear answers. On the other hand I have had some who really knew their job and told me clearly what I needed.

The people are nice, and answered any questions I had thoroughly and honestly.

The staff at advising is very friendly and helpful.

The staff at advising other than Nadia need a really big attitude check. They are rarely pleased to meet with you and treat you like you're an idiot. Nadia is the exception she goes above and beyond to make you feel welcomed and is actually knowlagable. Advisors need to be on the same page with Nadia.

Table 3c. Academic Advising Comments from SCC (Continued)

The staff at times can be extremely rude, and sometimes they don't want to help you, the way it should be.

The staff is very helpful but the wait time is usually at least 15 minutes or more

they always make sure whats the best choice for me

They aren't very helpful when it comes to private university transfers. They seem to only be knowledgeable about state universities.

They care more about getting you an associates degree and working with you to transfer

They don't help that much

They helped me with my classes. Like what to take for my degree

they not really help much because some of the new advisers at Collin is not really show their enthusiasms with student when ask the question. i hope they had train better.

they were very helpful and polite

This is a very slow process to get to see an advisor and I have been removed several times from the text reminder and lost my place in line without my knowledge.

Two advisors told me to take classes that I did not need. Nadia has helped me and now I am back on track.

Very helpful and knowledgeable.

Very helpful staff. Did what they could to answer all questions

Very Helpful.

Very long lines and wait times

Very long wait to see an advisor even when there is only 2 people in line and no other students before.

Waiting takes too long and if something happens to where you are taken off the list without a notice they tell you to sign up again and wait until called which means waiting longer.

Would receive different answers from each person I asked the same question to. No one really seems to know what's going on in regard to policies and procedures. It was very difficult to get a correct answer for what I needed.

Table 3d. Academic Advising Comments from Other Locations

Most people were nice and friendly, but one rude lady.....

The advisors are helpful as all get out. I appreciate them very much. Invaluable!

The staff was not informative of the necessary classes required to obtain an Associates of Art Degree.

They have been helpful through the entire process.

With a full-time job, it's difficult to utilize online advising and often traffic prevents me from getting to any campus on time. However, the few times I've been able to use it, the staff is very knowledgeable and helpful!

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Admissions & Records Office

Table 4. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Admissions & Records Office ¹	906	87.5%
Have used Admissions & Records Office ²	767	84.7%

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

² Percentage out of number who are aware of this unit (n= 906).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	4	5	10	47	79	12	157	4.32	0.949
		%	2.5%	3.2%	6.4%	29.9%	50.3%	7.6%	100.0%		
	Service was timely	n	7	6	22	32	77	13	157	4.15	1.130
		%	4.5%	3.8%	14.0%	20.4%	49.0%	8.3%	100.0%		
	Staff was courteous	n	5	3	7	30	98	14	157	4.49	0.948
		%	3.2%	1.9%	4.5%	19.1%	62.4%	8.9%	100.0%		
Staff was knowledgeable	n	4	10	5	30	97	11	157	4.41	1.028	
	%	2.5%	6.4%	3.2%	19.1%	61.8%	7.0%	100.0%			
Overall Satisfaction	n	5	6	19	47	78	2	157	4.21	1.017	
	%	3.2%	3.8%	12.1%	29.9%	49.7%	1.3%	100.0%			
Preston Ridge Campus	Hours were convenient	n	8	5	23	48	101	11	196	4.24	1.057
		%	4.1%	2.6%	11.7%	24.5%	51.5%	5.6%	100.0%		
	Service was timely	n	7	12	20	50	95	12	196	4.16	1.099
		%	3.6%	6.1%	10.2%	25.5%	48.5%	6.1%	100.0%		
	Staff was courteous	n	9	12	16	31	109	19	196	4.24	1.178
		%	4.6%	6.1%	8.2%	15.8%	55.6%	9.7%	100.0%		
Staff was knowledgeable	n	9	8	17	37	106	19	196	4.26	1.128	
	%	4.6%	4.1%	8.7%	18.9%	54.1%	9.7%	100.0%			
Overall Satisfaction	n	10	8	21	54	103	0	196	4.18	1.108	
	%	5.1%	4.1%	10.7%	27.6%	52.6%	0.0%	100.0%			

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	4	14	43	111	187	38	397	4.29	0.903
		%	1.0%	3.5%	10.8%	28.0%	47.1%	9.6%	100.0%		
	Service was timely	n	9	23	69	86	179	31	397	4.10	1.069
		%	2.3%	5.8%	17.4%	21.7%	45.1%	7.8%	100.0%		
	Staff was courteous	n	7	12	44	74	213	47	397	4.35	0.964
		%	1.8%	3.0%	11.1%	18.6%	53.7%	11.8%	100.0%		
Staff was knowledgeable	n	9	12	42	86	204	44	397	4.31	0.983	
	%	2.3%	3.0%	10.6%	21.7%	51.4%	11.1%	100.0%			
Overall Satisfaction	n	10	17	56	110	195	9	397	4.19	1.010	
	%	2.5%	4.3%	14.1%	27.7%	49.1%	2.3%	100.0%			
Other	Hours were convenient	n	0	0	3	6	8	0	17	4.29	0.772
		%	0.0%	0.0%	17.6%	35.3%	47.1%	0.0%	100.0%		
	Service was timely	n	1	0	2	6	8	0	17	4.18	1.074
		%	5.9%	0.0%	11.8%	35.3%	47.1%	0.0%	100.0%		
	Staff was courteous	n	1	0	2	4	10	0	17	4.29	1.105
		%	5.9%	0.0%	11.8%	23.5%	58.8%	0.0%	100.0%		
Staff was knowledgeable	n	1	0	1	2	13	0	17	4.53	1.068	
	%	5.9%	0.0%	5.9%	11.8%	76.5%	0.0%	100.0%			
Overall Satisfaction	n	1	0	3	5	7	1	17	4.06	1.124	
	%	5.9%	0.0%	17.6%	29.4%	41.2%	5.9%	100.0%			
Total	Hours were convenient	n	16	24	79	212	375	61	767	4.28	0.951
		%	2.1%	3.1%	10.3%	27.6%	48.9%	8.0%	100.0%		
	Service was timely	n	24	41	113	174	359	56	767	4.13	1.088
		%	3.1%	5.3%	14.7%	22.7%	46.8%	7.3%	100.0%		
	Staff was courteous	n	22	27	69	139	430	80	767	4.35	1.025
		%	2.9%	3.5%	9.0%	18.1%	56.1%	10.4%	100.0%		
Staff was knowledgeable	n	23	30	65	155	420	74	767	4.33	1.033	
	%	3.0%	3.9%	8.5%	20.2%	54.8%	9.6%	100.0%			
Overall Satisfaction	n	26	31	99	216	383	12	767	4.19	1.038	
	%	3.4%	4.0%	12.9%	28.2%	49.9%	1.6%	100.0%			

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

SERVICE UNIT: Admissions & Records Office

Table 6a. Admissions & Records Office Comments from CPC

At preston ridge, there is a muncher on the second seat at admissions who never seems to know the full answers to anything. Did you recruit her out of sympathy? I had return to admissions 4 times because she didn't give or enter the correct information the first time. Once my wait time was past 7 minutes. She didn't even notice there were several students waiting in line because she didn't reset something on her computer or whatever it was. She told everyone I didn't realize you were all waiting, it didn't show on my computer. Then she quickly clicked some button. She would have noticed it if she wasn't reading something else on her computer. Sheesh! She didn't know exactly what documents were required for transfer students. On the other hand, the lady who sits on the first chair is very knowledgeable. She is quick and very presice on her details. We need more of her. Can someone observe and evaluate the admission staff members to see what they know and observe how they perform? It is a pain when I get that second seat lady.

calling on the phone is not the best way, I kept getting sent to wrong person, phone tree is not set up properly

Had trouble with class info given by an advisor but had another one who fixed it

I feel positive, experience has been plausible

I had to submit my name change twice because a staff member never changed it confusing my teachers.

Issue with a course that was dropped....still working on fixing the problem.

it was pretty much 'figure it out yourself' and come back when you do

lack of knowledge, website and verbiage left the staff confused

No one smiles or asks if you need help

Rude!! All staff seem irritated when a student needs help.

Slow and staff is rude

Slow and unhelpful

Slow response or no response to emails, don't often have answers to my questions

Staff really didn't look like they want to be there

Takes too long to hear back from them.

The very first time i was admitted to collin, i felt it very inconvenient that i had to wait for a good amount of time. Other than the wait, the service was kind and professional

there's always a long hold time and the staff isn't very helpful most of the time

They were fast and handled everything neatly

They were very knowledgeable in how to assist my individual needs.

Usually they couldn't help me with the proble I was having or didn't know the answer or could only point me to smoke else

Very helpful in dealing with my many transcripts.

Table 6b. Admissions & Records Office Comments from PRC

Admissions gave me incorrect information about what documents were needed for residency causing me to have to make 2 extra trips!!

Admissions staff have a rude attitude

Admissions was as smooth as I could've asked for, and I have no complaints whatsoever.

Any time I had a question, it was answered quickly

Every person tells you different things, information VERY inconsistent and not very polite either.

Everything, in my opinion, is handled wonderfully and with the utmost courtesy and skill.

I believe she was tired. The way she answered or talked to me was not correct.

Table 6b. Admissions & Records Office Comments from PRC (Continued)

I was constantly at records since I was a transfer, they were all so courteous and patient when I had to look something up or had a question.

I wish I could remember the woman's name that I dealt with. She was outstanding and very very helpful.

I've had to go up there 3 times because they changed my address to match my po box. This caused my tuition to be higher. So I had to bring proof of my physical address which is a pain since I never asked it to be changed to match the mailing address.

Nobody in this office has ever been nice to me. They are very condescending and avoid helping students.

Process to contact is easy for me as an online student.

Should be more clear upfront of documentation needed. It would have saved my stress.

Staff can be rude or unconcerned at times.

Takes forever, staff is rude

The people who help attend to me in admissions are usually very rude and try to get to the next person in line as quick as possible while providing little to no assistance.

The respond quickly, and with the information you need

The staff is so friendly and easy to talk to!

they are always so sweet to me and extremely clear with what i need to turn in to them to remove any holds

Time consuming and less than knowledgable staff

Whenever I called or spoke to admissions staff, they were rude, condescending, and didn't know who I was or bothered to car.

Table 6c. Admissions & Records Office Comments from SCC

Clerks are always

Computer-based customer service. No waste of time standing in long queues.

Did not receive correct diploma for 2+ years

Even though it took a while to get into the admissions and records, they were very understanding of how long we had been waiting. They were very kind.

Every staff member I've met with in admissions acts as if I'm inconveniencing them.

Helpful, but cell phone-less queue is confusing

I can't think of any situation when I was disappointed with their assistance.

I gave my transcript from my previous college to one lady. But they didnt check the courses that I took before.

Table 6c. Admissions & Records Office Comments from SCC (Continued)

I submitted my transcripts for my degree plan and the degree planned contacted me saying that I needed to resend them costing me \$50 again

I was told by several people that I would need to bring different forms to prove my residency status. I would drive an hour out to the school only to find out that I was told the wrong things to bring. This happened at least four times.

It has been years but the lady at the front was not very nice talked to me like I was slow and is still there

Knowledge advice

My graduation form was not being taken care of and was forgotten but luckily I came back to ask and the admission turned in my form. Thank you so much for this survey.

No problem

rude

Same with academic advising.

service takes too long

Staff did everything at their own leisure. No respect for anyone else's time. They would choose chatting over the taking the next person in line often.

Table 6c. Admissions & Records Office Comments from SCC (Continued)

The ability to immediately download my transcript for a small fee is a very convenient feature.

The admissions office had me listed as an out-of-state student for unknown reasons, then made me jump through hoops to prove my residency. The office ended up accepting a form of ID that I know was not normally accepted, and it seems like they did so instead of just acknowledging that they screwed up. I received no apologies for the inconvenience, even though there was nothing on my application for admission that indicated I was an out-of-state resident.

The experience is usually great other times the person I am speaking to is very unsure.

The music ensemble classes are very often taken for personal enrichment, not necessarily for credit. The procedures for registering, the repeat limits, and audit registration process make it very difficult to register for these ensembles for several semesters. Collin is a COMMUNITY college, participation should not be focused only on young credit-seeking students.

The only thing I would add that would make the experience better, is if students can sign into the kiosk and home, and not have to drive to Collin to sign in. Students usually leave because the wait is long, which is understandable it would just be more convenient to be able to sign in without driving to the campus twice. Same goes for registration or academic advising.

They put my last name in the system twice and for their mistake I have to take time out of my already busy schedule... fixes like name changes should and could be easily accessible online... it isn't that complicated.

they were very helpful and polite

This semester one of my classes was accidentally deleted from the entire campus system. It took over 3 months and 2 separate people contacting the dean of computer science to fix it, and it is STILL wrong. The admissions staff members that were supposed to be correcting the problem were extremely uncooperative, and the entire fiasco is absolutely ridiculous. Not to mention that they attempted to auto sign me up for the class again without notifying me, and the system immediately re dropped me for non payment because I am locked out of signing up for it at all. And I wasn't even notified of the class being dropped in the first place. Not even an email. And neither was my professor. We had to find out from a display problem in the computer lab system.

Very rude and disrespectful

Table 6c. Admissions & Records Office Comments from SCC (Continued)

Very timely

Waits take forever and the staff is extremely unknowledgeable

well i had a hard time when i first got to collin because they would not except my transcript from the online school that i came from.

Table 6d. Admissions & Records Office Comment from Other Location

The admissions office did a good job of admitting me into the school, however, when it came to them acknowledging my previous credits from another school, they had some difficulty, which affected my ability to take the necessary classes in a timely manner.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Athletics

Table 7. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Athletics ¹	449	43.3%
Have used Athletics ²	53	11.8%

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

² Percentage out of number who are aware of this unit (n= 449).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	0	2	4	13	30	4	53	4.45	0.818
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.8%	7.5%	24.5%	56.6%	7.5%	100.0%		
Service was provided in a timely manner.	n	1	0	4	8	37	3	53	4.60	0.808
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	0.0%	7.5%	15.1%	69.8%	5.7%	100.0%		
The staff was courteous.	n	0	0	3	9	37	4	53	4.69	0.585
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	5.7%	17.0%	69.8%	7.5%	100.0%		
The staff was knowledgeable.	n	0	1	3	6	38	5	53	4.69	0.689
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.9%	5.7%	11.3%	71.7%	9.4%	100.0%		
Overall satisfaction with the unit.	n	1	0	4	13	34	1	53	4.52	0.804
(1= Very unsatisfied, 5 = Very satisfied)	%	1.9%	0.0%	7.5%	24.5%	64.2%	1.9%	100.0%		

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

SERVICE UNIT: Athletics

Table 9. Athletics Comments

Easy to access and use.

Great coaches. Very pleased with the quality of the coaches.

great time watching the basketball n tennis games

Spring Creek Volleyball court for example, only open for 2 hours a week for all students to use. Wish there was more access

We do not have enough opportunities for intramurals or outside class sports such as soccer, volleyball, martial arts and etc.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Bookstore

Table 10. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Bookstore ¹	948	91.5%
Have used Bookstore ²	874	92.2%

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

² Percentage out of number who are aware of this unit (n= 948).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	5	15	21	45	86	11	183	4.12	1.107
		%	2.7%	8.2%	11.5%	24.6%	47.0%	6.0%	100.0%		
	Service was timely	n	9	8	29	41	82	14	183	4.06	1.153
		%	4.9%	4.4%	15.8%	22.4%	44.8%	7.7%	100.0%		
	Staff was courteous	n	5	8	13	42	101	14	183	4.34	1.011
		%	2.7%	4.4%	7.1%	23.0%	55.2%	7.7%	100.0%		
Preston Ridge Campus	Staff was knowledgeable	n	7	7	19	39	96	15	183	4.25	1.082
		%	3.8%	3.8%	10.4%	21.3%	52.5%	8.2%	100.0%		
	Overall Satisfaction	n	6	8	34	50	79	6	183	4.06	1.062
		%	3.3%	4.4%	18.6%	27.3%	43.2%	3.3%	100.0%		
	Hours were convenient	n	7	9	23	58	109	12	218	4.23	1.037
		%	3.2%	4.1%	10.6%	26.6%	50.0%	5.5%	100.0%		
Preston Ridge Campus	Service was timely	n	2	6	20	50	127	13	218	4.43	0.859
		%	0.9%	2.8%	9.2%	22.9%	58.3%	6.0%	100.0%		
	Staff was courteous	n	1	2	13	27	155	20	218	4.68	0.687
		%	0.5%	0.9%	6.0%	12.4%	71.1%	9.2%	100.0%		
	Staff was knowledgeable	n	2	5	13	43	137	18	218	4.54	0.807
		%	0.9%	2.3%	6.0%	19.7%	62.8%	8.3%	100.0%		
Preston Ridge Campus	Overall Satisfaction	n	2	8	15	60	131	2	218	4.44	0.849
		%	0.9%	3.7%	6.9%	27.5%	60.1%	0.9%	100.0%		

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	14	26	61	112	201	37	451	4.11	1.086
		%	3.1%	5.8%	13.5%	24.8%	44.6%	8.2%	100.0%		
	Service was timely	n	29	29	66	97	191	39	451	3.95	1.241
		%	6.4%	6.4%	14.6%	21.5%	42.4%	8.6%	100.0%		
	Staff was courteous	n	11	11	42	88	243	56	451	4.37	0.974
		%	2.4%	2.4%	9.3%	19.5%	53.9%	12.4%	100.0%		
Staff was knowledgeable	n	13	19	44	106	223	46	451	4.25	1.037	
	%	2.9%	4.2%	9.8%	23.5%	49.4%	10.2%	100.0%			
Overall Satisfaction	n	17	28	67	131	199	9	451	4.06	1.096	
	%	3.8%	6.2%	14.9%	29.0%	44.1%	2.0%	100.0%			
Other	Hours were convenient	n	1	2	2	9	8	0	22	3.95	1.133
		%	4.5%	9.1%	9.1%	40.9%	36.4%	0.0%	100.0%		
	Service was timely	n	2	1	4	5	10	0	22	3.91	1.306
		%	9.1%	4.5%	18.2%	22.7%	45.5%	0.0%	100.0%		
	Staff was courteous	n	2	0	2	4	14	0	22	4.27	1.241
		%	9.1%	0.0%	9.1%	18.2%	63.6%	0.0%	100.0%		
Staff was knowledgeable	n	2	0	2	4	14	0	22	4.27	1.241	
	%	9.1%	0.0%	9.1%	18.2%	63.6%	0.0%	100.0%			
Overall Satisfaction	n	2	1	5	6	7	1	22	3.71	1.271	
	%	9.1%	4.5%	22.7%	27.3%	31.8%	4.5%	100.0%			
Total	Hours were convenient	n	27	52	107	224	404	60	874	4.14	1.079
		%	3.1%	5.9%	12.2%	25.6%	46.2%	6.9%	100.0%		
	Service was timely	n	42	44	119	193	410	66	874	4.10	1.155
		%	4.8%	5.0%	13.6%	22.1%	46.9%	7.6%	100.0%		
	Staff was courteous	n	19	21	70	161	513	90	874	4.44	0.937
		%	2.2%	2.4%	8.0%	18.4%	58.7%	10.3%	100.0%		
Staff was knowledgeable	n	24	31	78	192	470	79	874	4.32	1.006	
	%	2.7%	3.5%	8.9%	22.0%	53.8%	9.0%	100.0%			
Overall Satisfaction	n	27	45	121	247	416	18	874	4.14	1.050	
	%	3.1%	5.1%	13.8%	28.3%	47.6%	2.1%	100.0%			

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

SERVICE UNIT: Bookstore

Table 12a. Bookstore Comments from CPC

At preston ridge: the staf are not very helpful in telling you when the books can be return for full refund. Please put a note somewhere so that new students can see it. There are many students who sit behind the counter to help with the books. They don't seem to offer any advice on what book may be needed and when like my previous community college bookstore did which was also BN. They had experienced staff, collin college seems to be run by students working like staff. They laugh and whisper when an older back to school student buys books. Show some respect for goodness sake.

Books on backorder for 2 semesters now. Semester 1 the books came in but I never received notification that they had arrived. Very frustrating starting a class and not knowing if you wil have a book or not.

Bookstore doesn't carry food at CPC anymore! >:(Yes, I know it's a legal issue. I still hate the lack of food. I almost never go here.

Bookstore staff are not always aware of what is coming in and therefore they cannot tell students accurate information.

Experience very good and very curteous.

For months we have been requesting EMS Student T shirts and they are not stocked and no one seems to know how to order them. If this was a business, they would loose us as clients

Have had problems with bookstore/instructor of class not have the books available for the class, had to go elsewhere

I feel the bookstore is average, whereas all other listed Collin offices seem to go above and beyond.

I was once given the wrong material for the class and was not given a refund for the \$350 purchase of wrong material provided by the professor/bookstore. Later to find out the professor just didn't like the book and the bookstore had no use for taking it back. Professors should not be allowed to switch books once the material is submitted for students to begin purchasing. I was told to try Amazon for the useless material.

It would be helpful for the bookstore hours to be longer. Since I have night classes, it would be convenient.

Need 2 lines going, the line gets backed up pretty easily

never open when i needed it

Nothing great, nothing horrible.

People aren't the friendliest and hours aren't that great.

Rarely have the books in stock when needed

Rude and unorganized

Should provide more information on why an order was cancelled via email instead of having to come to the campus to find out why

Table 12a. Bookstore Comments from CPC (Continued)

Staff AND management at the Central Park Campus bookstore are lazy. You ask them about products and overwhelming majority of the time the answers are 'I don't know' or 'I'm not sure' and will not offer you to find out the next available date for products out of stock. They do not take initiatives to help you. You can be looking around and they're sitting there chatting or joking around, and the older manager looking guy will be browsing on his computer. When you ask if they can check for inventory at a different campus store, they will tell you to go call them yourself EVEN if this is in the middle of the semester and there's absolutely no line at check out or no one in the store. With minutes left to close they will already be closing and with a couple minutes to spare they would tell you they're closed. We went by our phones, which is based off of satellites, so we're certain it's more accurate than their watch or the clock. Clearly the bookstore is not hurting for business, but this level of service is neither student-friendly nor professional period.

Super useful to have in the school

The book store functions in isolation and often is not helpful or supportive for additional books requested, particularly for the nursing program

The bookstore failed to tell me the return policy and wouldn't take a book back 8 days after I'd bought it even though it was still packaged and I had the receipt.

The checkout line is very long, the staff is friendly.

The collin college bookstore is a great facility on campus and very convenient. However i do find their prices for certain items to be a little to much, but with this being said the staff is very kind and informative.

The person who ran the Register was listening to music

The staff at the bookstore has always been beyond helpful and always made my experiences the best.

They had the textbook I needed most of the time.

They sent me on a wild goose chase telling me my book was at their campus and it wasn't

They were fast and handled everything neatly

Very overpriced and often rude and clueless staff.

Table 12b. Bookstore Comments from PRC

Bookstore is expensive, has inconvenient hours, causes long, long wait lines especially just before the term begins, however, the reason for the surge of students is because the Bookstore orders and receives their stock so late that we can't buy our books earlier. This causes huge lines during the two weeks before the term starts. Not a good example of how to run a business.

Books are annoyingly expensive.

Bookstore needs to be open longer for night students

Can be challenging to get through crowds, but the employees are usually nice and get what you need.

Everyone I've come in contact with here is very knowledgeable and helpful when I come in.

Everything, in my opinion, is handled wonderfully and with the utmost courtesy and skill.

Excellent staff.

Great staff, very helpful. Lots of things to choose from, too, not just books. =)

haven't really taken advantage of this because i rent my textbooks through amazon but I've heard good things

Table 12b. Bookstore Comments from PRC (Continued)

Hours should reflect all students in attendance. Including students who work during the hours that the campus is open but closed when they get off.

I dont go into the book store often (only for books) but i am dissapointed that they took away all the snacks and drinks in the store.

I went to buy clay and supplies for my ceramics class, no one asked me if I needed help finding anything, and I needed help. Finally I asked a cashier and she told me the clay and supplies were behind the desk. I waited in line for an hour and was then told they never put in an order for clay, so I don't get why the original cashier told me they had it and to wait in line.

It would be very helpful if the bookstore opened about 15 minutes before the first classes began. I take 8:00 am classes and cannot use the bookstore when I need to. Also, they are often out of the gloves I need for lab and I have to get a bigger size.

Kind and knowledgeable

Lots of features not accessible on website

Love the bookstore! staff is friendly, and gets everything i need for class.

Nice and helpful when trying to find certain items

Only issue with Preston Ridge is running out of a book I needed, but the timing was my fault. Spring Creek ran out of a book I needed and has yet to get it to me mid semester. They say it has to do with small publishers but they did not notify me of the potential issue on the day I was pre-purchasing it for the next shipment.

Sometimes it is a little slow.

staff knows and meet students needs

The bookstore was well laid-out, and the cashier was immensely helpful and kind.

The long lines when getting books at the beginning of the semesters.

The two ladies I have contacted at the bookstore at Preston Ridge are outstanding.

They're always super nice and helpful there.

Too long of lines and wait at the bookstore

Was treated rudely by staff when they were out of the book I needed for class.

You don't support people who work. You need to be available on the weekends.

Table 12c. Bookstore Comments from SCC

Always really friendly and ready to help

Always very friendly

Buying books and waiting in line for hours is very inconvenient. The staff can be rude, and they don't want to help you.

Clerks are helpful

Fast service, great supply availability

Good service but not enough people at the registers

Good store and good quality.... But at the beginning of school semester line wraps around the store.

Had all my books available.

Helped me pick my books out

Hours were limited,having to buy/selling at various campuses was a bit annoying

Table 12c. Bookstore Comments from SCC (Continued)

I am forced to ask them to find a book. It would BE WAY EASIER to do it myself they always have a hard time finding the right book. that is if the right book was ordered to begin with.

I can't think of any situation when I was disappointed with their assistance.

I dont like the price matching if a book is at the "google" warehouse you cant get a price match where is google suppose to keep books?

I get all books from Amazon

I have had no issues with anyone in the bookstore, there have only been book they didnt carry, but thats understandable.

I have waited 30+ minutes for assistance before I had to just walk into the back room at the SC campus. Another time I have been to the bookstore, the lady who seemed to be the manager was extremely put out by me asking her for help.

I like being able to get my own books off the shelves

I not really need anything their except buy the scan-tron for the test.

I understand that at the beginning of the terms there are ridiculous lines, but it takes about an 30 minutes or more to get through those lines.

I wish the store was open more on weekends.

It can take an extended amount of time to receive help or services from the bookstore some days. I feel a new system may need to be implemented in order to help the staff maintain the store, especially in their busiest times of the year. Maybe, setting up extra temporary check out areas in the atrium using a square care or something similar. That way more students can be taken care of and the store will become less chaotic faster.

It seems as if only specific people know the processes within the bookstore.

It was very difficult for me to be able to buy a book that I need this semster and the mangers at the Bookstore were not helpful and it took several weeks for me to find out that my book had not even been ordered yet, causing me to need to wait another couple of weeks.

It would be helpful if the staff had more knowledge about all the things they sale.

I've never experienced a time where I had to wait on a computer. Of course there are lines for the printers, but I'm unsure if the purchasing of another printer at some campuses would be economical.

Lake of staff, long que, waste of time there. There are 3-4 registers but mostly one or two working.

Table 12c. Bookstore Comments from SCC (Continued)

Lines are too long early/late semester, need more cashiers

Long lines, overpriced books.

No problem

Often seems understaffed at busy times. This has been more prevalent since Barnes and Noble started managing the store.

One girl at the online pick up desk acted extremely annoyed. I understand it had probably been a long day but for me to stand there for a solid couple minutes in front of the desk and her not even look up and awkwardly I am standing there is ridiculous.

One of the supervisor of there promised to email but never did, and I had to order my book from Amazon.

Poor service and very understaffed

required course books are too expensive

Same above. Very helpful staff.

Service takes too long. Books over priced. Agents are not very friendly

Table 12c. Bookstore Comments from SCC (Continued)

Sometimes the lines are too long.
Staff helped me find my books
Staff is very courteous and helpful
Staff is very rude.
TAKE TOO LONG TIME TO ANSWER QUESTION, AND THE BOOKS ARE SO EXPANSIVE EVEN USE BOOKS.
Takes a while to get through the line
The bookstore would be better if open until 8pm, as it is inconvenient if one forgets goggles and has a lab at 7pm.
The girl at the counter with the braids is always helpful and cheerful, always makes my bookstore experience 100% better.
The lines are sometimes VERY long.
The lines are very long and it is hard to find the books at times.
The lines in the bookstore are the worst. Bookstore closes most days before I get off work.
The new version of the Spring Creek book store rocks, the staff is amazing.
The products are kind of expensive.
The service was wonderful, I found everything I needed in a timely manner (And got plenty of help from the staff), and had a generally wonderful experience.
The staff are easy going.
The staff is always aware of additional locations to look to help the student find a particular book.
The wait is too long to do anything. I waited 3 hours in line, and at the end they would not price match my book.
They charged my financial aid twice. Never called me back about the issue when they said you would. Then I was told the 460 dollars of financial aid I got was gone. Even though I was charged twice for the same books. Didn't seem like they cared I use that money to get through school. As well I always have to find my books myself or triple check the books I got from them. I have gotten or had to return wrong books all the time.
they gave me a hard time at first but i got use to them, a person that is handicap like me shouldn't have to wait in line.
They may not give you the information that you want to hear.
They need to be more organized with selling books and checkout during the first couple weeks of school cause it takes 30-40 minutes to get my books and leave very poor service and need to have separate cashiers for different things such as check out and return and to have more than two people working the cashier desk
They've always been good to me.
To long.
Unpleasant attitudes of staff.
Usually staff is not nice. I usually buy my books and supplies online through an outside source that is cheaper
Table 12c. Bookstore Comments from SCC (Continued)
Very chatty! :)
Very friendly service
Very friendly staff. Able to get in the bookstore and out in a very timely manner.
Very helpful staff
Very helpful staff. Did what they could to answer all questions

Table 12c. Bookstore Comments from SCC (Continued)

Was given wrong books/ staff uninformed about products

when buying textbooks it took me an hour there should be more people working at that time.

When the semester starts they need more employees on the register. Two hours for working students to get books is ridiculous.

Would be 5 out of 5 if the line wasn't always so long

Table 12d. Bookstore Comments from Other Locations

Not enough people working for the volume of people buying around semester beginning. You need more staff during these times. Otherwise, great!

still has glitches in online services, wrong textbooks were entered for classes, was a mess

The bookstore hours are totally insufficient when considering many students attending community colleges also have working hours, in combination to taking three classes. Also, there are times when a book shows that it is available online, and when you arrive at the bookstore, you're told, that the website had the incorrect information, or the professor has changed the book.

They don't answer the phone and for a previous class they gave the students the wrong book even though the professor had requested a certain book.

very friendly helpful staff!

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Bursar's Office

Table 13. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Bursar's Office ¹	723	69.8%
Have used Bursar's Office ²	545	75.4%

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

² Percentage out of number who are aware of this unit (n= 723).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	11	12	47	119	318	38	545	4.42	0.913
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	2.2%	8.6%	21.8%	58.3%	7.0%	100.0%		
Service was provided in a timely manner.	n	10	7	31	104	349	44	545	4.55	0.834
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	1.3%	5.7%	19.1%	64.0%	8.1%	100.0%		
The staff was courteous.	n	10	6	39	83	350	57	545	4.55	0.853
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	1.1%	7.2%	15.2%	64.2%	10.5%	100.0%		
The staff was knowledgeable.	n	8	6	41	89	354	47	545	4.56	0.823
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	1.1%	7.5%	16.3%	65.0%	8.6%	100.0%		
Overall satisfaction with the unit.	n	10	7	54	132	329	13	545	4.43	0.869
(1= Very unsatisfied, 5 = Very satisfied)	%	1.8%	1.3%	9.9%	24.2%	60.4%	2.4%	100.0%		

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

SERVICE UNIT: Bursar's Office

Table 15. Bursar's Office Comments

Automatic pay is easy.
Cashier office has great hours and able to pay online is extremely helpful
Certain payments appeared without any explanation
Easy and convinient to deal with.
Employee who helped me seemed rushed or bothered that I had questions.
Employee's were friendly and knowledgeable.
For people that aren't on Financial Aid should be given the opportunity to spread payments over the semester. I had an issue paying for classes and books which caused me to reduce the classes I could take
For the most part people are nice, unless you catch them in a bad mood or at the end of the day.
Given little information on loan refunds, and the information I was given was untrue
Had a lady fight with me that I couldn't make a payment towards my fees and said I had to pay in full until I spoke to someone higher than her that corrected the situation. Good review only for the lady that fixed the problem.
I can't think of any situation when I was disappointed with their assistance.
i have always had a good experiance with this office no complaints whatsoever
In and out
It was quick and to the point.
Its on line so its awesome
It's upsetting that my financial aid came after census, when I needed it to reimburse my family since they had to pay for my classes
Kind and helpful when I showed up 10 minutes before closing to pay tuition.
ladies here are always super nice
Lost documentation I submitted, it did not get sent to McKinney
Love them, they know their stuff and have helped me a lot
Never had to wait in line when paying on campus. Never an issue with paying online.
No problem
Not able to print receipts after making on-line payments
Not the friendliest people but alright.
Online pay is easy
Probably could use more training.
Process to pay fees is easy as an online student.
Quick service
Rude and not helpful
Some lack of communication with email or payment plan information; was dropped from a course last semester and still paid in full...
The bursar was helpful when I needed an explanation on why I had to pay a certain fee.
The Bursars office informs students of payments in a timely manner.
The Bursars office is good, but you have to walk to the bursar
The clerks are always helpful and friendly
The nicest people work in this office

Table 15. Bursar's Office Comments (Continued)

The staff is kind and they answer all of my questions with patience.

They always answer my questions quickly, kindly, and helpfully. Allowing me to move along with my day knowing all my classes are successfully paid for.

they are available, and easier to stop by and ask question.

They are friendly and know their job responsibilities well.

They were fast and handled everything neatly

They were very helpful and nice.

very convenient and clear about guidelines

Very easy to use

Very fast and knew what they were doing.

very good, timely, curteous, and proffessional.

Very helpful at answering my financial aid questions

Very Helpful.

Very rude staff, seems to be unhelpful in any area of "expertise" and poor communication with students who are struggling to understand how financial aid works for out of state students as far a tuition, classes, etc. cost.

Very unfriendly, especially at Preston ridge!

When I had a financial aid payment issue, it took several hours of waiting on hold and only one out of the five people I spoke to could help me, the rest were rude and basically told me my problem couldn't be fixed.

You don't support people who work. You need to be available on the weekends.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Campus Communications

Table 16. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Campus Communications ¹	879	84.8%
Have used Campus Communications ²	821	93.4%

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

² Percentage out of number who are aware of this unit (n= 879).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	15	12	54	159	510	71	821	4.52	0.855
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	1.5%	6.6%	19.4%	62.1%	8.6%	100.0%		
Service was provided in a timely manner.	n	13	10	65	164	500	69	821	4.50	0.843
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	1.2%	7.9%	20.0%	60.9%	8.4%	100.0%		
The staff was courteous.	n	11	6	73	126	508	97	821	4.54	0.827
(1= Strongly disagree, 5 = Strongly agree)	%	1.3%	0.7%	8.9%	15.3%	61.9%	11.8%	100.0%		
The staff was knowledgeable.	n	8	12	74	137	509	81	821	4.52	0.823
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	1.5%	9.0%	16.7%	62.0%	9.9%	100.0%		
Overall satisfaction with the unit.	n	13	16	84	218	459	31	821	4.38	0.877
(1= Very unsatisfied, 5 = Very satisfied)	%	1.6%	1.9%	10.2%	26.6%	55.9%	3.8%	100.0%		

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

SERVICE UNIT: Campus Communications

Table 18. Campus Communications Comments

A good summary and homepage for Collin activity and student academic information.

Advising lab online procedures should not state you can sign up for advising but it doesn't state that you cant sign up before

Communications are key for online students.

Constantly down or has issues.

cougarweb is down or slow to load very often

CougarWeb randomly locks out and has always loaded slowly

CougarWeb works well, and the Internet access is great.

Easily accessible

Easy and convinient to deal with.

Easy to use.

Email is efficient

Ever since I enrolled at Collin I have had trouble with CougarWeb, Blackboard, and now Canvas. Over the past semesters I have lost assignments that i have truned in online and have had to redue them thanks to Blackboard. Now canvas is doing the same thing and its making it even harder to turn in work.

Extremely poor and unreliable WIFI

Haven't had any issues

Helpful.

I can't think of any situation when I was disappointed with their assistance.

I don't know what this is.

I get frequent communications

i have never used this or heard about it

I have received one word response emails.

I receive the necessary campus information via email and the website.

In my opinion, the Campus Communications office sends out notices in a sufficient amount of time.

Internet access could be better.

Internet connection is extremely slow, computers in the library are outdated and run slow with almost all browser options

Internet connection is, as should be expected, not always good. There's no easy fix, so I can't complain.

It's accessible anywhere cell phone service is available.

Its very Helpful, however I feel there are to many forms of communication and consolidating would be an impovment. I often find myself missing messages becuae I have 5 different forms of communication with the college

Kind and knowledgeable

Library hours are far too short in my opinion.

Love the new wifi!

Many services, such as "OWL" were inefficient and had no clear instruction for usage.

more enjoy and flexible time to meet up friends.

more focused personalized and specific advising would be helpful

Table 18. Campus Communications Comments (Continued)

No issues.

No problem

Sometimes, like today, I click on lookup classes or degree audit and it asks for my username and pin and I put in my cougarweb login and it tells me authorization failed and it can be frustrating, but it is usually resolved within the next day or two.

The IT department let the security certificate for collin's entire website go down during finals week, and it stayed that way for almost 24 hours, locking students out of the online services completely. the mail section of cougarweb has never worked in the 2.5 years that I have been here, and with the link to gmail removed, it is now completely functionless, and students must login on the gmail page to get to our campus email accounts. The registration webpage is extremely difficult to navigate, and there is a typo that I pointed out to the managers of the webpage over 3 months ago, and it still states that the spring creek campus has a 860000 square foot library. The online services need work.

Their teachers don't respond back to you

These are convenient and easy to use.

They were fast and handled everything neatly

This can be lacking at times, not sure if its timing or delayed response times

Too many junk emails, I know where to look if I want to find out anything.

Very easy to use

Very helpful

Very Helpful.

Very positive because there isn't any human interaction.

We can't call because nobody ever picks up, and emailing takes a long time for response. 48 hour response time would be very beneficial.

what communications?

WiFi is fast regardless of my location and provides a valuable service.

Women on the phone are mean.

works sometimes and sometimes not

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Campus Police

Table 19. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Campus Police ¹	738	71.2%
Have used Campus Police ²	72	9.8%

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

² Percentage out of number who are aware of this unit (n= 738).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	0	1	6	10	51	4	72	4.63	0.710
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.4%	8.3%	13.9%	70.8%	5.6%	100.0%		
Service was provided in a timely manner.	n	0	3	7	10	51	1	72	4.54	0.842
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.2%	9.7%	13.9%	70.8%	1.4%	100.0%		
The staff was courteous.	n	1	1	4	11	53	2	72	4.63	0.783
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	1.4%	5.6%	15.3%	73.6%	2.8%	100.0%		
The staff was knowledgeable.	n	1	1	5	5	57	3	72	4.68	0.795
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	1.4%	6.9%	6.9%	79.2%	4.2%	100.0%		
Overall satisfaction with the unit.	n	0	3	4	10	55	0	72	4.63	0.777
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	4.2%	5.6%	13.9%	76.4%	0.0%	100.0%		

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

SERVICE UNIT: Campus Police

Table 21. Campus Police Comments

I came in for a stolen phone and he did not write down or let me make a police report they said it was too common and would not investigate

I had a 6-11 pm class last semester. There was always an officer on-duty who would either walk me to my car when I was alone or watch to make sure I made it safely. I really appreciated their proactive approach to keeping students safe.

I had a bad car accident a few semsters ago that was my fault, however the guy who hit me was not driving the speed limit and told the campus officer that I did more damage to his car than mine. he hit me so hard that my side mirror was smashed and my window busted. My car couldnt be saved. The campus officer was nice and sympathetic towards him but was rude and hateful towards me. He was even rude to my mother who had come to help me. Since then I have not liked the Campus police.

I love our police officers. They make me feel safe, they interact, they are awesome. Always helpful. Ever since they switched chiefs really have enjoyed our CC police. Especially the officers that come to the safety events for Student Life!! They are so great.

My situation was handled in a professional and timely manner.

One of the officers wasn't the most considerate and made me feel like I was being pushy.
slow to arrive once called.

The campus police are pretty kind and responsive, the conversations and assistance I've had from these officers have been incredibly nice and helpful

The officer I encountered was exceptional. Walked me to my first class as it was dark and I was lost.

The officers are available and very helpful.

THEY ARE VERY HELPFUL

they helped me jump my car to get it started.

Very effective & thorough

Very helpful and makes later classes safer.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Canvas

Table 22. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Canvas ¹	969	93.5%
Have used Canvas ²	951	98.1%

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

² Percentage out of number who are aware of this unit (n= 969).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	17	7	44	148	664	71	951	4.63	0.783
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	0.7%	4.6%	15.6%	69.8%	7.5%	100.0%		
Service was provided in a timely manner.	n	19	7	58	167	619	81	951	4.56	0.831
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	0.7%	6.1%	17.6%	65.1%	8.5%	100.0%		
The staff was courteous.	n	14	7	79	136	591	124	951	4.55	0.833
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	0.7%	8.3%	14.3%	62.1%	13.0%	100.0%		
The staff was knowledgeable.	n	15	10	85	137	597	107	951	4.53	0.858
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	1.1%	8.9%	14.4%	62.8%	11.3%	100.0%		
Overall satisfaction with the unit.	n	20	15	67	251	581	17	951	4.45	0.863
(1= Very unsatisfied, 5 = Very satisfied)	%	2.1%	1.6%	7.0%	26.4%	61.1%	1.8%	100.0%		

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

SERVICE UNIT: Canvas

Table 24. Canvas Comments

A very convenient system of assignment management and communication.
As a tool, its OK.
Better organization than blackboard, better response time and very user friendly
Better than previous platforms.
Blackboard is so much easier to use
Canvas barely works on chrome and switching browsers to access a website is very inconvenient. Canvas also has a tendency to go down when I need to access my online classes or turn in assignments.
Canvas has contributed to many miscommunications between me and some of my professors. If it was working correctly, it was very difficult to navigate.
Canvas has minor problems every now and then, but none have really affected me.
Canvas ia great and very easy to use.
Canvas is a good platform, but the organization method provided isn't intuitive.
Canvas is a great resource and very easy to learn and use.
Canvas is a great tool, and appears to work almost 24 hours per day.
Canvas is a wonderful tool, but I wish professors knew how to use them on an in-depth basis
Canvas is an excellent system, but I do wish more teachers would use it more rigorously so everything I need is in one place.
Canvas is crucial for online students like myself, system works great.
Canvas is extraordinarily convenient and easy-to-use. The only reason I gave it a 4 is because access is very occasionally intermittent.
Canvas is reliable, easy to use, and very convenient.
Canvas is useful but sometimes the site is down for mantinance
Canvas is very convenient and wonderful.
Canvas is way better than Blackboard!
Canvas seems to be having a lot of problems crashing & freezing up.
Canvas was suposed to make things eaiser for the student but it has just caused more problems. I have lost so many assigments due to Canvas and I have had to redue them all becасue of the system. Not happy with it at all.
Convenient for when I forget to write down an assignment or forget a due date
Could be made to better reflect grades and curriculum.
Does not always work properly
Easily accessible
Easy and convinient to deal with, much better than blackboard.
Easy to use
Easy to use
Generally doesn't work
Great e-learning staff. Enjoys walk-ins.
Great improvment over Blackboard. So much easier to navigate, and the calendar is invaluable
Great service
Great! Even better than Blackboard!
Has some kinks to work out as of yet

Table 24. Canvas Comments (Continued)

Have had quite a few problems, but some how we finally got them worked our.

Haven't had any issues

Helpful and resourceful

I am a computer science major. In the time that we have been using campus, I have seen: an entire grade sheet wind up divided by zero and not calculate grades, multiple display problems with powerpoints, terrible user interfaces for downloading files, slow loading time, crashing, a security hole in cougarweb that is caused by an autologin from gmail giving you access to canvas even when collin's security certificate is out, a link that completely broke and left an entire class of psychology students unable to take their final exam, an exception thrown by that same final exam link that can crash the entire site if you attempt to follow it in the html code, modules that professors cannot understand, emails not showing up, and numerous cases of professors and students alike being extremely confused by the entire interface. Canvas is not intuitive in the least, and is a far worse service than blackboard, for both teachers and students.

I am really happy with Canvas. It is very efficient and is a tremendous help for my online classes.

I can't think of any situation when I was disappointed with their assistance.

I didn't use Blackboard in the past, so I don't know if Canvas is an improvement. I like it so far, though.

I don't know what college would be like without canvas. Canvas puts everything I need to focus on in one place that is easy to get to.

I enjoy using Canvas a lot. It has simplified my college life.

I find it very easy to navigate through.

I had to get use to canvas to because the school I came from had blackboard.

I have used Canvas before in another institution but here at Collin Canvas is over the top

I like Canvas.

I like canvas. So much better than blackboard. It's not down all the time, and so far, professors have always been able to upload material. Blackboard was a flaming trainwreck.

I like the course I do feel like it can be tied into My lab to link grades and assignments

I love Canvas but I wish all professors used it and kept it updated (with grades, notes, etc)

I love canvas but not all professors use it. Which is very frustrating.

I love canvas!

I LOVE CANVAS. Canvas is easlily aces sable and the app is amazing as well.

I love canvas. It is a lot easier to use then Blackboard.

I love using Canvas. It is functional, fast, and helps me keep track of my assignments that are due.

I think Canvas is great, it is easy to use and i like the features.

It craps out periodically, links just refuse to work, load times are long, interface is frustrating to navigate

it is more better to check for update information of the course that to currently taking.

It is not apple friendly

It is not showing all subjects, out of five only one subject displays on cancas.

It may not work sometimes.

Table 24. Canvas Comments (Continued)

It's great to have a new updated Canvas website. What I find interesting was that when I first looked at the blackboard I can tell it had speed problems, but not with this new version. Canvas website is awesome and definitely fast with out having any reported incidents. The technicians that fix the issue are phenomenally amazing.

its late with the notifications

It's okay, but crashes a lot.

It's rather easy to navigate, even though I go through every part of it, like emails or discussion groups.

I've had a great experience with Canvas so far, I'm just wondering if professors are being trained on how to use it properly. I've had two courses that were delayed and caused issues with timing because the professors did not seem to now how to post the thigns they wanted to post and then kept telling the students to contact ELC only to find out it was on their end and not ours.

less tech problems

Like the app

Like the easy access to all class information

Love Canvas

Love Canvas! Very user friendly and easy to use!

Love canvas!!! Very user friendly

LOVE canvas, have had a few problems but hands down way better than Blackboard

LOVE canvas. LOVE IT. so so so easy to use. i do wish it was a little bit more mobile friendly because its a little difficult to load on my smart phone but over all i love it. i take all 5 of my classes online and this program makes it so easy for me. i have never had problems with it like i had with black board. i am very pleased.

Maybe I'm not using it to its full potential, but this service seems like a waste of time with the little information it provides.

Much better than Blackboard!

Much better than blackboard.

MUCH more reliable and easier than Blackboard.

No problem

not all my teachers use canvas so its really confusing when there is assigment and grades in other places i think all teachers should use canvas for everything.

Not super familiar with it yet. I like it has an app

please try to bolster your systems or whatever it is that always makes it crash at the worst possible times (finals)

Prefer Canvas to blackboard

SO much better then blackboard

Some professors care little and do not update grades or post any helpful information on canvas. This should be mandatory.

Sometimes I cant even turn my assignments.

Sometimes it fluctuates

Sometimes the times that Canvas are down are very inconvenient.

Sometimes there are lots of paths to the same place and with certain professors more than others I have trouble finding what is my new homework.

The program is available and open any time.

Table 24. Canvas Comments (Continued)

The service is fine but all the professors are not on canvas and it should be mandatory as a complete form of communication and transparency.
They were fast and handled everything neatly
this is available every second of the day, which means it is very convenient
This tool made managing my classes much easier, and the alerts help keep me on track
To new to give anything but so far it is so much better than blackboard!
Very convenient
Very convenient
Very convenient and can be used nearly anywhere
Very efficient and good website
Very hard to navigate.
Very Helpful.
Very positive because there isn't any human interaction.
Well thought out and intuitive navigation
When the system is down it is hard for me to do homework or it won't load up my page
Why do I even need this when my professor never uses it. We open it to go to pearson mylab, which I can go directly too. There should be a separate menu item on collin college website to go directly to canvas login. Collin college website is the most unfriendly one. My previous community college website used to be just as painful then they finally upgraded it and made it more user friendly. Key features can be accessed directly without going through a common menu for everything.
Works a lot better than blackboard
worst idea ever
You never know when things will be good or bad with Canvas

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Career Services

Table 25. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Career Services ¹	494	47.7%
Have used Career Services ²	90	18.2%

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

² Percentage out of number who are aware of this unit (n= 494).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	0	3	9	24	45	9	90	4.37	0.828
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.3%	10.0%	26.7%	50.0%	10.0%	100.0%		
Service was provided in a timely manner.	n	2	0	5	18	58	7	90	4.57	0.814
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	0.0%	5.6%	20.0%	64.4%	7.8%	100.0%		
The staff was courteous.	n	0	1	5	15	60	9	90	4.65	0.655
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.1%	5.6%	16.7%	66.7%	10.0%	100.0%		
The staff was knowledgeable.	n	0	4	3	13	61	9	90	4.62	0.784
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.4%	3.3%	14.4%	67.8%	10.0%	100.0%		
Overall satisfaction with the unit.	n	2	2	5	22	58	1	90	4.48	0.881
(1= Very unsatisfied, 5 = Very satisfied)	%	2.2%	2.2%	5.6%	24.4%	64.4%	1.1%	100.0%		

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

SERVICE UNIT: Career Services

Table 27. Career Services Comments

4 because the last time, i was not correctly advice on a course that is a prereq and for that reason, I am spending one more semester for one course

Great staff. Extremely helpful in finding a career path/direction.

I like the McKinney campus best for the service.

Semi-helpful but not very reaching. HR never emailed me or contacted me about my job applications.

Went to the career counselor and she was very nice. I never did follow back up

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Computer Labs

Table 28. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Computer Labs ¹	768	74.1%
Have used Computer Labs ²	510	66.4%

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

² Percentage out of number who are aware of this unit (n= 768).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	8	4	28	101	352	17	510	4.59	0.774
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	0.8%	5.5%	19.8%	69.0%	3.3%	100.0%		
Service was provided in a timely manner.	n	8	4	27	84	356	31	510	4.62	0.775
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	0.8%	5.3%	16.5%	69.8%	6.1%	100.0%		
The staff was courteous.	n	7	1	41	83	341	37	510	4.59	0.779
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	0.2%	8.0%	16.3%	66.9%	7.3%	100.0%		
The staff was knowledgeable.	n	7	1	39	84	346	33	510	4.60	0.771
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	0.2%	7.6%	16.5%	67.8%	6.5%	100.0%		
Overall satisfaction with the unit.	n	6	5	34	123	334	8	510	4.54	0.767
(1= Very unsatisfied, 5 = Very satisfied)	%	1.2%	1.0%	6.7%	24.1%	65.5%	1.6%	100.0%		

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

SERVICE UNIT: Computer Labs

Table 30. Computer Labs Comments

Always a free seat. Plenty of computers, and it's quiet. Wish I could keep my soda with me, but I understand why I can't.

Computer labs are self-serve, so nobody really helps. There's plenty of computers available for students (J119) which is super nice.

Computer labs are very useful, but anytime I have gone in there, the people at the desk don't say anything. They are pretty much on their phones.

Convenient

Convenient times and friendly staff.

Course material is distributed to lab PCs in a very outdated fashion. They should be distributed via a read-only network link so all Lab PCs have the same up-to-date course material. I had material that was > 2 years out-of-date for nearly a month before I learned it wasn't the current material (that was on the other PCs). Further, students could (and did) modify the course material (i.e., it was unprotected--a very poor and unprofessional practice). Also, icon links to the latest software we were to use were not up-to-date on all Lab PCs. The way the Lab PCs are updated and maintained is at least 20 years behind the times

Easy to access and use.

enthusiastic energy presented by the Staff, also knowledgeable with softwares

Friendly students assistants

good accessible

I adore the computer science computer lab on campus. I spend a large amount of time there doing homework and working on programs. It does, however, need a night tutor.

I am a fellow co-worker as a student assistant.

I have tried many times to use them, and each time the attendant is gone and they computers are acting up.

I love going in there to do homework and print papers.

I've only been once but it was very convenient

Love that you have both mac and PCs

Midi lab is not at Frisco

My English 1301 class is in a lab. That's when I use it

Need to be open at end of night classes for students without access to printers at home

Nice place to go if you want a little extra quiet with your computer time.

Plenty of computers and scanners. All hardware work efficiently. The assistants very helpful.

positive

positive

Printers are horrible, always out of paper, lab is always locked at times when a student would be out of class and need them

Rude

So useful. I love the labs. More time than at the Library. Quieter, too.

some of the student workers have very apathetic attitudes, they call tech before trying to help with problems.

Table 30. Computer Labs Comments (Continued)

Spring creek, I just recently learned there were computer labs. I am not sure where to get this information other than word of mouth. Preston Ridge, I don't know if they have any other than class only ones and I don't know where to find that information either.

Staff were friendly, helpful. They remembered regular visitors, seemed attentive, etc.

Students can watch porn, and no one said anything!

the network was somehow slow

There need to be more computer labs. Like, a small one in each building on the Preston Ridge campus would be very helpful. I don't have time to run to another building between classes to print things.

They were fast and handled everything neatly

Tutoring needs to be during the morning and before 4 also

Use it every single day

used for course, its ok

Very convenient and spacious labs, useful esp. with class projects

Very helpful.

very helpfull

Very useful, and great tudors. However, students inside can be loud sometimes which prevent other from focusing especially if they are writing programs..

Was a great help when my computer crashed a few years ago.

When I go into a computer lab I expect it to be quite there is one girl that must work the Plano lab all the time, she talks on the phone tells everyone hi and carries on a conversations in a loud voice. I can being my covered cup in all other labs be not in plano I am instructed to leave it up front while she drinks her at the computer it is crazy.I do wish the lab was open longer on Friday

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Dean of Students Office

Table 31. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Dean of Students Office*	472	45.6%
Have used Dean of Students Office**	107	22.7%

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

** Percentage out of number who are aware of this unit (n= 472).

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

Location	Item		1	2	3	4	5	No response	Total	Mean	SD
Central Park Campus	Hours were convenient	n	0	0	2	4	18	1	25	4.67	0.637
		%	0.0%	0.0%	8.0%	16.0%	72.0%	4.0%	100.0%		
	Service was timely	n	0	0	2	2	19	2	25	4.74	0.619
		%	0.0%	0.0%	8.0%	8.0%	76.0%	8.0%	100.0%		
	Staff was courteous	n	0	1	0	3	20	1	25	4.75	0.676
		%	0.0%	4.0%	0.0%	12.0%	80.0%	4.0%	100.0%		
Staff was knowledgeable	n	0	1	0	2	20	2	25	4.78	0.671	
	%	0.0%	4.0%	0.0%	8.0%	80.0%	8.0%	100.0%			
Overall Satisfaction	n	0	0	4	5	16	0	25	4.48	0.770	
	%	0.0%	0.0%	16.0%	20.0%	64.0%	0.0%	100.0%			
Preston Ridge Campus	Hours were convenient	n	1	1	3	8	13	0	26	4.13	1.044
		%	3.8%	3.8%	11.5%	30.8%	50.0%	0.0%	100.0%		
	Service was timely	n	1	1	3	6	14	1	26	4.06	1.227
		%	3.8%	3.8%	11.5%	23.1%	53.8%	3.8%	100.0%		
	Staff was courteous	n	1	2	1	4	17	1	26	4.43	1.003
		%	3.8%	7.7%	3.8%	15.4%	65.4%	3.8%	100.0%		
Staff was knowledgeable	n	0	1	2	6	15	2	26	4.51	1.040	
	%	0.0%	3.8%	7.7%	23.1%	57.7%	7.7%	100.0%			
Overall Satisfaction	n	3	0	2	6	15	0	26	4.28	1.071	
	%	11.5%	0.0%	7.7%	23.1%	57.7%	0.0%	100.0%			

Location	Item		1	2	3	4	5	No response	Total	Mean	SD
Spring Creek Campus	Hours were convenient	n	1	3	8	13	23	7	55	4.13	1.044
		%	1.8%	5.5%	14.5%	23.6%	41.8%	12.7%	100.0%		
	Service was timely	n	3	4	4	13	24	7	55	4.06	1.227
		%	5.5%	7.3%	7.3%	23.6%	43.6%	12.7%	100.0%		
	Staff was courteous	n	2	0	5	8	31	9	55	4.43	1.003
		%	3.6%	0.0%	9.1%	14.5%	56.4%	16.4%	100.0%		
Staff was knowledgeable	n	2	1	4	4	36	8	55	4.51	1.040	
	%	3.6%	1.8%	7.3%	7.3%	65.5%	14.5%	100.0%			
Overall Satisfaction	n	3	1	4	16	30	1	55	4.28	1.071	
	%	5.5%	1.8%	7.3%	29.1%	54.5%	1.8%	100.0%			
Other	Hours were convenient	n	0	0	0	0	1	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Service was timely	n	0	0	0	0	1	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff was courteous	n	0	0	0	0	1	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Staff was knowledgeable	n	0	0	0	0	1	0	1			
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall Satisfaction	n	0	0	1	0	0	0	1			
	%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%			
Total	Hours were convenient	n	2	4	13	25	55	8	107	4.28	0.980
		%	1.9%	3.7%	12.1%	23.4%	51.4%	7.5%	100.0%		
	Service was timely	n	4	5	9	21	58	10	107	4.28	1.097
		%	3.7%	4.7%	8.4%	19.6%	54.2%	9.3%	100.0%		
	Staff was courteous	n	3	3	6	15	69	11	107	4.50	0.973
		%	2.8%	2.8%	5.6%	14.0%	64.5%	10.3%	100.0%		
Staff was knowledgeable	n	2	3	6	12	72	12	107	4.57	0.907	
	%	1.9%	2.8%	5.6%	11.2%	67.3%	11.2%	100.0%			
Overall Satisfaction	n	6	1	11	27	61	1	107	4.28	1.076	
	%	5.6%	0.9%	10.3%	25.2%	57.0%	0.9%	100.0%			

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

SERVICE UNIT: Dean of Students Office

Table 33a. Dean of Students Office Comments from CPC

Dean Powell was not willing to help until the situation escalated.

I have not had to use the dean of students office personally but I hear their wonderful. The Dean of Nursing Students office has been exceptional. I have been there many times and they are ALWAYS wonderful to work with.

I wasn't there on my own time, I was there for allegations of cheating, so..

They were fast and handled everything neatly

Table 33b. Dean of Students Office Comments from PRC

Dean did not resolve issue with instructor being uncaring and racist comments

The dean at the frisco campus was extremely helpful.

The Dean of Student's office is very good about getting back to people. That's about it. I have brought a few things that I felt needed attention (professors who don't know the subject, professors who aren't prepared, professors who lose their temper and yell at students) and nothing is ever done. Where does someone go to actually get help?

When I had an issue with a teacher and informed the respective dean, it went overlooked.

Table 33c. Dean of Students Office Comments from SCC

Cold, hard, didn't listen or go through issues properly

I have had to talk to the Deans once or twice. They always listened. Wasn't thrilled with the staff @ Academic Affairs (STEM) over at SCC though. Rude.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Dual Credit

Table 34. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Dual Credit ¹	345	33.3%
Have used Dual Credit ²	112	32.5%

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

² Percentage out of number who are aware of this unit (n= 345).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	0	2	2	19	86	3	112	4.73	0.588
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.8%	1.8%	17.0%	76.8%	2.7%	100.0%		
Service was provided in a timely manner.	n	1	3	6	12	87	3	112	4.66	0.784
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	2.7%	5.4%	10.7%	77.7%	2.7%	100.0%		
The staff was courteous.	n	0	2	5	18	81	6	112	4.68	0.655
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.8%	4.5%	16.1%	72.3%	5.4%	100.0%		
The staff was knowledgeable.	n	2	0	6	15	86	3	112	4.68	0.744
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	0.0%	5.4%	13.4%	76.8%	2.7%	100.0%		
Overall satisfaction with the unit.	n	2	3	5	21	80	1	112	4.57	0.849
(1= Very unsatisfied, 5 = Very satisfied)	%	1.8%	2.7%	4.5%	18.8%	71.4%	0.9%	100.0%		

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

SERVICE UNIT: Dual Credit

Table 36. Dual Credit Comments

Dual credit has allowed me to get a great start to my four-year degree. I have earned 66 hours and am working on another 10 to transfer to UTD this fall. The professors have been excellent and it is evident that they enjoy teaching. I highly recommend Collin to my peers.

Enrolling in dual credit classes was one of the best decisions I've made.

Expands opportunity for area students.

Great Dual Credit Professors

I took the EMT dual credit program and through that decided to take paramedic classes at Collin, I loved it so much!

I was given an extremely difficult time when going through this program.

I'm not sure if I'm thinking of the right thing, but... No one's really helped me with dual credit. I've just kinda learned how to do things myself and gone from there. Nothing I can really complain about, though.

It was a great bridge for me between high school and college

LOVE DUAL CREDIT!!! i suggest very strongly for everyone to take it!!! It helps in the long run and very affordable!

My professor for World Lit, Dr. Isip, is the best professor ever!

Nice teachers.

Nice Tie-in with College Items.

Online payments were almost impossible because of holds that had no validity

registration is easier online, as people on campus are not friendly

Some of the professors were great, but others were very set in their ways and not open to other opinions.

Thank you for offering this. I have gotten a year of college in before graduating high school.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: eCollin Learning Center

Table 37. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of eCollin Learning Center ¹	362	34.9%
Have used eCollin Learning Center ²	123	34.0%

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

² Percentage out of number who are aware of this unit (n= 362).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	3	0	4	20	86	10	123	4.65	0.790
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	0.0%	3.3%	16.3%	69.9%	8.1%	100.0%		
Service was provided in a timely manner.	n	5	1	3	20	81	13	123	4.55	0.954
(1= Strongly disagree, 5 = Strongly agree)	%	4.1%	0.8%	2.4%	16.3%	65.9%	10.6%	100.0%		
The staff was courteous.	n	3	1	2	18	85	14	123	4.66	0.808
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	0.8%	1.6%	14.6%	69.1%	11.4%	100.0%		
The staff was knowledgeable.	n	4	0	4	21	86	8	123	4.61	0.855
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	0.0%	3.3%	17.1%	69.9%	6.5%	100.0%		
Overall satisfaction with the unit.	n	3	1	5	26	85	3	123	4.58	0.827
(1= Very unsatisfied, 5 = Very satisfied)	%	2.4%	0.8%	4.1%	21.1%	69.1%	2.4%	100.0%		

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

SERVICE UNIT: eCollin Learning Center

Table 39. eCollin Learning Center Comments

Amazing help, any time.

No clear instruction on how to use - very frustrating.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Financial Aid Office

Table 40. Awareness and Use of Service Unit

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

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

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

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

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

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

SERVICE UNIT: Financial Aid Office

Table 42. Financial Aid Office Comments

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

Table 42. Financial Aid Office Comments (Continued)

There was a lady who had an oxygen tank on, who most of the time gave me wrong information about the next steps I had to take for my financial requirements. It seems as though I had to do multiple steps to get my financial aid awarded. In other days I have a different lady beside the lady with thr oxygen tank. I had to do only a few steps for my financial aid to be awarded. I feel uncomfortable that she did not have the knowledge and was not sure what information she can give me. I am sorey but she is not suitable for providing the right answers for students. Thank you so much for this survery.

they help me very much with apply for financial aid

They keep me informed about my aid in timely manner.

They know what to do and do not buck you with mails and questions about irrelevant stuff

They were fast and handled everything neatly

Unfriendly, seem to not want to take care of people.

Very dissatisfied as a Freshman, I was left discouraged and felt belittled. I could never get clear answers regardless of whom I spoke with.

Very helpful staff. Did what they could to answer all questions

Very Helpful.

Very informative, and always have a correct answer to my questions

You don't support people who work. You need to be available on the weekends.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Fitness Centers

Table 43. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Fitness Centers ¹	588	56.8%
Have used Fitness Centers ²	208	35.4%

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

² Percentage out of number who are aware of this unit (n= 588).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	1	2	5	13	23	4	48	4.25	0.991
		%	2.1%	4.2%	10.4%	27.1%	47.9%	8.3%	100.0%		
	Service was timely	n	1	1	1	8	33	4	48	4.61	0.841
		%	2.1%	2.1%	2.1%	16.7%	68.8%	8.3%	100.0%		
	Staff was courteous	n	0	0	3	7	34	4	48	4.70	0.594
	%	0.0%	0.0%	6.3%	14.6%	70.8%	8.3%	100.0%			
	Staff was knowledgeable	n	0	2	1	8	33	4	48	4.64	0.750
		%	0.0%	4.2%	2.1%	16.7%	68.8%	8.3%	100.0%		
	Overall Satisfaction	n	1	0	5	13	27	2	48	4.41	0.858
		%	2.1%	0.0%	10.4%	27.1%	56.3%	4.2%	100.0%		
Preston Ridge Campus	Hours were convenient	n	1	2	4	17	37	2	63	4.43	0.884
		%	1.6%	3.2%	6.3%	27.0%	58.7%	3.2%	100.0%		
	Service was timely	n	0	2	4	12	41	4	63	4.56	0.772
		%	0.0%	3.2%	6.3%	19.0%	65.1%	6.3%	100.0%		
	Staff was courteous	n	2	1	3	10	42	5	63	4.53	0.941
	%	3.2%	1.6%	4.8%	15.9%	66.7%	7.9%	100.0%			
	Staff was knowledgeable	n	1	3	4	10	42	3	63	4.48	0.948
		%	1.6%	4.8%	6.3%	15.9%	66.7%	4.8%	100.0%		
	Overall Satisfaction	n	0	1	6	16	39	1	63	4.50	0.741
		%	0.0%	1.6%	9.5%	25.4%	61.9%	1.6%	100.0%		

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	2	6	16	23	38	9	94	4.05	1.068
		%	2.1%	6.4%	17.0%	24.5%	40.4%	9.6%	100.0%		
	Service was timely	n	2	3	8	20	51	10	94	4.37	0.967
		%	2.1%	3.2%	8.5%	21.3%	54.3%	10.6%	100.0%		
	Staff was courteous	n	2	2	11	18	50	11	94	4.35	0.968
		%	2.1%	2.1%	11.7%	19.1%	53.2%	11.7%	100.0%		
Staff was knowledgeable	n	1	2	14	18	50	9	94	4.34	0.920	
	%	1.1%	2.1%	14.9%	19.1%	53.2%	9.6%	100.0%			
Overall Satisfaction	n	1	3	18	22	47	3	94	4.22	0.952	
	%	1.1%	3.2%	19.1%	23.4%	50.0%	3.2%	100.0%			
Other	Hours were convenient	n	0	1	0	0	2	0	3		
		%	0.0%	33.3%	0.0%	0.0%	66.7%	0.0%	100.0%		
	Service was timely	n	0	1	0	0	2	0	3		
		%	0.0%	33.3%	0.0%	0.0%	66.7%	0.0%	100.0%		
	Staff was courteous	n	0	1	0	0	2	0	3		
		%	0.0%	33.3%	0.0%	0.0%	66.7%	0.0%	100.0%		
Staff was knowledgeable	n	0	1	0	0	2	0	3			
	%	0.0%	33.3%	0.0%	0.0%	66.7%	0.0%	100.0%			
Overall Satisfaction	n	0	1	0	0	2	0	3			
	%	0.0%	33.3%	0.0%	0.0%	66.7%	0.0%	100.0%			
Total	Hours were convenient	n	4	11	25	53	100	15	208	4.21	1.011
		%	1.9%	5.3%	12.0%	25.5%	48.1%	7.2%	100.0%		
	Service was timely	n	3	7	13	40	127	18	208	4.48	0.895
		%	1.4%	3.4%	6.3%	19.2%	61.1%	8.7%	100.0%		
	Staff was courteous	n	4	4	17	35	128	20	208	4.48	0.904
		%	1.9%	1.9%	8.2%	16.8%	61.5%	9.6%	100.0%		
Staff was knowledgeable	n	2	8	19	36	127	16	208	4.45	0.908	
	%	1.0%	3.8%	9.1%	17.3%	61.1%	7.7%	100.0%			
Overall Satisfaction	n	2	5	29	51	115	6	208	4.35	0.886	
	%	1.0%	2.4%	13.9%	24.5%	55.3%	2.9%	100.0%			

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

SERVICE UNIT: Fitness Centers

Table 45a. Fitness Centers Comments from CPC

I would like the student fitness center to be open before 8 am to allow for earlier workouts.

If it was open all day 6am to 8pm that would be great

It would be nice to actually have the fitness center be open at 6am so we can get a decent work out in and shower before 8:30am class. Or have extended hours in the afternoon/evening and on Saturday for those who go on campus for weekend classes.

Love the people working there, and the equipment is always very clean. Excellent.

The center is clean and the staff are very nice

The fitness center needs to be open early in the AM to facilitate exercise before classes, early as in 6 AM

The hours are weird (sometimes classes are in there and we can't use it)

the staff at CPC is really nice

The staff is friendly, and I enjoy the racquetball courts!

Table 45b. Fitness Centers Comments from PRC

Easy to access and use.

Excellent facility and group exercise program. The yoga/ pilates class is a great feature.

Great facility but it could use another squat rack.

Gym equipments are too old.

I find it nice that the campus has a fitness center and i have used it often but it is a problem when you cant workout when there is a class using the facility.

It's usually clean and organized

Most, not all but most employees don't care about anything but a paycheck

There is an insufficient amount of gym equipment. I personally think the locker rooms are a little basic, and don't provide basic things like multifunctional soap. Especially in the shower area. Also in referring to shower area. Less transparent shower curtains would be nice.

they are friendly and helpful

Wish the gym was bigger and had more equipment

Table 45c. Fitness Centers Comments from SCC

Because of weight lifting classes, it is hard to find times to utilize the weight room

change the gym time to 24 hours

Facilities are fine, but some of the employees actively boast about not having to really do their job, it's unprofessional and lazy.

Fitness center is so open. I can work out with out anyone bothering me.

Has everything I need to workout

it good to stop by and practice some time, but they sometime require to wear tennis shoe to get in there, which make inconvenience.

positive

Table 45c. Fitness Centers Comments from SCC (Continued)

The fitness center is small, opens late and close early sometimes.

The weight room is overrun by the men and they won't let the women touch the weights.

There wasn't anyone at the desk to check my school ID so i had to leave it on the table just to access the center.

This is hit or miss depending on if classes are going on.

Yoga classes or other PE need to be held outside of the fitness centers

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Food Services

Table 46. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Food Services ¹	517	49.9%
Have used Food Services ²	281	54.4%

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

² Percentage out of number who are aware of this unit (n= 517).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	4	2	1	4	8	0	19	3.53	1.645
		%	21.1%	10.5%	5.3%	21.1%	42.1%	0.0%	100.0%		
	Service was timely	n	3	1	2	2	8	3	19	3.69	1.621
		%	15.8%	5.3%	10.5%	10.5%	42.1%	15.8%	100.0%		
	Staff was courteous	n	2	1	2	3	9	2	19	3.94	1.435
		%	10.5%	5.3%	10.5%	15.8%	47.4%	10.5%	100.0%		
Preston Ridge Campus	Staff was knowledgeable	n	2	2	1	3	9	2	19	3.88	1.495
		%	10.5%	10.5%	5.3%	15.8%	47.4%	10.5%	100.0%		
	Overall Satisfaction	n	6	0	3	6	4	0	19	3.11	1.595
		%	31.6%	0.0%	15.8%	31.6%	21.1%	0.0%	100.0%		
	Hours were convenient	n	2	7	16	19	21	1	66	3.77	1.115
		%	3.0%	10.6%	24.2%	28.8%	31.8%	1.5%	100.0%		
Preston Ridge Campus	Service was timely	n	1	4	9	15	34	3	66	4.22	1.023
		%	1.5%	6.1%	13.6%	22.7%	51.5%	4.5%	100.0%		
	Staff was courteous	n	0	1	7	16	38	4	66	4.47	0.762
		%	0.0%	1.5%	10.6%	24.2%	57.6%	6.1%	100.0%		
	Staff was knowledgeable	n	0	3	9	14	36	4	66	4.34	0.904
		%	0.0%	4.5%	13.6%	21.2%	54.5%	6.1%	100.0%		
Preston Ridge Campus	Overall Satisfaction	n	2	4	13	19	27	1	66	4.00	1.075
		%	3.0%	6.1%	19.7%	28.8%	40.9%	1.5%	100.0%		

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	8	16	28	50	83	8	193	3.99	1.159
		%	4.1%	8.3%	14.5%	25.9%	43.0%	4.1%	100.0%		
	Service was timely	n	5	6	23	51	96	12	193	4.25	0.990
		%	2.6%	3.1%	11.9%	26.4%	49.7%	6.2%	100.0%		
	Staff was courteous	n	5	4	22	40	107	15	193	4.35	0.975
		%	2.6%	2.1%	11.4%	20.7%	55.4%	7.8%	100.0%		
Staff was knowledgeable	n	6	4	22	40	109	12	193	4.34	1.001	
	%	3.1%	2.1%	11.4%	20.7%	56.5%	6.2%	100.0%			
Overall Satisfaction	n	4	12	47	52	77	1	193	3.97	1.043	
	%	2.1%	6.2%	24.4%	26.9%	39.9%	0.5%	100.0%			
Other	Hours were convenient	n	0	1	0	1	1	0	3		
		%	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%	100.0%		
	Service was timely	n	0	0	1	1	1	0	3		
		%	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	100.0%		
	Staff was courteous	n	0	0	1	0	2	0	3		
		%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	100.0%		
Staff was knowledgeable	n	0	0	0	0	2	1	3			
	%	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%	100.0%			
Overall Satisfaction	n	0	1	0	2	0	0	3			
	%	0.0%	33.3%	0.0%	66.7%	0.0%	0.0%	100.0%			
Total	Hours were convenient	n	14	26	45	74	113	9	281	3.90	1.193
		%	5.0%	9.3%	16.0%	26.3%	40.2%	3.2%	100.0%		
	Service was timely	n	9	11	35	69	139	18	281	4.21	1.048
		%	3.2%	3.9%	12.5%	24.6%	49.5%	6.4%	100.0%		
	Staff was courteous	n	7	6	32	59	156	21	281	4.35	0.969
		%	2.5%	2.1%	11.4%	21.0%	55.5%	7.5%	100.0%		
Staff was knowledgeable	n	8	9	32	57	156	19	281	4.31	1.018	
	%	2.8%	3.2%	11.4%	20.3%	55.5%	6.8%	100.0%			
Overall Satisfaction	n	12	17	63	79	108	2	281	3.91	1.114	
	%	4.3%	6.0%	22.4%	28.1%	38.4%	0.7%	100.0%			

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

SERVICE UNIT: Food Services

Table 48a. Food Services Comments from CPC

For Central Park Campus, it's ridiculous to NOT have a cafeteria. The 'food area' in the library is a sham and a total front, nothing's actually sold there. Being the campus for Collin's crown jewel the nursing department, you would think there's at least a decent cafeteria or dining services, but nope. Don't even talk about comparing Collin Central Park with universities, or even other community colleges, it is not even up to par with area elementary schools whe it comes to food services.

The only food service on the PRC campus seems to have very limited hours, as well as a limited selection.

there is no food service or coffee cafe at CPC, driving off campus between classes is inconvenient, the staff at Prc is rude

There is nothing except machines. The products are ok...but it would be great to have access to fresh food on this campus. Preston Ridge and Spring Creek both have food option. I would like to see that available at Central Park.

This needs serious improvements on the central park campus.

What food service, it is such a same that the main campus at Central Park has no food service, nothing that supports and helps students so they are comfortable to remain on campus for study time

Table 48b. Food Services Comments from PRC

Easy to access and use.

hours of operation are some time ify and does not have the best food options for price

Hours should refect all students in attendance and should be available evening hours as students are still on campus for classes and studying in the library

Kind and hardworking

Most students are in a rush to grab a meal and head to class. It is inconvenient to head to the cougar den and buy a fresh made meal because they take a long time to prepare and cook the meal. I also find it extremely upsetting that their is only one very outdated microwave for student use. As students we are on a tight budget, not all of us can afford to buy food at the cougar den cafeteria. Some of us bring food from home, that being said there is a ridiculous line just to heat food. A second microwave would be very beneficial. Especially during that midday rush for those student who are there all day.

Never open.

Overpriced, food tastes like [expletive]

Please find more experienced cooks to manage the kitchen or reduce kitchen food prices; the food made there are not done well, which makes it not worth its price.

The food isn't that great and it's pricey.

The food offered wasn't great. Also, Preston Ridge Campus needs a Starbucks.

The hot water and yogurt is nice, but there needs to be more healthy and fresh options. To many chips, fried and processed foods.

The hours are very inconvenient

Table 48b. Food Services Comments from PRC (Continued)

The lady I met was busy dancing while am hungry. It was fun but am not at that mood.

The new cook talks too much and makes it difficult to get food in between classes. I've asked her to have turkey burger made every tuesday and thursday, but she won't make it ahead of time so I always have to wait so long!

Table 48c. Food Services Comments from SCC

As usual, the food choices and food service at Collin is not up to par.

Better training for cashiers on new payment methods or on use of registers before opening hours would speed up the purchase process

Bring back the salad bar!

Food is beginning to improve, but rarely are any of the advertised foods available. Many days when I'm sick of burgers and fries, I walk in hoping for chicken or pizza. However, this entire semester, I've never seen pizza out and only once was able to purchase chicken. Wider variety would make eating at school more enjoyable.

Food is often old. Not a lot of good choices.

Food quality is much worse since provider was changed last year. I know many other people that have also noticed this.

Food service is great. They seem like they train people often.

Getting the food and paying for the food takes a very long time. Many students are trying to grab something quick and end up late to class. This is what I heard from the students I have spoken to in line.

Good food

Good snacks, useful facility esp. when one is need of a quick break

Great prepared food, many options, overpriced snacks and drinks, healthy foods should be cheaper and more various, the coffee vending machine thing on SCC is my spirit animal

hate the taxes

Hours available aren't very good for early or late classes, and the selection is extremely limited. Not looking for a burger and fries every day. Some healthy options would be appreciated.

I am not sure if Starbucks is back, but coffee is essential to every human.:)

I enjoy the lower prices and better food in Plano I would like to have a veg. plate all they have now is a \$6.50 plate minus the meat and all you get is two veg.. There really needs to be something at the McKinney campus food trucks I know a business that has great BBQ maybe package some and sell them.

I know many, many people that have gotten food poisoning from the cafeteria at SCC

I would like more healthy options

more hours

Need healthier options

Needs tuna wrap

Not many good food options.

Not open enough - no starbucks :(

Please pay us more than once a month for the love of god

Some products are too expensive. A piece of pizza for \$5?

The food isn't very good

Table 48c. Food Services Comments from SCC (Continued)

The food quality is decent, but when there are multiple students needing food, there aren't enough staff members available to prepare it. It takes longer than it should, in my opinion.

The food service is totally pathetic. My many friends are totally vegetarian. They always have to go outside to get meal. Food service department must think of every religion. Last company had that fresh sandwich stuff like subway was awesome.

The hours need to be extended to at least 6pm.

The people here are very considerate and patient when responding to peoples' questions, which is very nice to see.

They do not serve a real breakfast, and made the bookstore stop selling food related items, yet the food area does not even carry any of the items the bookstore used to carry. I have gotten the pitiful mircowave sandwiches there and have not returned since to be rang up by a food service member who very much seemed to hate their job

Very tasty and convenient

wishing for better customer service

With my program being a night program, It's a bummer that I have only vending machine choices at night. But when I make it before they close the food is pretty decent and the staff is usually nice.

Table 48d. Food Services Comment from Other Location

Absolutely need more low carb food options. Need more late-night availability for those of us who don't get out of classes until 9 or 11 at night! :(

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Help Desk

Table 49. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Help Desk ¹	543	52.4%
Have used Help Desk ²	319	58.7%

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

² Percentage out of number who are aware of this unit (n= 543).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	6	4	16	61	217	15	319	4.58	0.817
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	1.3%	5.0%	19.1%	68.0%	4.7%	100.0%		
Service was provided in a timely manner.	n	7	5	19	45	225	18	319	4.58	0.867
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	1.6%	6.0%	14.1%	70.5%	5.6%	100.0%		
The staff was courteous.	n	10	2	14	41	226	26	319	4.61	0.887
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	0.6%	4.4%	12.9%	70.8%	8.2%	100.0%		
The staff was knowledgeable.	n	10	6	20	40	225	18	319	4.54	0.950
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	1.9%	6.3%	12.5%	70.5%	5.6%	100.0%		
Overall satisfaction with the unit.	n	7	5	15	65	222	5	319	4.56	0.841
(1= Very unsatisfied, 5 = Very satisfied)	%	2.2%	1.6%	4.7%	20.4%	69.6%	1.6%	100.0%		

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

SERVICE UNIT: Help Desk

Table 51. Help Desk Comments

Absolutely annoying experience. I work in tech support, so dealing with these guys is a pain. No one ever seems to know what they are talking about. Always sound annoyed to be getting a call. Not very good service.

Always a quick service and knowledgeable staff.

Always has an answer, and very friendly

Always helpful

Always helpful

Always very friendly

Answered my questions kindly and in a timely fashion

Best staff in Collin College, set a precedent for the rest of the school!

Extremely helpful with providing information.

Generally exceptionally knowledgeable

Helpful, friendly faces. I love the Help Desk people over at Lawler Hall.

I have gone up at times and had someone that was very helpful. At other times they seemed to brush me off and were rude, seeming to lack the desire to help answer questions.

I've worked in corporate help desks...this experience was poor compared to most...for a simple password reset!

Kind and helpful

Nice and helpful

Personell at the help desk had the available resources to answer my questions if they did not directly know the answer.

Richard is awesome, he is very kind.

The Central Park Campus has an amazing front desk staff, they are always kind.

The help desk was most helpful ;D

The lady on Spring Creek campus, was rude with me

The only people who seem to know what's going on at this school

The staff can always answer any questions that I have, and they do it in a kind manner.

The staff is extremely helpful and friendly

The two or three times I've gone, I've had great experiences. Nothing to complain about here.

They are ok for some question about the campus

They were fast and handled everything neatly

This is my second semester here and when I went to ask them a question last semester they sent us to another location to find the answer

Very bad communication barrier! Very frustrating.

Very helpful.

very kind staff

Very nice, and friendly staff readily available to help with any question

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Libraries

Table 52. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Libraries ¹	875	84.5%
Have used Libraries ²	704	80.5%

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

² Percentage out of number who are aware of this unit (n= 875).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	3	1	4	24	117	4	153	4.68	0.745
		%	2.0%	0.7%	2.6%	15.7%	76.5%	2.6%	100.0%		
	Service was timely	n	1	1	3	17	124	7	153	4.79	0.574
		%	0.7%	0.7%	2.0%	11.1%	81.0%	4.6%	100.0%		
	Staff was courteous	n	1	0	5	15	126	6	153	4.80	0.557
		%	0.7%	0.0%	3.3%	9.8%	82.4%	3.9%	100.0%		
Staff was knowledgeable	n	2	1	4	15	124	7	153	4.77	0.665	
	%	1.3%	0.7%	2.6%	9.8%	81.0%	4.6%	100.0%			
Overall Satisfaction	n	0	1	6	26	117	3	153	4.73	0.566	
	%	0.0%	0.7%	3.9%	17.0%	76.5%	2.0%	100.0%			
Preston Ridge Campus	Hours were convenient	n	1	0	9	30	143	4	187	4.72	0.608
		%	0.5%	0.0%	4.8%	16.0%	76.5%	2.1%	100.0%		
	Service was timely	n	2	1	5	24	145	10	187	4.75	0.646
		%	1.1%	0.5%	2.7%	12.8%	77.5%	5.3%	100.0%		
	Staff was courteous	n	1	1	9	28	138	10	187	4.70	0.645
		%	0.5%	0.5%	4.8%	15.0%	73.8%	5.3%	100.0%		
Staff was knowledgeable	n	1	1	8	23	145	9	187	4.74	0.620	
	%	0.5%	0.5%	4.3%	12.3%	77.5%	4.8%	100.0%			
Overall Satisfaction	n	1	0	6	37	140	3	187	4.71	0.581	
	%	0.5%	0.0%	3.2%	19.8%	74.9%	1.6%	100.0%			

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	2	6	21	60	253	12	354	4.63	0.731
		%	0.6%	1.7%	5.9%	16.9%	71.5%	3.4%	100.0%		
	Service was timely	n	4	0	13	52	265	20	354	4.72	0.652
		%	1.1%	0.0%	3.7%	14.7%	74.9%	5.6%	100.0%		
	Staff was courteous	n	4	2	17	54	253	24	354	4.67	0.713
		%	1.1%	0.6%	4.8%	15.3%	71.5%	6.8%	100.0%		
	Staff was knowledgeable	n	3	0	13	57	262	19	354	4.72	0.624
%		0.8%	0.0%	3.7%	16.1%	74.0%	5.4%	100.0%			
Overall Satisfaction	n	3	2	19	70	256	4	354	4.64	0.691	
	%	0.8%	0.6%	5.4%	19.8%	72.3%	1.1%	100.0%			
Other	Hours were convenient	n	0	0	1	1	8	0	10	4.70	0.675
		%	0.0%	0.0%	10.0%	10.0%	80.0%	0.0%	100.0%		
	Service was timely	n	0	0	1	0	9	0	10	4.80	0.632
		%	0.0%	0.0%	10.0%	0.0%	90.0%	0.0%	100.0%		
	Staff was courteous	n	0	1	0	1	8	0	10	4.60	0.966
		%	0.0%	10.0%	0.0%	10.0%	80.0%	0.0%	100.0%		
	Staff was knowledgeable	n	0	0	0	1	9	0	10	4.90	0.316
%		0.0%	0.0%	0.0%	10.0%	90.0%	0.0%	100.0%			
Overall Satisfaction	n	0	1	0	1	8	0	10	4.60	0.966	
	%	0.0%	10.0%	0.0%	10.0%	80.0%	0.0%	100.0%			
Total	Hours were convenient	n	6	7	35	115	521	20	704	4.66	0.702
		%	0.9%	1.0%	5.0%	16.3%	74.0%	2.8%	100.0%		
	Service was timely	n	7	2	22	93	543	37	704	4.74	0.633
		%	1.0%	0.3%	3.1%	13.2%	77.1%	5.3%	100.0%		
	Staff was courteous	n	6	4	31	98	525	40	704	4.70	0.668
		%	0.9%	0.6%	4.4%	13.9%	74.6%	5.7%	100.0%		
	Staff was knowledgeable	n	6	2	25	96	540	35	704	4.74	0.628
%		0.9%	0.3%	3.6%	13.6%	76.7%	5.0%	100.0%			
Overall Satisfaction	n	4	4	31	134	521	10	704	4.68	0.642	
	%	0.6%	0.6%	4.4%	19.0%	74.0%	1.4%	100.0%			

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

SERVICE UNIT: Libraries

Table 54a. Libraries Comments from CPC

Central park has a beautiful library. The staff are very helpful especially all the ladies I met. However there is one gentlemen in helpdesk who is not very helpful. If you ask him something he will get on a roll and tell you all the steps but would not budge from behind the desk. The ladies there would immediately walk with you and show you stuff and tell you how to find things etc. But this man, oh no, he won't move. He needs to be retrained no matter how many years of experience or degrees he has. Move your butt and help students that is what you are paid for, look around you and learn from the ladies there. Someone should observe the performance of staf and not assume everything is fine at the library.

Even though I don't know them personally, the people who make up the library staff always have smiles on their faces, and they know what to look for as well!

Great facility but I heard the librarians gossiping about students.

Great place to get some peace and time to study and focus. Fast easy printing and great resources.

I love CPC library

I use the online library, but I like that the paper library exists. Online is very convenient and I use it for all my research.

If it were not for the hours, my rating would be a 5. I understand that there might be challenges with keeping the library open during later hours but Collin student body is rising each year and there are probably more and more students that would greatly appreciate having access to the library after 9:45; especially the nursing students, whom a large percent of are people working jobs and have to spend all their time studying. I study in the library on average for 3 hours a day 4-5 days a week. I utilize the computers, variety of seating, and study rooms all the time. The reflection this has shown on my grades is substantial, but this was not the case when i was a full time student and working 30+ hours a week. By the time i would get off work everyday (around 8-9) it would be too late to go to the library and i never like to study at home so, my grades plummeted. While i know this isnt the case for everyone, although a large percentage of students do work full time jobs or close to it, i know from word of mouth that other students would greatly appreciate the library staying open later. Im not asking for 24 hours but, as odd as it sounds, 2-3 am would be fantastic. Most of my friends go to a large of medium sized public school and they have all have access to a school library until 2-3 am, if not a full 24 hours. I understand Collin is still a growing school but that is exactly my point why this needs to happen soon.

it's nice and always open when i need it

Library hours are inconvenient, especially during the week before finals.

Love the librarians, they are very helpful.

Love the library staff, but the hours could be extended a bit earlier in the morning perhaps at 7am and a bit later at night perhaps until midnight. This is a really nice library and the library for Collin's Nursing Department--its crown jewel and favorite child, you would think it has hours at the library that would match the amount of hours nursing students spend studying every day, every hour of the day, so please consider keeping it open for longer hours weekdays and during the weekend.

Ms. Jin gives great customer service to the students.

Need the library to be open later and more on the weekends!

posive and one negative

Table 54a. Libraries Comments from CPC (Continued)

The library always seem to have resources that I need available and the staff is always friendly and willing to help.

The library is great. I wish the Friday hours were a bit longer.

The staff is so sweet

They were fast and handled everything neatly

Use of the library at Spring Creek for nursing students is very unsupported in terms of materials or staff knowledge about the program in general, it's as if they "work" in isolation.

Wish the libraries were open a few more hours, especially during exam weeks.

Table 54b. Libraries Comments from PRC

Both Spring Creek and Preston Ridge, staff is cordial but sometimes distracted with talking to each other so you have to get their attention

Charles the librarian, is a helpful and insightful source when working in the library.

Easy to access and use.

I very much enjoy being in the library, the librarians are so helpful and friendly. They always address my concerns and help me out.

In the Preston Ridge Den there needs to more up to date models to study.

It'd be nice if the library was open earlier and longer hours on the weekends.

Large library with very helpful and nice staff.

Library is excellent.

Love the libraries at both PRC and SPC

Nice helpful people there. They need to get back the double-sided printer though :C

Nice quiet place to study and staff were helpful.

Nice staff, free computer use, etc.

One of the staff members at one of the desks in the library was very rude to me on my first day when I asked for directions.

The library staff is great. When people lose stuff in the library and go back for it, the staff will not delegate time to look for items. They should at least look or they need a system for lost and found.

The staff everywhere at Collin is just fantastic. So helpful and curtious.

The staff has always been very helpful

The staff is nice , the textbook selection is good. Resources are helpful. But what is not helpful and extremely inconvenient is how slow the computer are in the library. Takes 2 minutes just to open and load a browser completely. Printing is a nightmare in between classes. Because having to sign in and by the time your browser has loaded and you are able to print anything, you have to run to class. I've noticed the computer are now running on an updated version of Microsoft which I appreciate. But ironically they have made the computers useless. They were far better and more efficient when running on the older software.

Very good orientation for classes at the start of the term. Library wants to help students be successful. The orientation for The Hospitality Industry class last term showed us what resources were available

very helpful and tentative to the student needs

Wish it was open later.

Table 54c. Libraries Comments from SCC

All of the assistance I have received in the libraries at both CPC and SCC have been wonderful

Always available, wish they stayed open past 9pm

Anne in the writing center is wonderful! She is very positive and gave me self confidence in my writing.

Convenient times and friendly staff.

courteous

Friendly and knowledgeable staff

good accessible

Good place to study

Great people behind the desks, library is reasonably organized and clean.

Great place to study for tests and catch up on homework when you have a free period

Hours need to be longer. Especially on Fridays and weekends.

I enjoy spending time in the library to study, and the staff is always there to help me.

I like this place. It is usually pretty quiet and the librarians are helpful.

I love being able to find research for papers and how helpful the staff are.

I love going to the library to study, the staff is amazing and it is a great learning environment. I just wish it was open later, especially on Sundays. Working a job, sometimes Sunday afternoons are all I have available and I struggle to study at home. I also love using the study rooms when they are available.

I personally enjoy the library, the atmosphere is serene and the staff so far have been very helpful.

I wish the open hours were 24/7

Library staff is always great. Efficient, kind and helpful!

Never checked out anything but I use the computers to print work off frequently. Always nice and clean and the staff is usually nice.

Nice atmosphere. Quiet helpful

positive

Printer lines are long at times, printers could eventually be updated and have more paper available

SCC Library is state-of-the art. Great collections, print and digital. Online resources fabulous. Wonderful people.

Some times the staff not as friendly as expected but I have been satisfied with the library experience itself.

Super nice and clean and study room

The campus library is fantastic, the scale of the building itself is very impressive. The service itself and the quality of the service is definitely on par with major universities such as UNT or UTD. Amazing staff!

The library is also an invaluable part of the campus, as I am on it as I type this.

The librarians are always ready to help me.

The librarians are reachable and kind.

The opening and closing hours need to be extended

There is one lady that works there that doesn't communicate directly and has a condescending attitude

There was one man who was working the desk who was condescending towards me, but everyone else was nice.

Table 54c. Libraries Comments from SCC (Continued)

They are great all campuses i just wish they were open longer on the weekends
This is definitively the most helpful ressource on campus.
Utilize the library all the time, wonderful place with a variety of resources
Very helpful and always have a smile on their face.
Very helpful.
Very kind staff
Wish for longer open hours
Wonderful, but if there was stricter enforcement of noise-level that would be great. Often people talking and rarely will anyone say anything.

Table 54d. Libraries Comments from Other Locations

Super helpful. The librarians at PRC are the best. Shout-out to SCC too though.
The first time at the SCC library and just the campus in general, the staff was rude. I had no idea where to go and the woman behind the desk laughed at me for being unaware. Other than that, the online library is okay.
The libraries have good hours, and the staff is always a great help.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Math Labs

Table 55. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Math Labs ¹	676	65.3%
Have used Math Labs ²	315	46.6%

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

² Percentage out of number who are aware of this unit (n= 676).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	0	1	4	11	42	4	62	4.62	0.697
		%	0.0%	1.6%	6.5%	17.7%	67.7%	6.5%	100.0%		
	Service was timely	n	0	1	2	11	44	4	62	4.69	0.627
		%	0.0%	1.6%	3.2%	17.7%	71.0%	6.5%	100.0%		
	Staff was courteous	n	0	0	5	10	41	6	62	4.64	0.645
		%	0.0%	0.0%	8.1%	16.1%	66.1%	9.7%	100.0%		
Staff was knowledgeable	n	0	0	4	11	41	6	62	4.66	0.611	
	%	0.0%	0.0%	6.5%	17.7%	66.1%	9.7%	100.0%			
Overall Satisfaction	n	0	0	5	15	39	3	62	4.58	0.649	
	%	0.0%	0.0%	8.1%	24.2%	62.9%	4.8%	100.0%			
Preston Ridge Campus	Hours were convenient	n	3	2	6	18	57	2	88	4.44	0.977
		%	3.4%	2.3%	6.8%	20.5%	64.8%	2.3%	100.0%		
	Service was timely	n	3	2	8	15	54	6	88	4.40	1.017
		%	3.4%	2.3%	9.1%	17.0%	61.4%	6.8%	100.0%		
	Staff was courteous	n	1	3	5	17	55	7	88	4.51	0.868
		%	1.1%	3.4%	5.7%	19.3%	62.5%	8.0%	100.0%		
Staff was knowledgeable	n	1	3	5	12	60	7	88	4.57	0.865	
	%	1.1%	3.4%	5.7%	13.6%	68.2%	8.0%	100.0%			
Overall Satisfaction	n	2	2	7	17	59	1	88	4.48	0.913	
	%	2.3%	2.3%	8.0%	19.3%	67.0%	1.1%	100.0%			

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	3	1	14	33	102	7	160	4.50	0.844
		%	1.9%	0.6%	8.8%	20.6%	63.8%	4.4%	100.0%		
	Service was timely	n	6	8	11	26	97	12	160	4.35	1.093
		%	3.8%	5.0%	6.9%	16.3%	60.6%	7.5%	100.0%		
	Staff was courteous	n	2	4	16	28	98	12	160	4.46	0.891
		%	1.3%	2.5%	10.0%	17.5%	61.3%	7.5%	100.0%		
Staff was knowledgeable	n	1	4	18	24	103	10	160	4.49	0.857	
	%	0.6%	2.5%	11.3%	15.0%	64.4%	6.3%	100.0%			
Overall Satisfaction	n	3	7	20	33	95	2	160	4.33	0.987	
	%	1.9%	4.4%	12.5%	20.6%	59.4%	1.3%	100.0%			
Other	Hours were convenient	n	0	0	0	1	4	0	5	4.80	0.447
		%	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	100.0%		
	Service was timely	n	1	0	0	1	3	0	5	4.00	1.732
		%	20.0%	0.0%	0.0%	20.0%	60.0%	0.0%	100.0%		
	Staff was courteous	n	0	0	0	1	4	0	5	4.80	0.447
		%	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	100.0%		
Staff was knowledgeable	n	0	0	0	0	5	0	5	5.00	0.000	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall Satisfaction	n	0	0	0	1	4	0	5	4.80	0.447	
	%	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	100.0%			
Total	Hours were convenient	n	6	4	24	63	205	13	315	4.51	0.854
		%	1.9%	1.3%	7.6%	20.0%	65.1%	4.1%	100.0%		
	Service was timely	n	10	11	21	53	198	22	315	4.43	1.013
		%	3.2%	3.5%	6.7%	16.8%	62.9%	7.0%	100.0%		
	Staff was courteous	n	3	7	26	56	198	25	315	4.51	0.837
		%	1.0%	2.2%	8.3%	17.8%	62.9%	7.9%	100.0%		
Staff was knowledgeable	n	2	7	27	47	209	23	315	4.55	0.813	
	%	0.6%	2.2%	8.6%	14.9%	66.3%	7.3%	100.0%			
Overall Satisfaction	n	5	9	32	66	197	6	315	4.43	0.907	
	%	1.6%	2.9%	10.2%	21.0%	62.5%	1.9%	100.0%			

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

SERVICE UNIT: Math Labs

Table 57a. Math Labs Comments from CPC

Helpful staff

I have absolutely nothing negative to say about the math lab, this facility has helped me pass my classes with A's, it is a very good way of helping students who need the one on one help outside of class. Not to mention the fact that the staff is sooo understanding and kind, they all know how to work with studnets and help them improve on the areas needed.

I needed help with business calculus and there were not many tutors who knew business calculus. The ones who did, however, were very knowledgeable and extremely helpful. However, I work full time and had to take off to get to the lab before class and there were times a business calculus tutor was not there and no one was able to help. Maybe have a schedule of when each tutor will be there and what courses they can help in so students don't waste their time.

The Math Lab tutors were quite helpful when I had trouble on a problem. I also love their enthusiasm for math.

The Mckinney math lab it a life saver

The staff in the math lab is wonderful. I credit them for the A I received in college algebra

They were fast and handled everything neatly

Table 57b. Math Labs Comments from PRC

Always very knowledgeable

Everyone in the math lab is always super happy you're there and are eager to help. It does sometimes get very loud in there, which makes it difficult to concentrate on homework.

Have only been to one at PCC. The tutors were helpful, but definitely busy with a lot of students.

helpful but sometimes they don't even understand the math questions i have questions about

I have mixed feeling about the math labs. On some days, you may get a person who is happy to help with math questions and on other days, you may come across someone who will help if you have questions, but if you ask too many times, you will get a look that the person is annoyed and doesn't want to help you any longer. There are a few ladies in the math labs who are super nice and don't mind helping students no matter how many times students ask questions.

I will go out of my way to use the PRC math lab. They are AMAZING!

instructors are very helpful because of their support my math grade went up.

The people at the Frisco location are the best!

The math lab was useless to me. They barely helped me understand my problems because there were too many students to help at the same time. The math lab is understaffed, it would take me around 30 minutes on average to receive help for one problem

Tutors are always willing to help me when I'm struggling on a problem

Table 57c. Math Labs Comments from SCC

Convenient, helped me with all of my questions

good accessible

I am a collin student. Last year of 2016. I saved a young woman's life when she had seizure on the floor and the staff was just a by-stander. I suggest mandate cpr classes and classes for these common issues for the goods of services. My name is Diana Luangphone, I did not recieved any recognitions. To be aware that seizures can happened at any given point.

I could be looking in the wrong place, but I can no t find one on one tutoring

Table 57c. Math Labs Comments from SCC (Continued)

I wish the lab was open longer and there were more tutors.

I wish there was more help for developmental math needs and Stats

I wouldnt have passed my Calculus midterm without the Math Lab!

Long wait to receive assistance from on duty tutors.

Math lab I see is very beneficial but not personally. I was in there for 2-3 hours and only once did someone come and help but they barely spoke english and didn't really tutor. It was more of a show you how it is done without explaining.

Math lab is a great resource. The staff is amazing.

Met many friends in the math lab. Best part were the whiteboards and that markers were always handy. Good energy in that room.

positive

raise the hand sometimes for more than 30 minutes, nobody to help

Sat in Math lab for 1.5 hrs before recieving help. When help did approach, she was rude, condescending, and I have not been back since.

The math lab has helped me greatly in math. The only negative comment I have to say is the amount of tutors availible is limited. Some nights I can only get acouple questions in because there arent enough tutors around. It would be very beneficial to the students to get more tutors in the math lab.

The math lab was a huge help. The tutors there are excellent. Dennis does a great job. Mike was my favorite tutor.

The staff could use some additional help/training for upper level math such as higher level calculus.

The staff was very helpful and friendly

The tutors are great but there isn't enough of them or rather their not there enough. Stop cutting their hours.

The tutors don't seem to know advanced math only algebra the only tutor that is helpful is Brian and he's always busy there need to be more knowledgeable tutors

The tutors in the math lab do not need to treat students like they are lower than them simply because they do not know something. There is a reason why they go to get help. Not be put down. I am not happy with the service I received on many different occasions at the Spring Creek Campus and their math labs and tutors. I quit going and failed my class due to not being able to understand the material.

There is a lack of tutors available, especially for higher level math courses

There never seems to be enough tutors at the math lab. Personally, I would feel more comfortable with students my age helping me with math.

When I went in to be helped with Math Applications for Business and Social Sciences, literally one person was able to help with my hw. And he left early.

Table 57d. Math Labs Comments from Other Locations

I AM GIVING THE MATHS LABS A 5 .ONLY. BECAUSE OF PRESTON RIDGE CAMPUS. SCC and CPC need to LEARN from the beauty of the Preston Ridge Campus maths labs. There is NEVER enough help at Spring Creek, you literally spend two hours waiting to ask on help with ONE question!!! Terrible!!! However, Preston Ridge has an amazing maths lab which is run VERY well by Margaret Wolfe (sp?). I have to give a huge shout-out to the tutor BRANDON as well. I have been coming to the PRC maths lab ever since Trig due to his help and the many other fantastic tutors at PRC. I drive almost an hour to take maths classes at that campus because of HOW GOOD the maths lab is at PRC. INVALUABLE. THE BEST KEPT SECRET AT COLLIN COLLEGE!!! Why can't the other maths labs be this good???

The math lab has been a life saver.

The Math Labs have good hours, and the staff is always a great help.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Mentor Program

Table 58. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Mentor Program ¹	210	20.3%
Have used Mentor Program ²	43	20.5%

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

² Percentage out of number who are aware of this unit (n= 210).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	1	1	0	9	32	0	43	4.63	0.817
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	2.3%	0.0%	20.9%	74.4%	0.0%	100.0%		
Service was provided in a timely manner.	n	0	3	0	6	29	5	43	4.61	0.855
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	7.0%	0.0%	14.0%	67.4%	11.6%	100.0%		
The staff was courteous.	n	0	2	1	8	29	3	43	4.60	0.778
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.7%	2.3%	18.6%	67.4%	7.0%	100.0%		
The staff was knowledgeable.	n	0	3	1	6	29	4	43	4.56	0.882
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	7.0%	2.3%	14.0%	67.4%	9.3%	100.0%		
Overall satisfaction with the unit.	n	2	1	2	10	28	0	43	4.42	1.029
(1= Very unsatisfied, 5 = Very satisfied)	%	4.7%	2.3%	4.7%	23.3%	65.1%	0.0%	100.0%		

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

SERVICE UNIT: Mentor Program

Table 60. Mentor Program Comments

I had the honor of working with Dr. Mike Broyles in the mentoring program my first year at Collin College. It's a great resource and he was an incredible mentor. THANK YOU DR. BROYLES!!!

I was part of the program last year and it was very helpful.

my mentor is the best, feel sorry for everyone who doesn't have one like her

My mentor kept talking about her personal life (leaving her kids, how the kids said they wanted her to move back home but she's busy etc). I felt that was not something I needed to know, and it colored my opinion of her. I did not see how she would help mentor me over the months so I quit after the first meeting.

This is an excellent program.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: New Student Orientation

Table 61. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of New Student Orientation ¹	474	45.8%
Have used New Student Orientation ²	209	44.1%

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

² Percentage out of number who are aware of this unit (n= 474).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	2	4	18	56	117	12	209	4.43	0.822
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	1.9%	8.6%	26.8%	56.0%	5.7%	100.0%		
Service was provided in a timely manner.	n	4	3	16	36	137	13	209	4.53	0.868
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	1.4%	7.7%	17.2%	65.6%	6.2%	100.0%		
The staff was courteous.	n	1	2	9	25	155	17	209	4.72	0.649
(1= Strongly disagree, 5 = Strongly agree)	%	0.5%	1.0%	4.3%	12.0%	74.2%	8.1%	100.0%		
The staff was knowledgeable.	n	1	1	7	30	154	16	209	4.74	0.602
(1= Strongly disagree, 5 = Strongly agree)	%	0.5%	0.5%	3.3%	14.4%	73.7%	7.7%	100.0%		
Overall satisfaction with the unit.	n	5	3	11	58	126	6	209	4.46	0.863
(1= Very unsatisfied, 5 = Very satisfied)	%	2.4%	1.4%	5.3%	27.8%	60.3%	2.9%	100.0%		

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

SERVICE UNIT: New Student Orientation

Table 63. New Student Orientation Comments

2 hours of my life I will never get back

6 hours? Really? A waste of time, and no, I don't want to spend my day doing "trust" exercises with strangers.

After orientation I felt as if I received no beneficial information about Collin and the courses offered.

Had to do a NSO when I first came to Collin, was very resourceful

Helped manage my nerves about college and gave great information to help get me started

I did it online. Need evening orientation for people who work

I'm glad I went but it didn't necessarily give me any more information I didn't already know. They just taught me about Sexual Harrassmant mostly

In my opinion, the orientation information is very positive, and informative. The orientation is very well put together.

it was kinda boring

Made me feel very welcome to the campus!

Made me feel welcome at Collin

Staff was so nice and helpful!!

They were fast and handled everything neatly

This orientation helped me make up my mind on going to collin. It was very informative, professional, and interesting to go to!

Treated the new students like children. The skits were patronizing and made the audience appear as ignorant out of connotation. I'd suggest using the theatre department to create skits for orientation and recognize that even first year college students want to be treated like college students.

very friendly

Very fun experience and very beneficial!

Very helpful.

Very helpful

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Personal Counseling Services

Table 64. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Personal Counseling Services ¹	532	51.4%
Have used Personal Counseling Services ²	110	20.7%

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

² Percentage out of number who are aware of this unit (n= 532).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	2	6	9	25	60	8	110	4.32	0.997
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	5.5%	8.2%	22.7%	54.5%	7.3%	100.0%		
Service was provided in a timely manner.	n	4	2	7	14	70	13	110	4.48	1.012
(1= Strongly disagree, 5 = Strongly agree)	%	3.6%	1.8%	6.4%	12.7%	63.6%	11.8%	100.0%		
The staff was courteous.	n	1	1	7	15	75	11	110	4.64	0.749
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	0.9%	6.4%	13.6%	68.2%	10.0%	100.0%		
The staff was knowledgeable.	n	2	3	6	14	74	11	110	4.57	0.894
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	2.7%	5.5%	12.7%	67.3%	10.0%	100.0%		
Overall satisfaction with the unit.	n	2	4	9	22	69	4	110	4.43	0.936
(1= Very unsatisfied, 5 = Very satisfied)	%	1.8%	3.6%	8.2%	20.0%	62.7%	3.6%	100.0%		

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

SERVICE UNIT: Personal Counseling Services

Table 66. Personal Counseling Services Comments

For the most part, people in this office are so kind. However, there is a particular school counselor that I always seem to be put with that seems either very unsure or very bothered by having to help students. It makes for a very uncomfortable environment when I can hear her saying that it's a problem that she has to help a student instead of doing whatever else she does in her office.

Great counselors!

Helped me to feel better about myself

I had sessions with Ginny and Elizabeth Muto. They both are very courteous and understanding. They made extra efforts and time to see me.

I have not been in a while it seemed they was alway booked and it just got old to find out the times would not work

I only started counseling services and so far it is going pretty good.

I'm sure this is a great service for a lot of people, just not me. I was made to go, and have since regretted going. I don't feel like it helped me with anything. That's not a bad mark on the service itself, though. I've heard other people say it's great.

It is a necessary resource and really helps

it really helps me that i have someone to talk to about issues that i have

Ms. Pam is great

My counselor was always on time with our appointments and helped me a lot slow, and strict. they need to check my ID, anytime i go in there.

The counselors at Collin are amazing and very helpful.

The counselors at Collin saved my life

Very helpful.

very positive

very positive, Jenifer or Tiffany the greatest.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Registration

Table 67. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Registration ¹	889	85.8%
Have used Registration ²	760	85.5%

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

² Percentage out of number who are aware of this unit (n= 889).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	6	4	14	35	81	13	153	4.29	1.049
		%	3.9%	2.6%	9.2%	22.9%	52.9%	8.5%	100.0%		
	Service was timely	n	7	5	16	26	85	14	153	4.27	1.122
		%	4.6%	3.3%	10.5%	17.0%	55.6%	9.2%	100.0%		
	Staff was courteous	n	4	3	9	33	87	17	153	4.44	0.933
		%	2.6%	2.0%	5.9%	21.6%	56.9%	11.1%	100.0%		
Staff was knowledgeable	n	5	5	13	29	86	15	153	4.35	1.037	
	%	3.3%	3.3%	8.5%	19.0%	56.2%	9.8%	100.0%			
Overall Satisfaction	n	4	5	14	41	86	3	153	4.33	0.967	
	%	2.6%	3.3%	9.2%	26.8%	56.2%	2.0%	100.0%			
Preston Ridge Campus	Hours were convenient	n	7	5	19	36	112	14	193	4.35	1.040
		%	3.6%	2.6%	9.8%	18.7%	58.0%	7.3%	100.0%		
	Service was timely	n	4	7	20	34	114	14	193	4.38	0.983
		%	2.1%	3.6%	10.4%	17.6%	59.1%	7.3%	100.0%		
	Staff was courteous	n	5	0	20	25	120	23	193	4.50	0.918
		%	2.6%	0.0%	10.4%	13.0%	62.2%	11.9%	100.0%		
Staff was knowledgeable	n	2	3	14	29	123	22	193	4.57	0.812	
	%	1.0%	1.6%	7.3%	15.0%	63.7%	11.4%	100.0%			
Overall Satisfaction	n	4	6	19	46	117	1	193	4.39	0.936	
	%	2.1%	3.1%	9.8%	23.8%	60.6%	0.5%	100.0%			

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	7	13	33	105	199	37	394	4.33	0.929
		%	1.8%	3.3%	8.4%	26.6%	50.5%	9.4%	100.0%		
	Service was timely	n	9	10	51	80	204	40	394	4.30	0.988
		%	2.3%	2.5%	12.9%	20.3%	51.8%	10.2%	100.0%		
	Staff was courteous	n	6	7	31	67	233	50	394	4.49	0.874
		%	1.5%	1.8%	7.9%	17.0%	59.1%	12.7%	100.0%		
Other	Staff was knowledgeable	n	7	7	37	73	227	43	394	4.44	0.905
		%	1.8%	1.8%	9.4%	18.5%	57.6%	10.9%	100.0%		
	Overall Satisfaction	n	10	6	51	117	200	10	394	4.28	0.935
		%	2.5%	1.5%	12.9%	29.7%	50.8%	2.5%	100.0%		
	Hours were convenient	n	0	0	3	7	10	0	20	4.35	0.745
		%	0.0%	0.0%	15.0%	35.0%	50.0%	0.0%	100.0%		
Total	Service was timely	n	1	0	2	7	10	0	20	4.25	1.020
		%	5.0%	0.0%	10.0%	35.0%	50.0%	0.0%	100.0%		
	Staff was courteous	n	1	0	4	5	9	1	20	4.11	1.100
		%	5.0%	0.0%	20.0%	25.0%	45.0%	5.0%	100.0%		
	Staff was knowledgeable	n	1	0	4	3	12	0	20	4.25	1.118
		%	5.0%	0.0%	20.0%	15.0%	60.0%	0.0%	100.0%		
Total	Overall Satisfaction	n	1	0	4	6	8	1	20	4.05	1.079
		%	5.0%	0.0%	20.0%	30.0%	40.0%	5.0%	100.0%		
	Hours were convenient	n	20	22	69	183	402	64	760	4.33	0.977
		%	2.6%	2.9%	9.1%	24.1%	52.9%	8.4%	100.0%		
	Service was timely	n	21	22	89	147	413	68	760	4.31	1.014
		%	2.8%	2.9%	11.7%	19.3%	54.3%	8.9%	100.0%		
Total	Staff was courteous	n	16	10	64	130	449	91	760	4.47	0.905
		%	2.1%	1.3%	8.4%	17.1%	59.1%	12.0%	100.0%		
	Staff was knowledgeable	n	15	15	68	134	448	80	760	4.45	0.920
		%	2.0%	2.0%	8.9%	17.6%	58.9%	10.5%	100.0%		
	Overall Satisfaction	n	19	17	88	210	411	15	760	4.31	0.946
		%	2.5%	2.2%	11.6%	27.6%	54.1%	2.0%	100.0%		

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

SERVICE UNIT: Registration

Table 69a. Registration Comments from CPC

complicated

Extremely helpful with getting me signed up to audit a class this semester. The lady at Central Park even tracked me down in the hallway after I'd left to keep helping. Completely and utterly thrilled with them.

It's navigation looks confusing at first, but it's easy once one gets used to it.

Online registration could definitely use some improvements.

Online registration is a pain of the worst kind. For someone new, it is highly confusing. You cannot see all the options for classes in one go. No siree! You have to scroll through tiny boxes and multiples of them, one subject at a time, then you click for sessions then at the bottom of the screen you add the CRN number, but it doesn't accept and keeps giving you error. You have no idea why till you find out that you should have gone to the add/edit registration option in the first place. Wait! you still cannot add class here. You have to click on search classes button to go to that miserable tiny scrolling box to select one subject at a time. Can you please make it more easier so that students can see all the class options on selecting a campus? How hard is it to develop that? Please give an option to see open classes, evening classes, morning classes. The registration website needs serious update. Please go to few other community college that have better websites to get an idea. Why oh why cannot I see all the classes available in collin college without logging into the system? Why is it such a big secret that outsiders cannot access it?

positive, fund and energetic

Quick and easy.

Staff is rude

They were fast and handled everything neatly

Table 69b. Registration Comments from PRC

Any time I had a question, it was answered quickly

Easy to deal with, but my only real complaint is the web registration service menus. They are too tightly packed so the ability to expand the menu out more would be extremely helpful.

Helpful

it is very difficult to tell the difference between an online course and a course that is actually waiting for a professor to be announced.

Its on line so its awesome

Nobody in this office has ever been nice to me. They are very condescending and avoid helping students.

Restarting for classes is easy to do online.

Registration always opens at 8AM, but it doesn't actually open at 8AM. Every semester that I have registered, it's always open after 8AM. For spring semester, it opened at 8:50! So I had to sit in front of my computer and refresh the page every minute or so until it actually worked. I emailed the people in the tech department who told me it was working and it obviously wasn't. It's an issue every semester. I've come to the realization that Collin is incapable of opening registration at 8AM as is posted on their website.

Table 69b. Registration Comments from PRC (Continued)

Registration is very easy with online options.

Registration on website is difficult at times when back tracking through courses, a lot of windows need to be opened in the browsers.

Registration was easy, despite my own mistakes; staff were timely and helpful, although we didn't have much communication

Same as admissions and records.

super easy process i went to another community college when i was living in san antonio and admission and registration was an absolute nightmare there. i am very pleased with how smoothly everything went.

Takes forever, staff is rude

The user interface is hard to work around for newcomers, and can still be a little challenging when you want to find a specific class or professor.

Table 69c. Registration Comments from SCC

Again - directed specifically to sign language program.

All online

Always helpful

Confusing at first, wish there was a way to get more details about the classes without seeing a counselor for requirements. Not super user friendly

Easy registration process.

Easy, fast registration

fast and most convinence for all student to register their class early

I can't think of any situation when I was disappointed with their assistance.

I don't remember any details about using this department, so I'm neutral.

I miss the catalog that would list times and day the web is great but you have to go back and forth.

I registered.

It took me hours to figure out that i can't use google chrome to register.

like i said everything was ok at first until they wouldn't except my transcript and messing with my money. I think they are all in that together.

No problem or what so ever

Process for registering to audit a music ensemble class is arduous, impossible to do online, forcing the student into the first day of semester lines.

Quick and easy

Registering online is super convenient.

Registration was quick and easy!

Super friendly staff.

They were very helpful in helping me in my registration.

very easy to use

Very helpful and knowledgeable.

Very Helpful.

Website not very user friendly

Table 69d. Registration Comments from Other Locations

HUGE SHOUT OUT TO Sherry Jeffrey WHO MADE MY REGISTRATION NIGHTMARE A DREAM. THIS WOMAN IS AMAZING AND DESERVES RECOGNITION!!! SHE IS THE BEST!!!

The Registration Department does a great job of registering my classes for me, even if it's a class I chose at the last minute.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Science Den

Table 70. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Science Den ¹	178	17.2%
Have used Science Den ²	46	25.8%

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

² Percentage out of number who are aware of this unit (n= 178).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	2	1	1	12	29	1	46	4.44	0.990
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	2.2%	2.2%	26.1%	63.0%	2.2%	100.0%		
Service was provided in a timely manner.	n	1	2	0	7	35	1	46	4.62	0.886
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	4.3%	0.0%	15.2%	76.1%	2.2%	100.0%		
The staff was courteous.	n	1	0	0	7	37	1	46	4.76	0.679
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	0.0%	0.0%	15.2%	80.4%	2.2%	100.0%		
The staff was knowledgeable.	n	1	0	1	6	37	1	46	4.73	0.720
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	0.0%	2.2%	13.0%	80.4%	2.2%	100.0%		
Overall satisfaction with the unit.	n	1	1	1	10	33	0	46	4.59	0.832
(1= Very unsatisfied, 5 = Very satisfied)	%	2.2%	2.2%	2.2%	21.7%	71.7%	0.0%	100.0%		

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

SERVICE UNIT: Science Den

Table 72. Science Den Comments

An excellent benefit of going to Collin County.

Could use more models

I LOVE MY TUTOR! I learn more from my time with Shaziya than I do in class and lab combined.

nice lab in CPC library

The Science Den have good hours, and the staff is always a great help.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Service Learning

Table 73. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Service Learning ¹	180	17.4%
Have used Service Learning ²	54	30.0%

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

² Percentage out of number who are aware of this unit (n= 180).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	2	0	3	11	37	1	54	4.53	0.912
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	0.0%	5.6%	20.4%	68.5%	1.9%	100.0%		
Service was provided in a timely manner.	n	3	1	4	11	35	0	54	4.37	1.087
(1= Strongly disagree, 5 = Strongly agree)	%	5.6%	1.9%	7.4%	20.4%	64.8%	0.0%	100.0%		
The staff was courteous.	n	2	0	4	10	37	1	54	4.51	0.933
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	0.0%	7.4%	18.5%	68.5%	1.9%	100.0%		
The staff was knowledgeable.	n	2	0	3	12	35	2	54	4.50	0.918
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	0.0%	5.6%	22.2%	64.8%	3.7%	100.0%		
Overall satisfaction with the unit.	n	3	2	6	10	31	2	54	4.23	1.165
(1= Very unsatisfied, 5 = Very satisfied)	%	5.6%	3.7%	11.1%	18.5%	57.4%	3.7%	100.0%		

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

SERVICE UNIT: Service Learning

Table 75. Service Learning Comments

Easy to sign up for a service learning project

Service learning is one of those things I'm required to do a lot of. No real pro or con here, but no issues, so there's that.

Service learning wastes our valuable time as students. Those of us in the nursing program particularly, do not have extra time to devote to 12-16 hours of volunteering in addition to 36 hour work weeks AND attending class. It's ridiculous to expect us to do so and the school should get rid of it

The amount of hours required for Service Learning for Nursing is ridiculous. I work full time and go to school full time. And I'm expected to volunteer 16 hours every semester???? Its a pain in the ass and unrealistic.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Student Life

Table 76. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Student Life ¹	681	65.7%
Have used Student Life ²	324	47.6%

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

² Percentage out of number who are aware of this unit (n= 681).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	4	8	29	71	182	30	324	4.43	0.878
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	2.5%	9.0%	21.9%	56.2%	9.3%	100.0%		
Service was provided in a timely manner.	n	5	2	19	65	203	30	324	4.56	0.789
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	0.6%	5.9%	20.1%	62.7%	9.3%	100.0%		
The staff was courteous.	n	5	2	16	43	220	38	324	4.65	0.771
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	0.6%	4.9%	13.3%	67.9%	11.7%	100.0%		
The staff was knowledgeable.	n	3	6	19	57	206	33	324	4.57	0.791
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	1.9%	5.9%	17.6%	63.6%	10.2%	100.0%		
Overall satisfaction with the unit.	n	2	5	27	74	206	10	324	4.52	0.772
(1= Very unsatisfied, 5 = Very satisfied)	%	0.6%	1.5%	8.3%	22.8%	63.6%	3.1%	100.0%		

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

SERVICE UNIT: Student Life

Table 78. Student Life Comments

A useful feature at Collin.
Always a fun time to be around the staff here.
As an officer of an organization, Student Life has provided many helpful tools and opportunities to promote clubs
Fast & helpful
From the services that I have used, it is great.
Generally, things are handled fine. However, some staff are quite rude.
Getting my ID and parking sticker were a breeze!
Great team!
Helpful and kind
Hours should reflect all students in attendance. Including students who work during the hours that the campus is open but closed when they get off.
I do not use their services often
I have had very limited experience with them, but they do not seem to know a lot about certain things.
I honestly don't know too much about Student Life; I merely obtained my ID. It seems streamlined enough.
Intramural Basketball was really fun this semester, and I was so glad to see it offered. My team had a great time!
Left my laptop charger in the library, they had it and were nice and made me feel welcome in there. (PC)
Lost & found is a great thing to have! Also, helpful staff, too. =)
Lots of great activities and free items!
People at Student Life have always been very helpful
positive, fun and energetic, and always willing to help.
Staff is ignorant to which students are registered with the college
Student life is always so helpful with any concern I bring. They have the answer, or know who does. From lost and found to events on campus, Student Life is always so organized and helpful.
the office is smaller than my closet
The people who run Student Life are kind and courteous.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Testing Centers

Table 79. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Testing Centers ¹	834	80.5%
Have used Testing Centers ²	635	76.1%

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

² Percentage out of number who are aware of this unit (n= 834).

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

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	2	7	14	33	77	12	145	4.32	0.966
		%	1.4%	4.8%	9.7%	22.8%	53.1%	8.3%	100.0%		
	Service was timely	n	1	3	10	31	87	13	145	4.52	0.796
		%	0.7%	2.1%	6.9%	21.4%	60.0%	9.0%	100.0%		
	Staff was courteous	n	1	3	12	24	90	15	145	4.53	0.818
	%	0.7%	2.1%	8.3%	16.6%	62.1%	10.3%	100.0%			
	Staff was knowledgeable	n	3	2	8	31	88	13	145	4.51	0.860
		%	2.1%	1.4%	5.5%	21.4%	60.7%	9.0%	100.0%		
	Overall Satisfaction	n	3	0	11	44	84	3	145	4.45	0.813
		%	2.1%	0.0%	7.6%	30.3%	57.9%	2.1%	100.0%		
Preston Ridge Campus	Hours were convenient	n	1	3	15	31	91	14	155	4.48	0.824
		%	0.6%	1.9%	9.7%	20.0%	58.7%	9.0%	100.0%		
	Service was timely	n	0	1	11	28	100	15	155	4.62	0.662
		%	0.0%	0.6%	7.1%	18.1%	64.5%	9.7%	100.0%		
	Staff was courteous	n	3	2	12	26	97	15	155	4.51	0.877
	%	1.9%	1.3%	7.7%	16.8%	62.6%	9.7%	100.0%			
	Staff was knowledgeable	n	2	4	11	24	99	15	155	4.53	0.869
		%	1.3%	2.6%	7.1%	15.5%	63.9%	9.7%	100.0%		
	Overall Satisfaction	n	1	3	14	41	91	5	155	4.45	0.799
		%	0.6%	1.9%	9.0%	26.5%	58.7%	3.2%	100.0%		

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	6	6	33	71	176	29	321	4.39	0.914
		%	1.9%	1.9%	10.3%	22.1%	54.8%	9.0%	100.0%		
	Service was timely	n	6	4	24	55	198	34	321	4.52	0.868
		%	1.9%	1.2%	7.5%	17.1%	61.7%	10.6%	100.0%		
	Staff was courteous	n	6	8	26	55	187	39	321	4.45	0.928
		%	1.9%	2.5%	8.1%	17.1%	58.3%	12.1%	100.0%		
Staff was knowledgeable	n	5	7	24	58	196	31	321	4.49	0.877	
	%	1.6%	2.2%	7.5%	18.1%	61.1%	9.7%	100.0%			
Overall Satisfaction	n	7	6	30	88	184	6	321	4.38	0.900	
	%	2.2%	1.9%	9.3%	27.4%	57.3%	1.9%	100.0%			
Other	Hours were convenient	n	1	0	0	6	7	0	14	4.29	1.069
		%	7.1%	0.0%	0.0%	42.9%	50.0%	0.0%	100.0%		
	Service was timely	n	0	0	0	5	9	0	14	4.64	0.497
		%	0.0%	0.0%	0.0%	35.7%	64.3%	0.0%	100.0%		
	Staff was courteous	n	0	0	2	2	10	0	14	4.57	0.756
		%	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%	100.0%		
Staff was knowledgeable	n	0	0	1	3	10	0	14	4.64	0.633	
	%	0.0%	0.0%	7.1%	21.4%	71.4%	0.0%	100.0%			
Overall Satisfaction	n	0	0	0	3	11	0	14	4.79	0.426	
	%	0.0%	0.0%	0.0%	21.4%	78.6%	0.0%	100.0%			
Total	Hours were convenient	n	10	16	62	141	351	55	635	4.39	0.909
		%	1.6%	2.5%	9.8%	22.2%	55.3%	8.7%	100.0%		
	Service was timely	n	7	8	45	119	394	62	635	4.54	0.798
		%	1.1%	1.3%	7.1%	18.7%	62.0%	9.8%	100.0%		
	Staff was courteous	n	10	13	52	107	384	69	635	4.49	0.886
		%	1.6%	2.0%	8.2%	16.9%	60.5%	10.9%	100.0%		
Staff was knowledgeable	n	10	13	44	116	393	59	635	4.51	0.865	
	%	1.6%	2.0%	6.9%	18.3%	61.9%	9.3%	100.0%			
Overall Satisfaction	n	11	9	55	176	370	14	635	4.43	0.850	
	%	1.7%	1.4%	8.7%	27.7%	58.3%	2.2%	100.0%			

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

SERVICE UNIT: Testing Centers

Table 81a. Testing Centers Comments from CPC

A little difficult to find.

Central Park: There was a very nice gentleman at central park who explain the process to me as it was my first test at collin college. Please someone sharpen those pencils and why should I use my precious test time for that? I did take my pencils with me but they rolled off and fell down and the points broke.

Great student staff! very quick and professional.

I havent tested in the teating center in a while, but my experience has been good.

I wish the Friday hours were longer. Most people are nice but I encountered one very rude employee

most student workers are rude to me

need cubbies for less distractions from other test takers

Nice people, except not as outgoing as Student Life; but I rarely go to the Testing Center anyway.

Staff Too loud to take test

The testing center is awesome. Come in take my test, then i'm gone as soon as i came.

They were fast and handled everything neatly

Table 81b. Testing Centers Comments from PRC

Everything, in my opinion, is handled wonderfully and with the utmost courtesy and skill.

For the most part, everyone is nice. There are a few people there who seem very bothered by the fact you need something from them.

Good experience there

Helpful

Hours are convenient for all students.

Hours should reflect all students in attendance. Including students who work during the hours that the campus is open but closed when they get off. also a student should be allowed to use their DL/ID to take test.

i work 65 hours a week in-between 2 jobs. the testing facility has great operating hours that are super easy for me to find a convenient time to take my tests.

It's ok kinda to laid back, could be more professional

Preston Ridge, I always make sure to ask the main Testing center person. The students usually don't know the answers to my questions or get confused about my accomodations

staff is friendly

The staff is usually nice at the preston ridge campus. However, at the spring creek campus, they are more rude than courteous.

The testing center is a great area where to do the test. I did notice surveillance cameras where they catch students cheating which is fantastic to enforce the regulations.

The were pretty rude and not very nice about answering questions. I was asking about the testing process and she completely ignored me and went to work on something else once she handed me my paper.

Very clean, quiet, I like the noise machines when taking the test. Staff are very nice and helpful.

Table 81c. Testing Centers Comments from SCC

Convenient

Easy to find and use.

Every time I have had a problem taking a test in class, I was able to take it in the testing center with no problem.

I am autistic, and the testing center needs a quiet room. Not a closed off room with a noise machine. A quiet room that cancels noise. In addition, I have noise cancelling headphones that exist for no other reason than to block out sound, can play no music without their cable or a phone, and are necessary for me to take test properly, but despite numerous attempts to get clearance for them by both me and my professors for the past two years, I am still blocked from using them in the relatively loud "quiet room", despite them being necessary. In addition, the entire testing center is far too bright for someone with sensory difficulties, and the staff has lost 2 tests when attempting to give them to me, and the entire layout of the testing center is difficult to use. It needs an overhaul, more hours, more staff, changed rules and far better accomodation for disabled students.

I can't think of any situation when I was disappointed with their assistance.

I had an issue taking a test because I had only taken a test one other time before in the testing center - the women who helped me spoke to me like I was an idiot even though none of them were able to assist my issue.

I like taking test in a quite environment

I like the testing center I just wish I could take my test there some times because it is quite.

Most of the young staff have attitude problems. Not helpful and rude. Had young girl at Preston ridge testing center tell me when I tried to sign in to take the test roll her eyes when I walked in and seemed exasperated and told me I'm not going to have enough time to take the test and a marking way like why am I trying. It was Saturday and I gave myself at least two hours before five. It stresses me out because it was my last day to take the test and she was just like whatever not my problem. I called another campus to see if I could make it in time and the young guy on the phone would not answer my question if there was a wait. He kept asking me what my teacher's name was, what class am I taking, what's the name of the test and all that was irrelevant because I've been there before to take a test for this teacher. I just needed to know my information so I can make it to that campus before they closed

Nice people.

No problem or what so ever

Sometimes it seems as if the people working there are lost.

Staff was friendly and helpful. Nice quiet environment to take tests.

The available hours allow me to test around my schedule

The staff at the testing center can occasionally be rude.

The staff at the testing center treat me right and they are very organized with the way they handle the exams.

the testing center was ok.

They have no idea how to even do their jobs, to a point that I was locked out of my test. They'd rather be on their phones behind the counter and converse with each other than help people.

they were very helpful and polite

This is a great service, however, the staff if not always very friendly.

Twice that I've visited I have had to wait for more than 10 minutes for someone to assist me.

unorganized and cause students who are trying to take tests (like me) extra stress

Table 81c. Testing Centers Comments from SCC (Continued)

Very easy to complete

Very friendly and efficient

Very nice people.

Very, very helpful, efficient, and cordial. No shortage of staff here!

Table 81d. Testing Centers Comments from Other Locations

The Testing Center is available for me to complete my test in a timely manner with no interruptions. This is a great incentive for people with disabilities, such as myself. Thank you.

The testing center makes me nervous, but I appreciate its existence. The cell phone holding cubbies are a nice touch!!

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Transfer Programs

Table 82. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Transfer Programs ¹	405	39.1%
Have used Transfer Programs ²	90	22.2%

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

² Percentage out of number who are aware of this unit (n= 405).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	1	2	7	18	54	8	90	4.49	0.850
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	2.2%	7.8%	20.0%	60.0%	8.9%	100.0%		
Service was provided in a timely manner.	n	1	2	5	14	58	10	90	4.58	0.823
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	2.2%	5.6%	15.6%	64.4%	11.1%	100.0%		
The staff was courteous.	n	2	1	4	11	62	10	90	4.63	0.848
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	1.1%	4.4%	12.2%	68.9%	11.1%	100.0%		
The staff was knowledgeable.	n	3	1	5	10	62	9	90	4.57	0.948
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	1.1%	5.6%	11.1%	68.9%	10.0%	100.0%		
Overall satisfaction with the unit.	n	3	2	5	14	62	4	90	4.51	0.967
(1= Very unsatisfied, 5 = Very satisfied)	%	3.3%	2.2%	5.6%	15.6%	68.9%	4.4%	100.0%		

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

SERVICE UNIT: Transfer Programs

Table 84. Transfer Programs Comments

Fantastic!

I wish advisors knew more about the transfer programs. I transferred to UTD for Speech Path and I did not know nor was i recommended that I should take an A&P course even if it did not transfer. I could have highly used that knowledge and I would have paid to take the class somewhere in my time at Collin to have a head start. I was disappointed when I got to my A&P course. As well as I took physical geology and it transfer, however it does not go towards my major degree plan

it really helpful for me to get to know all the differences of each campus offers.

Lays out what classes I need

The person I talked to about transferring was not very knowledgeable about my degree/transferring

Transfer deadlines and opportunities are all managed by students, there is very little communication from Collin for support and assistance

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Tutoring Services / ACCESS

Table 85. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Tutoring Services / ACCESS ¹	408	39.4%
Have used Tutoring Services / ACCESS ²	92	22.5%

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

² Percentage out of number who are aware of this unit (n= 408).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	4	2	11	16	55	4	92	4.32	1.078
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	2.2%	12.0%	17.4%	59.8%	4.3%	100.0%		
Service was provided in a timely manner.	n	5	4	7	17	52	7	92	4.26	1.167
(1= Strongly disagree, 5 = Strongly agree)	%	5.4%	4.3%	7.6%	18.5%	56.5%	7.6%	100.0%		
The staff was courteous.	n	1	1	5	16	60	9	92	4.60	0.764
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	1.1%	5.4%	17.4%	65.2%	9.8%	100.0%		
The staff was knowledgeable.	n	2	1	9	17	55	8	92	4.45	0.911
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	1.1%	9.8%	18.5%	59.8%	8.7%	100.0%		
Overall satisfaction with the unit.	n	2	2	13	18	54	3	92	4.35	0.966
(1= Very unsatisfied, 5 = Very satisfied)	%	2.2%	2.2%	14.1%	19.6%	58.7%	3.3%	100.0%		

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

SERVICE UNIT: Tutoring Services / ACCESS

Table 87. Tutoring Services / ACCESS Comments

Access has helped my little brother a great deal.

Having an advisor through ACCESS is incredibly helpful.

I am happy to have a place that can give me a hand as I have aspergers.

I fail my online accounting class two years ago because I could not get help with accounting during the day only at 7 at night

I love ACCESS always greeted when I go in, and always satisfied with how I am treated.

I use access as a student with disabilities and the last two semesters have been extremely bad. The tests never arrive on time and the staff doesn't communicate with the testing center or teacher to make sure the test arrives on time. I always remind my professor that I will be taking my exam in the access center. ACCESS has been causing me stress with their lack of help, deidecation and accountability. It is awful compared to when I first came to this college in 2013

Need more tutors days for Biology 1406 Lab

not enough tutors for science classes, we need a open lab once a week with an instructor, like on a Friday

Only used once as a requirement, but the tutor was friendly as heck.

People in the ACCESS office are great to work with!!! Always very kind and understanding in helping with even the smallest problems you encounter.

Sometimes the staff of the ACCESS office can be rude.

staff very helpful in students need

The tutor was very helpful and patient with me.

The tutors have always been very helpful and understanding. =)

Tutoring services are just fine, other than a night tutor being desperately needed in the J119 computer lab on the spring creek campus. Access needs work. The current office location is incredibly difficult to get to, the type of forms to be filled out don't accurately match the current list of disorders from the american psychological association, and are very difficult to fill out for certain types of doctors, psychiatrists in particular, since some of the questions need to be filled out at a depth that they don't typically go to.

Tutoring services are often "coordinated" late in the semester, often after several exams have passed which makes it really tough on students to catch up

Very helpful and sympathetic to my issues

Very nice staff and very helpful.

Very nice staff, very helpful advisors and the process did not take as long as I thought it would take

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Veterans Services

Table 88. Awareness and Use of Service Unit

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

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

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

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

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

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

SERVICE UNIT: Veterans Services

Table 90. Veterans Services Comments

I am a veteran and I have been to the office a couple times but I am unsure of who to talk to.

sometimes the answers I get are wrong, and attitudes.

Staff is not very helpful, always seems put out by questions

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Weekend College Office

Table 91. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Weekend College Office ¹	216	20.8%
Have used Weekend College Office ²	26	12.0%

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

² Percentage out of number who are aware of this unit (n= 216).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	2	0	1	3	17	3	26	4.43	1.199
(1= Strongly disagree, 5 = Strongly agree)	%	7.7%	0.0%	3.8%	11.5%	65.4%	11.5%	100.0%		
Service was provided in a timely manner.	n	3	0	0	3	18	2	26	4.38	1.345
(1= Strongly disagree, 5 = Strongly agree)	%	11.5%	0.0%	0.0%	11.5%	69.2%	7.7%	100.0%		
The staff was courteous.	n	1	0	0	1	22	2	26	4.79	0.833
(1= Strongly disagree, 5 = Strongly agree)	%	3.8%	0.0%	0.0%	3.8%	84.6%	7.7%	100.0%		
The staff was knowledgeable.	n	0	1	1	1	20	3	26	4.74	0.752
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.8%	3.8%	3.8%	76.9%	11.5%	100.0%		
Overall satisfaction with the unit.	n	1	1	1	3	20	0	26	4.54	1.029
(1= Very unsatisfied, 5 = Very satisfied)	%	3.8%	3.8%	3.8%	11.5%	76.9%	0.0%	100.0%		

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

SERVICE UNIT: Weekend College Office

Table 93. Weekend College Office Comment

Not really their fault that you have nothing to support people on the weekends.

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Wellness Program

Table 94. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Wellness Program ¹	205	19.8%
Have used Wellness Program ²	32	15.6%

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

² Percentage out of number who are aware of this unit (n= 205).

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

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	1	1	0	7	19	4	32	4.50	0.962
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	3.1%	0.0%	21.9%	59.4%	12.5%	100.0%		
Service was provided in a timely manner.	n	2	0	1	6	19	4	32	4.43	1.103
(1= Strongly disagree, 5 = Strongly agree)	%	6.3%	0.0%	3.1%	18.8%	59.4%	12.5%	100.0%		
The staff was courteous.	n	1	1	0	4	22	4	32	4.61	0.956
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	3.1%	0.0%	12.5%	68.8%	12.5%	100.0%		
The staff was knowledgeable.	n	1	1	1	1	25	3	32	4.66	0.974
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	3.1%	3.1%	3.1%	78.1%	9.4%	100.0%		
Overall satisfaction with the unit.	n	0	1	0	6	24	1	32	4.71	0.643
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	3.1%	0.0%	18.8%	75.0%	3.1%	100.0%		

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

SERVICE UNIT: Wellness Program

Table 96. Wellness Program Comment

great free wellness classes

**Collin College Service Unit
Student Survey: Spring 2017**

SERVICE UNIT: Writing Centers

Table 97. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Writing Centers ¹	779	75.2%
Have used Writing Centers ²	394	50.6%

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

² Percentage out of number who are aware of this unit (n= 779).

Table 98. Please use a five-point scale to tell us about your experience with the service.

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Central Park Campus	Hours were convenient	n	5	0	5	14	52	5	81	4.42	1.086
		%	6.2%	0.0%	6.2%	17.3%	64.2%	6.2%	100.0%		
	Service was timely	n	3	1	5	13	51	8	81	4.48	0.988
		%	3.7%	1.2%	6.2%	16.0%	63.0%	9.9%	100.0%		
	Staff was courteous	n	2	2	5	7	58	7	81	4.58	0.936
		%	2.5%	2.5%	6.2%	8.6%	71.6%	8.6%	100.0%		
Preston Ridge Campus	Staff was knowledgeable	n	1	2	2	15	54	7	81	4.61	0.791
		%	1.2%	2.5%	2.5%	18.5%	66.7%	8.6%	100.0%		
	Overall Satisfaction	n	2	2	6	16	51	4	81	4.45	0.940
		%	2.5%	2.5%	7.4%	19.8%	63.0%	4.9%	100.0%		
	Hours were convenient	n	1	5	3	21	67	2	99	4.53	0.867
		%	1.0%	5.1%	3.0%	21.2%	67.7%	2.0%	100.0%		
Preston Ridge Campus	Service was timely	n	1	2	6	15	69	6	99	4.60	0.796
		%	1.0%	2.0%	6.1%	15.2%	69.7%	6.1%	100.0%		
	Staff was courteous	n	2	3	7	7	75	5	99	4.60	0.920
		%	2.0%	3.0%	7.1%	7.1%	75.8%	5.1%	100.0%		
	Staff was knowledgeable	n	1	3	5	11	73	6	99	4.63	0.818
		%	1.0%	3.0%	5.1%	11.1%	73.7%	6.1%	100.0%		
Preston Ridge Campus	Overall Satisfaction	n	0	2	6	19	68	4	99	4.61	0.704
		%	0.0%	2.0%	6.1%	19.2%	68.7%	4.0%	100.0%		

Location	Item		1	2	3	4	5	No response	Total	Mean*	SD*
Spring Creek Campus	Hours were convenient	n	3	2	15	37	139	7	203	4.57	0.804
		%	1.5%	1.0%	7.4%	18.2%	68.5%	3.4%	100.0%		
	Service was timely	n	4	3	11	38	132	15	203	4.55	0.848
		%	2.0%	1.5%	5.4%	18.7%	65.0%	7.4%	100.0%		
	Staff was courteous	n	1	2	6	36	139	19	203	4.68	0.643
		%	0.5%	1.0%	3.0%	17.7%	68.5%	9.4%	100.0%		
Staff was knowledgeable	n	3	1	5	35	146	13	203	4.68	0.702	
	%	1.5%	0.5%	2.5%	17.2%	71.9%	6.4%	100.0%			
Overall Satisfaction	n	4	3	8	44	141	3	203	4.58	0.811	
	%	2.0%	1.5%	3.9%	21.7%	69.5%	1.5%	100.0%			
Other	Hours were convenient	n	0	0	1	1	8	1	11	4.70	0.675
		%	0.0%	0.0%	9.1%	9.1%	72.7%	9.1%	100.0%		
	Service was timely	n	0	0	2	0	9	0	11	4.64	0.809
		%	0.0%	0.0%	18.2%	0.0%	81.8%	0.0%	100.0%		
	Staff was courteous	n	0	0	1	0	10	0	11	4.82	0.603
		%	0.0%	0.0%	9.1%	0.0%	90.9%	0.0%	100.0%		
Staff was knowledgeable	n	0	0	0	1	9	1	11	4.90	0.316	
	%	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%	100.0%			
Overall Satisfaction	n	0	0	1	0	10	0	11	4.82	0.603	
	%	0.0%	0.0%	9.1%	0.0%	90.9%	0.0%	100.0%			
Total	Hours were convenient	n	9	7	24	73	266	15	394	4.53	0.880
		%	2.3%	1.8%	6.1%	18.5%	67.5%	3.8%	100.0%		
	Service was timely	n	8	6	24	66	261	29	394	4.55	0.862
		%	2.0%	1.5%	6.1%	16.8%	66.2%	7.4%	100.0%		
	Staff was courteous	n	5	7	19	50	282	31	394	4.64	0.785
		%	1.3%	1.8%	4.8%	12.7%	71.6%	7.9%	100.0%		
Staff was knowledgeable	n	5	6	12	62	282	27	394	4.66	0.743	
	%	1.3%	1.5%	3.0%	15.7%	71.6%	6.9%	100.0%			
Overall Satisfaction	n	6	7	21	79	270	11	394	4.57	0.809	
	%	1.5%	1.8%	5.3%	20.1%	68.5%	2.8%	100.0%			

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

SERVICE UNIT: Writing Centers

Table 99a. Writing Centers Comments from CPC

All of the professors there are so helpful

I Have used this center three times throughout my collin career, and they have helped a lot.

I like how the Writing Center tutors were helpful in making papers better; they like to dig deep!

Love the hours, the tutors are great!

She gave me a worksheet stating why Trump is a terrible candidate vs Hillary on voting day and she was quite rude

Staff was not helpful and rude about assisting with a research paper rough draft.

The staff is very rude and gives no direction.

There is one staff member in the writing center that is extremely unsupportive to the writing process and to students. I have never returned.

Very helpful that they book appointments late

Table 99b. Writing Centers Comments from PRC

helpful but insist on changing everything and don't come off very nicely

Honestly thought it would be teachers but instead it's kids my age

Hours should reflect all students in attendance. Including students who work during the hours that the campus is open but closed when they get off.

I was using Preston Ridge Writing center a lot, instructors were very nice and helpful but due to behavior of manager of the center was rude, very bossy and discouraging to the students. I am foreign educated, older than average class as well as have disability, but manager declined to give me more than 30 minutes to go over my assignment but she did it very rude way. 30 minutes not enough even for me to open my assignment and explained to my instructor (15 minutes is already gone). Even though there was no body in the center to take advise she was not allowing us to ask questions to the instructors that they were always willing to help to the students. Instructor was telling me I am willing to help nobody on line but manager is not allowing us to tutor until your appointment term comes. While manager was talking to us was pointing with fingers to us and to the instructors why they were answering the questions that not our appointment time yet. I am very offended about her behavior, even though Preston Ridge campus is my campus I decided not to use that campus any more and I drove 20 minutes to go to the Cetral Park Campus to get help for my writing needs and I am glad I did without any interruption they helped me any way possible, I am thankful to them.

The free writing workshops helped me pass my English classes.

They were very helpful.

Tutor helped me to learn how to write well for any course I am taking. I also appreciate that we get a whole half hour with the tutor to work on our assignment.

Table 99c. Writing Centers Comments from SCC

Allow one hour services rather than 30 minutes

didn't help w/ essay. had no valuable feedback

Experienced staff who are ready to help. Hire more and increase help time from 30 to 45 minutes. Increase staff during crunch time.

good accessible

good!

had a bad experience, submitted a paper for review & never was done

Helped me improve my essay and gave me tips

Helpful

I love the drop box for writing center.

I wish the lab was open longer and there were more tutors.

It's better to speak deal with one person for the same work from the day you ask for help and when you go back for more help with the same [aper.

It is always brainstorming to see the staff look steadily at the job and telling what to do in order to have a good paper.

Most helpful people there. Tutors help go through the essay sentence by sentence. Helped me with future writing assignments.

My visit at the writing center was very beneficial for my academic work.

positive

straight to the point and told me what to do in order to get better.

Super helpful when you're stuck on an essay

The professors helped me improve my writing and improved my success.

The tutors are great but they are always super booked...frustrating at times.

The writing center is legitimately the most helpful aspect of Collin College.

The writing center needs to be scheduled more like the math center.

These are wonderful center i just dont know why there is a wait when the lady in the front office doesn't help people that are wait Mckinney

Very helpful

Very knowledgable and helpful

Writing center is very beneficial and they take a lot of time to help you out.

Writing center staff is awesome! I have never had a bad experience with the tutors. The receptionists sometimes sound uncertain.

Table 99d. Writing Centers Comments from Other Locations

LOVE THE WRITING CENTER! i wish i could give 10 stars!!!! they help so much and have taught me a lot! Thank you writing center staff!!!!

Nice teachers.

The writing centers are great. They have helped me mend and patch many written works. I am thankful to their staff, especially Pam.

The Writing Centers have good hours, and the staff is always a great help.

GENERAL COMMENTS

Table 100. General Comments or Suggestions

1. Advising is horrible. 2. Why does night classes have less selection than day? My electives have become whatever is left, because I have ran out of classes to choose.

Adding Intramural Sports was an awesome step toward making Collin College feel MORE like a college experience than it was previously- before, Collin had a "High School, but beyond that" feel to it. Now, with Intramurals, the atmosphere just feels more collegiate.

Advising and registration should go to Paris College to see how a program should be ran. Transcripts should be available on site for free. Paying \$5 per transcript and having to wait a week is ludicrous.

Better bicycle parking at Preston Ridge campus would be nice, the current location is not convenient. More bicycle awareness signs around all the campuses would be great, with lower speed limits too. Cycling should be prevalent at all college campuses, but few people are able to do it in Collin County. It would be a great benefit to our community to have more people riding bicycles. The grounds crew is hard working, but they over use the leaf blowers. Most of the time they are blowing a few leaves off the sidewalk or blowing straight into the grass to remove embedded organic debris. This is a waste of resources, time and causes excess noise and air pollution. Their time would be better used if they could maintain a compost facility. This would divert organic waste out of landfills and provide nutrient dense soil the landscaping.

CCCC is an amazing college and I'm proud to be a student here.

Central Park needs more food services available to us and more microwaves. In the health sciences building we have 2 microwaves for over 200 students and faculty. Seriously? You have to wait in line to heat up your lunch, we only get 30 minutes and there's no other food options available on campus. Get it together.

Collin College has come a long way. I am proud to be attending this college.

Collin College is a good school

Collin College. You are the greatest community college in the world! I will always love this school!

Collin has been as a great place full of very valuable resources

Collin should have a swim team and a bowling team

CPC should have convenient food. Send help. I'm about to graduate, but think of the children! Where will they get nasty hot lamp chicken fingers like SCC has?! :) <3 Collin.

Did you get your professors and common courtesy politeness customer service and how to be appropriate when trying to relay a lesson at work on "[expletive]" is not appropriate by any means

disappointed

Discipline rude staff

Even though I'm in my 40's, this is my very first time taking college credit courses trying to pursue my A.S. degree and then work on transferring to University of North Texas at Frisco, TX. I'm loving it here at Collin College so far.

Everything has been very fine since I have been a student here.

Food!!!! REAL FOOD, not crappy vending machines! Some of us are here ALL day, especially the health science students. It would be nice if the other HS programs were given the same conveniences as the nursing students - like tables and nice chairs and lounge/study areas. We had to beg for 2 benches so that we didn't have to sit on the floor during check offs.

Table 100. General Comments or Suggestions

From my past experience working with the various departments and offices of Collin, it seems like they are all disconnected from one another and do not communicate properly. Also, please update cougar web. It is so difficult just to look up classes and other information. I feel like if these two aspects were changed, it would make it easier for the students and also the staff.

Get a new science den overseer. The Indian one constantly gives people an attitude as well as she was no help to me when I asked her where some of the buildings were located when I first enrolled.

Get better staffing for student services. Worst ever. Ashamed to be a cougar

Go back to Blackboard. It was significantly less of a flaming trashheap. And windows 10? Really? The over-designed nonfunctional piece of garbage marketed through Halo references? Whose bright idea was that? Also, update flash. And Java. It's not that hard. You've got tech support, you'd think this was common sense at this point.

Graduation email. I believe its graduationteam@collin.edu email never goes through. I've been waiting 2 weeks for it, but I've been assured it will come. But I'm not sure.

Group projects in college are a pain in the butt and should not be a requirement for teacher's to have there students do, especially when it requires the students to meet up together out of class.

Have definitely enjoyed my Collin College experience so far. Thanks! =) -S.L., Frisco

Having to log into the wifi network every time I get on campus can be slightly annoying, however I don't know if there is a feasible solution.

I absolutely love Collin!!

I am overall satisfied with Collin. Collin is the 1st college I've attended and I will be a 1st time graduate. I do believe there should be services that accommodate students who work Full-Time that can't access certain features of the school to be successful. tutoring, the access center, student life etc. I travel 2 hours to and from work and most services I need I am unable to use due to there not offered when I'm off work. Hope to see Collin progress as I've seen since my attendance.

I am overall very pleased with Collin and everything the schools offer. I love being a student here!

I am terrible at using new websites, and CCCC's is no exception. It takes me forever to figure out where to see information about my upcoming classes, where to find a list of available courses, and even on 'help' pages, I have to sift through a million with similar sounding contents. Can't we just call "Week at a Glance" "Weekly Class Schedule?" And change "My Class Schedule" to "My Semester Overview?" I'm extremely literal, and this sort of thing annoys me to no end.

I am writing because I am upset about how this semester has planned out for me. When I signed up for College Algebra, I had no intention of what it was going to be like. However, when I read from my professors hand outs that "if I didn't pass the first test, I could be eligible to be transferred to another lower ranking class" What it should have said is, "I could be eligible IF CLASSES ARE AVAILABLE". Like an idiot, I waited to take the first test as though it was a necessity to do. Come to find out, I was too late to sign up for the pre-requisites for algebra since I truly waited for the first test. I had already purchased his required math books and a calculator, costing me over \$200! I just wish there could have been more details about what the class was going to be like - like another pre-test prior to signing up for it?

I do not like the fact that I registered for a particular professor for my Biology class and then I get a completely different teacher and she is by far one of the hardest teachers I have ever had, this sentiment is shared by the entire class. We feel like Collin pulled a bait and switch on us.

I don't know if other F1 students are having difficulties like am facing trying to get a job on campus but it would have been better if there was more jobs opening for students.

Table 100. General Comments or Suggestions

I felt so good about my communications with Academic Advising UNTIL this semester when a degree audit showed I did not have all the classes I needed to graduate. This has caused a major disruption in my life plan. Thankfully I have the option of adjusting by taking the extra classes I need, but I have quit my job to focus on this so that I can go ahead and graduate in May. This also puts me out into the work force one month later than I would have been so I am missing out on five months of income because of this error. As a 60 year old student I want to say that I have loved every minute of my time at Collin College, except for the above-mentioned issue. I feel very supported, and I feel that it is not possible for me to fail with all the support services that are offered.

I like Collin college

I love central park advising, they always do a great job and are nice to me they don't make me feel stupid for not knowing like SCC. I love Hayley Barron English 1301 shes fantastic and you can tell shes passionate about students and learning.

I really appreciate the honors institute lab on this campus, I have utilized this resource quite frequently.

I really enjoy the Collin College I am going for another degree now and I would not think this would even be possible but it is. Thank you Collin.

I really want to stress how Important Collin college has been to me and my academic career. This institution has helped me, improve and prepare so much for the real world as well as the rest of my academic career. The professors, and staff members are all great people who know what their doing. I would very much recommend this college to every current or returning student out there!

I really want to stress the issue with the academic advisors. I have talked to other students in my same major and one of them was told to take classes she didn't need, she did, and found it it was a complete waste. Another had to find an advisor all the way at the McKinney campus to get what she needed. It's important to have people that care about their job and the students they are advising and I feel that some of the advisors at the Spring Creek Campus do not.

I still don't know where the fitness center is.

I suggest that Collin should look further into who they allow to teach at the campus. There should have never been an incident where a class goes from almost 30 students to less than 15 due to a professor.

Table 100. General Comments or Suggestions

I used to attend Collin College back in 2009 for transfer credit and decided to return to improve my GPA in 2016. I am currently taking classes to improve my undergraduate GPA for PA school. I love what Collin College has done over the past 7+ years. Faculty and staff have been amazing along with the kind and efficiently, helpful administrative staff. Collin College has been better than my Undergraduate and Masters program staff and faculty were. And one thing I constantly commend Collin College on is their open and progressive ideology that takes current issues on race, discrimination, and sexual assault and violence on campus, and makes sure the community talks about it. Because of this, there is increased knowledge about women oppression and human rights. This topic has come up in classes, school events, orientation, etc. I love this. As a rape survivor from my Masters program and being shunned for reporting my traumatic event by a faculty member, Collin College brought tears of joy to me when I was required to take an online sexual assault and dating violence course prior to registering for courses. I finally feel that I found a school that deserves the money I put into it because it respects me, my knowledge and my body. Because of this new positive environment, I am excelling each year. Thank you so much Collin College for this. I hope you continue to progress up this path and you are a role model for not only the Dallas/Fort Worth community but the whole entire United States.

I will want to use this space to comment on my experience so far at Collin College. Prof. M. Palacios and Ms. Candance Hamilton have been a source of inspiration to me and I thank them for making love Collin College and EDUCATION as a whole. I love my campus.

I wish student life was more promoted and the bookstore wasn't so expensive.

I would suggest having more places to sit outside and study. I love being outside but all the benches seem taken up when I go out there.

If there was an ability to request which classes we want at which times - this would give better chances of there being the class we need and at the time we could take it. Searching for classes and trying to find the classes that are most convenient is how it's currently done. However I'm taking a maymester class and I wanted a night time English 1302 at CPC and it wasn't an option. If there was a way to request what days and time we need classes to be scheduled prior - a night time English 1302 @ CPC class for maymester could have been added.

I'm a retired Veteran of the United States Air Force, Collin Community College is a very good campus!!!!

I'm not that big of a fan of the bookstore. I think the staff needs to be better trained and they need to DEFINITELY make sure they let people know about the return policy. I lost \$130 because of them

It would be a great deal of help if we could be advised BEFORE class registration starts, and not a month and a half after. It has caused a lot of stress while trying to also find other classes I need to take to have a fitting schedule.

It would be great if more online classes were offered at Collin and degrees were completely online.

It would be nice to be informed via CANVAS or email about things happening in the Conference Center. Often, I pass by the Conference Center, and there are things going on that I was not aware of. The only way I hear about these things is through professors who want us to attend.

Keep up the great work, and to anyone reading this, have a nice day :)

Library hours need to improve!

Love Collin College, thank you!!

Love the campus lots of places to sit very laid back great school

Table 100. General Comments or Suggestions

Love the college, sad to be leaving. Go SGA and go COGS!

More advisors during busy weeks/periods so the student is seen faster. For example, at the beginning of a semester and for a week or two when registration opens for following semester or summer session.

My biggest complaint, is there are never enough tables with access to power outlets for laptops/devices. There are very few of these located sparsely throughout the campus and they are always taken.

My first concern is with international advising office. My friends, family and I have been receiving the wrong information on different issue. International students are the ones representing Collin abroad and paying a lot of money. I think you ought to look at the that department. Writing lab provides the best service. I wish the library is open 24/7.

My time at Collin college so far has been very good.

next time the cashiers office decides to just drop a student at least give the common courtesy and call them first before they withdraw a student for non payment.. it might just be they need to update the card on file. The student shouldn't have to jump through hoops to get re enrolled in a class that they never withdrew from in the first place

Not the best survey composition

Offer more web only classes.

Other than the bookstore, this is a wonderful educational institution. We are three months into our program and they still do not have the required uniforms for us....

Overall good friendly people it's just everything tends to be a bit slow

Overall I have greatly enjoyed the additional resources available at the Preston Ridge and Central Park campus in comparison to the Spring Creek campus. The staff members just seem much more willing to work and overall more knowledgeable.

Overall, I love the affordability, diversity and courses offered at Collin but I do feel the "Customer Service" level could be raised in some areas.

Overall, I really enjoy everything about Collin at all campuses. Keep it up.

Overall, my personal experience at Collin has been very beneficial to my education. The staff can come across as rude sometimes in certain situations out of my control, but overall it's been wonderful. I may be just one student who has experienced a grumpy adviser in a predicament over course selection, but only one disrespectful encounter with a student can impact the entire department in the student's perspective. I would like to see more advisers who genuinely listen to the student's wishes. That is my only comment.

Please bring more food options for those of us who are vegan. I'm starving.

Please fight Campus Carry. Its not right to allow students to have guns.

Please make video tutorials for the recommended resources, such as OWL, as it is outdated and unclear on how to use.

Please offer ALL classes and labs online or at ALL campus. This is the first semester that it has been very hard finding the classes I need for my degree, online and available at Preston Ridge.

Please place more recycling bins around campus!

Please provide a room for mothers who need to pump milk during school hours that is not an office and often unavailable.

Please provide more support for students dealing with abuse and mental health issues

Table 100. General Comments or Suggestions

Please reconsider the current staff or policies at the Academic Advising Center. I have visited their office three times for assistance with transfer student information and have been given undetermined answers. I currently don't have a degree plan, because I was repetitively advised not to create one.

Please work on the SCC and CPC Maths Labs. They are currently in shambles, absolute disarray. THE PRC MATHS LAB IS AMAZING I CAN'T SAY ENOUGH GOOD THINGS ABOUT IT!! Please provide a wider variety of meal options for students. Many of us have restricted dietary needs and very little time between classes to eat if we choose to eat off campus. I'd like to see more options for food with sides that aren't all just carbs or sugar...there's not enough healthy food at Collin. :(Otherwise, I love my college and am so, so grateful to attend it. It wouldn't be the amazing school it is without the hard work of the faculty. Big, big thank you to Sherry Jeffrey at PRC registration office for helping me resolve my registration problems, and a shout-out to Brandon at the PRC maths lab for being an amazing and caring tutor who really takes his time working problems with needy students. Would also like to thank Margaret Wolffe for running a tight ship over at PRC and keeping the maths lab there in such great shape. PLEASE get the cup system going for the SCC/CPC maths labs...it is such an incredible resource overall, and I am very thankful for it.

Professor Jackson is a great teacher!

Professors have gone downhill. Please bring back your seasoned professors. Preston Rodge has some of the most unhelpful staff in comparison to spring creek!

Proud to be a Collin student

Something I feel strongly about that I have seen the other collin campuses have is the filtered water station for your water bottles. It's very environmental friendly and it tastes better than the water fountains.

Starbucks as well as an ATM would be cool additions.

Taking away the direct link to EBSCO and JStore from the CougarWeb site is really frustrating. It's also not implemented well in the Library tab.

Thank you for all you do! People are learning at Collin.

Thank you for being available to students of all ages. I started my first class at the age of thirteen and have grown up on the various campuses. The experience and knowledge I gained at Collin gave me a great advantage and jump start to my career. I believe it played a huge roll in obtaining a full scholarship to UTD and prepared me for their Collegium V and Computing Scholars programs.

Thank you.

thanks(:

The Financial aid office is not good at all, I always go there to have someone help me with that and they don't even help! The staff only gives you papers to look at but no actual help! Also, there's not any help for students in accounting class (there should be some type of help similar to math lab) in addition, I think that there's a lot of departments in college that remain "hidden" and no one knows about. To know which ones those are make another survey and take action!

The international student department must improve their service. If a student has a simple question they are putting students in que. For a five minutes question answer we have to wait for one hour, two hours until we get our number. Advising has one person always to give quick answer. But international student department behaves like we are in a jail and we have to stay in que to meet our family. Foods are also not good. Many times my stomach got hurt after eating chicken over there. If there are two levels of nay subject with different names, it allows in system to get in same semester. I faced lots of problems for that this semester.

Table 100. General Comments or Suggestions

The main complaint that can somewhat be fixed is the Math Homework. You have to pay approximately \$90 in order to do homework which is decently redundant in my opinion. e.g. both last and this semester I have to pay \$90 to do my homework, which I either barely did or haven't done. Besides not doing it, it is still a waste for me because I do not need to do it because I already know the information. I took an advanced placement statistics class and took the most advance math classes that my high school offered me so I already knew and/or have been exposed to most if not all the information y'all are providing us with. So why should I have to spend \$90 to do something I already know and do not need. To me it does not seem very efficient. What pisses me off even more, because I did not get the homework until far into the semester I could only do so much, given so I had a 79 in my math class last semester when I should have had an A because I scored a 76 on one exam, an 86 on another, and every other exam including the final exam I got a 90 or above, without studying and without doing the homework. Thus, I render it obsolete for me to waste my money and purchase the homework.

The only areas that need improvement are the academic advising and admissions office. Some of the staff are really helpful and others want you out of their office ASAP while providing just minimal help. As I said earlier, I put in for a name change before this semester began but it was never changed. I had to go through the process again because they didn't have any of my paperwork from the first time.

The only suggestion that comes to mind is to have more awareness for your programs and services. Everything else is amazing. The staff and ease of use in particular are great.

There isn't any tampons or pads in the restroom , also the machines don't work properly! would really be great in case of emergencies. Thank you!

These surveys are relevant but some issues can't be addressed via survey. Like Professor surveys that actually allows a student to express concerns, and civility surveys!

They were very rude to me in the Writing Center last semester, I was late only a couple minutes and the lady got very mad at me and did not give me good feedback on my essay that we were working on. In other words, she told me she had no time to help me with all of my paper (which was only 4 pages) and she said that my essay was not good at all because the topic was boring, but that was not my fault since I was given that topic in English class

This is my 3rd year attending preston ridge campus. I am comfortable here and happy. But such things as the internet service and the food quality are important when remaining comfortable in the environment. Other than that I am more then content attending this campus and am appreciative of the services provided.

This is my last semester at Collin before transferring to obtain my BSN, and it was was the best decision I made out of high school!! Collin college is a quality school. Love it!!

Totally, the campus services are great. Thank you.

We need smart boards in the classrooms!! The entire lovejoy isd has smart boards, including the younger classes. Why don't we have these at the college level? It would help in our science classes quite often.

When I went to use the Honor's institute at the Preston Ridge campus, the person running it was very rude and not at all helpful. The printer was having trouble and she was very agitated with me for asking for help. I have not gone back to that honor's institute again and instead wait for my Saturday class at the Central Park Campus if I need to print anything.

Whether from questions to saving a life on-campus or off-campus. Each persons concerns are important for a better quality of services for future reference. Thank you so much for this survey.

Table 100. General Comments or Suggestions

why are there retarded kids at Collin? like why go to college when they don't even know what theyre doing?

would appreciate if u guys reply back to my application for job on campus. thank you.

Ya'll iight. Better than most Universities that's for sure!

You guys have a good college. I hope you can keep tuition rates low so that many more people have access to your services.

You need to support the people who work 40+ hours a week. All of your support hours seem to be geared towards people who don't have to work or work part time.
