Collin College
Educational and Support Service Units
Faculty and Staff Survey Report
Spring 2016

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SURVEY RESPONDENT DEMOGRAPHICS

Table D1. Current Primary Campus

Campus	n	%
Spring Creek Campus	229	39.83%
Central Park Campus	157	27.30%
Preston Ridge Campus	132	22.96%
Collin Higher Education Center	46	8.00%
Courtyard Center	6	1.04%
Other*	3	0.52%
Allen Center	2	0.35%
Total	575	100.0%

*For details on "Other" see Table D2.

Table D2. "Other" Campuses Specified

Other Location	n	%
CPC is my "campus" but as Associate Faculty I teach completely online and from south central Texas.	1	33.3%
Work from home, primary campus CPC	1	33.3%
No response	1	33.3%
Total	3	100.0%

Table D3. Current Employment Classification

Classification	n	%
Full-time staff	211	36.70%
Full-time faculty	152	26.43%
Part-time faculty	140	24.35%
Part-time staff	51	8.87%
Administrator	18	3.13%
No response	3	0.52%
Total	575	100.0%

Table D4. Duration Employed at Collin College

Range of Years	n	%
More than 5 years	334	58.1%
1-5 years	175	30.4%
Less than 1 year	59	10.3%
No response	7	1.2%
Total	575	100.0%

SURVEY RESPONDENT DEMOGRAPHICS

Table D5. Respondent Gender

Gender	n	%
Female	378	66%
Male	183	32%
No response	14	2%
Total	575	100%

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Academic Advising

Table 1. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Academic Advising*	472	82.1%
Have used Academic Advising**	171	36.2%

* Percentage out of total survey respondents (N= 575).

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

Table 2. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't know	No response	Total	Mean***	SD***
			1	2	3	4	5					
Allen Cntr	Procedures are user friendly	n	0	0	0	1	0	0	0	1		
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	1	0	0	0	1		
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	1	0	0	0	1		
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	1	0	0	0	1		
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
CPC	Procedures are user friendly	n	5	4	5	12	19	3	0	48	3.94	1.435
		%	10.4%	8.3%	10.4%	25.0%	39.6%	6.3%	0.0%	100.0%		
	Procedures are efficient	n	5	3	7	14	16	3	0	48	3.88	1.393
		%	10.4%	6.3%	14.6%	29.2%	33.3%	6.3%	0.0%	100.0%		
	Met needs in a timely fashion	n	4	4	4	9	25	2	0	48	4.10	1.372
		%	8.3%	8.3%	8.3%	18.8%	52.1%	4.2%	0.0%	100.0%		
	Staff are knowledgeable	n	6	1	7	12	22	0	0	48	3.90	1.356
		%	12.5%	2.1%	14.6%	25.0%	45.8%	0.0%	0.0%	100.0%		
	Staff are courteous	n	3	2	4	6	32	1	0	48	4.35	1.211
		%	6.3%	4.2%	8.3%	12.5%	66.7%	2.1%	0.0%	100.0%		
	Overall satisfaction	n	7	0	9	9	23	0	0	48	3.85	1.414
		%	14.6%	0.0%	18.8%	18.8%	47.9%	0.0%	0.0%	100.0%		
CHEC	Procedures are user friendly	n	0	2	1	1	2	1	0	7	3.86	1.574
		%	0.0%	28.6%	14.3%	14.3%	28.6%	14.3%	0.0%	100.0%		
	Procedures are efficient	n	1	1	0	2	2	1	0	7	3.86	1.773
		%	14.3%	14.3%	0.0%	28.6%	28.6%	14.3%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	2	2	3	0	0	7	4.14	0.900
		%	0.0%	0.0%	28.6%	28.6%	42.9%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	1	0	1	2	3	0	0	7	3.86	1.464
		%	14.3%	0.0%	14.3%	28.6%	42.9%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	1	1	5	0	0	7	4.57	0.787
		%	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%	0.0%	100.0%		
	Overall satisfaction	n	1	0	2	0	4	0	0	7	3.86	1.574
		%	14.3%	0.0%	28.6%	0.0%	57.1%	0.0%	0.0%	100.0%		

Table 2. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale 1	2	3	4	5	Don't know	No response	Total	Mean***	SD***
CYC	Procedures are user friendly	n	0	0	0	1	2	0	0	3		
		%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	1	2	0	0	3		
		%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	2	1	0	0	3		
		%	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	1	0	0	1	1	0	0	3		
		%	33.3%	0.0%	0.0%	33.3%	33.3%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	1	0	1	1	0	0	3		
		%	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	1	1	1	0	0	3		
		%	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%	100.0%		
PRC	Procedures are user friendly	n	1	3	3	10	23	2	0	42	4.36	1.100
		%	2.4%	7.1%	7.1%	23.8%	54.8%	4.8%	0.0%	100.0%		
	Procedures are efficient	n	1	3	6	9	19	4	0	42	4.29	1.195
		%	2.4%	7.1%	14.3%	21.4%	45.2%	9.5%	0.0%	100.0%		
	Met needs in a timely fashion	n	1	3	2	8	25	3	0	42	4.48	1.110
		%	2.4%	7.1%	4.8%	19.0%	59.5%	7.1%	0.0%	100.0%		
	Staff are knowledgeable	n	1	1	5	7	28	0	0	42	4.43	0.966
		%	2.4%	2.4%	11.9%	16.7%	66.7%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	2	2	1	36	0	1	42	4.83	1.010
		%	0.0%	4.8%	4.8%	2.4%	85.7%	0.0%	2.4%	100.0%		
	Overall satisfaction	n	1	4	4	12	21	0	0	42	4.14	1.095
		%	2.4%	9.5%	9.5%	28.6%	50.0%	0.0%	0.0%	100.0%		
SCC	Procedures are user friendly	n	5	4	15	11	30	5	0	70	4.03	1.351
		%	7.1%	5.7%	21.4%	15.7%	42.9%	7.1%	0.0%	100.0%		
	Procedures are efficient	n	5	7	15	13	26	4	0	70	3.86	1.365
		%	7.1%	10.0%	21.4%	18.6%	37.1%	5.7%	0.0%	100.0%		
	Met needs in a timely fashion	n	5	5	11	11	37	1	0	70	4.04	1.301
		%	7.1%	7.1%	15.7%	15.7%	52.9%	1.4%	0.0%	100.0%		
	Staff are knowledgeable	n	4	7	10	14	34	1	0	70	4.00	1.274
		%	5.7%	10.0%	14.3%	20.0%	48.6%	1.4%	0.0%	100.0%		
	Staff are courteous	n	1	3	13	12	41	0	0	70	4.27	1.006
		%	1.4%	4.3%	18.6%	17.1%	58.6%	0.0%	0.0%	100.0%		
	Overall satisfaction	n	3	7	12	18	27	0	3	70	4.10	1.562
		%	4.3%	10.0%	17.1%	25.7%	38.6%	0.0%	4.3%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" categories. These values have not been calculated for small result sets.

SERVICE UNIT: Academic Advising

Table 3a. Academic Advising Comments from Allen Center

They provide sound advice.

Table 3b. Academic Advising Comments from Central Park Campus

Advisors sometimes encourage students to enroll in back to back courses on separte campuses; don't really 'advise'
Advisors who work closely with health science programs do a better job at advising students. It is difficult to get a hold of an advisor at times---via phone and email.
CPC Advisers are always willing and able to assist me and my students when called upon for help.
Distribution of contact numbers for staff would be helpful.
Don't know anything, they're the reason I have an AA and not an AS.
I recommend their services to my students and they love it.
Incorrect information is the norm for this area.
more communication with instructors needed
One minor encounter and it was positive.
Our program does it's own advising - academic advising does not even come to our advising sessions anymore
Process for assisting students is not helpful for students, staff, or faculty. Peak and valley times are difficult for students and advisors. Many students self-advise and advisors are held responsible for information they didn't provide.
Referred a confused student, and he came back satisfied with a plan in mind.
Seem to express sincere concern with student needs/progress
Staff appears to be knowledgeable, but have heard student complaints regarding wait time
The nursing advisor is awesome! [name] is always helpful.
They are not knowledgeable and proactive.
We here students complain about advising everytime they go speak to someone (since they do not have an assigned advisor)
While I have never "used" the advising office myself - having merely referred, encouraged, and cajoled my students to avail themselves of it - I have heard too many stories from too many people about Academic Advisors telling students that they absolutely must take certain classes only for that student to be told the next semester by a different advisor that "they done screwed up" and that they would need to take other classes to "make up for lost time." It seems that the standardization of knowledge/experience among advisors is HIGHLY variable and that students view the recommendations as a "crap shoot." I AM a fan of the Q-less advising addition!
While the procedures have improved, the majority of advising has been dumped on the faculty.
Work closely with this department

Table 3c. Academic Advising Comments from Collin Higher Education Center

Always ready to help answer questions
I can see that there has been some improvement in Advising over the past couple of years, however Academic Advising still lacks consistency across campuses. There needs to be leadership/management for advising on each campus and a cohesive, consistent set of procedures, tools and policies that are used across the district. Advising staff needs to be better supported and appreciated-- consistent training and team meetings for all staff would seem helpful. I believe more full-time, trained advising staff are needed to meet the needs of students more efficiently.
Interdepartmental cooperation with requirments of my office is appreciated.
Slower response time, and are often hard to get in contact with.

Table 3d. Academic Advising Comments from Preston Ridge Campus

[name] and [name] @ CPC are amazing. I have not had much luck else where. So I drive to CPC when I need assistance
always helpful
Always helpful and friendly
Always prompt with answering questions via e-mail or in person.
Always willing to answer questions & collaborate to help students
awesome
Could help promote special courses more.
Education planning is so complex. Not enough people for so many students
Great staff
I wish our students were assigned a specific advisor to help their educational outcomes more effective
in peak times clients can't get them on the phone and it hangs up on them. This frustrates the students a lot!
Most are incredibly helpful. Sometimes there are communication breaches, but that is probably likely with large departments and being multi-campus.
Not all advisors are knowledgable, it depends on the campus.
Overall, good, but sometimes advisors send students to wrong division office--they do not look at what classes or what campus the classes are out of before sending them to a division office, many times the wrong office
poorly advised students complain bitterly
PRC Advisor are knowledgeable and friendly.
Received good advise
Staff knowledge is inconsistent.
The advisers I worked with were very helpful.
The advising area is not an environment for professional counseling for students or our advising staff; the physical space needs attention.
They are the "face" of the college especially new students. If you stand outside and look at them, you will notice that they look glum
They do a good job but overwhelmed
They provide helpful information for students.

Table 3d. Academic Advising Comments from Preston Ridge Campus (continued)

Very helpful when I needed them
We have a wonderful advisor for our technical classes. So nice to have someone we can send our students to and know they will be helped.

Table 3e. Academic Advising Comments from Spring Creek Campus

Academic advising continues to improve processes and communication. Having online advising more often (and hey, maybe promote it?), would be really helpful for all those working students and DOCUMENTATION of advising visits would be super helpful since unfortunately my student assistants still get different information depending on who they talk to.
Academic Advising is just OK, but I don't understand why we won't hire more advisors so student's do not have to stand in line for hours upon hours.
Advising inadequate with certain majors
Again very satisfied...have been @ Collin < 1 yr. but very impressed by all aspects of the institution.
all so friendly and knowledgeable
Cougar-Q has been a great addition; however, students are still receiving mixed information depending on campus/advisor.
Find that more students are missed avised about workforce areas than correctly advised. Some staff members have been rude and confrontational. The advisors are not full trained in all areas. With the vast range of programs at the college is an impossible task. Better advising structure needs to be in place. They are dealing with student time, money and FURTURES. These are people lives.
Give out incorrect course information to students. Wish they would have students contact the instructors about course policies/procedures.
giving out inaccurate advice to students, high turnover and often rude
Helpful in getting students into certificate/degree program to meet their needs
I am extremely satisfied with [name]. However, part time advisors do not understand the programs and give false information to students
I feel like we could improve in this area. Instead of students being sent of to a computer to register for classes, our advisors should do that for the student if the advisor has helped the student with their degree plan and explained to the student what they need to take.
I have students coming to me asking about classes and they tell me the information that was expressed to them during the registration process.
inconsistent
It was very hard to get someone scheduled to come guest speak in my classroom. I sent 3 - 4 emails and received no responses.
It's almost impossible for generalist advisors to know details of departmental advising
Kind people very helpful
Knowledgeable, courteous
Not very knowledgeable. I suspect due to staff turnover. Put too much responsibility on faculty to provide advising to students.

Table 3e. Academic Advising Comments from Spring Creek Campus (continued)

Sometimes the procedure is really not efficient and trouble for somestudents who want to get permission to take my class. And the procedure seems not clear since sometimes students need to get approved by the department chair, sometimes need dean's office.

The Academic Advisors and ARO colleagues work harder than most any other departments!

The people are great but the rules, regulations and procedures around courses get complex fast.

There are too many problems. We know of situations in which advising has discouraged students from taking specific classes, thereby harming programs. We do not know of the inverse where advising helps with growing programs.

They know what they are saying and are always friendly and willing to help. Symbiosis between Admissions and Advising.

Too many errors are made where student are ill advised. They are not kept current on where and when to send students to division offices. Many students are sent to the wrong division offices or for subjects not at that campus.

too many student assistants - long wait

Very friendly, but sometimes they give students academic/course/major advice that is no correct, and it results in students taking courses that they don't need for their intended major/transfer.

We have an amazing advising team here!

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Academic Computing & Labs

Table 4. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Academic Computing & Labs*	337	58.6%
Have used Academic Computing & Labs**	69	20.5%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 337).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	2	1	3	15	44	3	1	69	4.51	0.904
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	1.4%	4.3%	21.7%	63.8%	4.3%	1.4%	100%		
The procedures are efficient.	n	2	1	2	13	45	5	1	69	4.56	0.894
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	1.4%	2.9%	18.8%	65.2%	7.2%	1.4%	100%		
My needs were met in a timely fashion.	n	3	0	2	12	50	1	1	69	4.58	0.924
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	0.0%	2.9%	17.4%	72.5%	1.4%	1.4%	100%		
The staff was courteous.	n	2	2	2	9	52	1	1	69	4.60	0.922
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	2.9%	2.9%	13.0%	75.4%	1.4%	1.4%	100%		
The staff are knowledgeable.	n	3	1	3	11	49	1	1	69	4.52	0.990
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	1.4%	4.3%	15.9%	71.0%	1.4%	1.4%	100%		
Overall satisfaction with the unit.	n	2	2	4	11	49	0	1	69	4.51	0.954
(1= Very unsatisfied, 5 = Very satisfied)	%	2.9%	2.9%	5.8%	15.9%	71.0%	0.0%	1.4%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Academic Computing & Labs

Table 6. Academic Computing Comments

accessible and available
accessible hours, wide range of software and tools
Availability
Communication Design lab techs are wonderful
Computer labs at CPC treat students poorly. 4 or 5 people sit in the office but yet they tell us they are not available to monitor other areas with computers in the college - if we want students to use other areas faculty must monitor. Computer lab staff sometime mistake me for a student and are extremely rude asking me to sign in - that tells you how they treat students. Appears to me they are more interested in blocking student access to computers and printers than they are in being helpful to students. I have made complaints about this multiple times.
Computers and programs were working and efficient
Efficient, knowledgeable support
Excellent all around. Staff are excellent too. They're helpful, timely, and know their jobs.
Excellent for referring students
Great personel, but the labs would be better with a wider array of productivity software
Hours could be expanded.
I have found the service from the academic and computing labs very helpful.
Labs are not manned, no one to help students
Location. Students complain that there's only one location on one end of the campus.
Love the open labs, and the workers are great.
One interaction was with an employee who couldn't make herself smile.
Scheduled my use of computer lab quickly and set exact date I wanted
The workers who work in the computing nd lab are always friendly and very helpful. And they are knowledge and work efficient. Anytime when I have problem and need their service, they came and solved the problems immediately. Excellent job! I appreicate it.
They are always able to handle my students outside of class hours and am easily able to arrange time for my classes to be in the labs
Timely response
underused and provide minimal support
Unless you know who to contact, you have to email several people to reserve a computer lab. However, once you find the correct person, the process is easy and efficient.
Very accommodating.
Very helpfu people, more open available hours would be nice and perhaps a separated website link that takes you to their schedule and information.
very helpful for students and faculty to make sure that students have access to computer and assistance with programs

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Academic Services - Curriculum

Table 7. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Academic Services - Curriculum*	250	43.5%
Have used Academic Services - Curriculum**	57	22.8%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 250).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	2	2	8	11	31	2	1	57	4.24	1.080
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	3.5%	14.0%	19.3%	54.4%	3.5%	1.8%	100%		
The procedures are efficient.	n	2	2	10	10	29	3	1	57	4.17	1.105
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	3.5%	17.5%	17.5%	50.9%	5.3%	1.8%	100%		
My needs were met in a timely fashion.	n	2	0	5	15	33	1	1	57	4.40	0.935
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	0.0%	8.8%	26.3%	57.9%	1.8%	1.8%	100%		
The staff was courteous.	n	0	1	3	5	46	1	1	57	4.75	0.645
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.8%	5.3%	8.8%	80.7%	1.8%	1.8%	100%		
The staff are knowledgeable.	n	0	1	3	11	39	2	1	57	4.63	0.681
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.8%	5.3%	19.3%	68.4%	3.5%	1.8%	100%		
Overall satisfaction with the unit.	n	1	4	4	18	30	0	0	57	4.26	0.992
(1= Very unsatisfied, 5 = Very satisfied)	%	1.8%	7.0%	7.0%	31.6%	52.6%	0.0%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Academic Services - Curriculum

Table 9. Academic Services: Curriculum Comments

Answered questions
Any MBA business person will tell you that the Curriculum committee is plagued with inefficient processes, staffed and membered by persons that are nice, friendly and knowledgeable, but with a non-progressive, almost obstructionist view towards changes that reflect community dynamics and requirements. Recent EMS and Fire advisory council recommendations for additional classes, online formats and development of classes were challenged first as impossible to do. My impression of [name] is that we can do anything we need to do to get it done. This is not being followed through with curriculum development. Perhaps the leadership of each section needs careful scrutiny and not protection in the good ole boys club.
CAB process is cumbersome, but [name], [name], and CAB are tremendous assets.
COAT assessment not aligned with course objectives but unacknowledged by unit
Efforts to standardize are especially noteworthy. Thanks for providing some uniformity for the course material.
Generally one of the least understood departments in the college. Staff are extraordinarily knowledgeable, but the office can be the result of mixed messages that are difficult to work through.
Great services
Have had good experiences working with the staff in this department
I've noticed the currculum has been changing for the degree plans, a bit confusing for myself!
Knowledgeable, responsive, goes out of their way to assist
More communication with instructors
No cause for concern here.
Program Review process is overly complicated
Prompt, knowledgeable support
Some staff are wonderful and helpful. Others seem to go out of their way to be difficult.
The various commitees do a good job
They always know the answer!
Very supportive and helpful

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: ACCESS & Tutoring

Table 10. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of ACCESS & Tutoring*	427	74.3%
Have used ACCESS & Tutoring**	183	42.9%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 427).

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

Items		Response on 5-point scale							
		1	2	3	4	5	Don't know	No response	Total	Mean*	SD*
The procedures are user friendly.	n	3	3	10	37	113	15	2	183	4.53	0.836
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	1.6%	5.5%	20.2%	61.7%	8.2%	1.1%	100%		
The procedures are efficient.	n	4	4	14	33	113	15	0	183	4.47	0.922
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	2.2%	7.7%	18.0%	61.7%	8.2%	0.0%	100%		
My needs were met in a timely fashion.	n	5	2	6	30	127	12	1	183	4.60	0.859
(1= Strongly disagree, 5 = Strongly agree)	%	2.7%	1.1%	3.3%	16.4%	69.4%	6.6%	0.5%	100%		
The staff was courteous.	n	2	1	11	15	143	10	1	183	4.72	0.712
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	0.5%	6.0%	8.2%	78.1%	5.5%	0.5%	100%		
The staff are knowledgeable.	n	2	3	5	22	135	15	1	183	4.71	0.722
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	1.6%	2.7%	12.0%	73.8%	8.2%	0.5%	100%		
Overall satisfaction with the unit.	n	3	5	13	41	117	0	4	183	4.47	0.876
(1= Very unsatisfied, 5 = Very satisfied)	%	1.6%	2.7%	7.1%	22.4%	63.9%	0.0%	2.2%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: ACCESS & Tutoring

Table 12. ACCESS Tutoring Comments

[name] worked with me to be able to hold office hours in D225 during 2014 and 2015.
[name], former student and current tutor has done an awesome job with our students st CPC
Acceptable services but lacking resources and information
ACCESS allowed students to be disruptful during a test environment while other students were testing. Should have more control over the testing environment.
ACCESS has been helpful,
Access office has always been very helpful when I have needed them
Access rules are strict and sometimes difficult/timely to initiate in on-line teaching environment. Students are embarressed by their issue(s) when I suggest access, more outreach to students is needed.
Accommodating to students
all so friendly and knowledgeable
Always a pleasure working with Access office
Always communicate with me when they need exams or other accomodations met for a student. Communicate quickly and courteously.
always willing to work with me and students
Appear to have effectively taken care of arrangements for students with special needs.
as a faculty member, I don't feel there is enough support.
As a professor, all is fone for me, but I often wonder if students understand they must make timely appointments for work completed outside the classroom. They frequently seem surprised to plan in advance.
average
Consistant and supportive
Courteous
Department seems very willing to work with other departments at the College
Don't come around and introduce themselves or the interpreters. Do not provide any information.
Easy to work with
easy to work with. Minor interaction, but all is well taken care of from the student
Excellent for referring students
Excellent support for students
Focused on students and supporting them through their journey
Good programs. Current tutors at CPC are good. I hope we can sustain the tutor quality for our students.
Great working relationship with staff!!!--Coorperation between student and faculty on issues, and many meetings regardings individuals who may be inappropriately placed in Credit Art courses beyond their reasonalble ability
Have wonderful interaction. Very helpful and friendly. Resolution driven.
helpful
I have students that use these and they really like it
I have worked with the ACCESS office in the past and I am currently using them this semester.

Table 12. ACCESS Tutoring Comments

I met with the Director of ACCESS several months ago and was promised new set of instructions for CE instructors about ACCESS. Yet to receive this updated information. Students come to CE with ACCESS approval, and it is important to know what information has been shared with the instructors.
I'm of a certain age, and have dyslexia and a few other issues and am not qualified for assistance. I am very disapointed.
Insisted on changing furniture and seating for one Access student at the disruption of the entire classroom when that student didn't require it.
Instructions are typically unclear and vague, and they seem to make promises to students that we can't keep.
Interdepartmental cooperation with requirments of my office is appreciated.
Issues mainly with students using access
I've sent students to get tutors years ago, I also teach students from ACCESS
Keep student centric focus for those that require their services. Always helpful to me when assisting with resolution of student issues.
Knowledgeable and helpful for our lab students
meets my students' needs in a timely manner
need more counselors - too many students/counselor ratio
No complaints. They do their job seamlessly and prepare the students for their needs.
No real problems
Our ACCESS staff is very talented and courteous.
Presentation was effective, informative, useful in my workshop and I can relay info to my students correctly
Processes/forms appear to be unchanged for ACCESS. Limited solutions for mentally challenged students.
Prompt and caring support
Provide little support to campuses other than SCC
Provides good support for faculty attempting to help students
should work to strengthen students independence
So far, no issues
some problems getting testing needs handled
Staff are friendly, knowledgeable and responsive. Utilize the talented staff for more faculty and staff training for working with students with disabilities.
The ACCESS office does great work.
The Access Office has been very helpful for my students.
The tutoring services that my students needed were not always available .
The website has become much more user-friendly.
There are several federal tutoring programs that are not being utilized by the College.
They do the best they can but students still seem at times confused about procedures with instructors.
They provide the needed paperwork for addressing student needs.
They supply instructions on how to aid students.
tutoring is on-the-spot, access does its job well
Tutoring services are scheduled & communicated, but I don't hear about ACCESS.

Table 12. ACCESS Tutoring Comments

Tutors and ACCESS office great in helping students with learning differences and special needs

unresponsive with minimal effort
Very easy to work with
Very easy to work with ACCESS in terms of students who need assistance in taking tests
Very good with students, procedures efficient
Very important to studnets with disabilities!
Very supportive and caring group
We have students who are ACCESS students and set up for them to take their tests there

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Admissions & Records Office

Table 13. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Admissions & Records Office*	439	76.3%
Have used Admissions & Records Office**	152	34.6%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 439).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	7	9	28	34	64	8	2	152	3.98	1.164
(1= Strongly disagree, 5 = Strongly agree)	%	4.6%	5.9%	18.4%	22.4%	42.1%	5.3%	1.3%	100%		
The procedures are efficient.	n	7	11	30	35	60	7	2	152	3.91	1.174
(1= Strongly disagree, 5 = Strongly agree)	%	4.6%	7.2%	19.7%	23.0%	39.5%	4.6%	1.3%	100%		
My needs were met in a timely fashion.	n	6	13	20	31	79	1	2	152	4.10	1.173
(1= Strongly disagree, 5 = Strongly agree)	%	3.9%	8.6%	13.2%	20.4%	52.0%	0.7%	1.3%	100%		
The staff was courteous.	n	9	5	14	25	94	4	1	152	4.29	1.160
(1= Strongly disagree, 5 = Strongly agree)	%	5.9%	3.3%	9.2%	16.4%	61.8%	2.6%	0.7%	100%		
The staff are knowledgeable.	n	6	12	13	32	85	2	2	152	4.20	1.149
(1= Strongly disagree, 5 = Strongly agree)	%	3.9%	7.9%	8.6%	21.1%	55.9%	1.3%	1.3%	100%		
Overall satisfaction with the unit.	n	7	9	23	36	73	0	4	152	4.07	1.149
(1= Very unsatisfied, 5 = Very satisfied)	%	4.6%	5.9%	15.1%	23.7%	48.0%	0.0%	2.6%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Admissions & Records Office

Table 15. Admissions and Records Office Comments

A personal experience was not as pleasant as one would expect.
Admissions staff need to be more welcoming and inviting. Some days they appear intimidating and not friendly towards students.
Again, the scope of their work increases margins for error
always helpful and willing to go the extra mile to help me
Always willing to provide teh assistance I required when helping students to resolve problems.
Been very helpful in student placement.
Better training needed or credit Admissions staff to learn CE admission procedures, and CE admissions staff to learn credit procedures.
Collge staff need direct extensions to some of the ARO staff--rather than that which is listed on Outlook which is the generic number that students get. Some ARO staff do not have ANY number linked to their email and it is time consuming to search for one. All phones should be answered and should not go to voicemail. I think degree specialists need to communicate better with those graduating. Anyone not having met criteria to graduate whose name was given to ARO as set to graduate, should receive some sort of message from ARO before graduation.
Customer service needs improvement.
Degree plans are processed in an antiquated fashion.
difficult to reach during busy times, hard for new potential students to find basic info on web site
Distribution of contact numbers for staff would be helpful. The "barking" at students, faculty, staff when they enter the doors needs to stop. Some of the forms such as course substitution forms and petition for graduation should be automated through cougarweb.
Efficiency has improved over the years
Efficient communication and response time.
Friendly and patient
Great Group working hard to help students!
Hard work and dedicated to their task
Helpful and quick
Helpful however the admissions process can be confusing especially for a new person.
Helpful to students
I always had a positive experience working with ARO when I was a Primary Adviser for PTK. They were VERY helpful and extremely kind to me personally.
I am in constant contact via email for students that are dropped for non-payment or because students have dropped my class.

Table 15. Admissions and Records Office Comments

I have had so many students call me, asking for my help since NO ONE will answer the phones in Admissions. I have had very upset students ask for my assistance in getting started and registering into the College. Each time I help them, explain the process to them, and assist them all the way through. It saddens me to watch a student struggle into getting registered, changing a degree plan, or even signing up for a course. I have had so many students tell me that they have gotten farther with me, then with anyone in Admissions. This has got to improve.
I have not encountered any problems with services from the admissions and records office.
I haven't had any negative issues with this office.
I work with ARO often. They meet my needs quickly.
Incomplete responses
Information requests felt like they could have been faster, but service was polite and accurate results.
Interdepartmental cooperation with requirments of my office is appreciated. [name] is strong team player.
Knowledgeable
Knowledgeable, courteous
Knowledgeable, staff takes time to explain reasons for their procedures
long wait times - no phone answering
Lots of state laws and policies changing but with that Admissions is always adapting to the changes. The staff are knowledgable and are ready to help the students at all times. The office leadership (ie Registars and Associate Registars are also knowledgable and willing to help student at all times. Proud to be a team member of Admissions Spring Creek. Its always is an honor to serve after Collin College has giving me much, from my Education to Employment. Now I can give back to other students.
more communication with instructors needed
Most are friendly, have one who has not been as friendly. Sometimes it takes a long while for HS transcripts to be scanned in.
Much of this is not the staff's fault. They are not regularly trained or updated or have meetings with the admission staff on the front-line.
Only PRC will accept hard copy of meningitis vaccine
Our program checks all of our transcripts, etc. independently due to multiple mistakes by records. Last year they approved a student to graduate - and we approved him to take his credentialing exam - and he hadn't taken a required class. This is the most recent issue in many years of problems
Overall good, but sometimes ARO send student to see the dean--the wrong dean, as they do not look at what classes student is asking about, so students are sent to wrong division office, sometimes wrong campus
Procedures have been confusing, but improvements are being made - happy with the new application and related emails, friendly service
Process can be complicated and overwhelming for many new students.
Responded to concerns raised and answers to questions.

Table 15. Admissions and Records Office Comments

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ridiculously disorganized. If I want to take a class for personal enrichment, I should not have to re-apply and submit my transcripts every single time! I work here and that should all be on record whether I am taking a class every semester or not. Also, I have students who have missed one semester and they have to go through the whole process again and the wait is sometimes 6 hours. I would take my business elsewhere. There needs to be a way to make this process quicker. Talk to Dallas County. It has never taken me more than 15-20 minutes, even if I have not been there for 2-3 years.

---

slow and a bloated bureaucracy

Some of the admission staff are rude to students and it upsets them.

Some staff need a little more training

Sometimes they lose degree substitutions and sometimes students complain they can't get errors fixed in a timely manner.

Staff is courteous and knowledgeable, but lots of student complaints regarding wait time

---

Takes months to have basic paperwork adminstored.

Thanks to them I can't enroll at my new college

The Academic Advisors and ARO colleagues work harder than most any other departments!

The got me my trascript quickly

They handle students well with the new system.

They provide updated information on student drops.

They seem to lose a lot of stuff if it's been faxed in.

Timely response

Very unfriendly to students. We hear numerous complaints from our students. The registration process is the worst.

---

work well with me and students

Would like to see better coordination between my work area and admissions

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Would like updates procedure with out of state defaults in residency

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Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Athletic Programs

Table 16. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Athletic Programs*	347	60.3%
Have used Athletic Programs**	26	7.5%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 347).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	1	0	0	1	20	1	1	24	4.77	0.869
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	0.0%	0.0%	4.2%	83.3%	4.2%	4.2%	100%		
The procedures are efficient.	n	1	0	0	2	17	3	1	24	4.70	0.923
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	0.0%	0.0%	8.3%	70.8%	12.5%	4.2%	100%		
My needs were met in a timely fashion.	n	1	0	0	1	19	2	1	24	4.76	0.889
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	0.0%	0.0%	4.2%	79.2%	8.3%	4.2%	100%		
The staff was courteous.	n	1	0	0	0	21	0	2	24	4.82	0.853
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	0.0%	0.0%	0.0%	87.5%	0.0%	8.3%	100%		
The staff are knowledgeable.	n	1	0	0	1	19	1	2	24	4.76	0.889
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	0.0%	0.0%	4.2%	79.2%	4.2%	8.3%	100%		
Overall satisfaction with the unit.	n	1	0	0	3	20	0	0	24	4.71	0.859
(1= Very unsatisfied, 5 = Very satisfied)	%	4.2%	0.0%	0.0%	12.5%	83.3%	0.0%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Athletic Programs

Table 18. Athletic Programs Comments

Always a pleasant experience
Enjoy participating and working with programs
I have attended badsketball games and have been treated kindly by the people who work there.
I use the weight room on occasion. No interaction with staff. Proceedure to get a locker is ok.
I will on occasion attend a basketball game or tennis match/tournament.
I've attended some events and worked in the department a little. [name] is great and we have some outstanding coaches and athletes.
needs more student support
Our sports teams are very competitive.
suit my time spot
used the weights for a while, but always coincided with class, so I hever had a secure time slot to use it.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Auxiliary Services - Bookstore

Table 19. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Auxiliary Services - Bookstore*	406	70.6%
Have used Auxiliary Services - Bookstore**	259	63.8%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 406).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	11	11	43	57	124	10	3	259	4.11	1.120
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	4.2%	16.6%	22.0%	47.9%	3.9%	1.2%	100%		
The procedures are efficient.	n	12	19	40	52	112	20	4	259	3.99	1.198
(1= Strongly disagree, 5 = Strongly agree)	%	4.6%	7.3%	15.4%	20.1%	43.2%	7.7%	1.5%	100%		
My needs were met in a timely fashion.	n	15	23	37	50	130	1	3	259	4.01	1.245
(1= Strongly disagree, 5 = Strongly agree)	%	5.8%	8.9%	14.3%	19.3%	50.2%	0.4%	1.2%	100%		
The staff was courteous.	n	7	5	24	40	174	5	4	259	4.48	0.949
(1= Strongly disagree, 5 = Strongly agree)	%	2.7%	1.9%	9.3%	15.4%	67.2%	1.9%	1.5%	100%		
The staff are knowledgeable.	n	4	20	29	48	141	13	4	259	4.25	1.061
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	7.7%	11.2%	18.5%	54.4%	5.0%	1.5%	100%		
Overall satisfaction with the unit.	n	12	25	52	60	107	0	3	259	3.88	1.194
(1= Very unsatisfied, 5 = Very satisfied)	%	4.6%	9.7%	20.1%	23.2%	41.3%	0.0%	1.2%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Auxiliary Services - Bookstore

Table 21. Auxiliary Services - Bookstore Comments

always an issue
Always been able to get what I needed form the Bookstore
always courteous
Always friendly and helpful
Always friendly and willing to help.
Always happy to help with any orders needed, and any other assistance.
average
Book ordering is cumbersome, continuing email for each book order is problematic
Book orders errors / Books are sometimes not available to students in a timely manner.
Bookstore takes care of my needs quickly.
Bookstore? Yes for books. No for Supplies. I miss the old bookstore where you could get office supplies on the spot for urgent needs and not have to order stuff online that will take forever to be delivered. No more goodies for a hard working worker. We need a bookstore that can be able to serve a college not only the student (that's important) but also the staff for without either, former or latter the college won't work. Please give us a functional bookstore. Books, sodas/water, snacks, supplies just like any bookstore out there.
Bought what I needed and they were very nice and helpful.
Cashier was unattentive and unable to provide assistance when getting Spirit Gear without finding someone else.
Charging order double then taking discount seemed to discourage. Purchasing, miss snacks
Check out for staff was very slow when I purchased my bluebooks and scantrons for Dual Credit courses.Personnel were nice.
Consistently helpful and courteous.
Constantly ordering books or other materials through the bookstore.
cooperative and efficient
Courteous and prompt with my orders.
CPC bookstore no longer carries food items nor soft drinks/water. This is ridiculous, since the vending machines are a) overpriced, and b) out of stock at least two days a week!
CPC bookstore staff could be more friendly
Current organization does not allow me to work directly with the Bookstore. I must use an intermediary instead. My problems arise when the intermediary, not the bookstore, drops the ball.
demand book info way in advance but often still problems with wrong text or insufficient quantity
Don't seem to be able to obtain or provide the books my students need
every staff member I've encountered has been courteous and helpful
failed to stock my book as requested by the department chair; could not find book on shelves for student purchase
Frequent bookstore purchases, all ok.
Friendly

Table 21. Auxiliary Services - Bookstore Comments

Generally friendly. They insist on having my students buy the incorrect course materials.
Generally quite efficient and timeyl in meeting the needs of users.
good support once communication has been complete
Great people but the online book order system is awful. very tedious
Great staff - miss the snacks and drinks!
Have always been able to answer my questions in a timely manner.
Have only used a few times but worked fine
helpful and wanting to help
Helpful, but occasionally refer student to incorrect textbook
Helpful, friendly staff. I am sorry that they are not allowed to have snacks anymore due to the food service contract.
I always have a great experience
I do not appreciate the fact that soft drinks and snacks are no longer available in the Bookstore.
I don't really have a reason. The Bookstore staff is friendly, they have a sensible flow to the store. I'm disappointed they no longer serve snacks/food as this met some needs of students who are not here when our food services are open.
I find they are slow getting the supplies to us once ordered, sometimes as much as 3 weeks behind
I have been treated with dignity and respect.
I have found everything I needed at the bookstore, if not it was easy to order
i only went to bookstore once. The workers there were very nice and friendly.But my students have to buy textbooks there. I think that the students can give better feedback for boostore service.
I think processes have improved for students, but if books are covered by a scholarship or other source of funding the employees do not seem aware.
I understand "students first" however, as I am required to use the Bookstore as my supply resource, I should be treated as a valued customer with a significant budget. Turn around time is bad and in store supplies are now nonexistent. I understand there was a significant problem with ongoing legal issues but the current system is NOT the solution.
In a higher education environment, the campus bookstore has a unique role to perform- that of high quality service to students combined with the viability of a business with best practices in evidence. This requires well trained bookstore staff, who are empowered to make decisions, who take pride in the work they do, and who understand their role in the higher education environment. I work with the bookstore staff on a regular basis. Compared to even a year ago, processes have improved, customer service has improved, Staff needs more training in using technology comfortably, and in professionalism and customer serive. I am confident this will be implemented with great results.
Individuals at the bookstore are wonderful; textbook ordering is a pain in the bucket!
Insufficient knowledge and slow response time

Table 21. Auxiliary Services - Bookstore Comments

It is sad that they took away some of the snack food options. Most of the staff are friendly, but there have been times when fellow Collin employees get lumped in with the long line of students and we cannot get help outside of the line. Their student assistants are always kind and helpful, it is regular staffing that can be snide.
kind staff that works hard to fulfill requests
Knowledgeable, great customer service
lack of knowledge on hours open, web page errors, decision to remove food items from store
Located in a different building, not used much now. Has basic needs for students.
Long Lines, Not many items to purchase besides books.
Lots of mistakes ordering books and advising students what books to get - plus when you go in there they follow you around like you are a criminal
met my needs in a timely fashion but a bit expensive and sometimes crowded
Moderately efficient
My complaint is that CPC bookstore is not allowed to sell drinks or food yet 95% of the vending machines dont work on campus
My division office deals directly with the bookstore, so I don't have a way to assess.
My experience with the bookstore has been good overall, have ever their procedures seem complicated
Needs to be able to sell food/drinks again. Vending machines are too expensive. I know this has to do with vendor contracts, so not bookstore fault.
Needs to have items to sell wine they can't sell for anymore.
Needs to sell more snacks
New procedures, we cannot purchase items as readily as before.
no complaints
no food anymore
No food or drink anymore????
no products (snacks) available, not much at all there any more
No snacks available now. Staff never seems to know how much and how to handle department discounts. Ordering supplies through the bookstore is hopeless - never receive confirmations and supplies take weeks to arrive if they arrive at all.
One semester my students were having a hard time locating their book for my class and at one campus told them there were none available. When I sent an e-mail to the bookstore questioning when more would be in, I received a rude e-mail from [name] which stated: "Please make sure you and your staff are not giving out wrong information to our students." I wasn't giving out wrong information; I was sharing with her what her staff told me.
Only buy office supplies there. Stock is poor.
Ordered needed textbooks in timely manner for my students when enrollment higher than expected
Ordering can be a pain and the prices aren't great. Seems like there could be a more efficient way. There also isn't much in the bookstore anymore. It would be nice to see them get some food/beverage options back. Really any merchandise besides more books and supplies. Staff has always been very courteous and friendly though.
Ordering offices supplies from the bookstore is a time-extensive process

Table 21. Auxiliary Services - Bookstore Comments

Ordering process is time consuming and should be completed by bookstore staff
Overall OK, but some students uninformed -- and the food/drinks were removed by greedy vending company
Overpriced, rude at SCC
poor service   delayed orders
PRC clothing selection much smaller than SCC. Sizes only in a narrow range.
PRC- Wonderful group of staff/employees. Always eager and willing to help, and understanding when problems may arise.
Procedures for assigning textbooks to classes is cumbersome on academics
Provide excellent customer service; always friendly and helpful.
Responsive to requests to complete business requirements.
SCC library staff and resources are wonderful!
Since we do not have a bookstore on our campus, they brought T-shirts for us to buy.
Some bookstore staff not welcoming/customer-friendly. Book ordering procedures are time-consuming and tedious.
Some staff are extremely courteous. Others have no clue what they were doing. Perhaps it has improved, but I don't like going there.
Sometimes book do not arrive in time for the semester. Students buys the wrong books because staff told them to do so.
Staff are courteous, but process for ordering books is cumbersome and inefficient.
Staff does not always know how to enter department charges, they stopped carrying items we commonly purchased, and there always seems to be an issue for students trying to purchase books using their financial aid.
Staff is friendly and courteous
staff never smile-selection very low-water an snack removed
Staff was great but the inventory was lacking.
text book purchasing method is horribly complicated what use to take 30 minutes now take 4 plus hours. Need major changes to process
textbook adoption system is awful
That the food and drinks were removed. The selection in the vending machines are not healthy and have limited choices.
The bookstore at SCC seems to carry fewer and fewer items such as t-shirts, hats, etc. It's difficult to get excited and want to purchase and wear spirit items when they carry close to nothing. I've worked at 2 other universities and their bookstore always had lots of great items for staff and faculty to purchase. It's really sort of sad.
The bookstore has dropped the ball on a couple of orders that have been made.
The bookstore has gone downhill for the past two years. Nothing in it except for books, and very unfriendly atmosphere due to leadership.
The bookstore has recently stopped carrying needed office supplies. It is not the fault of anyone in the bookstore. It appears that the person over the bookstores believes everyone should have to leave campus to get items such as dry erase markers, etc. . .
The bookstore has very limited supplies. It has been very rare that I have ever found what I am looking for when I needed something from there.

Table 21. Auxiliary Services - Bookstore Comments

The bookstore inventory has become very limited and most items I purchase must now be a special order. However, the staff is friendly and we can get what we need to operate.
The CPC bookstore no longer sells food or snacks which was the only form of food service on campus except vending machines.
The rating is for PRC - courteous. SCC - they looked disinterested, the phone in the office was ringing and the individual sitting there just let it ring!
The software for book orders neeeds to be changed and also books should not be sent back and shelves empyty when a semester is starting and then not have any books for the first week and a half of a 5 week semester.
The staff are under alot of duress which doesn't allow for timely processing of daily business and ordering.
The staff provided me with immediate assistance and helped me find what I was needing for class.
There has got to be a more efficient and effective way for staff to order basic office supplies. I understand why the bookstores have been reducing in-store inventory but the process for ordering supplies has always and still remains inconsistent, hit and miss, and completely confusing.
There's no food or beverage in the bookstore.
There's no snacks offered there any more!
These have been super supportive. There is an excellent support system. I think students are aware of it but too few utilize it and end up failing in some aspect. This is a major concern and problem for the 2 YR college. The system is established for success and too few partake in those resources....for several reasons. It is nice that you have a college owned bookstore--great asset! All the staff members have been great. They respond quickly and have been once again very courteous and professional.
They are very courteous but orders are slow and it is cumbersome to check out.
they can't sell drinks/food/or snacks anymore
They had better prices on food items such as snacks and drinks than what is offered in machines.
they had what I needed
They have elimated the majority of supplies, and the snacks.
They have made mistakes with orders or there's been long delays with no explanation. However, a PRC associate was nice and efficient.
They no longer offer food/snacks for students, faculty and staff
they ordered the wrong book this semester so i'm not happy!
Too many semesters textbooks are not ordered as per the Program Director or inadequate quantities are available to begin a semester on time.
Too many temps - not enough merchandise.
usually I have to go and buy a scantron for my answer key. They do the job well.
Very good
very helpful and friendly people
Very helpful!
Very nice people, I wish they still had food....

Table 21. Auxiliary Services - Bookstore Comments

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very rarely have anything our office needs in stock. Always have to order. Took two weeks to get a stapler. I stopped waiting and went to Walmart and bought my own.

We submit textbooks well ahead of time...yet our books are rarely on the shelf the week before classes. They require us to submit in APRIL the books we need for Fall. New editions are not even out and have not been reviewed by faculty by April. This is a ridiculous deadline. The bookstore should not overprice books as this is not student friendly.

Would be helpful to have follow up email acknowledging order request was received/being processed. Many times they never "received" the request and I had to send the request again. Also better turn around time. Simple order took two weeks to get. If someone is out, they need a backup so it doesn't take two weeks. Don't leave the responsibility to one person.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Auxiliary Services - Food Services

Table 22. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Auxiliary Services - Food Services*	342	59.5%
Have used Auxiliary Services - Food Services**	143	41.8%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 342).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	24	15	31	25	38	8	2	143	3.29	1.449
(1= Strongly disagree, 5 = Strongly agree)	%	16.8%	10.5%	21.7%	17.5%	26.6%	5.6%	1.4%	100%		
The procedures are efficient.	n	27	13	32	24	37	8	2	143	3.23	1.471
(1= Strongly disagree, 5 = Strongly agree)	%	18.9%	9.1%	22.4%	16.8%	25.9%	5.6%	1.4%	100%		
My needs were met in a timely fashion.	n	26	17	30	28	39	1	2	143	3.26	1.457
(1= Strongly disagree, 5 = Strongly agree)	%	18.2%	11.9%	21.0%	19.6%	27.3%	0.7%	1.4%	100%		
The staff was courteous.	n	14	11	31	29	48	8	2	143	3.65	1.327
(1= Strongly disagree, 5 = Strongly agree)	%	9.8%	7.7%	21.7%	20.3%	33.6%	5.6%	1.4%	100%		
The staff are knowledgeable.	n	17	10	33	22	41	18	2	143	3.49	1.387
(1= Strongly disagree, 5 = Strongly agree)	%	11.9%	7.0%	23.1%	15.4%	28.7%	12.6%	1.4%	100%		
Overall satisfaction with the unit.	n	33	30	28	25	24	0	3	143	2.84	1.417
(1= Very unsatisfied, 5 = Very satisfied)	%	23.1%	21.0%	19.6%	17.5%	16.8%	0.0%	2.1%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Auxiliary Services - Food Services

Table 24. Auxiliary Services - Food Services Comments

Bad quality of food, staff not courteous, bad service.
CPC has no regular food service. When we need food service for a meeting the prices are outrageous and the food is not good
difficult to get them to respond; do not have acceptable choices for meetings
Do not like the hours avail for the students and staff, need more variety
doesn't exist at CPC / total joke! we need food on campus!
Food has decent prices, but I don't like standing around in there. Staff isn't always super friendly. Just feels a little awkward standing around in the cafe at PRC waiting on the food to be cooked.
Food is a hit or miss on them. Always seem to be able to fill our orders when needed. Wish they didn't pull all food from Central Park Cafe in Library.
Food is FAR TOO EXPENSIVE and doesn't taste good. Also, terrible customer service to students by forcing food/drinks to be removed from bookstores
Food is mediocre, and I do not know that we have ever had an order that has come in correctly in the last 3 years, food is overpriced, and not worth the cost
Food is mediocre.
Food is much better than previous vendor
Food is nasty. Over priced and do not offer what I want.
food is not good (except baked potatoes)
Food is not good and the staff often are unfriendly
Food is not very healthy and is too expensive.
Food is OK, but too high priced for the quality.
Food is over priced, not that great and I don't feel confident regarding cleanliness. I've seen food and money handled simultaneously. While I have had some last minute order sucess, I'm not very impressed with the catering end either.
Food is very expensive and sometimes the bad quality.
Food ordered is not what arrives at event; food is subpar; staff removes food before event is over
Food service at CPC is nonexistent/When I have had their food at events, it is overcooked and tasteless. Their prices to orgs. are exorbitant for the quality they are providing/
Friendly staff but food prices are high.
Generally the food is good and the staff are friendly
Good food at a good value. Usually the person at the checkout is very friendly
Good, but not always available
Helpful and flexible
horrible food service
Horrible food. No consideration for evening students. Grill shuts down at 5pm but they sale the leftover food till 7pm. Horrible
Hours and selection
I have had to use Food Services every spring for the Emerging Scholars Recognition and the process is fairly simple and the food is decent, but the cost is expensive.

Table 24. Auxiliary Services - Food Services Comments

I think that they are friendly and helpful, but that the food and pricing is horrible. Why cannot this school not have actual vendors like other schools do for food (Subway, Chick-fl-a, etc.)?
I"m disappointed that food service is not available when students are not here. There are a lot of staff and faculty on campus (SCC) and no food service during these times.
Inflexibility and inadequate quality control
It's fine. Typical educational cafeteria food service. It is much better than having a subway.
I've only been to the cafeteria twice, once it was already closed and the second time, there was only 3 people in line, but the line moved really really slow. The food was only okay. I mainly bring my own lunch.
Just wish that faculty and staff got a discount
kind of expensive. Appreciate the salad bar at SCC.
Limited menu, prices are not as competitive. Food not as good as external vendors.
need to offer healthier options
No food services at my campus.
No longer use them because of food poisoning twice from them. No longer have an open grill where food is prepared fresh, don't care for the "heat lamp" food that is offered.
No snacks in the bookstore any longer, limited selection in machines, no cafeteria at CPC!
None available at CPC. And no, the food trucks are an overpriced joke. Now even the bookstore doesn't carry anything.
Our Vendor, American Dining always comes through and meets our expectations. Since they are very busy, they are not always available to serve us, which is a little inconvenient, but we understand. There is a huge issue with the catering request procedure, in which has caused major issues in the past. Right now, we are going into the catering website, entering in what we would like to have served, and printing off a "pre approval" page, for both the Deans and provosts approval. After approved by both parties, we then go back into the website and re-repeat the process and completely check out. This has got to improve as well.
Poor food selection, overpriced, closed on Fridays
Prices are astronomical. Service is subpar. Mistakes happen too often.
prices are high and the cafe isnt always staffed.
Prices are high. Food is average.
prices are too high for what you get and many of the staff are rude
Prices are too high.
Prices are too high.
Prices are too high.
Prices are too high.
Prices are too high.
Prices are too high.
Prices high; no longer allow snacks and drinks to be sold in Bookstore.
Pricing for department orders is way too high. Online ordering system is not user friendly.
Procedures are a bit difficult to use the first time, but afterwards, they're OK. Food is always good.

Table 24. Auxiliary Services - Food Services Comments

Questionable pricing, limited service at current campus, but generally willing to work with us when we need to utilize their services.
responsible for no snack and beverages in bookstores, vending machines seldom working properly
Room for improvement with service, food choices, and food quality
Should be able to accept donated food from outside vendors and not be forced to use AFB
Some of their items are good but overpricing on most items.
Staff is friendly, supervisors not so much, food quality has diminished, only eat here noe when I'm desperate
The cafe has been closed for several semesters despite student demand
The food is both expensive and boring.
The food is not good and overpiced. I do not understand why we have to have a contract with a company when we would prefer to order something else. A student organization was doing a fundraiser and had someone offer to donate food for them to sale and AFV said no, the organization would still have to pay them (for food they were not receiving); NOT student friendly
The food is well prepared
The food was poor quality.
the removal of food/drink from bookstore was neither student/staff friendly nor putting students first
There are no decent food options at CPC. It is unbelievable how little this department cares about students and staff in the summer sessions because nothing is ever restocked in the bookstore. I have never been to a community college that didnt offer food services until Collin.
There is no food service at CPC. You cannot even get a snack from the Bookstore.
They have good food and beverages at reasonable prices and are convenient.
They have high prices and limited summer hours.
They have vegetarian options but the staff can be less helpful and some of the food is of poor quality.
Tried to make a reservation at the Red Room, they had the wrong menu listed, Tried to make a reservation, for the one (French), never heard back, called and emailed again, Didn't hear, went back to the director of the division, and had an apology. Then because CPC doesn't have a cafeteria (shameful!), they try to get [food trucks] to visit and they either cancel, sell out, or have lousy, over priced food! We need a Starbucks at CPC and a cafeteria!!
Under the management of Philip 8 or 9 years ago the food services were awesome and the food choices where also awesome. Revisit that model the impliment it now. Because this ..to be continued.
Very expensive and food is not that good
Very polite and professional

Table 24. Auxiliary Services - Food Services Comments

We don't even have food services at CPC anymore, yet no one here seems to know why. At least we still have vending machines (although defining that as "food service" is a stretch), but our cafe has remained empty with no food/staff for at least a year. This is frustrating for students, staff, and faculty alike, and it reflects poorly on our campus that this issue has not been addressed. Is there anything we can do to resolve this situation?
Weak support at my campus
While the staff are friendly enough and knowledgeable enough, the overall food service is deplorable! The menu is like they are serving middle school students; the hours do NOT service all students; and prices are unreasonably high in both the cafeteria and the vending machines. There are no real healthy alternatives in the vending machines, and it took speaking with an administrator to have water put in the machine in the building where I work. This school prides itself on quality...our food service is not the quality our students deserve.
Worst service and quality of any provider on campus.
Would be nice to have more variety, i.e. food courts
Would like healther choices
would like more healthy options in food

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Campus Police & Security

Table 25. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Campus Police & Security*	535	93.0%
Have used Campus Police & Security**	274	51.2%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 535).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	10	2	10	51	183	17	1	274	4.54	0.919
(1= Strongly disagree, 5 = Strongly agree)	%	3.6%	0.7%	3.6%	18.6%	66.8%	6.2%	0.4%	100%		
The procedures are efficient.	n	12	3	20	49	167	17	6	274	4.42	1.026
(1= Strongly disagree, 5 = Strongly agree)	%	4.4%	1.1%	7.3%	17.9%	60.9%	6.2%	2.2%	100%		
My needs were met in a timely fashion.	n	11	7	11	40	198	2	5	274	4.52	0.994
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	2.6%	4.0%	14.6%	72.3%	0.7%	1.8%	100%		
The staff was courteous.	n	9	3	5	26	225	1	5	274	4.70	0.849
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	1.1%	1.8%	9.5%	82.1%	0.4%	1.8%	100%		
The staff are knowledgeable.	n	9	4	4	33	212	9	3	274	4.66	0.873
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	1.5%	1.5%	12.0%	77.4%	3.3%	1.1%	100%		
Overall satisfaction with the unit.	n	6	3	11	56	194	0	4	274	4.59	0.812
(1= Very unsatisfied, 5 = Very satisfied)	%	2.2%	1.1%	4.0%	20.4%	70.8%	0.0%	1.5%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Campus Police & Security

Table 27. Campus Police/ Security Comments

A handful of police spend their day talking at the SCC help desk.
Actually come and check in on us.
Always daily walking through our department. Gives me a sense of comfort.
Always friendly professional and respond quickly
always friendly when I see them and always their to help
Always friendly, but there are sometimes too long of a delay for them to actually arrive in our building.
Always helpful
Always helpful, even when I just locked myself out
always helpful, friendly and professional.
Always pleasant and helful
Always receive a quick response.
always respond and are very helpful
Always responsive and helpful
Always responsive, friendly, and helpful.
always there and very professional
Always there when I need them. Supportive of faculty and students in need.
Always timely in their responses.
always very responsive to my needs/requests
Approachable and sincere.
Arrive quickly when called
Attentive to surroundings
Campus police are very quick and helpful and do a fantastic job of keeping our campus safe.
Campus police responded to a confrontation situation, crucial help.
competent, friendly, not enough of them
cops are always very friendly and show up fast
Dealt with my issues and needs efficiently and I was fully satisfied with outcome
Don't always take calls seriously enough.
Efficient department however, if they are called to another campus, this leaves us without any coverage.
Excellent at providing assistance for student issues and security on campus
Excellent group of persons. Collin has hired the best of the best!
Excellent police officers who are friendly and helpful. I wish it was easier to contact them for non-emergency purposes in order to make aware or involve the campus police in particular campus events.
Friendly staff, timely response
Friendly, helpful, and responsive
Friendly, knowledgeable, student centered, helpful and courteous to staff, take their role seriously and work with pride
Generally satisfied although officers may be spread a little thin
Good people BIG JOB
great

Table 27. Campus Police/ Security Comments

Have always responded quickly when I have called
Have been helpful and friendly
have not used much
Helped me locate lost item
helpful
I am generally satisfied with the Campus Police, though sometimes, communication between the caller, the dispatch, and the officer responding lacks accuracy.
I had a police officer helped me start my car, he was very helpful and gave me some tips on my battery.
I had a question about a student that was apparently unable to attend student org meetings because of an infraction. I inquired of the police and they were able to explain the situation in a reasonable manner, quickly.
I have never encountered a problem and there is a consistent police presence on campus.
I needed campus police on a weekend. I called and no one ever answered.
I never see them in the new Health Science Building
I really appreciate whenever they stop by to say hello, it's nice to be reminded of their physical presence.
I trust them
I work the Information Desk at CPC and they have always been courteous and response has been immediate
Knowledgeable, professional officers, extremely helpful and courteous
Make me and the staff feel safe and supported during dangerous situations.
Make you feel as though you have done something wrong when reporting an incident. Don't see them often.
met my needs in a timely fashion
Met my needs on time and efficiently.
need more than one officer at a time on campus in case of emergencies..otherwise, you may be unprepared
No issues
not enough staff on the campus. I have made calls to them because of a student and they dont show up and if they do they say sorry there is only one of us on campus at that time
Officer [name] is very diligent and would always let me know if a particular room/area was left unlocked etc...
Officers are friendly and knowledgeable
Officers are very personable and I know I can count on them if I needed their assistance.
Our police are courteous, responsive, and helpful.
out of touch, distant, hampered by and fearful of bureaucratic forces
parking is a nightmare at SCC - people park in the middle of the driveways by the library and cafeteria - no tickets or warnings anymore???
Police can be slow to arrive.
Police keep us safe and and are very experienced
Possible concealed weapon (student)

Table 27. Campus Police/ Security Comments

Prompt & efficient
Prompt.
Provided immediate assistance when requested
Quick in response and officers come check in on us
Quick response and resolution
Quick to respond
Quick to respond
Respond in timely fashion
respond quickly
Responded quickly to my requirements
Responsive to requests and handled professionally
solved the issue
some emergency procedures appear not well thought out
Some staff are more knowledgeable than others and those are the officers you can go to/trust.
Sometimes the dispatch system is confusing.
Staff aways courtious, friendly and quick to respond to our department needs.
staff did not seem to know what other staff had done; it may be a part of the 'job' but they behave as if they are suspicious of everyone
student fainted and a faculty member called the campus police; the officers were quick to respond but slow to call the ambulance and didn't follow proper medical protocol while they waited to decide to call ambulance.
The 2 officers with which I have had contact are always helpful and immediate in their response. The officers I see day-to-day are always friendly and insuring that all is good.
The police are very friendly, respectful, and knowledgeable.
The Police have always been helpful when needed.
The police officers are very courteous and friendly
Their presence is noticeable
They are always there when you need them.
They are visible, responsive and efficient.
They arrive quickly when called.
They came very quickly when called.
They have all taken care of the issues when I needed help.
They have always been courteous and respectful
They have low visibility.
They respond quickly and professionally to my requests.
Thievery in offices due to cleaning staff is not an issue with them.
time needs to be factored in, with only one officer at each campus and each campus is vast, if there is an immediate threat or escalating situation, arrival is usually later rather than within reasonable amount of time.
timely and friendly response
top notch
Top notch, outstanding.
turning in material a student left in classroom after hours, officer was courteous and responsive

Table 27. Campus Police/ Security Comments

utlized campus police on several occasions; one incident the policeman was rude though he did help me with my issue
Very efficient, professional and courteous.
Very friendly and work with students and staff well
Very helpful!
Very responsive
Very responsive and ready to help
very slow response to emergency in writing center/math center
We have basically been told that since we're not in the main building on campus, we're on our own during an emergency such as active shooter as the officers will be busy at the main building.
We have the best officers. Helpful, knowledgeable, friendly, and "tough" when needed.
When called, an officer took ten minutes to respond to an emergency, and when he arrived, he did not take control of the scene.
When I have needed them, they have been there very quickly.
When you call, they come and will stay until you are satisfied that everything is ok.
whenever we are especially busy, they are there before we even call them
Worked with them on special events; always courteous, knowledgeable
Would like to see more presence on campus
You call they come.

Collin College Service Unit
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SERVICE UNIT: Center for Scholarly Learning and Civic Engagement

Table 28. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Center for Scholarly Learning and Civic Engagement*	272	47.3%
Have used Center for Scholarly Learning and Civic Engagement**	50	18.4%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 272).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	3	1	4	11	29	2	0	50	4.29	1.129
(1= Strongly disagree, 5 = Strongly agree)	%	6.0%	2.0%	8.0%	22.0%	58.0%	4.0%	0.0%	100%		
The procedures are efficient.	n	5	0	3	9	31	2	0	50	4.27	1.267
(1= Strongly disagree, 5 = Strongly agree)	%	10.0%	0.0%	6.0%	18.0%	62.0%	4.0%	0.0%	100%		
My needs were met in a timely fashion.	n	2	0	2	8	37	1	0	50	4.59	0.911
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	0.0%	4.0%	16.0%	74.0%	2.0%	0.0%	100%		
The staff was courteous.	n	2	0	2	6	39	1	0	50	4.63	0.906
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	0.0%	4.0%	12.0%	78.0%	2.0%	0.0%	100%		
The staff are knowledgeable.	n	2	0	4	5	37	2	0	50	4.56	0.965
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	0.0%	8.0%	10.0%	74.0%	4.0%	0.0%	100%		
Overall satisfaction with the unit.	n	4	0	3	12	30	0	1	50	4.31	1.158
(1= Very unsatisfied, 5 = Very satisfied)	%	8.0%	0.0%	6.0%	24.0%	60.0%	0.0%	2.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Center for Scholarly Learning and Civic Engagement

Table 30. Center for Scholarly & Civic Engagement Comments

[name] retaliates against faculty if she does not like them. I have not met any faculty or staff that likes to work with this woman.
Engaging
Excellent for student and community involvement
Frustration with BIC (Book In Common)--dismissing titles unilaterally; unwillingness to listen to what faculty want, when they can meet, what needs improvement, etc.
good programs, students feel like they're drowning in paperwork though
Helpful staff, friendly and dedicated.
I have worked with them in the past as it related to Emerging Scholar Recognition Ceremony
I'm not even sure what they do anymore. Our program requires service learning but we do everything ourselves. Most of the listed "service partners" on the website don't even know they are on it. Service learning allows programs to count clinical rotations (that are classes) as service learning which is ridiculous - how is it volunteer work if it is required? Our program requires separate volunteer hours - it cannot be clinical hours.
It seems like it could be a great division in the college, but every time I think I know what the office is supposed to be doing and be in charge of, it turns out they're not or still need us to handle it. Not sure what they do or are supposed to do or if they know.
Knowledgeable and interested in students
Staff are fantastic
The speakers they bring to campus are very informative and interesting.
they are on top of their game. always have answers.
They provide a variety of programs and events.
Timely and efficient
Wonderful people here - but OrgSync is problematic and inefficient
Work here
Works with all my request and events, very supportive

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Center for Workforce & Economic Development

Table 31. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Center for Workforce & Economic Development*	232	40.3%
Have used Center for Workforce & Economic Development**	17	7.3%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 232).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	2	0	1	2	10	2	0	17	4.20	1.424
(1= Strongly disagree, 5 = Strongly agree)	%	11.8%	0.0%	5.9%	11.8%	58.8%	11.8%	0.0%	100%		
The procedures are efficient.	n	2	0	1	3	9	2	0	17	4.13	1.407
(1= Strongly disagree, 5 = Strongly agree)	%	11.8%	0.0%	5.9%	17.6%	52.9%	11.8%	0.0%	100%		
My needs were met in a timely fashion.	n	2	0	1	1	12	1	0	17	4.31	1.401
(1= Strongly disagree, 5 = Strongly agree)	%	11.8%	0.0%	5.9%	5.9%	70.6%	5.9%	0.0%	100%		
The staff was courteous.	n	1	0	1	3	11	1	0	17	4.44	1.094
(1= Strongly disagree, 5 = Strongly agree)	%	5.9%	0.0%	5.9%	17.6%	64.7%	5.9%	0.0%	100%		
The staff are knowledgeable.	n	1	1	1	2	11	1	0	17	4.31	1.250
(1= Strongly disagree, 5 = Strongly agree)	%	5.9%	5.9%	5.9%	11.8%	64.7%	5.9%	0.0%	100%		
Overall satisfaction with the unit.	n	1	1	2	1	12	0	0	17	4.29	1.263
(1= Very unsatisfied, 5 = Very satisfied)	%	5.9%	5.9%	11.8%	5.9%	70.6%	0.0%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Center for Workforce & Economic Development

Table 33. CWED Comments

Responsive to requests to complete business requirements.
Overall, I am happy with this department, but I feel like I did not really know that they existed as a whole unit. I would like to know more about them and see a presence on the web.
They have been helping me a lot.
Knowledgeable and helpful

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Continuing Education

Table 34. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Continuing Education*	372	64.7%
Have used Continuing Education**	69	18.5%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 372).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	4	2	9	20	30	2	2	69	4.08	1.136
(1= Strongly disagree, 5 = Strongly agree)	%	5.8%	2.9%	13.0%	29.0%	43.5%	2.9%	2.9%	100%		
The procedures are efficient.	n	3	5	8	17	31	3	2	69	4.06	1.167
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	7.2%	11.6%	24.6%	44.9%	4.3%	2.9%	100%		
My needs were met in a timely fashion.	n	4	1	7	16	38	1	2	69	4.26	1.114
(1= Strongly disagree, 5 = Strongly agree)	%	5.8%	1.4%	10.1%	23.2%	55.1%	1.4%	2.9%	100%		
The staff was courteous.	n	3	3	7	9	45	1	1	69	4.34	1.122
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	4.3%	10.1%	13.0%	65.2%	1.4%	1.4%	100%		
The staff are knowledgeable.	n	2	4	5	9	43	2	4	69	4.38	1.084
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	5.8%	7.2%	13.0%	62.3%	2.9%	5.8%	100%		
Overall satisfaction with the unit.	n	1	4	6	21	35	0	2	69	4.27	0.963
(1= Very unsatisfied, 5 = Very satisfied)	%	1.4%	5.8%	8.7%	30.4%	50.7%	0.0%	2.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Continuing Education

Table 36. Continuing Education Comments

accessible, affordable and timely; classes sometimes don't make required # of students
Always helpful and available for information as needed
Amazing programs that benefit community members. Increased programming offered is great for community members.
Answered questions I had about students in my dual level class
Can not get a response to inquiries as to classroom lectures attended by graduated/certified members to be awarded CE when they attend. Not fire/police department sensitive to the community needs for continuing education.
Excellent in all ways except scheduling. Some classes just don't make and I end up not using them.
Good selection of classes relevant to position, good instructors
Great! Really helpful and kind
Have been great to work with in filling seats for workforce classes.
Helpful, knowledgeable, patient
I feel fortunate to have access to the Continuing Education program and spread the word to others regularly.
I haven't taken courses, but work with their office from time to time. Very friendly and helpful staff.
I sometimes teach for CE and I have taken a CE course - I couldn't sign up online - the system didn't work - I do not think the students are always treated very fairly at CYC - particularly in the Health Science classes
I took a class and they were friendly and timely
I took a continuing ed class to learn another language for fun. The professor was not on time once during the entire course, had no planning for the classes, and never seemed to be prepared. Nice as he was, I didn't like how that reflected on the college. My husband has also take a few continuing ed classes for fun and had the same experience. Who is even hiring these instructors??
Important program that the college needs to expand and offer more classes and programs. Awesome staff and faculty
I've taken a few CE courses for professional development and the faculty seem to be very knowledgable.
Knowledgeable and helpful
Nice quality courses, but employee process to enroll could be easier and classes cancelled too often.
Online registration needs updating.
Registration for students can be confusing. And also become a technical problem for students if they take both Continuing Education and credit courses.
Responsive to requests to complete business requirements.
schedule is diverse to cover lots of interests and job training opportunities
signed up for an online class, received an email telling me to contact them at the phone number provided in order to pay for my class, when I called the number I was treated very rudely telling me that I shouldn't have called that number to pay, I hope other students aren't being treated as rudely as I was.

Table 36. Continuing Education Comments

The website is awful. Beyond awful.
This is my home territory and I believe we do a stellar job of serving the needs of Collin students who come to CE for their educational needs. Our staff is friendly, student centered and knowledgeable about the courses we offer. However, they have very little knowledge of how the rest of the college functions - cross-training at other campuses would be very beneficial for registration and front desk staff as well as admin. support staff.
Very helpful staff, if you can get a hold of them. I loved using the CE programs and found that the times and locations were helpful to me. The service could be approved upon if employees were guaranteed spots within their class. Employees have to receive permission from their supervisor and make schedule adjustments, just to show up on the first day of class to find out that your seat was given to a "paying" customer.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Controller/Financial Services-Accounting, Payroll & Audit

Table 37. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Controller/Financial Services-Accounting, Payroll & Audit*	412	71.7%
Have used Controller/Financial Services-Accounting, Payroll & Audit**	196	47.6%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 412).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	7	13	25	55	67	26	3	196	3.97	1.116
(1= Strongly disagree, 5 = Strongly agree)	%	3.6%	6.6%	12.8%	28.1%	34.2%	13.3%	1.5%	100%		
The procedures are efficient.	n	7	14	25	46	69	28	7	196	3.97	1.153
(1= Strongly disagree, 5 = Strongly agree)	%	3.6%	7.1%	12.8%	23.5%	35.2%	14.3%	3.6%	100%		
My needs were met in a timely fashion.	n	6	9	21	43	101	11	5	196	4.24	1.060
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	4.6%	10.7%	21.9%	51.5%	5.6%	2.6%	100%		
The staff was courteous.	n	4	10	9	30	124	13	6	196	4.47	0.983
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	5.1%	4.6%	15.3%	63.3%	6.6%	3.1%	100%		
The staff are knowledgeable.	n	5	6	12	34	117	18	4	196	4.45	0.971
(1= Strongly disagree, 5 = Strongly agree)	%	2.6%	3.1%	6.1%	17.3%	59.7%	9.2%	2.0%	100%		
Overall satisfaction with the unit.	n	5	8	18	55	104	0	6	196	4.29	0.984
(1= Very unsatisfied, 5 = Very satisfied)	%	2.6%	4.1%	9.2%	28.1%	53.1%	0.0%	3.1%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Controller/Financial Services-Accounting, Payroll & Audit

Table 39. Controller/Financial Services - Account, Payroll & Audit Comments

[name] rocks!
Accuracy and timeliness
Added second direct deposit
After the one major glitch last year with many people not receiving paychecks on time, processes have improved significantly. Please review Concur processes as set up for Collin staff! Needs major improvement in this area - the online approval system was supposed to make life easier and simpler, but it is ridiculously cumbersome and designed to slow things down.
Always helpful.
Always knowledgeable and respond quickly to my requests.
always very responsive to my needs/requests
Always willing to answer my questions completely.
Answered my questions quickly; knowledgeable
Answered questions quickly but lacking some information
AP has always processed my local travel quickly and they have been there to assist me with Concur.
Audit requests always disrupted what was going on. Seems like we could be asked when would to come by.
Concur is so inefficient. Online is fine but this is counterintuitive.
Don is very helpful with the Travel software!
done in a timely manor
Easiest place to apply to work at and set up pay
Easy to work with
Efficient and courteous plus knew the answer to my question immediately!
Electronic payment system and email notification has been very efficient for reimbursement.
Excellent personnel. Now the IT infrastructure neds to be updated--faster newer CPUs for the classroom. But this is not the forum to voice these concerns. I have found the staff members to be very helpful and knowledgeable--courteous and professional too.
Good experiences overall
Had a quick question that was probably asked a zillion times. Very polite.
have been helpful and answer questions and call back
Helpful with questions I have.
I can ask any question and they can help me
I can't ever get someone hired and into payroll without problems - there is an issue every single time
I don't deal much with this department.
I find the tabs to access pay dates very difficult to find. When I called, the personnel were very helpful in navigating to the page, but I would never have found it on my own.
I have never encountered a problem and I always receive my pay and benefits on time.
I sent a question via e-mail, someone called me in response within fifteen minutes.
I went into their offices to ask a financial aid question about wintermester; I was helped but the person I spoke with was not welcoming or happy to have to help me.

Table 39. Controller/Financial Services - Account, Payroll & Audit Comments

If there has been a problem they have taken care of it quickly.
I'm paid on time and correctly.
inflexible related to number of hours many staff members can legally work
Issue was taken care of
I've had really good help in these recent years, no complaints.
Little interaction. But when interacted with the very helpful.
met my needs in a timely fashion
My checks come in on time and accurately. Every conversation I've had with the department has been positive.
My concerns were addressed immediately.
My paycheck has been incorrectly entered
never a problem although contracts seem to run a little late but not a problem
Pay check error
paycheck confusion, otherwise great
payroll goes smoothly and if there's ever a problem, my questions are answered and issues are resolved very quickly
Payroll has always responded to and helped resolve issues in a timely manner.
Payroll has improved dramatically since [name] arrived
Payroll made a mistake one time on my paycheck and it was immediately fixed
Payroll pays staff efficiently.
Procedures are a bit confusing
Prompt and helpful in dealing with payroll deductions on employee giving campaign
prompt responses, courteous staff
Quick response to my questions
Received good service with quick response times
responsive to Concur issues
Some policies & procedures are extremely ridiculous and could be enhanced. For example, currently there are WAY too many approval paths. Why is it necessary for a travel request to be viewed by 3 different individuals before it is approved? If the division Dean or org manager was the one and only approver, requests and expenses could be processed in a timely manner.
Staff are responsive and helpful.
Systems are improving all the time. TCP and Concur big improvements. When will local travel go online? Printing out excel sheets and routing them around to the various campuses for signatures is pretty ridiculous in 2016
Takes time to get a response
The Concur system could be more user friendly and not take so much time to input when you are going to forget by the time you do it again.
The payroll department here is rude and unwilling to help staff solve payroll problems.
The staff have a wealth of information but certain procedures can be obscure and time frames lengthy.
The system for changing payroll information is inefficient
Their answers vary and depend on whom you speak with.
There are some very helpful staff and one particular that is quite short and not helpful at all.

Table 39. Controller/Financial Services - Account, Payroll & Audit Comments

They always answer any questions swiftly and professionally.
They are accurate and work to assist staff as quickly as possible.
They respond quickly and professionally to my requests.
TimeClock is unnecessarily cumbersome. Why not go to a system where if you work 40 hours in a week, that requires one checkmark. Only exceptions for the week need to be listed.
timely
Training for new systems for travel reimbursement were frustrating. One presenter talked down to group entire time. In another session, spent a large majority of time using one person as an example but that person's travel wasn't relevant to most of us in the room.
unclear procedures, poorly trained
Very helpful and knowledgable staff
very knowledgeable and easy to with on financial matters
Very nice and helpful when I need them.
Very professional and timely.
When dealing with purchasing my question was answered but in a snippy fashion. Considering I am new and that the training was not well presented in purchasing I felt the matter of fact tone was not necessary.
when procedures change please send a distribution email instead of just saying "well we updated the website" most employees do not have time to check you website on a weekly basis.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Counseling & Career Services

Table 40. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Counseling & Career Services*	400	69.6%
Have used Counseling & Career Services**	100	25.0%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 400).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	1	4	10	15	60	7	3	100	4.43	0.937
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	4.0%	10.0%	15.0%	60.0%	7.0%	3.0%	100%		
The procedures are efficient.	n	1	8	5	16	59	9	2	100	4.39	1.018
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	8.0%	5.0%	16.0%	59.0%	9.0%	2.0%	100%		
My needs were met in a timely fashion.	n	3	5	3	16	65	6	2	100	4.47	1.021
(1= Strongly disagree, 5 = Strongly agree)	%	3.0%	5.0%	3.0%	16.0%	65.0%	6.0%	2.0%	100%		
The staff was courteous.	n	2	1	4	12	73	4	4	100	4.66	0.802
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	1.0%	4.0%	12.0%	73.0%	4.0%	4.0%	100%		
The staff are knowledgeable.	n	2	2	2	14	71	7	2	100	4.65	0.822
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	2.0%	2.0%	14.0%	71.0%	7.0%	2.0%	100%		
Overall satisfaction with the unit.	n	0	3	8	19	67	0	3	100	4.55	0.778
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	3.0%	8.0%	19.0%	67.0%	0.0%	3.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Counseling & Career Services

Table 42. Counseling and Career Services Comments

[name] is awesome. We are blessed to have her at CPC.
Always available, knowledgeable, and interested in students
Always supportive of the students. [name] is a blessing to this college.
Always willing to provide needed services
are student friendly
awesome
Awesome communication and support
Broad communication of programs and issues is highly effective.
Caring and compassionate services. Scheduling is no issue.
Counseling is great but career services is lacking.
Counseling Services could be more pleasant and helpful to staff who have a student who may have a mental health issue. Being given the third degree as to why a staff member brings a student to their office for help is uncalled for. Career Services on the otherhand are wonderful and a pleasure to work with.
Counseling took care of a student issue I had in a timely manner.
counselors are amazing - engaged in so many initiatives and programs and offer quality, important mental health services to our students
Counselors were there when I needed to get a student into see a counselor.
Couseling wonderful. Career Service needs to be expanded over to academic advising. Student have little awarness of this resource. Also this resource does not reach out to Workforce programs to establish a relationship. Very odd. Missed opportunities here.
Excellent support for students
great but hard to schedule
Great support for our students and faculty!
have really only worked with [name] who goes above and beyond
Have sent students to counseling
Highly trained and informed licensed counselors. Work to support students, staff, and faculty. Provide much needed psychoeducational programing in the classroom and in seminars.
i have referred at least 3 students and its good to know that this resource is available and helpful
Knowledgeable, courteous
Knowledgeable, helpful and a variety of services for our lab students and families
low technology effort, uninformed
Neutral.
never answers phone directly. I understand that they may be with students, but someone should be answering phones. perhaps 1 person assigned to phones for all 3 campuses (similar to what eLC does)
No experience with career services, but counseling services has been very helpful for our students. Pam Love White goes out of her way to help our program and the students love her.
staff was very helpful in tips on how to work with students
Students don't seem to know enough about their services

Table 42. Counseling and Career Services Comments

Supportive and helpful to student needs
The entire staff is eager to assist me.
THey do good work, but I think we need to find a way for students to become more aware of their sevices
They provide numerous workshops.
took student over for a critical matter-no one was able to see them

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Dual Credit

Table 43. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Dual Credit*	383	66.6%
Have used Dual Credit**	91	23.8%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 383).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	2	2	7	27	44	6	3	91	4.33	0.917
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	2.2%	7.7%	29.7%	48.4%	6.6%	3.3%	100%		
The procedures are efficient.	n	2	2	7	22	46	8	4	91	4.37	0.936
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	2.2%	7.7%	24.2%	50.5%	8.8%	4.4%	100%		
My needs were met in a timely fashion.	n	1	1	4	17	61	6	1	91	4.62	0.743
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	1.1%	4.4%	18.7%	67.0%	6.6%	1.1%	100%		
The staff was courteous.	n	1	0	2	11	69	7	1	91	4.77	0.611
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	0.0%	2.2%	12.1%	75.8%	7.7%	1.1%	100%		
The staff are knowledgeable.	n	2	2	2	19	58	6	2	91	4.55	0.859
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	2.2%	2.2%	20.9%	63.7%	6.6%	2.2%	100%		
Overall satisfaction with the unit.	n	0	2	8	23	56	0	2	91	4.49	0.756
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	2.2%	8.8%	25.3%	61.5%	0.0%	2.2%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Dual Credit

Table 45. Dual Credit Comments

all so friendly and knowledgeable
As I am a dual Credit professor, the counselors are very approachable. They strive to ensure that any difficulties is easily overcome
average
cater too much to the high schools; not enough to the faculty who must operate in sometimes poor situations
Dual credit is being pushed to an extreme at the cost of our on campus offerings and "special" arraignments seem to take priority when we would have never allowed it on an on campus class.
Dual credit should only be offered online, or on the college campus. Students in high school who meet at a high school for instruction are not mentally prepared for college instruction.
Good as far as I can tell. However, faculty needs to know that they have dual-credit students before grades are requested.
Great team!
growing numbers of students
Have worked to establish dual credit. Often agreements seem more forced than workable.
High School staff has always been very helpful; Collin is very helpful in providing info, etc on how to handle Dual Credit.
I have had no issues with the dual credit staff/ timelines
I'm teaching a student who is dual credit but was not informed about this until reading his introduction and numerous emails suggesting he was not college level. Please let the instructor know when they have dual credit students and what/how the dual reporting process will be for that school district.
Interdepartmental cooperation with requirments of my office is appreciated.
More communication with division offices throughout the procedures and less changes at the last minute.
My main experience with Dual Credit is the HSA at PISD. All I can say is I do not believe Collin is teaching college level classes at PISD. What is going to happen when these students want to be fast tracked into a health science/nursing program at Collin? I think this is going to be a disaster.
My son was a dual credit student, so my answers reflect my role as a parent.
No issues
not always conducive to college class
Not enough interaction with the administration in the high schools. Not aware of some important rules. For example, they did not know students could not be required to attend a class on campus if their schools were not open without filling out field trip paperwork and permission slips.
Outreach and support to new students
Process can be complicated for parents, high school counselors, and students. Continue to streamline process and inform parents, counselors and students to improve understanding and benefits of dual credit.

Table 45. Dual Credit Comments

Staff are friendly and knowledgable. Symbiosis with Admissions.
Take care of the interface between high school admin and Collin instruction.
There have been so many changes from the state it has been difficult to trickle down the impact on these students.
They are knowledgeable, student centered.
They have been in good contact with me and helpful and cooperative, esp since under [name]
They provide a clear timetable for reporting student grades.
Timely response
under new mgmt and seems to be improving
very efficient.
We need greater expansion and a dual credit center for our district.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: eLearning Centers

Table 46. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of eLearning Centers*	344	59.8%
Have used eLearning Centers**	146	42.4%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 344).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	4	2	4	25	108	0	3	146	4.62	0.847
(1= Strongly disagree, 5 = Strongly agree)	%	2.7%	1.4%	2.7%	17.1%	74.0%	0.0%	2.1%	100%		
The procedures are efficient.	n	4	3	9	24	103	2	1	146	4.53	0.918
(1= Strongly disagree, 5 = Strongly agree)	%	2.7%	2.1%	6.2%	16.4%	70.5%	1.4%	0.7%	100%		
My needs were met in a timely fashion.	n	5	1	7	20	111	0	2	146	4.60	0.895
(1= Strongly disagree, 5 = Strongly agree)	%	3.4%	0.7%	4.8%	13.7%	76.0%	0.0%	1.4%	100%		
The staff was courteous.	n	3	2	0	11	125	2	3	146	4.79	0.712
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	1.4%	0.0%	7.5%	85.6%	1.4%	2.1%	100%		
The staff are knowledgeable.	n	2	3	4	15	115	4	3	146	4.71	0.754
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	2.1%	2.7%	10.3%	78.8%	2.7%	2.1%	100%		
Overall satisfaction with the unit.	n	4	1	4	26	109	0	2	146	4.63	0.817
(1= Very unsatisfied, 5 = Very satisfied)	%	2.7%	0.7%	2.7%	17.8%	74.7%	0.0%	1.4%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: eLearning Centers

Table 48. eLearning Programs Comments

[name] and [name] are such hard workers and know their stuff
[name] is amazing and continues to provide great service. She is very needed!
[name] is OUTSTANDING
[name] is the bomb! LOVE her!
able to address the needs / issues when working with them
absolutely outstanding
Adequate knowledge and support
Always helpful
Always received the best services.
always willing to help
amazing! [name] is especially helpful
At PRC, the rep requires that everything be done his way, which does not produce the most student friendly online classes.
average
awesome in all aspects
Blackboard is an essential part of my teaching
Consistently receive high-quality and timely assistance.
Could respond more quickly
Each time I have had need of their services, elearning people have been welcoming, knowledgeable, and professional.
Excellent response. They know the answer to everything. Changed my use of LMS.
Excellent staff who are easily accessible. Great professional development and training available.
Excellent support system
Exceptional service and ability to make me understand
few services provided considering numerous staff
Help in time of need
helped me improve the modules and access for students
Helped me solve problems in how to set up my Blackboard
Helpful
Helpful when needed
I enjoy the workshops they organize.
I have been helped when I have given them short notice.
I have used on occasions to help with Blackboard, etc.
It's hard to get efficient help quickly.
I've worked with several staff in eLearning and they are always excellent--offer immediate help and happy to give support on learning new systems that have given me a lot more efficiency in my own work. They have bent over backwards for me and they do it with such a great attitude!
Knowledgeable, patient, excellent customer service
Learning and approval process tedious
May not get a quick response as I am told the workload is very heavy.

Table 48. eLearning Programs Comments

Of the 3 colleges I teach remotely Collin currently has the be eLearning resources/website.

Offers multiple learning tools
Outstanding and reliable support.
overall good experience
Procedures can be comlex and difficult to navigate, but staff is very helpful.
Provides excellent support and training.
SCC eLC is great. They always help whenever I need assistance.
SCC eLearning has been consistently excellent. Other campuses are not so. Procedures need to be more realistic. Too much 'control'.
Seem unwilling to help students.
Sometimes they take a while in peak times but generally are great and very helpful and knowledgeable.
Staff are efficient, helpful, knowledgeable, and friendly.
staff is amazing
Staff is pleasant, but too many times they do not understand what the problem is.
supportive of faculty,
The eLearning Centers provide good help and support. I do think they could do a better job of tailoring their workshops to fit faculty needs.
They are always there when needed.
They offer good support to classroom.
This group is fantastic to work with
totally knowledgeable and willing to help--or schedule it if not immediately available; line between "e-learning" and "web services" seems murky sometimes to end users and if I more firmly understood it, then maybe I'd rank this higher
Useful information, always helpful
very friendly and did the job quick
very helpful
very helpful
Very helpful staff

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Financial Aid Office

Table 49. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Financial Aid Office*	410	71.3%
Have used Financial Aid Office**	69	16.8%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 410).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	4	8	5	10	32	8	2	69	3.98	1.345
(1= Strongly disagree, 5 = Strongly agree)	%	5.8%	11.6%	7.2%	14.5%	46.4%	11.6%	2.9%	100%		
The procedures are efficient.	n	2	10	8	9	30	8	2	69	3.93	1.285
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	14.5%	11.6%	13.0%	43.5%	11.6%	2.9%	100%		
My needs were met in a timely fashion.	n	1	6	11	7	37	4	3	69	4.18	1.138
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	8.7%	15.9%	10.1%	53.6%	5.8%	4.3%	100%		
The staff was courteous.	n	3	4	6	6	47	1	2	69	4.36	1.159
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	5.8%	8.7%	8.7%	68.1%	1.4%	2.9%	100%		
The staff are knowledgeable.	n	2	2	12	9	39	3	2	69	4.27	1.073
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	2.9%	17.4%	13.0%	56.5%	4.3%	2.9%	100%		
Overall satisfaction with the unit.	n	3	7	12	9	36	0	2	69	4.01	1.249
(1= Very unsatisfied, 5 = Very satisfied)	%	4.3%	10.1%	17.4%	13.0%	52.2%	0.0%	2.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Financial Aid Office

Table 51. Financial Aid Office Comments

all so friendly and knowledgeable
Always proffesional and helpful
Answers questions in timely manner. Kind and knowledgeable.
are very helpful in answering questions and assisting students
confusing to students
excellent staff
Government regulations and the more lengthy processes result in poor timing issues for some students
Hard working and diligent
have been helpful when need information
I believe that the Financial Aid Office has made tremendous improvements over the past two years. Keep up the good work!
I do not work with these folks first hand anymore, but they used to pawn students off at the Spring Creek Campus and were not always super helpful. Of course, this was subjective from employee to employee. I believe their processes have greatly improved.
I have worked with the Financial Aid Office on occasion when having to verify the attendance of a student on financial aid.
Interdepartmental cooperation with requirments of my office is appreciated. [name] is real asset to Collin.
It's hard to get anyone on the phone in Finacial Aid or advising
My student is always take care of, sometimes the communication back and forth causes delays
Need to inform students more. Most are not very helpful or give a lot of information to students
Rude and condesending
Should not hold student scholarship money (through the foundation) hostage; Often, students buy things they do no need from the bookstore rather then using THEIR money on rent or childcare
Students say that Financial Aid staff treats them poorly - that staff are rude to them. I do not think it is right that students must spend their grant and scholarship money at the Collin bookstore. Many of them need cash for childcare, groceries, etc. We have had students that had to use scholarship money to but electronics at the bookstore and then sell the item so they can pay for childcare. Surely there is a better way.
Such a complicated process with many students experiencing frustration with process and consequences of poor academic performance. More training for staff to increase their ability to share information without being asked the exact question.
They are not student friendly and their policies are confusing.
They need to be able to answer student questions without sending them to other departments to "make sure".
Time lag in notifying decertified student and reinstating student
Very hard working group.

SERVICE UNIT: Financial Reporting/Operations (AP, Budget & Inventory)

Table 52. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Financial Reporting/Operations (AP, Budget & Inventory)*	316	55.0%
Have used Financial Reporting/Operations (AP, Budget & Inventory)**	124	39.2%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 316).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	6	12	21	37	37	10	1	124	3.77	1.173
(1= Strongly disagree, 5 = Strongly agree)	%	4.8%	9.7%	16.9%	29.8%	29.8%	8.1%	0.8%	100%		
The procedures are efficient.	n	5	14	19	31	39	14	2	124	3.79	1.200
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	11.3%	15.3%	25.0%	31.5%	11.3%	1.6%	100%		
My needs were met in a timely fashion.	n	3	10	15	24	58	12	2	124	4.13	1.126
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	8.1%	12.1%	19.4%	46.8%	9.7%	1.6%	100%		
The staff was courteous.	n	2	7	13	19	74	5	4	124	4.36	1.019
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	5.6%	10.5%	15.3%	59.7%	4.0%	3.2%	100%		
The staff are knowledgeable.	n	3	5	15	22	69	8	2	124	4.31	1.032
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	4.0%	12.1%	17.7%	55.6%	6.5%	1.6%	100%		
Overall satisfaction with the unit.	n	2	6	17	43	54	0	2	124	4.16	0.954
(1= Very unsatisfied, 5 = Very satisfied)	%	1.6%	4.8%	13.7%	34.7%	43.5%	0.0%	1.6%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Financial Reporting/Operations (AP, Budget & Inventory)

Table 54. Financial Reporting/Operations- Accounts Payable, Budget & Inventory Comments

[name] and her group go above and beyond!
[name] is the reason for this high rating. She is very friendly, knowledgeable and goes above and beyond to help you.
Acceptable but incomplete responses
Accounts payable errors seem to be of no concern to the staff and/or they don't know how to correct their errors.
Accounts Payable staff are constantly harassing us each week to complete receivers, approve invoices and other documents related to check release and processing. Most vendors invoice the moment they receive the po, and the items can take anywhere from 3-7 business days to arrive. The College is very good about making payments to their vendors in a timely fashion and we have Net 30 terms with most. We receive an Argos generated report, which is a great tool and extremely helpful. However, this report is sent out weekly, and then followed up by harassing emails and phone calls by AP staff.
Accurate and responsive
always able to answer questions in a timely matter and are very friendly
Always answer my payroll questions on the phone; courteous people.
always very responsive to my needs/requests
AP and Grants Accounting have always been there to assist me when needed.
challenge with budget cuts
Concur is not very user friendly. However, it is better than how we did things before and the staff is helpful.
confusing intructions and changes of mind
Courteous and timely / efficient
Easy to work with
Efficient
Fiscal responsibility is evident in the procedures used by the college. They have improved their processes and keep everyone updated on chnges in reimbursement rates etc. in a more timely manner now than was my past experience.
Generally satisfied however emails are not always acknowledged let alone responded to
Good experiences overall
Great budget service and A/P service was mixed, but overall good
Helpful in dealing with issues, questions; processes (like emp reimbursement) tend to be slow
I have not really workd with them
I have trouble getting numbers sometimes. This my be a division problem however.
I have very little experience with them, but they are nice.
I requested and received help regarding a deduction from pay quickly!
if this is these are the travel people it is a pain
Little interaction. But when interacted with the very helpful.
Procedures are a bit confusing

Table 54. Financial Reporting/Operations- Accounts Payable, Budget & Inventory Comments

Slow payments; checks requests tedious
some people have been more helpful thanothers
Staff are responsive and helpful.
Staff seem to be understaffed and stressed with a heavy workload.
Takes time to get a response
The Concur system could be more user friendly and not take so much time to input when you are going to forget by the time you do it again.
The Concur System for travel is cumbersome at best and should be cancelled.
The concur system is terrible, time consuming and frustrating! It also requires so much lead time. I really liked the old paper version so much better.
The new travel is a little daunting, but their staff is great and eager to help. Great folks to work with.
Their answers vary and depend on whom you speak with.
they are helpful
They respond quickly and professionally to my requests.
This group has alsways worked diligently to help the college meet its needs.
timely
Travel compensation takes a long time.
unclear procedures, poorly trained
when procedures change please send a distribution email instead of just saying "well we updated the website" most employees do not have time to check you website on a weekly basis. When AP sends out "reminders" to do a receivers once they receive an invoice is fine, but please do not do it the day you receive said invoice. Most vendors send invoices when they mail the products which is usually 5 to 7 business days before product is in hand. Invoice reminders should be send out 10 days after invoice in hand.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Financial Reporting/Operations (Bursars)

Table 55. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Financial Reporting/Operations (Bursars)*	319	55.5%
Have used Financial Reporting/Operations (Bursars)**	108	33.9%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 319).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	1	4	9	34	48	10	2	108	4.29	0.882
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	3.7%	8.3%	31.5%	44.4%	9.3%	1.9%	100%		
The procedures are efficient.	n	2	4	11	35	42	10	4	108	4.18	0.950
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	3.7%	10.2%	32.4%	38.9%	9.3%	3.7%	100%		
My needs were met in a timely fashion.	n	1	5	6	26	63	6	1	108	4.44	0.888
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	4.6%	5.6%	24.1%	58.3%	5.6%	0.9%	100%		
The staff was courteous.	n	1	2	5	16	80	2	2	108	4.65	0.747
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	1.9%	4.6%	14.8%	74.1%	1.9%	1.9%	100%		
The staff are knowledgeable.	n	2	1	6	22	74	3	0	108	4.57	0.807
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	0.9%	5.6%	20.4%	68.5%	2.8%	0.0%	100%		
Overall satisfaction with the unit.	n	0	3	5	32	66	0	2	108	4.52	0.720
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	2.8%	4.6%	29.6%	61.1%	0.0%	1.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Financial Reporting/Operations (Bursars)

Table 57. Financial Reporting/Operations- Bursars Comments

Always a bit slow, but to be expected with so many students...
Always a smile, helpful
Always friendly
Always friendly and helpful
Always helpful and friendly.
always helpful, sometimes the timing of dropping students and why is problematic
Always resolved any issues of Reimbursement
always very responsive to my needs/requests
as a part time employee, I was never trained on any of these offices or how to use/obtain help from, i figured it our on my own. All of the employees were very helpful once I figured out where to go for help.
Bursars office staff very friendly
challenge with budget cuts
Easy to work with
Feel neutral about this group.
Friendly staff and knowledgeable
friendly staff, solves my concerns
Good experiences overall
Have helped me with student issues
Having one bake sale per month for a multi-campus organization, I have never had problems with the bursars office. They even responded quickly to a broken vending machine (and loss of $1.6).
Helpful people but slow system
Helpful when working with student accounts
I have recieved reimbursement for classroom supply purchases
I've had really good help in these recent years, the SCC Bursar staff is always willing to help and always friendly. Only issue is that they need to be open when other services are open to students to receive fine payments.
Knowledgeable and efficient
My experience working with the bursar's office has been positive. Staff goes above and beyond to help.
Never had a question unanswered nor any problem with their office.
No issues
on-campus cashier's are great
Particularly helpful when assistign me with resolving student issues.
Polite
PRC staff are curtious and friendly.
Procedures are a bit confusing
Prompt correct service.
Received great service, but response times were sometimes slow or lacking
Respond in timely fashion, accurate
Rude. Did not let me finish asking my question. Determined they could not help without knowing what I needed help with.

Table 57. Financial Reporting/Operations- Bursars Comments

Staff are responsive and helpful.
The Bursars Office staff are all very knowledgeable, friendly and pleasant to work with.
The staff is friendly and moderately knowledgeable. Some folks send me things that are not relevant to my department.
These are some of friendliest, most patient staff at the college.
They are responsive to staff.
They respond quickly and professionally to my requests.
This department has been very friendly and helpful
timely
Very student-oriented. Goes extra mile.
when procedures change please send a distribution email instead of just saying "well we updated the website" most employees do not have time to check you website on a weekly basis.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Fitness Centers

Table 58. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Fitness Centers*	409	71.1%
Have used Fitness Centers**	126	30.8%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 409).

Table 59. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't know	No response	Total	Mean***	SD***
			1	2	3	4	5					
CPC	Procedures are user friendly	n	3	1	1	1	31	0	0	37	4.51	1.216
		%	8.1%	2.7%	2.7%	2.7%	83.8%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	3	1	1	0	32	0	0	37	4.54	1.216
		%	8.1%	2.7%	2.7%	0.0%	86.5%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	3	0	1	0	32	1	0	37	4.61	1.153
		%	8.1%	0.0%	2.7%	0.0%	86.5%	2.7%	0.0%	100.0%		
	Staff are knowledgeable	n	3	0	1	1	32	0	0	37	4.59	1.142
		%	8.1%	0.0%	2.7%	2.7%	86.5%	0.0%	0.0%	100.0%		
	Staff are courteous	n	3	0	0	1	33	0	0	37	4.65	1.111
		%	8.1%	0.0%	0.0%	2.7%	89.2%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	1	1	1	33	0	1	37	4.83	0.609
		%	0.0%	2.7%	2.7%	2.7%	89.2%	0.0%	2.7%	100.0%		
CHEC	Procedures are user friendly	n	0	0	0	3	3	0	0	6	4.50	0.548
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	3	3	0	0	6	4.50	0.548
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	3	3	0	0	6	4.50	0.548
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	1	3	2	0	0	6	4.17	0.753
		%	0.0%	0.0%	16.7%	50.0%	33.3%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	1	3	2	0	0	6	4.17	0.753
		%	0.0%	0.0%	16.7%	50.0%	33.3%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	1	2	3	0	0	6	4.33	0.816
		%	0.0%	0.0%	16.7%	33.3%	50.0%	0.0%	0.0%	100.0%		
CYC	Procedures are user friendly	n	0	0	0	0	2	0	0	2	5.00	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	2	0	0	2	5.00	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	2	0	0	2	5.00	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	2	0	0	2	5.00	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	2	0	0	2	5.00	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	0	0	2	0	0	2	5.00	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		

Table 59. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't know	No response	Total	Mean***	SD***
			1	2	3	4	5					
PRC	Procedures are user friendly	n	0	0	2	5	29	3	0	39	4.75	0.554
		%	0.0%	0.0%	5.1%	12.8%	74.4%	7.7%	0.0%	100.0%		
	Procedures are efficient	n	0	0	2	6	29	2	0	39	4.73	0.560
		%	0.0%	0.0%	5.1%	15.4%	74.4%	5.1%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	4	4	28	2	1	39	4.67	0.676
		%	0.0%	0.0%	10.3%	10.3%	71.8%	5.1%	2.6%	100.0%		
	Staff are knowledgeable	n	0	1	4	3	29	2	0	39	4.62	0.794
		%	0.0%	2.6%	10.3%	7.7%	74.4%	5.1%	0.0%	100.0%		
	Staff are courteous	n	0	3	1	3	30	1	1	39	4.62	0.893
		%	0.0%	7.7%	2.6%	7.7%	76.9%	2.6%	2.6%	100.0%		
	Overall Satisfaction	n	0	0	5	6	27	0	1	39	4.58	0.722
		%	0.0%	0.0%	12.8%	15.4%	69.2%	0.0%	2.6%	100.0%		
SCC	Procedures are user friendly	n	0	2	3	8	27	1	1	42	4.50	0.847
		%	0.0%	4.8%	7.1%	19.0%	64.3%	2.4%	2.4%	100.0%		
	Procedures are efficient	n	0	2	2	14	23	0	1	42	4.41	0.805
		%	0.0%	4.8%	4.8%	33.3%	54.8%	0.0%	2.4%	100.0%		
	Met needs in a timely fashion	n	0	1	4	8	26	1	2	42	4.51	0.790
		%	0.0%	2.4%	9.5%	19.0%	61.9%	2.4%	4.8%	100.0%		
	Staff are knowledgeable	n	0	1	6	6	24	4	1	42	4.43	0.867
		%	0.0%	2.4%	14.3%	14.3%	57.1%	9.5%	2.4%	100.0%		
	Staff are courteous	n	0	1	3	7	29	2	0	42	4.60	0.744
		%	0.0%	2.4%	7.1%	16.7%	69.0%	4.8%	0.0%	100.0%		
	Overall Satisfaction	n	0	1	7	12	22	0	0	42	4.31	0.841
		%	0.0%	2.4%	16.7%	28.6%	52.4%	0.0%	0.0%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" categories.

SERVICE UNIT: Fitness Centers

Table 60a. Fitness Center Comments from CPC

Always clean; staff helpful
Clean and ready for use
CPC is closed at odd hours for classes, so I can't actually work out when I want to.
Helpful and clean
I can work out before or after work and it's friendly and clean at CPC
I would state I was very satisfied but it the fitness center is small and holds very few equipment.
Nice facilities, friendly people
staff is always friendly
Student workers are extremely helpful and kind. Willingness to be flexible is very appreciated.
They are helpful and nice
very clean and well kept equipment

Table 60b. Fitness Center Comments from CHEC

I think the fitness centers are such an asset to all of the campuses. I believe there needs to be some kind of fitness center at CHEC so students/staff/faculty that use that campus can also be encouraged to participate in healthy fitness activities. This is especially essential, since doing any kind of outdoor fitness by CHEC is limited (there aren't even very many sidewalks to walk on).
courteous
I have used them at all campus's, I wish we had at least a room with a treadmill at CHEC.
Never crowded and great hours.

Table 60c. Fitness Center Comments from PRC

Alway had great experience with the fitness center.
always clean. Not always available when I need it. Needs help with music played (inconsistent speakers that don't always work)
clean and orderly
have not used much recently, and did not need much support when used
I'd like to attend some classes after work, I know they offer free ones during the day.
Love the facility
Music too loud. Everyone on headsets so why bother. They are bored and uninterested.
No focus on customer service. The staff/faculty workout sessions should be more varied to accomodate not just the super fit
PRC- Easy to use. Clean center any time I visit.
their hours are good.
This becomes challenging when there is a class and attempting to work out. Although, a great resource for students and staff.

Table 60c. Fitness Center Comments from PRC (continued)

Took forever to get questions answered and get my husband an athletic center ID card.
Wish it was a little larger. Often wait to use equipment.

Table 60d. Fitness Center Comments from SCC

A great asset. It would help for all fitness center staff to wear nametags so you know who it is that's working and to also have at least once a year open houses inviting staff and faculty to come and tour the fitness center, learn more about wellness program opportunities.
Always have the machine I want to use. Center is clean and easy to access.
Could use earlier opening times
Current facilities are great, never have to wait to get exercise.
Excellent
Hours are not user-friendly but it's understandable due to classes taking place; some front-desk staff friendlier than others.
Hours of availability to faculty
I have used the workout area a few times when pressed for time.
I mostly see student workers, and they are usually very tired
I sue the weight room. Services are ok.
Just awesome, needs to be open longer though
machines always in good shape
Machines at the SCC Fitness are old and some don't work well. Not enough elipticals.
Most of the time it is too crowded and HOT at SCC, need more space
Not enough hours for staff to use the facilities during the day
The equipment is always in working order
The fitness center at SCC could use two weight rooms like PRC to offer a better schedule for usage

SERVICE UNIT: Help Desk

Table 61. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Help Desk*	526	91.5%
Have used Help Desk**	477	90.7%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 526).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	11	16	49	106	282	6	7	477	4.36	0.967
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	3.4%	10.3%	22.2%	59.1%	1.3%	1.5%	100%		
The procedures are efficient.	n	11	20	55	109	253	11	18	477	4.28	1.006
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	4.2%	11.5%	22.9%	53.0%	2.3%	3.8%	100%		
My needs were met in a timely fashion.	n	11	17	54	101	277	3	14	477	4.34	0.985
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	3.6%	11.3%	21.2%	58.1%	0.6%	2.9%	100%		
The staff was courteous.	n	9	5	14	65	367	3	14	477	4.69	0.760
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	1.0%	2.9%	13.6%	76.9%	0.6%	2.9%	100%		
The staff are knowledgeable.	n	11	10	27	97	317	5	10	477	4.51	0.885
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	2.1%	5.7%	20.3%	66.5%	1.0%	2.1%	100%		
Overall satisfaction with the unit.	n	8	16	47	108	291	0	7	477	4.40	0.922
(1= Very unsatisfied, 5 = Very satisfied)	%	1.7%	3.4%	9.9%	22.6%	61.0%	0.0%	1.5%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Help Desk

Table 63. Help Desk Comments

[name] and others are very helpful.
[name] is always helpful
[name] is AWESOME!
A BIG shout out to [name] and [name]. Always the consummate professionals. It's unfortunate that the IT department does not have a trouble ticket system that clients (staff and faculty) are able to access like we do with the plant ops or students have with ellucian. The current email system is an improvement from a few years ago when there was NO communication other than an ATNS guy magically showing up unannounced. Why has plant ops figured out how to keep the staff and faculty informed with the MySchoolBuilding tool but ATNS can't be that transparent? KEEP adding information and forms online PLEASE. Self service is a good thing!
advised me quickly and in a friendly manner
After submitting a work request for CPC, you must wait several days before a tech shows up to resolve the issue.
allways helpful.
always friendly and able to meet my needs
Always friendly and helpful
Always friendly. Most of the time they can resolve the problem. Sometimes issues can not be resolved. That's frustrating.
Always helpful and always took care of the situation or issue. Never a bad interaction or failed outcome.
Always helpful and knowledgeable
always helpful and prompt to respond
Always helpful and provided updated information on how to best receive the assistance I needed.
Always helpful and responds quickly
Always helpful and timely.
always helpful, friendly and professional.
Always helpful.
Always patient and helpful
Always quick response. Always get my Q answered.
Always responds quickly. It would be helpful if their hours were extended past 5:00 pm and open on some Saturdays.
Always supportive and responsive
Always very helpful
always very responsive to my needs/requests
always willing to help, some moreso than others
Always willing to work through issues
Answered my question quickly and acurately.
Answered my questions quickly; knowledgeable
Answered questions
Anytime I call, my work request is sent to my email within minutes!

Table 63. Help Desk Comments

as a part time employee, I was never trained on any of these offices or how to use/obtain help from, i figured it our on my own. All of the employees were very helpful once I figured out where to go for help
Assisted when needed in a timely fashion.
Awesome staff!
Awesome!
been prompt and taken care of in a timely manner
Can answer questions or send a technician.
Contacting someone for help can be complicated.
Courteous
Courteous , knowledgeable
Dealt with my issues and needs efficiently and I was fully satisfied with outcome
didn't meet my needs even after repeated contacts
Difficult to get in touch and were inefficient during the the transfer from old system to new (many issues that were not resolved in a timely manner)
Do not always have an answer or send you to the wrong person
Eager to help and always call back to ensure the issue has been resolved.
Efficient, Friendly service.
E-Mail response system needs to be more consistent with work order "received", "acknowledged", and "complete". Some work orders marked "complete" when they were not done.
even when off campus was able to get assistance
Every help desk call or e-mail has always been met with friendly helpful staff.
Everyone is friendly, courteous, prompt.
Excellent response
extremely helpful
extremely slow computers,not able to print the addition of PaperCut (going into the 2nd week)
Fast and efficient
fast, helpful, friendly staff
Fixed classroom podium computer almost immediately
For the most part, my question is dealt with over the phone or they send someone. Rarely, my request has fallen through the cracks, but it has.
Friendly and helpful
Generally can provide answers/direction to solve a problem.
Good experiences overall
Good job
Good people BIG JOB
good people, just a directory
Good services. Would like to be able to find their contact information easier.
great- but can be hard to get to a person- long waits
Happy because they know what to do to fix problems w/ computer
Hard to get ahold of. Limited capabilities.
Have always answered right away, very polite
Help desk has always been helpful with any technical issues, by walking me through

Table 63. Help Desk Comments

Help desk has been awesome
Help desk operators are always very friendly and proficient. Techs on the ground could use some basic courtesy lessons.
Help desk staff are extremely busy and do not respond to request in a timely manner, probably because they are so very busy and under staffed.
Help desk staff are great, but the phone system to reach a real person is not. Faculty should be able to call and reach a live person, not a long recording with a series of options. The process is so cumbersome, I usually do not even call the Help desk anymore. When the people DO answer, they're great!
Help desk unavailable at night, but helpful when I could reach them. New system better.
Helped me in a timely manner and resolved the issue
Helped when called
Helpful
Helpful and friendly.
Helpful and knowledgable, but I wish some of our technology was more user friendly and more accessible from home
Helpful but lacking broader knowledge of institution
helpful with all my questions
I don't think that our IT department is at all helpful or have up-to-date technology knowledge. Seriously, we have an antenna instead of cable.
I find the automated menu difficult
I got the help i needed quickly and efficiently.
I had to wait.
I have always had a positive experience with this service.
I received the information that I needed.
I requested and received help regarding numerous difficulties over the years. Resolution of problems have almost all been resolved. Staff is extremely courteous.
I requested my office computer be checked out; I was helped and they were efficient and knowledgeable.
I think [name] is an amazing asset to the staff. I can always count on him to give correct answers and he has solved quite a few computer issues over the phone with me. Some of the other staff are not as knowledgeable.
I work the Information Desk at CPC and they have always been courteous and response has been immediate
It appears that student tech support is available for much longer hours (24 hours?) than faculty support.
IT staff are variable, some are excellent, others are not at all useful
It would be nice if our help desk had the option of dialing in to our computers to access issues
Knowledgeable and efficient
Limited knowledge about Macs
Long time to answer, didn't know how to resolve the problem, no help at all
Love, Love, the help desk~! Great, friendly people and they try their best to fix the problem. Very knowledgeable

Table 63. Help Desk Comments

Met all expectations. Was able to solve my issue.
Met my needs on time and efficiently.
minor difficulty with my office computer took a couple of days for technician to respond
Mostly prompt and helpful. Sometimes you get a dud but good.
Moving into the new health science building
My issue was resolved quickly .
Never had a problem with Help desk ever!
No complaints. I though they did a good job.
Normally a good response time. Helpful staff.
Not their fault but they do not always have the latest information at hand as you might expect.
not very timely
Often need to be transfered
Often noone answers the phone
Overall, the Help Desk does a good job. However, when they changed the login procedure a while back, they provided no information about how to log in under the new procedure and no help outside of regular business hours. Those of us who teach night and weekend classes were unable to log in to our office or classroom computers. The Help Desk needs to put procedures in place that account for the many classes we have here at Collin that happen outside of regular business hours.
Password reset
Patient with helping me understand and resolve issues
Phone menu could have better descriptions of who is being contacted
phone menu is too extensive.
Pretty good
problems/issues I encountered were fixed or explained to me and I could carry on with my work
professional
prompt and professional
prompt responses, courteous staff
Questions have been answered curteously and effectively.
quick response
Quick response and resolution
Quick response time, extremely accessible.
Quick responses to requests; almost always able to solve issue quickly.
quick, responsive, effective
Quickly respond to ALL my concerns
quickly solved problem
Quite helpful with significant issues. Consistently send me in the correct direction to get issues resolved.
Respond in timely fashion, problems resolved completely
Responded quickly to my questions
Response time
responsive, courteous, knowledgeable

Table 63. Help Desk Comments

Script readers
Seems to pass the buck too often, not all that helpful
Service is good, but response times can be lengthy
Slow ticket response time. I still have an open ticket for my C drive since 3/3 [26 days before survey].
Slow to respond to requests, don't respond personally, they just send an email with some instructions that may or may not apply to the problem.
solve the problem
Some members of the team are not friendly. The response is slow. The hours of service don't cover some shifts.
some responders need more expertise
sometimes hard to contactor get a return call
Sometimes hard to get a hold of someone (reach voice mail rather than actual person).
Sometimes my emails get changed by HelpDesk so I have to duplicate data in my emails to keep this from happening.
Sometimes the "we will get back to you at an appropriate time but will send an email acknowledgement of orders received" leaves you feeling in limbo about where your work order is in the path to completion, but otherwise, they are excellent.
sometimes wait too long for response
Staff are knowledgeable, quick, and courteous.
Staff are responsive and helpful.
Staff is doing a great job. The processes have become cumbersome. There should be an indicator via email or another type of notification as to when one can expect the HelpDesk ticket to be worked on. I've waited several weeks for an IT person. We all need our computers to fo our jobs. Quicker turnaround is a must.
Staff is helpful and knowledgeable. Always very quick and courteous with my requests.
Staff were kind but could not answer my question.
System for reporting problems is great, response time seems to have taken a turn for the worse lately
Takes too long to get thru -- waiting on phone prompt after prompt
Takes a few days to get someone to come and work on my computer - I have been waiting for a backfill for weeks
Takes a very long time for an issue to be addressed.
The help desk personel answer my questions both easy and complicated and treat me with dignity and respect.
The Help Desk staff are very knowledgeable and courteous, however, I find the steps I have to take when I have an emergency is not always as efficient as it could be.
The options when we make a call are long and need to listen through to everything to come to the selection. Can have a faculty technical support option in the beginning itself.
The phone interface is difficult to navigate
the staff has always been prompt and helpful
The tickets get assigned and worked efficiently
There are a few (desktop) technicians that seem to not know what they're doing. Some are downright nasty

Table 63. Help Desk Comments

They always help with all issues related to computers.
They are always there when needed.
They are friendly, professional, and quick in their responses to requests/problems.
They are helpful and do things in a timely manner.
They are responsive and timely.
They are typically unable to address my concerns. Not mac knowledable.
They are very good in answering questions.
they did not know the info I needed-meeting locations
They didn't know the answer to my question. I was asking if students could have their email forwarded to a different address.
They do not take the time to ask questions before transferring calls.
They have always been able to give me guidance.
They have always been just super.
They have been very knowlegable and have always resolved my problem.
They have responding to my question quickly.
They have yet to fix Outlook on my office computer. We are going on two weeks.
They helped me get my computer fixed and other problems quickly.
They helped me through the Outlook integration and when my CPU was updated to the latest versions.
They respond quickly and professionally to my requests.
They were able to solve the problems that I have had
Tickets closed without issue being resolved. No way to see ticket status/comments.
timely and friendly response
Timely responses
Timely, courteous, helpful
Too many steps to get assistance
Two staff members called and e-mailed me throughout an afternoon to resolve my issue in a timely manner.
unclear procedures, unresponsive, waste of time
Usually know how to resolve my issues in a timely manner, but there have been a few times where I have had to do additional research.
Very efficient in helping!
Very efficient, professional and courteous.
Very fast, very helpful, and very professional.
very friendly and are always willing to help with tech questions and get you the appropiate tech to assist you
very friendly and did the job quick
Very friendly and helpful
Very friendly and helpful
Very Informative
Very knowledgeable
Very knowledgeable and easy to contact
Very polite when called.
Waited several days for a response.
We did have delays in moving to the new buliding.

Table 63. Help Desk Comments

When I call they try to talk me through things which is not effective for me
Whenever I have an issue with my office computer I always call the help desk and generally they can help me or put in a service ticket for the issue to be handled.
Whenever I have had a question I have been able to call them and get help very quickly.
Who doesn't use the Help Desk? Great staff!
You ask and they are knowlegable sometimes slow to response when overloaded.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: HR – Employment, Employee Relations & Compensation

Table 64. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of HR – Employment, Employee Relations & Compensation*	430	74.8%
Have used HR – Employment, Employee Relations & Compensation**	253	58.8%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 430).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	13	15	38	46	130	8	3	253	4.10	1.193
(1= Strongly disagree, 5 = Strongly agree)	%	5.1%	5.9%	15.0%	18.2%	51.4%	3.2%	1.2%	100%		
The procedures are efficient.	n	13	16	38	48	126	9	3	253	4.07	1.197
(1= Strongly disagree, 5 = Strongly agree)	%	5.1%	6.3%	15.0%	19.0%	49.8%	3.6%	1.2%	100%		
My needs were met in a timely fashion.	n	11	17	32	50	133	4	6	253	4.14	1.163
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	6.7%	12.6%	19.8%	52.6%	1.6%	2.4%	100%		
The staff was courteous.	n	4	10	18	33	178	6	4	253	4.53	0.919
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	4.0%	7.1%	13.0%	70.4%	2.4%	1.6%	100%		
The staff are knowledgeable.	n	10	12	25	41	153	6	6	253	4.31	1.105
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	4.7%	9.9%	16.2%	60.5%	2.4%	2.4%	100%		
Overall satisfaction with the unit.	n	12	18	39	49	132	0	3	253	4.08	1.184
(1= Very unsatisfied, 5 = Very satisfied)	%	4.7%	7.1%	15.4%	19.4%	52.2%	0.0%	1.2%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: HR – Employment, Employee Relations & Compensation

Table 66. HR - Employee Relations Comments

always helpful with questions and getting personnel hired in a timely matter
Always responsive and helpful
Always responsive and helpful to me when I had important questions to work through.
Always room for improvement.
Anti-employee especially when it comes to employee complaints, not trust worthy
Been trying to get assistance with an employee issue for over 3 months now with no resolution.
Can be a confusing process
Challenging hiring rubric policies and processes
clearer and easier to access information
conflicting information given
Consistently take care of compensation and tax forms, etc
Department seems understaffed and overworked with heavy workload.
different answers given by different individuals, policies are interpreted differently and written poorly
disorganized, forgetful, distant
Do not follow their own protocols, questions were answered with nervous laughter and or not answered. Vague
doing an adequate job
Easy procedures make hiring quick and easy
Efficient
Eliminate CONCUR!! Incredibly INEFFICIENT use of faculty time to learn and work with that program. HIRE A TRAVEL AGENT to deal with Concur!! This is a HUGE problem!! I'll avoid traveling to confrences rather than use that program. I'm paid to teach, not to spend hours working with that program.
Employment process is not fair to current part-time employees.
Getting compensated for substituting is tedious and involves a lot of paperwork.
great once I found out where to go to find this information
Have always been helpful and friendly when I contact them for information and questions.
Having some trouble with getting straight facts on poor attendance guidance of employees.
Having to go to chec in person
Hiring procedures are difficult to navigate
Hiring procedures are the worst. Too many layers of approval for PT positions. HR staff gives conflicting information.
Hiring students seems way more complicated and time wasting than should be necessary
HR has not in the past cross trained staff so if someone is gone, no one knows the answer, don't trust them with advice.
Human Resources emails are informative and concise , that 's helped to perform and maintain my duties more effeciently.
I am never sure if I am being given accurate information

Table 66. HR - Employee Relations Comments

I believe these folks to knowledgeable, however found that left hand did not know what right hand was doing which resulted in conflict b/t myself and HR. I believe they would depending on employee treat people differently and have different standards. They would retaliate against employees
I did not really have much interaction, I filled out the questionar.
I get paid every month!
I have never had an encounter with HR that was positive. No one there seems to know anything about the law, the college policies or how to respond to faculty needs. Having worked in HR in my past, I am ashamed that this is how our college is run.
I have not encountered any problems when using these services.
I wish someone could explain the difference between how staff and faculty are paid. Staff's release time is deteremined out of a 40 hour work week while faculty's is out of a 16 hour semester load???
I would like to be a full-time staff member, from what I've read the benefits look pretty good.
If applying for a position, no correspondence is returned, one is dropped and forgotten
Improving
inflexible related to accommodating TRS laws re. retiree work schedule/hours
Knowledgeable
Knowledgeable and courteous
Knowledgeable staff, lots of help getting through benefits processes
Like the information emails to keep up with changes
More concerned meeting base legal obligations verus selecting best match for positions or resolving employee conflicts. Have little to no concern about ensuring a healthy work enviroment for all. Permit ongoing bad behaiour without consequence. Hiring procedures overly complex and in affective.
More information on salary increases needed. A study on how Collin relates to other colleges on salary needed.
Need a mechanism in place for direct supervisors to have an impact on staff compensation and reward service that "exceeds expectations". ,Performance appraisals should be an opportunity to update individual job descriptions and actual responsibilities to ensure currency and relevance.
New processes and additional staff a definite plus. Unfortunately, the human error of HR staff is a factor - I get different answers depending on who I talk to, I know to ALWAYS go back and double check job listings, job offers etc because of the number of mistakes by HR staff in the last 2 years. It just adds time to my day to have to check others work. On the plus side the HR reps that now work part-time at each campus are becoming more visible and available. It's nice to see some workshops and brown bag lunches.
No one internally took responsibility for this error which has still not been rectified
No significant issues, but hiring process is lengthy, stressing the workload of other staff during vacancies
Not very employee friendly. I understand that there are no exit interviews from collegues who left - just a short survey. Staff seem to want to avoid dealing with employee issues

Table 66. HR - Employee Relations Comments

People at HR are wonderful; the settings on the web site are difficult to navigate: took me forever to find where the pay schedule was located.
Personable
Professional, courteous, staff. I value their advice.
Promptly helped change my withholding
Quick responses to questions from our campus rep have been very helpful
Reasonable response time
Receive responses to questions raised and follows-up when necessary.
responsive to my needs
Responsive to requests for information and services.
Ridiculous amount of paper policies, with little to no guidance on what is really important.
Sent me forms requested by email in 1 day; answered questions
should be better support to help and encourage internal hiring
so much red tape in this dept., not convinced it's all useful.
Some employees are excellent such as [name] and [name], however hiring goes at a snail's pace.
Some will always answer my calls, others, not so much
Sometimes takes awhile to get a response, but assistance is useful and generally timely after that.
Still waiting for job descriptions from survey last year.
Student employment is the part that I see the most and well represents the department well but not sure what others do
Student employment procedures; posting timeline, removing postings, notifying students, and other, needs sufficient improvements.
Takes forever to hear about hiring someone
takes way too long to rehire employees (3+months), when an HR employee is out, there doesn't seem to be a backup to pick up the work and continue it forward
The hiring process is too long. We lose quality people because things sit too long. When I hire any new employee, I spend a good amount of time per week in communication with HR on where we are at and why we have yet to move. Several of my new hires have said they have had to submit transcripts multiple times to this department. The new hiring process seems more time consuming than before. Things need to change in this department. Faculty need to be hired within acceptable amount of time or they seek other jobs and Collin misses out.
The hiring process seems unduly difficult. However, ex-staff members may have been the problem. Recent experiences have been much better.
the hiring process was slow but any questions I have had since becoming an employee are answered quickly

Table 66. HR - Employee Relations Comments

There are times of confusion because you might receive two different answers from two different people on the same day. Only the upper supervisor seems to be consistent in their statements. Immediate supervisors have no say in the salary of their employee. The dean, director, or provost should be able to make a decision regarding their employees title and salary. You should be able to hire a replacement before the other person leaves for cross-training. It does not help student services to have a gap in receiving those services because you need the new person to fill-into the schedule immediately...without full or partial training.

They are not knowledgeable, answers vary, don't want to place anything in writing
They processed my change of bank deposit as I requested. I have also been paid the proper amount on time every month for 15 years. Thank you.
Too many mistakes with payroll! these mistakes would never happen incorporate America! When the mistake is made, they are quick to fix it, but it shouldn't happen
Took a while to correct paycheck error
Very effiient, professional and knowlegable.
Very helpful and friendly in an area that could easily be the opposite
Very helpful in the area of student employment
Very helpful when answeing any questions
Very knowledgeable and helpful
Very professional in dealing with employees.
Very supportive and helpful
Waiting a year for a job description
when faced with harassment and hostility by dept. chair, HR keeps everything informal and sweeps under the rug.
when I call with quesitons, the staff is always courteous and helpful
When you can get a hold of someone they are always helpful. However, when certain areas can only be helped by a handful of people and those people are out of pocket for the next several days, severe delays happen.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: HR – Information & Services/Benefits

Table 67. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of HR – Information & Services/Benefits*	433	75.3%
Have used HR – Information & Services/Benefits**	256	59.1%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 433).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	7	10	30	67	135	7	0	256	4.26	1.007
(1= Strongly disagree, 5 = Strongly agree)	%	2.7%	3.9%	11.7%	26.2%	52.7%	2.7%	0.0%	100%		
The procedures are efficient.	n	9	11	28	69	126	10	3	256	4.20	1.055
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	4.3%	10.9%	27.0%	49.2%	3.9%	1.2%	100%		
My needs were met in a timely fashion.	n	8	9	29	58	146	3	3	256	4.30	1.023
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	3.5%	11.3%	22.7%	57.0%	1.2%	1.2%	100%		
The staff was courteous.	n	2	3	15	42	190	2	2	256	4.65	0.718
(1= Strongly disagree, 5 = Strongly agree)	%	0.8%	1.2%	5.9%	16.4%	74.2%	0.8%	0.8%	100%		
The staff are knowledgeable.	n	5	10	20	56	157	5	3	256	4.41	0.944
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	3.9%	7.8%	21.9%	61.3%	2.0%	1.2%	100%		
Overall satisfaction with the unit.	n	6	12	26	74	134	0	4	256	4.26	0.987
(1= Very unsatisfied, 5 = Very satisfied)	%	2.3%	4.7%	10.2%	28.9%	52.3%	0.0%	1.6%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: HR – Information & Services/Benefits

Table 69. HR - Information & Services/Benefits Comments

[name] is awesome - she is helpful and great at explaining out benefits package
[name] is wonderful at her job.
[name] very courteous and helpful!
Acessability and benefits
Always available to help me clarify my benifits
Always do their best to help and point you in the right direction.
Always prompt and courteous assistance
Always seem to have an answer!
Any complaints are really with the quality of insurance. The staff do a good job, but the plans lack substantially.
Attempted to use the HR benefits i.e car loan program and it seemed as though it was a good service.
Benefits are clearly availible. Orp retirement needs more information on when a person may retire.
Benefits knowledge very limited.
Benefits WRT sick leave are tedious to follow and involve a lot of paperwork.
Both offices and staff have been very helpful to me at all times.
Bring back BlueCross. Strengthen Dental Benefits.
Can be a confusing process
clearer and easier to access information
Could be more helpful
Data was not properly input from enrollment forms resulting in no life insurance coverage
Department seems understaffed and overworked with heavy workload.
easily located information
Emailed with a question twice and never got replies back
Generally very helpful. Would like to see better clarity on the options that ORP and TDA participants have with respect to providers of retirment plans. Collin's benefits office does not really know what resources were made available by the move to JEM Partners a few years ago.
good service
Great at answering benefits questions
Had many questions about adjunct retirement program and contributions but was continuously given blanket statements that I could read about. I needed to know about contribution increases. Also long wait times to talk to someone and to have phone calls return. Still I give a high rating.
Hard to contact sometimes when I have a question.
Hard to navigate on computer
Has improved greatly in the last few years
Have always been helpful and friendly when I contact them for information and questions.
Helpful information always given by S. Davis. She is always so friendly.
HR does a great job of communicating about benefits and helping with them

Table 69. HR - Information & Services/Benefits Comments

HR has not in the past cross trained staff so if someone is gone, no one knows the answer, don't trust them with advice.
Human Resources emails are informative and concise , that 's helped to perform and maintain my duties more effeciently.
I am never sure if I am being given accurate information
I am not sure if this is the right HR category. I had to get leave approved for my surgery and post op recovery and I heard nightmares of what other employees had gone through with their leave (sometimes even having it denied after the fact). I was lucky, my situation when through fairly easily, but then I knew who to talk with.
I appreciate emails with vital information. [name] offered much support and assistance when em employee of mine died.
I believe these folks to knowledgeable, however found that left hand did not know what right hand was doing which resulted in conflict b/t myself and HR. I believe they would depending on employee treat people differently and have different standards. They would retaliate against employees
I don't always get the same answers.
I have never had an encounter with HR that was positive. No one there seems to know anything about the law, the college policies or how to respond to faculty needs. Having worked in HR in my past, I am ashamed that this is how our college is run.
I have not encountered any problems when using these services.
I have worked with HR during a past stay in the hospital and some of their procedures need to be revamped.
If you have leave available you should not be required to use FMLA
info on website difficult to locate, mistakes on web site
Information has become easier to find, more targeted.
Information is only a phone call away. Personnel is helpful.
Informative
informative emails are great
It annoys me that the phone is not picked up, 100% of the time I have called. I understand that people are busy but email should not be the only way I can communicate.
It took some time to get hired on as a student associate, but I do believe that is being addressed
keeps the info flow going!
Knowledgeable and courteous
Knowledgeable and helpful
Knowledgeable staff, lots of help getting through benefits processes
Like the information emails to see what's going on
Little interaction. My questions were answered
Never sure I am getting the right answer to my questions.
no issues
Offers clarification and directs to other sources when needed
Once I found the information on the website it was good
Personable
Pleased to see more benefit programs added.

Table 69. HR - Information & Services/Benefits Comments

Professional, courteous, staff
Ran into some issues with benefits due to receiving incorrect information or errors. However, all have been resolved now.
Reply to requests/questions in a timely manner
Responsive to requests for information and services.
Some processes are not efficient. Example trying to change contribution amount goes from employee to plan to HR then fiscal. Too many steps and too much time is loss. Takes almost an entire month. Slower than the federal government which is well known for being slow.
Someone stole our bank account information. When I went over to HR to change the information, they were extremely supportive and helpful.
Sometimes takes awhile to get a response, but information is accurate and useful.
Staff is friendly. However, the information available to Collin employees on the website is very outdated. Organization charts, links to important HR processes, staff telephone numbers are so outdated that finding needed information is cumbersome and time consuming. Organizational effectiveness is seriously compromised as a result of this.
The hardest part of getting information is connecting with your HR Rep.
The person who they had come to talk about retirement was friendly and professional
The staff have been very helpful. There is a lot of paperwork and documentation required for illnesses or circumstances involving FMLA. They've been super helpful guiding me through it, but it is a lot of paperwork and nitty-gritty details to work through. That's hard when you are trying to recover, and that's NOT the fault of our HR personnel!
The web page has an incorrect amount for out of pocket. When I had concerns about my 403B they were not addressed by [name] or [name] until I said I would talk to [name] about it.
They are much better at offering information regarding benefits and retirement
They are not knowledgeable, answers vary, don't want to place anything in writing
They seem to answer Qs when I have them.
They update staff and faculty routinely.
Timely, knowledgeable support
too many health related e-mails that should come from Wellness Center
usually answer question quickly, sometimes hard to find what you want on their site
Very efficient, professional and knowlegable.
Very friendly and nice. Do not always know answers and just refer us to web sites.
Very helpful when answeing any questions
Very informative and keeps me up to date.
Very knowledgable
very knowledgeable, friendly and helpful
Very supportive and helpful
When certain areas can only be helped by a handful of people and those people are out of pocket for the next several days, severe delays happen.
when I call with questions, the staff is always courteous and helpful

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: HR – Professional Development

Table 70. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of HR – Professional Development*	361	62.8%
Have used HR – Professional Development**	185	51.2%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 361).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	3	7	17	51	102	4	1	185	4.34	0.923
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	3.8%	9.2%	27.6%	55.1%	2.2%	0.5%	100%		
The procedures are efficient.	n	4	9	17	53	90	9	3	185	4.25	0.989
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	4.9%	9.2%	28.6%	48.6%	4.9%	1.6%	100%		
My needs were met in a timely fashion.	n	4	4	16	44	115	0	2	185	4.43	0.904
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	2.2%	8.6%	23.8%	62.2%	0.0%	1.1%	100%		
The staff was courteous.	n	3	1	8	28	134	8	3	185	4.66	0.749
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	0.5%	4.3%	15.1%	72.4%	4.3%	1.6%	100%		
The staff are knowledgeable.	n	3	3	7	40	116	12	4	185	4.56	0.808
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	1.6%	3.8%	21.6%	62.7%	6.5%	2.2%	100%		
Overall satisfaction with the unit.	n	1	7	19	62	93	0	3	185	4.31	0.851
(1= Very unsatisfied, 5 = Very satisfied)	%	0.5%	3.8%	10.3%	33.5%	50.3%	0.0%	1.6%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: HR – Professional Development

Table 72. HR - Professional Development Comments

always very responsive to my needs/requests
Automated, self-help services seem to take load off employees (I hope), or at least better serve employees.
clearer and easier to access information
Concur
Concur is a nightmare. I don't think they could have made it any more un-user friendly if they tried.
Concur is still bordering on nightmarish. There are so many exceptions to the rules, so many buttons to click on, so many non-intuitive steps, that I feel like I need my hand held from the beginning to the end. There is no user-friendly manual and while I know the staff is knowledgeable, I have been in several meetings where I feel talked down to as a faculty member as if all of my questions are juvenile. Once all of the t's are crossed and lowercase j's dotted, I felt that the time for approval was quick and efficient.
Conducted great day with workshops
Content and quality of on-line training
Convenient
could be more opportunities available as webinars - convenient to all campus employees
Current online PD was frustrating, as it made me take a particular session, then told me I didn't need it and made me take a different one that was practically the same thing.
Ensures that the latest needs are met. And they do so easily and effectively!!
Good offering of supportive training
good service
great again once I found it on the website
Has greatly improved, more to offer.
helpful when needed
Human Resources emails are informative and concise , that 's helped to perform and maintain my duties more effeciently.
I appreciate the classes offered and online support through Lynda.com
I have not encountered any problems when using these services.
I like lynda.com, but the lunch bag help meeting wasn't presented well.
I think the new concur system will be very good once everyone is used to it. The old method seemed simpler and certainly faster. However, some people may not have been able to take advantage of professional development travel before because you had to put the money out front. Wonderful program that we are fortunate to have.
Implement a mecahnsim in Banner to track professional development completed by staff and allow them access to view this as part of their permanent records.
interesting topics offered, easy registration process, good times/locations
It would be nice for employee enrollment in CE courses to be simplified and open to more than manager-approved classes.

Table 72. HR - Professional Development Comments

It would be really helpful to have a monthly email or some other type of updates to remind staff about PD opportunities. Concur is an improvement from the carbon copy forms we used to use BUT the implementation of the online PD form really wasn't up to par. The individuals are all super friendly but every workshop I've attended on Concur has never been useful until they finally give up lecturing and just go around help each person individually.
I've liked some of these
Knowledgeable staff, very user friendly system
Love my benefits not so sure about Concur
love the flexibility
love the online training that is very convenient.
Love the support the college offers for continued growth and improvement
lynda.com is a welcome resource
meets basic needs
minimal effort expended
Minimal help
More offerings
More promotion of opportunities
Neutral.
New system Concur is ok but has a real learning curve to get payment for professional development.
Now that we have Linda.com it is easier to find professional development.
Offer great support
On-line training can be lackluster with the delivery of important information. More interative training would be more interesting.
Online training has been helpful and I haven't had any issues using the services.
Proactive
Proactive with program offerings
Profession development serve only a small scope of instructors needs primarily transfer acedimics.
professional
Professional development training is free and of high quality
Provide training for Search Committees
Readily available for questions and training (Concur)
Responsive to requests for information and services.
Routinely helpful and proactively supportive.
Some forms were unclear for an employee taking a Continuing Education course--I believe the issues have been corrected after corresponding about a resolution. Also, there were some changes to the Supervision Practicum videos that HR wasn't fully aware of.
Some programs don't address my field
some training is not clear in its presentation

Table 72. HR - Professional Development Comments

Staff is great to work with, but I have worked on the supervisor practicum and it is not what I had expected. It seems like a lot of filler time. I wish HR had more control of it than putting it on the employee and supervisor. It's difficult to manage watching hours of training videos with tasks that are hard to complete in order. A more rigid timeline would be nice.
Staff very knowledgeable and helpful.
Thank you for the multiple opportunities for improvement.
The required training is long and dull. I have also had to take several of them mulitple times.
The web page is difficult to figure out where to go next.
They provide needed direction and documents.
This is a necessary task for EEOC and Preventing Sexual Discrimination training. I dislike taking time away from my duties to do the training, but it is required.
tired of being nagged to redo courses because they don't keep track
travel concourse is a problem, but the staff are good!
Unfortunately, my schedule does not always allow me to participate in the activities offered, but as an employee, I appreciate the variety there is to choose from.
Very effiient, professional and knowlegable.
very friendly and did the job quick
Very helpful when answeing any questions
Very supportive and helpful
Well done and efficient online
Wish there was more of it during the slower periods, especially, during the summer or during the winter/maymesters.
Wish we offered more faculty training to associate faculty
You can only take what pertains to your job and that is very limiting

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Institutional Research Office (IRO)

Table 73. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Institutional Research Office (IRO)*	260	45.2%
Have used Institutional Research Office (IRO)**	86	33.1%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 260).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	3	3	17	15	40	8	0	86	4.10	1.112
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	3.5%	19.8%	17.4%	46.5%	9.3%	0.0%	100%		
The procedures are efficient.	n	5	3	13	19	35	10	1	86	4.01	1.191
(1= Strongly disagree, 5 = Strongly agree)	%	5.8%	3.5%	15.1%	22.1%	40.7%	11.6%	1.2%	100%		
My needs were met in a timely fashion.	n	4	4	11	16	48	2	1	86	4.20	1.145
(1= Strongly disagree, 5 = Strongly agree)	%	4.7%	4.7%	12.8%	18.6%	55.8%	2.3%	1.2%	100%		
The staff was courteous.	n	3	1	10	5	60	6	1	86	4.49	1.024
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	1.2%	11.6%	5.8%	69.8%	7.0%	1.2%	100%		
The staff are knowledgeable.	n	2	2	7	11	59	5	0	86	4.52	0.937
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	2.3%	8.1%	12.8%	68.6%	5.8%	0.0%	100%		
Overall satisfaction with the unit.	n	3	6	12	21	40	0	4	86	4.09	1.124
(1= Very unsatisfied, 5 = Very satisfied)	%	3.5%	7.0%	14.0%	24.4%	46.5%	0.0%	4.7%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Institutional Research Office (IRO)

Table 75. Institutional Research Office (IRO) Comments

A colleague was the one interacting with them, but the reputation is that they're very slow to give you what you need.
Always willing to assist.
Courteous staff provide quick, accurate information.
disorganized, inefficient, poorly trained
Everything is done in a good manner and friendly staff.
Excellent service. Prompt, exact, friendly.
Excessive amount of time to receive survey results (6 months and counting)
good service
Good service with a reasonable turnaround time
Good support but online information not always easy to find
Great data gathering, data quality initiatives and research to track Collin's performance
Great staff.
helpful and courteous
I dislike taking surveys
I see no protocol, timelines, etc. for requesting data. Sometimes the numbers in Banner are incorrect, especially regarding success/retention rates for professors.
inquiry into missing student evaluations met with prompt but unhelpful information that put me on the defensive
Knowledgeable and efficient
Knowledgeable, could be more timely in response time
Lost two packets of student evaluations.
Missing student evaluations
More staffing needed to help with quicker turn around on research requests.
Much improvement this year
not always willing to give information on a timely basis
One of the most efficient, pleasant departments to work with on campus. All staff and [name] are quick, accurate, thorough, and easy to work with on projects.
Provide data needed for Program Reviews
Responsive to requests for information and services.
seem to be reluctant to do any work not initiated by them
Seems there should be a way to get the response numbers you get from doing evaluations in a class without the risk of losing the evaluations.   Do not do on line student evaluations because then you don't get many and usually only negative. If you held them up until they did them on line I believe it would be even more of a negative experience for students and they would take that frustration out on the professor.
Surveys could be approved and processed more quickly.
The entire process is archaic and takes up way too much class time. Why can't there be online class evaluations? Grades could be held until they are completed. There could be a statement in the syllabus notifying the students.
The insights that this office provides to the college are important, timely and helpful. Could use more staffing or an effective software option for extracting data from Banner.

Table 75. Institutional Research Office (IRO) Comments

This office often assists me with gathering District numbers through reproting that I need for various projects.
very hard to get data; no real presence on campus
Very helpful
Very helpful an easy to work with.
Very helpful! Always get what I need to get my work done.
Very knowledgeable, responsive
Very willing to assist with surveys & reports. Very knowledgeable & patient.

SERVICE UNIT: Library Services

Table 76. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Library Services*	484	84.2%
Have used Library Services**	298	61.6%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 484).

Table 77. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't know	No response	Total	Mean***	SD***
			1	2	3	4	5					
Allen Cntr	Procedures are user friendly	n	0	0	0	1	0	0	0	1		
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	0	0	1	1		
		%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
CPC	Procedures are user friendly	n	1	0	1	12	71	2	2	89	4.79	0.579
		%	1.1%	0.0%	1.1%	13.5%	79.8%	2.2%	2.2%	100.0%		
	Procedures are efficient	n	1	0	2	9	72	2	3	89	4.80	0.597
		%	1.1%	0.0%	2.2%	10.1%	80.9%	2.2%	3.4%	100.0%		
	Met needs in a timely fashion	n	1	0	2	12	69	1	4	89	4.76	0.613
		%	1.1%	0.0%	2.2%	13.5%	77.5%	1.1%	4.5%	100.0%		
	Staff are knowledgeable	n	1	0	0	11	76	0	1	89	4.83	0.530
		%	1.1%	0.0%	0.0%	12.4%	85.4%	0.0%	1.1%	100.0%		
	Staff are courteous	n	0	0	0	12	74	0	3	89	4.86	0.349
		%	0.0%	0.0%	0.0%	13.5%	83.1%	0.0%	3.4%	100.0%		
	Overall Satisfaction	n	0	0	3	11	74	0	1	89	4.81	0.476
		%	0.0%	0.0%	3.4%	12.4%	83.1%	0.0%	1.1%	100.0%		
CHEC	Procedures are user friendly	n	0	0	0	4	5	0	1	10	4.56	0.527
		%	0.0%	0.0%	0.0%	40.0%	50.0%	0.0%	10.0%	100.0%		
	Procedures are efficient	n	0	0	0	4	4	1	1	10	4.50	0.535
		%	0.0%	0.0%	0.0%	40.0%	40.0%	10.0%	10.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	4	5	0	1	10	4.56	0.527
		%	0.0%	0.0%	0.0%	40.0%	50.0%	0.0%	10.0%	100.0%		
	Staff are knowledgeable	n	0	0	1	2	6	0	1	10	4.56	0.726
		%	0.0%	0.0%	10.0%	20.0%	60.0%	0.0%	10.0%	100.0%		
	Staff are courteous	n	0	0	1	2	6	0	1	10	4.56	0.726
		%	0.0%	0.0%	10.0%	20.0%	60.0%	0.0%	10.0%	100.0%		
	Overall Satisfaction	n	0	0	1	2	6	0	1	10	4.56	0.726
		%	0.0%	0.0%	10.0%	20.0%	60.0%	0.0%	10.0%	100.0%		

Table 77. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't know	No response	Total	Mean***	SD***
			1	2	3	4	5					
CYC	Procedures are user friendly	n	1	0	0	0	1	1	0	3		
		%	33.3%	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%	100.0%		
	Procedures are efficient	n	1	0	0	0	1	1	0	3		
		%	33.3%	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%	100.0%		
	Met needs in a timely fashion	n	1	0	0	0	1	0	1	3		
		%	33.3%	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	100.0%		
	Staff are knowledgeable	n	1	0	0	0	1	0	1	3		
		%	33.3%	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	100.0%		
	Staff are courteous	n	1	0	0	0	1	0	1	3		
		%	33.3%	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	100.0%		
	Overall Satisfaction	n	1	0	0	0	1	0	1	3		
		%	33.3%	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	100.0%		
PRC	Procedures are user friendly	n	0	1	1	7	61	1	1	72	4.83	0.510
		%	0.0%	1.4%	1.4%	9.7%	84.7%	1.4%	1.4%	100.0%		
	Procedures are efficient	n	0	0	2	4	64	1	1	72	4.89	0.401
		%	0.0%	0.0%	2.8%	5.6%	88.9%	1.4%	1.4%	100.0%		
	Met needs in a timely fashion	n	0	0	1	5	65	0	1	72	4.90	0.345
		%	0.0%	0.0%	1.4%	6.9%	90.3%	0.0%	1.4%	100.0%		
	Staff are knowledgeable	n	0	0	0	4	66	0	2	72	4.94	0.234
		%	0.0%	0.0%	0.0%	5.6%	91.7%	0.0%	2.8%	100.0%		
	Staff are courteous	n	0	1	2	2	63	0	4	72	4.87	0.516
		%	0.0%	1.4%	2.8%	2.8%	87.5%	0.0%	5.6%	100.0%		
	Overall Satisfaction	n	0	0	3	6	60	0	3	72	4.83	0.484
		%	0.0%	0.0%	4.2%	8.3%	83.3%	0.0%	4.2%	100.0%		
SCC	Procedures are user friendly	n	0	0	5	20	92	3	2	122	4.74	0.528
		%	0.0%	0.0%	4.1%	16.4%	75.4%	2.5%	1.6%	100.0%		
	Procedures are efficient	n	0	0	5	16	92	6	3	122	4.77	0.518
		%	0.0%	0.0%	4.1%	13.1%	75.4%	4.9%	2.5%	100.0%		
	Met needs in a timely fashion	n	0	0	5	15	98	2	2	122	4.79	0.504
		%	0.0%	0.0%	4.1%	12.3%	80.3%	1.6%	1.6%	100.0%		
	Staff are knowledgeable	n	0	0	5	10	102	3	2	122	4.83	0.479
		%	0.0%	0.0%	4.1%	8.2%	83.6%	2.5%	1.6%	100.0%		
	Staff are courteous	n	0	1	7	12	100	1	1	122	4.76	0.594
		%	0.0%	0.8%	5.7%	9.8%	82.0%	0.8%	0.8%	100.0%		
	Overall Satisfaction	n	0	0	5	24	89	0	4	122	4.71	0.541
		%	0.0%	0.0%	4.1%	19.7%	73.0%	0.0%	3.3%	100.0%		
Other	Procedures are user friendly	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	1	0	0	0	0	1		
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" categories. These values have not been calculated for small result sets.

SERVICE UNIT: Library Services

Table 78a. Library Services Comment from Allen Center

Library Services provides for information needs.

Table 78b. Library Services Comments from CPC

[name] was amazingly helpful. Knowledge base was huge!!
[name] was great! Hope a good replacement can be found.
always helpful and provides excellent service and resource help
Consistently met the needs that I had.
CPC - staff is always friendly and knowledgable
CPC campus: the staff are extraordinarily supportive and informative; my students love them, too
CPC: friendly and helpful to professors and students
Even with the changes in the health science librarian, nursing has continued to receive excellent support from the library
Excellent customer service
Excellent staff!
Good selection of materials to fit needs
Great Staff but I really miss [name]!
Great staff, very helpful and proactive
Help in time of need
Helpful and kind
I adore both the campus libraries and their staff where I work. They are just fantastic; so helpful and always ready to find something. I cannot sing their praises enough!
I have used the library in so many occasions, specially for my master program. They have been really helpful.
It is a very conducive studying environment
Library is mostly helpful
Located in a different building, not used much now. Need more on line audio. Loss a very important Librarian yet.not replaced
personal encounters last year seemed unsatisfying (like casual patron seemed intruding on their work) but seem much friendlier of late
Pleasant staff; find what I need easily
Sorry to lose [name] at CPC. She was an amazing resource. She was always helpful and knowledgeable. I utilize the library database and resources continually. Great resources!!
Staff are always knowledgeable, helpful, and courteous.
staff is helpful
The library has great offerings and courteous staff, but I have experienced some difficulty when requesting items be ordered.
The library staff is courteous and knowledgeable. I have had several requests for books and they have handled these in a timely manner. Also, putting books on reserve can't be beat, and my students have never complained about this access or its handling by the library staff.
The staff is helpful and the resources are plentiful.

Table 78b. Library Services Comments from CPC (continued)

They are helpful and nice
They have been helping me a lot.
They've always assisted me in finding a DVD or book. Thank you!
Very efficient
Very helpf
Very user friendly on line and staff very helpful
We will miss [name]; she was an asset to the health science programs

Table 78c. Library Services Comments from CHEC

always friendly and helpful
Had a little glitch with a interlibrary loan but otherwise excellent
We have excellent libraries.

Table 78d. Library Services Comment from Other Location

My primary campus is McKinney which I receive helpful emails from, Spring Creek is closer to my home so I use it more frequently. Ratings are for both campuses. Surprised that McKinney will list a new item and then go to Spring Creek and they do not carry same item, I have to go to McKinney.

Table 78e. Library Services Comments from PRC

always accessible, friendly staff
Always friendly and helpful
Always helpful and knowledgeable
Always very helpful.
Excellent library services.
Excellent service, friendly personnel and efficient
Excellent staff
Excellent staff
fantastic, helpful staff
Friendly
great job
Great staff, always willing to help (PRC)
Help find material and order requested materials.
helpful
helpful and courteous
I feel like the librarians could be more open and helpful to students. I have had students get not very helpful responses from the librarians when going to ask for legitimate help.
Library staff is excellent in every aspect.
Love the librarians. They are always nice and helpful.

Table 78e. Library Services Comments from PRC (continued)

Most student- centered library I have ever seen - excellent in all respects.
No problems with Library alway helpful
PRC - staff eager to help, respond in timely fashion
PRC- Organized very well, with staff eager to assist in any task.
PRC staff are outstanding! Very courteous and knowledgable.
PRC: very eager to help. Wish all of my co-workers were this excited about their work.
Procedures unclear
Reference staff our knowledgeable.
Same as above.
Staff are efficient, helpful, knowledgeable, and friendly.
Staff are superior
Staff at SCC are always willing to help. Not so much at PRC. I find that they pass responsibility rather than helping to solve problems.
the librarians at prc are helpful and welcoming
The library at PRC is amazing! The ladies there are fantastic and are very knowledgeable
The Library staff are always very helpful and friendly. They are highly qualified and knowledgeable.
The PRC library staff are incredible. They are friendly, helpful, and knowledgable. I enjoy greeting them every morning.
The staff is very friendly and knowledgeable. I only wish that you could rent DVDs from other campuses. However, the reason for this may be outside of my limited knowledge.
Very good
very helpful and informative

Table 78f. Library Services Comments from SCC

[name] and other liaisons are great!
Available and friendly
Besides their knowledge and friendly attitudes, the librarians do not hesitate to help and assist students with acquisitions
clean and helpful
Courteous staff.
Everyone is just so nice and friendly
Everything I've ever needed from a Library and access to books they don't have on campus too.
Excellent
Excellent customer service and quick response!
excellent service
Excellent service from staff
Excellent support system for me and my students
Feel neutral about this group.
friendly and eager to help
good support for what I have used, but I do not use library services extensively

Table 78f. Library Services Comments from SCC (continued)

Great selection and facilities, difficult at times to get materials between campuses
Have received good service, but wish hold items could be held longer than 1 day. Also, DVDs should check out for 7 days to be more convenient for users
I have always received good and thorough service from the Library.
I have used the library on several occasions to put books on reserve or for research items.
I use the library all the time and I always receive friendly service.
Knowledgeable but inconsistent responses regarding questions
Knowledgeable, helpful and a variety of services
Library staff is very helpful.
Most of the library faculty are very pleasant and informative IF you initiate conversation with them. Overall though for a new person it can be totally confusing and even lonely - Nametags are a good thing, BIG signs that say "Can I help you?" and then just wandering around, SMILING and making eye contact are all good things!
Online article database requires way to many clicks to get to and is not easy for first time users
professional, friendly always helpful
ready to help at all times
Really excellent staff - friendly, smart, and fast
SCC - consistently receive high-quality and timely assitance. Would like to see reserve-item process streamlined so it does not have to be done each semester.
SCC Library has extensive holdings and the staff are courteous
SCC, helped me with my research
Some staff members are nicer than others. Some are rude, some are awesome.
Spring Creek staff bend over backwards to help classes and students!
Staff could be more friendly when helping students find resources.
The library people are awesome! Helpful, knowledgeable and efficient!
The library staff are all very helpful.
The library staff is top-notch.
The library staff is very helpful for both faculty and students.
the staff has always been very helpful and friendly
The staff in the library is wonderful. Always have a positive experience there.
Things for students and staff
Very attentive
well done

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Mail Services

Table 79. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Mail Services*	420	73.0%
Have used Mail Services**	259	61.7%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 420).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	3	4	14	59	159	15	5	259	4.54	0.787
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	1.5%	5.4%	22.8%	61.4%	5.8%	1.9%	100%		
The procedures are efficient.	n	7	7	20	58	142	14	11	259	4.37	0.973
(1= Strongly disagree, 5 = Strongly agree)	%	2.7%	2.7%	7.7%	22.4%	54.8%	5.4%	4.2%	100%		
My needs were met in a timely fashion.	n	6	10	21	45	156	10	11	259	4.41	0.988
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	3.9%	8.1%	17.4%	60.2%	3.9%	4.2%	100%		
The staff was courteous.	n	3	2	6	34	182	22	10	259	4.72	0.685
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	0.8%	2.3%	13.1%	70.3%	8.5%	3.9%	100%		
The staff are knowledgeable.	n	3	1	12	38	163	33	9	259	4.65	0.732
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	0.4%	4.6%	14.7%	62.9%	12.7%	3.5%	100%		
Overall satisfaction with the unit.	n	2	8	26	57	161	0	5	259	4.44	0.859
(1= Very unsatisfied, 5 = Very satisfied)	%	0.8%	3.1%	10.0%	22.0%	62.2%	0.0%	1.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Mail Services

Table 81. Mail Services Comments

Accurate and professional service.
Always delivers in a timely manner
Always helpful if we are looking for something in particular.
always helpful, friendly and professional.
always makes sure interoffice and outgoing mail is delivered and recieved on time
always very responsive to my needs/requests
Can set a clock by him everyday
courteous and prompt
Deliver mail every other day.
Dependable
dependable, readily available
Done in a timely manner
Easy to use
efficient interoffice mail
every time I send something it gets there
Excellent help with the mail service office that is in Plant Ops, however, delivery between buildings does not occur and this creates a lag-time for communication and library services.
Excellent response
Feel neutral about this group.
Good about delivering priority mail we receive.
Good experiences overall
Have received good, reliable service
Haven't communicated much with staff. For most part, mail is on time and runs well.
Helpful
Helpful, courteous, and timely with response
I appreciate that they pick up the mail twice a day.
I do not know a lot of their functions but I always receive my mail.
I have always recieved mail on time.
I have never encountered a problem with this service.
I have never had a lost letter or big box, and they have handled all my needs - even sensitive ones - in a timely fashion.
I have no problems with receiving our mail.
I like that I can put a personal letter in outgoing, and I don't have to worry about it.
I only use it to send and recieve mail - never had any issues
Interoffice seems to work, but a little to occasionally something ends up where it shouldn't.
Issues with packages being delivered to our location.
It always gets there.
It seems to take longer than I expect to get things between campuses and mail gets delivered in the wrong place at times.
Items addressed to me delivered promptly, and I get emails when a package arrives.
Items received are delivered quickly and the staff friendly.

Table 81. Mail Services Comments

Knowledgeable and efficient
largely hidden
Love the friendly service!
mail always seems to be on time, I am only sent to check it occasionally
Mail delivered in a timely fashion.
Mail is a bit slow at times
mail often sits for a day or two before it's picked up
mail only delivered once a day at SCC - have to go down and get it - seems only [name] can put mail in the boxes upstairs
Mail promptly gets to the sender
Mail runs every day, so in theory, if I mail something in the morning, it should be to the other campus by afternoon. Next day at the latest. There are occasions where the item shows up days, or even a week later.
Mail service to and from new building
mail services have been great
Mail system seems to work pretty well
Mail was delivered
Mailing from campus to campus is slow.
My mail is usually delivered in a timely manner.
My urgent mail (forms needed by other campuses) does not get shipped ontime making me look unresponsive.
Need more mail options.
Need procedure set in place for call outs or vacations. At times we have to wait for mail payments until the main person is working. Cross training is key
Never had a signle issue with this service.
No issues
No issues
No issues
No issues
No issues
No issues
No issues
No issues
No problems here.
Not as reliable.
Not sure what [name] does but promptly delivering mail isn't it
Our department gets a high volume of deliveries and it's hard having to send multiple boxes (sometimes over 5) to other campuses in one delivery.
Overall they do very well. I often do not get my mail in my mailbox and other departments receive it instead.
Receiving procedures need to change for the new HS building. It takes way too long to receive packages and supplies. Things have sat for weeks in the cage without my knowledge of us having received them. The HS building needs to have its own receiving area OR additional people need to take on this responsibility on top of [name].

Table 81. Mail Services Comments

slow sometimes, mostly efficient
Some times they are a little slow getting things out
sometimes seems a little slow getting material from one campus to another through intercampus mail
Steady as a rock and friendly
Still have problem
There are delays
These services are effective. however things do get lost in the mail.
They did not help me.I still have the problem.
they do an adequate job
They get the mail to other campuses on a timeley matter.
They have responding to my question quickly.
They respond quickly and professionally to my requests.
They've assisted me with checks coming in to me for an event.
Time to service completion
timely and friendly response
Timely delivery and no lost or delayed mail for me, at least.
Trouble with lost regular mail and interoffice mail sometimes takes many days
unresponsive. Lose too much mail
Usually very good but when regular mail person is off a back-up is not quite as quick to handle incoming mail
Very efficient, professional and courteous.
Very Helpful.
When [name] is out, the mail service is terrible! No good backup people.
Why does it take weeks sometimes for mail to go from one campus to another?
works effeciently
Works just fine
Works well.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Math Centers/Labs

Table 82. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Math Centers/Labs*	373	64.9%
Have used Math Centers/Labs**	52	13.9%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 373).

Table 83. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't know	No response	Total	Mean***	SD***
			1	2	3	4	5					
CPC	Procedures are user friendly	n	2	0	0	2	11	0	0	15	4.33	1.397
		%	13.3%	0.0%	0.0%	13.3%	73.3%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	2	0	0	3	10	0	0	15	4.27	1.387
		%	13.3%	0.0%	0.0%	20.0%	66.7%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	2	0	0	2	11	0	0	15	4.33	1.397
		%	13.3%	0.0%	0.0%	13.3%	73.3%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	1	0	0	2	11	1	0	15	4.57	1.089
		%	6.7%	0.0%	0.0%	13.3%	73.3%	6.7%	0.0%	100.0%		
	Staff are courteous	n	1	0	0	1	12	1	0	15	4.64	1.082
		%	6.7%	0.0%	0.0%	6.7%	80.0%	6.7%	0.0%	100.0%		
	Overall Satisfaction	n	1	0	0	1	13	0	0	15	4.67	1.047
		%	6.7%	0.0%	0.0%	6.7%	86.7%	0.0%	0.0%	100.0%		
CYC	Procedures are user friendly	n	0	0	0	0	2	0	0	2		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	2	0	0	2		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	2	0	0	2		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	2	0	0	2		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	2	0	0	2		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	0	0	2	0	0	2		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
PRC	Procedures are user friendly	n	0	0	0	1	10	0	0	11	4.91	0.302
		%	0.0%	0.0%	0.0%	9.1%	90.9%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	1	8	1	1	11	4.89	0.333
		%	0.0%	0.0%	0.0%	9.1%	72.7%	9.1%	9.1%	100.0%		
	Met needs in a timely fashion	n	0	0	1	1	9	0	0	11	4.73	0.647
		%	0.0%	0.0%	9.1%	9.1%	81.8%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	1	10	0	0	11	4.91	0.302
		%	0.0%	0.0%	0.0%	9.1%	90.9%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	1	10	0	0	11	4.91	0.302
		%	0.0%	0.0%	0.0%	9.1%	90.9%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	0	4	7	0	0	11	4.64	0.505
		%	0.0%	0.0%	0.0%	36.4%	63.6%	0.0%	0.0%	100.0%		

Table 83. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't Know	No response	Total	Mean***	SD***
			1	2	3	4	5					
SCC	Procedures are user friendly	n	1	1	0	1	20	0	1	24	4.65	1.027
		%	4.2%	4.2%	0.0%	4.2%	83.3%	0.0%	4.2%	100.0%		
	Procedures are efficient	n	1	2	1	1	16	2	1	24	4.38	1.244
		%	4.2%	8.3%	4.2%	4.2%	66.7%	8.3%	4.2%	100.0%		
	Met needs in a timely fashion	n	1	1	1	2	17	1	1	24	4.50	1.102
		%	4.2%	4.2%	4.2%	8.3%	70.8%	4.2%	4.2%	100.0%		
	Staff are knowledgeable	n	1	1	0	3	18	0	1	24	4.57	1.037
		%	4.2%	4.2%	0.0%	12.5%	75.0%	0.0%	4.2%	100.0%		
	Staff are courteous	n	1	1	0	2	20	0	0	24	4.63	1.013
		%	4.2%	4.2%	0.0%	8.3%	83.3%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	0	5	19	0	0	24	4.79	0.415
		%	0.0%	0.0%	0.0%	20.8%	79.2%	0.0%	0.0%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" categories. These values have not been calculated for small result sets.

SERVICE UNIT: Math Centers/Labs

Table 84a. Math Centers Comments from CPC

Eager to serve students and faculty to encourage student understanding of mathematics.
Excellent customer service
Excellent for referring students
Helpful and kind
I am always able to refer students to the Math Labs.
Math Lab has always been a great help for my students
My students always get the help that they need with courteousness and respect (from the tutors at CPC).
They are very busy and you have to wait
They should be open more often, especially the computer lab in the new health science building.

Table 84b. Math Centers Comment from CYC

Amazing

Table 84c. Math Centers Comments from PRC

PRC- Quiet, clean, and comfortable. Staff: very knowledgable and friendly.
super friendly staff
The staff at the math lab are very patient for the most part, I go there several times a week
They work very hard with much attention to each student. A thankless job.

Table 84d. Math Centers Comments from PRC

Available and friendly
have had limited contact but student report they are very helpful
I have office hours in the math lab and take my Math 0406 class to the Math Lab to work during class.
They are very helpful and knowledgable.

SERVICE UNIT: Media Services

Table 85. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Media Services*	460	80.0%
Have used Media Services**	318	69.1%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 460).

Table 86. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	9	4	14	60	219	5	7	318	4.56	0.879
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	1.3%	4.4%	18.9%	68.9%	1.6%	2.2%	100%		
The procedures are efficient.	n	8	5	14	70	198	11	12	318	4.51	0.880
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	1.6%	4.4%	22.0%	62.3%	3.5%	3.8%	100%		
My needs were met in a timely fashion.	n	9	4	10	63	217	5	10	318	4.57	0.866
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	1.3%	3.1%	19.8%	68.2%	1.6%	3.1%	100%		
The staff was courteous.	n	7	2	11	34	248	4	12	318	4.70	0.776
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	0.6%	3.5%	10.7%	78.0%	1.3%	3.8%	100%		
The staff are knowledgeable.	n	7	4	10	44	235	8	10	318	4.65	0.810
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	1.3%	3.1%	13.8%	73.9%	2.5%	3.1%	100%		
Overall satisfaction with the unit.	n	2	7	16	62	225	0	6	318	4.61	0.745
(1= Very unsatisfied, 5 = Very satisfied)	%	0.6%	2.2%	5.0%	19.5%	70.8%	0.0%	1.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Media Services

Table 87. Media Services Comments

Addressed all problems when called.
adequate
Always fix problems quickly
Always friendly and helpful
always get excellent results
Always great service
Always helpful when an Instructor needs extra help or there is a problem in a classroom.
always helpful with faculty students staff internal and external groups with all media needs in the classroom and conf centers. Awesome staff and always there to help and assist in anyway they can. Importamt part of the college sucess for students
always helpful, friendly and professional.
Always helpful.
Always Prompt & attentive to our needs
Always quick at responding to requests.
Always ready to jump in a help with set up or problem solving
Always responds to problems quickly.
always very responsive to my needs/requests
Always willing to help with setups even with a short notice.
Answer calls promptly and render services promptly
Antime I need them, they are always there.
Appear not to be sufficantly staff during events. The events take priority over class instruction. Some staff members attitudes are not alway courtious. Not mac friendly.
Assisted when needed in a timely fashion.
Assume media services include the library...the library staff is always helpful.
At CPC they are very helpful
call for help with a problem
Carry Israel Health Science building, wasn't set up properly and we had nothing but trouble. The belief was that computer techs could handle the problem and they couldn't. I was never so frustrated with this lack of efficiency! In this case, the students DIDN'T come first! Someone must have "lit a fire" under them, because, I haven't had any problems since trying to show a DVD to my students about cerebral palsy, and couldn't. Also I hate the tandburg [sic] system. The group watching the lecture either: 1. can't see me point at a specific PP slide or 2. I can't see the students and see if a hand is raised. We need one classroom where all the students sit together. (Again, the students weren't put first in this case!!) BTW: students who are taking a math class at Spring Creek, have complained to their professor about this system. It has gotten back to us. So, I'm sure all of the campuses, know that we've tried and failed at a remote lecture system!!
Classroom computer updates and assistance used multiple times--good customer service
Each campus' Media Services is AWESOME! They work hard, know their stuff, responsive, and helpful.
Easy to use, good response time. Helpful staff.
Efficiency and dependability.

Table 87. Media Services Comments

Equipment maintenance lacking
Every call to media services has been met with friendly helpful staff.
Excellent response
excellent, courteous staff who is very responsive to immediate needs in classroom
Extremely helpful and friendly.
Fast and efficient
Friendly and prompt
Friendly helpful staff that solve the issues in a timely fashion
Friendly, cooperative person who do a great job with the many demands on their time.
Gave prompt assistance
Good experiences overall
Good job
Good people BIG JOB
had problem with projector in classroom (bulb out). They were there very quickly and class was inconvenienced for less than 10 minutes
have been willing to help when needed
Have been fairly responsive - friendly
Helped fix media in classroom so I could use computer technology
Helped me in a timely manner and resolved the issue
Helpful
Helpful with any technical issues
I cannot stop singing the praises of our media services. They do their job immediately, efficiently, and with much humor.q
I don't deal much with this department.
I have had to do a few department presentations, media services if a problem has occurred have helped me.
I have never had issues with media that I have requested,
I have used this service and they have been very dependable almost every time I have used them.
I haven't had any issue with delays.
I work the Information Desk at CPC and they have always been courteous and response has been immediate
If I have an issue in my classroom, I am helped immediately.
Immediate responses
I've had an occasion or two where I've wondered if they totally knew what they were doing but otherwise very helpful
Know what they're doing, great to work with.
Knowledgeable and efficient
Knowledgeable and efficient.
Love media services. they always come quickly and do their best in a friendly manner. Very knowledgeable
Media services has been helpful to evaluate and fix problems with podium at night
Media services is very responsive and helpfull!
met my needs in a timely fashion
Met my needs on time and efficiently.

Table 87. Media Services Comments

No real problems
Not too efficient. Did not always deliver what I needed when I requested it.
Often need to be transfered
Overcame any technical difficulties and able to make it happen
Problems partially solved.
problems/issues I encountered were fixed or explained to me and I could carryon with my work
prompt responses, courteous staff
Prompt, courteous
prompt, courteous, helpful
Promptly address classroom concerns
Quick response
Quick response and resolution
Quick to make needed adjustments in my labs, with overhead, printer or anything else.
Quick to respond and assist me in any way necessary.
Quick to respond, very knowledgeable
quick, effective
Quick, immediate and efficient help provided when I have encountered problems at the beginning of class! Great team !
Quickly solved problem
Responded in a timely fashion and resolved the problem
Responded when needed
Set-up of media services in new building
Since the new procedure is to leave a message when we call from a classroom, we don't really know if/when they are coming. Distrupts class
SPC media services is prompt, helpful and friendly. PRC - is prompt when they want to be, one person was not friendly or even helpful,
Staff are knowledgeable, quick, and courteous.
Staff know what they are doing and work very closely to make event success
student staff lacks tact
Support my programs in a timely manner
Supportive and helpful (to faculty, staff and visitors to campus) in a wide array of situations.
The appearance and personal hygiene of specific media services staff members is questionable and in need of serious remediation.
The computers in the class rooms always do not have the required programs to open some applications.
The inconsistencies between campuses - how the conference centers are set up for recording - is really frustrating as well as the complete lack of sharing of what EXACTLY is available in terms of equipment and services. Why can't there be an online request form? Also find a way to make sure that when one media service staff person receives information that it is passed on to the individual that will actually be responsible for the event.
The Media staff do a great job overall.

Table 87. Media Services Comments

The staff are immediately responsive and have assisted me multiple times with difficulty on classroom computers.
They are always prompt in addressing any issue.
They are always there to help.
They are good. They are prompt and efficient. They know their area.
They are helpful and do things in a timely manner.
They are rarely available in their offices. One must call or email every time.
They assisted me with media set-ups for the past 6 years at PRC for a large event.
They have come promptly to resolve issues, and explained to me how to resolve an issue when requested.
They respond promptly and are very helpful
They respond quickly and professionally to my requests.
they send vaguely threatening emails about projectors, insinuating that we'll be charged for bulbs if we forget to turn off a projector, rather than making expectations clear in advance or just getting devices that will auto-shut off
they were quick to respond and did an excellent job
Tim is very helpful.
timely
Timely and responsive
Timely help
Timely. However, during the transition to Outlook my laptop took quite a bit of time.
Used several times with no issues
Usually is there when I need them, and if I leave a message, is there very soon after.
Very efficient department. It just isn't an easy fix being further away from that department.
Very efficient, professional and courteous.
very few services offered, not trained well
Very knowledgeable
very prompt and helpful
Very prompt response
Very responsive. Professional and helpful.
went quickly to fix problems at the classroom/lab
When I call them from any classroom phone, they come as soon as possible.
Whenever I have an issue with any of the media in the classroom, I usually call from the classroom and they come down immediately to fix the problem.
whenever the Qless monitor goes out, they are quick to solve the problem
With the campuses each growing and buildings spanning, maybe more techs to cover each building.
With the move to the Health Sciences Center, very little education has been provided regarding the use of the media equipment in this building. When media services is called for assist, they are delayed by responsibilities in the Conference Center. Staff do respond and are knowledgeable but it seems like they need more help to meet the needs of faculty.
wonderful and very efficient
You call they come and fix.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Physical Plant & Grounds

Table 88. Awareness and Use of Service Unit

	n	%
Are aware of Physical Plant & Grounds*	462	80.3%
Have used Physical Plant & Grounds**	324	70.1%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 462).

Table 89. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't Know	No response	Total	Mean***	SD***
			1	2	3	4	5					
CPC	Procedures are user friendly	n	4	1	5	18	63	1	0	92	4.48	0.982
		%	4.3%	1.1%	5.4%	19.6%	68.5%	1.1%	0.0%	100.0%		
	Procedures are efficient	n	3	2	10	20	56	1	0	92	4.36	0.995
		%	3.3%	2.2%	10.9%	21.7%	60.9%	1.1%	0.0%	100.0%		
	Met needs in a timely fashion	n	3	1	11	16	61	0	0	92	4.42	0.975
		%	3.3%	1.1%	12.0%	17.4%	66.3%	0.0%	0.0%	100.0%		
	Staff are courteous	n	4	1	2	13	71	1	0	92	4.60	0.941
		%	4.3%	1.1%	2.2%	14.1%	77.2%	1.1%	0.0%	100.0%		
	Staff are knowledgeable	n	4	0	3	15	65	4	1	92	4.57	0.936
		%	4.3%	0.0%	3.3%	16.3%	70.7%	4.3%	1.1%	100.0%		
	Overall satisfaction	n	1	1	3	27	59	0	1	92	4.56	0.718
		%	1.1%	1.1%	3.3%	29.3%	64.1%	0.0%	1.1%	100.0%		
CHEC	Procedures are user friendly	n	1	0	0	8	20	0	0	29	4.59	0.825
		%	3.4%	0.0%	0.0%	27.6%	69.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	1	1	0	7	20	0	0	29	4.52	0.949
		%	3.4%	3.4%	0.0%	24.1%	69.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	1	1	0	4	22	1	0	29	4.61	0.956
		%	3.4%	3.4%	0.0%	13.8%	75.9%	3.4%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	7	22	0	0	29	4.76	0.435
		%	0.0%	0.0%	0.0%	24.1%	75.9%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	1	0	0	6	22	0	0	29	4.66	0.814
		%	3.4%	0.0%	0.0%	20.7%	75.9%	0.0%	0.0%	100.0%		
	Overall satisfaction	n	1	0	1	8	19	0	0	29	4.52	0.871
		%	3.4%	0.0%	3.4%	27.6%	65.5%	0.0%	0.0%	100.0%		
CYC	Procedures are user friendly	n	0	0	1	1	3	0	0	5	4.40	0.894
		%	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	2	0	3	0	0	5	4.20	1.095
		%	0.0%	0.0%	40.0%	0.0%	60.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	2	0	3	0	0	5	4.20	1.095
		%	0.0%	0.0%	40.0%	0.0%	60.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	1	1	0	3	0	0	5	4.00	1.414
		%	0.0%	20.0%	20.0%	0.0%	60.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	2	0	3	0	0	5	4.20	1.095
		%	0.0%	0.0%	40.0%	0.0%	60.0%	0.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	2	0	3	0	0	5	4.20	1.095
		%	0.0%	0.0%	40.0%	0.0%	60.0%	0.0%	0.0%	100.0%		

Table 89. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't Know	No response	Total	Mean***	SD***
			1	2	3	4	5					
PRC	Procedures are user friendly	n	1	3	6	6	66	4	0	86	4.62	0.870
		%	1.2%	3.5%	7.0%	7.0%	76.7%	4.7%	0.0%	100.0%		
	Procedures are efficient	n	2	2	8	10	58	5	1	86	4.50	0.955
		%	2.3%	2.3%	9.3%	11.6%	67.4%	5.8%	1.2%	100.0%		
	Met needs in a timely fashion	n	3	2	6	13	61	0	1	86	4.49	0.983
		%	3.5%	2.3%	7.0%	15.1%	70.9%	0.0%	1.2%	100.0%		
	Staff are courteous	n	1	3	3	6	71	0	2	86	4.70	0.803
		%	1.2%	3.5%	3.5%	7.0%	82.6%	0.0%	2.3%	100.0%		
	Staff are knowledgeable	n	3	1	6	8	65	2	1	86	4.58	0.952
		%	3.5%	1.2%	7.0%	9.3%	75.6%	2.3%	1.2%	100.0%		
	Overall satisfaction	n	1	3	4	10	66	0	2	86	4.63	0.833
		%	1.2%	3.5%	4.7%	11.6%	76.7%	0.0%	2.3%	100.0%		
SCC	Procedures are user friendly	n	5	5	15	22	60	2	2	111	4.19	1.134
		%	4.5%	4.5%	13.5%	19.8%	54.1%	1.8%	1.8%	100.0%		
	Procedures are efficient	n	6	3	22	27	44	4	5	111	3.98	1.143
		%	5.4%	2.7%	19.8%	24.3%	39.6%	3.6%	4.5%	100.0%		
	Met needs in a timely fashion	n	9	7	16	27	47	1	4	111	3.91	1.276
		%	8.1%	6.3%	14.4%	24.3%	42.3%	0.9%	3.6%	100.0%		
	Staff are courteous	n	4	0	12	22	68	1	4	111	4.42	0.965
		%	3.6%	0.0%	10.8%	19.8%	61.3%	0.9%	3.6%	100.0%		
	Staff are knowledgeable	n	6	3	10	24	60	4	4	111	4.25	1.126
		%	5.4%	2.7%	9.0%	21.6%	54.1%	3.6%	3.6%	100.0%		
	Overall satisfaction	n	4	8	15	26	56	0	2	111	4.12	1.128
		%	3.6%	7.2%	13.5%	23.4%	50.5%	0.0%	1.8%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't Know" and "No response" category.

SERVICE UNIT: Physical Plant & Grounds

Table 90a. Physical Plant & Grounds Comments from CPC

[name] and [name] are very helpful.
Always available and has helped in many different cases.
always helpful, friendly and professional.
always responds
always willing to help!
Anytime I need assistance (from locking myself out of my office) to making my hot office cooler, this group rocks! A group Rose award should be given to the CPC department
As time was allowed them was able to effeciently solve the problem
Awesome staff, luv [name] and [name] at CPC
Effective and kind.
Friendly and eager to assist
Friendly and helpful personnel. Sometimes bathrooms are not as clean as they could be and office areas are not vacuumed.
Friendly and willing to help
Friendly, responsive, and always try to help.
Generally helpful
Great crew although staff does not need to hear them complain about politics, religion, and how busy they are while they work. This delays job completion.
Helpful and efficient
I enjoy the beauty they have created and maintained.
I work the Information Desk at CPC and they have always been courteous and response has been immediate
Immediate responses
In requests for setup for classroom space, etc. I have never had an issue with our physical plant.
Intial response is quick and couteous, but does not always solve the problem in a timely manner.
Need more staff.
Nothing would happen on this campus without them. They are awesome.
Plant is always very fast, and responds to requests very quickly.
Problems with unwanted rodents - not yet resolved
Respond in timely fashion, problems resolved completely
Some plant operations workers need to be reminded of the "other duties assigned" in job description. We all take on more than what is in our job description.
Strange mixture of helpful employees and unmotivated employees. Much inconsistency & quirky-ness.
The staff are so kind, helpful, and responsive.
They are hard working and friendly. They do not receive enough credit for the work they do.
timely and friendly response
Work diligently to maintain our physical infrastructure. Always willing to contribute to a solution when problems arise.

Table 90b. Physical Plant & Grounds Comments from CHEC

always helpful
Always helpful and efficient.
Friendly, efficient and do a good job.
I haven't had any issue with delays.
Practically MIA at SCC. Better at CHEC and CYC. [name] is fabulous.
Sometimes there is a lag in response time.
Staff is helpful and accomodating when dealing with special events
The staff is friendly and helpful. The groundskeepers do a good job making the college neat, tidy and beautiful.
They assisted me with furniture set-ups for an annual event for the past 6 years at PRC.
They respond quickly and professionally to my requests.

Table 90c. Physical Plant & Grounds Comments from CYC

always there to help with any maintenance issues and very friendly.
My personal experience at my campus has been less than satisfactory overall. Better management of staff, better response to "customers" and respect for all are required.
Some challenges with buildinig issues and solutions.
They are very helpful

Table 90d. Physical Plant & Grounds Comments from PRC

Again, everyone is friendly and they work fast to get issues resolved and questions answered.
All calls and work orders are followed-up in a prompt fashion by friendly and helpful staff.
All staff is courteous & willing to help. Lucky to have them.
all staff I've met are nice and extremely helpful, I lock myself out of my office on multiple occasions and once, an ops guy even helped me with some car trouble
Also responsive, friendly, and helpful.
Always "Johnny on the spot" to unlock doors, get tables as needed, clean up messes, remove smoldering lights, etc
always helpful and on the spot when need arises
Always helpful with issues.
Always respond quickly and get the job done.
Always respond timely and are very helpful
Always working hard to ensure we have a safe and functional environment.
Amazing group of people! it is always great working with them and they are very professional and helpful
Amazing,hard working and a friendly group.
Buildings and grounds are in great shape
Classroom sometimes not unlocked before 8:00 am class (twice this semster, approximately twice last semester)
Dealt with my issues and needs efficiently and I was fully satisfied with outcome

Don't always perform the services we ask for when we ask for them, slow to respond to queries.
exceptional
fantastic group to work with - so kind and helpful when setting up for events
Fast response. Reliable.
Generally very helpful. I think sometimes there is a lapse in communication between employees which delays when things are accomplished.
Good response received for requests
great group. they always have a great attitude and come quickly when needed. CYC and PRC.
Great people on staff. Quick service and friendly people.
Great team
Have always taken care of any problems right away
Housecleaning services do not meet our needs and we often clean ourselves
I am often complimented on the beauty of our campus - how it looks "so new". Visitors cannot believe how long the campus has been open. This is due, in no small part to our Plant Staff and Grounds, who are meticulous in making sure our campus is running well. They are all well-trained, knowledgeable, and efficient.
I do not like having to call Plant to be told to use School Dude website.
I see these men working hard all over campus daily and they have unlocked my door for me several times.
My experience has been a positive one.
One of the best departments on campus; always helpful and easy to work with
Physical plant responds quickly to requests regarding rooms that are too hot or cold - but can't we devote time and energy to preventing these problems instead?
The physical plant and grounds respond quickly to any needs.
The PRC staff have been quick to address problems with room temperature or to fix something in my office. They are always polite and helpful.
they are alwasy here to help us w/ any physical needs and are very friendly. like family
They are always prompt when help is needed.
they get the job done
unresponsive and distant
Very accommodating with Rockin' the Ridge set up and helping me personally with temporary disability
When they replaced door locks, I was locked out of my office suite with no warning. There had been no notification that the lock would be changed, and we had not been issued keys to fit the new locks. Plant Operations needs to put better procedures in place for communicating with staff and faculty when major changes like this are made.
worked with both plant crews at CPC and PRC. Staffs are good however I find that supervisors at PRC are much more friendly and open then those present at CPC. I cannot say so for those at cpc

Table 90e. Physical Plant & Grounds Comments from SCC

Always helpful
always impressed with how clean and pretty the campuses were kept
always very responsive to my needs/requests
Arrived to assist right away.
Attitude and request response could be better sometimes
broken chair in classroom, was replaced by the next morning
Call them and they come and fix whatever needs fixing.
Changed classroom temperature immediately
Do not respond to needed requests.
Employees are great. Takes a long time to get repairs and requests completed.
great people, can be a while before getting a response
Have to do follow ups on work requests as they are not done as quickly as you might expect.
helpful but sometimes language issues
Helpful, courteous
helpful, courteous, readily available
I am so proud of how clean and well kept the facilities and grounds are. It's also very nice that plant ops staff - across campuses - are not only easily identifiable with uniforms and/or name tags but are also friendly. Why don't ALL staff wear nametags like plant ops staff do? Impressive that plant ops uses online communication (MySchoolBuilding) and has a fairly easy to find and navigate web page in CougarWeb when so many of the different parts of IT are nowhere to be found online.
I had to use them at the beginning of the spring semester as an electrical outlet was not working in my office.
If I get a response, the service seems tentative and often very temporary
Inefficient
it always takes multiple calls for someone to show up...once they show up it usually takes multiple attempts to fix problem
It may not be their fault, but room BB217 needs sun blinds, and still has a door that slams shut
It often depends on who in Plant @ SCC is working the issue
just excellent
Knowledgeable and moderalty efficient
Management.
many times don't actually fix problems
May take a long time for them to respond to fix a light that is out
Mostly helpful, however, there are times when things do not get fixed and/or do not progress to being fully fixed. Cannot get keys made in a timely fashion or locked fixed. The repairs to sheetrock never happen and this is when work requests are filed.
Nice people - good service
Not very responsive many times
Often need return trips to fix problem
On time complete service
Ongoing problems with doors and locks and lighting. Covered walkways have leaked since they were built. Tickets sometime closed with no work being done.

Table 90e. Physical Plant & Grounds Comments from SCC (continued)

Physical plant usually responds quickly depending on the urgency of the request and usually fix the issues.
PRC was great. At SCC waited 2 months to fill request-still waiting on 1. SchoolDude never sends them the request-it gets lost everytime an I have to follow up with phone call.
Problems are not adequately addressed
Quick response except at SCC with temperature control. Sometimes rooms are burning hot or freezing cold; I call them to regulate the temp but it doesn't happen. I don't think it's the staff fault. I believe it is the a/c system.
Take a long time to get supplies ordered, dry erase markers and paper.
Takes time for them to respond to requests, except for [name].
There is no follow up
They are always there when needed.
They are helpful with any problems that may come up.
They do not always respond to problems swiftly. There has been a bucket beneath a ceiling leak in a downstairs B unit women's room for over a month.
Timing or communication on work orders have not been the best
Usually fix my issues, but there have been a few times where the results were not satisfactory and had the job had to be done a second time.
very prompt response and wonderfully helpful
Very responsive and ready to help
We use a lot of light bulbs in A264! Staff are prompt and curtious
You call they come and fix. Sometimes a little wait.

SERVICE UNIT: Print Centers

Table 91. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Print Centers*	406	70.6%
Have used Print Centers**	219	53.9%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 406).

Table 92. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	8	1	18	37	145	4	6	219	4.48	0.956
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	0.5%	8.2%	16.9%	66.2%	1.8%	2.7%	100%		
The procedures are efficient.	n	8	1	16	40	135	9	10	219	4.47	0.961
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	0.5%	7.3%	18.3%	61.6%	4.1%	4.6%	100%		
My needs were met in a timely fashion.	n	7	2	12	29	158	2	9	219	4.58	0.908
(1= Strongly disagree, 5 = Strongly agree)	%	3.2%	0.9%	5.5%	13.2%	72.1%	0.9%	4.1%	100%		
The staff was courteous.	n	5	0	7	19	172	5	11	219	4.74	0.748
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	0.0%	3.2%	8.7%	78.5%	2.3%	5.0%	100%		
The staff are knowledgeable.	n	6	0	6	25	163	8	11	219	4.70	0.797
(1= Strongly disagree, 5 = Strongly agree)	%	2.7%	0.0%	2.7%	11.4%	74.4%	3.7%	5.0%	100%		
Overall satisfaction with the unit.	n	4	1	12	36	160	0	6	219	4.63	0.776
(1= Very unsatisfied, 5 = Very satisfied)	%	1.8%	0.5%	5.5%	16.4%	73.1%	0.0%	2.7%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Print Centers

Table 93. Print Centers Comments

[name] is extremely helpful
[name] was a great addition
Also helpful and communicate very well. It would be nice if there were print centers at all 3 major campuses.
always felt prioritized and gave advice to expedite or improve the project
Always helpful and quick
Always helpful giving fast service.
always helpful, friendly and professional.
Always meeting deadlines and helpful with copiers.
Always very helpful and efficient!
always very responsive to my needs/requests
Any printing needs that I have experienced have been handled quickly and Efficiently
as a part time employee, I was never trained on any of these offices or how to use/obtain help from, i figured it our on my own. All of the employees were very helpful once I figured out where to go for help
average
Copies were always provided in a timely fashion.
Courteous and rapid response
Dealt with my issues and needs efficiently and I was fully satisfied with outcome
did the copying quickly
each time I place an order, it's printed much faster than I am expecting and delivered very quickly
Easy to use and great, fast service
Efficient and user friendly
Even when miscommunications arise on the campus level, I have never had a lost work order, and most are delivered faster than I would have expected.
Excellent support and turn around
Excellent!
Fast and efficient.
Fast and friendly.
Fast, friendly and always efficient.
Good job
great
great service and very professional
Have not been informed of or experienced any problems; although they are used less often over time.
Helpful
Helpful staff and easy procedures
helpful, however since it is at SCC, difficult to utilize
I did it myself.
I don't deal much with this department
I give and they do efficiently. Good people.
I have used this service and have only encountered a problem once.

Table 93. Print Centers Comments

I imagine they have several requests all around the college, but they are as timely as preferred.
I used the Print Center last summer when transitioning to the new copiers.
If you are at CPC, you may not get your print request by the date needed.
Immediately helped me during my first time having something printed.
Improved considerably.
Internal customer service is poor. Every time I have gone in, I have been ignore while they chit chat. The level of professionalism is just not great.
It's easy to use
just awesome
Knowledgeable and efficient
Major improvement over this past year. I always anticipate delays on my jobs but this year all has been done expeditously.
Meets deadlines
met my needs in a timely fashion
Met my needs on time and efficiently.
need one at PRC
never had a problem
Never had any problems with printing needs including accuracy and timely delivery.
not convenient for me
Only at one campus.
Only use for large projects, no complaints
our print jobs are handled efficiently
Paper runs out in the copiers and there is not one around to get them filled.
PRC needs a print shop instead of having items mailed from SCC.
Printing an the shop is suburb. The management of the printing hubs in the hallways needs better management on who responsibility is what.
Printing is very essential to the college.
professional
Professional and quick service.
Prompt response
Quick response, friendly, good quality
Rare to get an order back without mistakes
SCC Print Center is the best! The staff there print on the spot and always have orders printed and ready to go. Much improved over the past couple of years.
Staff is helpful and prompt; quality of printing is often lacking
Super friendly, super professional, and the print jobs are always quickly and correctly completed
The best!
The NovaCopy "paper cut" system is cumbersome and does not serve the college well.
The print shop has always been fast and efficient in getting print jobs completed.
The staff are always friendly but trying to figure out what the costs are, emailing over a request, etc etc always seems to be a hassle. Now that we're switching to new printers, scanners, around the campuses, it would be very helpful to have more information in a more easy to find location. I really have no idea where it is.

Table 93. Print Centers Comments

The staff at Printing Express go above and beyond their jobs. They have helped me multiply times with copies I need in 5 minutes.
The team is very helpful with any and all projects
They are efficient in finishing jobs.
They are very efficient and ontime.
They print numerous Exams and Assignments for me! Great customer service
They work very hard and fast to get jobs completed even in tight turnaround
Time to service completion
timely
timely
Too time consuming just to print one copy
Turn around time is usually quicker than promised.
Used less often yet were helpful
Very efficient, professional and courteous.
very fast
very friendly and did the job quick
very helpful and quick
Very helpful.
very knowledgable and efficient
Very professional & friendly
Was kind of a pain to use when I worked on PRC - wish they had an online submission form for printing
We need to fill out the form with information about us and the cost center etc. every time.
When I started as adjunct I did not have own code and had to bug admin asst to allow me to photocopy. Switch over to individual copy code involved duplicate efforts--on paper and online--and then after code issued, not notified timely.
wonderful and very efficient
work on coming up with a solution together

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Public Relations

Table 94. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Public Relations*	307	53.4%
Have used Public Relations**	108	35.2%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 307).

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

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	3	4	13	26	56	6	0	108	4.25	1.021
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	3.7%	12.0%	24.1%	51.9%	5.6%	0.0%	100%		
The procedures are efficient.	n	2	4	14	28	50	7	3	108	4.22	0.979
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	3.7%	13.0%	25.9%	46.3%	6.5%	2.8%	100%		
My needs were met in a timely fashion.	n	3	5	14	26	57	1	2	108	4.23	1.040
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	4.6%	13.0%	24.1%	52.8%	0.9%	1.9%	100%		
The staff was courteous.	n	4	1	9	13	78	1	2	108	4.52	0.972
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	0.9%	8.3%	12.0%	72.2%	0.9%	1.9%	100%		
The staff are knowledgeable.	n	3	1	10	16	75	2	1	108	4.51	0.921
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	0.9%	9.3%	14.8%	69.4%	1.9%	0.9%	100%		
Overall satisfaction with the unit.	n	4	1	15	27	59	0	2	108	4.28	1.002
(1= Very unsatisfied, 5 = Very satisfied)	%	3.7%	0.9%	13.9%	25.0%	54.6%	0.0%	1.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Public Relations

Table 96. Public Relations Comments

[name] has been a huge help, and is always willing to assist. Great attitude!! [name] is also helpful and very knowledgeable. He always makes me smile.
[name] never answers requests. Never any PR for Athletics??
[name] was super helpful this semester
adequate
Always helpful in my interactions with this office.
Always responsive and helpful
always very responsive to my needs/requests
Amazing know-how and talent.
As large as the College is, it seems that public relations should have more individuals on staff.
Collin needs more PR to promote the college.
creative and easy to work with
delayed communication
Eager to help promote Leadership Development program
Excellent support and timely response
Fantastic work - should be given more resources.
Friendly service
Great deparment now. [name] has been great in projects we have been involved in. We don't need to write our own material because he is a good writer and does research on anything he is involved in, so it seems. I appreciate that Lisa Vasquez is always reachable. The person who does the scheduling for thiis department is not very friendly but otherwise this is a great department.
Great Quality!
Having to pass all public media through PR is time consuming and inefficient
I have worked with several staff members and they have all been courteous and professional.
I have worked with them in the past as it related to Emerging Scholar Recognition Ceremony
I needed something published to all students and they got it out quickly. Thank you.
It would be really helpful to have a monthly email or some other type of updates to remind staff about PD opportunities. Concur is an improvement from the carbon copy forms we used to use BUT the implementation of the online PD form really wasn't up to par. The individuals are all super friendly but every workshop I've attended on Concur has never been useful until they finally give up lecturing and just go around help each person individually. The most useful assistance I ever got was when a person from the business office shared screens with me while we were both at our own desks. I know Concur is probably a business function but it's specifically for PD so that HR should be involved with making sure the training and support is appropriate.
Lovely people. [name] is very responsive.
Mostly good interactions. Mostly prompt and knowledgable. Don't always consider my input and sometimes make things look the way they want instead of what I was asking for.
mostly good people, but some of the staff are not professional and timely

Table 96. Public Relations Comments

Need more support in getting out information and may I suggest making it easier to request "Collin College" pens, etc. (or as I call them "giveaways") for outreach programs. Let people know what we can request to give to our new incoming students and if it will cost the department.
Need more variety in stories written about Students/Groups. The same groups appear in media articles. should be more balance of social & community support rather than only academic excellence
Not timely response
PR assists me when I have questions regarding Open Records Requests.
Quality of promotion poor. Interest in promoting programs minimal. PR lead not approachable.
Quality work, talented personnel.
Responsive to requests for information and services.
Responsive, creative, helpful
Some delay in response or lack of complete provision for items requested for marketing
Some inflexibility and delayed response time
Sometimes it takes quite a bit of time for a project.
Sometimes PR gets really busy and they get PR projects behind
The Public Relations office has staff that are courteous and well-meaning, but they seem to be short-staffed and not have enough people to manage projects in a timely fashion.
Their stories don't reflect student success i.e. students who have overcome adversity and have achieved success in their own right. Their stories are geared to higher educated/income people. They don't reflect the diversity of Collin.
they do a great job
They do a great job of tooting our own horn!
They go beyond to make sure you get what you need to do your job.
They need more staff. Collin needs branding, messaging, and greater market presence.
Totally dropped the ball for the health and safety fair this year.
When small projects need 8 to 12 weeks leads times seems excessive. I understand large projects, but some things come up short notice and we are repeatedly told they can not do it.
Won't use again unless I have to. With the exception of [name], most everyone else is unpleasant and/or doesn't have time to do the project. It appears that PR spends most of their time on upper administrative items (understandably) and entering external contests. They sure aren't helping out much internally. Don't even ask for video assistance. Very very disappointed.
Work along side PR
Work very hard to produce quality media and print advertising
Work with staff on various projects
Worked on the meet and greet for Toyota which worked out very well.
Would like to see work completed faster

SERVICE UNIT: Purchasing

Table 97. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Purchasing*	311	54.1%
Have used Purchasing**	101	32.5%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 311).

Table 98. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	5	9	16	23	43	4	1	101	3.94	1.212
(1= Strongly disagree, 5 = Strongly agree)	%	5.0%	8.9%	15.8%	22.8%	42.6%	4.0%	1.0%	100%		
The procedures are efficient.	n	6	12	17	25	35	5	1	101	3.75	1.255
(1= Strongly disagree, 5 = Strongly agree)	%	5.9%	11.9%	16.8%	24.8%	34.7%	5.0%	1.0%	100%		
My needs were met in a timely fashion.	n	4	8	21	26	40	1	1	101	3.91	1.144
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	7.9%	20.8%	25.7%	39.6%	1.0%	1.0%	100%		
The staff was courteous.	n	3	4	9	18	59	5	3	101	4.35	1.039
(1= Strongly disagree, 5 = Strongly agree)	%	3.0%	4.0%	8.9%	17.8%	58.4%	5.0%	3.0%	100%		
The staff are knowledgeable.	n	3	1	9	21	61	3	3	101	4.43	0.941
(1= Strongly disagree, 5 = Strongly agree)	%	3.0%	1.0%	8.9%	20.8%	60.4%	3.0%	3.0%	100%		
Overall satisfaction with the unit.	n	3	4	20	29	43	0	2	101	4.06	1.038
(1= Very unsatisfied, 5 = Very satisfied)	%	3.0%	4.0%	19.8%	28.7%	42.6%	0.0%	2.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Purchasing

Table 99. Purchasing Comments

Always helpful
Always responsive and helpful
always very responsive to my needs/requests
Approval process has too many layers.
Confusing procedures, inadequate training, have received incorrect information, but PR staff has been nice to work with in relation to purchasing
Development of CougarMart has been great
Extremely slow
frequent procedure changes, untrained, high turnover, sullen
Friendly but apparently over worked, response time can be lengthy and depends which area you are needing
Frustrating at times (rebid times, etc)
Have found items cheaper on different website. Had to jump through too many hoops to justify charges when I tried to save the College money
helpful and courteous
Helpful with questions I have.
helpful, though sometimes for student travel, have called with questions, tho info was attached to paperwork, they had not gone through paperwork before calling
helps with making sure that items needed are handled and purchase orders are taken care of and equipment purchased.
It's difficult knowing where we are in the purchasing procedure. This department requires frequent follow up. When things are delayed or not done, we are always told that they are so busy.
Knowledgeable and moderalty efficient
Love CougarMart!
my things always come through,
need to be more helpful
No issues with Purchasing, except a few policies and procedures which is not their fault. Thresholds being the main issue.
Not always clear who can answer questions; often takes several calls to get issues with PO's and vendor/RFP questions answered.
Occasional issues on sole source items.
orders are arriving sooner than in the past...
Procedures are a bit confusing
Procedures change and sometimes our department is not made aware of the changes until AFTER we're impacted.
prompt responses, courteous staff
Purchase requet appear to take a very long time to process and recieve requested itmes.
Quite helpful in achieving the needs of the college. Never had a difficulty that wasn't reasonably resolved.
Slow to process POs, cumbersome process for using credit cards (some vendors only take ccs)

Table 99. Purchasing Comments

Some confusion on the website
Staff are responsive and helpful.
Staff is helpful and readily available; CougarMart can be daunting
Staff is not always easy to work with.
Staff seem to be understaffed and stressed with a heavy workload.
The staff is very friendly and knowledgable.
Their policies can be confusing
They always help me when I have a question or problem to resolve. Very easy to work with.
They respond quickly and professionally to my requests.
Very helpful
Very helpful
when procedures change please send a distribution email instead of just saying "well we updated the website" most employees do not have time to check you website on a weekly basis. The process is being looked over now with the re-alighment so I'm hoping this helps some of the processes.

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SERVICE UNIT: Recruitment & Programs for New Students

Table 100. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Recruitment & Programs for New Students*	280	48.7%
Have used Recruitment & Programs for New Students**	49	17.5%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 280).

Table 101. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	1	0	1	9	29	7	2	49	4.63	0.774
(1= Strongly disagree, 5 = Strongly agree)	%	2.0%	0.0%	2.0%	18.4%	59.2%	14.3%	4.1%	100%		
The procedures are efficient.	n	3	0	4	7	28	6	1	49	4.36	1.144
(1= Strongly disagree, 5 = Strongly agree)	%	6.1%	0.0%	8.2%	14.3%	57.1%	12.2%	2.0%	100%		
My needs were met in a timely fashion.	n	3	0	3	6	34	1	2	49	4.48	1.090
(1= Strongly disagree, 5 = Strongly agree)	%	6.1%	0.0%	6.1%	12.2%	69.4%	2.0%	4.1%	100%		
The staff was courteous.	n	2	0	1	7	37	0	2	49	4.64	0.895
(1= Strongly disagree, 5 = Strongly agree)	%	4.1%	0.0%	2.0%	14.3%	75.5%	0.0%	4.1%	100%		
The staff are knowledgeable.	n	2	1	2	8	35	0	1	49	4.52	0.989
(1= Strongly disagree, 5 = Strongly agree)	%	4.1%	2.0%	4.1%	16.3%	71.4%	0.0%	2.0%	100%		
Overall satisfaction with the unit.	n	1	0	4	4	39	0	1	49	4.67	0.808
(1= Very unsatisfied, 5 = Very satisfied)	%	2.0%	0.0%	8.2%	8.2%	79.6%	0.0%	2.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Recruitment & Programs for New Students

Table 102. Recruitment & Programs for New Students Comments

[name] is doing a great job!
[name] ROcks!
Adding online resources has been a BIG improvement!
Another office that has made tremendous improvements over the past few years. Keep up the good work!
Excellent staff and great ideas.
Friendly and outgoing
Friendly out-going and service oriented folks
Good
great job
I know these folks are working hard with limited staff. They're always very courteous.
I think we need a more concrete way of recruiting, esp from local HS
I work with this organization on events for Orientation
Knowledgeable, courteous
Like the information event and expanded strategy. Would like tours to point out worforce programs for better promotion.
Orientation is not effective. A new format is drastically needed. Resource tables are not a good use of time for other department staff. Repeating information in a loud, crowded space for 30 minutes is not effective. A short video with 5 minute of information from each support services areas edited together presented to ALL orientation participants would be an improvement.
Orientation is not focused on what students need to know, recruitment is limited.
Positive engagement and timely response
Work along side recruitment

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SERVICE UNIT: Science Den

Table 103. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Science Den*	191	33.2%
Have used Science Den**	24	12.6%

* Percentage out of total survey respondents (N= 575).

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

Table 104. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	1	1	0	1	17	4	0	24	4.60	1.095
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	4.2%	0.0%	4.2%	70.8%	16.7%	0.0%	100%		
The procedures are efficient.	n	0	1	1	1	17	4	0	24	4.70	0.801
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.2%	4.2%	4.2%	70.8%	16.7%	0.0%	100%		
My needs were met in a timely fashion.	n	0	1	2	1	17	3	0	24	4.62	0.865
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.2%	8.3%	4.2%	70.8%	12.5%	0.0%	100%		
The staff was courteous.	n	0	1	0	1	20	2	0	24	4.82	0.664
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.2%	0.0%	4.2%	83.3%	8.3%	0.0%	100%		
The staff are knowledgeable.	n	0	1	1	2	17	3	0	24	4.67	0.796
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.2%	4.2%	8.3%	70.8%	12.5%	0.0%	100%		
Overall satisfaction with the unit.	n	0	1	2	3	18	0	0	24	4.58	0.830
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	4.2%	8.3%	12.5%	75.0%	0.0%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Science Den

Table 105. Science Den Comments

A valuable resource that has consistenyl met the needs that were placed upon it.
Although I am aware of the Science Den, I am not at PRC.
Excellent upkeep of materials
Great benefit to the students!
I have visited this area several times as I am in the sciences and this space is extremely small where only a few student can access the limited materials.
I send students there and one time nobody was available to help the student
PRC- Clean, quiet, and friendly atmosphere. Staff: very knowledgable and patient.

SERVICE UNIT: Small Business Development Center (SBDC)

Table 106. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Small Business Development Center (SBDC)*	161	28.0%
Have used Small Business Development Center (SBDC)**	10	6.2%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 161).

Table 107. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	1	0	0	3	5	1	0	10	4.22	1.302
(1= Strongly disagree, 5 = Strongly agree)	%	10.0%	0.0%	0.0%	30.0%	50.0%	10.0%	0.0%	100%		
The procedures are efficient.	n	1	0	0	1	5	1	2	10	4.29	1.496
(1= Strongly disagree, 5 = Strongly agree)	%	10.0%	0.0%	0.0%	10.0%	50.0%	10.0%	20.0%	100%		
My needs were met in a timely fashion.	n	1	1	0	1	7	0	0	10	4.20	1.476
(1= Strongly disagree, 5 = Strongly agree)	%	10.0%	10.0%	0.0%	10.0%	70.0%	0.0%	0.0%	100%		
The staff was courteous.	n	1	0	0	1	8	0	0	10	4.50	1.269
(1= Strongly disagree, 5 = Strongly agree)	%	10.0%	0.0%	0.0%	10.0%	80.0%	0.0%	0.0%	100%		
The staff are knowledgeable.	n	1	0	1	1	7	0	0	10	4.30	1.337
(1= Strongly disagree, 5 = Strongly agree)	%	10.0%	0.0%	10.0%	10.0%	70.0%	0.0%	0.0%	100%		
Overall satisfaction with the unit.	n	1	0	2	1	6	0	0	10	4.10	1.370
(1= Very unsatisfied, 5 = Very satisfied)	%	10.0%	0.0%	20.0%	10.0%	60.0%	0.0%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Small Business Development Center (SBDC)

Table 108. Small Business Development Center Comments

Important in helping small business grow in Collin and surrounding counites
Helpful and kind
I attempted to use the SBDC for my business about 3 years ago and my experience was not good. There was no one working there that could advise me on my type of business which I eventually had to close.
They have been helping me a lot.
Very nice and helpful
Very successful center in serving customer needs. professional staff. Award winning department.

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SERVICE UNIT: Software Support Services

Table 109. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Software Support Services*	310	53.9%
Have used Software Support Services**	138	44.5%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 310).

Table 110. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	4	10	20	31	65	6	2	138	4.10	1.113
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	7.2%	14.5%	22.5%	47.1%	4.3%	1.4%	100%		
The procedures are efficient.	n	5	12	20	27	63	6	5	138	4.03	1.181
(1= Strongly disagree, 5 = Strongly agree)	%	3.6%	8.7%	14.5%	19.6%	45.7%	4.3%	3.6%	100%		
My needs were met in a timely fashion.	n	6	5	14	37	66	5	5	138	4.19	1.085
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	3.6%	10.1%	26.8%	47.8%	3.6%	3.6%	100%		
The staff was courteous.	n	4	4	10	19	89	4	8	138	4.47	0.993
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	2.9%	7.2%	13.8%	64.5%	2.9%	5.8%	100%		
The staff are knowledgeable.	n	4	2	16	20	85	4	7	138	4.42	0.988
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	1.4%	11.6%	14.5%	61.6%	2.9%	5.1%	100%		
Overall satisfaction with the unit.	n	2	5	21	36	68	0	6	138	4.23	0.956
(1= Very unsatisfied, 5 = Very satisfied)	%	1.4%	3.6%	15.2%	26.1%	49.3%	0.0%	4.3%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Software Support Services

Table 111. Software Support Services

Admin programmers are always helpful and very understanding when it comes to assisting others with software support. They go above and beyond to help the users.
Again, seem to pass the buck.
Again, the lack of information online is so frustrating. It's like a right of passage here at Collin to learn that you have to request new software from [name]. Why is there not more online forms? I've been told before that there is no list of software available because it's always changing. If it was listed online, everyone would have the current information.
All tech services should be streamlined under one department. It is ridiculous to have one person who can only help with student computers, one only with office computers, and one with sign-in computers, even though most tech people know how to maintain everything. I have been told numerous times a version of "that's not my job," or "I'm not allowed to help you with that computer."
Always responds quickly and is always helpful and friendly.
always very responsive to my needs/requests
as a part time employee, I was never trained on any of these offices or how to use/obtain help from, i figured it our on my own. All of the employees were very helpful once I figured out where to go for help
Communication is unclear, not very adaptable.
Could not and still have not listed a student's email address in the class roster
During times of outage, were able to get system back up and running
Gave prompt assistance
Good job
Good service for problems encountered
helpfu
I accidentally emailed a question about my computer to this division and had a kind and courteous reply from some one in this division.
I don't deal much with this department.
I don't find the leadership to be customer oriented. It is very difficult to get projects completed in a timely manner.
I have great relations with the Banner programmer who handles my issue
I have had to use them several times due to the software ware updates that are needed on my office computer.
I have never encountered a problem using this service.
I haven't had any issue with delays.
I think they are doing the best they can with many complicated systems that don't interface with each other. They also don't choose the programs that are being used, but need to provide support for them.
Inadequate staffing in this department has meant we've had to wait for long periods (months) to have our heat tickets worked on.
Many problems with this area. Everything is a problem with them.
May take a long time for them to respond to fix a problem
most times very good, some issues with installing correct print drivers
Mostly good, helpful, friendly interactions.

Table 111. Software Support Services

Not user friendly. Changes implemented without informing users. This has cause major problems for our department.
not very timely
Once you find the right person all is good
Procedures are a bit confusing
Recent improvement seen in providing access to departments who need it, helps increase efficiency.
Requests are forgotten. Some employees are very kind and helpful and some are not.
responded quickly to my questions
responsive, courteous, knowledgeable
Software updates have for the most part have been handled as quickly as possible, considering their manpower.
Some confusion on Banner
Some issues with keeping appointment times.
Some staff are very helpful, some staff are not. There seems to be an underlying defensiveness about introducing any new software systems, regardless of their value to the institution. This could be partly because software staff do not have adequate manpower to support and facilitate changes as needed.
Sometimes it's difficult to know who to call for certain computers. And when I get my computer updated, I expect all applications to work without having to do another work order.
Sometimes there is a delayed response
The Computer Progammers are wonderful!
These folks are wonderful
They are knowledgeable and helpful.
they are very essential to the college.
They do an amazing job with the amount of support they provide and competing priorities.
Timely and knowledgeable
Too much down time, system is not intuitive
Very helpful.
very supportive and helpful.
Very supportive of significant college initiatives.
Very valuable asset to the college to make sure that students faculty and staff have the software they need to enhance the learning experience
Well managed team.
When submitting helpdesk tickets, person responding to the tickets is very behind on their tickets, person also can be rude when helping us.
Whenever I have a computer or system issue the tech assists me.
Wonderful People. I really like [name] and [name]. Hard workers.

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Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Student Life

Table 112. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Student Life*	419	72.9%
Have used Student Life**	176	42.0%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 419).

Table 113. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	6	7	15	28	105	11	4	176	4.36	1.064
(1= Strongly disagree, 5 = Strongly agree)	%	3.4%	4.0%	8.5%	15.9%	59.7%	6.3%	2.3%	100%		
The procedures are efficient.	n	5	11	12	33	98	11	6	176	4.31	1.079
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	6.3%	6.8%	18.8%	55.7%	6.3%	3.4%	100%		
My needs were met in a timely fashion.	n	7	5	13	32	112	2	5	176	4.40	1.037
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	2.8%	7.4%	18.2%	63.6%	1.1%	2.8%	100%		
The staff was courteous.	n	4	4	11	21	131	1	4	176	4.58	0.893
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	2.3%	6.3%	11.9%	74.4%	0.6%	2.3%	100%		
The staff are knowledgeable.	n	3	4	15	29	117	4	4	176	4.51	0.889
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	2.3%	8.5%	16.5%	66.5%	2.3%	2.3%	100%		
Overall satisfaction with the unit.	n	3	8	12	34	115	0	4	176	4.45	0.939
(1= Very unsatisfied, 5 = Very satisfied)	%	1.7%	4.5%	6.8%	19.3%	65.3%	0.0%	2.3%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Student Life

Table 114. Student Life Comments

[name] and her staff are just terrific
[name] works well with students, faculty, and staff.
all so friendly and knowledgeable
Always friendly at CPC, always willing to help, and a great asset to the campus.
Always great job
are student friendly
CPC staff very friendly. PRC staff could be a little more patient. Well trained students at SCC
Cumbersome procedures that discourages faculty participation. Have dropped three student organization sponsorships over the past several years as a result of student life.
Dynamic programs and employees.
Energetic and supportive
Every time I have taken lost items to Student Life, they have thanked me and as far as I know, filed the items. On at least a couple of occasions, I have taken staff to collect items they lost, and their items were there and the Student life staff were very helpful.
Excellent staff and great ideas. SCC student life definitely needs more space.
Excellent support
feel like we are kept in the dark
Friendly
Good activities. Good for lost and found.
good service, friendly staff
great but students seem to get confused about services
great programs for student development
great rapport and programs
Great service! As an advisor for an organization, I have great experience with Student Life.
Great staff and they're events have been very good. I hope student turnout continues to trend upwards because it seems like they are putting a lot of effort into their programs.
Great staff top to bottom, always friendly
GREAT staff! CPC Student Life Staff were ALWAYS assisting me when I was a Primary Adviser for PTK. They never let me down, and kept our student organization on task working well within the College's Procedures and Policies.
Has gotten better still overly complex
has improved during the past 2 years and are doing a great job now
Having worked with Student Life at various levels over the years (lost and found, SAFAC, event planning, etc.), they are a kind, knowledgeable staff that works to the best of their abilities to ensure student and faculty success.
Helpful, prompt assistance
I am no longer a student organization advisor, but my information remains on their website despite contacting them multiples times to have it removed. Some of their processes are incredibly unclear. The staff, however, are all very nice people.
I have used Student Life on several occasions for lost and found.
I like all of the new programming ideas that Student Life has come up with.
I love student life!!!!

Table 114. Student Life Comments

I love that SL is always offering something for the students!
I work with this organization on various programs throughout the year
I've left things there, and picked up things I left behind. I also got my ID there
Just had a new library card and ID made. Minimal interaction with office staff, ok service.
Lack of outreach and engagement
low effort
Most of the actual staff are very courteous and knowledgeable, but there might be changes to events that are beyond their control. For example: the Food Truck schedule. One might be scheduled and they'll advertise it, but it will get changed by the food truck company. That is NOT Student Life's fault!
Need more activities that appeal to all students
Never responded to my request.
Not as helpful as they could have been in helping to promote new student services.
Not much interactions with this department but to hand over lost student items. They are always friendly.
Only minimal interaction and was satisifactory
OrgSync is exhausting, student organization system is overly complicated and not efficient for faculty advisors
Participation in student activities
Really great! They're super nice and kind!!!
Represents the students interest in activities on campus.
Several of the programs are more appropriate for a high school environment, and are treated like elementary students to gain permissions for many events. The campus bulletin boards look terrible; at the very least, cut out brown paper to cover with clean, straight lines.
Some people that work in student life give students a hard time about getting supplies for student life projects.
Staff is wonderful!
student assistants not knowledgeable
Student Life is getting better all the time, lots of student events and enthusiasim and food trucks are great.
Student Life needs severe improvement in accomadating organizations. It takes them weeks to return emails, and that has negatively effected my organization's progress this semester.
student life staff is great. Org Sync is frustrating. Why do i need to recieve 4 emails about 1 event that has been requested? The tiers timelines are sometimes impractical.
Support of faculty lead activities.
The student life office is great!!
The Student Life staff at SCC has not been the same since [name] left. Unfortunately, they usually do not know how to answer my questions and it takes them a long time to get back to me. I haven't been very satisfied with their performance. The PRC staff is much better.
Their Org Sync and Student Org system is cumbersome, and is not as helpful as they might think. They have been helpful when there were problems, but the time it takes for events to get approved through Org Sync is problematic

Table 114. Student Life Comments

They are mostly helpful, but they are not open enough hours. If a student ID needs to be made for students to access student services then they need to be open on the weekends and until the library closes. There are nights when even if they are open, they stop making CWIDs before 15 minutes before they close. Give them a bigger budget so that they can stay open and offer their full services to students.
They are not as friendly as I would expect for a Student Life office.
they are working hard to add more campus activities!
They have some great programs and nice workers. Great to see student workers
they supply events for students.
Very friendly, went out of their way to be helpful
very nice people
Very student oriented.
While I think some of the student life rules are foolish - overall they have been very helpful

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Telecommunications

Table 115. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Telecommunications*	333	57.9%
Have used Telecommunications**	171	51.4%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 333).

Table 116. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	5	2	5	38	106	12	3	171	4.53	0.883
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	1.2%	2.9%	22.2%	62.0%	7.0%	1.8%	100%		
The procedures are efficient.	n	6	1	12	29	101	15	7	171	4.46	0.969
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	0.6%	7.0%	17.0%	59.1%	8.8%	4.1%	100%		
My needs were met in a timely fashion.	n	6	0	4	31	118	7	5	171	4.60	0.864
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	0.0%	2.3%	18.1%	69.0%	4.1%	2.9%	100%		
The staff was courteous.	n	6	1	1	19	130	9	5	171	4.69	0.852
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	0.6%	0.6%	11.1%	76.0%	5.3%	2.9%	100%		
The staff are knowledgeable.	n	4	1	2	24	127	8	5	171	4.70	0.761
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	0.6%	1.2%	14.0%	74.3%	4.7%	2.9%	100%		
Overall satisfaction with the unit.	n	5	1	6	32	124	0	3	171	4.60	0.842
(1= Very unsatisfied, 5 = Very satisfied)	%	2.9%	0.6%	3.5%	18.7%	72.5%	0.0%	1.8%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Telecommunications

Table 117. Telecommunications Comments

[name] is awesome. She helps me with teleconferencing meetings regularly.
[name] is very knowledgable and helpful
Always friendly and knowledgeable.
Always responds quickly and is always helpful and friendly.
Always responsive and accurate when contacted.
Always there to assist with phone and data issues that occur. Very quick in resolving issues
always very responsive to my needs/requests
always willing to quickly address problems, friendly
Another great department! Staff are all very friendly and complete requests right away.
anytime we have a problem with the phones, help is just an email away
as a part time employee, I was never trained on any of these offices or how to use/obtain help from, i figured it our on my own. All of the employees were very helpful once I figured out where to go for help
Dealt with my issues and needs efficiently and I was fully satisfied with outcome
Difficult to get on the phone.
don't really use
Every call or e-mail to Telecommunications has always been met with friendly helpful staff.
Excellent response
Fast and efficient.
Fast and efficient.
Friendly and quickly respond to problems.
Going through the Help Desk allows efficient and friendly service, whole other story if you are asking about the internet service
Good experiences overall
Great group to work with!
Great problem-solvers and trouble-shooters but again, the lack of online information, forms and tracking leaves faculty and staff so often wondering what's going on.
Great with telephone problems.
Have received prompt efficient service
helpful and positive
Helpful, responsive, and efficient.
I call or even talk in person and they fix promptly. Even provided me with an office phone number after not having one for 7 to 8 years.
I called once with a phone question and I had it answered quickly and politely.
I don't deal much with this department.
I haven't had any issue with delays.
I work the Information Desk at CPC and they have always been courteous and response has been immediate
I've only had one problem with my phone but it was fixed very quickly and when I moved offices, my number/phone was moved within the same day

Table 117. Telecommunications Comments

Knowledgeable and efficient
Love [name] and [name]. Hard workers and will get the job done.
My needs have always been met quickly with no issues.
My phone works
My questions and issues are always resolved quickly. [name] rocks!
No complaints, very easy to work with.
no issues
Not sure of procedures for help in this area, but the staff are wonderful and helpful.
Prompt & knowledgeable
prompt responses, courteous staff
Prompt, courteous
Quick and helpful.
Quick assistance always
Quick responses.
Quick to fix any issues.
Respond promptly and get the job done quickly!
Response time
Responsive to customer needs, professional in their demeanor towards customers.
Staff have unmotivated attitude of being un-fireable, as if a unionized seniority system or full-tenure guarantees their continued employment.
Telecommunications has an awesome staff. When I have a question they take the time to explain it in as much detail as I want, and follow up later if I still have questions. They are patient and kind.
They are knowledgeable and friendly.
They respond quickly and professionally to my requests.
timely and courteous
timely and friendly response
Timely in responses
Very helpful and patient
Very responsive and ready to help
When I had my phone go out it took 3 attempts before they figured out it was a bad circuit in a closet.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Testing & Placement

Table 118. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Testing & Placement*	419	72.9%
Have used Testing & Placement**	164	39.1%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 419).

Table 119. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	3	4	7	28	112	6	3	163	4.57	0.854
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	2.5%	4.3%	17.2%	68.7%	3.7%	1.8%	100%		
The procedures are efficient.	n	3	6	9	24	109	9	3	163	4.52	0.923
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	3.7%	5.5%	14.7%	66.9%	5.5%	1.8%	100%		
My needs were met in a timely fashion.	n	4	2	5	22	125	2	3	163	4.66	0.820
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	1.2%	3.1%	13.5%	76.7%	1.2%	1.8%	100%		
The staff was courteous.	n	4	1	6	15	131	3	3	163	4.71	0.795
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	0.6%	3.7%	9.2%	80.4%	1.8%	1.8%	100%		
The staff are knowledgeable.	n	3	3	7	19	125	3	3	163	4.66	0.814
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	1.8%	4.3%	11.7%	76.7%	1.8%	1.8%	100%		
Overall satisfaction with the unit.	n	3	4	8	27	118	0	3	163	4.58	0.850
(1= Very unsatisfied, 5 = Very satisfied)	%	1.8%	2.5%	4.9%	16.6%	72.4%	0.0%	1.8%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Testing & Placement

Table 120. Testing & Placement Comments

all staff are courteous, knowledgeable in answering questions and helping with students
Always accomodate my classes in any way they can. Fast, efficient and friendly.
Always eager to assist
always prioritized my needs and made sure to remind me when projects were complete
Always useful for help with make-up exams for students, though it'd be nice if there was a way to submit exams for students electronically (like with a simple email) rather than only on paper.
Always willing to assist me with problems relating to resolution of student concerns.
average
effecient with their small amount of staff members issuing and signing out over 13000 exams in a school year.
Efficient
excellent and courteous staff.
Excellent service
excellent staff and customer service
Friendly and functional
Great group of people who try to help meet the testing needs of our students
Great resource. I wish we can go back to administering tests in the testing centers for entire classes.
Has always been available and willing to help with student testing.
I dread having to send my students to the testing centers. Why does the staff have to be so rude to everyone(faculty and students alike)?
I put my tests in the testing center for my students.
Interdepartmental cooperation with requirments of my office is appreciated.
Knowledgeable, friendly, and supportive
No issues. Very helpful to us.
not all workers know the same information
Not being able to have my students do open book testing is Really annoying
Paper forms are inefficient
polite to instructors, less so to students
professional, friendly always helpful
Routed my students into my class correctly
Safe & secure
Some processes seem complicated for students and faculty. More training for faculty and staff during professional development.
Sometimes tests have been misplaced
Staff is efficeint
staff seems confused about their own rules when I've taken tests in for them to administer.
Students come with great feedback
Students often can't find exams in a imely fashion
Testing Center friendly

Table 120. Testing & Placement Comments

The people in the testing center are very helpful, friendly and organized.
The staff are usually very nice. [name] is very helpful.
The staff has always been extremely courteous and friendly.
The staff is always courteous and helpful but testing is limited to only a few students at a time
The testing center doesn't allow instructors to place tests to be taken by whole classes - so the only point of the testing center is for make up tests. At CPC - there are at least 3 people working in the testing center every time I go in there - and dozens of empty desks. Faculty could make better use of class time if they could place exams in the testing center. Students want the flexibility as well. Other colleges do this - and we used to - why not now?
The Testing Center has been very accomodating.
The Testing Centers at both CPC and PRC have the best staff ever! They work tirelessly to help keep my students' tests (when needed) confidential and secure. Wonderful people!
Their policies are not conducive for faculty.
They are generally good but the intercampus transfers are not dependable anymore like in the past.
They did a good job of making sure a student that missed a test was able to make it up and get the test back to me
They do not allow faculty to give tests in the testing center
They do not know how to administer all types of tests. Have given students the wrong test. Do not make sure names are on the tests. Tough on teachers but not tough on themselves.
They have an efficient staff that process the needed testing.
They have been helpful when needed, and always friendly
They seem to do a good job. I've had no problems and they were always there when needed. No complaints whatsoever.
This is an area that has also endured a lot of changes run by the state. I can mostly speak for [name] who is impeccable. The Testing Center, however, sometimes forgets to put in placement or scores for students which deeply impacts their ability to register.
TSI/exemptions can get confusing, but [name] is very knowledgable and patient. Other testing staff have also provided great service.
Very courteous and knowledgable about their services and procedures.
very friendly and did the job quick
Very friendly and helpful
Very friendly staff, use them often for make-up exams and Access exams
Very helpful and efficient
very helpful for students and teachers
When students utilize the service, staff members are courteous. The staff at CPC are very professional.
Work along side testing

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: University Transfer Partnerships

Table 121. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of University Transfer Partnerships*	288	50.1%
Have used University Transfer Partnerships**	48	16.7%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 288).

Table 122. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	0	3	8	9	24	3	1	48	4.23	0.985
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	6.3%	16.7%	18.8%	50.0%	6.3%	2.1%	100%		
The procedures are efficient.	n	2	1	6	8	25	5	1	48	4.26	1.106
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	2.1%	12.5%	16.7%	52.1%	10.4%	2.1%	100%		
My needs were met in a timely fashion.	n	2	0	7	6	28	4	1	48	4.35	1.066
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	0.0%	14.6%	12.5%	58.3%	8.3%	2.1%	100%		
The staff was courteous.	n	1	1	4	3	33	6	0	48	4.57	0.941
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	2.1%	8.3%	6.3%	68.8%	12.5%	0.0%	100%		
The staff are knowledgeable.	n	1	0	8	3	30	5	1	48	4.45	0.968
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	0.0%	16.7%	6.3%	62.5%	10.4%	2.1%	100%		
Overall satisfaction with the unit.	n	2	1	10	9	25	0	1	48	4.15	1.103
(1= Very unsatisfied, 5 = Very satisfied)	%	4.2%	2.1%	20.8%	18.8%	52.1%	0.0%	2.1%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: University Transfer Partnerships

Table 123. University Transfer Partnerships Comments

[name] is a go getter!
[name] was very helpful. She is very clear on the instructions and advise. I was able to pick the right classes on time and prepare for my transfer as well
adequate
Establish agreements on behalf of workforce programs without communication to the deparments. No even to inform them of the agreements.
Excellent information, resourceful
Excellent to work with and provide good information
For such a small department they certainly make up for it with energy, enthusiasm as well as a targeted message.
good service
I use this site to help students connect with four-year institutions. I feel this information is too hidden. They do not do enough advertising to let students know that the four-year schools are on campus or coming to campus. This area needs more attention!
I work closely and at the info desk they have always been courteous and friendly
information is very hard to find sometimes as the information varies from partnership to partnership
It is like pulling theet to get any information from [name]. Or to help with anything outside of her area
My tranfer to UTD went smoothly but I did not really deal with anyone directly.
Not very helpful when I asked for information. Said to go to the website, which did not have what I was looking for.
Provides great resources to students. I do wish the events were more clearly laid out on their website.
Really great!!
Refer lots of students who are graduating to them for help/information
Strongly staffed and routinely very helpful, but the resources they have available for college stakeholders can be difficult to navigate.
Students aren't as aware of their services.
Works hard. Very student centered.

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Web Services

Table 124. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Web Services*	408	71.0%
Have used Web Services**	253	62.0%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 408).

Table 125. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	9	7	28	53	137	13	6	253	4.29	1.045
(1= Strongly disagree, 5 = Strongly agree)	%	3.6%	2.8%	11.1%	20.9%	54.2%	5.1%	2.4%	100%		
The procedures are efficient.	n	8	16	24	48	135	15	7	253	4.24	1.107
(1= Strongly disagree, 5 = Strongly agree)	%	3.2%	6.3%	9.5%	19.0%	53.4%	5.9%	2.8%	100%		
My needs were met in a timely fashion.	n	10	5	22	57	145	7	7	253	4.35	1.021
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	2.0%	8.7%	22.5%	57.3%	2.8%	2.8%	100%		
The staff was courteous.	n	6	4	15	35	179	8	6	253	4.58	0.880
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	1.6%	5.9%	13.8%	70.8%	3.2%	2.4%	100%		
The staff are knowledgeable.	n	8	8	12	37	175	7	6	253	4.51	0.977
(1= Strongly disagree, 5 = Strongly agree)	%	3.2%	3.2%	4.7%	14.6%	69.2%	2.8%	2.4%	100%		
Overall satisfaction with the unit.	n	6	9	22	56	154	0	6	253	4.39	0.964
(1= Very unsatisfied, 5 = Very satisfied)	%	2.4%	3.6%	8.7%	22.1%	60.9%	0.0%	2.4%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Web Services

Table 126. Web Services Comments

[name] is OUTSTANDING!!
All interactions with web services have been efficient and courteous.
All issues were taken care of in a very timely manner.
All maintenance is listed prior to performance, and the results seems to always be an improvement.
Although sometimes it takes a while to get action I know they have a small staff so slow during peak times.
Always get the job done.
Always helpful
always helpful, friendly and professional.
Always very courteous & willing to help. Very responsive in emergency or strange situations.
always very responsive to my needs/requests
as a part time employee, I was never trained on any of these offices or how to use/obtain help from, i figured it our on my own. All of the employees were very helpful once I figured out where to go for help
Assistants very helpful. Howeverr servers supporting webservices do not support common media files such as those used for motion graphics. Very behind the times..
Assisted me in Blackboard problem
average
Collin website and Outlook work reasonably well.
Computer systems are working so good job.
Dealt with my issues and needs efficiently and I was fully satisfied with outcome
Does not read email requests fully, completes only half of the request. Does not completed requests at all.
During web outages, system was back up and running
Excellent response
Following the procedures when getting Blackboard ready at the beginning of the semester.
Friendly and helpful staff.
Friendly and quick response to problems.
friendly, and helpful, but never exactly sure when to contact them and when to contact eLc
Good experiences overall
Good job
good, personal service and quick to respond
great
Great at getting Blackboard shells set up upon request.
Hard to contact, problem not resolved very well.
Have normally received good service
Have nothing to compare it to.
Helpful
Helpful and always available.
Helpful and knowledgeable. Sometimes replies take awhile.

Table 126. Web Services Comments

helps me with Blackboard and my website
I have always found that web services is helpful and knowledgeable.
I have only received good service when using this service.
I haven't had any problems.
I haven't used them much but I've contact the webmaster on a few occasions when looking up information and my inquiries are always answered quickly
I hear, "It can't be done."
If I can find a way to avoid interact with Web Services, I will. Not helpful, nor friendly, not prompt and I question their level of knowledge.
It sometimes takes a while for services.
It took five e-mails, and 10 days before [name] responded to my web problem.
I've seen improvements in this department recently with a quicker response rate.
Keeping the college web service going is a major part of making sure the college web is accessible
Knowledgeable
Knowledgeable and efficient
May take an unusually long time for them to respond or fix a problem
Met my needs on time and efficiently.
Mostly responsive - love [name]
My issue was resolved quickly.
not confident of technical proficiency/expertise (website has gone down more than once, fear of using newer web technologies), takes forever to get a response or anything done thru Web Services, commom theme that emails go ignored/unaswered, little/no accountability
Not very responsive
Occasionally the Help Desk has to refer my issue(s) to Web Services and I received help regarding numerous difficulties over the years. Resolution of problems have almost all been resolved. Staff is extremely courteous.
Often difficult to reach
Okay
Painfully understaffed
problems/issues I encountered were fixed or explained to me and I could carry on with my work
Professional and quick response.
prompt
prompt, courteous, helpful, knowledgeable
questionable assistance and slow
Responded to my request immediately twice
Responsive in a timely manner
Script readers
See above.
Seems to be waiting for emails and stuff to do. VERY responsive.
Since I added my On-line courses they helped me a lot.
solved the issue
sometimes confusing and painful to use. very picky on only using google chrome

Table 126. Web Services Comments

Staff are very kind and well-meaning. However it seems that web services staff do not have adequate manpower to support and facilitate web updates and changes at the departmental level. Instead, changes are left to each department, and this makes for a lot of out-dated content and design throughout Collin's website.
Super polite, pleasant and for such a small department do an AMAZING amount of work …. BUT appear to be perennially overworked and overwhelmed. Why the mystery about this department? No online presence, no phone calls ... I always feel bad when I contact them and it turns out I'm supposed to contact someone else. Without any definitive description, including even just an auto reply set up on webservices@collin.edu to let me know days/ times they are there and/or information on who else to contact, I just continue to stumble on.
System problems, lack of communication, response time
The staff in Web services are always very quick to assist in whatever is asked of them. They are very quick at building last minute or spur of the moment online courses in Blackboard.
The staff is courteous, knowledgeable, and always ready to help.
The team in Web services is responsive to faculty needs, and they work diligently to maintain the collge's digital infrastructure.
They "feel" faculty and student frustration and help quickly
They are knowledgable and helpful.
They are knowledgeable and friendly.
They are prompt and efficient.
They do quite well. It is a little more confusing about who to contact with [name] gone.
They have responding to my question quickly
They respond quickly and professionally to my requests.
They were very knowledgeable
This department seems VERY understaffed
timely
Timely response
took a while to respond
Very efficient
Very efficient, professional and courteous.
Very helpful
very helpful and quick...efficient at the fault of personal connections
Very quick response, easy to work with.
Very responsive
whenever I have issues with my webpages, webservices is always there to help
While the people in this department are extremely nice, since [name] left, there appears to be only 1 person who knows what they are doing. So if they are out, or busy with someone, we're just out of luck. Also, the software is TERRIBLE!!!!!

Collin College Service Unit
Faculty/Staff Survey: Spring 2016

SERVICE UNIT: Wellness Program

Table 127. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Wellness Program*	388	67.5%
Have used Wellness Program**	103	26.5%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 388).

Table 128. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	2	3	4	10	76	6	2	103	4.63	0.876
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	2.9%	3.9%	9.7%	73.8%	5.8%	1.9%	100%		
The procedures are efficient.	n	2	1	3	10	78	6	3	103	4.71	0.771
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	1.0%	2.9%	9.7%	75.7%	5.8%	2.9%	100%		
My needs were met in a timely fashion.	n	1	4	5	11	72	6	4	103	4.60	0.861
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	3.9%	4.9%	10.7%	69.9%	5.8%	3.9%	100%		
The staff was courteous.	n	2	1	0	6	84	6	4	103	4.82	0.691
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	1.0%	0.0%	5.8%	81.6%	5.8%	3.9%	100%		
The staff are knowledgeable.	n	1	1	0	7	82	8	4	103	4.85	0.576
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	1.0%	0.0%	6.8%	79.6%	7.8%	3.9%	100%		
Overall satisfaction with the unit.	n	1	1	6	17	74	0	4	103	4.64	0.735
(1= Very unsatisfied, 5 = Very satisfied)	%	1.0%	1.0%	5.8%	16.5%	71.8%	0.0%	3.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Wellness Program

Table 129. Wellness Program Comments

[name] ROCKS!
able to utilize at times
Always so informative and friendly
cannot use during peak registration which is truly disappointing
class offerings don't always align with faculty teaching schedules
did water aerobics for 8 years
efficient, helpful
Emails that contain healthy information are encouraging. Great Job [name]!
enjoy the wellness class, just wish we had more participation
Excellent program that seems to be operated without much support from the College. Program should be expanded.
fun
Fun and keeps staff and faculty motivated for wellness.
good programs but need more offerings
Good Yoga Class
Great classes
Great instructors/offerings depending on semester. Wish they still offered lunch-time class options at SCC.
great programs given by excellent well qualified instructors
I always read the informative emails sent out plus I keep a more regimented workout schedule due to this information.
I am on a wellness team, but I am not the one who deals directly with reporting for the team.
I enjoy the classes but the ones offered at CHEC always seem to be after 5.
I feel priviledged to have access to the Wellness Program.
I have never participated because I am confused about using the wellness leave benefit. I think the classes offered sound wonderful.
I love the wellness program. It's great. We need more classes offered.
I love the wellness program--it's one of my favorite staff benefits at Collin! but I think there needs to be more options for wellness classes (especially at CHEC).
I wish they had more classes at the end of the work day. I try coming over for lunch, but students come first and that is a busy time of day to try and get away.
Informative and fun
Is the wellness program just mainly the emails we get? The webpage could be updated and little more targeted. It says things like Wellness Team Challenge and Blood Pressure checks but it doesn't say where or when or how
Knowledgeable, helpful and a variety of services
Limited programs on the campuses.
Line Dancing class last year attended and Teacher was good, friendly, and fun.
Love my yoga class! Excellent instruction. Wish it would continue thru summer.
Love the competitions amoung faculty/would like to see more mindfulmess activities (not just yoga)

Table 129. Wellness Program Comments

Love this program, especially the wellness classes. Wish there was more demand so there could be more classes/choices
Love water aerobics instructor
The service they provide is fantastic
Too many emails go out for this.
Variety of options for participation.
Very nice, friendly, and accommodating. I wish my position allowed me to participate a little more frequently.
Wellness program has helped improve my quality of life
would like more variety in offerings and times
Would like to see more options than line dancing available at CHEC, but happy with offerings at other campuses and e-mails are beneficial.

SERVICE UNIT: Writing Centers

Table 130. Awareness and Use of Service Unit

	n	%
Are aware of Writing Centers*	426	74.1%
Have used Writing Centers**	103	24.2%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 426).

Table 131. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't know	No response	Total	Mean***	SD***
			1	2	3	4	5					
CPC	Procedures are user friendly	n	2	1	3	8	19	1	1	35	4.24	1.146
		%	5.7%	2.9%	8.6%	22.9%	54.3%	2.9%	2.9%	100.0%		
	Procedures are efficient	n	3	0	2	8	19	2	1	35	4.25	1.218
		%	8.6%	0.0%	5.7%	22.9%	54.3%	5.7%	2.9%	100.0%		
	Met needs in a timely fashion	n	1	0	4	7	18	2	3	35	4.37	0.964
		%	2.9%	0.0%	11.4%	20.0%	51.4%	5.7%	8.6%	100.0%		
	Staff are knowledgeable	n	3	1	4	4	22	0	1	35	4.21	1.298
		%	8.6%	2.9%	11.4%	11.4%	62.9%	0.0%	2.9%	100.0%		
	Staff are courteous	n	2	0	0	5	23	3	2	35	4.57	1.040
		%	5.7%	0.0%	0.0%	14.3%	65.7%	8.6%	5.7%	100.0%		
	Overall Satisfaction	n	1	1	2	10	21	0	0	35	4.40	0.946
		%	2.9%	2.9%	5.7%	28.6%	60.0%	0.0%	0.0%	100.0%		
CHEC	Procedures are user friendly	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
CYC	Procedures are user friendly	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		

Table 131. Use a five-point scale to tell us about your experience. (1=Strongly disagree, 5=Strongly agree)

Campus			Response on 5-point scale					Don't know	No response	Total	Mean***	SD***
			1	2	3	4	5					
PRC	Procedures are user friendly	n	0	1	2	3	16	4	0	26	4.55	0.858
		%	0.0%	3.8%	7.7%	11.5%	61.5%	15.4%	0.0%	100.0%		
	Procedures are efficient	n	0	1	1	5	17	2	0	26	4.58	0.776
		%	0.0%	3.8%	3.8%	19.2%	65.4%	7.7%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	2	0	3	20	1	0	26	4.64	0.860
		%	0.0%	7.7%	0.0%	11.5%	76.9%	3.8%	0.0%	100.0%		
	Staff are knowledgeable	n	0	1	1	4	18	2	0	26	4.63	0.770
		%	0.0%	3.8%	3.8%	15.4%	69.2%	7.7%	0.0%	100.0%		
	Staff are courteous	n	0	2	1	0	20	3	0	26	4.65	0.935
		%	0.0%	7.7%	3.8%	0.0%	76.9%	11.5%	0.0%	100.0%		
	Overall Satisfaction	n	0	2	1	4	17	0	2	26	4.50	0.933
		%	0.0%	7.7%	3.8%	15.4%	65.4%	0.0%	7.7%	100.0%		
SCC	Procedures are user friendly	n	2	1	4	3	31	3	1	45	4.46	1.098
		%	4.4%	2.2%	8.9%	6.7%	68.9%	6.7%	2.2%	100.0%		
	Procedures are efficient	n	2	1	3	4	31	3	1	45	4.49	1.075
		%	4.4%	2.2%	6.7%	8.9%	68.9%	6.7%	2.2%	100.0%		
	Met needs in a timely fashion	n	2	1	4	2	32	3	1	45	4.49	1.098
		%	4.4%	2.2%	8.9%	4.4%	71.1%	6.7%	2.2%	100.0%		
	Staff are knowledgeable	n	2	2	3	4	29	3	2	45	4.40	1.150
		%	4.4%	4.4%	6.7%	8.9%	64.4%	6.7%	4.4%	100.0%		
	Staff are courteous	n	2	2	2	1	33	4	1	45	4.53	1.132
		%	4.4%	4.4%	4.4%	2.2%	73.3%	8.9%	2.2%	100.0%		
	Overall Satisfaction	n	2	1	5	4	31	0	2	45	4.42	1.096
		%	4.4%	2.2%	11.1%	8.9%	68.9%	0.0%	4.4%	100.0%		
Other	Procedures are user friendly	n	0	0	1	0	0	0	0	1		
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	1	0	0	0	0	1		
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	1	0	0	0	0	1		
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
	Staff are knowledgeable	n	1	0	0	0	0	0	0	1		
		%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	1	0	0	1		
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Overall Satisfaction	n	1	0	0	0	0	0	0	1		
		%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" categories. These values have not been calculated for small result sets.

SERVICE UNIT: Writing Centers

Table 132a. Writing Centers Comments from CPC

Best service on campus
Does not provide real time help
Excellent customer service
Excellent for referring students
helpful and wanting to help
I always send my research projects there and I get them back in a timely manner
It is not helpful when my students go to the writing center and no one there knows how to do APA formatting
needs more communication with instructor
Staff helping studints do not know APA formatting which is required in all healthservices classes. Writing center "helpers" have said "I agree this is stupid to require APA formatting for this assignment" to my students!
Staff needs to be more familiar with APA. Othewise, friendly and efficient.
There have been limited appointments and also limited assistants that can help students with APA formatting - sometimes students have gone to the writing center (have proof) and the grammar etc. in the finished product is terrible - how can I count off if they have had help that didn't fix anything?
They do a good job,but sometimes they give me contridicotry advice.
very good assistance to students

Table 132b. Writing Centers Comments from PRC

A must for my students. International students depend on this help.
Always helpful and knowledgeable
Always helpful to students
Consistently positive feedback from students, always recommend them for help with papers.
I send students there and they get help in a timely manner but I'm not sure it always as much as needed
Minimal use but was fine
much needed service
My students have had success going to the Writing Center and getting feedback.
Ours needs more space and staff!
Seems unorganized.
Staff provide useful assistance for students.
Students seemed to not be very motivated to use the services for some reason
The Writing Centers generally provide excellent help for students who need it.
very helpful for my students
Very organized and helpful.

Table 132c. Writing Centers Comments from SCC

Excellent consultants and an excellent resource for students and teachers

excellent service

greatly helped my students in areas that my schedule does not permit me spend time on teach

I have always received good and thorough service from the writing center.

I referred students and they were able to assist them.

I sent my students to the WC, but have no personal interaction with staff.

I think the writing center could pull from more contemporary pedagogy and new software could be introduced gradually to allow students and staff time to adjust, particularly students accustom to receiving paper receipts of their visits.

Inconsistency in services provided

My students have benefitted greatly from this service.

Presentation to my class was excellent and students became interested

provide support as needed for my business communications students and then provide feedback to me

Sometimes, rarely, staff there give students the wrong writing advice. No more than three times has this happened.

students complain that tutors are rude and I find they praise non-praiseworthy work, confusing scheduling

Students constantly complain about the Writing Center's lack of knowledge and attitiude that I no longer bother sending them there. One tutor gave a student incorrect information about MLA and told the student that I, a professor, "didn't know what I was talking about."

Students praise this resource and it seems to have become even more approachable with online scheduling.

the staff is prompt and helpful to my students and myself

very helpful

well done

GENERAL COMMENTS / SUGGESTIONS

Table 135. General Comments or Suggestions

[name] does not serve the college well. HR is a disgrace.
Advising needs restructuring to meet our clients (students) needs. Advising has major impact on theirs and their families futures. This affects their money, time, and future employment. Advising needs to be taken more seriously. This is not hit on the advisors themselves but their organization. Better communication through departments is needed. Procedures need to be simplified with the end user in mind.
As a full-time Staff member working the Information desk for CPC, I have made it a priority to stay abreast of all current policy and procedures so that I may be better prepared to answer question or direct them to the appropriate department or campus.
As an employee of Collin College for over 10 years, I am seeing a shift in the restructure of the college. I have always stated that this institution's organizational chart was too flat and that there was nowhere for faculty or staff to go. However, now I see that all the upper administration positions are designed for faculty only and that Collin College is not utilizing their wonderful and loyal staffs; who have actual supervising experience. It feels like the staff has nowhere to go, which leaves us with no goals to grow into and feels like we are seeing the higher paying employees (faculty) gaining ground and earning more pay while the staff stays stagnate with lower paying salaries. The whole upper 10% ruling class theory is what it is beginning to feel like and that if it continues this way all administration will be ran by faculty, so why would there be any future changes that benefit the staff community as a whole. If you look at local colleges and universities, you can see all of the different levels and upper management that they have available for staff employees. It is disappointing to have no say on the future of your employment or institution. If there are upcoming staff positions or changes coming, then it needs to be shared with the staff, so we can be encouraged. In addition, there is a lack of trust within our college and just because someone says that we need to begin trusting each other and sharing our thoughts; that we will not be retaliated against, does not make it a trusting environment. We need to be shown through leadership that we can trust these changes, see positive changes happening for staff and trust will eventually be developed. However, at this moment staff feels like they do not have a voice in this college that counts or can make a difference; that we do not matter, only faculty matter. We can see the evidence in this with our salaries. We have employees living at poverty level and having to go to food banks and are constantly in debt or our walking to work because they cannot afford to have their car repaired. On that note, there should be a monetary award for receiving a new degree and there should be a benefit for our staff to go to school at Collin college (discount on tuition), and perhaps a scholarship for just staff children, etc.
College needs more computer classrooms

Table 135. General Comments or Suggestions

Collin College is a fantastic organization to work for. I have felt supported and appreciated. I wish there were a program with UTD for full time staff. I do not think it is fair that I have to pay for my tuition to better myself when there are 8 scholarships available that are not being used. I am committed and work very hard for the college and am pursuing a PhD so that I can better serve myself and my community and I will have $100,000 in debt when I finish my degree. I feel that faculty should not be set so high on a pedestal, especially when much of the full time staff has the same education and credentials as the faculty and yet we do not get any of the benefits. The only reason some of us are staff is because we were not in the right place at the right time when one of those, very few, faculty positions were open.

Collin College is an extraordinary place to work. The administrators, faculty and staff are dedicated and excellent in keeping the students success first!

Concur travel is a pain and NOT user friendly--we should go back to paper, its faster and more efficiently, hard to believe!

Cougarweb needs to be improved. The site is slow, hard sometimes to log onto, and not user friendly at all.

Everyone is very friendly, professional and supportive. My main complaint is when I work the phones @ the Information center - at peak times it is hard for our students to get through via the telephone. Some say they have tried for hours or days to get through. This frustrates them. The phone system will disconnect them - the students or parents call us back and are upset that the phone system "hung up on them!". Otherwise, I think all departments are wonderful and helpful.

I am a teacher at the Child Development Lab School and we do not get wellness.

I am new to Collin College. I began teaching in January as part of the STEM department. I teach astronomy for dual-credit high school students and I don't teach on the college campus.as I meet my students at Melissa High School, where they are enrolled. So I am not fully aware of all that Collin College has and I really have not had many chances to use these as I am not on campus as a rule.

I appreciate the opportunity to provide feedback!

I believe that when a Plant Operations request is sent to the manager, the manager should communicate within 3 business days regarding the request. The night cleaning crew does not clean. We vacuum, dust, and sometimes have to straighten up furniture that the cleaning crew moves. Did you know that some division offices decline cleaning services because things are missing and the quality of the service? The night cleaning crew unplugs our microwaves and coffee makers - for what - I'm not sure? When I first started here, I found nests of flies underneath toilets in the bathrooms. There are bathrooms I pass to go to another because of lack of attention to cleaning. I really think something needs to be done about this.

I consider it to be of great consequence that my day to day working life is helped by the Custodial staff, people in the Physical Plant, and the staff of frequently used services such as Printing Services, Access Staff and the Bursars. Plus [name] and the Help Desk staff, Media Services who update my classroom podium PC's, and Campus Police who ALL are 100% courteous!! There aren't enough Rose Awards available for them all!

Table 135. General Comments or Suggestions

I enjoy working at Collin for so many reasons. Overall, it's a quality institution with excellent staff and students. I am curious about the procedures/rationale for hiring full time faculty outside the district instead of hiring associates who have proven themselves valuable assets to the Collin community. I am not sure that there is evidence to prove that hiring a person who has no experience or prior commitment to Collin is inherently a more effective choice. I would think that even without a doctorate degree, for example, a teacher like me who has decades of experience teaching many levels of students and courses and who has a proven track record.

I feel we MUST streamline our Admissions/Advising process -

I realize that in the area of academic advising the rules and procedures around taking courses, building degree plans and majors are simply going to be complex no matter how nice and knowledgeable the staff member is.

I use some of the departments for my personal information. However, for a lot of them, I work with them to help our programs or I am assisting them with one of their's. So sometimes I don't necessarily use their services as much as help them with events for students.

In my experience, there are no major problems with any of the units, offices and personnel in this survey. Hopefully senior administration will not attempt to fix what is clearly *not* broken.

It is difficult to get responses from the Foundation at times. This department requires much follow up when requesting project activity reports. When there are delays, I hear how busy they are. Quite honestly, we are all busy, but the expectation is that we do our jobs. In general, there are so many departments at Collin that require follow up and it's sad when we always anticipate something falling through the cracks. This is a institution that provides quality education but at times there are obstacles in the way of students receiving quality when the processes are not working.

Most of the services seem to function well for my purposes. As stated in the survey, some of the desktop technicians are very unpleasant and I'm not sure they know what they're doing. The PR department is very unpleasant (with the exception of [name]) and very unhelpful. Either trust us to do things for ourselves (video, promotional materials) or add staff who are pleasant.

My biggest pet peeve with Collin College is the amazing amount of spam e-mail I receive. Most of it is not relevant, and obscures the important e-mails I actually need to see. I teach one class, one night a week, at one campus. I don't need to know when the food trucks are coming. I don't want the fitness center e-mails. I'm not benefits-eligible, so I don't need all those e-mails. I don't need the daily civics lessons. And there is no way to opt out of these mailing lists - everything seems to go to everyone. PLEASE develop a new mass mailing system so I only receive the messages that are relevant to me, or the ones I choose. Alternatively, please compile all the junk messages into one daily (or better yet, weekly) message that is easier for me to distinguish from substantive messages. Thank you. I want to recognize [name] in the Associate Faculty Office in Lawler Hall, on the Preston Ridge campus. She is SO helpful and so nice. Really a great asset to the College.

Table 135. General Comments or Suggestions

Over-all, Collin College is an excellent place to work. Some areas could be improved for better student services, and the tech department streamlined for more efficient responses to problems, but the competence of most members of the Collin community far outweighs the incompetence of a few.
Overall, the services offered to faculty and staff at Collin College are very useful and the employees are usually very friendly.
Please consider "internal applicants only" first when looking for promotion to full time. [name] is awesome! Thank you for selecting the right candidate that we need to move forward; promoting and quickly initiating both the students and faculty changes required to be successful.
Please figure out a way to bring back food and drinks into the bookstores. The Cougar Den has limited hours for both students and staff, vending machines are overpriced and unreliable.
Please give the associate faculty real space!!! The office is nice, but [name] has been complaining about people leaving their book bags in the office when they go to class. We don't want to carry everything across campus, and now they're leaving notes saying not to leave belongings unattended? Not a friendly and open environment!
Survey was user friendly, love that the campus is offering surveys as a temperature check with so many employed by the campus.
Thank you for conducting this survey. I am confident that survey responses have been taken into consideration to effect positive changes since I have benefited from some of these changes. Keep up the great work Collin is doing!
Thank you for providing us with a chance to offer feedback
Thank you for the opportunity to provide feedback. I am glad that I fished out this email from my Junk Folder. Have a blessed day!
Thanks for the opportunity to share! Collin College is a great place to work and I enjoyed being able to leave some feedback.
The only department I dread dealing with is HR/Payroll. I've had 2 instances where I've dealt with either [negative] or indifferent behavior. Once it happened after a fairly simple inquiry. The other had to do with HR paperwork wing lost in interoffice mail. A situation where I should have rightfully been irritated, but I let it go. Something is wrong in that department. Process (and attitude) improvement should start there.
The police force really needs to looked into.   It is unacceptable to only have 1 police officer on staff at Spring Creek on a week night from 5-10. I have called twice and the police have not shown because they were on another call or off campus.
The time frame for reaching the top of the pay grade is to long. It takes about 15 yrs to get to the top.
There are some units of this college which have not broken the Ralph Hall model of management. Intimidation is still used and if you are not part of team you can just get out.   When this college shows that's its people matter (staff) then a trickle down effect will happen and our students will matter.   This college lacks Leadership and Direction and a will to do what's right.   It is hoped that the new leadership team which is now in place will weed out the remains of the past and give this college a new and brighter future. The change will have to be substantive and not lip service. Trust is earned and cannot be demanded.   So we will just wait and see.

Table 135. General Comments or Suggestions

There seems to be a lot of uncertainty and anxiety for many at the college. Changes are not always communicated in a timely manner. Is the college becoming "top heavy" with a lot of administrators and the possibility of doing away and/or changing many staff positions?

yes I am a newcomer but not a stranger to teaching in the 2YC. Seeing a great trend of improvements being addressed and implemented all the time. I think there is a real and steady forward momentum for this institution. I am pleased to be a small part of it!!!