

Collin College
Educational and Support Service Units
Faculty and Staff Survey Report
Spring 2018

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SURVEY NOTES

This iteration of the Collin College Faculty & Staff Service Unit Survey was conducted from March 8th through April 11th, 2018. The survey invitation was e-mailed to 1,995 e-mail addresses of current Collin employees provided by Human Resources. Of those, 356 responses were received. An important change to note from previous survey iterations was that, for the first time, confidentiality of the respondents identity was not guaranteed and a disclaimer of this was included in the invitation.

SURVEY RESPONDENT DEMOGRAPHICS

Table D1. Current Primary Campus

Campus	n	%
Spring Creek Campus	122	34.3%
Central Park Campus	88	24.7%
Preston Ridge Campus	74	20.8%
Collin Higher Education Center (CHEC)	45	12.6%
Courtyard Center	21	5.9%
Allen Center	4	1.1%
Other*	2	0.6%
Total	356	100.0%

*For "Other" responses, the respondents were given the option to specify their location, but declined.

Table D2. Current Employment Classification

Classification	n	%
Full-time staff	167	46.91%
Full-time faculty	106	29.78%
Part-time staff	46	12.92%
Part-time faculty	15	4.21%
Administrator	21	5.90%
No response	1	0.28%
Total	356	100.0%

Table D3. Duration Employed at Collin College

Range of Years	n	%
More than 5 years	204	57.3%
1-5 years	98	27.5%
Less than 1 year	53	14.9%
No response	1	0.3%
Total	356	100.0%

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Academic Advising

Table 1.
Awareness and Use of Service Unit

	n	%
Are aware of Academic Advising *	297	83.4%
Have used Academic Advising **	106	35.7%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 297).

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

			Responses on 5-point scale							Std.	
			1	2	3	4	5	NA	Total	Mean***	Deviation***
Allen Center	Procedures are user friendly	Count	0	0	0	0	1	0	1	-	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are efficient	Count	0	0	0	0	1	0	1	-	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Met needs in a timely fashion	Count	0	0	0	0	1	0	1	-	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff are courteous	Count	0	0	0	0	1	0	1	-	-
Row N %		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff are knowledgeable	Count	0	0	0	0	1	0	1	-	-	
	Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	Count	0	0	0	0	1	0	1	-	-	
	Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Central Park Campus	Procedures are user friendly	Count	1	0	1	6	18	0	26	4.54	0.91
		Row N %	3.8%	0.0%	3.8%	23.1%	69.2%	0.0%	100.0%		
	Procedures are efficient	Count	1	0	1	8	16	0	26	4.46	0.91
		Row N %	3.8%	0.0%	3.8%	30.8%	61.5%	0.0%	100.0%		
	Met needs in a timely fashion	Count	1	0	1	4	20	0	26	4.62	0.90
		Row N %	3.8%	0.0%	3.8%	15.4%	76.9%	0.0%	100.0%		
	Staff are courteous	Count	0	1	0	0	24	1	26	4.88	0.60
Row N %		0.0%	3.8%	0.0%	0.0%	92.3%	3.8%	100.0%			
Staff are knowledgeable	Count	1	0	1	1	23	0	26	4.73	0.87	
	Row N %	3.8%	0.0%	3.8%	3.8%	88.5%	0.0%	100.0%			
Overall satisfaction	Count	1	0	1	5	19	0	26	4.58	0.90	
	Row N %	3.8%	0.0%	3.8%	19.2%	73.1%	0.0%	100.0%			
CHEC	Procedures are user friendly	Count	0	1	0	1	6	0	8	4.50	1.07
		Row N %	0.0%	12.5%	0.0%	12.5%	75.0%	0.0%	100.0%		
	Procedures are efficient	Count	0	1	0	2	5	0	8	4.38	1.06
		Row N %	0.0%	12.5%	0.0%	25.0%	62.5%	0.0%	100.0%		
	Met needs in a timely fashion	Count	0	1	1	1	5	0	8	4.25	1.17
		Row N %	0.0%	12.5%	12.5%	12.5%	62.5%	0.0%	100.0%		
	Staff are courteous	Count	0	0	0	1	7	0	8	4.88	0.35
Row N %		0.0%	0.0%	0.0%	12.5%	87.5%	0.0%	100.0%			
Staff are knowledgeable	Count	0	0	1	0	7	0	8	4.75	0.71	
	Row N %	0.0%	0.0%	12.5%	0.0%	87.5%	0.0%	100.0%			
Overall satisfaction	Count	0	1	0	3	4	0	8	4.25	1.04	
	Row N %	0.0%	12.5%	0.0%	37.5%	50.0%	0.0%	100.0%			

Table 2.

Please use a five-point scale to tell us about your experience with the service. (Continued)

			Responses on 5-point scale							Std.	
			1	2	3	4	5	NA	Total	Mean***	Deviation***
Courtyard Center	Procedures are user friendly	Count	0	0	0	0	4	0	4	5.00	0.00
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are efficient	Count	0	0	1	0	2	1	4	4.33	1.16
		Row N %	0.0%	0.0%	25.0%	0.0%	50.0%	25.0%	100.0%		
	Met needs in a timely fashion	Count	0	0	1	0	2	1	4	4.33	1.16
		Row N %	0.0%	0.0%	25.0%	0.0%	50.0%	25.0%	100.0%		
	Staff are courteous	Count	0	0	0	1	2	1	4	4.67	0.58
Row N %		0.0%	0.0%	0.0%	25.0%	50.0%	25.0%	100.0%			
Staff are knowledgeable	Count	0	0	0	1	2	1	4	4.67	0.58	
	Row N %	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%	100.0%			
Overall satisfaction	Count	0	0	1	0	3	0	4	4.50	1.00	
	Row N %	0.0%	0.0%	25.0%	0.0%	75.0%	0.0%	100.0%			
Preston Ridge Campus	Procedures are user friendly	Count	1	0	3	9	13	1	27	4.27	0.96
		Row N %	3.7%	0.0%	11.1%	33.3%	48.1%	3.7%	100.0%		
	Procedures are efficient	Count	1	0	5	8	12	1	27	4.15	1.01
		Row N %	3.7%	0.0%	18.5%	29.6%	44.4%	3.7%	100.0%		
	Met needs in a timely fashion	Count	0	0	1	8	16	2	27	4.60	0.58
		Row N %	0.0%	0.0%	3.7%	29.6%	59.3%	7.4%	100.0%		
	Staff are courteous	Count	0	1	1	2	22	1	27	4.73	0.72
Row N %		0.0%	3.7%	3.7%	7.4%	81.5%	3.7%	100.0%			
Staff are knowledgeable	Count	1	0	4	6	16	0	27	4.33	1.00	
	Row N %	3.7%	0.0%	14.8%	22.2%	59.3%	0.0%	100.0%			
Overall satisfaction	Count	0	2	4	8	13	0	27	4.19	0.96	
	Row N %	0.0%	7.4%	14.8%	29.6%	48.1%	0.0%	100.0%			
Spring Creek Campus	Procedures are user friendly	Count	1	4	3	10	19	2	39	4.14	1.13
		Row N %	2.6%	10.3%	7.7%	25.6%	48.7%	5.1%	100.0%		
	Procedures are efficient	Count	3	3	6	13	13	1	39	3.79	1.23
		Row N %	7.7%	7.7%	15.4%	33.3%	33.3%	2.6%	100.0%		
	Met needs in a timely fashion	Count	2	3	7	9	16	2	39	3.92	1.21
		Row N %	5.1%	7.7%	17.9%	23.1%	41.0%	5.1%	100.0%		
	Staff are courteous	Count	1	1	4	6	23	4	39	4.40	1.01
Row N %		2.6%	2.6%	10.3%	15.4%	59.0%	10.3%	100.0%			
Staff are knowledgeable	Count	3	3	7	7	17	2	39	3.86	1.32	
	Row N %	7.7%	7.7%	17.9%	17.9%	43.6%	5.1%	100.0%			
Overall satisfaction	Count	0	3	9	10	17	0	39	4.05	1.00	
	Row N %	0.0%	7.7%	23.1%	25.6%	43.6%	0.0%	100.0%			
Other	Procedures are user friendly	Count	0	0	0	0	1	0	1	-	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are efficient	Count	0	0	0	1	0	0	1	-	-
		Row N %	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	Count	0	0	0	0	1	0	1	-	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff are courteous	Count	0	0	0	0	1	0	1	-	-
Row N %		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff are knowledgeable	Count	0	0	0	0	1	0	1	-	-	
	Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	Count	0	0	0	0	1	0	1	-	-	
	Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Total	Procedures are user friendly	Count	3	5	7	26	62	3	106	4.35	1.01
		Row N %	2.8%	4.7%	6.6%	24.5%	58.5%	2.8%	100.0%		
	Procedures are efficient	Count	5	4	13	32	49	3	106	4.13	1.09
		Row N %	4.7%	3.8%	12.3%	30.2%	46.2%	2.8%	100.0%		
	Met needs in a timely fashion	Count	3	4	11	22	61	5	106	4.33	1.02
		Row N %	2.8%	3.8%	10.4%	20.8%	57.5%	4.7%	100.0%		

Table 2.

Please use a five-point scale to tell us about your experience with the service. (Continued)

		Responses on 5-point scale							Total	Mean***	Std. Deviation***
		Count	1	2	3	4	5	NA			
Total	Staff are courteous	Count	1	3	5	10	80	7	106	4.67	0.80
		Row N %	0.9%	2.8%	4.7%	9.4%	75.5%	6.6%	100.0%		
	Staff are knowledgeable	Count	5	3	13	15	67	3	106	4.32	1.11
		Row N %	4.7%	2.8%	12.3%	14.2%	63.2%	2.8%	100.0%		
Overall	satisfaction	Count	1	6	15	26	58	0	106	4.26	0.97
		Row N %	0.9%	5.7%	14.2%	24.5%	54.7%	0.0%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Academic Advising

Table 3a.

Academic Advising Comments from Allen Center

Staff is very knowledgeable and helped me when I had questions

Table 3b.

Academic Advising Comments from Central Park Campus

All needs were met in a timely manner.

Always willing and available to help

Consistent.

extremely knowledgeable and helpful with growing allied health programs; i am both current faculty and student - very helpful with my personal academic goals

Friendly and knowledgeable staff

Has been very helpful in placing students in the right course and correcting schedule conflict.

Have always been really helpful and courteous when I needed something.

I have worked most closely with Advising, and the experience was very fruitful

Inconsistent between campuses, info varies dramatically...and I work in Advising!

The biggest part of my job is advising students. Prospective students call, walk into my office nearly in tears because they cannot get the assistance they are looking for regarding our program, which classes will substitute or transfer. This is very frustrating for them and puts a bad taste in their mouths as a incomer into the College.

They do nothing for our program, do all of our own advising - no support

They need to be more knowledgeable on directing students to the right places in order to get the help they need

Table 3c.

Academic Advising Comments from CHEC

Great but the student population is growing

Wish they were more available to answer phones/emails but understand they are quite busy.

Table 3d.

Academic Advising Comments from Courtyard Center

Friendly and knowledgeable with my daughters.

Table 3e.

Academic Advising Comments from Preston Ridge Campus

Advising isn't always able to keep up with all the program changes.

Everyone is welcoming and supportive of me in my role as a College & Career Counselor.

Excellent - very student centered

give student specific answers to fit my needs

SERVICE UNIT: Academic Advising

Table 3e.

Academic Advising Comments from Preston Ridge Campus (Continued)

good service

I've had occasions where advisors gave incorrect information to students about my courses and science programs in general. I wish there was more communication between faculty and advisors

Kind, caring staff at PRC and SCC. You can tell they

Staff training needs to be improved. Sometimes academic advising staffs gave the wrong advises to DE students.

They do well with getting students into right courses.

Table 3f.

Academic Advising Comments from Spring Creek Campus

at the Spring Creek Campus very confusing for Students are where they are actually needed to go

Awesome staff

Friendly and informative under very real constraints

Great service but long waits when busy

Has room for significant improvement. Students are often mis advised and advisors unaware of the colleges programs or procedures

Helpful

Helpful to students and supportive for faculty

High turnover leads to some confusing info being given out to students

I haven't used this service but have sent my students for advising and they have reported being satisfied

Overall, advising staff was knowledgeable; could be more clear when presenting options to students.

Program unfamiliarity can result in details being incorrectly communicated to students; increased collaboration with departments (and vice versa) can and will lessen this occurrence

Some advisors better than others. Students sometimes get incorrect or inconsistent information.

Some excellent service but also some student reports of unfriendly and/or inaccurate advising

The academic advisers are encouraged to get students through developmental classes. This is detrimental to a the students success in future classes. I had one student fail Math 0305, retake TSI and place into College Algebra. She made a D in College Algebra with a private tutor. The going rate for private tutoring is a minimum of \$60 (most charge \$80). Most students who took regular classes in high school are not at a college level. I have been told by several students that their high school teachers "passes them" in classes especially math. Correct placement for math and English is critical for the future success of students.

timely and friendly

Turnover and misinformation is an issue.

Very helpful and friendly

Wait times seem too long for simple questions

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Academic Computing & Labs

Table 4.
Awareness and Use of Service Unit

	n	%
Are aware of Academic Computing & Labs*	191	53.7%
Have used Academic Computing & Labs**	33	17.3%

* Percentage out of total respondents (N= 356).

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

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	1	1	0	7	23	1	33	4.56	0.91
(1= Strongly disagree, 5 = Strongly agree)	%	3.0%	3.0%	0.0%	21.2%	69.7%	3.0%	100%		
The procedures are efficient.	n	2	0	1	6	21	3	33	4.47	1.07
(1= Strongly disagree, 5 = Strongly agree)	%	6.1%	0.0%	3.0%	18.2%	63.6%	9.1%	100%		
My needs were met in a timely fashion.	n	0	2	0	4	24	3	33	4.67	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	6.1%	0.0%	12.1%	72.7%	9.1%	100%		
The staff was courteous.	n	2	0	2	4	24	1	33	4.50	1.08
(1= Strongly disagree, 5 = Strongly agree)	%	6.1%	0.0%	6.1%	12.1%	72.7%	3.0%	100%		
The staff are knowledgeable.	n	2	0	2	4	23	2	33	4.48	1.09
(1= Strongly disagree, 5 = Strongly agree)	%	6.1%	0.0%	6.1%	12.1%	69.7%	6.1%	100%		
Overall satisfaction with the unit.	n	1	1	3	5	23	0	33	4.45	1.00
(1= Very unsatisfied, 5 = Very satisfied)	%	3.0%	3.0%	9.1%	15.2%	69.7%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Academic Computing & Labs

Table 6.

Academic Computing & Labs Comments

Always available to assist with any problems with lab computers or software.

Always helpful, answer phones, and will come help if needed.

courteous to faculty but rude to students, resist coming to HS building, close before published times at CPC

good service

Great people

Happy to tell families about this resource.

I frequently work with them and they are always helpful and responsive

I like the staff directly in my area. However, their supervisors are not resolution oriented and often makes things more difficult than necessary. This causes problems with instruction and for our students.

prompt, professional, and courteous

Supportive for faculty and students

Too many uninformed, uninterested students in computer labs at SCC and PRC. They aren't helpful to students

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Academic Services- Curriculum

Table 7.
Awareness and Use of Service Unit

	n	%
Are aware of Academic Services- Curriculum*	169	47.5%
Have used Academic Services- Curriculum**	34	20.1%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 169).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	4	9	20	1	34	4.48	0.71
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	11.8%	26.5%	58.8%	2.9%	100%		
The procedures are efficient.	n	0	0	4	11	17	2	34	4.41	0.71
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	11.8%	32.4%	50.0%	5.9%	100%		
My needs were met in a timely fashion.	n	0	0	3	8	21	2	34	4.56	0.67
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	8.8%	23.5%	61.8%	5.9%	100%		
The staff was courteous.	n	0	0	1	3	29	1	34	4.85	0.44
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.9%	8.8%	85.3%	2.9%	100%		
The staff are knowledgeable.	n	0	0	1	4	27	2	34	4.81	0.47
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.9%	11.8%	79.4%	5.9%	100%		
Overall satisfaction with the unit.	n	0	0	2	11	21	0	34	4.56	0.61
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	0.0%	5.9%	32.4%	61.8%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Academic Services- Curriculum

Table 9.

Academic Services- Curriculum Comments

As part of CAB we look to improve academic offerings.

Continuous resource for small program

friendly and responsive

Improve approval time for new courses to allow time to initiate procedure for course fees

I've received consistently professional, courteous service from all areas.

knowledgeable and results oriented

Staff was patient and took care of all my needs.

Supportive and knowledgeable

This group is always willing to help even if it is not their responsibility.

Wealth of knowledge, efficient, and friendly

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: ACCESS & Tutoring

*Table 10.
Awareness and Use of Service Unit*

	n	%
Are aware of ACCESS & Tutoring*	270	75.8%
Have used ACCESS & Tutoring**	96	35.6%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 270).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	1	4	10	18	60	3	96	4.42	0.93
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	4.2%	10.4%	18.8%	62.5%	3.1%	100%		
The procedures are efficient.	n	1	5	7	25	55	3	96	4.38	0.92
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	5.2%	7.3%	26.0%	57.3%	3.1%	100%		
My needs were met in a timely fashion.	n	1	2	4	12	73	4	96	4.67	0.76
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	2.1%	4.2%	12.5%	76.0%	4.2%	100%		
The staff was courteous.	n	0	0	4	12	76	4	96	4.78	0.51
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	4.2%	12.5%	79.2%	4.2%	100%		
The staff are knowledgeable.	n	1	1	7	14	71	2	96	4.63	0.76
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	1.0%	7.3%	14.6%	74.0%	2.1%	100%		
Overall satisfaction with the unit.	n	2	4	9	17	63	1	96	4.42	0.97
(1= Very unsatisfied, 5 = Very satisfied)	%	2.1%	4.2%	9.4%	17.7%	65.6%	1.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: ACCESS & Tutoring

Table 12.

ACCESS & Tutoring Comments

ACCESS office needs to make it easier to accommodate students--- digitize the process.
ACCESS provides a great resource for helping out students succeed.
Always answer questions immediately.
Awesome staff
Disability Services should be separate from Counseling and Tutoring
Everyone is welcoming and helpful with questions and concerns.
Excellent - very helpful to faculty and students alike.
Excellent, efficient service
Friendly and knowledgeable with my daughters.
Great @ servicing students.
Great to work with, but frustrated with the ways they are handcuffed. It's not their fault, but we and the students can suffer based on procedure.
Happy to tell families about this resource
I am a dyslexic, so fully sympathetic to helping students learn
I guess they do the best they can with difficult situations
I have not had any trouble with the process of working with students or staff associated with ACCESS.
The director is very knowledgeable and helpful.
I have referred several students to them and they are always very helpful.
I know they do great things, but I am not very knowledgeable about their tutoring services
informative, answer questions
Interaction with and assistance for instructors could improve
limited services
Love the sign interpreters, Access office seems to be so good with my students. Always answer my questions and it seems like my students have had good interactions with this office. So grateful for all they do!
sometimes ACCESS staff get involved and do not keep faculty academic affairs informed
Students have shared with me that they left a meeting with their adviser feeling worse about themselves and Collin College. I appreciate the support that is given to students.
The Access office is great. Their tutoring services could use more knowledgeable tutors.
The access staff are excellent in every way.
The quality of the ACCESS area has dropped in recent year(s)
They were able to help with one of my students and were very professional and responsive
They work hard to aid students in need.
This department has polite, knowledgeable, professional staff. They are very dedicated and helpful with the students.
This service is odd to me. When I ask for help with students, they tell me students have to initiate the meeting. When students do so, I am not informed from the center to come to a meeting. After approaching a counselor with concerns, recently, I was told the Collin ACCESS counselor could do nothing... How is this effort reflective of a collaboration that helps students--those who are most needy.
Very responsive to students' needs
very supportive of my students, helpful and friendly

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Admissions & Records Office

Table 13.
Awareness and Use of Service Unit

	n	%
Are aware of Admissions & Records Office*	284	79.8%
Have used Admissions & Records Office**	79	27.8%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 284).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	3	6	5	23	41	1	79	4.19	1.11
(1= Strongly disagree, 5 = Strongly agree)	%	3.8%	7.6%	6.3%	29.1%	51.9%	1.3%	100%		
The procedures are efficient.	n	2	7	8	21	39	2	79	4.14	1.10
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	8.9%	10.1%	26.6%	49.4%	2.5%	100%		
My needs were met in a timely fashion.	n	3	6	5	18	45	2	79	4.25	1.13
(1= Strongly disagree, 5 = Strongly agree)	%	3.8%	7.6%	6.3%	22.8%	57.0%	2.5%	100%		
The staff was courteous.	n	1	4	3	11	58	2	79	4.57	0.90
(1= Strongly disagree, 5 = Strongly agree)	%	1.3%	5.1%	3.8%	13.9%	73.4%	2.5%	100%		
The staff are knowledgeable.	n	1	6	2	15	54	1	79	4.47	0.96
(1= Strongly disagree, 5 = Strongly agree)	%	1.3%	7.6%	2.5%	19.0%	68.4%	1.3%	100%		
Overall satisfaction with the unit.	n	1	6	7	19	46	0	79	4.30	1.01
(1= Very unsatisfied, 5 = Very satisfied)	%	1.3%	7.6%	8.9%	24.1%	58.2%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Admissions & Records Office

Table 15.

Admissions & Records Office Comments

Admission process can be frustrating with the amount of time students have to return for final admission process. Wait times are very long during high enrollment periods. Cougar Q is hit and miss and not used during peak times.

Admissions and Records front line and back end working staff are the most efficient, hard working, loyal staff. It is a shame the Associate Dean's hired are not caring and supportive of the staff and the student needs. You have to take care of your organization from the bottom up. If you have a good foundation planted then you can create great programs and services for our students. The Associate Dean positions are more of a higher leadership role based on their talents and credentials. Use them in that way. The admissions and records front line staff need a direct supervisor who knows the Banner system, where files are kept, how to process a student from beginning to end. Not just knowledge of how to help but hands on supervisors that can do any process their staff can do. We have great leaders and great workers. But placing the Associate Dean position over our front line staff does not make students first.

All of the staff, particularly in international admissions, have been wonderful to work with
always have answers

Always helpful and knowledgeable when I have questions on processing.
as efficient as that office can be based on volume

at the Spring Creek Campus very confusing for Students are where they are actually needed to go
at times they have not been as cooperative

Awesome staff

Confusing to students and frustrating

Even though the knowleged of the education support staff could be better I am not sure if the lack of knowlege is due to part time staff or change of information or too much information

Everyone is welcoming and helpful with questions and concerns.

Friendly and knowledgeable with my daughters.

FRIENDLY.

Given the workload, they are always kind.

good service

Good service but long waits when busy

Great service!

i am both current faculty and student - very helpful with my personal academic goals

I work with Todd Fields a couple of times a year with the President's List letters. Todd is always friendly and helpful.

ineffective, burdensome procedures, systems; very limited knowledge staff

Not efficient

Responsive and helpful

See comment re academic advising

Since I work the information desk I need to transfer calls and students

Some minor inconsistencies between campuses. Nothing dramatic.

Table 15.

Admissions & Records Office Comments (Continued)

Some reports from students of inaccurate information or unfriendly assistance

The admissions office works with our students about to graduate to make the process very easy¹

The application creates problems for the student

The staf are always courteous and responsive, and have an answer to my question

They do well with getting students documents for tranfer.

They've gotten better in preparing students for graduation. Very nice staff all around. Sidenote is why to past students who want to enroll in other Texas core classes have holds on their account for updated transcripts when nothing is on those transcripts that applies to degree plan.

Todd Fields always ready to help and procedures are user-friendly

very helpful

Very helpful and friendly

We have to check all of our own student records, they make mistakes

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Athletic Programs (e.g., Basketball & Tennis)

Table 16.
Awareness and Use of Service Unit

	n	%
Are aware of Athletic Programs (e.g., Basketball & Tennis)*	231	64.9%
Have used Athletic Programs (e.g., Basketball & Tennis)**	23	10.0%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 231).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	0	4	17	2	23	4.81	0.40
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	17.4%	73.9%	8.7%	100%		
The procedures are efficient.	n	0	0	0	5	14	4	23	4.74	0.45
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	21.7%	60.9%	17.4%	100%		
My needs were met in a timely fashion.	n	0	1	0	3	17	2	23	4.71	0.72
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.3%	0.0%	13.0%	73.9%	8.7%	100%		
The staff was courteous.	n	0	0	0	3	18	2	23	4.86	0.36
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	13.0%	78.3%	8.7%	100%		
The staff are knowledgeable.	n	0	0	1	2	18	2	23	4.81	0.51
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	4.3%	8.7%	78.3%	8.7%	100%		
Overall satisfaction with the unit.	n	0	0	3	6	13	1	23	4.45	0.74
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	0.0%	13.0%	26.1%	56.5%	4.3%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Athletic Programs (e.g., Basketball & Tennis)

Table 18.

Athletic Programs (e.g., Basketball & Tennis) Comments

Awesome program, would like to see more programs added, including football, baseball, Cross Country, and Soccer

Collin has enjoyed much success with its four sports teams.

enjoy events

Enjoyed the basketball games I attended, the bookstore has the items I need, the fitness center met my workout needs. Library had resources I needed. Wellness Program provide healthy choices.

fun, healthy way to engage with others

Need better, more regular advertising of games & schedules

Need more advertising to generate college support for games/matches

Teach students good discipline and teamwork

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Auxiliary Services-Bookstore

Table 19.
Awareness and Use of Service Unit

	n	%
Are aware of Auxiliary Services-Bookstore *	278	78.1%
Have used Auxiliary Services-Bookstore **	136	48.9%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 278).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	4	4	13	31	80	4	136	4.36	0.99
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	2.9%	9.6%	22.8%	58.8%	2.9%	100%		
The procedures are efficient.	n	4	6	12	39	68	7	136	4.25	1.02
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	4.4%	8.8%	28.7%	50.0%	5.1%	100%		
My needs were met in a timely fashion.	n	6	3	11	33	78	5	136	4.33	1.04
(1= Strongly disagree, 5 = Strongly agree)	%	4.4%	2.2%	8.1%	24.3%	57.4%	3.7%	100%		
The staff was courteous.	n	2	3	6	18	104	3	136	4.65	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	2.2%	4.4%	13.2%	76.5%	2.2%	100%		
The staff are knowledgeable.	n	3	6	10	28	83	6	136	4.40	0.98
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	4.4%	7.4%	20.6%	61.0%	4.4%	100%		
Overall satisfaction with the unit.	n	3	7	11	38	73	4	136	4.30	0.99
(1= Very unsatisfied, 5 = Very satisfied)	%	2.2%	5.1%	8.1%	27.9%	53.7%	2.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Auxiliary Services-Bookstore

Table 21.

Auxiliary Services-Bookstore Comments

Acquiring a book mid semester can become a hassle

B&N Bookstore Rep (Latonya) is very difficult to work with, does not respond in a timely fashion, often forgets to place orders. Employees in bookstore and friendly and helpful

Barnes and Noble seems to be an upgrade...

Book orders are tedious and often incorrect (or placed incorrectly on the shelves)

Bookstore is a whole better organized than it used to be

Bookstore staff friendly and helped me find what I was looking for.

Communication and new procedures issues

Cougar clothing is my only interaction, a little pricey except for clearance

CPC bookstore is wonderful-Toby is an excellent leader and very helpful to all.

CPC staff always friendly and helpfu.

Difficulty with quality products for students

friendly staff

Friendly staff. Generally has all needs.

good sales on Collin apparel

Good service

Have always been really helpful and courteous when I needed something.

Helpful with the ordering of books and supplies needed for courses.

Horrible experience with our students kits/scrubs with the bookstore the past 2 years. Scrubs are falling apart and stitching is coming out.

I have only personally visited the bookstore twice, and they did not have what I was looking for, but they were very nice. The only issue is when my students don't get their text in time for class. This happened for 2 or 3 of my classes last year. I think the issue has been resolved.

I have used the new website and very much like the efficiency of the store, textbooks, and staff.

I like going to the bookstore... and I get a discount.

I went once and the experience was friendly

I wish ordering books was easier, but staff are very helpful

I worked in bookstores.

I've only used this service to purchase apparel, so I'm pleased.

I've ordered a book for my students before which was not the book the bookstore sold my students; when made aware of the issue, I didn't feel the bookstore was very helpful as my students returned the books. I find the process for online ordering a little difficult.

need better communication with departments

okay staff, some aren't knowledgeable

Table 21.

Auxiliary Services-Bookstore Comments (Continued)

Our new bookstore is revenue based not student based. Collin is students first. The hours provided in the bookstores are not offered to help students when they need books, supplies, or water and a snack to get them through the next hour of class. The bookstore hours are terrible and not student friendly. The bookstore hours are not consistent with the start of new classes. However, the staff are wonderful and work so hard preparing and helping the district. But to close the bookstore because you are not making enough money to support keeping the doors open is not placing students first. If Barnes and Noble College cannot place our students first then we need to open our bid process and look for another resource.

Process for ordering is more difficult than necessary. You should not need to redo the work when you are ordering for multiple sections of the same course. You should not have to order for 3 separate campuses when teaching online. Not enough books were ordered despite us giving accurate student enrollment data.

Professional service and great customer service. I was made to feel important and like they really want to assist me with my needs.

slow to get up to speed

Sometimes the student workers are just marking time collecting their pay.

Staff are friendly and helpful

Staff never seems to be on the same page with procedures. This department needs better organization. Frequent follow up is always needed when dealing with student supplies. The Barnes and Noble manager needs to respond to emails in a timely manner. It is unprofessional to ignore staff emails and then down the road blame others for things that could have been prevented had you done your job. Toby is the only person that seems to know what is going on at any given time.

Students have commented that they are friendly and willing to help and that there are no longer long lines.

students now forced to purchase expensive but poorly made scrubs

Textbook ordering online still won't work for me.

The Bookstore has always provide great service and environment.

The switch to Barnes and Noble has gone well.

There have been syncing issues in the past, but it's getting better every semester as the wrinkles are smoothed out.

They typically have a limited supply of apparell.

They were able to answer my questions

Very helpful

was a little difficult to understand but figured it out on my own and it is user friendly

Wish they still carried sandwiches and bottled water. MUCH less expensive than the vending machines.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Auxiliary Services - Food Services

Table 22.
Awareness and Use of Service Unit

	n	%
Are aware of Auxiliary Services - Food Services*	236	66.3%
Have used Auxiliary Services - Food Services**	98	41.5%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 236).

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

		Response on 5-point scale							Mean***	Std. Deviation***
		1	2	3	4	5	NA	Total		
Central Park Campus	Procedures are user friendly	n 1	0	2	5	5	1	14	4.00	1.16
		% 7.1%	0.0%	14.3%	35.7%	35.7%	7.1%	100.0%		
	Procedures are efficient	n 1	0	3	4	5	1	14	3.92	1.19
		% 7.1%	0.0%	21.4%	28.6%	35.7%	7.1%	100.0%		
	Met needs in a timely fashion	n 1	1	2	3	6	1	14	3.92	1.32
		% 7.1%	7.1%	14.3%	21.4%	42.9%	7.1%	100.0%		
	Staff are courteous	n 0	0	0	5	7	2	14	4.58	0.52
	% 0.0%	0.0%	0.0%	35.7%	50.0%	14.3%	100.0%			
	Staff are knowledgeable	n 0	0	2	2	8	2	14	4.50	0.80
		% 0.0%	0.0%	14.3%	14.3%	57.1%	14.3%	100.0%		
	Overall satisfaction	n 2	0	3	4	4	1	14	3.62	1.39
		% 14.3%	0.0%	21.4%	28.6%	28.6%	7.1%	100.0%		
CHEC	Procedures are user friendly	n 0	1	1	2	4	2	10	4.13	1.13
		% 0.0%	10.0%	10.0%	20.0%	40.0%	20.0%	100.0%		
	Procedures are efficient	n 0	2	0	2	4	2	10	4.00	1.31
		% 0.0%	20.0%	0.0%	20.0%	40.0%	20.0%	100.0%		
	Met needs in a timely fashion	n 0	1	0	2	4	3	10	4.29	1.11
		% 0.0%	10.0%	0.0%	20.0%	40.0%	30.0%	100.0%		
	Staff are courteous	n 1	0	0	2	5	2	10	4.25	1.39
	% 10.0%	0.0%	0.0%	20.0%	50.0%	20.0%	100.0%			
	Staff are knowledgeable	n 0	1	1	1	5	2	10	4.25	1.17
		% 0.0%	10.0%	10.0%	10.0%	50.0%	20.0%	100.0%		
	Overall satisfaction	n 0	2	0	2	6	0	10	4.20	1.23
		% 0.0%	20.0%	0.0%	20.0%	60.0%	0.0%	100.0%		
Preston Ridge Campus	Procedures are user friendly	n 0	2	2	5	13	0	22	4.32	1.00
		% 0.0%	9.1%	9.1%	22.7%	59.1%	0.0%	100.0%		
	Procedures are efficient	n 0	2	3	6	11	0	22	4.18	1.01
		% 0.0%	9.1%	13.6%	27.3%	50.0%	0.0%	100.0%		
	Met needs in a timely fashion	n 0	2	2	6	12	0	22	4.27	0.99
	% 0.0%	9.1%	9.1%	27.3%	54.5%	0.0%	100.0%			
	Staff are courteous	n 0	0	2	4	16	0	22	4.64	0.66
		% 0.0%	0.0%	9.1%	18.2%	72.7%	0.0%	100.0%		

Table 23.

Please use a five-point scale to tell us about your experience with the service. (Continued)

		Response on 5-point scale							Total	Mean***	Std. Deviation***
		1	2	3	4	5	NA				
Preston Ridge Campus	Staff are knowledgeable	n 0	2	2	4	13	1	22	4.33	1.02	
	%	0.0%	9.1%	9.1%	18.2%	59.1%	4.5%	100.0%			
	Overall satisfaction	n 1	1	4	6	9	1	22	4.00	1.14	
	%	4.5%	4.5%	18.2%	27.3%	40.9%	4.5%	100.0%			
Spring Creek Campus	Procedures are user friendly	n 3	2	8	10	21	7	51	4.00	1.22	
	%	5.9%	3.9%	15.7%	19.6%	41.2%	13.7%	100.0%			
	Procedures are efficient	n 4	2	13	8	17	7	51	3.73	1.28	
	%	7.8%	3.9%	25.5%	15.7%	33.3%	13.7%	100.0%			
	Met needs in a timely fashion	n 7	2	7	13	19	3	51	3.73	1.41	
	%	13.7%	3.9%	13.7%	25.5%	37.3%	5.9%	100.0%			
	Staff are courteous	n 1	2	4	14	26	4	51	4.32	0.96	
%	2.0%	3.9%	7.8%	27.5%	51.0%	7.8%	100.0%				
	Staff are knowledgeable	n 4	2	4	14	20	7	51	4.00	1.26	
	%	7.8%	3.9%	7.8%	27.5%	39.2%	13.7%	100.0%			
	Overall satisfaction	n 5	5	15	13	12	1	51	3.44	1.25	
	%	9.8%	9.8%	29.4%	25.5%	23.5%	2.0%	100.0%			
Other	Procedures are user friendly	n 0	0	0	0	0	1	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
	Procedures are efficient	n 0	0	0	0	0	1	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
	Met needs in a timely fashion	n 1	0	0	0	0	0	1	-	-	
	%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%			
	Staff are courteous	n 0	0	0	0	1	0	1	-	-	
%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%				
	Staff are knowledgeable	n 1	0	0	0	0	0	1	-	-	
	%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%			
	Overall satisfaction	n 1	0	0	0	0	0	1	-	-	
	%	100.0%	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 "NA" category, which also consists of skipped responses.

SERVICE UNIT: Auxiliary Services - Food Services

Table 24a.

Food Service Comments from Central Park Campus

CPC needs food service

Food prices are high and offerings are limited.

The packaged sandwiches are not particularly good. The staff is very friendly and efficient.

Too expensive in vending machine monopoly.

Table 24b.

Food Service Comments from CHEC

Great but want more Food trucks

I've only spoken to Regenia Phillips over the phone about the MLK Breakfast and she was very friendly in helpful in getting the information to me that I requested.

Table 24c.

Academic Advising Comments from Preston Ridge Campus

good service

Healthier options needed, with better pricing!

healthier, less expensive choices

I don't think I'm alone in believing that PRC's food could be better.

limited services

Never had any issues when visiting Food Services for lunch or anything else.

the food is slow and the workers sometimes give you different quantity than the guy in front of you.

They offer a number of options for students.

Table 24d.

Academic Advising Comments from Spring Creek Campus

wish there was more variety like we use to have

A bit overpriced and slow.

Although many of the staff are great, the food itself is not.

Disappointed with variety.

Friendly, accommodating and excellent service

hours and menu choices should be expanded... and bring back a special day each week for discounts for staff/faculty!

I am always treated with respect and my questions about ingredients in the main dish or vegetables is always answered.

I wish I could give them a 5 overall. With only 2 cashiers, the lines tend to be long. The main cause for the long lines seems to be their credit card machines.

I work in the evenings and Sundays, and there isn't much available during my hours. I tend to bring my own food. I've gotten something from Starbucks a couple times.

SERVICE UNIT: Auxiliary Services - Food Services

Table 24d.

Academic Advising Comments from Spring Creek Campus (Continued)

It is getting faster, but credit card machines are super slow and sometimes there are very long lines that take a long time. Also, the Starbucks is pretty slow. Sometimes it seems like more of a student hangout from those who are working.

Long lines, slow check-out, food is average or below average compared to prices.

Lunch

Need more variety of food choices. Missing our Salad bar at SCC.

Need wider range of hours and food choices.

Over priced. Poor quality. Worse hours.

Overall pleased with food selection; discontinue the bagged/wrapped chicken sandwiches = soggy

Poor choice of nutritious items, impractical times of operation, inefficient use of servers

The food is and selections are sub-par at best. Their POS system is painfully slow.

The lines could be managed better, and more fresh food options would be nice.

The payment process is way too slow. Food gets cold before its even paid for. The Starbucks is great!

very slow and not knowledgeable

Wish they were open more. Evening students need options too.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Campus Police

Table 25.
Awareness and Use of Service Unit

	n	%
Are aware of Campus Police*	340	95.5%
Have used Campus Police**	191	56.2%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 340).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	5	0	5	34	132	15	191	4.64	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	2.6%	0.0%	2.6%	17.8%	69.1%	7.9%	100%		
The procedures are efficient.	n	4	5	7	37	124	14	191	4.54	0.88
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	2.6%	3.7%	19.4%	64.9%	7.3%	100%		
My needs were met in a timely fashion.	n	4	5	9	20	148	5	191	4.63	0.87
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	2.6%	4.7%	10.5%	77.5%	2.6%	100%		
The staff was courteous.	n	4	2	3	21	160	1	191	4.74	0.74
(1= Strongly disagree, 5 = Strongly agree)	%	2.1%	1.0%	1.6%	11.0%	83.8%	0.5%	100%		
The staff are knowledgeable.	n	5	2	2	20	157	5	191	4.73	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	2.6%	1.0%	1.0%	10.5%	82.2%	2.6%	100%		
Overall satisfaction with the unit.	n	4	4	8	27	147	1	191	4.63	0.84
(1= Very unsatisfied, 5 = Very satisfied)	%	2.1%	2.1%	4.2%	14.1%	77.0%	0.5%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Campus Police

Table 27.

Campus Police Comments

All my requests have been fulfilled with efficiency and courtesy.
All officers responsive to calls for assistance.
Always available
Always available and prompt.
Always courteous and helpful
Always helpful and answer my questions.
Always helpful and courteous
Always patrolling the area and ready when you need them!
Always present and visible
Always prompt and willing to help
Always respond in a timely fashion and they are always willing to assist.
Always responsive
Always there to help and always very friendly when you see them on campus
always willing to follow up on my concerns and in a timely fashion
An officer usually responds very quickly. I think I've only called one time in which no one answered the dispatch phone.
Any encounter I've had is positive.
At SCC they are always walking around and checking in with staff and are there when called and go above and beyond. They do not just service the call and leave they really make sure the student is cared for if needed.
At the time I believe they were understaffed which produce unfavorable service.
At times, slow responders.
Campus police are always a pleasure to work with; very supportive of our dept
could be more responsive
CPC police are friendly and make a point to meet employees in departments.
David Birdwell is always friendly and quick to respond.
Depending upon who shows up when caleds, they can be receptive and helpful. Other times they give us attitude at having to come and assist us. I hardly ever see their presence and like stated, when we do the majority of the help comes across as patronizing.
Efficient, friendly, and timely
excellent response to unusual and discreet classroom situation
Excellent service everytime we need them
Extremely responsive regardless if they're contacted to unlock a classroom
Friendly and professional
generally helpful and quick to respond
good but follow up has been sporadic
Good communication and working relationship with my office and staff
Great job.
Great officers. Always professional, caring, courteous.
Have always been really helpful and courteous when I needed something.
I FOUND ALL OF THESE SERVICES FRIENDLY AND EFFICIENT IN MY DEALINGS WITH THEM.
I had an extremely unpleasant experience with campus police.

Table 27.

Campus Police Comments (Continued)

I have had to call for these services several times while working late and they were awesome.

I haven't had to deal with them much but they are always helpful

I love the presence on campus. Very quick to respond. Kind

I teach nights and weekends. They always check up and patrol when I am here late. They are punctual and courteous when called.

in 2016, VERY slow response time. officers are always friendly. Not sure if response time has improved.

Love the officers! They are very nice and helpful when I need help.

Most of the officers are very friendly and curteous but there are a few that are not.

My day to day interactions with David Birdwell are exceptional. He is friendly and I know if any circumstance arises, he will go above and beyond to protect me and my colleagues. I recently had an experience with Sgt. McCoy that was less than pleasant. As a former police wife who has the utmost respect for men and women in uniform, I hesitate mentioning my experience but I want the District to be viewed in the best light possible and don't want another person to be treated the same way.

Needer bigger police presence and video surveillance

No issues

No specific problems

nonchalant, unamused

Officers are always friendly and represent Collin a good way.

our police officers get to know staff and students

Professional yet friendly support and prtection

Quick to respond, easy to work with

quick, complete answers. readily available

Responded promptly and respectfully

response time is too slow and crisis intervention is lack

School dude is cumbersome

slow to respond, slow to take charge, lack empathy

Staff is friendly, knowledgeable, and always ready to help.

Super helpful and vigilant!

The campus police have always responded quickly to any question I had or situation I was involved in.

The staff and administrative that I have interacted with were all professional and presenting good customer services. I felt they did their very best to address my concern and needs.

They always come to check on us in the gallery! So friendly!

they are very fast and efficient when contacted

They are very professional

They have a presence around campus; they routinely walk around and check on us.

They have always been courteous and I feel safe having them here

They tend to overstep on matters that could be resolved by employees.

They were slow to respond on a couple of occasions.

though the instance wherein I called them, the response was not as timely as I felt was warranted, they followed up nicely

Table 27.

Campus Police Comments (Continued)

Timely response
Timely, courteous, respectful, competent
Very Responsive when I call
very visible, friendly
When called they arrived promptly
When called they respond on time and are ready to resolve the situation.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Career Services

Table 28.
Awareness and Use of Service Unit

	n	%
Are aware of Career Services*	238	66.9%
Have used Career Services**	47	19.7%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 238).

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

Items	Response on 5-point scale					NA	Total	Mean***	SD***	
	1	2	3	4	5					
The procedures are user friendly. (1= Strongly disagree, 5 = Strongly agree)	n	1	0	6	4	36	0	47	4.57	0.88
	%	2.1%	0.0%	12.8%	8.5%	76.6%	0.0%	100%		
The procedures are efficient. (1= Strongly disagree, 5 = Strongly agree)	n	1	0	3	7	34	2	47	4.62	0.81
	%	2.1%	0.0%	6.4%	14.9%	72.3%	4.3%	100%		
My needs were met in a timely fashion. (1= Strongly disagree, 5 = Strongly agree)	n	1	0	2	5	37	2	47	4.71	0.76
	%	2.1%	0.0%	4.3%	10.6%	78.7%	4.3%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	1	0	1	4	41	0	47	4.79	0.69
	%	2.1%	0.0%	2.1%	8.5%	87.2%	0.0%	100%		
The staff are knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	1	1	2	5	38	0	47	4.66	0.84
	%	2.1%	2.1%	4.3%	10.6%	80.9%	0.0%	100%		
Overall satisfaction with the unit. (1= Very unsatisfied, 5 = Very satisfied)	n	0	0	3	10	32	2	47	4.64	0.61
	%	0.0%	0.0%	6.4%	21.3%	68.1%	4.3%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Career Services

Table 30.

Career Services Comments

Great resource for students and staff.

Highly collaborative and efficient

I have attended 2 workshops and will be attending a 3rd. I am pleased with the information I have gained, but have not been able to make the services appealing to my students.

Love career coaches. Hoever Career Service itself seemed to lack any true knowledge or experience

needs more staff other than student workers

Provide great support

Scott Hensley and Alexis Cade are in my suite. If I have a student who could benefit from a visit, they always talk to the student at that time if they are not busy. I also encourage students to make an appointment to see one of them if they have any questions. Scott and Alexis are very friendly and treat students with dignity and respect.

Solid interactions

Staff was overall very helpful and assisted in my career search

Students aren't aware of the services offered.

They were very nice, very knowledgeable

very helpful

Very helpful and friendly

We have a staff member of Career Services as an integral part of our deparment meetings nad decision-making.

Wes and his team helped my students a great deal and offer a lot of resources that my international students found easy to use.

Wish students were better informed about what these great people have to offer

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: CE Health Sciences

Table 31.
Awareness and Use of Service Unit

	n	%
Are aware of CE Health Sciences *	175	49.2%
Have used CE Health Sciences **	23	13.1%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 175).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	1	1	0	4	13	4	23	4.42	1.12
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	4.3%	0.0%	17.4%	56.5%	17.4%	100%		
The procedures are efficient.	n	0	2	1	2	15	3	23	4.50	1.00
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	8.7%	4.3%	8.7%	65.2%	13.0%	100%		
My needs were met in a timely fashion.	n	0	0	1	1	16	5	23	4.83	0.51
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	4.3%	4.3%	69.6%	21.7%	100%		
The staff was courteous.	n	0	1	0	1	17	4	23	4.79	0.71
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.3%	0.0%	4.3%	73.9%	17.4%	100%		
The staff are knowledgeable.	n	0	1	0	2	16	4	23	4.74	0.73
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.3%	0.0%	8.7%	69.6%	17.4%	100%		
Overall satisfaction with the unit.	n	0	1	1	3	17	1	23	4.64	0.79
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	4.3%	4.3%	13.0%	73.9%	4.3%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: CE Health Sciences

Table 33.

CE Health Sciences Comments

CE Course is helpful as I am able to focus on my major

Correspondence is expedient. The staff is very helpful and knowledgeable.

So when you ask about "services YOU use" does that mean me as an employee or the services I wish our students could use?

very well organized

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Center for Scholarly and Civic Engagement (CSCE)

Table 34.
Awareness and Use of Service Unit

	n	%
Are aware of Center for Scholarly and Civic Engagement (CSCE)*	156	43.8%
Have used Center for Scholarly and Civic Engagement (CSCE)**	25	16.0%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 156).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	2	5	16	2	25	4.61	0.66
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	8.0%	20.0%	64.0%	8.0%	100%		
The procedures are efficient.	n	0	0	2	4	17	2	25	4.65	0.65
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	8.0%	16.0%	68.0%	8.0%	100%		
My needs were met in a timely fashion.	n	0	0	1	4	17	3	25	4.73	0.55
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	4.0%	16.0%	68.0%	12.0%	100%		
The staff was courteous.	n	0	0	0	1	22	2	25	4.96	0.21
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	4.0%	88.0%	8.0%	100%		
The staff are knowledgeable.	n	0	0	0	4	19	2	25	4.83	0.39
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	16.0%	76.0%	8.0%	100%		
Overall satisfaction with the unit.	n	0	0	1	6	18	0	25	4.68	0.56
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	0.0%	4.0%	24.0%	72.0%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Center for Scholarly and Civic Engagement (CSCE)

Table 36.

Center for Scholarly and Civic Engagement (CSCE) Comments

Deborah Hall is an amazing staff member

Great people, easy to work with

Have not used services but receive thorough explanation of activities each semester to advertise campus activities

Jeni Long is an excellent campus ambassador for Service Learning- very passionate

Seems active

somewhat rigid

They have brought some great speakers to campus.

Through Dallee Clark, learned about this great group!

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Center for Workforce & Economic Development

Table 37.
Awareness and Use of Service Unit

	n	%
Are aware of Center for Workforce & Economic Development*	188	52.8%
Have used Center for Workforce & Economic Development**	24	12.8%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 188).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	1	1	0	4	17	1	24	4.52	1.04
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	4.2%	0.0%	16.7%	70.8%	4.2%	100%		
The procedures are efficient.	n	1	1	1	4	16	1	24	4.43	1.08
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	4.2%	4.2%	16.7%	66.7%	4.2%	100%		
My needs were met in a timely fashion.	n	1	1	0	2	20	0	24	4.63	1.01
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	4.2%	0.0%	8.3%	83.3%	0.0%	100%		
The staff was courteous.	n	0	1	2	2	18	1	24	4.61	0.84
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.2%	8.3%	8.3%	75.0%	4.2%	100%		
The staff are knowledgeable.	n	1	1	0	2	20	0	24	4.63	1.01
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	4.2%	0.0%	8.3%	83.3%	0.0%	100%		
Overall satisfaction with the unit.	n	1	1	0	5	16	1	24	4.48	1.04
(1= Very unsatisfied, 5 = Very satisfied)	%	4.2%	4.2%	0.0%	20.8%	66.7%	4.2%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Center for Workforce & Economic Development

Table 39.

Center for Workforce & Economic Development Comments

friendly
Have used their support a couple of times - very helpful
knowledgeable, helpful, effective
They have a well run program that is growing quickly. Managing the growth has been a challenge but they seem to be getting there.
Very helpful

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Continuing Education (non-credit)

Table 40.
Awareness and Use of Service Unit

	n	%
Are aware of Continuing Education (non-credit)*	250	70.2%
Have used Continuing Education (non-credit)**	58	23.2%

* Percentage out of total respondents (N= 356).

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

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	2	3	4	12	33	4	58	4.31	1.08
(1= Strongly disagree, 5 = Strongly agree)	%	3.4%	5.2%	6.9%	20.7%	56.9%	6.9%	100%		
The procedures are efficient.	n	2	2	9	10	31	4	58	4.22	1.09
(1= Strongly disagree, 5 = Strongly agree)	%	3.4%	3.4%	15.5%	17.2%	53.4%	6.9%	100%		
My needs were met in a timely fashion.	n	2	2	7	7	36	4	58	4.35	1.08
(1= Strongly disagree, 5 = Strongly agree)	%	3.4%	3.4%	12.1%	12.1%	62.1%	6.9%	100%		
The staff was courteous.	n	1	2	2	9	40	4	58	4.57	0.88
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	3.4%	3.4%	15.5%	69.0%	6.9%	100%		
The staff are knowledgeable.	n	2	4	4	9	36	3	58	4.33	1.12
(1= Strongly disagree, 5 = Strongly agree)	%	3.4%	6.9%	6.9%	15.5%	62.1%	5.2%	100%		
Overall satisfaction with the unit.	n	2	3	8	10	34	1	58	4.25	1.11
(1= Very unsatisfied, 5 = Very satisfied)	%	3.4%	5.2%	13.8%	17.2%	58.6%	1.7%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Continuing Education (non-credit)

Table 42.

Continuing Education (non-credit) Comments

complete confusion during registration process, had to re-do it for every unit of a certificate, then call to request the certificate when finished, then drive to CYC to talk her through verifying I finished the course

efficient and knowledgeable in meeting my personal course needs

Enrollment process is easy and provides lots of information.

I enrolled in a class and, also, the experience was friendly.

I have not had much experience with this department, but the staff seems very nice, helpful, and knowledgeable.

I have such students

It is hard to find classes and register.

knowledgeable, helpful staff; inadequate website, tedious registration procedure

last minute cancellation due to not enough students, internal staff process too complex and internal approval process/chain is slow. Internal employees should be able to easily book or cancel classes. It seems the marketing needs to improve so classes are filled up and good instructors are available and secured in advance...

Professional service and great customer service. I was made to feel important and like they really want to assist me with my needs.

Sometimes CE students cannot use all these services and it's disappointing.

Staff are friendly and process request in a timely manner.

They have a well run program that is growing quickly. Managing the growth has been a challenge but they seem to be getting there.

Very helpful

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

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

Table 43.
Awareness and Use of Service Unit

	n	%
Are aware of Controller/Financial Services-Accounting, Payroll & Audit*	276	77.5%
Have used Controller/Financial Services-Accounting, Payroll & Audit**	141	51.1%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 276).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	4	7	18	34	62	16	141	4.14	1.07
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	5.0%	12.8%	24.1%	44.0%	11.3%	100%		
The procedures are efficient.	n	6	11	14	35	60	15	141	4.05	1.17
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	7.8%	9.9%	24.8%	42.6%	10.6%	100%		
My needs were met in a timely fashion.	n	2	6	13	34	73	13	141	4.33	0.95
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	4.3%	9.2%	24.1%	51.8%	9.2%	100%		
The staff was courteous.	n	2	2	12	20	95	10	141	4.56	0.84
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	1.4%	8.5%	14.2%	67.4%	7.1%	100%		
The staff are knowledgeable.	n	2	6	5	26	92	10	141	4.53	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	4.3%	3.5%	18.4%	65.2%	7.1%	100%		
Overall satisfaction with the unit.	n	2	3	17	38	78	3	141	4.36	0.89
(1= Very unsatisfied, 5 = Very satisfied)	%	1.4%	2.1%	12.1%	27.0%	55.3%	2.1%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

Table 45.

Controller/Financial Services-Accounting, Payroll & Audit Comments (Continued)

Payroll/time clock plus implementation is not user friendly, did not get a response to several requests for help

process for handling payroll, especially AF Leave/Sub Pay forms is cumbersome and time consuming

Processes are more important than people

seems to work

Sometimes it can take a while to get a response or correction from payroll

System somewhat difficult to manipulate.

TCP has gotten a bit better. Rebecca Miller is very helpful

The staff and administrative that I have interacted with were all professional and presenting good customer services. I felt they did their very best to address my concern and needs.

Timely, courteous, respectful, competent

Took forever to remove people who were paid out of our org in error

Upon starting with the District, I had a wait a few days for everything to be set up. It would be nice to have everything ready to go on my first day.

very attentive and willing to resolve issues

Very helpful

VERY slow to reimburse our money.

When working with the controller they have always been fast and effective.

Work closely with accounting; have seen positive changes in past year to support our dept

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Counseling Services (Personal Counseling)

Table 46.
Awareness and Use of Service Unit

	n	%
Are aware of Counseling Services (Personal Counseling)*	262	73.6%
Have used Counseling Services (Personal Counseling)**	238	90.8%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 262).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	1	4	40	2	47	4.87	0.41
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.1%	8.5%	85.1%	4.3%	100%		
The procedures are efficient.	n	0	0	2	4	39	2	47	4.82	0.49
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	4.3%	8.5%	83.0%	4.3%	100%		
My needs were met in a timely fashion.	n	0	0	1	3	41	2	47	4.89	0.38
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.1%	6.4%	87.2%	4.3%	100%		
The staff was courteous.	n	0	0	1	2	42	2	47	4.91	0.36
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.1%	4.3%	89.4%	4.3%	100%		
The staff are knowledgeable.	n	0	0	1	2	42	2	47	4.91	0.36
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.1%	4.3%	89.4%	4.3%	100%		
Overall satisfaction with the unit.	n	0	0	0	3	44	0	47	4.94	0.25
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	0.0%	0.0%	6.4%	93.6%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Counseling Services (Personal Counseling)

Table 48.

Counseling Services (Personal Counseling) Comments

Excellent!

Excellent, efficient service

extremely helpful to our students

Great but the student population is growing

Great resource. Wish more took advantage of it.

great response for presentations for staff

I have sent several students to counseling at Collin and some have made an appointment and spoke with a counselor. Most of the students tell me that it was helpful. One young girl that has gone is a different person because of her decision to seek help.

I took a student to the counseling center last fall and she was received and helped immediately.

listen well and find solutions outside the "box"

Love counseling services at CPC!!! Great counselors!!

The Counseling dept is fantastic, esp at PRC.

The variety of programming and support given to students has been wonderful.

They make it very easy to refer students and provide great students

very helpful

Very open and aware communications.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Dual Credit

Table 49.
Awareness and Use of Service Unit

	n	%
Are aware of Dual Credit*	256	71.9%
Have used Dual Credit**	61	23.8%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 256).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	1	2	17	39	2	61	4.59	0.65
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.6%	3.3%	27.9%	63.9%	3.3%	100%		
The procedures are efficient.	n	0	2	4	12	40	3	61	4.55	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.3%	6.6%	19.7%	65.6%	4.9%	100%		
My needs were met in a timely fashion.	n	0	1	1	12	43	4	61	4.70	0.60
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.6%	1.6%	19.7%	70.5%	6.6%	100%		
The staff was courteous.	n	0	0	0	6	51	4	61	4.89	0.31
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	9.8%	83.6%	6.6%	100%		
The staff are knowledgeable.	n	0	1	0	11	46	3	61	4.76	0.54
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.6%	0.0%	18.0%	75.4%	4.9%	100%		
Overall satisfaction with the unit.	n	0	1	4	13	43	0	61	4.61	0.69
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	1.6%	6.6%	21.3%	70.5%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Dual Credit

Table 51.

Dual Credit Comments

Awesome staff
Coordinators are helpful and supportive of me in my role as a College & Career Counselor.
Friendly and knowledgeable with my daughters.
Good at communicating
Good communication between departments and college plans to expand
good service
Great service!
Have always been really helpful and courteous when I needed something.
Helpful resource that I look forward to explaining to families
I process for this department.
I teach dual credit and find the staff associated with it very professional and helpful.
I worked for the dual-credit program. Juli is exceptional in that program!!
It is great to work with people who are so caring
quickly getting up to speed
Raul doing a good job
Sometimes DC office gets too involved on the academic side when that is not their role
Staff is very knowledgeable and helped me when I had questions
the high school students are underprepared for the paperwork required

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: eLearning Centers

Table 52.
Awareness and Use of Service Unit

	n	%
Are aware of eLearning Centers*	221	62.1%
Have used eLearning Centers**	98	44.3%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 221).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	1	4	13	77	3	98	4.75	0.58
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	1.0%	4.1%	13.3%	78.6%	3.1%	100%		
The procedures are efficient.	n	1	0	4	11	78	4	98	4.76	0.63
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	0.0%	4.1%	11.2%	79.6%	4.1%	100%		
My needs were met in a timely fashion.	n	1	1	2	10	83	1	98	4.78	0.63
(1= Strongly disagree, 5 = Strongly agree)	%	1.0%	1.0%	2.0%	10.2%	84.7%	1.0%	100%		
The staff was courteous.	n	0	0	0	6	90	2	98	4.94	0.24
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	6.1%	91.8%	2.0%	100%		
The staff are knowledgeable.	n	0	0	1	9	87	1	98	4.89	0.35
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	1.0%	9.2%	88.8%	1.0%	100%		
Overall satisfaction with the unit.	n	2	0	2	14	77	3	98	4.73	0.71
(1= Very unsatisfied, 5 = Very satisfied)	%	2.0%	0.0%	2.0%	14.3%	78.6%	3.1%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: eLearning Centers

Table 54.

eLearning Centers Comments

Always excellent, helpful, knowledgeable

always helpful; innovative

Attended a great training on utilizing and navigating Canvas

Brad and Liz are excellent and responsive

Cannot say enough good things about our eLearning center!! They go above and beyond to help with any project I bring to them.

Excellent service

Fabulous! Helpful and professional with every encounter. Extremely accommodating. SCC eLearning is fabulous!

Great resource

great work on our new online MAPP program

Have always been really helpful and courteous when I needed something.

Helpful workshops and information

I am always able to resolve any issues I have. I need help with setting up my classes in Canvas so I go into the eLearning Center at SCC for help. I need one on one help so the workshops at the beginning of the semester were extremely useful for me.

I enjoy the classes and the instructors.

individual employees extremely helpful

knowledgeable and accessible. helpful and friendly - particularly brad and nicola at cpc

limited services

New hires are efficient and friendly and don't make you feel like you're bothering them.

New online course, so very helpful

Patient when teaching me, helpful with website

Professional service and great customer service. I was made to feel important and like they really want to assist me with my needs.

prompt, professional, and courteous

Provide helpful info; always learn something; very friendly

Provides great learning opportunities but are not readily available to fit work schedule.

Readily available to help; offers various forms of instruction

really help with issues and find solutions

Staff, particularly Ann Blackman, is always ready to assist and follows up promptly, it's been a real pleasure working with her.

understaffed

Very attentive and knowledgeable.

Very patient and helpful

very very helpful and knowledgeable and always willing to find a solution

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Financial Aid Office

Table 55.
Awareness and Use of Service Unit

	n	%
Are aware of Financial Aid Office*	270	75.8%
Have used Financial Aid Office**	44	16.3%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 270).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	2	2	2	12	25	1	44	4.30	1.08
(1= Strongly disagree, 5 = Strongly agree)	%	4.5%	4.5%	4.5%	27.3%	56.8%	2.3%	100%		
The procedures are efficient.	n	2	1	4	13	23	1	44	4.26	1.05
(1= Strongly disagree, 5 = Strongly agree)	%	4.5%	2.3%	9.1%	29.5%	52.3%	2.3%	100%		
My needs were met in a timely fashion.	n	2	0	3	7	28	4	44	4.48	1.01
(1= Strongly disagree, 5 = Strongly agree)	%	4.5%	0.0%	6.8%	15.9%	63.6%	9.1%	100%		
The staff was courteous.	n	1	1	2	9	31	0	44	4.55	0.88
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	2.3%	4.5%	20.5%	70.5%	0.0%	100%		
The staff are knowledgeable.	n	1	0	3	10	30	0	44	4.55	0.82
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	0.0%	6.8%	22.7%	68.2%	0.0%	100%		
Overall satisfaction with the unit.	n	1	0	6	10	27	0	44	4.41	0.90
(1= Very unsatisfied, 5 = Very satisfied)	%	2.3%	0.0%	13.6%	22.7%	61.4%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Financial Aid Office

Table 57.

Financial Aid Office Comments

as efficient as that office can be based on volume
good service
Great but the student population is growing.
Great service! I love Shontel Pearson!
Helpful and resourceful.
informed of their procedures or will find the answer if they are unsure
I've only dealt with Financial Aid staff when having to transfer calls to them. They have always been very friendly and helpful. Super staff!
Not efficient
Quick responses and caring individuals.
See comment re academic advising
Staff is very knowledgeable and helped me when I had questions
students have issues, disagree with how funds must be spent through bookstore only
They go above and beyond to help us and the students
very helpful

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

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

Table 58.
Awareness and Use of Service Unit

	n	%
Are aware of Financial Reporting/Operations-AP, Budget & Inventory*	225	63.2%
Have used Financial Reporting/Operations-AP, Budget & Inventory**	105	46.7%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 225).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	3	6	15	31	42	8	105	4.06	1.06
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	5.7%	14.3%	29.5%	40.0%	7.6%	100%		
The procedures are efficient.	n	4	8	9	35	43	6	105	4.06	1.11
(1= Strongly disagree, 5 = Strongly agree)	%	3.8%	7.6%	8.6%	33.3%	41.0%	5.7%	100%		
My needs were met in a timely fashion.	n	2	6	12	28	52	5	105	4.22	1.01
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	5.7%	11.4%	26.7%	49.5%	4.8%	100%		
The staff was courteous.	n	2	1	7	20	72	3	105	4.56	0.83
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	1.0%	6.7%	19.0%	68.6%	2.9%	100%		
The staff are knowledgeable.	n	2	3	5	24	68	3	105	4.50	0.88
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	2.9%	4.8%	22.9%	64.8%	2.9%	100%		
Overall satisfaction with the unit.	n	3	5	6	37	54	0	105	4.28	0.98
(1= Very unsatisfied, 5 = Very satisfied)	%	2.9%	4.8%	5.7%	35.2%	51.4%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

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

Table 60.

Financial Reporting/Operations-AP, Budget & Inventory Comments

Accounts Payable procedures are not user friendly.

Accounts payable staff, particularly staff assisting with Concur, are always ready to help and assist, thank you!!

again helpful and courteous

Always easy and pleasant to work with

always friendly

Always have issues getting my invoices paid - probably their software, but sometimes I do not get a straight answer

Always helpful

Always helpful and get things done.

Always responds to emails or calls in a timely fashion.

AP sends me in circles sometimes

Budget is great about helping with any questions I may have.

Conference funding

Financial Reporting is responsive and friendly

For the majority of items things are processed quickly. They are always will to answer questions and help.

Friendly people that do their jobs efficiently

Friendly, knowledgeable, responds quickly

Had concerns with employee paycheck that took way too long to resolve. This was not really the fault of AP though but rather HR.

Have always met my needs when I had them

Helpful when I had questions

I get emails about receiving product seemingly as soon as I have a P.O. and the product has not been delivered. I haven't forgotten to close out any purchase orders with a receiver once the product arrives so I don't understand the sudden increase in inquiries.

I have not been able to be involved in the budget process in several years, this may be a division issue but it has sometimes hampered the ability to work efficiently. The inventory process has changed many times over the years and it is often confusing as to what Ned's to be inventoried

It appears department finances are in order.

Leadership and customer svc. is very bad -- You cannot reach anyone. No one really knows there job on the Acct Payable side.

Multilayered system makes it difficult to assess balances.

Never dealt with them personally. Everything has to go through admin asst and seems to take awhile

Ok group. Nothing to be terribly excited about.

Opaque operations and procedures

Processes are more important than people

quick response and gracious service

Quick to respond.

seem to efficient. Improved over previous years

Table 60.

Financial Reporting/Operations-AP, Budget & Inventory Comments (Continued)

seems to work.

Sometimes it appears the A/P people return things for the silliest reasons. It cost more to reroute the request than the money involved.

Sometimes there's a problem getting someone on the phone that can actually help

The reporting provided is easy to understand and useful

This office is involved with concur and this system is not user friendly or easily understood. It is also a waste a time with the way that approvals are set up.

Timely, courteous, respectful, competent

very efficient

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Financial Reporting/Operations-Bursars

Table 61.
Awareness and Use of Service Unit

	n	%
Are aware of Financial Reporting/Operations-Bursars*	220	61.8%
Have used Financial Reporting/Operations-Bursars**	88	40.0%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 220).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	2	0	7	18	55	6	88	4.51	0.85
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	0.0%	8.0%	20.5%	62.5%	6.8%	100%		
The procedures are efficient.	n	1	2	6	19	55	5	88	4.51	0.83
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	2.3%	6.8%	21.6%	62.5%	5.7%	100%		
My needs were met in a timely fashion.	n	1	1	8	14	60	4	88	4.56	0.81
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	1.1%	9.1%	15.9%	68.2%	4.5%	100%		
The staff was courteous.	n	2	0	2	13	68	3	88	4.71	0.74
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	0.0%	2.3%	14.8%	77.3%	3.4%	100%		
The staff are knowledgeable.	n	1	1	3	16	65	2	88	4.66	0.71
(1= Strongly disagree, 5 = Strongly agree)	%	1.1%	1.1%	3.4%	18.2%	73.9%	2.3%	100%		
Overall satisfaction with the unit.	n	1	1	4	20	62	0	88	4.60	0.74
(1= Very unsatisfied, 5 = Very satisfied)	%	1.1%	1.1%	4.5%	22.7%	70.5%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Financial Reporting/Operations-Bursars

Table 63.

Financial Reporting/Operations-Bursars Comments

A model for how an office should be ran - they think of students first when considering new policies and finding ways to improve their services.

Always easy and pleasant to work with

Always friendly staff at the bursar's window

Always helpful

Always responds to emails or calls in a timely fashion.

always responds to requests in a timely manner

always there when I need to turn change into bills

always willing to assist

Available when questions are needed

did not offer to help find out info they did not know.

get my questions answered in a timely manner

Getting reimbursed for petty cash can be a pain

good service

Have always met my needs when I had them

I don't deal with this group much but when I do they are helpful.

I have only really felt with the people in the office st SCC and they are always friendly helpful and knowledgeable

I have paid for classes and was treated with dignity and respect.

Jonathan McAnally is always friendly and helpful. Usually only need change from them.

Lenora G. and Julile Bradley is working hard to change this for the better -- the systems are always down -- currently unable to do your own budget transfers -- Not Good! This is time consuming.

Never had any issue with the bursars office in the 5 years I've been here!

Respectful and prompt

Slow and mysterious

Some procedures need to be updated to respond faster

The bursars are very friendly and efficient

The Bursar's procedures are logical and easy to understand. They are very efficient.

They remember we work for the students and the community

They work with our department regarding processes and communications in a timely manner.

very helpful, always friendly

We also need a way to have Outlook Client on shared computers so each staff member can login and have a stable email system.

When I receive reimbursements they are correct.

Would like an online option for filling out petty cash reimbursements and uploading receipts.

**Collin College Service Unit
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SERVICE UNIT: Fitness Center

*Table 64.
Awareness and Use of Service Unit*

	n	%
Are aware of Fitness Center*	272	47.3%
Have used Fitness Center**	81	29.8%

* Percentage out of total respondents (N= 356).

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

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

Campus	Prompt		Response on 5-point scale					NA	Total	Mean***	Std.Dev***
			1	2	3	4	5				
Allen Center	Procedures are user friendly	n	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	1	0	1	-	-
%		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff are knowledgeable	n	0	0	0	0	0	1	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
Overall satisfaction	n	0	0	0	1	0	0	1	-	-	
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%			
Central Park Campus	Procedures are user friendly	n	1	0	0	2	17	2	22	4.70	0.92
		%	4.5%	0.0%	0.0%	9.1%	77.3%	9.1%	100.0%		
	Procedures are efficient	n	1	0	0	1	18	2	22	4.75	0.91
		%	4.5%	0.0%	0.0%	4.5%	81.8%	9.1%	100.0%		
	Met needs in a timely fashion	n	1	0	0	2	16	3	22	4.68	0.95
		%	4.5%	0.0%	0.0%	9.1%	72.7%	13.6%	100.0%		
	Staff are courteous	n	0	0	1	2	17	2	22	4.80	0.52
%		0.0%	0.0%	4.5%	9.1%	77.3%	9.1%	100.0%			
Staff are knowledgeable	n	0	0	1	1	18	2	22	4.85	0.49	
	%	0.0%	0.0%	4.5%	4.5%	81.8%	9.1%	100.0%			
Overall satisfaction	n	1	0	1	4	15	1	22	4.52	0.98	
	%	4.5%	0.0%	4.5%	18.2%	68.2%	4.5%	100.0%			
CHEC	Procedures are user friendly	n	0	0	0	3	2	0	5	4.40	0.55
		%	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	3	2	0	5	4.40	0.55
		%	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	3	2	0	5	4.40	0.55
%		0.0%	0.0%	0.0%	60.0%	40.0%	0.0%	100.0%			
Staff are courteous	n	0	0	0	3	2	0	5	4.40	0.55	
	%	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%	100.0%			

Table 65.

Please use a five-point scale to tell us about your experience with the service. (Continued)

Campus	Prompt	Response on 5-point scale							Total	Mean***	Std.Dev***
		1	2	3	4	5	NA				
CHEC	Staff are knowledgeable	n	0	0	1	1	3	0	5	4.40	0.89
		%	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	1	3	1	0	5	4.00	0.71
		%	0.0%	0.0%	20.0%	60.0%	20.0%	0.0%	100.0%		
Courtyard Center	Procedures are user friendly	n	0	0	0	1	1	0	2	-	-
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	1	1	0	2	-	-
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	2	0	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	2	0	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Preston Ridge Campus	Staff are knowledgeable	n	0	0	0	0	2	0	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	0	2	0	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are user friendly	n	0	0	0	2	21	0	23	4.91	0.29
		%	0.0%	0.0%	0.0%	8.7%	91.3%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	2	20	1	23	4.91	0.29
		%	0.0%	0.0%	0.0%	8.7%	87.0%	4.3%	100.0%		
Spring Creek Campus	Met needs in a timely fashion	n	0	0	0	2	21	0	23	4.91	0.29
		%	0.0%	0.0%	0.0%	8.7%	91.3%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	1	22	0	23	4.96	0.21
		%	0.0%	0.0%	0.0%	4.3%	95.7%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	4	19	0	23	4.83	0.39
		%	0.0%	0.0%	0.0%	17.4%	82.6%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	2	20	1	23	4.91	0.29
		%	0.0%	0.0%	0.0%	8.7%	87.0%	4.3%	100.0%		
Other	Procedures are user friendly	n	0	0	3	8	15	1	27	4.46	0.71
		%	0.0%	0.0%	11.1%	29.6%	55.6%	3.7%	100.0%		
	Procedures are efficient	n	0	0	4	7	15	1	27	4.42	0.76
		%	0.0%	0.0%	14.8%	25.9%	55.6%	3.7%	100.0%		
	Met needs in a timely fashion	n	0	0	3	5	18	1	27	4.58	0.70
		%	0.0%	0.0%	11.1%	18.5%	66.7%	3.7%	100.0%		
	Staff are courteous	n	1	0	2	6	16	2	27	4.44	0.96
	%	3.7%	0.0%	7.4%	22.2%	59.3%	7.4%	100.0%			
Other	Staff are knowledgeable	n	0	0	3	6	15	3	27	4.50	0.72
		%	0.0%	0.0%	11.1%	22.2%	55.6%	11.1%	100.0%		
	Overall satisfaction	n	0	2	3	10	12	0	27	4.19	0.92
		%	0.0%	7.4%	11.1%	37.0%	44.4%	0.0%	100.0%		
	Procedures are user friendly	n	0	0	0	0	0	1	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	0	1	1	-	-
	%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
Met needs in a timely fashion	n	0	0	0	0	0	1	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
Staff are courteous	n	0	0	0	0	0	1	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
Staff are knowledgeable	n	0	0	0	0	0	1	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			

Table 65.

Please use a five-point scale to tell us about your experience with the service. (Continued)

		Response on 5-point scale							Total	Mean***	Std.Dev***
Campus	Prompt		1	2	3	4	5	NA			
	Overall satisfaction	n	0	0	1	0	0	0	1	-	-
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
Total	Procedures are user friendly	n	1	0	3	16	57	4	81	4.66	0.68
		%	1.2%	0.0%	3.7%	19.8%	70.4%	4.9%	100.0%		
	Procedures are efficient	n	1	0	4	14	57	5	81	4.66	0.70
		%	1.2%	0.0%	4.9%	17.3%	70.4%	6.2%	100.0%		
	Met needs in a timely fashion	n	1	0	3	12	60	5	81	4.71	0.67
		%	1.2%	0.0%	3.7%	14.8%	74.1%	6.2%	100.0%		
	Staff are courteous	n	1	0	3	12	60	5	81	4.71	0.67
		%	1.2%	0.0%	3.7%	14.8%	74.1%	6.2%	100.0%		
	Staff are knowledgeable	n	0	0	5	12	57	7	81	4.70	0.59
		%	0.0%	0.0%	6.2%	14.8%	70.4%	8.6%	100.0%		
	Overall satisfaction	n	1	2	6	20	50	2	81	4.47	0.85
		%	1.2%	2.5%	7.4%	24.7%	61.7%	2.5%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Fitness Center

Table 66a.

Fitness Center Comments from Central Park Campus

Friendly staff and great equipment-always a good experience.

hot in the room; need air circulation in the form of several fans mounted up high on the walls

It is always clean, and there is always a student to help me

Need friendlier operation hours.

Nice, friendly clean atmosphere. Wellness classes are AMAZING at CPC!

staff doesn't accommodate to temp when asked

terrific machines and personnel

The Fitness Center uses students employees and sometimes they are not service friendly.

Table 66b.

Fitness Center Comments from CHEC

Since my campus does not have a fitness center I use SCC and I find useful for wellness

There is no fitness center at CHEC but at preston ridge and CPC it is awesome.

Table 66c.

Fitness Center Comments from Preston Ridge Campus

clean, well equipped, adequate signage, help available if needed

everything as it should be

Good service, knowledgeable staff, need to be included in campus advertising as campus resource just as other depts. like counseling center, etc. are. This would allow Collin to take a more holistic approach to student success

helpful

I love the PRC fitness center and use it on a regular basis.

it met my needs

its there when I want to work out

Love the availability and benefits it provides as an employee.

nice staff, easy check in

PRC Fitness Center is always clean and well maintained

Professional service and great customer service. I was made to feel important and like they really want to assist me with my needs.

They has flexible hours and equipment is well maintained.

SERVICE UNIT: Fitness Center

Table 66d.

Fitness Center Comments from Spring Creek Campus

Convenient lunchtime hours

Disappointed at the lack of cleanliness. Equipment is just thrown in corner of room.

Good for what it is!

Great people, wish it were bigger, but I've had good experiences in there

Hours are sometimes difficult to make use of this facility.

I do not use the SCC gym because it is dark and dank. I like a bright room to walk while I read.

SCC needs a bigger room and updated aerobics material-weight machines too close to gether

Some of the staff are not knowledgeable about the hours, facilities, and door code to the locker room. In addition, the coordinator for the weight training program was extremely rude.

student workers don't always know answers to questions

wish it was open moe hours.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Help Desk

Table 67.
Awareness and Use of Service Unit

	n	%
Are aware of Help Desk*	332	93.3%
Have used Help Desk**	305	91.9%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 332).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	5	11	18	58	203	10	305	4.50	0.90
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	3.6%	5.9%	19.0%	66.6%	3.3%	100%		
The procedures are efficient.	n	8	9	26	67	184	11	305	4.39	0.96
(1= Strongly disagree, 5 = Strongly agree)	%	2.6%	3.0%	8.5%	22.0%	60.3%	3.6%	100%		
My needs were met in a timely fashion.	n	7	7	21	56	207	7	305	4.51	0.90
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	2.3%	6.9%	18.4%	67.9%	2.3%	100%		
The staff was courteous.	n	5	2	11	29	245	13	305	4.74	0.72
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	0.7%	3.6%	9.5%	80.3%	4.3%	100%		
The staff are knowledgeable.	n	10	6	12	50	220	7	305	4.56	0.92
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	2.0%	3.9%	16.4%	72.1%	2.3%	100%		
Overall satisfaction with the unit.	n	6	9	21	66	203	0	305	4.48	0.90
(1= Very unsatisfied, 5 = Very satisfied)	%	2.0%	3.0%	6.9%	21.6%	66.6%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Help Desk

Table 69.

Help Desk Comments

All my needs were met in a timely fashion.
Although I get the help I receive, I find the automated phone system has unnecessary steps and I often end up transfered to some other area
Always courteous and helpful
Always extremely helpful and patient with helping via phone.
Always friendly and helpful
always helpful
Always helpful and get things done.
Always helpful and have great response time.
Always helpful very knowledgeable
Always receive a prompt response to any request, thank you!!
Always responsive
Always so helpful and knowledgeable!
Always try to get to my issue quickly
always willing to follow up on my concerns and in a timely fashion
Communicative
complete answers and follow up on requests.
Cordial and responsive
CPC is extremely helpfull
easy to report problems; quick response time; friendly and knowledgeable staff.
Emailed response always right away to assist.
excellent response time and information
Extremely responsive and customer service efficient.
Fast responses
Friendly staff, very knowledgeable. Always quick to respond.
Friendly, fast, knowledgable.
Frustrating at times because Collin seems to be a bit behind in technology
good service
good support via email; terrible phone tree system
Great all the way around.
great work
Has always responded in a timely and helpful fashion.
Have always been really helpful and courteous when I needed something.
Have always met my needs when I had them
Help Desk always keeps me informed on the status of a problem.
Help Desk staff are great; having to call them every time I need to update or install new software, and wait for that to happen, is inefficient (my job requires frequent assessment of new teaching and learning technologies)
Help Desk: They got my ticket right away, and solved the problem.
here today
I appreciate the responsiveness and the knowledge.
I deal with a lot of technical issues and sometimes information is not shared within the IT department from one group to another.

Table 69.

Help Desk Comments (Continued)

I don't think I got a response the last time I emailed them.
I get what I need in a fairly timely manner but I do not like the phone prompt system
I had one person that came out to my office (not the usual guy) and I felt like I knew more about computers than he did. (which is very little)
I have had very positive experiences with all these services.
I have only used them 1-2 times for small, quick fixes but am always catered to in a timely manner with respect and friendliness.,
I needed my user name and password reestablished. It was done quickly and courteously.
I sometimes wait for days for a request to be filled
Information and procedures are not always clear
Information can be missing or incorrect
it is fine
I've always gotten a quick responses from the HelpDesk and courteous competent service.
I've gotten prompt responses to my help desk requests every time.
I've received consistently professional, courteous service from all three areas.
Jeramie Hicks and John Gerwig are great!
last time I had trouble logging in to Office from home I had to figure it out myself - no help
listened to my computer issues and resolved the problems
Love the Help Desk! The people are fantastic and often taken for granted! Karen, Casey and Seth are top notch.
My questions were answered
Need to be more Mac knowledgeable
Needs improvements
No issues
No specific problems
Not as responsive as I would like to see. They often fail to see us as customers. Their rules for how we are allowed to interact with them are not customer friendly. They have good people, but the rules and control that is exhorted is often disappointing.
Not familiar with enough to give opinion one way or the other
Not hands-on enough -- what a tech is called out to do occasionally is something that can easily be handled by the Help Desk remotely.
Not sure if it is the help desk or the technicians but sometimes it takes way too long to get help. And then, it is not always effective.
OK
Outlook web is slow and unstable. Helpdesk, Computer Services, and Media all need to work closer together to help staff with computer issues.
prompt and efficient
Prompt and take the time to help you find the solution
prompt, professional, and courteous
Promptness and accuracy of help
quick response solves problem
quick response time

Table 69.

Help Desk Comments (Continued)

quick response to most request
Quick to respond and solve my issues.
Quickly answers questions and resolves my problems.
Received timely and detailed help
Requests for help answered quickly
Requests handled in timely and professional manner.
required is absurd.
Responds quickly to requests, takes time to remedy issues, and addresses other issues on the spot if asked
should be available after 5:00 to answer phone
Some folks are very knowledgable and helpful. Others, I will cancel the request and resubmit it if I am assigned to them
Sometimes there are delays in getting tickets entered. They need to keep in mind it is not always user error.
Staff is friendly, knowledgeable and always ready to help
super friendly and very helpful; quick response time even via email help requests
Takes forever to reach them and then they don't understand the issue
Techs are short, place "band aids" on certain systems, do not understand the urgency of certain problems our office faces.
The help desk employee was very knowledgeable and I was able to solve my problem quickly.
The help desk has been helpful and answered all of my questions.
The help desk is great...but the phone menu is brutal (you still have to wait for a lot of the message even if you know the keys)
The HelpDesk is quick to respond and handles my issues quickly and efficiently.
The staff and administrative that I have interacted with were all professional and presenting good customer services. I felt they did their very best to address my concern and needs.
They are always helpful; Seth is always helpful.
They are prompt, attentive and if they don't know how to do something, they'll figure it out
They are SO great to work with, the gallery can't operate lectures or special installations without their help!
They are very helpful
They are very helpful over the phone and very courteous. They respond right away to emails. My only issue is when they send a certain person to resolve issues who often states she is not sure of certain things. This makes me lose confidence of my issue being resolved. I don't want to hear how you may not have the access to help me. This should be taken care of prior to responding to a request.
They don't seem to know basic "who to go to" or "who does what".
They have always been helpful and efficient.
They have always helped in an efficient and courteous manner.
they helped me with an account issue
they know me by voice!!! couldn't function without them
They pick up as soon as possible and know how to resolve the problem

Table 69.

Help Desk Comments (Continued)

They respond to my requests in a timely fashion.
Timely and competent
Timely response, problems resolved
Timely, courteous, respectful, competent
Upon starting with the District, I had a wait a few days for everything to be set up. It would be nice to have everything ready to go on my first day.
usually get an answer before the day is out
Very effecient and knowledgable.
Very helpful
Very helpful and prompt in reply
very helpful even when they are unable to fix the problem right away
Very helpful with issues that come up with technology and always eager to help.
very knowlegable and react to your needs
Very nice and able to take care of the problem
Very responsive, courteous, and efficient
When I put in a request for services it is done in a timely manner. The staff are very friendly.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: HR-Employment, Employee Relations & Compensation

*Table 70.
Awareness and Use of Service Unit*

	n	%
Are aware of HR-Employment, Employee Relations & Compensation*	284	79.8%
Have used HR-Employment, Employee Relations & Compensation**	171	60.2%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 284).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	7	14	22	43	84	1	171	4.08	1.15
(1= Strongly disagree, 5 = Strongly agree)	%	4.1%	8.2%	12.9%	25.1%	49.1%	0.6%	100%		
The procedures are efficient.	n	12	16	26	36	78	3	171	3.90	1.28
(1= Strongly disagree, 5 = Strongly agree)	%	7.0%	9.4%	15.2%	21.1%	45.6%	1.8%	100%		
My needs were met in a timely fashion.	n	12	12	28	29	85	5	171	3.98	1.28
(1= Strongly disagree, 5 = Strongly agree)	%	7.0%	7.0%	16.4%	17.0%	49.7%	2.9%	100%		
The staff was courteous.	n	3	4	9	30	122	3	171	4.57	0.85
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	2.3%	5.3%	17.5%	71.3%	1.8%	100%		
The staff are knowledgeable.	n	5	6	17	31	109	3	171	4.39	1.01
(1= Strongly disagree, 5 = Strongly agree)	%	2.9%	3.5%	9.9%	18.1%	63.7%	1.8%	100%		
Overall satisfaction with the unit.	n	10	11	29	40	81	0	171	4.00	1.20
(1= Very unsatisfied, 5 = Very satisfied)	%	5.8%	6.4%	17.0%	23.4%	47.4%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: HR-Employment, Employee Relations & Compensation

Table 72.

HR-Employment, Employee Relations & Compensation Comments

Again, answers will differ depending upon who you speak with. If someone is "out" then no definite answer will be given. They also will not consider the knowledge of the experts in various fields when asking for change in title, compensation, or give actual reasons for lacking compensation to some titles. The 2015 job evaluation and descriptions were never completed or shared with employees. Some of us, still do not have an updated job description from 2015.

Always answer my questions in a timely fashion

Always compensates quickly and replies to inquiries effeciently

Always helpful and get things done.

answered my questions quickly

Cougar HR is not user friendly

Courteous and professional

does not folow through on apps, doesn't respond to emails, very unclear how to fill out forms, not courteous

Due to the growth of the College, it is a struggle to hire people as fast as people may want.

Employee access to their paystubs and delivery of those stubs is ridiculously antiquated.

Employment process is incredibly slow and does not let applicants know the status of their application

Everyone is very nice, but no one knows what to do with an HSA account. I had issues with contributions my entire first year here. Whenever I called, no one knew what to do or who to talk to regarding making corrections to my account.

extremely slow, doesn't seem to care about actual employees

Generally good but more assistance/guidance is needed to address coaching and disciplinary issues for consistency; more timely hiring processes

Had to send multiple requests to have correct vacation/sick/personal/etc hours entered into TimeClock

Hard to get anyone on the phone. Response to errors not great. Slowful to respond to candidates not hired. Slow to post job openings.

hard to know who to call for particular need/question

Have always been really helpful and courteous when I needed something.

have always been very helpful

Helpful at the new employee orientation and with any questions since

Hiring process is very slow, timeliness in having questions and requests responded to take too long.

I am not sure how I feel about this section of HR

I feel that HR should be able to help make more of a difference when staff have problems with manangers.

Table 72.

HR-Employment, Employee Relations & Compensation Comments (Continued)

I often have trouble getting a hold of my campus HR representative. The hiring process is extremely frustrating and inefficient. It takes an excessively long amount of time to complete even simple hires. The online system is also not user friendly and is confusing for both us and our applicants. Additional projects and changes we have been trying to get approved and instituted for almost a year have not been completed and communication has been extremely lacking.

I only received information that I read in the booklet, need to have some type of orientation class

Knowledgeable staff

Lots of lag time in hiring process of staff

More time needs to be spent during new employee orientation

My experience has been great, though the benefits processes are confusing and a bit complicated.

No complaints

No problems with my paycheck.

Not very faculty\staff friendly. Seem to have the back of admin mostly.

OK

Procedures take too long to get action Hiring process takes so long that you lose some good people because they take jobs somewhere else.

Process & procedures of onboarding

Process takes very long to replace part-time personnel and does not allow overlap of positions for training new hires.

prompt and easy to understand responses

prompt with replies; friendly service

Questions answered quickly and thoroughly.

Rebecca Acuna really seems to care and is always helpful

responsive. could improve thorough explanation of compensation for those receiving promotions

Same as above

Sarah henderson is so supportive of Student Employment

Staff are awesome and fair. Knowledgeable and professional.

Staff is knowledgeable and helpful

Staff were very knowledgeable about procedures

take forever to respond

takes too long to get personnel hired

Takes too long to onboard someone. HR delays people getting paid at times because they don't communicate effectively. Payrol relies on HR to do their part and if they don't we have delays. They need constant follow up and often say they are very busy. I feel they need more help to do their job efficiently.

The hiring process took too long and I almost missed the opportunity to be hired because they didn't inform me until early August.

The hiring system needs to be refined as it takes too long for replacement rehires.

The HR employee guided me through a difficult time with care and compassion.

Table 72.

HR-Employment, Employee Relations & Compensation Comments (Continued)

The time between interview and job offer was lengthy w/o communication. Once hired, I was not informed on where to turn in HR paperwork. Everyone was super nice and easy to work with other than those two issues.

The way HR advertises for and oversees the hiring process when filling teaching positions has not adequately included consultations with the professionals (professors) in the specialty area.

The workplace tab gives needed information.

There are times when the staff do not seem as knowledgeable as they should be, which make an individual skeptical of HR's response to a question. However, they are usually polite, but not overly informative when trying to explain information.

They guided me answer all my inquiries

They seem willing to help in the capacities they can

Very efficient, courteous and knowledgeable.

very helpful

very helpful and friendly

Very helpful and informative while I am on FMLA

Very helpful in resetting compensation levels for positions and keeping the process going

Very knowledgeable and helpful when you can reach someone. Response and turn around time could use improvement.

Very lengthy when trying to hire an employee. Too much time from the initial approval to offering the job to new hire

very nice, answered my questions

Very satisfied

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: HR-Information & Services/Benefits

Table 73.
Awareness and Use of Service Unit

	n	%
Are aware of HR-Information & Services/Benefits*	277	77.8%
Have used HR-Information & Services/Benefits**	170	61.4%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 277).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	2	11	16	45	94	2	170	4.30	0.97
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	6.5%	9.4%	26.5%	55.3%	1.2%	100%		
The procedures are efficient.	n	4	11	16	52	86	1	170	4.21	1.02
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	6.5%	9.4%	30.6%	50.6%	0.6%	100%		
My needs were met in a timely fashion.	n	4	12	15	45	94	0	170	4.25	1.04
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	7.1%	8.8%	26.5%	55.3%	0.0%	100%		
The staff was courteous.	n	1	5	10	26	125	3	170	4.61	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	0.6%	2.9%	5.9%	15.3%	73.5%	1.8%	100%		
The staff are knowledgeable.	n	4	7	10	36	110	3	170	4.44	0.95
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	4.1%	5.9%	21.2%	64.7%	1.8%	100%		
Overall satisfaction with the unit.	n	5	8	19	49	89	0	170	4.23	1.02
(1= Very unsatisfied, 5 = Very satisfied)	%	2.9%	4.7%	11.2%	28.8%	52.4%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: HR-Information & Services/Benefits

Table 75.

HR-Information & Services/Benefits Comments

(just the new insurance- BCBS, had to change primary physician because they didn't take them because of lack of paying

Able to assist me in dealing with benefits and planning for retirement

abundant misinformation unresponsive

Also available to assist with questions related to benefits

Always answers questions simply and quickly

always knowledgeable or will get the person that is

Benefits are good and staff is helpful

better since new VP started

Christina is always very helpful and works to answer my questions.

Christina is so knowledgeable about benefits and quick to answer my questions. I appreciate her putting together the program recently with TRS, ERS, and Social Security!

communication btwn them and ERS was not timely at all

Different answers will be given depending upon who you speak with and if they are available.

hard to know who to call for particular need/question

Have always been really helpful and courteous when I needed something.

Helpful

Helpful at the new employee orientation and with any questions since

I feel they could be more helpful. When I asked them a question about benefits they just sent me a link to the main website which I already had. I really had to probe to get information out of them but they did respond in a timely manner.

I had one bad experience trying to reach an HR Rep. with no avail. I called a long list of numbers and Mae Francis saved the day.

I had some difficulty in getting information about everything when I was hired.

I never really know who to call and what my benefits will pay for or for what I'm paying for.

I only received information that I read in the booklet, need to have some type of orientation class

I'm a new employee, had no issues

Is this where I should mention Concur isn't user friendly?

Knowledgeable staff

Medical leave explanations, personable and humane

More time needs to be spent during new employee orientation

My questions are always answered in a timely fashion

Not great.

Our HR group is very supportive of staff and is still able to keep us legal and compliant. There was a time that our HR group was not caring and sensitive to faculty and staff issues. HR has hired caring staff that help us and keep us in line. Great job. Can not say enough about our Institutional Research group. So knowledgeable and professional. We rely on them greatly when serving our students.

Paperwork errors and issues with accountability/humility within the department when errors are discovered

prompt and easy to understand responses

**Collin College Service Unit
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SERVICE UNIT: HR-Professional Development

Table 76.
Awareness and Use of Service Unit

	n	%
Are aware of HR-Professional Development *	229	64.3%
Have used HR-Professional Development **	123	53.7%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 229).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	3	7	17	27	62	7	123	4.19	1.06
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	5.7%	13.8%	22.0%	50.4%	5.7%	100%		
The procedures are efficient.	n	4	6	17	29	63	4	123	4.18	1.07
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	4.9%	13.8%	23.6%	51.2%	3.3%	100%		
My needs were met in a timely fashion.	n	4	3	16	24	70	6	123	4.31	1.03
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	2.4%	13.0%	19.5%	56.9%	4.9%	100%		
The staff was courteous.	n	2	1	6	18	92	4	123	4.66	0.76
(1= Strongly disagree, 5 = Strongly agree)	%	1.6%	0.8%	4.9%	14.6%	74.8%	3.3%	100%		
The staff are knowledgeable.	n	3	4	9	20	79	8	123	4.46	0.97
(1= Strongly disagree, 5 = Strongly agree)	%	2.4%	3.3%	7.3%	16.3%	64.2%	6.5%	100%		
Overall satisfaction with the unit.	n	3	5	20	33	62	0	123	4.19	1.01
(1= Very unsatisfied, 5 = Very satisfied)	%	2.4%	4.1%	16.3%	26.8%	50.4%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: HR-Professional Development

Table 78.

HR-Professional Development Comments

1st time using was confusing to figure out but staff was great

Concur

could offer more subjects more often

Courteous and professional - but CONCUR has to go!!!

Does the best they can with the staff and services available

efficient

Grateful we have this available!!! And nice people in this dept

hard to know who to call for particular need/question

Helpful

I have enjoyed the leadership/management training I've taken

I like using Lynda.com and going to the workshops.

I missed a week of an online course because they couldn't give me canvas access. It took 17 people (have the email to prove it) and a week past class start date to get my student access in canvas.

I take part in the Faculty Conferences

informative and knowledgeable

Internal process to leverage CE or other training takes too long to get approval, the internal processing, confirmation/cancellation of booking complex and takes too long. For None-CE course the decision making takes too long and getting funding almost a challenge with conference funding competing as a primary education source. Since we are in education that is frustrating.

Is this run by people? I thought it was all computer-generated

It is hard to get professional development for staff.

Needs to be developed.

needs to be more available and more acceptance by ADs

Offer programs geared towards leadership/management for administrative staff (in lieu of just Excel, Outlook courses, etc.

Offer programs that are of interest to employee development.

Offered Supervisor sessions and then discontinued

OK

Patient and helpful

Program for Supervision will need to be reviewed. Started and stopped.

prompt with replies; friendly service

Satisfied with professional development opportunities.

Sending emails with demands to complete HR courses, seems to be less freindly and welcoming than it could be. Additionally, I only hear from them when I miss a deadline. Why not contact be with good news when I have completed a module that robs me of valuable time that could be spent on helping my students?

takes a few days to get an answer or a call back

The HR department needs to update their hiring procedures at almost every level. It is inefficient at best.

The only problem I have had is with Concur. It is difficult to use and I have to travel to CHEC for help.

Table 78.

HR-Professional Development Comments (Continued)

There are many opportunities for development.

They guided me answer all my inquiries

They send courses directly to my computer for me to complete. Very helpful

Using Concur for external PD- it's a painful process...but the staff is nice and helpful. Internal PD is engaging and sufficient.

Very efficient, courteous and knowledgeable.

very helpful

very helpful and friendly

Very helpful when I wanted to take a class for professional development. Made the process easy.

When I need them, they deliver.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Institutional Research Office (IRO)

Table 79.
Awareness and Use of Service Unit

	n	%
Are aware of Institutional Research Office (IRO)*	189	53.1%
Have used Institutional Research Office (IRO)**	71	37.6%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 189).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	1	4	9	17	38	2	71	4.26	1.00
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	5.6%	12.7%	23.9%	53.5%	2.8%	100%		
The procedures are efficient.	n	1	5	7	19	35	4	71	4.22	1.01
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	7.0%	9.9%	26.8%	49.3%	5.6%	100%		
My needs were met in a timely fashion.	n	2	4	8	19	33	5	71	4.17	1.06
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	5.6%	11.3%	26.8%	46.5%	7.0%	100%		
The staff was courteous.	n	1	1	5	10	50	4	71	4.60	0.82
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	1.4%	7.0%	14.1%	70.4%	5.6%	100%		
The staff are knowledgeable.	n	0	2	4	14	49	2	71	4.59	0.73
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	2.8%	5.6%	19.7%	69.0%	2.8%	100%		
Overall satisfaction with the unit.	n	2	3	9	18	39	0	71	4.25	1.02
(1= Very unsatisfied, 5 = Very satisfied)	%	2.8%	4.2%	12.7%	25.4%	54.9%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Institutional Research Office (IRO)

Table 81.

Institutional Research Office (IRO) Comments

always able to get an answer to my question/concern

Always willing to find the information I need

as efficient as this office can be given the volume

Awesome response time and service! We love Gwyn!!

Generally good but more engagement with administrators, faculty, and staff is needed; some information could be more timely

Helpful

I handle student evaluations for my office. IRO has always been very helpful and courteous when I've contacted them for help.

Initially it was like pulling teeth to get the necessary data needed for reporting. Praises for increased access and the ability to run needed reports

IRO is always open to requests for data reports even when they are busy.

Never hear or see anything from them

New systems will be helpful as we will now be able to generate the reports we need; otherwise, the process was slow and laborious

Not all the types of data needed to perform our jobs or evaluate our programs performances is being collected nor shared

Provides the information I need in a timely manner. Very professional and courteous.

Serve as Discipline lead

Staff is always willing to assist and work collaboratively.

Takes too long to get data. Hopefully the new ZOGOTech will help

The current program review document is not efficient for workforce programs

timeliness of the survey I want is not acceptable

Timely response to submissions

very professional, always willing to help or help find a solution

very slow

Very unhelpful during program review process. Manner in which program was addressed was rude and condescending. We basically had to figure out what we were doing on our own.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Library Services

*Table 82.
Awareness and Use of Service Unit*

	n	%
Are aware of Library Services*	296	83.1%
Have used Library Services**	164	55.4%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 296).

*Table 83.
Please use a five-point scale to tell us about your experience with the service.*

Response on 5-point scale											
Campus	Prompt		1	2	3	4	5	NA	Total	Mean***	Std. Deviation***
Allen Center	Procedures are user friendly	n	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	1	0	1	-	-
%		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff are knowledgeable	n	0	0	0	0	1	0	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	n	0	0	0	0	1	0	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Central Park Campus	Procedures are user friendly	n	0	0	0	8	41	1	50	4.84	0.37
		%	0.0%	0.0%	0.0%	16.0%	82.0%	2.0%	100.0%		
	Procedures are efficient	n	0	0	0	9	39	2	50	4.81	0.39
		%	0.0%	0.0%	0.0%	18.0%	78.0%	4.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	7	42	1	50	4.86	0.35
		%	0.0%	0.0%	0.0%	14.0%	84.0%	2.0%	100.0%		
	Staff are courteous	n	0	0	0	6	42	2	50	4.88	0.33
%		0.0%	0.0%	0.0%	12.0%	84.0%	4.0%	100.0%			
Staff are knowledgeable	n	0	0	0	5	43	2	50	4.90	0.31	
	%	0.0%	0.0%	0.0%	10.0%	86.0%	4.0%	100.0%			
Overall satisfaction	n	1	0	0	8	41	0	50	4.76	0.66	
	%	2.0%	0.0%	0.0%	16.0%	82.0%	0.0%	100.0%			
CHEC	Procedures are user friendly	n	0	0	0	4	11	0	15	4.73	0.46
		%	0.0%	0.0%	0.0%	26.7%	73.3%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	4	11	0	15	4.73	0.46
		%	0.0%	0.0%	0.0%	26.7%	73.3%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	3	12	0	15	4.80	0.41
		%	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	100.0%		

Table 83.

Please use a five-point scale to tell us about your experience with the service. (Continued)

		Response on 5-point scale							Total	Mean***	Std. Deviation***
Campus	Prompt		1	2	3	4	5	NA			
CHEC	Staff are courteous	n	0	0	0	4	9	2	15	4.69	0.48
		%	0.0%	0.0%	0.0%	26.7%	60.0%	13.3%	100.0%		
	Staff are knowledgeable	n	0	0	0	3	11	1	15	4.79	0.43
		%	0.0%	0.0%	0.0%	20.0%	73.3%	6.7%	100.0%		
Overall satisfaction	n	0	0	0	5	9	1	15	4.64	0.50	
	%	0.0%	0.0%	0.0%	33.3%	60.0%	6.7%	100.0%			
Courtyard Center	Procedures are user friendly	n	0	0	0	0	2	0	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	2	0	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	2	0	2	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	2	0	2	-	-
%		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff are knowledgeable	n	0	0	0	0	2	0	2	-	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	n	0	0	0	0	2	0	2	-	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Preston Ridge Campus	Procedures are user friendly	n	0	0	1	5	36	0	42	4.83	0.44
		%	0.0%	0.0%	2.4%	11.9%	85.7%	0.0%	100.0%		
	Procedures are efficient	n	0	0	2	4	36	0	42	4.81	0.51
		%	0.0%	0.0%	4.8%	9.5%	85.7%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	2	39	1	42	4.95	0.22
		%	0.0%	0.0%	0.0%	4.8%	92.9%	2.4%	100.0%		
	Staff are courteous	n	0	0	0	4	38	0	42	4.90	0.30
%		0.0%	0.0%	0.0%	9.5%	90.5%	0.0%	100.0%			
Staff are knowledgeable	n	0	0	0	1	41	0	42	4.98	0.15	
	%	0.0%	0.0%	0.0%	2.4%	97.6%	0.0%	100.0%			
Overall satisfaction	n	0	0	0	5	36	1	42	4.88	0.33	
	%	0.0%	0.0%	0.0%	11.9%	85.7%	2.4%	100.0%			
Spring Creek Campus	Procedures are user friendly	n	1	0	2	5	42	3	53	4.74	0.72
		%	1.9%	0.0%	3.8%	9.4%	79.2%	5.7%	100.0%		
	Procedures are efficient	n	1	0	2	4	40	6	53	4.74	0.74
		%	1.9%	0.0%	3.8%	7.5%	75.5%	11.3%	100.0%		
	Met needs in a timely fashion	n	1	0	1	5	42	4	53	4.78	0.69
		%	1.9%	0.0%	1.9%	9.4%	79.2%	7.5%	100.0%		
	Staff are courteous	n	1	0	2	4	43	3	53	4.76	0.72
%		1.9%	0.0%	3.8%	7.5%	81.1%	5.7%	100.0%			
Staff are knowledgeable	n	1	0	1	3	43	5	53	4.81	0.67	
	%	1.9%	0.0%	1.9%	5.7%	81.1%	9.4%	100.0%			
Overall satisfaction	n	1	0	3	3	43	3	53	4.74	0.75	
	%	1.9%	0.0%	5.7%	5.7%	81.1%	5.7%	100.0%			
Other	Procedures are user friendly	n	0	0	0	0	0	1	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	0	1	1	-	-
%		0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
Met needs in a timely fashion	n	0	0	0	0	0	1	1	-	-	
	%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			

Table 83.

Please use a five-point scale to tell us about your experience with the service. (Continued)

Response on 5-point scale											
Campus	Prompt		1	2	3	4	5	NA	Total	Mean***	Std. Deviation***
Other	Staff are courteous	n	0	0	0	0	0	1	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	0	1	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%		
	Overall satisfaction	n	0	0	0	0	1	0	1	-	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Total	Procedures are user friendly	n	1	0	3	22	133	5	164	4.80	0.53
		%	0.6%	0.0%	1.8%	13.4%	81.1%	3.0%	100.0%		
	Procedures are efficient	n	1	0	4	21	129	9	164	4.79	0.55
		%	0.6%	0.0%	2.4%	12.8%	78.7%	5.5%	100.0%		
	Met needs in a timely fashion	n	1	0	1	17	138	7	164	4.85	0.46
		%	0.6%	0.0%	0.6%	10.4%	84.1%	4.3%	100.0%		
	Staff are courteous	n	1	0	2	18	135	8	164	4.83	0.49
		%	0.6%	0.0%	1.2%	11.0%	82.3%	4.9%	100.0%		
	Staff are knowledgeable	n	1	0	1	12	141	9	164	4.88	0.44
		%	0.6%	0.0%	0.6%	7.3%	86.0%	5.5%	100.0%		
	Overall satisfaction	n	2	0	3	21	133	5	164	4.78	0.60
		%	1.2%	0.0%	1.8%	12.8%	81.1%	3.0%	100.0%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Library Services

Table 84a.

Library Services Comments from Central Park Campus

Always friendly and helpful.

CPC/SCC are the friendly and most efficient libraries I have been to

Each staff member is courteous and goes out of his/her way to help.

Good academic and popular collection. Knowledgeable staff. Nice that coffee shop is back.

Great service

Have always been really helpful and courteous when I needed something.

helpful, knowledgeable and efficient.

I have not had much experience with this department, but the staff seems very nice, helpful, and knowledgeable for my students. Until recently, my CE students did not have access to the computers, because they "aren't really students." I think this issue has been resolved.

I love the library and all of the services that they offer.

LOVE the CPC library!

mostly helpful

Our library is always willing to help and create pathways of learning.

Responsive to my requests for material suggestions

The LRC has always provide great service and environment.

They help me to obtain books from another library

Very helpful

Table 84b.

Library Services Comments from CHEC

Always available to help and answer questions

easy to reserve books

I reserve books on line and just pick them up. The catalog is easy to use.

I've received consistently professional, courteous service from our libraries.

Library staff friendly and very helpful in showing me where the book was that I wanted.

Since my campus does not have a library I use SCC or CPC and enjoy checking out books and dvd's

Staff is very friendl and helpful, thank you!!

They keep material up to date.

Table 84c.

Library Services Comments from Courtyard Center

excellent facilities, personnel

SERVICE UNIT: Library Services

Table 84d.

Library Services Comments from Preston Ridge Campus

Always ready to help faculty and students

Dont use often, but i've never had a problem.

everything as it should be

Excellent resource at PRC. Very efficient and attentive to needs

extremely helpful and follow up with book requests

I love the library staff. They are friendly and helpful. PRC could order more DVDs, since the other two campuses seem to have more variety.

I use the library for class tours, lib guides, and checking out material and it is well handled.

it met my needs

Love the collection but it's difficult to use due to the "filing" system.

neat, tidy, easy to navigate around

PRC Library is a quiet place to study and quickly print

Professional service and great customer service. I was made to feel important and like they really want to assist me with my needs.

Super willing to be of service.

The entire PRC library is the best.

they meet our expectations, always with a positive attitude

yes! great resources

Table 84e.

Library Services Comments from Spring Creek Campus

always eager to help. And do so right away

Dependable, service-oriented

Friendly and courteous

Great folks.

Helpful with finding books I needed

I work in the library so I can't comment on our services. I get everything that I need myself.

ILL helping with my research

love getting to check out and staff are great

Love the library and staff. Very helpful and knowledgeable

Melissa Blackmore and reference librarians do a great job. Makerspace and printing!

Melissa Blackmore=rockstar!

My colleagues on staff are always helpful, The makerspace workshops & facilities are wonderful

My major dealing have been with Makerspace. The staff have all been helpful and friendly

prompt, professional, and courteous

SCC staff have always been helpful to answer any questions.

the librarians are always helpful when needing help finding a particular book or artical I want to read

The librarians/staff at the SCC library are great and always have a pleasant attitude!

SERVICE UNIT: Library Services

Table 84e.

Library Services Comments from Spring Creek Campus (Continued)

Tried to get a book from another campus. It was only held for 2 days (over a weekend) when I was unable to pick it up.

Use the staff for library instruction for my students, and have seen better results from students.

We have a person assigned to our department and she has been very helpful!

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Mail Services

Table 85.
Awareness and Use of Service Unit

	n	%
Are aware of Mail Services*	271	76.1%
Have used Mail Services**	173	63.8%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 271).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	4	6	14	26	106	17	173	4.44	0.99
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	3.5%	8.1%	15.0%	61.3%	9.8%	100%		
The procedures are efficient.	n	3	6	20	32	102	10	173	4.37	0.96
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	3.5%	11.6%	18.5%	59.0%	5.8%	100%		
My needs were met in a timely fashion.	n	1	8	14	28	114	8	173	4.49	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	0.6%	4.6%	8.1%	16.2%	65.9%	4.6%	100%		
The staff was courteous.	n	2	1	8	10	135	17	173	4.76	0.69
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	0.6%	4.6%	5.8%	78.0%	9.8%	100%		
The staff are knowledgeable.	n	1	1	12	18	126	15	173	4.69	0.70
(1= Strongly disagree, 5 = Strongly agree)	%	0.6%	0.6%	6.9%	10.4%	72.8%	8.7%	100%		
Overall satisfaction with the unit.	n	3	2	16	34	118	0	173	4.51	0.85
(1= Very unsatisfied, 5 = Very satisfied)	%	1.7%	1.2%	9.2%	19.7%	68.2%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Mail Services

Table 87.

Mail Services Comments

Always friendly
always friendly
Always helpful very knowledgeable
Always responsive
Deliver materials in a timely manner with a positive attitude
Deliveries are always in time!
Dependable
Extremely responsive.
facilitated our classroom visiting and learning about the mail system
Get checks to post daily
Have always been really helpful and courteous when I needed something.
Helpdesk needs a better priority system. Front Line staff directly helping students need attention immediately. Computer Service Staff do not need to rotate to each campus losing the knowledge to correct computer errors at a specific campus. But the staff are so wonderful and want to help. They just need more support/budget whatever this district needs to do to support us. Especially before you create new campuses where they will be all spreadout. Act now.
helpful on inquiries
Helpful, timely, courteous,
here today
I hav enever had any problems having mail delievered to othe rcampuses.
Intercampus mail can be a bit slow.
inter-office mail is not reliable and takes too long, regular mail often delayed
It appears they do their job but sometimes things get returned for insufficient postage. I can't have that so I go to the post office to mail time sensitive materials.
It seems like at least once a week the mail doesn't get delivered. Robert Long has mentioned there's an issue with the post office, but I don't really understand what it is.
I've never had a problem sending and receiving mail or packages.
Limited experience but good each time
Mail gets where it's going, eventually.
Mail is processed in a timely manner and staff a friendly.
Mail misdelivered, mail lost and it doesn't help if I have a phone call to tell you twice a month!
Mail often seems unreliable.
Mail services is good, not so much with packages
Mail Svcs: Very dependable
mail typically arrives quicker than expected
Modesto and Robert Long are always very friendly and helpful when I have mail questions.
My mail always comes on time.
Never dealt with the staff, but mail seems to arrive correctly and I have mailed a couple of things and it was fine
No issues

Table 87.

Mail Services Comments (Continued)

No issues and it seems to run efficiently.

no problems

No problems with mailing items

No specific problems

OK

Ok

Our service is always on time.

Pick up times are very on time

Robert at SCC is very friendly and gets the job done; interoffice mail is always a struggle but that is expected.

Robert follows up on questions and helps when I've had questions.

Robert is great. No one else seems to give a damn.

Robert Long is the most helpful individual person on this campus with everything. Including the mail.

slow to respond not confident in campus mail

Sometimes it takes days or even weeks to get mail from other campuses

The concerns I have with mail are departmental and being resolved already. Departments need to have designated staff responsible for daily mail runs and a plan for who is to get the mail when they are out of the office.

This is consistent and punctual

Timely delivery

TPB mail had been misplaced in the past

Was not receiving mail for quite some time due to some errors that were not resolved efficiently.

SERVICE UNIT: Math Centers / Labs
Collin College Service Unit
Faculty/Staff Survey: Spring 2018

SERVICE UNIT: Math Centers / Labs

Table 88.

Awareness and Use of Service Unit

	n	%
Are aware of Math Centers / Labs*	242	68.0%
Have used Math Centers / Labs**	28	11.6%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 242).

Table 89.

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

		Response on 5-point scale								Std.	
			1	2	3	4	5	NA	Total	Mean***	Deviation***
Central Park Campus	Procedures are user friendly	n	0	0	0	0	7	1	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	87.5%	12.5%	100.0%		
	Procedures are efficient	n	0	0	0	0	7	1	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	87.5%	12.5%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	7	1	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	87.5%	12.5%	100.0%		
	Staff are courteous	n	0	0	0	0	7	1	8	5.00	0.00
	%	0.0%	0.0%	0.0%	0.0%	87.5%	12.5%	100.0%			
	Staff are knowledgeable	n	0	0	0	0	7	1	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	87.5%	12.5%	100.0%		
	Overall satisfaction	n	1	0	0	0	6	1	8	4.43	1.51
		%	12.5%	0.0%	0.0%	0.0%	75.0%	12.5%	100.0%		
CHEC	Procedures are user friendly	n	0	0	0	1	1	0	2	-	-
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	1	1	0	2	-	-
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	1	1	0	2	-	-
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	1	1	0	2	-	-
	%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%			
	Staff are knowledgeable	n	0	0	0	1	1	0	2	-	-
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	1	1	0	2	-	-
		%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
Preston Ridge Campus	Procedures are user friendly	n	0	0	0	0	8	0	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	8	0	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	8	0	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		

Table 89.

Please use a five-point scale to tell us about your experience with the service. (Continued)

		Response on 5-point scale								Mean***	Std. Deviation***
			1	2	3	4	5	NA	Total		
Preston Ridge Campus	Staff are courteous	n	0	0	0	0	8	0	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	0	8	0	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	0	8	0	8	5.00	0.00
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Spring Creek Campus	Procedures are user friendly	n	1	0	0	1	7	1	10	4.44	1.33
		%	10.0%	0.0%	0.0%	10.0%	70.0%	10.0%	100.0%		
	Procedures are efficient	n	1	0	2	1	6	0	10	4.10	1.37
		%	10.0%	0.0%	20.0%	10.0%	60.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	1	0	0	1	7	1	10	4.44	1.33
		%	10.0%	0.0%	0.0%	10.0%	70.0%	10.0%	100.0%		
	Staff are courteous	n	1	0	0	1	8	0	10	4.50	1.27
		%	10.0%	0.0%	0.0%	10.0%	80.0%	0.0%	100.0%		
	Staff are knowledgeable	n	1	0	1	1	7	0	10	4.30	1.34
		%	10.0%	0.0%	10.0%	10.0%	70.0%	0.0%	100.0%		
Overall satisfaction	n	0	0	1	3	6	0	10	4.50	0.71	
	%	0.0%	0.0%	10.0%	30.0%	60.0%	0.0%	100.0%			
Total	Procedures are user friendly	n	1	0	0	2	23	2	28	4.77	0.82
		%	3.6%	0.0%	0.0%	7.1%	82.1%	7.1%	100.0%		
	Procedures are efficient	n	1	0	2	2	22	1	28	4.63	0.93
		%	3.6%	0.0%	7.1%	7.1%	78.6%	3.6%	100.0%		
	Met needs in a timely fashion	n	1	0	0	2	23	2	28	4.77	0.82
		%	3.6%	0.0%	0.0%	7.1%	82.1%	7.1%	100.0%		
	Staff are courteous	n	1	0	0	2	24	1	28	4.78	0.80
		%	3.6%	0.0%	0.0%	7.1%	85.7%	3.6%	100.0%		
	Staff are knowledgeable	n	1	0	1	2	23	1	28	4.70	0.87
		%	3.6%	0.0%	3.6%	7.1%	82.1%	3.6%	100.0%		
Overall satisfaction	n	1	0	1	4	21	1	28	4.63	0.88	
	%	3.6%	0.0%	3.6%	14.3%	75.0%	3.6%	100.0%			

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Math Centers / Labs

Table 90a.

Math Centers Comments from Central Park Campus

I have only made student referrals, never used them myself

The math labs are amazing! Awesome staff and they provide great services to students
very helpful

Table 90b.

Math Centers Comments from Preston Ridge Campus

always available to answer questions

Table 90c.

Math Centers Comments from Spring Creek Campus

I continually send students to the Math Centers/Labs for help with their Math questions. I am told they are very helpful and they now understand what they did not before.

I encourage all of my students to use the math lab for help especially the group tutoring for Math 0305, Math 0310, Math 1314. Students do not have the mathematical knowledge nor work ethic required to succeed at math from high schools. I have been asked if there are retests and my response is no because this is college. My friend teaches at Bishop Dunne in Dallas and is not allowed to give a zero when work is not done. She feels that parents are paying for the grades.

Math is an area that many students need help on. Wish there was more available teachers/tutors for each subject

We always need more high quality tutors

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Media Services

Table 91.
Awareness and Use of Service Unit

	n	%
Are aware of Media Services*	299	84.0%
Have used Media Services**	226	75.6%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 299).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	4	4	9	41	162	6	226	4.60	0.81
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	1.8%	4.0%	18.1%	71.7%	2.7%	100%		
The procedures are efficient.	n	2	5	20	35	155	9	226	4.55	0.83
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	2.2%	8.8%	15.5%	68.6%	4.0%	100%		
My needs were met in a timely fashion.	n	6	2	12	29	170	7	226	4.62	0.86
(1= Strongly disagree, 5 = Strongly agree)	%	2.7%	0.9%	5.3%	12.8%	75.2%	3.1%	100%		
The staff was courteous.	n	5	4	4	17	192	4	226	4.74	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	1.8%	1.8%	7.5%	85.0%	1.8%	100%		
The staff are knowledgeable.	n	5	1	7	28	180	5	226	4.71	0.76
(1= Strongly disagree, 5 = Strongly agree)	%	2.2%	0.4%	3.1%	12.4%	79.6%	2.2%	100%		
Overall satisfaction with the unit.	n	3	4	10	39	168	2	226	4.63	0.77
(1= Very unsatisfied, 5 = Very satisfied)	%	1.3%	1.8%	4.4%	17.3%	74.3%	0.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Media Services

Table 93.

Media Services Comments

A lot of the media services folks seem overwhelmed and undereducated about their subject. Management of media services is extremely rude and only responds when threatened by someone higher up the chain.

Able to get laptops etc easily, and set up

Always answers technical calls quickly and solves the problem fast.

always available to assist. Friendly, courteous service. Good, knowledgeable employees

always friendly

Always friendly and knowledgeable

Always helpful and have great response time.

Always helpful and set our request in a timely manner.

Always helpful and timely

Always helpful, prompt and willing to try to solve any issues.

Always prompt in following up, very flexible and helpful staff, thank you!!

Always ready to assist, patient and helpful

Always responsive

always willing to follow up on my concerns and in a timely fashion

Assistance with media was provided immediately

Awesome customer service. Always willing to help and show a can do attitude.

can do attitude and always willing to assist

CPC staff are helpful, friendly and very knowledgeable of their services.

Disappointed that software is not up-to-date when using resources. Consistent prompts to upgrade software.

easy to work with, good response times

efficient and courteous support

Excellent service everytime we need them!

Extremely responsive, customer service efficient and knowledgeable.

Fast on resetting our display monitors

friendly and responsive; some limitations with technology in the rooms

Friendly, fast, knowledgeable.

Good people that work hard to make life easier in the classrooms.

Great service here

Great.

Has always responded in a timely and helpful fashion

Have always been really helpful and courteous when I needed something.

helped me through a difficult situation

helpful, knowledgeable

I am uncomfortable that this survey is not confidential

I have only needed them about 2 times, but they have always delivered what I needed to the classroom or answered my questions. (I wish they had Saturday hours, though.)

I sometimes wait for days for a request to be filled

I've never asked them to do something when they didn't do, do it well, and do it quickly.

Table 93.

Media Services Comments (Continued)

Limited experience but good overall

Media is fantastic! They are always so nice and are willing to help with any project! Love media.

Media Services handles requests quickly and efficiently.

Media Services has always been prompt and able to solve problems during our live events.

Media Services on all three campuses work hard for our events. I appreciate each of them!

media services quick and excellent

mostly very helpful, difficulty getting a response to the health science building

My experiences with Media Services have resulted in a perception on my part that they are overprotective of their domain, and uninterested in working with other departments to improve the media capabilities offered

My questions were answered

No issues

No specific problems

OK

Overall has helped with issues.Sometimes problems do not get solved.

PRC needs some work on their sound system in the conference center but all the staff at the campuses in media have been helpful and are prompt when called to assist.

Process & procedures

prompt, professional, and courteous most of the time. Placed a request to work on a computer (B227) in the last month, but it does not appear to have been serviced.

quick and responsive with immediate requests but not good at large requests for classroom upgrades

Respond to request for assistance quickly.

saviors!

Software Support Services as far as students is very bad.

super people and helpful people

The situation was resolved quickly.

They always come when called and try to help.

They are amazing at CHEC

They are great...but most of the time when I call from a classroom it goes straight to voicemail, thus it can be tough to reach them when you are in class and something isn't working. But, once you finally reach them they are amazing!

They are professional and knowledgeable

They are understaffed and don't always fix minor classroom issues as quickly as I would like. But they are very helpful in fixing major issues.

They have always been helpful and efficient.

They have helped us set up in the gallery so many times and always so nice to work with!

They process mine and department requests in a timely manner.

They respond quickly to any problems.

they responded to my requests quickly and they solved my problem quickly as well

Table 93.

Media Services Comments (Continued)

This department is outstanding! Brandy Reeve is amazing! As busy as she gets, she always has a smile.

Tim Bowles is always so friendly and helpful with media needs. Very knowledgeable.

Timely, courteous, respectful, competent

took the time to help me when I had an issue--Did not make me feel dumb :)

Unclear when my needs necessitate Media Services & when they do, seems a black hole in terms of communication follow up

Very helpful

Very knowledgeable and willing to help

When I have needed them, they've been helpful.

Whenever we need support they are fast and courteous.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Physical Plant & Grounds

*Table 94.
Awareness and Use of Service Unit*

	n	%
Are aware of Physical Plant & Grounds*	308	53.6%
Have used Physical Plant & Grounds**	236	76.6%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 308).

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

		Response on 5-point scale							Total	Mean***	Std. Deviation***
Campus	Prompt	1	2	3	4	5	NA				
Central Park Campus	Procedures are user friendly	n	1	1	7	12	39	1	61	4.45	0.89
		%	1.6%	1.6%	11.5%	19.7%	63.9%	1.6%	100.0%		
	Procedures are efficient	n	2	1	6	11	39	2	61	4.42	0.99
		%	3.3%	1.6%	9.8%	18.0%	63.9%	3.3%	100.0%		
	Met needs in a timely fashion	n	2	1	6	9	41	2	61	4.46	0.99
		%	3.3%	1.6%	9.8%	14.8%	67.2%	3.3%	100.0%		
	Staff are courteous	n	2	0	1	7	48	3	61	4.71	0.82
		%	3.3%	0.0%	1.6%	11.5%	78.7%	4.9%	100.0%		
	Staff are knowledgeable	n	1	1	2	11	44	2	61	4.63	0.79
		%	1.6%	1.6%	3.3%	18.0%	72.1%	3.3%	100.0%		
Overall satisfaction	n	1	0	3	12	45	0	61	4.64	0.73	
	%	1.6%	0.0%	4.9%	19.7%	73.8%	0.0%	100.0%			
CHEC	Procedures are user friendly	n	1	0	2	6	24	1	34	4.58	0.87
		%	2.9%	0.0%	5.9%	17.6%	70.6%	2.9%	100.0%		
	Procedures are efficient	n	1	0	4	6	23	0	34	4.47	0.93
		%	2.9%	0.0%	11.8%	17.6%	67.6%	0.0%	100.0%		
	Met needs in a timely fashion	n	1	0	2	7	24	0	34	4.56	0.86
		%	2.9%	0.0%	5.9%	20.6%	70.6%	0.0%	100.0%		
	Staff are courteous	n	1	0	1	4	28	0	34	4.71	0.80
		%	2.9%	0.0%	2.9%	11.8%	82.4%	0.0%	100.0%		
	Staff are knowledgeable	n	1	0	1	7	25	0	34	4.62	0.82
		%	2.9%	0.0%	2.9%	20.6%	73.5%	0.0%	100.0%		
Overall satisfaction	n	1	0	2	7	24	0	34	4.56	0.86	
	%	2.9%	0.0%	5.9%	20.6%	70.6%	0.0%	100.0%			
Courtyard Center	Procedures are user friendly	n	0	0	1	3	7	1	12	4.55	0.69
		%	0.0%	0.0%	8.3%	25.0%	58.3%	8.3%	100.0%		
	Procedures are efficient	n	0	0	1	5	5	1	12	4.36	0.67
		%	0.0%	0.0%	8.3%	41.7%	41.7%	8.3%	100.0%		
	Met needs in a timely fashion	n	0	0	0	4	7	1	12	4.64	0.50
		%	0.0%	0.0%	0.0%	33.3%	58.3%	8.3%	100.0%		
	Staff are courteous	n	0	0	0	5	6	1	12	4.55	0.52
		%	0.0%	0.0%	0.0%	41.7%	50.0%	8.3%	100.0%		
	Staff are knowledgeable	n	0	0	0	4	6	2	12	4.60	0.52
		%	0.0%	0.0%	0.0%	33.3%	50.0%	16.7%	100.0%		
Overall satisfaction	n	0	0	0	5	7	0	12	4.58	0.51	
	%	0.0%	0.0%	0.0%	41.7%	58.3%	0.0%	100.0%			

Table 95.

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

		Response on 5-point scale								Std.	
Campus	Prompt		1	2	3	4	5	NA	Total	Mean***	Deviation***
Preston Ridge Campus	Procedures are user friendly	n	1	1	1	10	36	2	51	4.61	0.81
		%	2.0%	2.0%	2.0%	19.6%	70.6%	3.9%	100.0%		
	Procedures are efficient	n	2	0	1	9	36	3	51	4.60	0.89
		%	3.9%	0.0%	2.0%	17.6%	70.6%	5.9%	100.0%		
	Met needs in a timely fashion	n	2	0	0	10	38	1	51	4.64	0.85
		%	3.9%	0.0%	0.0%	19.6%	74.5%	2.0%	100.0%		
	Staff are courteous	n	1	1	0	3	45	1	51	4.80	0.73
%		2.0%	2.0%	0.0%	5.9%	88.2%	2.0%	100.0%			
Staff are knowledgeable	n	1	0	0	7	41	2	51	4.78	0.65	
	%	2.0%	0.0%	0.0%	13.7%	80.4%	3.9%	100.0%			
Overall satisfaction	n	2	0	2	8	39	0	51	4.61	0.90	
	%	3.9%	0.0%	3.9%	15.7%	76.5%	0.0%	100.0%			
Spring Creek Campus	Procedures are user friendly	n	4	7	10	14	39	3	77	4.04	1.24
		%	5.2%	9.1%	13.0%	18.2%	50.6%	3.9%	100.0%		
	Procedures are efficient	n	7	6	16	12	31	5	77	3.75	1.35
		%	9.1%	7.8%	20.8%	15.6%	40.3%	6.5%	100.0%		
	Met needs in a timely fashion	n	10	8	13	12	33	1	77	3.66	1.46
		%	13.0%	10.4%	16.9%	15.6%	42.9%	1.3%	100.0%		
	Staff are courteous	n	1	2	10	11	51	2	77	4.45	0.92
%		1.3%	2.6%	13.0%	14.3%	66.2%	2.6%	100.0%			
Staff are knowledgeable	n	3	5	7	15	43	4	77	4.23	1.14	
	%	3.9%	6.5%	9.1%	19.5%	55.8%	5.2%	100.0%			
Overall satisfaction	n	3	9	11	20	33	1	77	3.93	1.19	
	%	3.9%	11.7%	14.3%	26.0%	42.9%	1.3%	100.0%			
Other	Procedures are user friendly	n	0	0	1	0	0	0	1	-	-
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	1	0	0	0	1	-	-
		%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	1	0	0	0	0	1	-	-
		%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
	Staff are courteous	n	0	0	0	0	1	0	1	-	-
%		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff are knowledgeable	n	0	1	0	0	0	0	1	-	-	
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%			
Overall satisfaction	n	0	1	0	0	0	0	1	-	-	
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%			
Total	Procedures are user friendly	n	7	9	22	45	145	8	236	4.37	1.02
		%	3.0%	3.8%	9.3%	19.1%	61.4%	3.4%	100.0%		
	Procedures are efficient	n	12	7	29	43	134	11	236	4.24	1.13
		%	5.1%	3.0%	12.3%	18.2%	56.8%	4.7%	100.0%		
	Met needs in a timely fashion	n	15	10	21	42	143	5	236	4.25	1.19
		%	6.4%	4.2%	8.9%	17.8%	60.6%	2.1%	100.0%		
	Staff are courteous	n	5	3	12	30	179	7	236	4.64	0.82
%		2.1%	1.3%	5.1%	12.7%	75.8%	3.0%	100.0%			
Staff are knowledgeable	n	6	7	10	44	159	10	236	4.52	0.92	
	%	2.5%	3.0%	4.2%	18.6%	67.4%	4.2%	100.0%			
Overall satisfaction	n	7	10	18	52	148	1	236	4.38	1.00	
	%	3.0%	4.2%	7.6%	22.0%	62.7%	0.4%	100.0%			

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Physical Plant & Grounds

Table 96.

Physical Plant & Grounds Comments from Central Park Campus

Always courteous, punctual, efficient, and helpful.
Always respond in a timely fashion and they are always willing to assist.
Always there when needed
always willing to follow up on my concerns and in a timely fashion
Awesome staff, fix things very quickly and are very friendly
friendly and very responsive
Friendly, courteous, competent
Great group to assist and support CPC; helpful and quick to assist.
Has always responded in a timely and helpful fashion
has taken a few attempts to get the job done correctly
Have always been really helpful and courteous when I needed something.
I get what I need, but not always communicated with proactively
I have called them a few times for assistance either in a room or general questions - Quick
I have experienced a tech assigned to a work order did not follow up to complete a work order.
It is very difficult to get help. Not all staff are knowledgeable.
No issues
Plant Requests handled in timely manner. Grounds look great and crew is friendly and courteous.
Responded timely when I asked for assistance
The physical plant employees are helpful and take care of issues well.
Very helpful

Table 96b.

Physical Plant & Grounds Comments from CHEC

Always helpful, friendly, prompt and willing to try to solve any issue.
Always nice, always helpful
Always responsive and helpful.
Dave Campbell, Felipe, Erwin and Scott always friendly and very helpful.
Faster response time needed
Management can be more efficient; but all the employees are always helpful.
Physical Plant staff are quick to handle concerns.
Plant is great to work with on events; at some campuses they are less flexible and available than at others
Rosa and Drane are superstars! I rarely see anyone else.
solve problems and make deliveries again in a timely manner
Spring Creek is not as responsive to our needs as they seem to be on other campuses.
They do as they are asked but sometimes you have to ask more than once.
Timely, courteous, respectful, competent
Very helpful
Very responsive and courteous.
Whenever we need something, they respond quickly and courteously.

SERVICE UNIT: Physical Plant & Grounds

Table 96c.

Physical Plant & Grounds Comments from Courtyard Center

helpful, responsive

Table 96d.

Physical Plant & Grounds Comments from Preston Ridge Campus

Always helpful and have great response time.

Always prompt to help

ALWAYS responsive at PRC. Have been asking to replace lock to office door for years with no response at SCC

always willing to help in any way.

courteous and helpful

do a fantastic job

Friendly, and they get the work done. It may not always be fast, but they do so much, and it's not an issue.

Help with campus maintenance was provided in a timely manner

I've asked them to do things that they didn't do well or just didn't do. But I've also had good results when asking them to do things. It is a mixed bag.

OK

Problems are addressed quickly, staff are helpful beyond the call of duty

respond quickly and take care of the issues

The online request system, while it works, is outdated

The plant crew is fantastic at PRC and CYC. Fantastic!

The PRC campus is well kept.

They have always been helpful and efficient.

timely, friendly

very helpful when contacted

Table 96e.

Physical Plant & Grounds Comments from Spring Creek Campus

always friendly

Always responsive

Bathrooms are ridiculous at SCC. AC at SSS is always wrong. It's hot when hot and cold when cold.

constantly in motion

good staff

Great service here

Helpful

I call a few times a week with issues--they are respectful, courteous and helpful

I could write all day about how great they are! Chuck, Brian, Robert, ALL do so much for the art gallery.

Can't make it without them! Always come through for us, we can't make it without them!!!

SERVICE UNIT: Physical Plant & Grounds

Table 96e.

Physical Plant & Grounds Comments from Spring Creek Campus (Continued)

I don't contact them often. Usually if a door doesn't lock when I'm closing the library. Or if a door is broken in the library.

Inefficient procedures and difficult to know who to contact for issues, i.e. temperature

It feels as if school dude requests get ignored and delay in having the tickets assigned, follow through with the younger group of PO is extremely slow and incomplete tickets get closed.

It is difficult to get repairs completed in a timely fashion

My questions were always answered and problems I reported were taken care of as quickly as possible.

My School Building Requests are marked as done without the work actually being done. This has happened multiple times. Staff tells us to stop putting in the same request over and over because it makes them look bad. Work Still isn't done. Was told by Dennis that we are .01% on his priority list when I gave him a look he said OK .02%

MySchoolBuilding is outdated and it isn't very helpful if people assigned don't use the notes to let us know the issue.

Need to follow up on requests

Our lab has been 25% dark for the last two years as requests go unmet for correct spot light replacement (non-LEDs)

Physical plant is quick at work requests. I am not convinced that after hours requests get attended to.

Plant: They solved an intermittent office lighting problem very quickly, effectively and efficiently

prompt, professional, and courteous overall. Sometimes, the response to a work request is slow.

Request orders are sometimes not completed until multiple requests are made or a supervisor is notified.

Requests at SCC are not always addressed or followed up on

Requests can take weeks before acknowledged; however, the staff that completes the requests is kind and addresses any additional requests on the spot if asked responded quickly and solved my problem

Slow to repair certain things like electrical, plumbing, etc. OK if the repair is minimal. Chuck does a great job with all painting needs. Kenny is always helpful

slow to respond at times

Staff are friendly and complete tasks in a timely manner.

The bathrooms in the D area have scalding hot water that is not adjustable. I called to request an adjustment, but water is still scalding hot.

Things do not get done in a timely fashion and are often not done well.

very slow and ineffecient on work orders

Work request have at times been returned "complete" when no work was done to complete the request.

SERVICE UNIT: Physical Plant & Grounds

Table 96e.

Physical Plant & Grounds Comments from Spring Creek Campus (Continued)

Working with plant is a struggle at SCC. There has been multiple instances where we have asked for things to be set-up and they are not set up properly or even set up at all. I asked for a wall to be patched in my office and repainted and they said they could only patch it because they did not have the matching paint.

Worst managed group I have ever witnessed. Slow response, if any. Show up to do work during class times. They show the requested job is done online, when it is not.

would answer more honestly if this was anonymous

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Print Centers

Table 97.
Awareness and Use of Service Unit

	n	%
Are aware of Print Centers*	247	69.4%
Have used Print Centers**	128	51.8%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 247).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	3	4	13	20	78	10	128	4.41	0.99
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	3.1%	10.2%	15.6%	60.9%	7.8%	100%		
The procedures are efficient.	n	3	2	17	24	76	6	128	4.38	0.96
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	1.6%	13.3%	18.8%	59.4%	4.7%	100%		
My needs were met in a timely fashion.	n	3	2	9	19	88	7	128	4.55	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	1.6%	7.0%	14.8%	68.8%	5.5%	100%		
The staff was courteous.	n	3	1	5	13	102	4	128	4.69	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	0.8%	3.9%	10.2%	79.7%	3.1%	100%		
The staff are knowledgeable.	n	4	2	3	17	93	9	128	4.62	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	3.1%	1.6%	2.3%	13.3%	72.7%	7.0%	100%		
Overall satisfaction with the unit.	n	1	3	12	28	84	0	128	4.49	0.82
(1= Very unsatisfied, 5 = Very satisfied)	%	0.8%	2.3%	9.4%	21.9%	65.6%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Print Centers

Table 99.

Print Centers Comments

Always a great experience

Always available for me to print assignments

Always deliver product accurately and on time; usually ahead of time

always friendly

Always helpful and set our request in a timely manner.

Always quick and efficient with both their help and product turn-around time.

Always responsive

always up and running, nice staff for the most part

Can't print from USB flash drives?! Seriously?!

efficient online ordering. Takes a long time to print orders though.

Fast, friendly and professional. A joy to deal with.

Gallery print material always on time, always kind and easy to work with.

Generally very efficient with friendly service

Great service here

Haven't used them much, but they have been helpful and fast.

Helpful and knowledgeable

Helpful, simple, inexpensive, kind. quick

I don't use them often, but when I do they are very helpful and friendly!

I feel very disconnected from this service-I feel our faculty may feel the same too.

Lots of problems at walk up copiers need to be fixed. Mainly access issues, being able to fully access my account consistently.

My requests are not always fulfilled and delivered in the time asked (always more than 48 hours notice).

Need to be more knowledgeable on software and equipment

No complaints, quick email response and services.

No specific problems

NovaCopy doesn't monitor our printers very well, but Robert Roan has given me his direct number and has taken care of our service needs when I've contacted him.

Our orders are always well-organized, produced on-time and with high quality.

Printing Express at SCC goes above and beyond to provide excellent services in a timely fashion.

Printing Express does a fantastic job

Professional

prompt, professional, and courteous

Provided me a quick turn-around for my requests

sometimes difficult to get a big job through

Sometimes they get backed up and there's a delay, but they still come through pretty efficiently.

Staff is very friendly and always willing to complete my day of requests (thank goodness)

Tammy O'bier and her staff are awesome. Always on time with my request and go the extra mile. 5 Gold Stars.

Table 99.

Print Centers Comments (Continued)

The print shop is great, but could be better! Students are having trouble locating the print shop, Print Shop does not have a contact page online on the Intranet. Students are having issues reaching out to them to inquire about items they have sent to print.

The printing jobs I had done were quick and always what I requested. This semester I needed to print tests to give to my classes and spent one hour trying to get my printing done (9 to 10 pm) without success. I tried to use all 4 machines in the hallways at SCC and could not because the machine either had no paper or was not working. The printing express had the job done for me the next day. The machines in the hallways are usually not working or out of paper when I attempt to print. Because I do not have access to paper nor can i fix the machine, I use the printing express to print all of my tests. I once printed at Kinkos and had to spend \$20 to get the printing I needed done for my job at Collin.

The printing machines are in working order.

They are fast and accommodating, but they could be more attentive to detail

They do a wonderful job and are friendly and willing to work with you on items that need printing.

Very helpful

We have had a few minor problems with printing but they always fix it quickly.

We use them every semester and they have improved through the years. Wish they would have forms available online but they email them to you if you request them.

Web services are old, very nineties, very outdated.

work well with us on publications when needed

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Public Relations

*Table 100.
Awareness and Use of Service Unit*

	n	%
Are aware of Public Relations*	228	64.0%
Have used Public Relations**	105	46.1%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 228).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	6	6	16	19	55	3	105	4.09	1.21
(1= Strongly disagree, 5 = Strongly agree)	%	5.7%	5.7%	15.2%	18.1%	52.4%	2.9%	100%		
The procedures are efficient.	n	6	8	14	22	49	6	105	4.01	1.23
(1= Strongly disagree, 5 = Strongly agree)	%	5.7%	7.6%	13.3%	21.0%	46.7%	5.7%	100%		
My needs were met in a timely fashion.	n	7	13	11	18	52	4	105	3.94	1.33
(1= Strongly disagree, 5 = Strongly agree)	%	6.7%	12.4%	10.5%	17.1%	49.5%	3.8%	100%		
The staff was courteous.	n	0	3	4	18	76	4	105	4.65	0.70
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	2.9%	3.8%	17.1%	72.4%	3.8%	100%		
The staff are knowledgeable.	n	2	2	10	15	72	4	105	4.51	0.90
(1= Strongly disagree, 5 = Strongly agree)	%	1.9%	1.9%	9.5%	14.3%	68.6%	3.8%	100%		
Overall satisfaction with the unit.	n	3	10	15	23	54	0	105	4.10	1.14
(1= Very unsatisfied, 5 = Very satisfied)	%	2.9%	9.5%	14.3%	21.9%	51.4%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Public Relations

Table 102.

Public Relations Comments

A bit slowful.

All their staff is very friendly and helpful. Their 'Project Request' system is easy to use when their services are needed.

Always helpful and get things done.

Awesome, fun, brilliant group, helpful with gallery, and so positive about our art dept!

Can be difficult to work with. Could be doing much more to promote the programs and the college as a whole. Campus name change will not generate awareness of Collin. Promotions will. Good promotions

Excellent professional communication

Helpful when time is available.

I order brochures through quotes prepared by PR a couple of times per year. The process is very efficient and professional.

If you can avoid the management of the department and just talk to the workers, they are great.

ineffective procedures; unhelpful staff; non-responsive to needs

It takes entirely too long to process requests...wish there were more templates and pictures available on PR website to create marketing materials without waiting for months. This may in fact limit the number of requests received and reduce wait time.

Knowledgeable and helpful

Lisa, our PR staff member at CYC, is very helpful and responsive to questions, issues, and projects. Larger projects that require the PR team at CHEC take a LONG time.

My experience working with Rajesh Michael and Heather Darrow has been wonderful. They are very knowledgeable and willing to help.

never respond to requests, online request procedure cumbersome and confusing -- also difficult to find

Not easily found on website. Turn around can be too slow.

not enough freedom for faculty to get information out quickly

On the College web page

Our program struggles with getting noticed and PR doesn't do anything to support us

Overprotective of their domain. When tasked with creating content for the advising dept, we went to PR and asked for any materials (logos, pictures, videos, etc) that may be useful, and were told they had none. No archive of assets at all? Hmm. It also took them 3 weeks to respond to the request.

Process & procedures

Seems like they generate a lot of articles, etc. and try to promote us

Short staffed. Takes too long to complete jobs

slow to respond, hard to find the right person to talk to

some staff members are amazing, some are way too much process oriented

Staff is always helpful and friendly, thank you!!

Staff is overburdened and does not get needed material to publicize classes or events to us in time, materials are often poorly done

Templates are unattractive and prevent messages from getting noticed; production schedule is slow

Table 102.

Public Relations Comments (Continued)

The procedures are very time-consuming. Staff is excellent and fun to work with.
The timeframe for projects is a little longer than I would like. I am also not exactly clear on the process of submitting jobs and projects.
They act as if CE is unimportant. Never any response when I need website updated.
They are always very friendly and hopeful.
They are backlogged it seems to finish projects in a timely fashion.
They are doing an awesome job branding the college and changing the signage.
They guided me answer all my inquiries
timeline on items is so long, and procedures are not always communicated when changed
User-friendly input system, excellent support
Very responsive when working on projects to assist in projecting the college's image
were not timely in response to my request about assets
Wish they had more creativity in any promotional items. Sometimes they don't listen to the vision of their client which creates an unsatisfactory end product.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Purchasing

Table 103.
Awareness and Use of Service Unit

	n	%
Are aware of Purchasing*	227	63.8%
Have used Purchasing**	114	50.2%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 227).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	1	14	18	27	50	4	114	4.01	1.11
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	12.3%	15.8%	23.7%	43.9%	3.5%	100%		
The procedures are efficient.	n	3	13	20	25	48	5	114	3.94	1.17
(1= Strongly disagree, 5 = Strongly agree)	%	2.6%	11.4%	17.5%	21.9%	42.1%	4.4%	100%		
My needs were met in a timely fashion.	n	4	9	13	29	53	6	114	4.09	1.13
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	7.9%	11.4%	25.4%	46.5%	5.3%	100%		
The staff was courteous.	n	1	1	11	22	72	7	114	4.52	0.79
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	0.9%	9.6%	19.3%	63.2%	6.1%	100%		
The staff are knowledgeable.	n	2	4	8	20	72	8	114	4.47	0.93
(1= Strongly disagree, 5 = Strongly agree)	%	1.8%	3.5%	7.0%	17.5%	63.2%	7.0%	100%		
Overall satisfaction with the unit.	n	1	9	12	32	60	0	114	4.24	0.99
(1= Very unsatisfied, 5 = Very satisfied)	%	0.9%	7.9%	10.5%	28.1%	52.6%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Purchasing

Table 105.

Purchasing Comments

Always helpful and get things done.

Awesome department -- Cougmart system is always down.

Can anyone color outside the box? This doesn't have to be this difficult to buy a shirt.

helpful and walked me through procedures

I find CougarMart pretty user friendly but the main thing is this group is always helpful and tries to problem solve quickly.

I get what I need, but not always communicated with proactively

I like the purchasing system. It has some problems like deleting my favorite vendor but overall it is very efficient.

I love cougarmart, when it works.

ineffective procedures, poor systems

Leslie always friendly and helpful when I have any questions.

My requests are processed quickly and courteously. questions are answering in layman terms.

Need to advertise the list of approved vendors to faculty or people other than AA's. Cumbersome process

Never dealt with them personally. Everything has to go through admin asst and seems to take awhile

No specific problems

not timely in their ordering of items

Orders just seem to sit or disappear quite often.

Overall I am satisfied with them. They need to have a better understanding of time frames of what we order. Often they want us to fill out receivers a few days after we enter something. Some things take months to arrive.

Procedures change and sometimes the end user is not always aware.

Purchasing is still very confusing for me. At times, I feel like I have frustrated the people I talk to, because they sound annoyed. I try to help the best way I can, but there is a lack of patience and understanding.

Purchasing is very professional and great to work with when I've needed to interact with their office.

Purchasing staff do a good job of following regulations and keeping us out of trouble.

Purchasing: The people are great but the Cougarmart software seems to go down a fair amount.

Seems to work fine.

Slow

some staff are helpful, some are entrenched in the way things have always been done

Sometimes limited selection of vendors.

Sometimes trying to get items purchased is very difficult-many times its easier to buy it myself

Staff helpful for those like myself that are new to purchasing with assistance.

Staff is helpful and courtesy; CougarMart is cumbersome and not intuitive at all

Super helpful and timely in their responses and actions.

Table 105.

Purchasing Comments (Continued)

The entire purchasing process has been progressively slower over the years. To be honest I am not sure where the bottle neck is.

The procedures seem to vary a lot but in working with the staff we have always managed to get what we need

This group could be more efficient.

Timely and responsive.

Timely, courteous, respectful, competent

very helpful, always friendly

very knowledgeable

Very knowledgeable. helpful, and very good guidance.

very patient

working within CougarMart between purchasing and AP is sometimes challenging

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Recruitment & Programs for New Students

*Table 106.
Awareness and Use of Service Unit*

	n	%
Are aware of Recruitment & Programs for New Students*	179	50.3%
Have used Recruitment & Programs for New Students**	27	15.1%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 179).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	1	1	1	5	18	1	27	4.46	1.03
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	3.7%	3.7%	18.5%	66.7%	3.7%	100%		
The procedures are efficient.	n	1	1	1	6	16	2	27	4.40	1.04
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	3.7%	3.7%	22.2%	59.3%	7.4%	100%		
My needs were met in a timely fashion.	n	1	0	1	6	17	2	27	4.52	0.92
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	0.0%	3.7%	22.2%	63.0%	7.4%	100%		
The staff was courteous.	n	1	0	0	6	19	1	27	4.62	0.85
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	0.0%	0.0%	22.2%	70.4%	3.7%	100%		
The staff are knowledgeable.	n	1	1	2	4	18	1	27	4.42	1.07
(1= Strongly disagree, 5 = Strongly agree)	%	3.7%	3.7%	7.4%	14.8%	66.7%	3.7%	100%		
Overall satisfaction with the unit.	n	3	1	0	8	14	1	27	4.12	1.34
(1= Very unsatisfied, 5 = Very satisfied)	%	11.1%	3.7%	0.0%	29.6%	51.9%	3.7%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Recruitment & Programs for New Students

Table 108.

Recruitment & Programs for New Students Comments

Awesome, they even go to the potential students

Collin is highly represented at recruiting events and the academic coaching and peer mentor programs are extremely beneficial to new students.

Fun and engaging.

FYE seems fairly new - doesn't seem to be very organized.

Great staff

Great stuff!

Have not used this service

I take part when I possibly can, table space and a chance to draw students

New student orientations are working well

Recruitment does not seem to include any initiatives for students to get info about CE.

Staff in this area was overheard making disparaging remarks about faculty.

Stephen and staff seem to care and are very energetic and passionate about their mission

They are team players and very student-centered.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Science Den

*Table 109.
Awareness and Use of Service Unit*

	n	%
Are aware of Science Den*	116	32.6%
Have used Science Den**	11	9.5%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 116).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	0	1	9	1	11	4.90	0.32
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%	100%		
The procedures are efficient.	n	0	0	0	1	9	1	11	4.90	0.32
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%	100%		
My needs were met in a timely fashion.	n	0	0	0	1	9	1	11	4.90	0.32
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%	100%		
The staff was courteous.	n	0	0	0	1	9	1	11	4.90	0.32
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%	100%		
The staff are knowledgeable.	n	0	0	0	1	9	1	11	4.90	0.32
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%	100%		
Overall satisfaction with the unit.	n	0	0	0	2	9	0	11	4.82	0.41
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	0.0%	0.0%	18.2%	81.8%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Science Den

Table 111.

Science Den Comments

always available to answer questions

The staff and tutors are great but it needs more financial support in order to hire tutors and meet student needs.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Small Business Development Center (SBDC)

*Table 112.
Awareness and Use of Service Unit*

	n	%
Are aware of Small Business Development Center (SBDC)*	120	33.7%
Have used Small Business Development Center (SBDC)**	10	8.3%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 120).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	1	0	9	0	10	4.80	0.63
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	10.0%	0.0%	90.0%	0.0%	100%		
The procedures are efficient.	n	0	0	1	0	8	1	10	4.78	0.67
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	10.0%	0.0%	80.0%	10.0%	100%		
My needs were met in a timely fashion.	n	0	0	1	0	8	1	10	4.78	0.67
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	10.0%	0.0%	80.0%	10.0%	100%		
The staff was courteous.	n	0	0	1	0	8	1	10	4.78	0.67
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	10.0%	0.0%	80.0%	10.0%	100%		
The staff are knowledgeable.	n	0	0	1	0	8	1	10	4.78	0.67
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	10.0%	0.0%	80.0%	10.0%	100%		
Overall satisfaction with the unit.	n	0	0	1	1	8	0	10	4.70	0.68
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	0.0%	10.0%	10.0%	80.0%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Small Business Development Center (SBDC)

Table 114.

Small Business Development Center (SBDC) Comments

Attended a small-business session. It was good general information and gave me a starting point on how to start my own business.

responsive, knowledgeable staff

This organization is always on top of things and provide valuable information.

used website only

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Software Support Services

Table 115.
Awareness and Use of Service Unit

	n	%
Are aware of Software Support Services*	199	55.9%
Have used Software Support Services**	92	46.2%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 199).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	6	4	5	20	51	6	92	4.23	1.20
(1= Strongly disagree, 5 = Strongly agree)	%	6.5%	4.3%	5.4%	21.7%	55.4%	6.5%	100%		
The procedures are efficient.	n	6	7	4	16	54	5	92	4.21	1.26
(1= Strongly disagree, 5 = Strongly agree)	%	6.5%	7.6%	4.3%	17.4%	58.7%	5.4%	100%		
My needs were met in a timely fashion.	n	4	6	6	16	54	6	92	4.28	1.16
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	6.5%	6.5%	17.4%	58.7%	6.5%	100%		
The staff was courteous.	n	4	1	8	6	67	6	92	4.52	1.04
(1= Strongly disagree, 5 = Strongly agree)	%	4.3%	1.1%	8.7%	6.5%	72.8%	6.5%	100%		
The staff are knowledgeable.	n	5	3	4	12	65	3	92	4.45	1.11
(1= Strongly disagree, 5 = Strongly agree)	%	5.4%	3.3%	4.3%	13.0%	70.7%	3.3%	100%		
Overall satisfaction with the unit.	n	6	7	7	22	50	0	92	4.12	1.23
(1= Very unsatisfied, 5 = Very satisfied)	%	6.5%	7.6%	7.6%	23.9%	54.3%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Software Support Services

Table 117.

Software Support Services Comments

All software on my office computer works well.

always friendly

Always prompt to help

Always receive a prompt response to any request, staff is friendly and very helpful, thank you!!

courteous

Dependable

Dept, does not keep ahead of dept.'s projected needs for growth,

Great people working in this dept. When we have issues they come in for us!

Great staff and good work.

Have had uneven results with requests

I don't use this group much but they are quick and helpful.

I receive the support I need from the group.

I'm still confused on a lot of the software, but I can usually get the training I need and questions

answered quickly.

ineffective procedures, communication; poor systems

It can depend on whom you get how much help you receive

I've always had good response time and gotten what I needed for our office and faculty.

lack of communication

My questions were answered

Our Banner system is so outdated and so is the faculty load software. It's awful what we have to do to manage it!

Our office has special software designed specifically around our program and our students, only 1 tech understands how to install and re-install, upgrades and such. when this person is out, and we are needing software assistance, our program stops and this effects our students learning experiences & education.

people were responsive and courteous but their procedures are a little cumbersome

prompt response and willing to find solutions

received one on one banner training on short notice. Difficult system

Staff do excellent work, but they are stretched far too thin and not sufficient staffing for user needs.

Staff is friendly, knowledgeable and always ready to help

They are responsive when I need support, usually the same day.

They keep us up to date and make time for us anytime we ask.

This is mostly because, I think, there are too few people trying to do too many things here.

Timely, courteous, respectful, competent

Very few interactions; however, when needed, the staff is responsive

Very supportive and responsive to our needs.

Wish we had a better system to navigate through.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Student Life

*Table 118.
Awareness and Use of Service Unit*

	n	%
Are aware of Student Life*	273	76.7%
Have used Student Life**	87	31.9%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 273).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	4	10	15	54	4	87	4.43	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.6%	11.5%	17.2%	62.1%	4.6%	100%		
The procedures are efficient.	n	0	5	10	16	53	3	87	4.39	0.92
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	5.7%	11.5%	18.4%	60.9%	3.4%	100%		
My needs were met in a timely fashion.	n	0	3	9	12	59	4	87	4.53	0.83
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.4%	10.3%	13.8%	67.8%	4.6%	100%		
The staff was courteous.	n	0	4	6	5	69	3	87	4.65	0.81
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.6%	6.9%	5.7%	79.3%	3.4%	100%		
The staff are knowledgeable.	n	0	3	8	10	65	1	87	4.59	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.4%	9.2%	11.5%	74.7%	1.1%	100%		
Overall satisfaction with the unit.	n	0	6	7	15	58	1	87	4.45	0.92
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	6.9%	8.0%	17.2%	66.7%	1.1%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Student Life

Table 120.

Student Life Comments

as the primary advisor to a student org, i am always pleased with the amazing student support provided by student life svcs

at times they are standoffish

Creative and grateful

Easy to work with!

Enthusiastic and student-centered, but not always efficient

Excellent interactions!

Excellent, efficient service. Always informed, well-trained student workers to assist

good service

Helpful with student organizations like the one I co-sponsor

I have just recently begun using Student Life again and they seem very friendly and helpful.

I occasionally call and have them check lost and found for me.

I think this is an area that has shown improvement.

limited services

most people are easy to work with, but some are not very kind working with students and faculty

mostly helpful

Need more space for this as the number of students are growing

Numerous programs for studnets throughout the year.

Offers a varied of fun events for students

prompt and helpful

Questionable events and kinda silly sometimes (coloring books, etc.)

Staff is always very friendly and ready to help, thank you!!

Students enjoy this program and I have enjoyed working with them, too.

they gave me my student id

very helpful

Who doesn't absolutely love Stephen Rogers! SCC Student Life Rocks!

Worked well with students in an organization that I help advise

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Telecommunications

*Table 121.
Awareness and Use of Service Unit*

	n	%
Are aware of Telecommunications*	234	65.7%
Have used Telecommunications**	120	51.3%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 234).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	6	1	8	24	73	8	120	4.40	1.04
(1= Strongly disagree, 5 = Strongly agree)	%	5.0%	0.8%	6.7%	20.0%	60.8%	6.7%	100%		
The procedures are efficient.	n	5	3	10	21	73	8	120	4.38	1.06
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	2.5%	8.3%	17.5%	60.8%	6.7%	100%		
My needs were met in a timely fashion.	n	4	2	10	17	82	5	120	4.49	0.98
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	1.7%	8.3%	14.2%	68.3%	4.2%	100%		
The staff was courteous.	n	3	1	2	11	96	7	120	4.73	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	2.5%	0.8%	1.7%	9.2%	80.0%	5.8%	100%		
The staff are knowledgeable.	n	4	0	5	12	93	6	120	4.67	0.86
(1= Strongly disagree, 5 = Strongly agree)	%	3.3%	0.0%	4.2%	10.0%	77.5%	5.0%	100%		
Overall satisfaction with the unit.	n	3	1	8	26	82	0	120	4.53	0.86
(1= Very unsatisfied, 5 = Very satisfied)	%	2.5%	0.8%	6.7%	21.7%	68.3%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Telecommunications

Table 123.

Telecommunications Comments

always friendly
Always helpful and have great response time.
Always respond in a timely fashion and they are always willing to assist.
Anytime I have an issue they handle it quickly
Extremely responsive, customer service efficient and knowledgeable.
good work here
Got a handout and had to figure out the rest myself.
Great group.
Great people here too! When I call for help they respond.
Have been very quick to resolve issues
Helpful and responsive
I don't use this group much but they are quick and helpful.
It took quite a bit of time for my phone to be set up when I first came to Collin. I was never given instructions for the voice mail or the various systems.
Limited interaction because my products have all worked!
My messages are recorded and phone functions.
Never have had a problem with telecommunications. Will miss Judy White.
No problem with new phone set up
No specific problems
OK
Prompt service
Quick and professional service.
quick resolutions
quick to solve any telecommunication problem
Service is good, but it is slowful.
Some support I need doesn't get received, but they have been able to resolve other issues.
Telecommunications provides my needed services or information, quickly and efficiently
The few TelCom issues I've had were addressed in a timely manner
Timely and competent
took 6 months to update extension in the directory
Very few interactions; however, when needed, the staff is responsive
very prompt timeli response
When I need support, Telecommunications is responsive and helpful.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Testing & Placement

*Table 124.
Awareness and Use of Service Unit*

	n	%
Are aware of Testing & Placement*	253	71.1%
Have used Testing & Placement**	86	34.0%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 253).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	2	2	3	19	60	0	86	4.55	0.86
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	2.3%	3.5%	22.1%	69.8%	0.0%	100%		
The procedures are efficient.	n	4	1	2	18	59	2	86	4.51	0.98
(1= Strongly disagree, 5 = Strongly agree)	%	4.7%	1.2%	2.3%	20.9%	68.6%	2.3%	100%		
My needs were met in a timely fashion.	n	3	2	1	12	66	2	86	4.62	0.92
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	2.3%	1.2%	14.0%	76.7%	2.3%	100%		
The staff was courteous.	n	1	1	1	13	69	1	86	4.74	0.66
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	1.2%	1.2%	15.1%	80.2%	1.2%	100%		
The staff are knowledgeable.	n	2	1	1	16	65	1	86	4.66	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	1.2%	1.2%	18.6%	75.6%	1.2%	100%		
Overall satisfaction with the unit.	n	1	1	4	17	63	0	86	4.63	0.74
(1= Very unsatisfied, 5 = Very satisfied)	%	1.2%	1.2%	4.7%	19.8%	73.3%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Testing & Placement

Table 126.

Testing & Placement Comments

A single email address for each campus testing center would be nice to guarantee testing information can be emailed and received by staff in the testing center.

All of our paramedic students go through this service. We utilize their results in our selection process.

Awesome staff

Every interaction has been positive and all explanations are clear.

Everyone is welcoming and supportive of me in my role as a College & Career Counselor.

Friendly and knowledgeable with my daughters.

Friendly, efficient, and helpful

good service

great staff always helpful

Handwriting the forms is tedious. Staff are very nice, procedures need to be updated.

Have not used this service

Hours are good for students.

I have never had a good result working with the staff I encounter when I go in. Either they are rude or they don't know the answers to my questions.

I use it regularly for testing and they do a great job, no student complaints to me regarding testing there

Needs more room.

Online scheduling would be a great addition to the testing centers (and if it exists already, it needs to be advertised)

professional and courteous. kept their cool during my test anxiety (offered kleenex, etc)

prompt, professional, and courteous

Some student staffs don't know the procedure well.

Staff had me tested and placed in a class efficiently

Students are allowed to use the bathroom during a test. They did not make faculty aware of this.

testing can be a long wait and a long test which results in developmental classes

The process for applying nontraditional credit takes ridiculously long (example AP courses).

The staff at the testing center are very friendly, helpful, and knowledgeable. Dena is doing a great job.

very helpful

Very organized and test are administered with a great deal of security.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: University Transfer Partnerships

*Table 127.
Awareness and Use of Service Unit*

	n	%
Are aware of University Transfer Partnerships*	181	50.8%
Have used University Transfer Partnerships**	29	16.0%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 181).

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

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	1	7	19	2	29	4.67	0.56
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	3.4%	24.1%	65.5%	6.9%	100%		
The procedures are efficient.	n	0	0	3	5	18	3	29	4.58	0.70
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	10.3%	17.2%	62.1%	10.3%	100%		
My needs were met in a timely fashion.	n	0	0	3	2	22	2	29	4.70	0.67
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	10.3%	6.9%	75.9%	6.9%	100%		
The staff was courteous.	n	0	0	0	3	22	4	29	4.88	0.33
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	10.3%	75.9%	13.8%	100%		
The staff are knowledgeable.	n	0	0	0	8	18	3	29	4.69	0.47
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	0.0%	27.6%	62.1%	10.3%	100%		
Overall satisfaction with the unit.	n	1	0	2	7	19	0	29	4.48	0.91
(1= Very unsatisfied, 5 = Very satisfied)	%	3.4%	0.0%	6.9%	24.1%	65.5%	0.0%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: University Transfer Partnerships

Table 129.

University Transfer Partnerships Comments

Always helpful and a great partner with school districts.
currently seeking another degree through partnership - very pleased with the process
Does this still exist? Haven't heard or see much from them since Stephanie Hanson retired
Ease of information
excellent service, very willing to assist. good communication between departments and universities
Great presentations and transparency.
info on web needs updating
Staff is knowledgeable and helpful
Staff is very friendly and making tremendous efforts to promote transfer and partnerships
This groups is awesome in helping to understand the process to get to destination colleges.
We need a transfer specialist at each campus to better serve our students. Having 1 transfer specialist at a campus most of our students do not regularly attend is not in the best interest of our students.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Web Services

*Table 130.
Awareness and Use of Service Unit*

	n	%
Are aware of Web Services*	243	68.3%
Have used Web Services**	142	58.4%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 243).

*Table 131.
Please use a five-point scale to tell us about your experience with the service.*

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	6	5	9	26	88	8	142	4.38	1.07
(1= Strongly disagree, 5 = Strongly agree)	%	4.2%	3.5%	6.3%	18.3%	62.0%	5.6%	100%		
The procedures are efficient.	n	4	10	5	34	80	9	142	4.32	1.06
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	7.0%	3.5%	23.9%	56.3%	6.3%	100%		
My needs were met in a timely fashion.	n	5	5	6	28	90	8	142	4.44	1.01
(1= Strongly disagree, 5 = Strongly agree)	%	3.5%	3.5%	4.2%	19.7%	63.4%	5.6%	100%		
The staff was courteous.	n	2	2	3	14	113	8	142	4.75	0.71
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	1.4%	2.1%	9.9%	79.6%	5.6%	100%		
The staff are knowledgeable.	n	2	2	6	20	104	8	142	4.66	0.77
(1= Strongly disagree, 5 = Strongly agree)	%	1.4%	1.4%	4.2%	14.1%	73.2%	5.6%	100%		
Overall satisfaction with the unit.	n	6	6	8	29	90	3	142	4.37	1.07
(1= Very unsatisfied, 5 = Very satisfied)	%	4.2%	4.2%	5.6%	20.4%	63.4%	2.1%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Web Services

Table 132.

Web Services Comments

Always a pleasure working with web services, very helpful staff, thank you!!
Always available for questions
always friendly
Always helpful and timely
Always speedy and helpful!
always willing to follow up on my concerns and in a timely fashion
Always willing to listen and help. They are limited by poor web software for updating web pages.
confusing as to who does what
Dependable
Excellent service!
excellent support for website, canvas, etc
excellent work here.
Fast response and issue resolution.
Friendly, fast, knowledgable.
Have always been really helpful and courteous when I needed something.
Heather Webb-Losch is great
I don't trust their knowledge base. They are slow to do most things and quick to tell you what you need can't be done.
I feel like web services pushes programs out before they are properly vetted.
Knowledgable
new online course, so lots of help
No issues
Not enough staff for a college of this size. Those in the dept are great but overworked.
Past procedures were not user friendly - haven't used this year to compare
poor to non-existent support; "utility company" mentality toward meeting business needs
Pretty satisfied with them
Procedures need clarification
Process & procedures
Problems are quickly addressed
prompt response and willing to find solutions
prompt, professional, and courteous
quick efficient responses
Quick responses to emails, and solves my issues quickly.
slow in response
Small issues taken care of very quickly; courteous interactions.
Sometimes hard to reach them (help desk phone system is frustrating) but they are great once you reach them (Sometimes I don't know whether to contact help desk or web services...not sure I understand the difference)
The staff is helpful, the website is in desperate need of an update-thankful for the search feature, that is the only way I find stuff

Table 132.

Web Services Comments (Continued)

The y support educational needs.

They have always been helpful and efficient.

They were able to troubleshoot my problem and fix it

Though I think communication from WS could improve, they do well with an often changing and challenging situation

underperforming

Very few interactions; however, when needed, the staff is responsive

Very helpful

Very helpful and knowledgable.

very responsive

Web services has helped me with Canvas and setting up new shells and online courses.

Web Services provides the services I need quickly and efficiently.

Webservices has never responded timely to any request I have given them. However, if I send someone else to do the asking, they suddenly have time to do the job. Guess I made someone mad.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Wellness Program

Table 133.
Awareness and Use of Service Unit

	n	%
Are aware of Wellness Program*	252	70.8%
Have used Wellness Program**	76	30.2%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 252).

Table 134.
Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	1	0	3	14	55	3	76	4.67	0.69
(1= Strongly disagree, 5 = Strongly agree)	%	1.3%	0.0%	3.9%	18.4%	72.4%	3.9%	100%		
The procedures are efficient.	n	1	2	2	17	50	4	76	4.57	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	1.3%	2.6%	2.6%	22.4%	65.8%	5.3%	100%		
My needs were met in a timely fashion.	n	1	1	4	11	54	5	76	4.63	0.78
(1= Strongly disagree, 5 = Strongly agree)	%	1.3%	1.3%	5.3%	14.5%	71.1%	6.6%	100%		
The staff was courteous.	n	0	0	1	8	63	4	76	4.86	0.39
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	1.3%	10.5%	82.9%	5.3%	100%		
The staff are knowledgeable.	n	0	0	2	8	61	5	76	4.83	0.45
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	0.0%	2.6%	10.5%	80.3%	6.6%	100%		
Overall satisfaction with the unit.	n	2	3	5	10	53	3	76	4.49	0.99
(1= Very unsatisfied, 5 = Very satisfied)	%	2.6%	3.9%	6.6%	13.2%	69.7%	3.9%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Wellness Program

Table 135.

Wellness Program Comments

could have more effective & relevant presence on campus. Need innovative programming and different ideas that haven't been repeated in past 10 yrs.

Dont use often, but i've never had a problem.

Dr. Muysson really knows her stuff!

Encouraging and good way to stay on yraxk

everything as it should be

Free wellness classes not offered at convenient times at SCC.

friendly

good informtion

great program, but limited scope

Have been on a wellness team for the past 2 semesters and have thoroughly enjoyed it. Love the different opportunities they provide

Having an office at CHEC, Wellness always includes us but we miss out on things at other campuses

I appreciate the accountability associated with this program.

I go to the water aerobics sessions, They are great and well taught. love this benefit

I have attended 2 meetings of the Wellness Program Committee. I am aware of all they do for the faculty, staff, and students. I think their Program is effective on offering resources and help with solutions to all wellness problems.

I use wellness as in a team and dance class

I wish we have more variety on the program.

I'm participating in the wellness program this semester and I like the book selections they have chosen.

I've participated in one of those team competitions.. and I wasn't told all the ways I could earn points.

Managers only allow certain people to utilize the wellness program at a time that's convenient.

My first year joining a team and it is fun and makes me accountable to move.

Offers great programs but are not always accessible due to work schedule.

Professional service and great customer service. I was made to feel important and like they really want to assist me with my needs.

Regular and informative emails

Sometimes the program is complicated in their point system

took 2 year to get a class on our campus at lunch

Using wellness time is not encouraged or discussed so I would feel guilty using it.

Water aerobics is fantastic! Anne is AWESOME.

Water aerobics is great

wish there were more classes for staff

would like to be able to take advantage of this year round

**Collin College Service Unit
Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Writing Centers

Table 136.

Awareness and Use of Service Unit

	n	%
Are aware of Writing Centers*	267	75.0%
Have used Writing Centers**	63	23.6%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 267).

Table 137.

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

		Response on 5-point scale							Total	Mean***	Std. Deviation***
		1	2	3	4	5	NA				
Central Park Campus	Procedures are user friendly	n	0	0	2	0	16	2	20	4.78	0.65
		%	0.0%	0.0%	10.0%	0.0%	80.0%	10.0%	100.0%		
	Procedures are efficient	n	0	0	1	0	15	4	20	4.88	0.50
		%	0.0%	0.0%	5.0%	0.0%	75.0%	20.0%	100.0%		
	Met needs in a timely fashion	n	0	0	1	1	16	2	20	4.83	0.51
		%	0.0%	0.0%	5.0%	5.0%	80.0%	10.0%	100.0%		
	Staff are courteous	n	0	0	0	1	17	2	20	4.94	0.24
	%	0.0%	0.0%	0.0%	5.0%	85.0%	10.0%	100.0%			
CHEC	Staff are knowledgeable	n	0	0	1	1	16	2	20	4.83	0.51
		%	0.0%	0.0%	5.0%	5.0%	80.0%	10.0%	100.0%		
	Overall satisfaction	n	1	0	1	2	15	1	20	4.58	1.02
		%	5.0%	0.0%	5.0%	10.0%	75.0%	5.0%	100.0%		
	Procedures are user friendly	n	0	0	0	1	2	0	3	4.67	0.58
		%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	1	2	0	3	4.67	0.58
	%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%			
Preston Ridge Campus	Met needs in a timely fashion	n	0	0	0	1	1	1	3	4.50	0.71
		%	0.0%	0.0%	0.0%	33.3%	33.3%	33.3%	100.0%		
	Staff are courteous	n	0	0	0	1	2	0	3	4.67	0.58
		%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%		
	Staff are knowledgeable	n	0	0	0	2	1	0	3	4.33	0.58
		%	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	2	1	0	3	4.33	0.58
	%	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%	100.0%			
Preston Ridge Campus	Procedures are user friendly	n	0	0	0	3	14	0	17	4.82	0.39
		%	0.0%	0.0%	0.0%	17.6%	82.4%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	2	15	0	17	4.88	0.33
		%	0.0%	0.0%	0.0%	11.8%	88.2%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	1	16	0	17	4.94	0.24
	%	0.0%	0.0%	0.0%	5.9%	94.1%	0.0%	100.0%			
Preston Ridge Campus	Staff are courteous	n	0	0	1	1	15	0	17	4.82	0.53
		%	0.0%	0.0%	5.9%	5.9%	88.2%	0.0%	100.0%		

Table 137.

Please use a five-point scale to tell us about your experience with the service. (Continued)

		Response on 5-point scale							Total	Mean***	Std. Deviation***
		1	2	3	4	5	NA				
Preston Ridge Campus	Staff are knowledgeable	n	0	0	0	4	13	0	17	4.76	0.44
		%	0.0%	0.0%	0.0%	23.5%	76.5%	0.0%	100.0%		
	Overall satisfaction	n	0	0	2	1	14	0	17	4.71	0.69
		%	0.0%	0.0%	11.8%	5.9%	82.4%	0.0%	100.0%		
Spring Creek Campus	Procedures are user friendly	n	2	0	1	1	19	0	23	4.52	1.20
		%	8.7%	0.0%	4.3%	4.3%	82.6%	0.0%	100.0%		
	Procedures are efficient	n	2	0	0	1	20	0	23	4.61	1.16
		%	8.7%	0.0%	0.0%	4.3%	87.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	1	0	2	0	20	0	23	4.65	0.98
		%	4.3%	0.0%	8.7%	0.0%	87.0%	0.0%	100.0%		
	Staff are courteous	n	2	0	1	1	18	1	23	4.50	1.22
	%	8.7%	0.0%	4.3%	4.3%	78.3%	4.3%	100.0%			
Total	Staff are knowledgeable	n	2	0	1	1	19	0	23	4.52	1.20
		%	8.7%	0.0%	4.3%	4.3%	82.6%	0.0%	100.0%		
	Overall satisfaction	n	0	1	1	1	19	1	23	4.73	0.77
		%	0.0%	4.3%	4.3%	4.3%	82.6%	4.3%	100.0%		
	Procedures are user friendly	n	2	0	3	5	51	2	63	4.69	0.85
		%	3.2%	0.0%	4.8%	7.9%	81.0%	3.2%	100.0%		
	Procedures are efficient	n	2	0	1	4	52	4	63	4.76	0.80
	%	3.2%	0.0%	1.6%	6.3%	82.5%	6.3%	100.0%			
Total	Met needs in a timely fashion	n	1	0	3	3	53	3	63	4.78	0.69
		%	1.6%	0.0%	4.8%	4.8%	84.1%	4.8%	100.0%		
	Staff are courteous	n	2	0	2	4	52	3	63	4.73	0.82
		%	3.2%	0.0%	3.2%	6.3%	82.5%	4.8%	100.0%		
	Staff are knowledgeable	n	2	0	2	8	49	2	63	4.67	0.83
		%	3.2%	0.0%	3.2%	12.7%	77.8%	3.2%	100.0%		
	Overall satisfaction	n	1	1	4	6	49	2	63	4.66	0.81
	%	1.6%	1.6%	6.3%	9.5%	77.8%	3.2%	100.0%			

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Writing Centers

Table 138a.

Writing Centers Comments from Central Park Campus

conflict between professor's instructions and writing center tutor's instructions on APA

Have always been really helpful and courteous when I needed something.

I have only made student referrals, never used them myself

need more employees familiar with APA esp at CPC

They are understaffed but always willing to help.

Very effective with helping my students.

Very helpful

Table 138b.

Writing Centers Comments from CHEC

I hope they improve on their staff being familiar with APA.

Table 138c.

Writing Centers Comments from Preston Ridge Campus

always available to answer questions

everything as it should be

I have students visit the writing center and I bring my students for writing center tours. All these services go well.

it met my needs

nice and professional staff

Professional service and great customer service. I was made to feel important and like they really want to assist me with my needs.

Some students complain certain tutors are rude.

Students have mixed reviews. Some instructors at the writing center are sort of rude to DE students.

They are great at helping students.

Very student -centered

Table 138d.

Writing Centers Comments from Spring Creek Campus

Great resource

I continually send students to the Writing Center for help with their essays. I am told they are very helpful.

I send students here for assistance, and often have them report to me inconsistent information that they received from the staff about how to write/cite/etc. and sometimes the information that they received from the staff was incorrect.

Joani does an excellent job managing the Writing Center and it's services

My students love it, and I've taught workshops every semester for 2 yrs in the writing center. Joni Reese is brilliant!

prompt, professional, and courteous

GENERAL COMMENTS / SUGGESTIONS

Table 139.

General Comments or Suggestions

Collin is a great place to work!

For Collin to ever become the institution it needs to be, the favoritism, crowning the heir-apparent and promotion of those in a favored status over those whom are truly qualified has to stop. This has been glaring obvious to all but a blind man since Barbara Money was here. It continues and everyone knows it. Collin loses many good people and for good reason. Some departments act as if this is 8th grade, not higher education. Supervisors play favorites. Everyone else is like a dog turd stuck to a shoe. Really? Let's start being fair, honest and transparent in all we do. That would certainly be a very nice change for those of us who really care and want to stay at Collin to serve our students and not our vitae.

I love Collin College. I think it is the BEST Community college system in Texas. The programs offered are fantastic. We have the best facilities and some of the best employees around. Over all a great resource for the community and a great job. I have had some issues regarding my position. These issues have effected my bottom line and my stress level and have not been positive changes for me. However, I still stand strong in my opinion of Collin College

I would like to have line dancing as fitness program in Central Park Campus.

I would like to take a moment to say how vital and crucial the Print Shop is. They copy and print tons of things for me and for many here on the SCC. They are fast, efficient, friendly, helpful and make teaching here much easier when copies are needed and the Print Shop is right around the corner. They are extremely helpful and needed. I have no idea what the SCC would do without the Print Shop. They are incredibly important to this campus are an invaluable contribution to those who need copies (which are many of us).

Keep good work!!!

Not all of the problem with Benefits lies with the office itself. The Blue Cross insurance we have is VERY difficult to maneuver. I wish the procedures were clearer.

Overall, I would have to say that Collin is exceptional when it comes to Educational and Support Services available to faculty, staff and students. As with any institution, there will always be areas in need of improvement, but kudos to Collin for the availability of the services offered. I am undoubtedly grateful!

People at Collin Are helpful, like to return smiles, and work very hard in the areas they serve. I like to surround myself with positive, happy people in our cougar den, and that is what we have for the most part! Great prez, Motivated students, and a support staff filled with rockstars! Couldn't be more grateful!

Please look into a REAL solution to our Banner/Faculty load integration problem. Banner really needs to be updated to a more user-friendly interface. There should also be some major strides in ensuring that the schedule is consistent across the district. Finally, for staff members that have a bachelor's degree - they should get some type of "bonus" for having education that helps them do their jobs more effectively and efficiently everyday!

Staff members who have worked at Collin for ten years or more should be promoted to keep retention.

Support services need to be vastly improved. We don't really care about students and it shows.

Survey was well designed and instructions were clear.

Table 139.

General Comments or Suggestions (Continued)

There were departments that were missed such as SAIL (Seniors Active in Learning), Collin Corporate College. It would be interesting to know if the college as a whole were aware of these programs.
