

**Collin College
Support Service Units
Faculty and Staff Survey Report
Spring 2020**

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SURVEY NOTES

This iteration of the Collin College Faculty & Staff Service Unit Survey was conducted from March 12th through April 10th, 2020. The survey invitation was e-mailed to 4331 addresses of current Collin College employees based on the All College Distribution e-mail list. Of those, 220 responses were received. Per previous college presidential request, the confidentiality of the respondents' identities were not guaranteed and a disclaimer of this was included in the invitation. Due to rounding on tables throughout this report, the sum of percentages may not equal 100%.

SURVEY RESPONDENT LOCATIONS

Table D1

Current Primary Campus

Location	n	%
Plano Campus	88	40.0%
McKinney Campus	48	21.8%
Frisco Campus	47	21.4%
Collin Higher Education Center (CHEC)	20	9.1%
Courtyard Center	14	6.4%
Public Safety Training Center	1	0.5%
Wylie Campus	1	0.5%
Other*	1	0.5%
Total	220	100.0%

*For "Other" response, the respondent was given the option to specify the location, but declined.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Academic Advising

Table 1
Awareness and Use of Service Unit

	n	%
Are aware of Academic Advising*	179	81.4%
Have used Academic Advising**	58	32.4%

* Percentage out of total respondents (N= 220).

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

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

			Responses on 5-point scale							Standard	
Location	Prompt		1	2	3	4	5	NA	Total Mean***	Dev.***	
Court yard Center	Procedures are user friendly	Count	0	0	0	0	1	0	1	5.0	-
		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	5.0	-
		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	5.0	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	1	0	1	5.0	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable	Count	0	0	0	0	1	0	1	5.0	-
		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	5.0	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Frisco Campus	Procedures are user friendly	Count	0	0	4	1	11	1	17	4.4	0.892
		Row N %	0.0%	0.0%	23.5%	5.9%	64.7%	5.9%	100.0%		
	Procedures are efficient	Count	0	1	3	1	10	2	17	4.3	1.047
		Row N %	0.0%	5.9%	17.6%	5.9%	58.8%	11.8%	100.0%		
	Met needs in a timely fashion	Count	0	0	3	3	9	2	17	4.4	0.828
		Row N %	0.0%	0.0%	17.6%	17.6%	52.9%	11.8%	100.0%		
	Staff is courteous	Count	0	0	1	4	12	0	17	4.7	0.606
		Row N %	0.0%	0.0%	5.9%	23.5%	70.6%	0.0%	100.0%		
	Staff is knowledgeable	Count	0	1	3	3	9	1	17	4.3	1.000
		Row N %	0.0%	5.9%	17.6%	17.6%	52.9%	5.9%	100.0%		
	Overall satisfaction	Count	0	2	3	1	11	0	17	4.2	1.147
		Row N %	0.0%	11.8%	17.6%	5.9%	64.7%	0.0%	100.0%		
McKinney Campus	Procedures are user friendly	Count	0	1	1	2	7	0	11	4.4	1.027
		Row N %	0.0%	9.1%	9.1%	18.2%	63.6%	0.0%	100.0%		
	Procedures are efficient	Count	1	1	2	0	7	0	11	4.0	1.483
		Row N %	9.1%	9.1%	18.2%	0.0%	63.6%	0.0%	100.0%		
	Met needs in a timely fashion	Count	1	0	1	2	7	0	11	4.3	1.272
		Row N %	9.1%	0.0%	9.1%	18.2%	63.6%	0.0%	100.0%		
	Staff is courteous	Count	0	0	1	2	8	0	11	4.6	0.674
		Row N %	0.0%	0.0%	9.1%	18.2%	72.7%	0.0%	100.0%		
	Staff is knowledgeable	Count	0	1	1	3	6	0	11	4.3	1.009
		Row N %	0.0%	9.1%	9.1%	27.3%	54.5%	0.0%	100.0%		
	Overall satisfaction	Count	0	1	1	3	6	0	11	4.3	1.009
		Row N %	0.0%	9.1%	9.1%	27.3%	54.5%	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							Total	Mean***	Standard Dev.***
Location	Prompt		1	2	3	4	5	NA			
Plano Campus	Procedures are user friendly	Count	1	4	3	4	16	0	28	4.1	1.274
		Row N %	3.6%	14.3%	10.7%	14.3%	57.1%	0.0%	100.0%		
	Procedures are efficient	Count	2	5	1	8	11	1	28	3.8	1.368
		Row N %	7.1%	17.9%	3.6%	28.6%	39.3%	3.6%	100.0%		
	Met needs in a timely fashion	Count	2	2	4	4	15	1	28	4.0	1.315
		Row N %	7.1%	7.1%	14.3%	14.3%	53.6%	3.6%	100.0%		
	Staff is courteous	Count	1	1	1	3	21	1	28	4.6	1.013
Row N %		3.6%	3.6%	3.6%	10.7%	75.0%	3.6%	100.0%			
Staff is knowledgeable	Count	2	4	4	3	14	1	28	3.9	1.406	
	Row N %	7.1%	14.3%	14.3%	10.7%	50.0%	3.6%	100.0%			
Overall satisfaction	Count	2	6	4	4	12	0	28	3.6	1.420	
	Row N %	7.1%	21.4%	14.3%	14.3%	42.9%	0.0%	100.0%			
Other	Procedures are user friendly	Count	0	0	0	0	1	0	1	5.0	-
		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	5.0	-
		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	5.0	-
		Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	Count	0	0	0	0	1	0	1	5.0	-
Row N %		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff is knowledgeable	Count	0	0	0	0	0	1	1	5.0	-	
	Row N %	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
Overall satisfaction	Count	0	0	0	0	1	0	1	5.0	-	
	Row N %	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Total	Procedures are user friendly	Count	1	5	8	7	36	1	58	4.3	1.110
		Row N %	1.7%	8.6%	13.8%	12.1%	62.1%	1.7%	100.0%		
	Procedures are efficient	Count	3	7	6	9	30	3	58	4.0	1.298
		Row N %	5.2%	12.1%	10.3%	15.5%	51.7%	5.2%	100.0%		
	Met needs in a timely fashion	Count	3	2	8	9	33	3	58	4.2	1.166
		Row N %	5.2%	3.4%	13.8%	15.5%	56.9%	5.2%	100.0%		
	Staff is courteous	Count	1	1	3	9	43	1	58	4.6	0.818
Row N %		1.7%	1.7%	5.2%	15.5%	74.1%	1.7%	100.0%			
Staff is knowledgeable	Count	2	6	8	9	30	3	58	4.1	1.215	
	Row N %	3.4%	10.3%	13.8%	15.5%	51.7%	5.2%	100.0%			
Overall satisfaction	Count	2	9	8	8	31	0	58	4.0	1.277	
	Row N %	3.4%	15.5%	13.8%	13.8%	53.4%	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.

Locations not represented in the tables had no responses for this unit.

SERVICE UNIT: Academic Advising

Table 3a

Academic Advising Comments from Frisco Campus

4 helpful but seems to only deal with the norm

I end of having to take a course twice because the failure of 3 different advisors giving me the same wrong information about a course transferring. Then the Dean above them never helped me or contacted me back in order to help solve the problem.

slow to learn new procedures too quick to move students in and out

Sometimes they seem to push students to the academic departments to say no when they already know the answer is no

Table 3b

Academic Advising Comments from McKinney Campus

Advising pushes everyone to nursing

Long waiting line, no appointment available

Table 3c

Academic Advising Comments from Plano Campus

constantly give students mis-information, especially concerning my discipline.

Incorrect information provided to students every semester.

More staff needed considering Plano SES is the only campus opened until 8pm everyday

retention issues - no consistent messaging

Students are encouraged to retake the TSI for math placement and then fail courses they are unprepared for. Students are told to take certain classes for Collin graduation that they may not need or will not count toward a required course at the university. There needs to be better communication and collaboration with faculty.

Too much turnover has lead to not have a Fine Arts Academic Advisor for over a year. Misinformation is abundant.

Veteran specific questions are not always consistent with situational instances/benefits.

We are working with Academic Advising to make sure students get accurate information.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Academic Computing & Labs

Table 4

Awareness and Use of Service Unit

	n	%
Are aware of Academic Computing & Labs*	121	55.0%
Have used Academic Computing & Labs**	27	22.3%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 121).

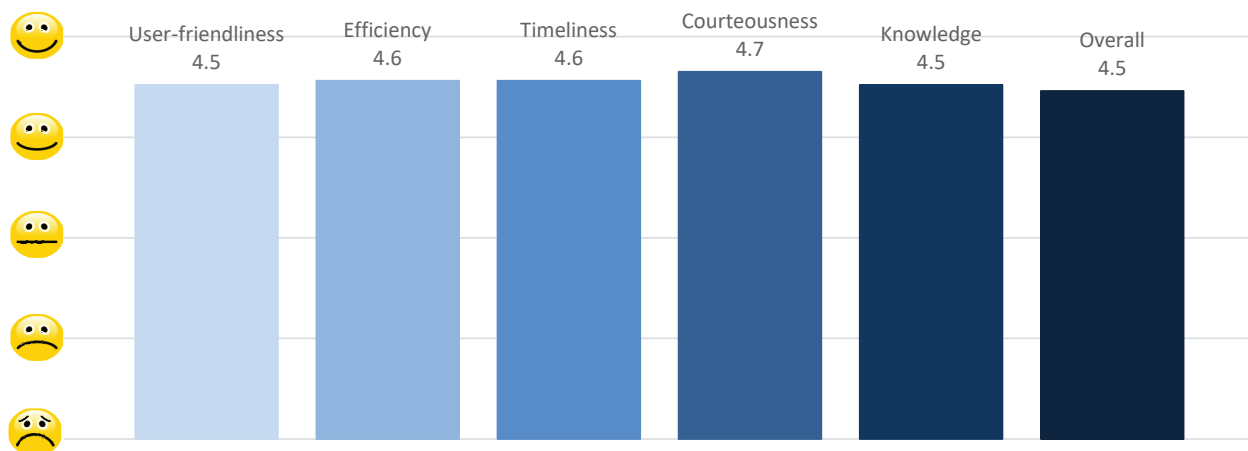
Table 5

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	1	1	7	16	2	27	4.5	0.770
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	3.7%	3.7%	25.9%	59.3%	7.4%	100%		
The procedures are efficient.	n	0	1	1	6	17	2	27	4.6	0.768
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	3.7%	3.7%	22.2%	63.0%	7.4%	100%		
My needs were met in a timely fashion.	n	0	1	2	4	18	2	27	4.6	0.821
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	3.7%	7.4%	14.8%	66.7%	7.4%	100%		
The staff is courteous.	n	0	1	1	4	20	1	27	4.7	0.745
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	3.7%	3.7%	14.8%	74.1%	3.7%	100%		
The staff is knowledgeable.	n	0	1	2	5	17	2	27	4.5	0.823
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	3.7%	7.4%	18.5%	63.0%	7.4%	100%		
Overall satisfaction with the unit.	n	0	2	1	6	17	1	27	4.5	0.905
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	7.4%	3.7%	22.2%	63.0%	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.

Prompt Rating Averages



SERVICE UNIT: Academic Computing & Labs

Table 6

Academic Computing & Labs Comments

computer lab people are rude to students - they complain to me all the time - there is zero support for the computer lab in the health science building - my office is close so I have to trouble shoot and fill the printer with paper - I am faculty

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Academic Services- Curriculum

Table 7

Awareness and Use of Service Unit

	n	%
Are aware of Academic Services- Curriculum*	115	52.3%
Have used Academic Services- Curriculum**	30	26.1%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 115).

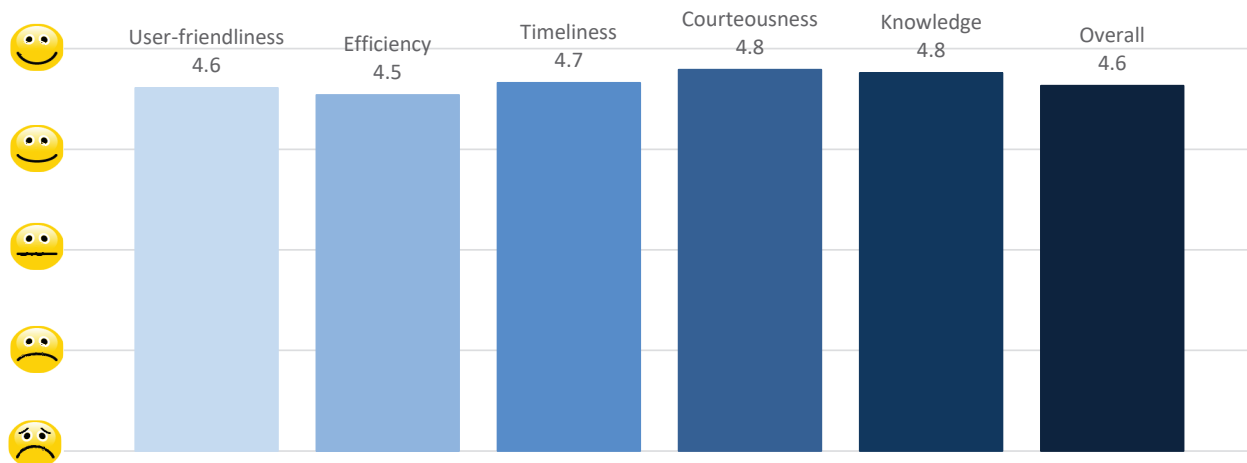
Table 8

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	2	7	19	2	30	4.6	0.629
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	6.7%	23.3%	63.3%	6.7%	100%		
The procedures are efficient.	n	0	0	4	5	19	2	30	4.5	0.744
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	13.3%	16.7%	63.3%	6.7%	100%		
My needs were met in a timely fashion.	n	0	0	2	6	21	1	30	4.7	0.614
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	6.7%	20.0%	70.0%	3.3%	100%		
The staff is courteous.	n	0	0	1	4	24	1	30	4.8	0.491
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	3.3%	13.3%	80.0%	3.3%	100%		
The staff is knowledgeable.	n	0	0	1	5	23	1	30	4.8	0.511
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	3.3%	16.7%	76.7%	3.3%	100%		
Overall satisfaction with the unit.	n	0	0	3	5	22	0	30	4.6	0.669
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	10.0%	16.7%	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.

Prompt Rating Averages



SERVICE UNIT: Academic Services- Curriculum

Table 9

Academic Services- Curriculum Comments

Awesome and professional department. The staff is extremely knowledgeable and personable.

Helpful, but still not sure about some of the procedures for evaluating new FOS or those in development

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: ACCESS & Tutoring

Table 10

Awareness and Use of Service Unit

	n	%
Are aware of ACCESS & Tutoring*	170	77.3%
Have used ACCESS & Tutoring**	84	49.4%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 170).

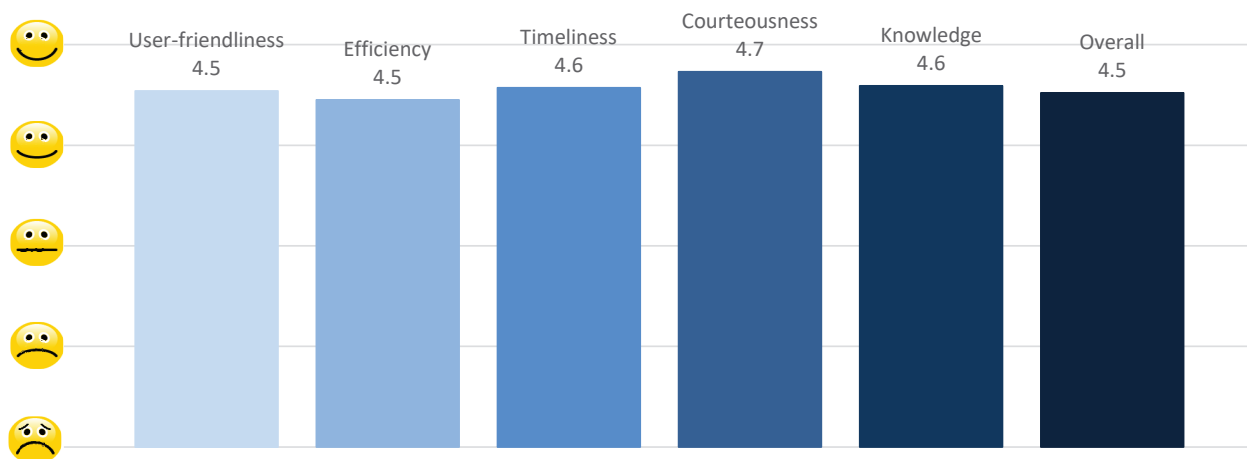
Table 11

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	2	0	5	19	55	3	84	4.5	0.822
(1= Strongly disagree, 5= Strongly agree)	%	2.4%	0.0%	6.0%	22.6%	65.5%	3.6%	100%		
The procedures are efficient.	n	1	1	7	23	48	4	84	4.5	0.810
(1= Strongly disagree, 5= Strongly agree)	%	1.2%	1.2%	8.3%	27.4%	57.1%	4.8%	100%		
My needs were met in a timely fashion.	n	2	0	6	13	56	7	84	4.6	0.850
(1= Strongly disagree, 5= Strongly agree)	%	2.4%	0.0%	7.1%	15.5%	66.7%	8.3%	100%		
The staff is courteous.	n	2	0	1	12	65	4	84	4.7	0.729
(1= Strongly disagree, 5= Strongly agree)	%	2.4%	0.0%	1.2%	14.3%	77.4%	4.8%	100%		
The staff is knowledgeable.	n	2	0	4	16	57	5	84	4.6	0.809
(1= Strongly disagree, 5= Strongly agree)	%	2.4%	0.0%	4.8%	19.0%	67.9%	6.0%	100%		
Overall satisfaction with the unit.	n	0	1	7	22	52	2	84	4.5	0.707
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	1.2%	8.3%	26.2%	61.9%	2.4%	100%		

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

Prompt Rating Averages



SERVICE UNIT: ACCESS & Tutoring

Table 12

ACCESS & Tutoring Comments

5 very helpful but since they have gone paperless it is more of a challenge for the teacher to keep accurate records

Access mostly good - i have a student with a disability and the CART writers are good

Accessible and supportive.

Critical resource for students but processes seem to change every semester. Sometimes communication is slow between access and faculty.

I am a full-time faculty member. I had a hearing-impaired student in both my face-to-face and on-line courses. I was not permitted to see the transcription my my own lectures (in person and taped) nor was I ever given a reason for this denial. My requests were ignored.

Inconsistency with accommodation letters some accommodations are listed vaguely and suggestions made that do not fit the class.

No problems to report.

often front desk people had to get someone else to respond to my questions

Sometimes the information I need from them is delivered to the spam on my computer email, despite me telling it many times it is not spam. I know this has to do with the type of email they are sending, so that is the only problem I have had that could be fixed.

They have been awesome when I have students that need their services

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Admissions & Records Office

Table 13

Awareness and Use of Service Unit

	n	%
Are aware of Admissions & Records Office*	160	72.7%
Have used Admissions & Records Office**	45	28.1%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 160).

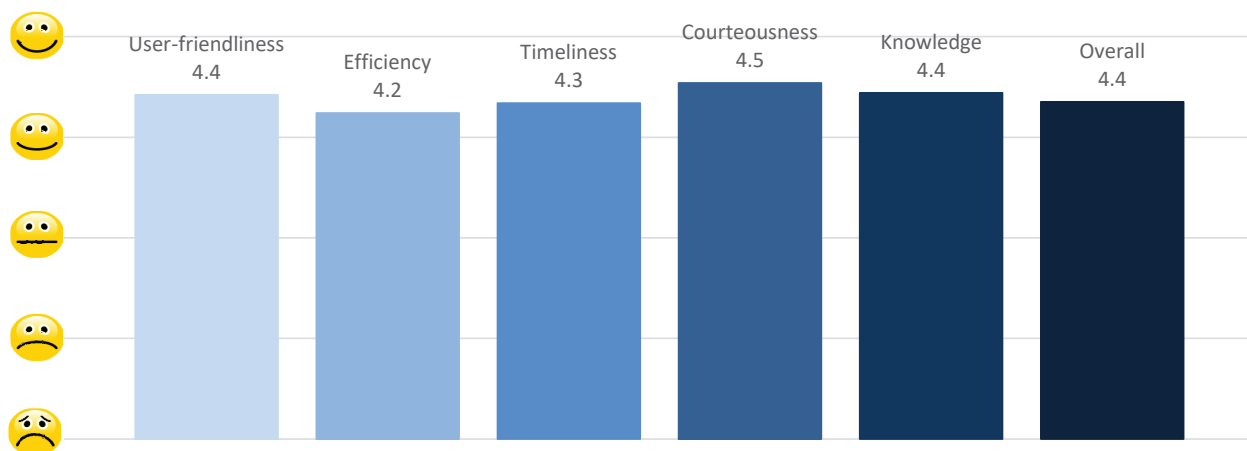
Table 14

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	2	2	12	22	7	45	4.4	0.826
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	4.4%	4.4%	26.7%	48.9%	15.6%	100%		
The procedures are efficient.	n	0	3	4	11	19	8	45	4.2	0.955
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	6.7%	8.9%	24.4%	42.2%	17.8%	100%		
My needs were met in a timely fashion.	n	0	2	4	11	21	7	45	4.3	0.878
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	4.4%	8.9%	24.4%	46.7%	15.6%	100%		
The staff is courteous.	n	1	1	2	8	29	4	45	4.5	0.897
(1= Strongly disagree, 5= Strongly agree)	%	2.2%	2.2%	4.4%	17.8%	64.4%	8.9%	100%		
The staff is knowledgeable.	n	1	1	2	11	24	6	45	4.4	0.912
(1= Strongly disagree, 5= Strongly agree)	%	2.2%	2.2%	4.4%	24.4%	53.3%	13.3%	100%		
Overall satisfaction with the unit.	n	0	4	3	10	26	2	45	4.4	0.973
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	8.9%	6.7%	22.2%	57.8%	4.4%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Admissions & Records Office

Table 15

Admissions & Records Office Comments

4 helpful with their mission

It's hard to get a hold of certain people who I need to talk to, even if I've emailed them multiple times. I wasn't given any other form of contact for them

More staff needed considering Plano SES is the only campus opened until 8pm everyday

No problems to report.

PLEASE DO NOT MAKE ONE PART OF THE SCORING HAVE 1 AS HIGHEST BUT THIS LAST PART HAVE 5 AS HIGHEST. YOU WILL HAVE MANY RATINGS THAT ARE REVERSED.

slow

students complain all the time

The services I've needed have been provided with professionalism.

We have room for improvement; need to clear "bad apples" on several campuses and start training sessions for ARO just like Residency training. So many changes and retirements have happened that some are working off old manuals/procedures and others are "winging it" and letting back-up procedures correct the counter mistakes. - Double Work

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

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)*	125	56.8%
Have used Athletic Programs (e.g., Basketball & Tennis)**	8	6.4%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 125).

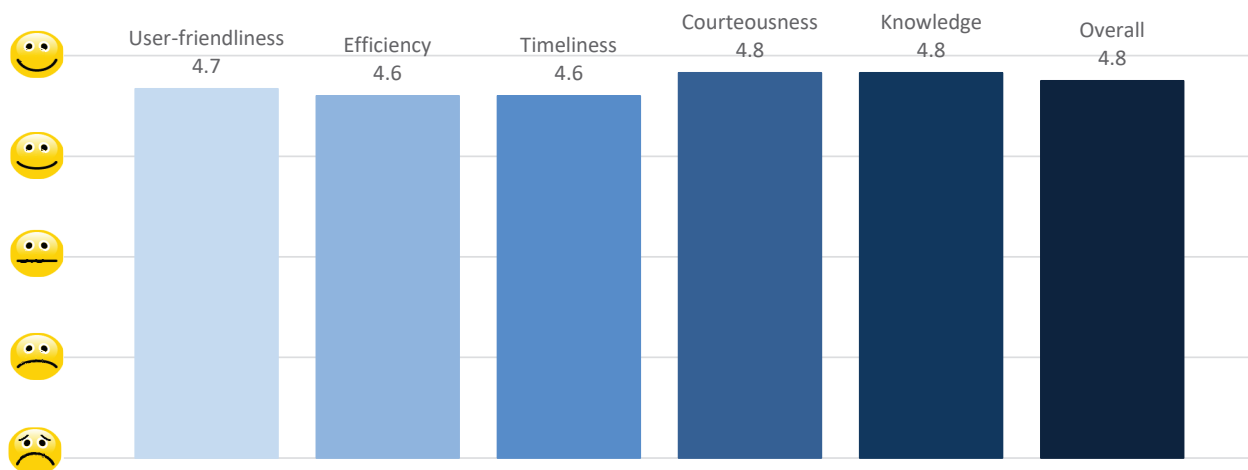
Table 17

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

Prompt	Response on 5-point scale					NA	Total	Mean***	Standard Dev.***	
	1	2	3	4	5					
The procedures are user friendly.	n	0	0	0	2	4	2	8	4.7	0.516
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%	100%		
The procedures are efficient.	n	0	0	0	2	3	3	8	4.6	0.548
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	25.0%	37.5%	37.5%	100%		
My needs were met in a timely fashion.	n	0	0	0	2	3	3	8	4.6	0.548
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	25.0%	37.5%	37.5%	100%		
The staff is courteous.	n	0	0	0	1	5	2	8	4.8	0.408
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	12.5%	62.5%	25.0%	100%		
The staff is knowledgeable.	n	0	0	0	1	5	2	8	4.8	0.408
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	12.5%	62.5%	25.0%	100%		
Overall satisfaction with the unit.	n	0	0	0	2	6	0	8	4.8	0.463
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	0.0%	25.0%	75.0%	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.

Prompt Rating Averages



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

Table 18

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

[No comments.]

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Bookstore

Table 19

Awareness and Use of Service Unit

	n	%
Are aware of Bookstore*	188	85.5%
Have used Bookstore**	136	72.3%

* Percentage out of total respondents (N= 220).

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

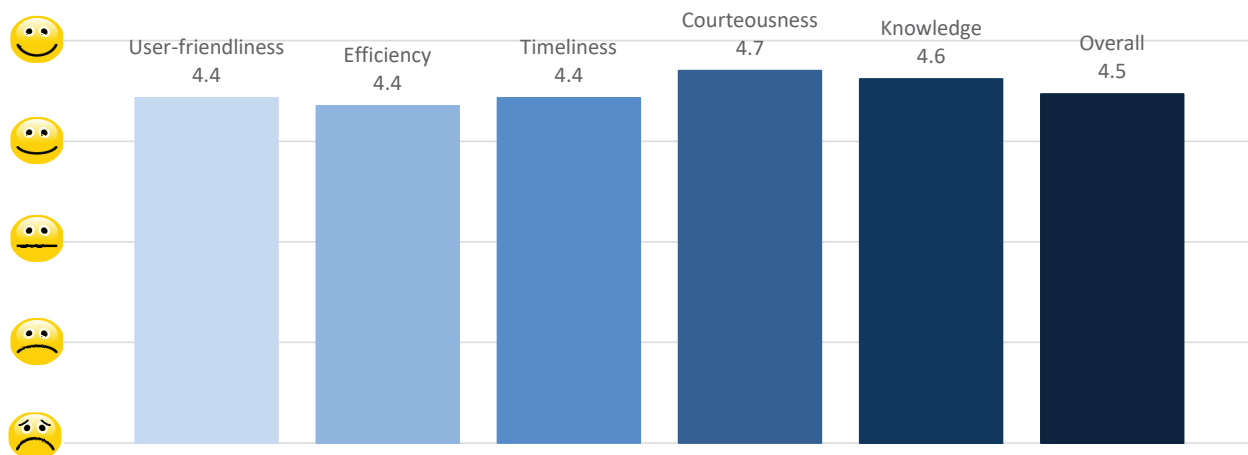
Table 20

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

Prompt	Response on 5-point scale					NA	Total	Mean***	Standard Dev.***	
	1	2	3	4	5					
The procedures are user friendly.	n	4	2	11	31	83	5	136	4.4	0.937
(1= Strongly disagree, 5= Strongly agree)	%	2.9%	1.5%	8.1%	22.8%	61.0%	3.7%	100%		
The procedures are efficient.	n	3	3	12	40	73	5	136	4.4	0.911
(1= Strongly disagree, 5= Strongly agree)	%	2.2%	2.2%	8.8%	29.4%	53.7%	3.7%	100%		
My needs were met in a timely fashion.	n	4	3	10	28	83	8	136	4.4	0.961
(1= Strongly disagree, 5= Strongly agree)	%	2.9%	2.2%	7.4%	20.6%	61.0%	5.9%	100%		
The staff is courteous.	n	3	2	6	9	110	6	136	4.7	0.823
(1= Strongly disagree, 5= Strongly agree)	%	2.2%	1.5%	4.4%	6.6%	80.9%	4.4%	100%		
The staff is knowledgeable.	n	2	2	6	23	95	8	136	4.6	0.785
(1= Strongly disagree, 5= Strongly agree)	%	1.5%	1.5%	4.4%	16.9%	69.9%	5.9%	100%		
Overall satisfaction with the unit.	n	2	2	13	31	85	3	136	4.5	0.849
(1= Very unsatisfied, 5= Very satisfied)	%	1.5%	1.5%	9.6%	22.8%	62.5%	2.2%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Bookstore

Table 21

Bookstore Comments

2 Bookstore does not answer questions through email or phone; will not help
Busy season they are not efficient in answering phones. Staff is not well informed.
Excellent staff and service.
Good job
Help was kind and courteous
Helpful Staff
Long lines, uninformed workers
looking up textbook for class doesn't show a picture of textbook which is a hassle for students
lots of problems with scrubs for students
must renew exact same order every semester, even when no books are required
Need more variety
No problems to report.
often had to find the manager to answer my questions
overpriced, limited options
Provide needed service, no complaints
Tack on recommended texts without faculty approval, confuses students
Thanks mainly to Tobi!
the book order report is always deeply flawed.
The staff members were helpful in assisting me will my needs.
They always get my book orders in a timely manner
very good

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Campus Police

Table 22

Awareness and Use of Service Unit

	n	%
Are aware of Campus Police*	208	94.5%
Have used Campus Police**	111	53.4%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 208).

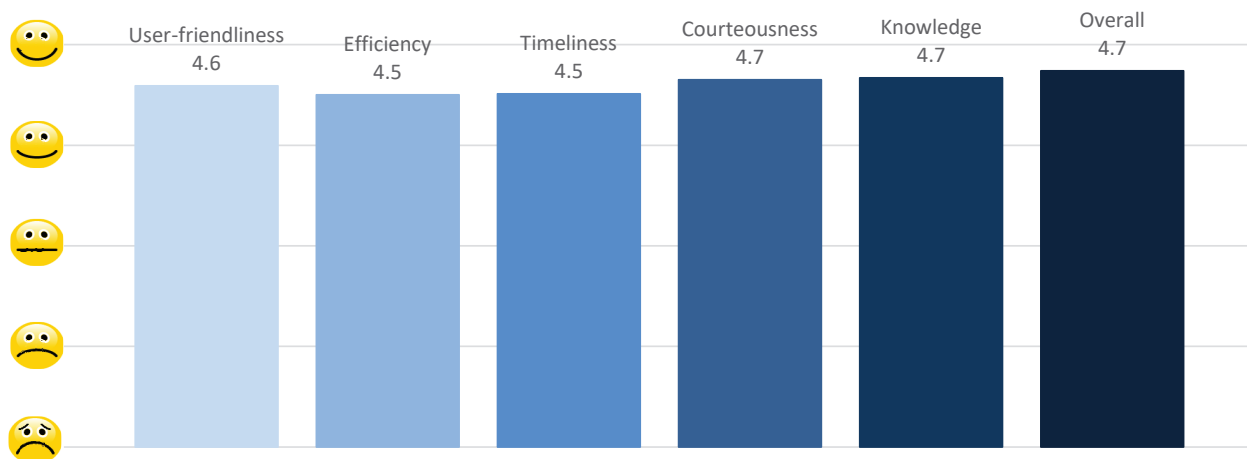
Table 23

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

Prompt	Response on 5-point scale					NA	Total	Mean***	Standard Dev.***	
	1	2	3	4	5					
The procedures are user friendly.	n	4	1	6	13	84	3	111	4.6	0.928
(1= Strongly disagree, 5= Strongly agree)	%	3.6%	0.9%	5.4%	11.7%	75.7%	2.7%	100%		
The procedures are efficient.	n	3	4	7	14	77	6	111	4.5	0.982
(1= Strongly disagree, 5= Strongly agree)	%	2.7%	3.6%	6.3%	12.6%	69.4%	5.4%	100%		
My needs were met in a timely fashion.	n	5	1	7	14	78	6	111	4.5	1.011
(1= Strongly disagree, 5= Strongly agree)	%	4.5%	0.9%	6.3%	12.6%	70.3%	5.4%	100%		
The staff is courteous.	n	4	3	1	10	87	6	111	4.7	0.940
(1= Strongly disagree, 5= Strongly agree)	%	3.6%	2.7%	0.9%	9.0%	78.4%	5.4%	100%		
The staff is knowledgeable.	n	3	1	2	15	81	9	111	4.7	0.825
(1= Strongly disagree, 5= Strongly agree)	%	2.7%	0.9%	1.8%	13.5%	73.0%	8.1%	100%		
Overall satisfaction with the unit.	n	1	1	2	18	89	0	111	4.7	0.628
(1= Very unsatisfied, 5= Very satisfied)	%	0.9%	0.9%	1.8%	16.2%	80.2%	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.

Prompt Rating Averages



SERVICE UNIT: Campus Police

Table 24

Campus Police Comments

5 good response
Both officers are kind and helpful
Courtesy
Each service with which I have interacted should be proud not only of the efficiency of its personnel, but also the fact that each one goes out of his/her way to solve dilemmas and to do so in a courteous fashion.
Friendly presence on campus, professional demeanor
Good job
Helpful when I needed them
I reported - in person - a problem with a student who continued to vape in the classroom despite being reported to the Dean of students. The student was in the classroom vaping at that moment and the police officer in the office was on his cell phone talking and held up a finger for me to wait. After a full minute he asked what I needed and I told him. He said to tell the student there was a fine for vaping. I told him I had done that and had reported him several times to the dean of students who had sent him emails and a registered letter. The officer said "well you've done what you can do". He did not come into the room, or ask the student's name or take any action at all. Another time I observed an altercation in the parking lot between a student I recognized and another student. I walked up to a police officer sitting in an SUV in a parking space by the building and pointed out the issue. He said ok but never checked on the student. The student dropped from the school because they did not feel safe.
I've had excellent experiences with each of these services.
mostly good
No problems to report.
Not efficient with communication, changes in staff and knowledge of needs for campus needs.
Dispatch disconnected with operations
Police officers on campus are very friendly, as is needed within their roles. Other areas get caught up in the red tape and do not always offer to work with you.
Police should have an officer sent to a situation right away than asking so many questions before hand. My life could be on the line and I need to feel assured you sent someone before you answer all those questions feeling like only those question matter first before my life.
Promptly meet needs, courteous, show care and concern
The campus police were mostly polite and friendly when my students was in need, but some seemed less so.
The services I've needed have been provided with professionalism.
very good
Very helpful.
Very supportive and helpful. Always well-intentioned. Great at following up.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Career Services

Table 25

Awareness and Use of Service Unit

	n	%
Are aware of Career Services*	151	68.6%
Have used Career Services**	32	21.2%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 151).

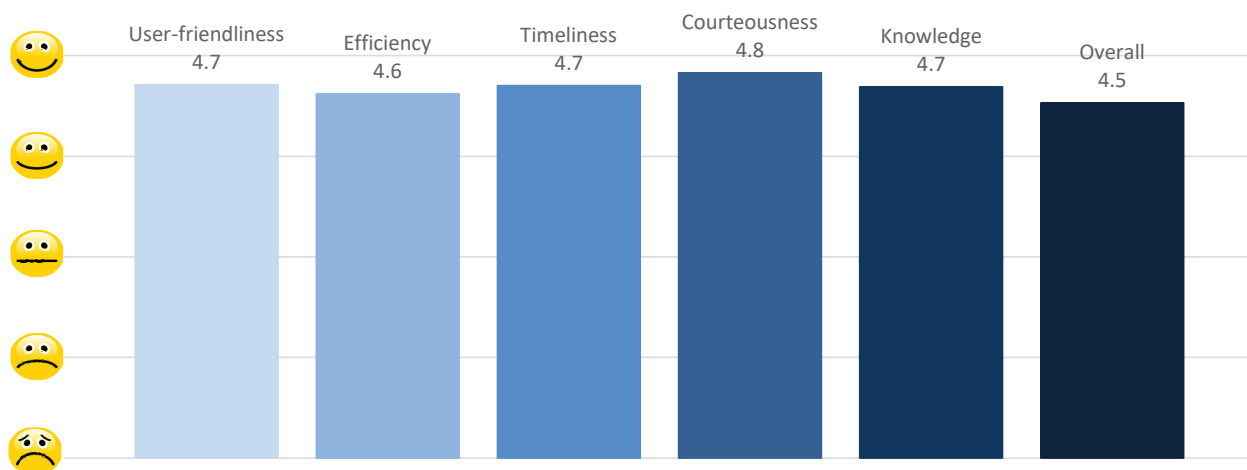
Table 26

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	1	1	4	25	1	32	4.7	0.693
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	3.1%	3.1%	12.5%	78.1%	3.1%	100%		
The procedures are efficient.	n	0	1	1	6	21	3	32	4.6	0.728
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	3.1%	3.1%	18.8%	65.6%	9.4%	100%		
My needs were met in a timely fashion.	n	0	0	3	3	24	2	32	4.7	0.651
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	9.4%	9.4%	75.0%	6.3%	100%		
The staff is courteous.	n	0	0	1	3	26	2	32	4.8	0.461
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	3.1%	9.4%	81.3%	6.3%	100%		
The staff is knowledgeable.	n	0	0	3	3	23	3	32	4.7	0.660
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	9.4%	9.4%	71.9%	9.4%	100%		
Overall satisfaction with the unit.	n	0	1	3	5	21	2	32	4.5	0.819
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	3.1%	9.4%	15.6%	65.6%	6.3%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Career Services

Table 27

Career Services Comments

4 Super helpful and caring but a little disorganized

great and help with my resume

Need to slow down and explain

No problems to report.

send students to allied health

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: CE Health Sciences

Table 28

Awareness and Use of Service Unit

	n	%
Are aware of CE Health Sciences*	102	46.4%
Have used CE Health Sciences**	10	9.8%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 102).

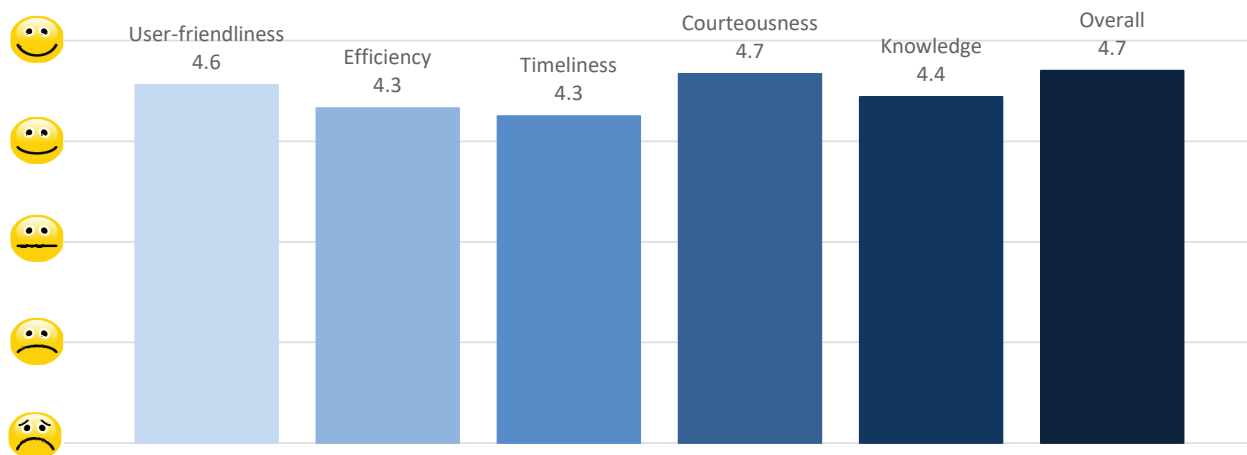
Table 29

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	0	4	5	1	10	4.6	0.527
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	40.0%	50.0%	10.0%	100%		
The procedures are efficient.	n	0	0	2	2	5	1	10	4.3	0.866
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	20.0%	20.0%	50.0%	10.0%	100%		
My needs were met in a timely fashion.	n	0	0	2	2	4	2	10	4.3	0.886
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	20.0%	20.0%	40.0%	20.0%	100%		
The staff is courteous.	n	0	0	1	1	7	1	10	4.7	0.707
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	10.0%	10.0%	70.0%	10.0%	100%		
The staff is knowledgeable.	n	0	0	1	3	5	1	10	4.4	0.726
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	10.0%	30.0%	50.0%	10.0%	100%		
Overall satisfaction with the unit.	n	0	0	0	3	7	0	10	4.7	0.483
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	0.0%	30.0%	70.0%	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.

Prompt Rating Averages



SERVICE UNIT: CE Health Sciences

Table 30

CE Health Sciences Comments

Awesome TEAM

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

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

Table 31

Awareness and Use of Service Unit

	n	%
Are aware of Center for Scholarly and Civic Engagement (CSCE)*	91	41.4%
Have used Center for Scholarly and Civic Engagement (CSCE)**	13	14.3%

* Percentage out of total respondents (N= 220).

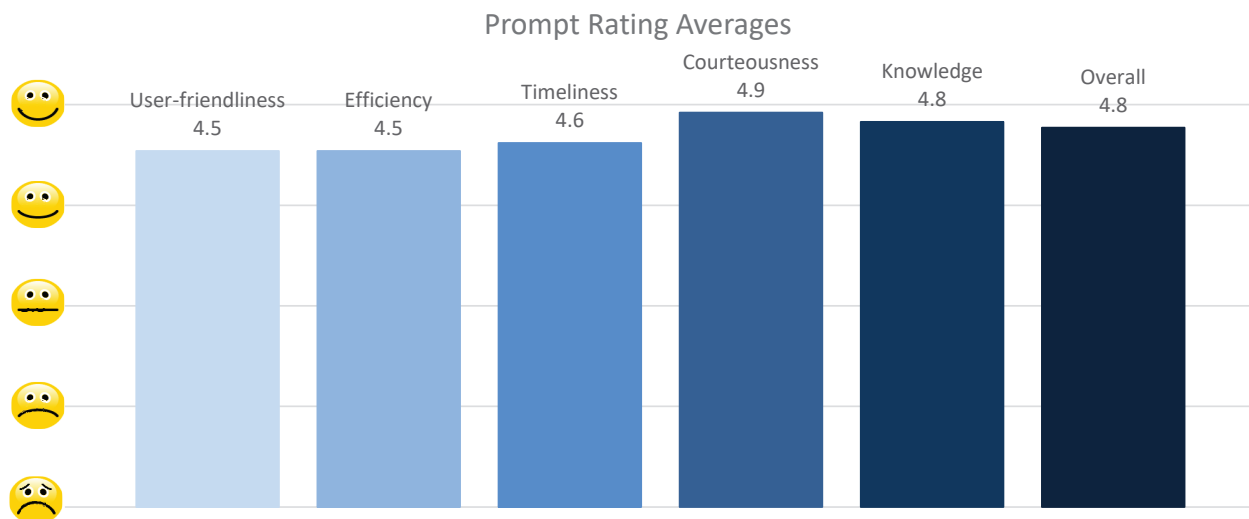
** Percentage out of number who are aware of this unit (n= 91).

Table 32

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

Prompt	Response on 5-point scale					NA	Total	Mean***	Standard Dev.***	
	1	2	3	4	5					
The procedures are user friendly.	n	0	0	1	4	8	0	13	4.5	0.660
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	7.7%	30.8%	61.5%	0.0%	100%		
The procedures are efficient.	n	0	0	1	4	8	0	13	4.5	0.660
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	7.7%	30.8%	61.5%	0.0%	100%		
My needs were met in a timely fashion.	n	0	0	1	3	9	0	13	4.6	0.650
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	7.7%	23.1%	69.2%	0.0%	100%		
The staff is courteous.	n	0	0	0	1	11	1	13	4.9	0.289
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	7.7%	84.6%	7.7%	100%		
The staff is knowledgeable.	n	0	0	0	2	10	1	13	4.8	0.389
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	15.4%	76.9%	7.7%	100%		
Overall satisfaction with the unit.	n	0	0	1	1	11	0	13	4.8	0.599
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	7.7%	7.7%	84.6%	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: Center for Scholarly and Civic Engagement (CSCE)

Table 33

Center for Scholarly and Civic Engagement (CSCE) Comments

3 quite mediocre

At our campus the staff has been friendly and supportive

great programming

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Center for Workforce & Economic Development

Table 34

Awareness and Use of Service Unit

	n	%
Are aware of Center for Workforce & Economic Development*	102	46.4%
Have used Center for Workforce & Economic Development**	14	13.7%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 102).

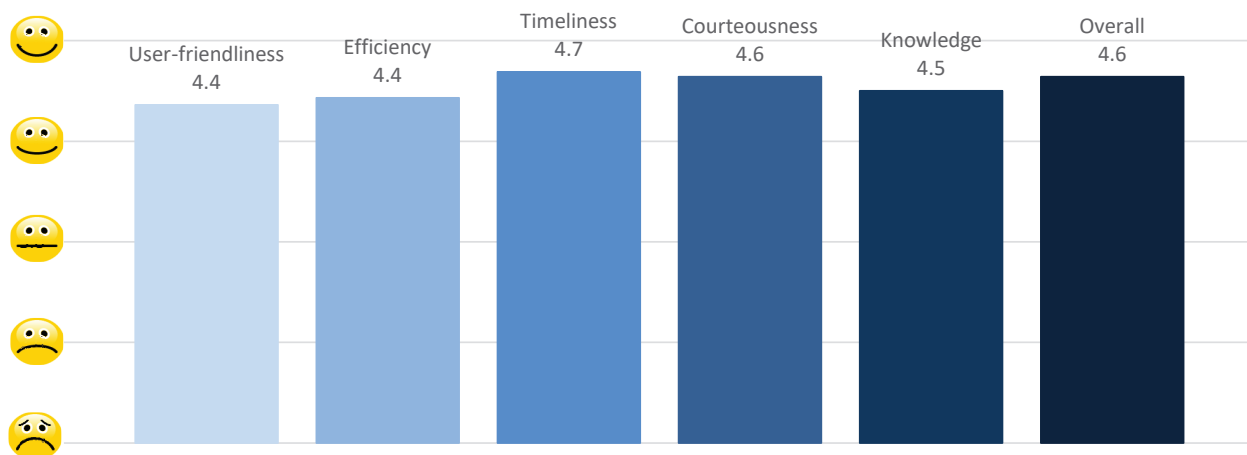
Table 35

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	1	1	0	2	10	0	14	4.4	1.277
(1= Strongly disagree, 5= Strongly agree)	%	7.1%	7.1%	0.0%	14.3%	71.4%	0.0%	100%		
The procedures are efficient.	n	0	1	1	3	9	0	14	4.4	0.938
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	7.1%	7.1%	21.4%	64.3%	0.0%	100%		
My needs were met in a timely fashion.	n	0	0	1	2	10	1	14	4.7	0.630
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	7.1%	14.3%	71.4%	7.1%	100%		
The staff is courteous.	n	0	1	0	2	11	0	14	4.6	0.842
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	7.1%	0.0%	14.3%	78.6%	0.0%	100%		
The staff is knowledgeable.	n	1	0	0	3	10	0	14	4.5	1.092
(1= Strongly disagree, 5= Strongly agree)	%	7.1%	0.0%	0.0%	21.4%	71.4%	0.0%	100%		
Overall satisfaction with the unit.	n	0	0	1	3	10	0	14	4.6	0.633
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	7.1%	21.4%	71.4%	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.

Prompt Rating Averages



SERVICE UNIT: Center for Workforce & Economic Development

Table 36

Center for Workforce & Economic Development Comments

More community engagement

No problems to report.

The staff members were helpful in assisting me with my needs.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Continuing Education

Table 37

Awareness and Use of Service Unit

	n	%
Are aware of Continuing Education*	147	66.8%
Have used Continuing Education**	23	15.6%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 147).

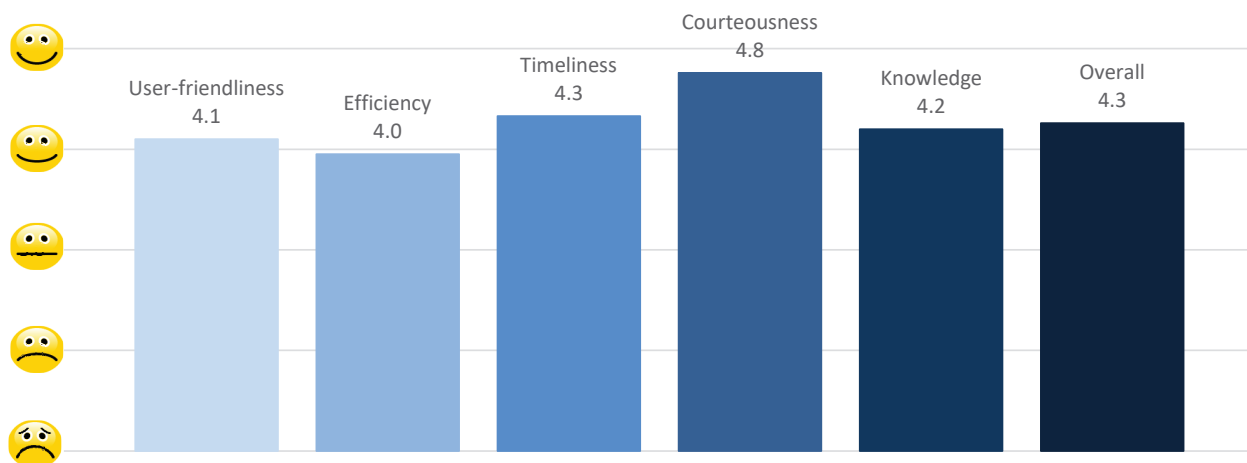
Table 38

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	2	3	7	9	2	23	4.1	0.995
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	8.7%	13.0%	30.4%	39.1%	8.7%	100%		
The procedures are efficient.	n	0	4	1	8	8	2	23	4.0	1.117
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	17.4%	4.3%	34.8%	34.8%	8.7%	100%		
My needs were met in a timely fashion.	n	0	1	2	7	11	2	23	4.3	0.856
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	4.3%	8.7%	30.4%	47.8%	8.7%	100%		
The staff is courteous.	n	0	0	0	5	16	2	23	4.8	0.436
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	21.7%	69.6%	8.7%	100%		
The staff is knowledgeable.	n	0	2	1	8	9	3	23	4.2	0.951
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	8.7%	4.3%	34.8%	39.1%	13.0%	100%		
Overall satisfaction with the unit.	n	0	1	3	8	11	0	23	4.3	0.864
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	4.3%	13.0%	34.8%	47.8%	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.

Prompt Rating Averages



SERVICE UNIT: Continuing Education

Table 39

Continuing Education Comments

work together well

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

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

Table 40

Awareness and Use of Service Unit

	n	%
Are aware of Controller/Financial Services-Accounting, Payroll & Audit*	176	80.0%
Have used Controller/Financial Services-Accounting, Payroll & Audit**	82	46.6%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 176).

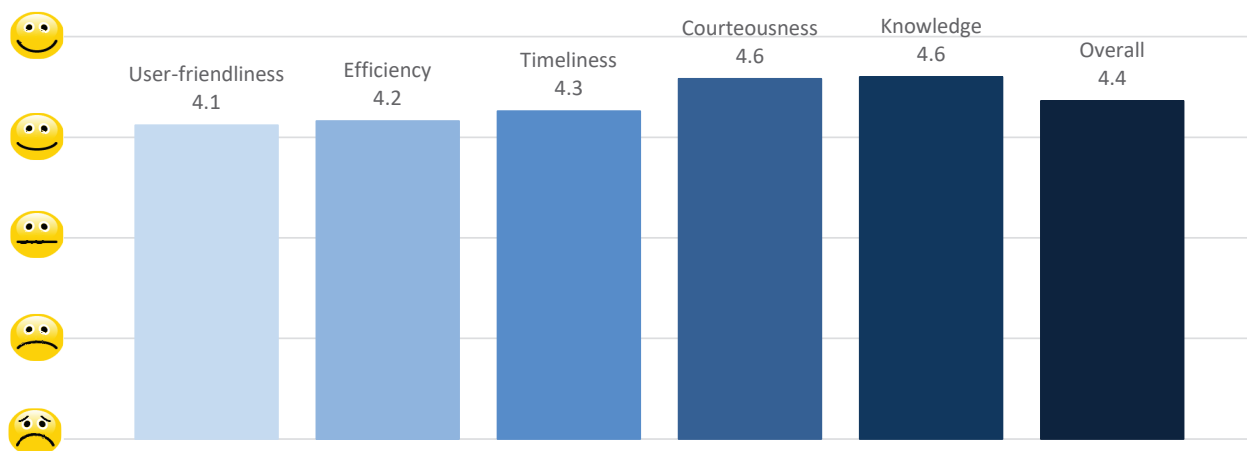
Table 41

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	3	2	13	21	35	8	82	4.1	1.059
(1= Strongly disagree, 5= Strongly agree)	%	3.7%	2.4%	15.9%	25.6%	42.7%	9.8%	100%		
The procedures are efficient.	n	3	2	12	23	37	5	82	4.2	1.040
(1= Strongly disagree, 5= Strongly agree)	%	3.7%	2.4%	14.6%	28.0%	45.1%	6.1%	100%		
My needs were met in a timely fashion.	n	4	0	11	18	43	6	82	4.3	1.063
(1= Strongly disagree, 5= Strongly agree)	%	4.9%	0.0%	13.4%	22.0%	52.4%	7.3%	100%		
The staff is courteous.	n	2	2	3	10	55	10	82	4.6	0.915
(1= Strongly disagree, 5= Strongly agree)	%	2.4%	2.4%	3.7%	12.2%	67.1%	12.2%	100%		
The staff is knowledgeable.	n	2	1	2	14	53	10	82	4.6	0.850
(1= Strongly disagree, 5= Strongly agree)	%	2.4%	1.2%	2.4%	17.1%	64.6%	12.2%	100%		
Overall satisfaction with the unit.	n	2	1	9	23	46	1	82	4.4	0.913
(1= Very unsatisfied, 5= Very satisfied)	%	2.4%	1.2%	11.0%	28.0%	56.1%	1.2%	100%		

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

Prompt Rating Averages



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

Table 42

Controller/Financial Services-Accounting, Payroll & Audit Comments

Always got paid on time

Always quick and very helpful

answer questions and concerns

FLAC system is not user friendly and does not calculate actual hours worked, leaves too many opportunities for user entry error, also creates issues for multiple departments paying same faculty (system unlocks pay without warning)

Good job

Inefficient cumbersome

It took a while before my deductions were actually deducted.

not friendly to students

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me with my needs.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Corporate College

Table 43

Awareness and Use of Service Unit

	n	%
Are aware of Corporate College*	76	34.5%
Have used Corporate College**	6	7.9%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 76).

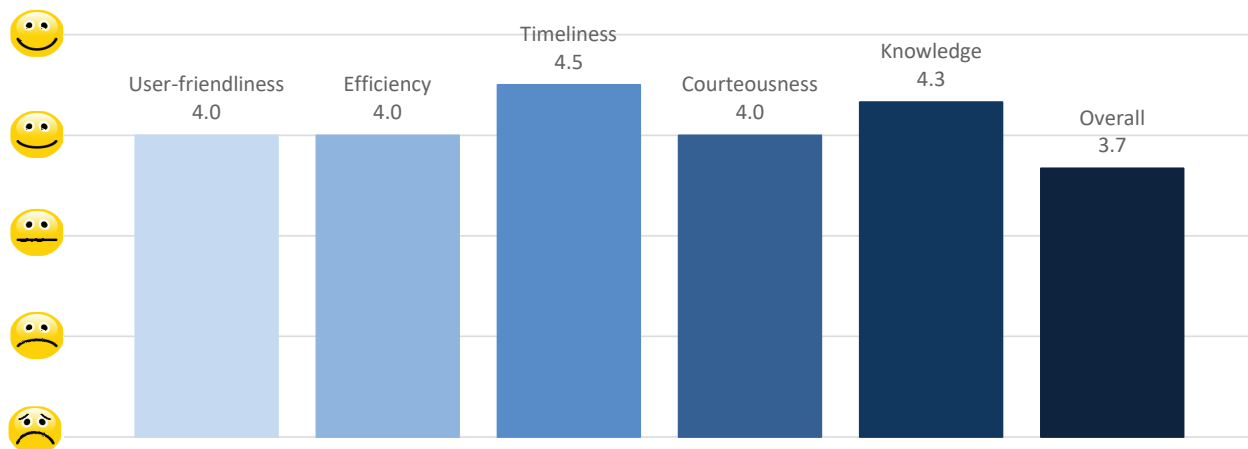
Table 44

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	2	1	2	1	6	4.0	1.000
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	33.3%	16.7%	33.3%	16.7%	100%		
The procedures are efficient.	n	0	0	2	1	2	1	6	4.0	1.000
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	33.3%	16.7%	33.3%	16.7%	100%		
My needs were met in a timely fashion.	n	0	0	0	2	2	2	6	4.5	0.577
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	33.3%	33.3%	33.3%	100%		
The staff is courteous.	n	0	0	2	2	2	0	6	4.0	0.894
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	100%		
The staff is knowledgeable.	n	0	0	1	2	3	0	6	4.3	0.816
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	16.7%	33.3%	50.0%	0.0%	100%		
Overall satisfaction with the unit.	n	0	1	2	1	2	0	6	3.7	1.211
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	16.7%	33.3%	16.7%	33.3%	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.

Prompt Rating Averages



SERVICE UNIT: Corporate College

Table 45

Corporate College Comments

[No comments.]

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Counseling Services (Personal Counseling)

Table 46

Awareness and Use of Service Unit

	n	%
Are aware of Counseling Services (Personal Counseling)*	153	69.5%
Have used Counseling Services (Personal Counseling)**	34	22.2%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 153).

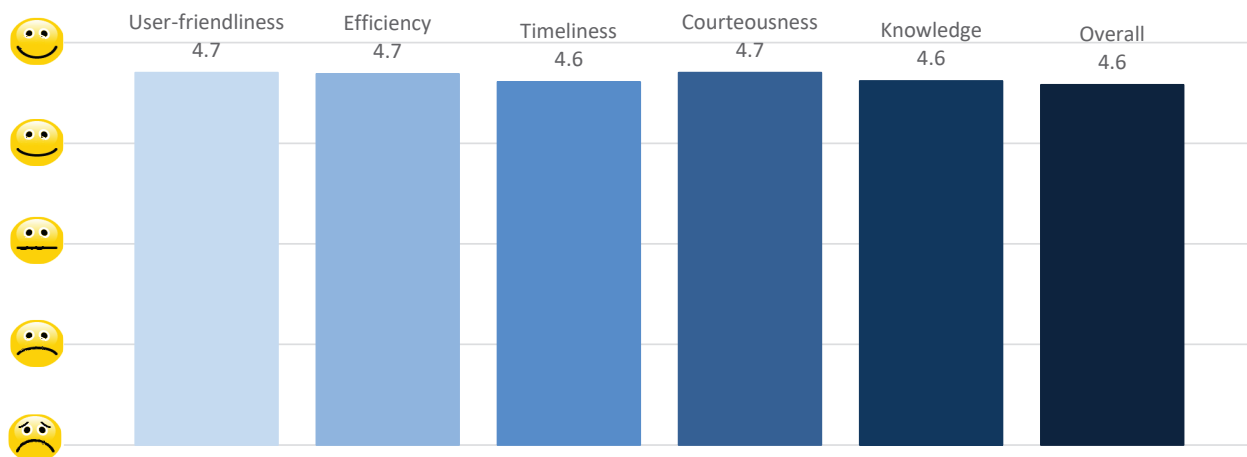
Table 47

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	1	2	2	25	4	34	4.7	0.750
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	2.9%	5.9%	5.9%	73.5%	11.8%	100%		
The procedures are efficient.	n	0	0	2	5	22	5	34	4.7	0.604
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	5.9%	14.7%	64.7%	14.7%	100%		
My needs were met in a timely fashion.	n	0	2	1	3	22	6	34	4.6	0.875
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	5.9%	2.9%	8.8%	64.7%	17.6%	100%		
The staff is courteous.	n	1	0	0	5	24	4	34	4.7	0.794
(1= Strongly disagree, 5= Strongly agree)	%	2.9%	0.0%	0.0%	14.7%	70.6%	11.8%	100%		
The staff is knowledgeable.	n	1	1	1	2	24	5	34	4.6	0.979
(1= Strongly disagree, 5= Strongly agree)	%	2.9%	2.9%	2.9%	5.9%	70.6%	14.7%	100%		
Overall satisfaction with the unit.	n	0	2	2	3	24	3	34	4.6	0.886
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	5.9%	5.9%	8.8%	70.6%	8.8%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Counseling Services (Personal Counseling)

Table 48

Counseling Services (Personal Counseling) Comments

4 Caring and kind but limited and isorganized

Diversity and Inclusion, services not being sensitive to "non-traditional" military/veteran students.

easy to refer student and they were very helpful in guiding me

Extended hours may be necessary.

previously awesome - not as visible now

They were awesome in the past when I would refer students to them. This year some seemed to fall through the cracks and were not able to get help that they needed and that I had sent previous students to them for in the past.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Dual Credit

Table 49

Awareness and Use of Service Unit

	n	%
Are aware of Dual Credit*	178	80.9%
Have used Dual Credit**	59	33.1%

* Percentage out of total respondents (N= 220).

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

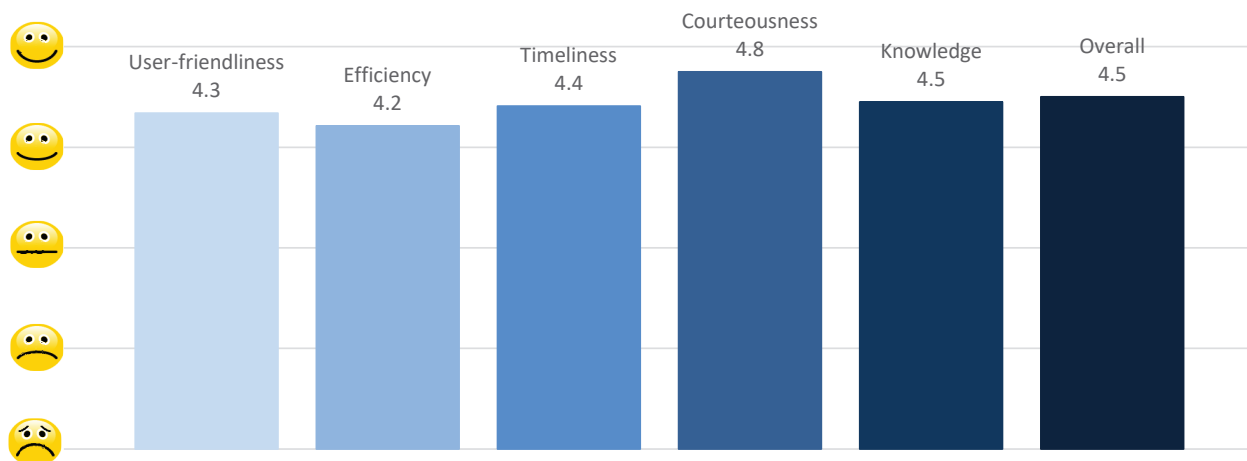
Table 50

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

Prompt	Response on 5-point scale					NA	Total	Mean***	Standard Dev.***	
	1	2	3	4	5					
The procedures are user friendly.	n	3	1	8	7	39	1	59	4.3	1.117
(1= Strongly disagree, 5= Strongly agree)	%	5.1%	1.7%	13.6%	11.9%	66.1%	1.7%	100%		
The procedures are efficient.	n	3	5	5	9	36	1	59	4.2	1.225
(1= Strongly disagree, 5= Strongly agree)	%	5.1%	8.5%	8.5%	15.3%	61.0%	1.7%	100%		
My needs were met in a timely fashion.	n	1	3	4	11	35	5	59	4.4	0.981
(1= Strongly disagree, 5= Strongly agree)	%	1.7%	5.1%	6.8%	18.6%	59.3%	8.5%	100%		
The staff is courteous.	n	0	2	1	6	47	3	59	4.8	0.667
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	3.4%	1.7%	10.2%	79.7%	5.1%	100%		
The staff is knowledgeable.	n	0	3	5	11	36	4	59	4.5	0.878
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	5.1%	8.5%	18.6%	61.0%	6.8%	100%		
Overall satisfaction with the unit.	n	1	1	6	10	40	1	59	4.5	0.884
(1= Very unsatisfied, 5= Very satisfied)	%	1.7%	1.7%	10.2%	16.9%	67.8%	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.

Prompt Rating Averages



SERVICE UNIT: Dual Credit

Table 51

Dual Credit Comments

Difficult to find and talk to, friendly and helpful when found. Recent change in grade submission resolved major procedural issue.

has not been any benefit to our program at all

I taught a DC course- and it was SO difficult to get the administrator at the school I was working at to communicate with me about scheduling, rosters, etc.

I teach dual credit but don't have a typical semester schedule which is sometimes challenging for them

No problems to report.

Reporting of grades through Canvas is efficient.

reporting procedures are needlessly tedious

The staff members were helpful in assisting me with my needs.

There seem to be some boundary issues as to what is handled by the K-12 partnerships and what is handled by the academic divisions over the classes, faculty and students.

unorganized

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: eLearning Centers

Table 52

Awareness and Use of Service Unit

	n	%
Are aware of eLearning Centers*	169	76.8%
Have used eLearning Centers**	89	52.7%

* Percentage out of total respondents (N= 220).

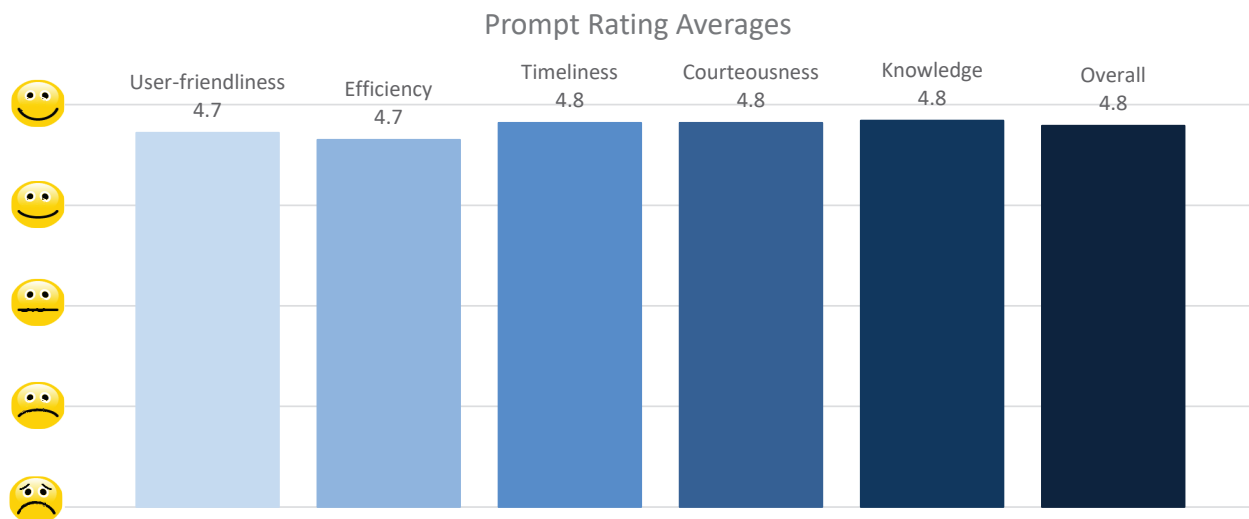
** Percentage out of number who are aware of this unit (n= 169).

Table 53

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	2	0	2	12	71	2	89	4.7	0.726
(1= Strongly disagree, 5= Strongly agree)	%	2.2%	0.0%	2.2%	13.5%	79.8%	2.2%	100%		
The procedures are efficient.	n	2	0	4	14	66	3	89	4.7	0.779
(1= Strongly disagree, 5= Strongly agree)	%	2.2%	0.0%	4.5%	15.7%	74.2%	3.4%	100%		
My needs were met in a timely fashion.	n	1	0	2	8	76	2	89	4.8	0.581
(1= Strongly disagree, 5= Strongly agree)	%	1.1%	0.0%	2.2%	9.0%	85.4%	2.2%	100%		
The staff is courteous.	n	1	0	2	8	77	1	89	4.8	0.578
(1= Strongly disagree, 5= Strongly agree)	%	1.1%	0.0%	2.2%	9.0%	86.5%	1.1%	100%		
The staff is knowledgeable.	n	1	0	1	8	77	2	89	4.8	0.547
(1= Strongly disagree, 5= Strongly agree)	%	1.1%	0.0%	1.1%	9.0%	86.5%	2.2%	100%		
Overall satisfaction with the unit.	n	0	0	4	11	74	0	89	4.8	0.511
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	4.5%	12.4%	83.1%	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: eLearning Centers

Table 54

eLearning Centers Comments

always very good, but last appointment, the consultant seemed inconvenienced to have a session that I scheduled. she was not interested in helping

benefit to faculty - what about students?

ELC is excellent -- great staff, very helpful

If you ask a question about software similar to what Collin uses and it has to deal with another college one should not be asked to leave !!!!

Only issues were when they are overwhelmed with new system we all have to learn

The staff members were helpful in assisting me with my needs.

This one of the most valuable supports I receive as faculty. Top-notch workshops! (Francis is the best!)

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Financial Aid Office

Table 55

Awareness and Use of Service Unit

	n	%
Are aware of Financial Aid Office*	154	70.0%
Have used Financial Aid Office**	16	10.4%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 154).

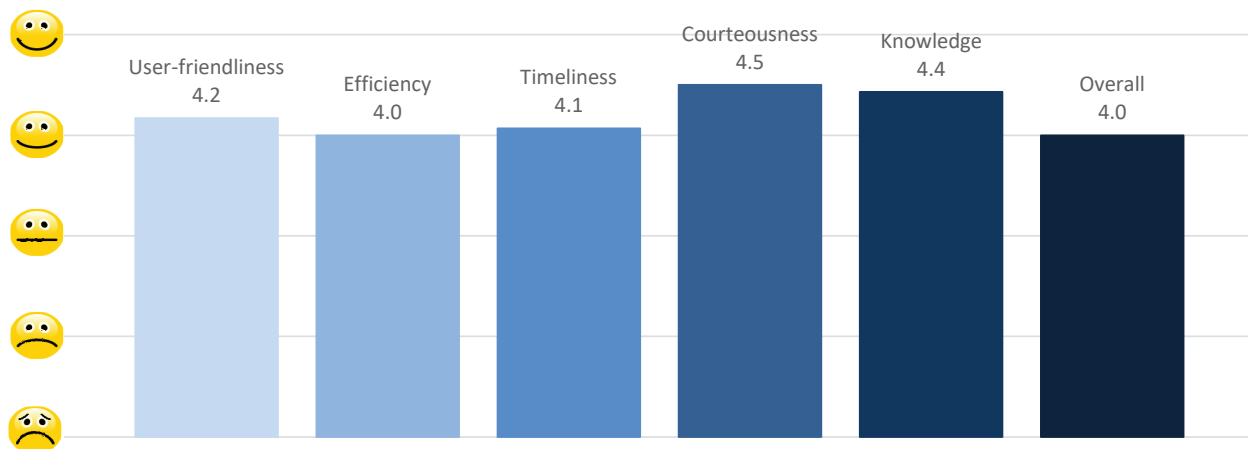
Table 56

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	1	2	3	6	4	16	4.2	1.030
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	6.3%	12.5%	18.8%	37.5%	25.0%	100%		
The procedures are efficient.	n	1	2	1	2	8	2	16	4.0	1.414
(1= Strongly disagree, 5= Strongly agree)	%	6.3%	12.5%	6.3%	12.5%	50.0%	12.5%	100%		
My needs were met in a timely fashion.	n	1	0	3	3	7	2	16	4.1	1.207
(1= Strongly disagree, 5= Strongly agree)	%	6.3%	0.0%	18.8%	18.8%	43.8%	12.5%	100%		
The staff is courteous.	n	0	1	1	2	10	2	16	4.5	0.941
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	6.3%	6.3%	12.5%	62.5%	12.5%	100%		
The staff is knowledgeable.	n	0	1	1	3	9	2	16	4.4	0.938
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	6.3%	6.3%	18.8%	56.3%	12.5%	100%		
Overall satisfaction with the unit.	n	1	3	0	2	9	1	16	4.0	1.464
(1= Very unsatisfied, 5= Very satisfied)	%	6.3%	18.8%	0.0%	12.5%	56.3%	6.3%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Financial Aid Office

Table 57

Financial Aid Office Comments

Good job

No problems to report.

reporting procedures are needlessly tedious

students constantly complain how rude people are in this office

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

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*	138	62.7%
Have used Financial Reporting/Operations-AP, Budget & Inventory**	55	39.9%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 138).

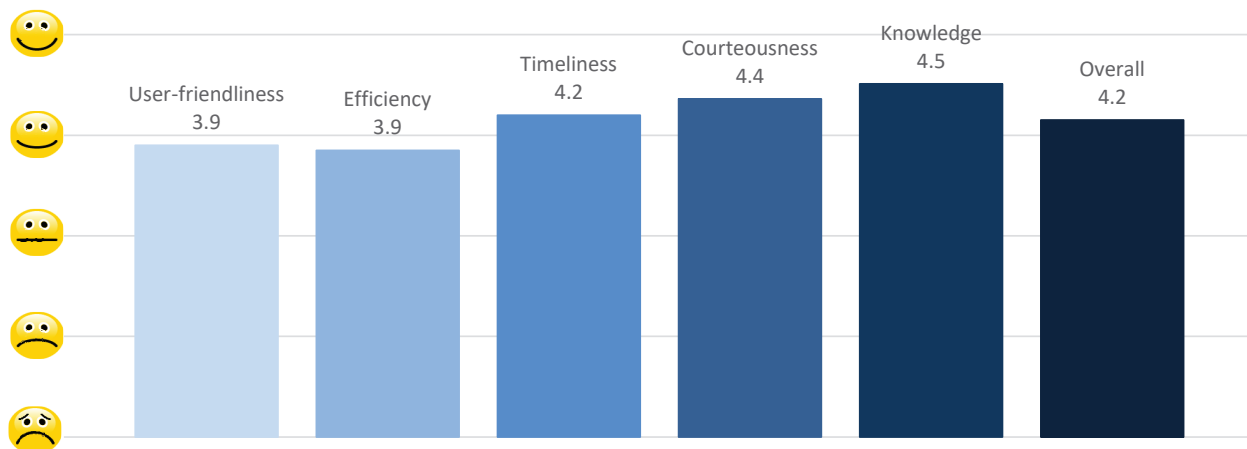
Table 59

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	2	3	10	16	17	7	55	3.9	1.096
(1= Strongly disagree, 5= Strongly agree)	%	3.6%	5.5%	18.2%	29.1%	30.9%	12.7%	100%		
The procedures are efficient.	n	3	3	9	16	17	7	55	3.9	1.167
(1= Strongly disagree, 5= Strongly agree)	%	5.5%	5.5%	16.4%	29.1%	30.9%	12.7%	100%		
My needs were met in a timely fashion.	n	2	1	7	14	25	6	55	4.2	1.040
(1= Strongly disagree, 5= Strongly agree)	%	3.6%	1.8%	12.7%	25.5%	45.5%	10.9%	100%		
The staff is courteous.	n	3	0	4	10	30	8	55	4.4	1.092
(1= Strongly disagree, 5= Strongly agree)	%	5.5%	0.0%	7.3%	18.2%	54.5%	14.5%	100%		
The staff is knowledgeable.	n	2	0	2	11	32	8	55	4.5	0.930
(1= Strongly disagree, 5= Strongly agree)	%	3.6%	0.0%	3.6%	20.0%	58.2%	14.5%	100%		
Overall satisfaction with the unit.	n	2	1	7	22	23	0	55	4.2	0.970
(1= Very unsatisfied, 5= Very satisfied)	%	3.6%	1.8%	12.7%	40.0%	41.8%	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.

Prompt Rating Averages



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

Table 60

Financial Reporting/Operations-AP, Budget & Inventory Comments

Concur system for travel funding is ridiculous

Most of the challenges were related to Concur. Everything else they were awesome

Most staff is very well informed and helpful

not friendly to students

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me with my needs.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Financial Reporting/Operations-Bursars

Table 61

Awareness and Use of Service Unit

	n	%
Are aware of Financial Reporting/Operations-Bursars*	137	62.3%
Have used Financial Reporting/Operations-Bursars**	42	30.7%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 137).

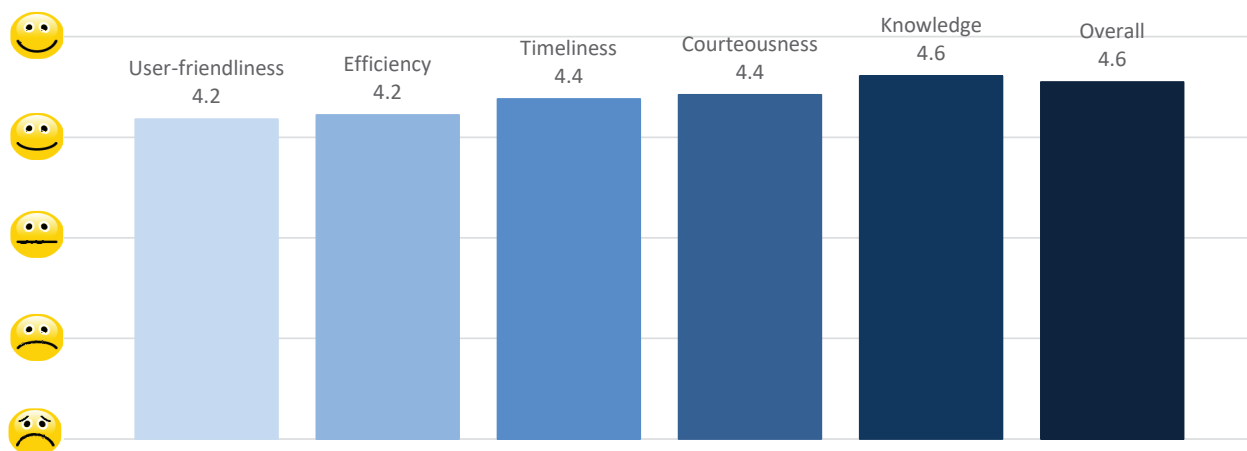
Table 62

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	2	1	4	14	19	2	42	4.2	1.059
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	2.4%	9.5%	33.3%	45.2%	4.8%	100%		
The procedures are efficient.	n	2	0	3	15	17	5	42	4.2	1.004
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	0.0%	7.1%	35.7%	40.5%	11.9%	100%		
My needs were met in a timely fashion.	n	2	0	3	9	23	5	42	4.4	1.037
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	0.0%	7.1%	21.4%	54.8%	11.9%	100%		
The staff is courteous.	n	2	1	3	5	27	4	42	4.4	1.106
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	2.4%	7.1%	11.9%	64.3%	9.5%	100%		
The staff is knowledgeable.	n	2	0	1	5	30	4	42	4.6	0.974
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	0.0%	2.4%	11.9%	71.4%	9.5%	100%		
Overall satisfaction with the unit.	n	0	0	5	9	28	0	42	4.6	0.705
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	11.9%	21.4%	66.7%	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.

Prompt Rating Averages



SERVICE UNIT: Financial Reporting/Operations-Bursars

Table 63

Financial Reporting/Operations-Bursars Comments

Eager to help

Good job

Never have any unresolved issues with this department

not friendly to students

The staff members were helpful in assisting me with my needs.

Very knowledgeable and always willing to help

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Fitness Center

Table 64
Awareness and Use of Service Unit

	n	%
Are aware of Fitness Center*	148	67.3%
Have used Fitness Center**	45	30.4%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 148).

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

		Response on 5-point scale								Standard	
Location	Prompt		1	2	3	4	5	NA	Total	Mean***	Dev.***
CHEC	Procedures are user friendly	n	0	0	0	0	1	0	1	5.0	-
		%	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	5.0	-
		%	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	5.0	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	0	1	0	1	5.0	-
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is knowledgeable	n	0	0	0	0	1	0	1	5.0	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	0	1	0	1	5.0	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Courtyard Center	Procedures are user friendly	n	1	0	0	0	2	0	3	3.7	2.31
		%	33.3%	0.0%	0.0%	0.0%	66.7%	0.0%	100.0%		
	Procedures are efficient	n	1	0	0	0	2	0	3	3.7	2.31
		%	33.3%	0.0%	0.0%	0.0%	66.7%	0.0%	100.0%		
	Met needs in a timely fashion	n	1	0	0	0	2	0	3	3.7	2.31
		%	33.3%	0.0%	0.0%	0.0%	66.7%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	0	3	0	3	5.0	0.00
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is knowledgeable	n	0	0	0	0	2	1	3	5.0	0.00
		%	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%	100.0%		
	Overall satisfaction	n	1	0	0	1	1	0	3	3.3	2.08
		%	33.3%	0.0%	0.0%	33.3%	33.3%	0.0%	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								Mean***	Standard Dev.***
Location	Prompt		1	2	3	4	5	NA	Total		
Frisco Campus	Procedures are user friendly	n	0	0	0	0	7	1	8	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	87.5%	12.5%	100.0%		
	Procedures are efficient	n	0	0	0	1	6	1	8	4.9	0.378
		%	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	7	1	8	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	87.5%	12.5%	100.0%		
	Staff is courteous	n	0	0	0	0	8	0	8	5.0	0.000
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff is knowledgeable	n	0	0	0	0	7	1	8	5.0	0.000	
	%	0.0%	0.0%	0.0%	0.0%	87.5%	12.5%	100.0%			
Overall satisfaction	n	0	0	0	1	7	0	8	4.9	0.354	
	%	0.0%	0.0%	0.0%	12.5%	87.5%	0.0%	100.0%			
McKinney Campus	Procedures are user friendly	n	0	0	0	2	11	0	13	4.9	0.376
		%	0.0%	0.0%	0.0%	15.4%	84.6%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	3	10	0	13	4.8	0.439
		%	0.0%	0.0%	0.0%	23.1%	76.9%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	2	11	0	13	4.9	0.376
		%	0.0%	0.0%	0.0%	15.4%	84.6%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	1	12	0	13	4.9	0.277
	%	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%	100.0%			
Staff is knowledgeable	n	0	0	0	2	11	0	13	4.9	0.376	
	%	0.0%	0.0%	0.0%	15.4%	84.6%	0.0%	100.0%			
Overall satisfaction	n	0	0	1	0	12	0	13	4.9	0.555	
	%	0.0%	0.0%	7.7%	0.0%	92.3%	0.0%	100.0%			
Plano Campus	Procedures are user friendly	n	0	0	1	3	12	1	17	4.7	0.602
		%	0.0%	0.0%	5.9%	17.6%	70.6%	5.9%	100.0%		
	Procedures are efficient	n	0	0	1	3	11	2	17	4.7	0.617
		%	0.0%	0.0%	5.9%	17.6%	64.7%	11.8%	100.0%		
	Met needs in a timely fashion	n	0	0	1	3	11	2	17	4.7	0.617
		%	0.0%	0.0%	5.9%	17.6%	64.7%	11.8%	100.0%		
	Staff is courteous	n	1	0	0	4	11	1	17	4.5	1.033
	%	5.9%	0.0%	0.0%	23.5%	64.7%	5.9%	100.0%			
Staff is knowledgeable	n	0	1	0	3	12	1	17	4.6	0.806	
	%	0.0%	5.9%	0.0%	17.6%	70.6%	5.9%	100.0%			
Overall satisfaction	n	0	3	1	5	8	0	17	4.1	1.144	
	%	0.0%	17.6%	5.9%	29.4%	47.1%	0.0%	100.0%			
Public Safety Training Center	Procedures are user friendly	n	0	0	0	0	1	0	1	5.0	-
		%	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	5.0	-
		%	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	5.0	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	0	1	0	1	5.0	-
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff is knowledgeable	n	0	0	0	0	1	0	1	5.0	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	n	0	0	0	0	1	0	1	5.0	-	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	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								Standard	
Location	Prompt		1	2	3	4	5	NA	Total	Mean***	Dev.***
Other	Procedures are user friendly	n	0	0	0	0	2	0	2	5.0	0.000
		%	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	5.0	0.000
		%	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	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	0	2	0	2	5.0	0.000
%		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Staff is knowledgeable	n	0	0	0	0	2	0	2	5.0	0.000	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Overall satisfaction	n	0	0	0	0	2	0	2	5.0	0.000	
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Total	Procedures are user friendly	n	1	0	1	5	36	2	45	4.7	0.727
		%	2.2%	0.0%	2.2%	11.1%	80.0%	4.4%	100.0%		
	Procedures are efficient	n	1	0	1	7	33	3	45	4.7	0.749
		%	2.2%	0.0%	2.2%	15.6%	73.3%	6.7%	100.0%		
	Met needs in a timely fashion	n	1	0	1	5	35	3	45	4.7	0.734
		%	2.2%	0.0%	2.2%	11.1%	77.8%	6.7%	100.0%		
	Staff is courteous	n	1	0	0	5	38	1	45	4.8	0.668
%		2.2%	0.0%	0.0%	11.1%	84.4%	2.2%	100.0%			
Staff is knowledgeable	n	0	1	0	5	36	3	45	4.8	0.552	
	%	0.0%	2.2%	0.0%	11.1%	80.0%	6.7%	100.0%			
Overall satisfaction	n	1	3	2	7	32	0	45	4.5	1.014	
	%	2.2%	6.7%	4.4%	15.6%	71.1%	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: Fitness Center

Table 66a

Fitness Center Comments from Courtyard Center

need more fans in the workout area - especially by the cardio equipment

Weekend hours for Spring Creek are non-existent and usually unknown

Table 66b

Fitness Center Comments from McKinney Campus

what is benefit to students?

Table 66c

Fitness Center Comments from Plano Campus

Extended hours over the weekend

Helpful staff

New equipment needed

the fitness center could be bigger and the equipment could be more spaced out and up to date.

very good

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Food Services

Table 67.
Awareness and Use of Service Unit

	n	%
Are aware of Food Services*	140	63.6%
Have used Food Services**	61	43.6%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 140).

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

Response on 5-point scale											
Location	Prompt		1	2	3	4	5	NA	Total	Mean***	Standard Dev.***
CHEC	Procedures are user friendly	n	0	0	0	1	4	0	5	4.8	0.447
		%	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	1	1	3	0	5	4.4	0.894
		%	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	1	4	0	5	4.8	0.447
		%	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	100.0%		
	Staff is courteous	n	1	0	1	0	2	1	5	3.5	1.915
	%	20.0%	0.0%	20.0%	0.0%	40.0%	20.0%	100.0%			
Courtyard Center	Procedures are user friendly	n	0	0	0	0	1	0	1	5.0	-
		%	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	5.0	-
		%	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	5.0	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	0	1	0	1	5.0	-
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
Frisco Campus	Procedures are user friendly	n	0	0	0	4	6	0	10	4.6	0.516
		%	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%	100.0%		
	Procedures are efficient	n	0	1	0	4	5	0	10	4.3	0.949
		%	0.0%	10.0%	0.0%	40.0%	50.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	2	0	3	5	0	10	4.1	1.197
		%	0.0%	20.0%	0.0%	30.0%	50.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	2	8	0	10	4.8	0.422
	%	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	100.0%			

Table 68.

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

		Response on 5-point scale							Total	Mean***	Standard Dev.***	
		1	2	3	4	5	NA					
Frisco Campus (Cont.)	Staff is knowledgeable	n	0	0	0	2	8	0	10	4.8	0.422	
		%	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	100.0%			
	Overall satisfaction	n	0	0	2	3	5	0	10	4.3	0.823	
		%	0.0%	0.0%	20.0%	30.0%	50.0%	0.0%	100.0%			
McKinney Campus	Procedures are user friendly	n	0	1	1	4	3	0	9	4.0	1.000	
		%	0.0%	11.1%	11.1%	44.4%	33.3%	0.0%	100.0%			
	Procedures are efficient	n	0	0	2	4	3	0	9	4.1	0.782	
		%	0.0%	0.0%	22.2%	44.4%	33.3%	0.0%	100.0%			
	Met needs in a timely fashion	n	0	1	2	3	3	0	9	3.9	1.054	
		%	0.0%	11.1%	22.2%	33.3%	33.3%	0.0%	100.0%			
	Staff is courteous	n	0	1	1	1	6	0	9	4.3	1.118	
	%	0.0%	11.1%	11.1%	11.1%	66.7%	0.0%	100.0%				
	Staff is knowledgeable	n	0	1	2	2	4	0	9	4.0	1.118	
		%	0.0%	11.1%	22.2%	22.2%	44.4%	0.0%	100.0%			
	Overall satisfaction	n	1	1	1	3	3	0	9	3.7	1.414	
		%	11.1%	11.1%	11.1%	33.3%	33.3%	0.0%	100.0%			
	Plano Campus	Procedures are user friendly	n	2	2	1	13	17	1	36	4.2	1.124
			%	5.6%	5.6%	2.8%	36.1%	47.2%	2.8%	100.0%		
		Procedures are efficient	n	2	3	1	11	18	1	36	4.1	1.192
		%	5.6%	8.3%	2.8%	30.6%	50.0%	2.8%	100.0%			
Met needs in a timely fashion		n	3	1	1	12	18	1	36	4.2	1.200	
		%	8.3%	2.8%	2.8%	33.3%	50.0%	2.8%	100.0%			
Staff is courteous		n	3	1	2	9	20	1	36	4.2	1.232	
	%	8.3%	2.8%	5.6%	25.0%	55.6%	2.8%	100.0%				
	Staff is knowledgeable	n	2	1	2	9	20	2	36	4.3	1.115	
		%	5.6%	2.8%	5.6%	25.0%	55.6%	5.6%	100.0%			
	Overall satisfaction	n	4	4	2	9	17	0	36	3.9	1.417	
		%	11.1%	11.1%	5.6%	25.0%	47.2%	0.0%	100.0%			
	Total	Procedures are user friendly	n	2	3	2	22	31	1	61	4.3	0.993
			%	3.3%	4.9%	3.3%	36.1%	50.8%	1.6%	100.0%		
		Procedures are efficient	n	2	4	4	20	30	1	61	4.2	1.054
		%	3.3%	6.6%	6.6%	32.8%	49.2%	1.6%	100.0%			
Met needs in a timely fashion		n	3	4	3	19	31	1	61	4.2	1.127	
		%	4.9%	6.6%	4.9%	31.1%	50.8%	1.6%	100.0%			
Staff is courteous		n	4	2	4	12	37	2	61	4.3	1.175	
	%	6.6%	3.3%	6.6%	19.7%	60.7%	3.3%	100.0%				
	Staff is knowledgeable	n	2	2	4	15	36	2	61	4.4	0.998	
		%	3.3%	3.3%	6.6%	24.6%	59.0%	3.3%	100.0%			
	Overall satisfaction	n	6	5	5	16	29	0	61	3.9	1.340	
	%	9.8%	8.2%	8.2%	26.2%	47.5%	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.

Locations not represented in the tables had no responses for this unit.

SERVICE UNIT: Food Services

Table 69a

Food Service Comments from CHEC

certain individuals have curt interpersonal communication

I went several times to the Cafe, McKinney Campus Library, in 2019, and the young man was extremely rude and certainly needed more customer service training. He also came to the Health Science building and one of the staff members told me that he made her feel very uncomfortable by some of the remarks he made.

Table 69b

Food Service Comments from Frisco Campus

Any foods seasoned will be way too salty. Need wider range of hrs, into evening.

Did not provide whole milk options only almond milk which is not good if your allergic to nuts.

Table 69c

Food Service Comments from McKinney Campus

what food service at CPC?

Table 69d

Food Service Comments from Plano Campus

Attentive to individual needs, respond quickly, helpful, kind and professional

Every time I eat their food, I get gas, indigestion or sick. I'll never eat there again.

good food and great service

Good job

Lisa Soral is amazing, I'm just not crazy about the contract situation and the amount of food we receive for the amount paid.

No problems to report.

Not overly courteous

Overpriced and Need to be more selective in hiring process

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Help Desk

Table 70

Awareness and Use of Service Unit

	n	%
Are aware of Help Desk*	205	93.2%
Have used Help Desk**	163	79.5%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 205).

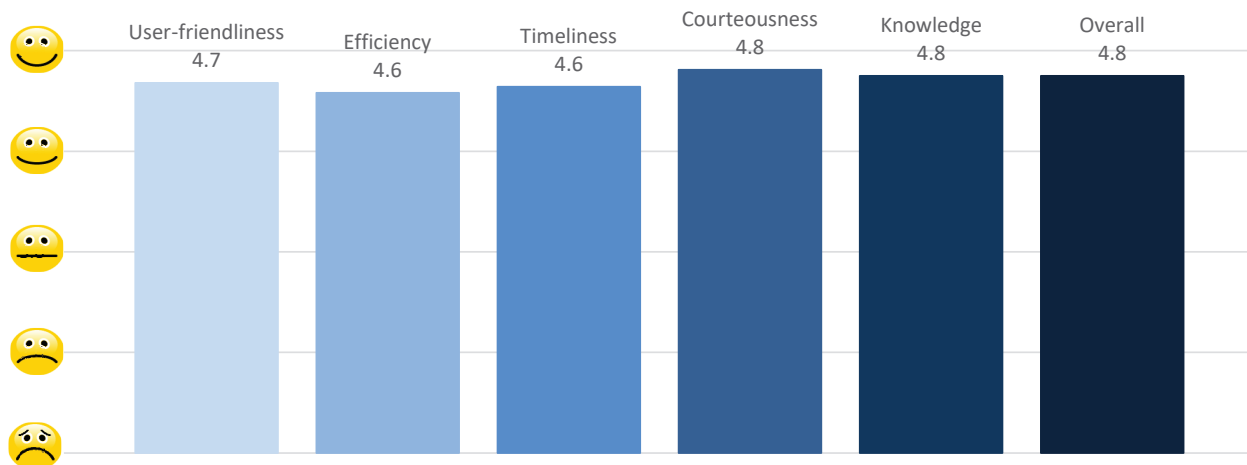
Table 71

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	5	0	3	25	124	6	163	4.7	0.802
(1= Strongly disagree, 5= Strongly agree)	%	3.1%	0.0%	1.8%	15.3%	76.1%	3.7%	100%		
The procedures are efficient.	n	3	4	7	27	115	7	163	4.6	0.850
(1= Strongly disagree, 5= Strongly agree)	%	1.8%	2.5%	4.3%	16.6%	70.6%	4.3%	100%		
My needs were met in a timely fashion.	n	3	4	4	22	119	11	163	4.6	0.825
(1= Strongly disagree, 5= Strongly agree)	%	1.8%	2.5%	2.5%	13.5%	73.0%	6.7%	100%		
The staff is courteous.	n	3	1	2	10	137	10	163	4.8	0.676
(1= Strongly disagree, 5= Strongly agree)	%	1.8%	0.6%	1.2%	6.1%	84.0%	6.1%	100%		
The staff is knowledgeable.	n	3	2	1	17	128	12	163	4.8	0.721
(1= Strongly disagree, 5= Strongly agree)	%	1.8%	1.2%	0.6%	10.4%	78.5%	7.4%	100%		
Overall satisfaction with the unit.	n	0	1	6	25	129	2	163	4.8	0.548
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.6%	3.7%	15.3%	79.1%	1.2%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Help Desk

Table 72

Help Desk Comments

3 it depends on who you get

at least they are helpful

Everyone I deal with in Collin College is so pleasant, efficient, and knowledgeable. I work in Community Ed with John Byers

Help desk helped me get operational with new email. As a part time CE instructor, I never had one until the later part of 2018. They were good about getting me up and running.

Help desk team is extremely efficient and helpful. Tickets that have to be attended to by network or programmers are not always resolved as quickly or with the highest level of knowledge/skills

help regarding a variety of problems or questions, point me in the right direction if they are not responsible for a problem

I always get my problems taken care of promptly.

Not sure of difference between and web services but I am pleased with both.

Quick on opening ticket, but slow on having somebody that is knowledgeable to help.

quick response to in classroom issues

Response time

seems understaffed, very helpful & polite but too much for too little staff

take a while in helping students

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me will my needs.

usually any delays was due to shortage in personell or overwhelmed with request

Very informed and if they do not know the answer they find it

Waiting through menus is long and arduous. Wish there were a list so that we could dial the extension we need directly.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: HR-Employment, Employee Relations & Compensation

Table 73

Awareness and Use of Service Unit

	n	%
Are aware of HR-Employment, Employee Relations & Compensation*	178	80.9%
Have used HR-Employment, Employee Relations & Compensation**	126	70.8%

* Percentage out of total respondents (N= 220).

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

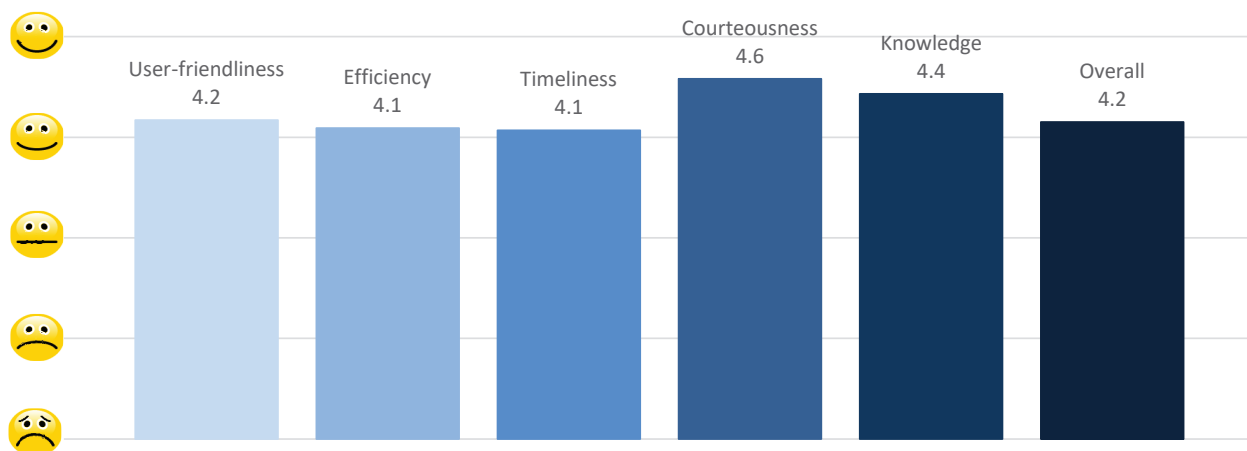
Table 74

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	4	4	17	39	58	4	126	4.2	1.010
(1= Strongly disagree, 5= Strongly agree)	%	3.2%	3.2%	13.5%	31.0%	46.0%	3.2%	100%		
The procedures are efficient.	n	4	9	18	33	59	3	126	4.1	1.101
(1= Strongly disagree, 5= Strongly agree)	%	3.2%	7.1%	14.3%	26.2%	46.8%	2.4%	100%		
My needs were met in a timely fashion.	n	8	9	13	29	63	4	126	4.1	1.231
(1= Strongly disagree, 5= Strongly agree)	%	6.3%	7.1%	10.3%	23.0%	50.0%	3.2%	100%		
The staff is courteous.	n	1	2	7	24	81	11	126	4.6	0.761
(1= Strongly disagree, 5= Strongly agree)	%	0.8%	1.6%	5.6%	19.0%	64.3%	8.7%	100%		
The staff is knowledgeable.	n	5	1	9	24	76	11	126	4.4	0.992
(1= Strongly disagree, 5= Strongly agree)	%	4.0%	0.8%	7.1%	19.0%	60.3%	8.7%	100%		
Overall satisfaction with the unit.	n	6	4	19	33	64	0	126	4.2	1.096
(1= Very unsatisfied, 5= Very satisfied)	%	4.8%	3.2%	15.1%	26.2%	50.8%	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.

Prompt Rating Averages



SERVICE UNIT: HR-Employment, Employee Relations & Compensation

Table 75

HR-Employment, Employee Relations & Compensation Comments

During onboarding it was difficult to get information

Good job

Have had difficulty sometimes getting offers in a timely manner, and difficulty with having to track down and investigate complaints that seem to be retaliation against supervisors when they were doing their jobs

Helpful in processing employment in 2017, Would like more help getting full time employment.

Hiring is based on nepotism, "who you know", and "who you are friends with", and not actual experience, performance, training, and credentials. Management focused; not employee focused;

hiring procedures are not clear, no timeline

HR was very helpful with my onboarding process

in being rehired, they were helpful with the process. The process itself was not easy and directions did not match the new online system.

It seems like along time to get adjunct faculty hires through the system. It also takes a long time for new hire staff and faculty to get access to Collin College things like Cougarweb, etc.

it's our fault when they don't do their job and we don't keep track of them not doing their job

My main complaint is with the search committee process. It is much too regimented and proceduralized. 99 % of it is completely unnecessary.

No problems to report.

Some HR benefits are under external control (like HSA employer contributions) and it is difficult for Collin HR personell to find quick resolution.

staff are often uninformed, unhelpful, and fail to respond quickly or courteously

Staff is great, hiring procedure is cumbersome and not user friendly

The McKinney office is somewhat inefficient. The lady at the front desk is very nice. However, I have never received a reply from anyone else in the office, and the phone extensions never seem to be answered, calls aren't returned, emails aren't answered.

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me with my needs.

There has definitely been improvement over the past couple of years.

Took a while for my deductions to take place.

very helpful

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: HR-Information & Services/Benefits

Table 76

Awareness and Use of Service Unit

	n	%
Are aware of HR-Information & Services/Benefits*	162	73.6%
Have used HR-Information & Services/Benefits**	105	64.8%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 162).

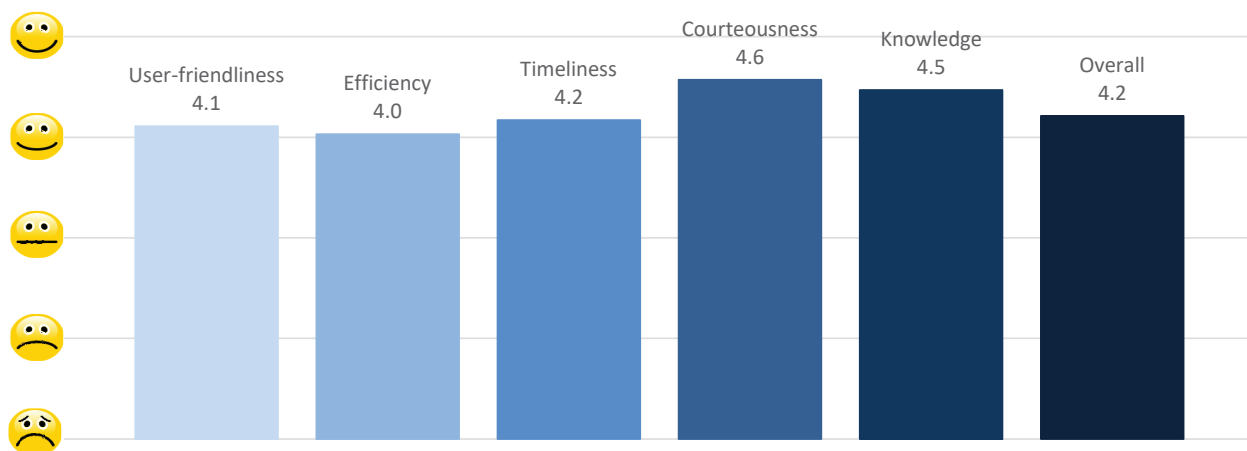
Table 77

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	3	8	11	31	47	5	105	4.1	1.081
(1= Strongly disagree, 5= Strongly agree)	%	2.9%	7.6%	10.5%	29.5%	44.8%	4.8%	100%		
The procedures are efficient.	n	4	10	12	29	47	3	105	4.0	1.156
(1= Strongly disagree, 5= Strongly agree)	%	3.8%	9.5%	11.4%	27.6%	44.8%	2.9%	100%		
My needs were met in a timely fashion.	n	5	6	10	26	54	4	105	4.2	1.141
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	5.7%	9.5%	24.8%	51.4%	3.8%	100%		
The staff is courteous.	n	3	1	4	18	70	9	105	4.6	0.880
(1= Strongly disagree, 5= Strongly agree)	%	2.9%	1.0%	3.8%	17.1%	66.7%	8.6%	100%		
The staff is knowledgeable.	n	2	5	4	21	66	7	105	4.5	0.944
(1= Strongly disagree, 5= Strongly agree)	%	1.9%	4.8%	3.8%	20.0%	62.9%	6.7%	100%		
Overall satisfaction with the unit.	n	4	6	7	35	53	0	105	4.2	1.053
(1= Very unsatisfied, 5= Very satisfied)	%	3.8%	5.7%	6.7%	33.3%	50.5%	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.

Prompt Rating Averages



SERVICE UNIT: HR-Information & Services/Benefits

Table 78

HR-Information & Services/Benefits Comments

Always ready with answers to the questions I raised. Would have liked more notice on benefits meetings.

Anytime I have contacted the main HR office I receive a quick response. They have helped me several times.

asked for timely chg of W2, and wasn't done, no explanation

Do not provide relevant information

Horrible interaction with HR regarding my FMLA, rude, disrespectful, had no understanding of what my job at the college included.

It is frustrating that HR cannot answer our retirement questions

Many faculty including myself have had multiple issues with benefits over the past three years including incurring over \$6000 worth of personal calls due to an error that the benefits coordinator would not fix according to Texas retirement services. Unfortunately, this does not seem to be a one off occurrence.

never get a response to emails, online forms or phone calls

No problems to report.

The college complicates processes by including more people in the process. this makes the process more complicated for the employee, who does not see that on the receiving end.

The onboarding process seemed a little confusing

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me with my needs.

They are not employee oriented. Never respond to questions clearly. HR at Collin College is not ADA compliant at providing the necessary accommodations for employees.

Try to get in touch with the HR representative on my campus (not on CHEC) to submit HR related paperwork, called her and emailed her, never got a response. This happened more than once. End up making a trip to CHEC to hand the document to somebody there.

Very quick to respond. Knowledgeable and helpful.

very well at responding

When someone moves from one job to another, they seem to get lost in the system and the forms that are usually generated for new employees are not always done in a timely fashion for those switching departments or moving from PT to FT

Whenever I have needed information, I have received it in a timely manner.

you can never get anyone to answer the phones in HR

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: HR-Professional Development

Table 79

Awareness and Use of Service Unit

	n	%
Are aware of HR-Professional Development*	144	65.5%
Have used HR-Professional Development**	75	52.1%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 144).

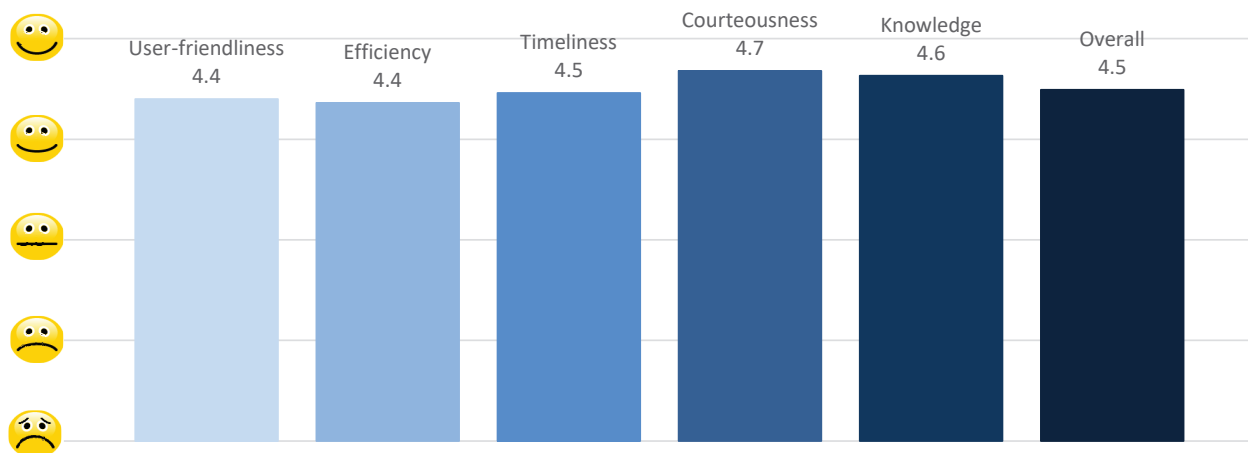
Table 80

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	2	9	19	42	3	75	4.4	0.816
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	2.7%	12.0%	25.3%	56.0%	4.0%	100%		
The procedures are efficient.	n	0	3	11	15	43	3	75	4.4	0.893
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	4.0%	14.7%	20.0%	57.3%	4.0%	100%		
My needs were met in a timely fashion.	n	0	3	8	12	46	6	75	4.5	0.867
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	4.0%	10.7%	16.0%	61.3%	8.0%	100%		
The staff is courteous.	n	1	0	4	11	56	3	75	4.7	0.709
(1= Strongly disagree, 5= Strongly agree)	%	1.3%	0.0%	5.3%	14.7%	74.7%	4.0%	100%		
The staff is knowledgeable.	n	1	0	3	16	51	4	75	4.6	0.702
(1= Strongly disagree, 5= Strongly agree)	%	1.3%	0.0%	4.0%	21.3%	68.0%	5.3%	100%		
Overall satisfaction with the unit.	n	1	2	5	18	49	0	75	4.5	0.844
(1= Very unsatisfied, 5= Very satisfied)	%	1.3%	2.7%	6.7%	24.0%	65.3%	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.

Prompt Rating Averages



SERVICE UNIT: HR-Professional Development

Table 81

HR-Professional Development Comments

Have been helpful, but hoping with new person they can do more for the college regarding PD

Helpful resources

only applicable to full-time faculty or administration

PD is great at Collin but I wish there were more options for new adjuncts. There was a conference in Feb but I couldn't go because I had a class. I wish there were more time/day options because I don't know when there will be more PD opportunities

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me with my needs.

very good

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Institutional Research Office (IRO)

Table 82

Awareness and Use of Service Unit

	n	%
Are aware of Institutional Research Office (IRO)*	115	52.3%
Have used Institutional Research Office (IRO)**	45	39.1%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 115).

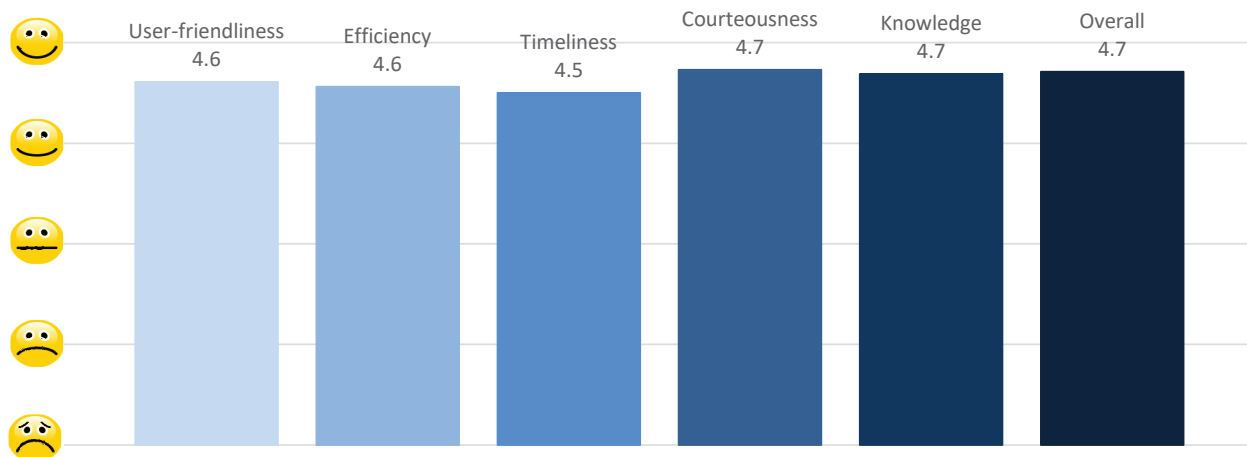
Table 83

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	1	2	9	29	3	44	4.6	0.703
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	2.3%	4.5%	20.5%	65.9%	6.8%	100%		
The procedures are efficient.	n	0	1	3	8	27	3	42	4.6	0.754
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	2.4%	7.1%	19.0%	64.3%	7.1%	100%		
My needs were met in a timely fashion.	n	2	0	3	7	30	2	44	4.5	0.994
(1= Strongly disagree, 5= Strongly agree)	%	4.5%	0.0%	6.8%	15.9%	68.2%	4.5%	100%		
The staff is courteous.	n	1	0	1	5	34	2	43	4.7	0.742
(1= Strongly disagree, 5= Strongly agree)	%	2.3%	0.0%	2.3%	11.6%	79.1%	4.7%	100%		
The staff is knowledgeable.	n	1	1	0	6	34	2	44	4.7	0.811
(1= Strongly disagree, 5= Strongly agree)	%	2.3%	2.3%	0.0%	13.6%	77.3%	4.5%	100%		
Overall satisfaction with the unit.	n	0	1	1	8	35	0	45	4.7	0.626
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	2.2%	2.2%	17.8%	77.8%	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.

Prompt Rating Averages



SERVICE UNIT: Institutional Research Office (IRO)

Table 84

Institutional Research Office (IRO) Comments

Always helpful and willing to work with you

I have seen this on the web site, but I am not aware of its services or purpose in a Community college environment

The services I've needed have been provided with professionalism.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Library Services

Table 85
Awareness and Use of Service Unit

	n	%
Are aware of Library Services*	183	83.2%
Have used Library Services**	121	66.1%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 183).

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

		Response on 5-point scale								Mean***	Standard Dev.***
Location	Prompt		1	2	3	4	5	NA	Total		
CHEC	Procedures are user friendly	n	0	0	0	0	5	0	5	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	0	5	0	5	5.0	0.000
		%	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	5	0	5	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	0	5	0	5	5.0	0.000
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is knowledgeable	n	0	0	0	0	5	0	5	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	0	5	0	5	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Courtyard Center	Procedures are user friendly	n	0	0	0	1	3	0	4	4.8	0.500
		%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%		
	Procedures are efficient	n	0	0	0	1	3	0	4	4.8	0.500
		%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	0	0	4	0	4	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	1	3	0	4	4.8	0.500
	%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%			
	Staff is knowledgeable	n	0	0	0	0	3	1	4	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%	100.0%		
	Overall satisfaction	n	0	0	0	1	3	0	4	4.8	0.500
		%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	100.0%		

Table 86

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

		Response on 5-point scale									
Location	Prompt		1	2	3	4	5	NA	Total	Mean***	Standard Dev.***
Frisco Campus	Procedures are user friendly	n	0	0	0	3	25	1	29	4.9	0.315
		%	0.0%	0.0%	0.0%	10.3%	86.2%	3.4%	100.0%		
	Procedures are efficient	n	0	0	0	3	24	2	29	4.9	0.320
		%	0.0%	0.0%	0.0%	10.3%	82.8%	6.9%	100.0%		
	Met needs in a timely fashion	n	0	0	0	2	26	1	29	4.9	0.262
		%	0.0%	0.0%	0.0%	6.9%	89.7%	3.4%	100.0%		
	Staff is courteous	n	0	0	1	0	28	0	29	4.9	0.371
	%	0.0%	0.0%	3.4%	0.0%	96.6%	0.0%	100.0%			
	Staff is knowledgeable	n	0	0	0	1	26	2	29	5.0	0.192
		%	0.0%	0.0%	0.0%	3.4%	89.7%	6.9%	100.0%		
	Overall satisfaction	n	0	0	0	2	25	2	29	4.9	0.267
		%	0.0%	0.0%	0.0%	6.9%	86.2%	6.9%	100.0%		
McKinney Campus	Procedures are user friendly	n	0	1	1	6	21	0	29	4.6	0.728
		%	0.0%	3.4%	3.4%	20.7%	72.4%	0.0%	100.0%		
	Procedures are efficient	n	0	0	1	9	19	0	29	4.6	0.561
		%	0.0%	0.0%	3.4%	31.0%	65.5%	0.0%	100.0%		
	Met needs in a timely fashion	n	1	0	3	4	20	1	29	4.5	0.962
		%	3.4%	0.0%	10.3%	13.8%	69.0%	3.4%	100.0%		
	Staff is courteous	n	0	0	2	2	25	0	29	4.8	0.559
	%	0.0%	0.0%	6.9%	6.9%	86.2%	0.0%	100.0%			
	Staff is knowledgeable	n	0	0	2	4	23	0	29	4.7	0.591
		%	0.0%	0.0%	6.9%	13.8%	79.3%	0.0%	100.0%		
	Overall satisfaction	n	1	0	2	4	22	0	29	4.6	0.907
		%	3.4%	0.0%	6.9%	13.8%	75.9%	0.0%	100.0%		
Plano Campus	Procedures are user friendly	n	2	0	0	7	43	1	53	4.7	0.825
		%	3.8%	0.0%	0.0%	13.2%	81.1%	1.9%	100.0%		
	Procedures are efficient	n	1	0	1	7	41	3	53	4.7	0.694
		%	1.9%	0.0%	1.9%	13.2%	77.4%	5.7%	100.0%		
	Met needs in a timely fashion	n	1	0	0	4	46	2	53	4.8	0.612
		%	1.9%	0.0%	0.0%	7.5%	86.8%	3.8%	100.0%		
	Staff is courteous	n	1	0	0	4	45	3	53	4.8	0.618
	%	1.9%	0.0%	0.0%	7.5%	84.9%	5.7%	100.0%			
	Staff is knowledgeable	n	1	0	0	4	46	2	53	4.8	0.612
		%	1.9%	0.0%	0.0%	7.5%	86.8%	3.8%	100.0%		
	Overall satisfaction	n	0	0	1	6	44	2	53	4.8	0.418
		%	0.0%	0.0%	1.9%	11.3%	83.0%	3.8%	100.0%		
Other	Procedures are user friendly	n	0	0	0	0	1	0	1	5.0	-
		%	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	5.0	-
		%	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	5.0	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	0	1	0	1	5.0	-
	%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is knowledgeable	n	0	0	0	0	1	0	1	5.0	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	0	1	0	1	5.0	-
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		

Table 86

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

		Response on 5-point scale							Total	Mean***	Standard Dev.***
Location	Prompt		1	2	3	4	5	NA			
Total	Procedures are user friendly	n	2	1	1	17	98	2	121	4.8	0.679
		%	1.7%	0.8%	0.8%	14.0%	81.0%	1.7%	100.0%		
	Procedures are efficient	n	1	0	2	20	93	5	121	4.8	0.569
		%	0.8%	0.0%	1.7%	16.5%	76.9%	4.1%	100.0%		
	Met needs in a timely fashion	n	2	0	3	10	102	4	121	4.8	0.650
		%	1.7%	0.0%	2.5%	8.3%	84.3%	3.3%	100.0%		
	Staff is courteous	n	1	0	3	7	107	3	121	4.9	0.527
		%	0.8%	0.0%	2.5%	5.8%	88.4%	2.5%	100.0%		
	Staff is knowledgeable	n	1	0	2	9	104	5	121	4.9	0.515
		%	0.8%	0.0%	1.7%	7.4%	86.0%	4.1%	100.0%		
	Overall satisfaction	n	1	0	3	13	100	4	121	4.8	0.561
		%	0.8%	0.0%	2.5%	10.7%	82.6%	3.3%	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.

Locations not represented in the tables had no responses for this unit.

SERVICE UNIT: Library Services

Table 87a

Library Services Comments from Frisco Campus

5 excellent services will always try to assist you

staff are courteous and efficient

They always get my requests for textbooks placed on reserve in a timely fashion.

Welcoming facility

Table 87b

Library Services Comments from McKinney Campus

As adjunct instructor with no real office- I could not use a study room because I am not a student.

The staff members were helpful in assisting me with my needs.

We had awesome health science librarians at CPC - they are gone and students have no support

Table 87c

Library Services Comments from Plano Campus

always great, helpful and responsive.

Always meets needs of faculty staff and students

Good job

Helpful staff-- supply information and help for staff, students and even the children

Knowledgeable staff

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Mail Services

Table 88

Awareness and Use of Service Unit

	n	%
Are aware of Mail Services*	159	72.3%
Have used Mail Services**	95	59.7%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 159).

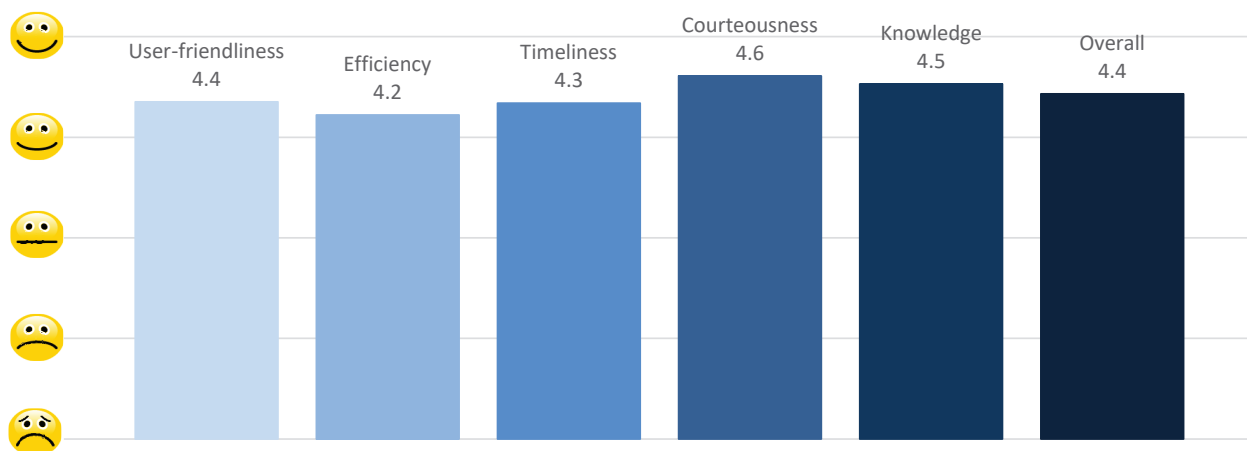
Table 89

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	4	0	8	21	49	13	95	4.4	1.011
(1= Strongly disagree, 5= Strongly agree)	%	4.2%	0.0%	8.4%	22.1%	51.6%	13.7%	100%		
The procedures are efficient.	n	4	2	10	21	44	14	95	4.2	1.084
(1= Strongly disagree, 5= Strongly agree)	%	4.2%	2.1%	10.5%	22.1%	46.3%	14.7%	100%		
My needs were met in a timely fashion.	n	4	1	9	14	49	18	95	4.3	1.083
(1= Strongly disagree, 5= Strongly agree)	%	4.2%	1.1%	9.5%	14.7%	51.6%	18.9%	100%		
The staff is courteous.	n	2	0	7	8	59	19	95	4.6	0.865
(1= Strongly disagree, 5= Strongly agree)	%	2.1%	0.0%	7.4%	8.4%	62.1%	20.0%	100%		
The staff is knowledgeable.	n	2	0	7	12	52	22	95	4.5	0.883
(1= Strongly disagree, 5= Strongly agree)	%	2.1%	0.0%	7.4%	12.6%	54.7%	23.2%	100%		
Overall satisfaction with the unit.	n	0	2	11	25	55	2	95	4.4	0.786
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	2.1%	11.6%	26.3%	57.9%	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.

Prompt Rating Averages



SERVICE UNIT: Mail Services

Table 90

Mail Services Comments

Extended hours are needed at Spring Creek since there are staff members working until 8pm.

helpful

It probably isn't mail services specifically - but our office staff doesn't want to pick up or send mail

Outdated methods and procedures; not leveraging technology to provide better service

Sometimes mail takes a while to get to the other campuses

The services I've needed have been provided with professionalism.

we get a lot of mail that does not belong to us.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Math Centers / Labs

Table 91
Awareness and Use of Service Unit

	n	%
Are aware of Math Centers / Labs*	142	64.5%
Have used Math Centers / Labs**	22	15.5%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 142).

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

		Response on 5-point scale							Total	Mean***	Standard Dev.***
Location	Prompt	1	2	3	4	5	NA				
Frisco Campus	Procedures are user friendly	n 0	0	0	0	2	0	2	5.0	0.000	
		% 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	5.0	0.000	
		% 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	5.0	0.000	
		% 0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Staff is courteous	n 0	0	0	0	2	0	2	5.0	0.000	
	% 0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%				
	Staff is knowledgeable	n 0	0	0	0	2	0	2	5.0	0.000	
		% 0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
	Overall satisfaction	n 0	0	0	0	2	0	2	5.0	0.000	
		% 0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%			
McKinney Campus	Procedures are user friendly	n 0	0	0	2	7	0	9	4.8	0.441	
		% 0.0%	0.0%	0.0%	22.2%	77.8%	0.0%	100.0%			
	Procedures are efficient	n 0	0	0	2	7	0	9	4.8	0.441	
		% 0.0%	0.0%	0.0%	22.2%	77.8%	0.0%	100.0%			
	Met needs in a timely fashion	n 0	0	0	2	7	0	9	4.8	0.441	
		% 0.0%	0.0%	0.0%	22.2%	77.8%	0.0%	100.0%			
	Staff is courteous	n 0	0	0	1	8	0	9	4.9	0.333	
	% 0.0%	0.0%	0.0%	11.1%	88.9%	0.0%	100.0%				
	Staff is knowledgeable	n 0	0	0	3	6	0	9	4.7	0.500	
		% 0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%			
	Overall satisfaction	n 0	0	0	3	6	0	9	4.7	0.500	
		% 0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%			

Table 92

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

		Response on 5-point scale									Standard
Location	Prompt		1	2	3	4	5	NA	Total	Mean***	Dev.***
Plano Campus	Procedures are user friendly	n	1	0	0	3	7	0	11	4.4	1.206
		%	9.1%	0.0%	0.0%	27.3%	63.6%	0.0%	100.0%		
	Procedures are efficient	n	1	0	0	3	6	1	11	4.3	1.252
		%	9.1%	0.0%	0.0%	27.3%	54.5%	9.1%	100.0%		
	Met needs in a timely fashion	n	1	0	0	3	6	1	11	4.3	1.252
		%	9.1%	0.0%	0.0%	27.3%	54.5%	9.1%	100.0%		
	Staff is courteous	n	1	0	0	3	6	1	11	4.3	1.252
	%	9.1%	0.0%	0.0%	27.3%	54.5%	9.1%	100.0%			
	Staff is knowledgeable	n	1	0	0	3	6	1	11	4.3	1.252
		%	9.1%	0.0%	0.0%	27.3%	54.5%	9.1%	100.0%		
	Overall satisfaction	n	0	0	1	2	8	0	11	4.6	0.674
		%	0.0%	0.0%	9.1%	18.2%	72.7%	0.0%	100.0%		
Total	Procedures are user friendly	n	1	0	0	5	16	0	22	4.6	0.908
		%	4.5%	0.0%	0.0%	22.7%	72.7%	0.0%	100.0%		
	Procedures are efficient	n	1	0	0	5	15	1	22	4.6	0.926
		%	4.5%	0.0%	0.0%	22.7%	68.2%	4.5%	100.0%		
	Met needs in a timely fashion	n	1	0	0	5	15	1	22	4.6	0.926
		%	4.5%	0.0%	0.0%	22.7%	68.2%	4.5%	100.0%		
	Staff is courteous	n	1	0	0	4	16	1	22	4.6	0.921
	%	4.5%	0.0%	0.0%	18.2%	72.7%	4.5%	100.0%			
	Staff is knowledgeable	n	1	0	0	6	14	1	22	4.5	0.928
		%	4.5%	0.0%	0.0%	27.3%	63.6%	4.5%	100.0%		
	Overall satisfaction	n	0	0	1	5	16	0	22	4.7	0.568
		%	0.0%	0.0%	4.5%	22.7%	72.7%	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.

Locations not represented in the tables had no responses for this unit.

SERVICE UNIT: Math Centers / Labs

Table 93

Math Centers / Labs Comments

not well advertised

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Media Services

Table 94

Awareness and Use of Service Unit

	n	%
Are aware of Media Services*	176	80.0%
Have used Media Services**	138	78.4%

* Percentage out of total respondents (N= 220).

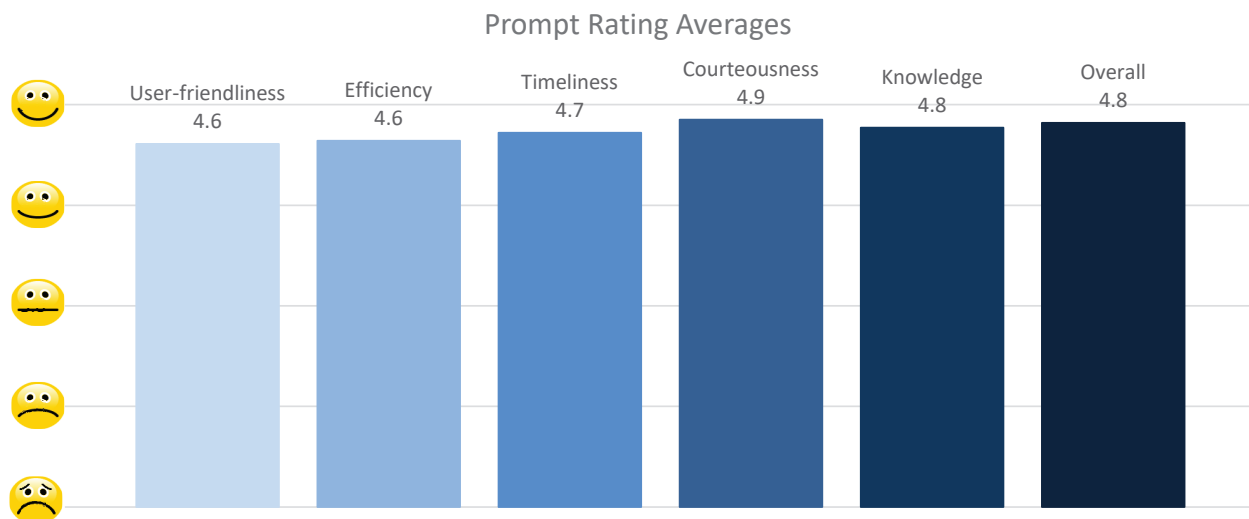
** Percentage out of number who are aware of this unit (n= 176).

Table 95

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

Prompt	Response on 5-point scale					NA	Total	Mean***	Standard Dev.***	
	1	2	3	4	5					
The procedures are user friendly.	n	5	1	5	19	103	5	138	4.6	0.903
(1= Strongly disagree, 5= Strongly agree)	%	3.6%	0.7%	3.6%	13.8%	74.6%	3.6%	100%		
The procedures are efficient.	n	3	2	4	22	102	5	138	4.6	0.810
(1= Strongly disagree, 5= Strongly agree)	%	2.2%	1.4%	2.9%	15.9%	73.9%	3.6%	100%		
My needs were met in a timely fashion.	n	4	1	2	13	108	10	138	4.7	0.813
(1= Strongly disagree, 5= Strongly agree)	%	2.9%	0.7%	1.4%	9.4%	78.3%	7.2%	100%		
The staff is courteous.	n	3	0	1	5	120	9	138	4.9	0.651
(1= Strongly disagree, 5= Strongly agree)	%	2.2%	0.0%	0.7%	3.6%	87.0%	6.5%	100%		
The staff is knowledgeable.	n	2	2	2	12	110	10	138	4.8	0.704
(1= Strongly disagree, 5= Strongly agree)	%	1.4%	1.4%	1.4%	8.7%	79.7%	7.2%	100%		
Overall satisfaction with the unit.	n	0	1	3	15	118	1	138	4.8	0.484
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.7%	2.2%	10.9%	85.5%	0.7%	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: Media Services

Table 96

Media Services Comments

3 it depends on who you get

Assistance

fast service

I called Media Services when I went to my classroom for the first time (new adjunct) and didn't know how to set up the projector. They were very helpful and made sure I knew how to use all of the equipment before getting off the phone.

I got the equipment I needed for a classroom assigned to me that had no computer or projector of any kind.

Media services were very helpful and got me familiar with the desktop/projector when I taught at the Frisco campus last year.

No issues

Quick response when I call. Someone always answers phone.

some are very good - but at CPC if you call them to the HS building or the conference center they act like it is a major inconvenience - this is ridiculous

Staff are incredible, however the maintenance of media is poor. Start of semester and podiums do not have updated software, projector bulbs are out, no batteries in remote.

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me with my needs.

They are courteous and efficient

very good

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Physical Plant & Grounds

Table 97
Awareness and Use of Service Unit

	n	%
Are aware of Physical Plant & Grounds*	180	81.8%
Have used Physical Plant & Grounds**	118	65.6%

* Percentage out of total respondents (N= 220).

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

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

		Response on 5-point scale							Total	Mean***	Standard Dev.***
Location	Prompt		1	2	3	4	5	NA			
CHEC	Procedures are user friendly	n	0	0	0	4	10	1	15	4.7	0.469
		%	0.0%	0.0%	0.0%	26.7%	66.7%	6.7%	100.0%		
	Procedures are efficient	n	0	1	0	4	9	1	15	4.5	0.855
		%	0.0%	6.7%	0.0%	26.7%	60.0%	6.7%	100.0%		
	Met needs in a timely fashion	n	0	0	0	2	11	2	15	4.9	0.376
		%	0.0%	0.0%	0.0%	13.3%	73.3%	13.3%	100.0%		
	Staff is courteous	n	0	0	0	2	11	2	15	4.9	0.376
		%	0.0%	0.0%	0.0%	13.3%	73.3%	13.3%	100.0%		
	Staff is knowledgeable	n	0	1	0	1	11	2	15	4.7	0.855
		%	0.0%	6.7%	0.0%	6.7%	73.3%	13.3%	100.0%		
	Overall satisfaction	n	0	0	0	4	11	0	15	4.7	0.458
		%	0.0%	0.0%	0.0%	26.7%	73.3%	0.0%	100.0%		
Courtyard Center	Procedures are user friendly	n	1	1	0	2	5	1	10	4.0	1.500
		%	10.0%	10.0%	0.0%	20.0%	50.0%	10.0%	100.0%		
	Procedures are efficient	n	1	1	0	3	3	2	10	3.8	1.488
		%	10.0%	10.0%	0.0%	30.0%	30.0%	20.0%	100.0%		
	Met needs in a timely fashion	n	1	1	1	1	5	1	10	3.9	1.537
		%	10.0%	10.0%	10.0%	10.0%	50.0%	10.0%	100.0%		
	Staff is courteous	n	1	0	0	1	7	1	10	4.4	1.333
		%	10.0%	0.0%	0.0%	10.0%	70.0%	10.0%	100.0%		
	Staff is knowledgeable	n	0	0	1	2	5	2	10	4.5	0.756
		%	0.0%	0.0%	10.0%	20.0%	50.0%	20.0%	100.0%		
	Overall satisfaction	n	0	0	2	3	5	0	10	4.3	0.823
		%	0.0%	0.0%	20.0%	30.0%	50.0%	0.0%	100.0%		

Table 98

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

		Response on 5-point scale								Mean***	Standard Dev.***
Location	Prompt		1	2	3	4	5	NA	Total		
Frisco Campus	Procedures are user friendly	n	0	0	1	4	17	3	25	4.7	0.550
		%	0.0%	0.0%	4.0%	16.0%	68.0%	12.0%	100.0%		
	Procedures are efficient	n	0	0	0	5	17	3	25	4.8	0.429
		%	0.0%	0.0%	0.0%	20.0%	68.0%	12.0%	100.0%		
	Met needs in a timely fashion	n	0	0	1	1	20	3	25	4.9	0.468
		%	0.0%	0.0%	4.0%	4.0%	80.0%	12.0%	100.0%		
	Staff is courteous	n	0	0	0	0	24	1	25	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	96.0%	4.0%	100.0%		
Staff is knowledgeable	n	0	0	0	1	22	2	25	5.0	0.209	
	%	0.0%	0.0%	0.0%	4.0%	88.0%	8.0%	100.0%			
Overall satisfaction	n	0	0	0	2	21	2	25	4.9	0.288	
	%	0.0%	0.0%	0.0%	8.0%	84.0%	8.0%	100.0%			
McKinney Campus	Procedures are user friendly	n	1	2	2	5	14	0	24	4.2	1.179
		%	4.2%	8.3%	8.3%	20.8%	58.3%	0.0%	100.0%		
	Procedures are efficient	n	0	1	4	3	16	0	24	4.4	0.929
		%	0.0%	4.2%	16.7%	12.5%	66.7%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	3	4	16	1	24	4.6	0.728
		%	0.0%	0.0%	12.5%	16.7%	66.7%	4.2%	100.0%		
	Staff is courteous	n	0	0	0	2	20	2	24	4.9	0.294
		%	0.0%	0.0%	0.0%	8.3%	83.3%	8.3%	100.0%		
Staff is knowledgeable	n	0	0	2	2	18	2	24	4.7	0.631	
	%	0.0%	0.0%	8.3%	8.3%	75.0%	8.3%	100.0%			
Overall satisfaction	n	0	0	1	5	17	1	24	4.7	0.559	
	%	0.0%	0.0%	4.2%	20.8%	70.8%	4.2%	100.0%			
Plano Campus	Procedures are user friendly	n	2	3	1	9	24	2	41	4.3	1.169
		%	4.9%	7.3%	2.4%	22.0%	58.5%	4.9%	100.0%		
	Procedures are efficient	n	3	2	2	11	22	1	41	4.2	1.217
		%	7.3%	4.9%	4.9%	26.8%	53.7%	2.4%	100.0%		
	Met needs in a timely fashion	n	4	2	0	10	24	1	41	4.2	1.305
		%	9.8%	4.9%	0.0%	24.4%	58.5%	2.4%	100.0%		
	Staff is courteous	n	2	1	2	8	25	3	41	4.4	1.079
		%	4.9%	2.4%	4.9%	19.5%	61.0%	7.3%	100.0%		
Staff is knowledgeable	n	2	0	3	7	25	4	41	4.4	1.042	
	%	4.9%	0.0%	7.3%	17.1%	61.0%	9.8%	100.0%			
Overall satisfaction	n	0	3	1	11	26	0	41	4.5	0.869	
	%	0.0%	7.3%	2.4%	26.8%	63.4%	0.0%	100.0%			
Public Safety Training Center	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	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 is courteous	n	0	0	0	1	0	0	1	-	-
		%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Staff is knowledgeable	n	0	0	1	0	0	0	1	-	-	
	%	0.0%	0.0%	100.0%	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%			

Table 98

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

		Response on 5-point scale									Standard
Location	Prompt		1	2	3	4	5	NA	Total	Mean***	Dev.***
Other	Procedures are user friendly	n	0	0	0	0	2	0	2	5.0	0.000
		%	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	5.0	0.000
		%	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	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is courteous	n	0	0	0	0	2	0	2	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Staff is knowledgeable	n	0	0	0	0	2	0	2	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
	Overall satisfaction	n	0	0	0	0	2	0	2	5.0	0.000
		%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%		
Total	Procedures are user friendly	n	4	6	4	24	72	8	118	4.4	1.042
		%	3.4%	5.1%	3.4%	20.3%	61.0%	6.8%	100.0%		
	Procedures are efficient	n	4	5	7	26	69	7	118	4.4	1.034
		%	3.4%	4.2%	5.9%	22.0%	58.5%	5.9%	100.0%		
	Met needs in a timely fashion	n	5	4	5	18	78	8	118	4.5	1.055
		%	4.2%	3.4%	4.2%	15.3%	66.1%	6.8%	100.0%		
	Staff is courteous	n	3	1	2	14	89	9	118	4.7	0.799
		%	2.5%	0.8%	1.7%	11.9%	75.4%	7.6%	100.0%		
	Staff is knowledgeable	n	2	1	7	13	83	12	118	4.6	0.807
		%	1.7%	0.8%	5.9%	11.0%	70.3%	10.2%	100.0%		
	Overall satisfaction	n	0	4	4	25	82	3	118	4.8	0.721
		%	0.0%	3.4%	3.4%	21.2%	69.5%	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.

Locations not represented in the tables had no responses for this unit.

SERVICE UNIT: Physical Plant & Grounds

Table 99a

Physical Plant & Grounds Comments from CHEC

Always quick and responsive

The services I've needed have been provided with professionalism.

Table 99b

Physical Plant & Grounds Comments from Courtyard Center

Lack of onsite leadership causes some physical plant issues to go unattended

Outdated methods and procedures; not leveraging technology to provide better service

Table 99c

Physical Plant & Grounds Comments from Frisco Campus

4 most of the time I am satisfied, but a few times disouteous

Friendly, competent, Karen always answers phone- no answering machine

Table 99d

Physical Plant & Grounds Comments from McKinney Campus

mostly good - main complaint is the forbidden "message" rocks - students loved this - we are supposed to be a student driven institution

Table 99e

Physical Plant & Grounds Comments from Plano Campus

Always willing to help, concerned about the safety and care of the chidren

Communication issues in the past with event set-up, projects needing mid-stream changes, updates etc.

Customer service

easy to contact and very quick to respond, friendly

Some maintenance requests are slow to resolve, mediated by an external web tool

Staff are kind, however access to spaces are never available when requested.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Printing Express

Table 100

Awareness and Use of Service Unit

	n	%
Are aware of Printing Express*	151	68.6%
Have used Printing Express**	67	44.4%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 151).

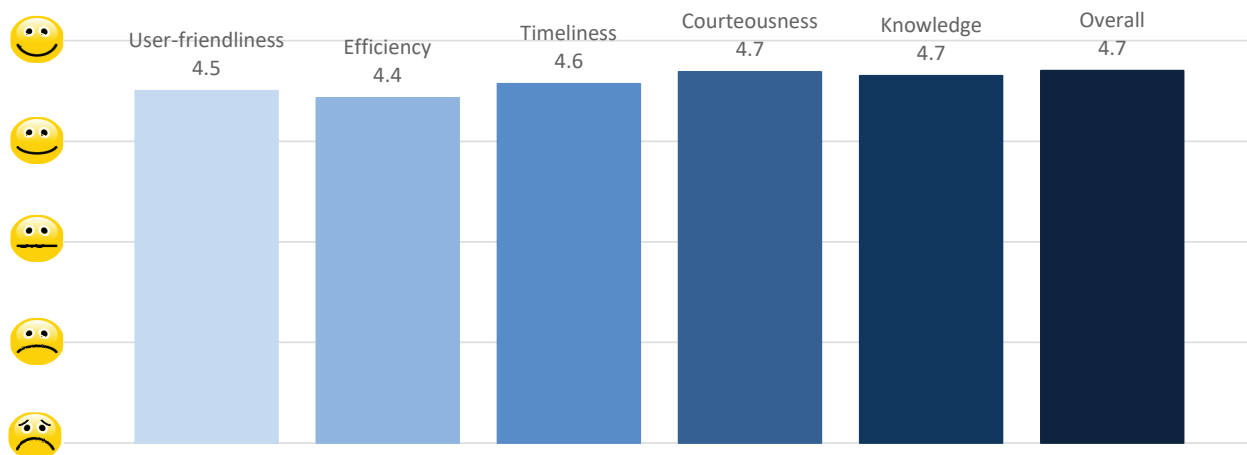
Table 101

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	4	0	3	10	47	3	67	4.5	1.054
(1= Strongly disagree, 5= Strongly agree)	%	6.0%	0.0%	4.5%	14.9%	70.1%	4.5%	100%		
The procedures are efficient.	n	3	1	7	8	46	2	67	4.4	1.060
(1= Strongly disagree, 5= Strongly agree)	%	4.5%	1.5%	10.4%	11.9%	68.7%	3.0%	100%		
My needs were met in a timely fashion.	n	3	1	2	8	49	4	67	4.6	0.995
(1= Strongly disagree, 5= Strongly agree)	%	4.5%	1.5%	3.0%	11.9%	73.1%	6.0%	100%		
The staff is courteous.	n	3	0	1	6	55	2	67	4.7	0.900
(1= Strongly disagree, 5= Strongly agree)	%	4.5%	0.0%	1.5%	9.0%	82.1%	3.0%	100%		
The staff is knowledgeable.	n	3	0	1	8	51	4	67	4.7	0.919
(1= Strongly disagree, 5= Strongly agree)	%	4.5%	0.0%	1.5%	11.9%	76.1%	6.0%	100%		
Overall satisfaction with the unit.	n	1	0	4	8	54	0	67	4.7	0.718
(1= Very unsatisfied, 5= Very satisfied)	%	1.5%	0.0%	6.0%	11.9%	80.6%	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.

Prompt Rating Averages



SERVICE UNIT: Printing Express

Table 102

Printing Express Comments

always helpful and friendly and help with quick turnaround time

Everything I needed was printed the same day I requested it, which was helpful since I am not on campus for all 5 days a week.

Highly unprofessional and refused to do their job.

It would be beneficial if they had extended hours so students won't be tempted to print class related documents within the Financial Aid and Admissions area.

mostly good

No problems to report, very timely and accurate with projects.

Prompt printing

There seem to be problems with charging the wrong departments sometimes, or the charges coming through months after the fact.

very good

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Programs for New Students

Table 103

Awareness and Use of Service Unit

	n	%
Are aware of Programs for New Students*	89	40.5%
Have used Programs for New Students**	14	15.7%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 89).

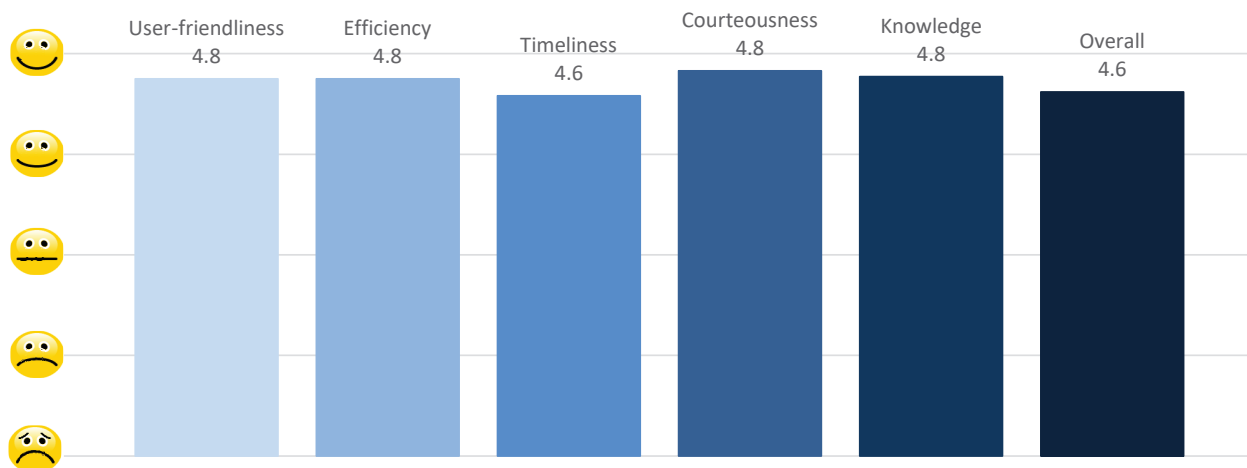
Table 104

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	1	1	10	2	14	4.8	0.622
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	7.1%	7.1%	71.4%	14.3%	100%		
The procedures are efficient.	n	0	0	1	1	10	2	14	4.8	0.622
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	7.1%	7.1%	71.4%	14.3%	100%		
My needs were met in a timely fashion.	n	0	0	2	1	9	2	14	4.6	0.793
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	14.3%	7.1%	64.3%	14.3%	100%		
The staff is courteous.	n	0	0	0	2	10	2	14	4.8	0.389
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	14.3%	71.4%	14.3%	100%		
The staff is knowledgeable.	n	0	0	1	1	11	1	14	4.8	0.599
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	7.1%	7.1%	78.6%	7.1%	100%		
Overall satisfaction with the unit.	n	0	0	2	1	10	1	14	4.6	0.768
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	14.3%	7.1%	71.4%	7.1%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Programs for New Students

Table 105

Programs for New Students Comments

[No comments]

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Public Relations

Table 106

Awareness and Use of Service Unit

	n	%
Are aware of Public Relations*	129	58.6%
Have used Public Relations**	51	39.5%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 129).

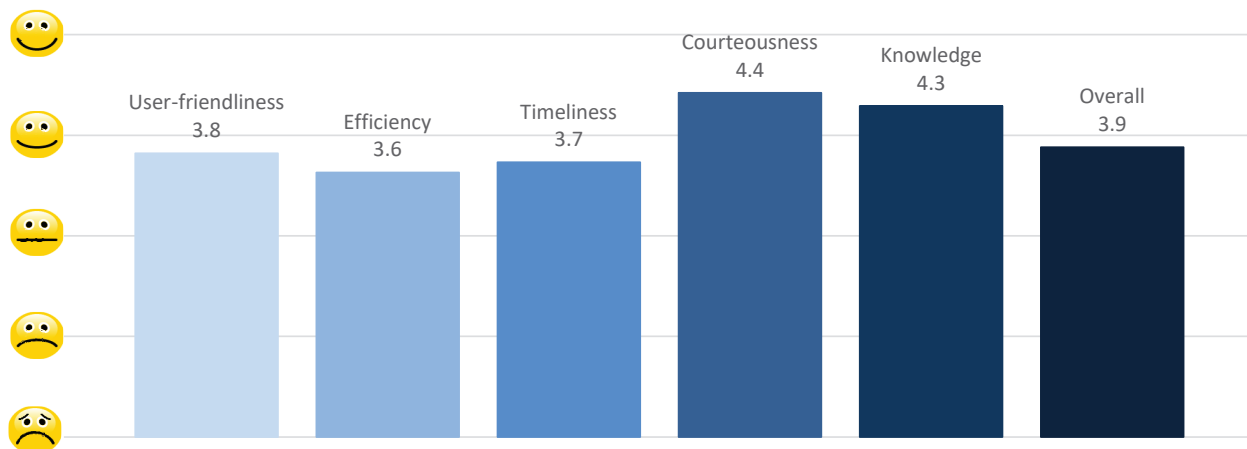
Table 107

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	4	4	10	11	21	1	51	3.8	1.289
(1= Strongly disagree, 5= Strongly agree)	%	7.8%	7.8%	19.6%	21.6%	41.2%	2.0%	100%		
The procedures are efficient.	n	5	6	11	7	20	2	51	3.6	1.395
(1= Strongly disagree, 5= Strongly agree)	%	9.8%	11.8%	21.6%	13.7%	39.2%	3.9%	100%		
My needs were met in a timely fashion.	n	4	8	4	14	19	2	51	3.7	1.351
(1= Strongly disagree, 5= Strongly agree)	%	7.8%	15.7%	7.8%	27.5%	37.3%	3.9%	100%		
The staff is courteous.	n	3	1	2	9	33	3	51	4.4	1.108
(1= Strongly disagree, 5= Strongly agree)	%	5.9%	2.0%	3.9%	17.6%	64.7%	5.9%	100%		
The staff is knowledgeable.	n	3	1	4	11	29	3	51	4.3	1.129
(1= Strongly disagree, 5= Strongly agree)	%	5.9%	2.0%	7.8%	21.6%	56.9%	5.9%	100%		
Overall satisfaction with the unit.	n	3	6	9	9	24	0	51	3.9	1.291
(1= Very unsatisfied, 5= Very satisfied)	%	5.9%	11.8%	17.6%	17.6%	47.1%	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.

Prompt Rating Averages



SERVICE UNIT: Public Relations

Table 108

Public Relations Comments

Difficult to get something started without going to the top. Easy to work with once approval was granted.

Have not used in a while. While courteous, timelines are unreasonable and response times were not great either.

I have worked with them on various occasions and they have been awesome.

It takes a long time to get approvals. Would like to see more state-of-the-art designs.

PR is overloaded.

Staff are kind and professional, but the process to get materials is exhausting.

Still getting used to all the templates

The services I've needed have been provided with professionalism.

Too long of a waiting process for projects. Need more staff

TOO many online forms for small request, everything seems to be a big formal ordeal with that dept, long wait time

unresponsive

When everything a group or committee does has to be done through PR, it creates a tremendous backlog and publicity for events does not get out in a timely fashion.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Purchasing

Table 109

Awareness and Use of Service Unit

	n	%
Are aware of Purchasing*	137	62.3%
Have used Purchasing**	58	42.3%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 137).

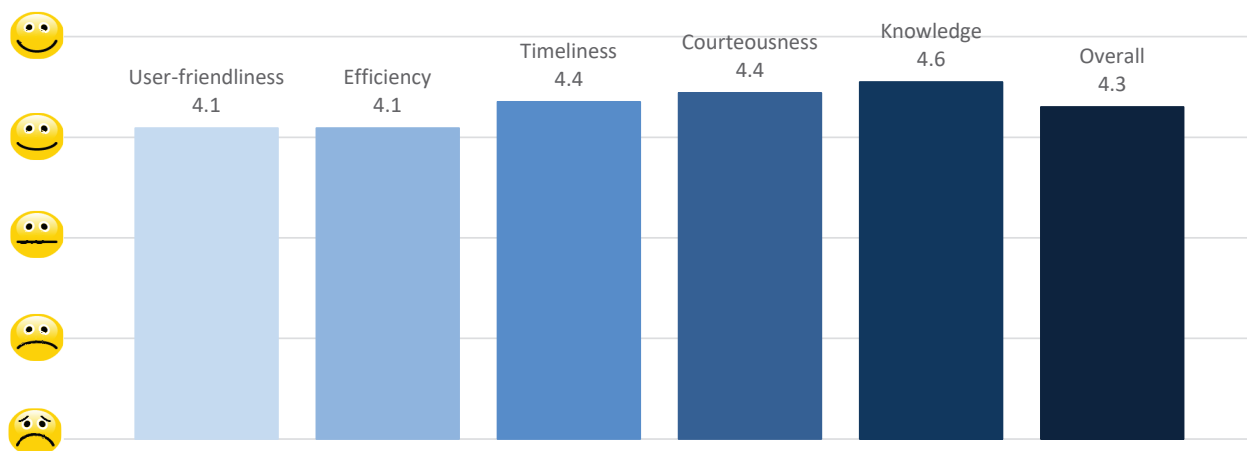
Table 110

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	2	1	9	21	22	3	58	4.1	0.986
(1= Strongly disagree, 5= Strongly agree)	%	3.4%	1.7%	15.5%	36.2%	37.9%	5.2%	100%		
The procedures are efficient.	n	1	3	9	20	23	2	58	4.1	0.978
(1= Strongly disagree, 5= Strongly agree)	%	1.7%	5.2%	15.5%	34.5%	39.7%	3.4%	100%		
My needs were met in a timely fashion.	n	2	2	5	12	34	3	58	4.4	1.040
(1= Strongly disagree, 5= Strongly agree)	%	3.4%	3.4%	8.6%	20.7%	58.6%	5.2%	100%		
The staff is courteous.	n	2	2	5	7	39	3	58	4.4	1.050
(1= Strongly disagree, 5= Strongly agree)	%	3.4%	3.4%	8.6%	12.1%	67.2%	5.2%	100%		
The staff is knowledgeable.	n	2	1	4	6	42	3	58	4.6	0.978
(1= Strongly disagree, 5= Strongly agree)	%	3.4%	1.7%	6.9%	10.3%	72.4%	5.2%	100%		
Overall satisfaction with the unit.	n	1	2	7	15	31	2	58	4.3	0.952
(1= Very unsatisfied, 5= Very satisfied)	%	1.7%	3.4%	12.1%	25.9%	53.4%	3.4%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Purchasing

Table 111

Purchasing Comments

As long as someone knows how to input requisitions correctly all goes well

I find the CougarMart system to be cumbersome.

I have invoices to a vendor that are not paid in a timely manner and this isn't even my job

The services I've needed have been provided with professionalism.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Science Den

Table 112

Awareness and Use of Service Unit

	n	%
Are aware of Science Den*	55	25.0%
Have used Science Den**	7	12.7%

* Percentage out of total respondents (N= 220).

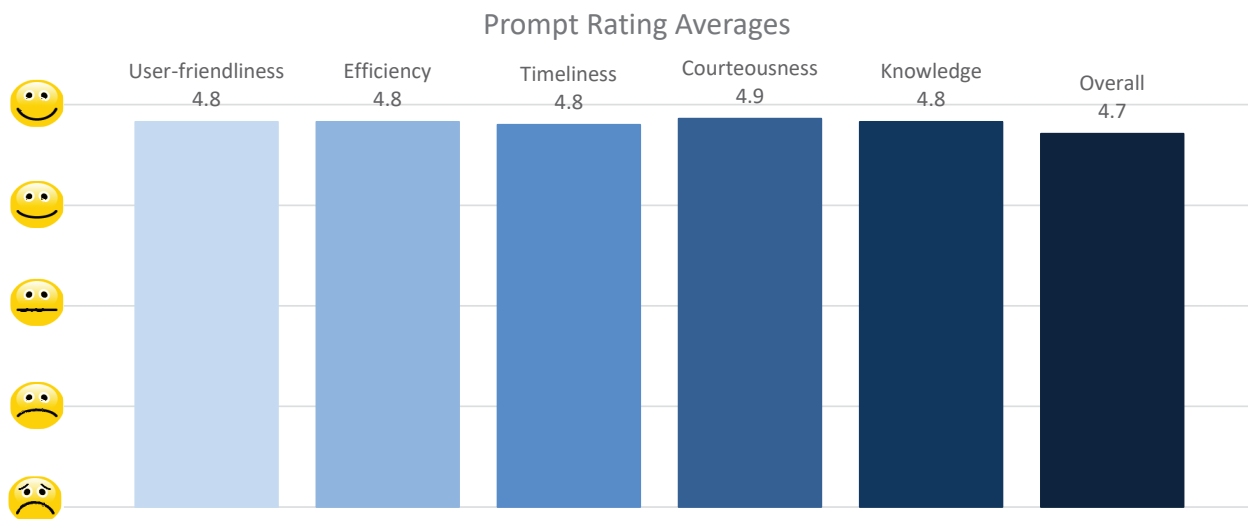
** Percentage out of number who are aware of this unit (n= 55).

Table 113

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	0	1	5	1	7	4.8	0.408
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	14.3%	71.4%	14.3%	100%		
The procedures are efficient.	n	0	0	0	1	5	1	7	4.8	0.408
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	14.3%	71.4%	14.3%	100%		
My needs were met in a timely fashion.	n	0	0	0	1	4	2	7	4.8	0.447
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	14.3%	57.1%	28.6%	100%		
The staff is courteous.	n	0	0	0	1	6	0	7	4.9	0.378
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%	100%		
The staff is knowledgeable.	n	0	0	0	1	5	1	7	4.8	0.408
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	14.3%	71.4%	14.3%	100%		
Overall satisfaction with the unit.	n	0	0	1	0	6	0	7	4.7	0.756
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	14.3%	0.0%	85.7%	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: Science Den

Table 114

Science Den Comments

Great fun for a place to send science students for help

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Small Business Development Center (SBDC)

Table 115

Awareness and Use of Service Unit

	n	%
Are aware of Small Business Development Center (SBDC)*	60	27.3%
Have used Small Business Development Center (SBDC)**	8	13.3%

* Percentage out of total respondents (N= 220).

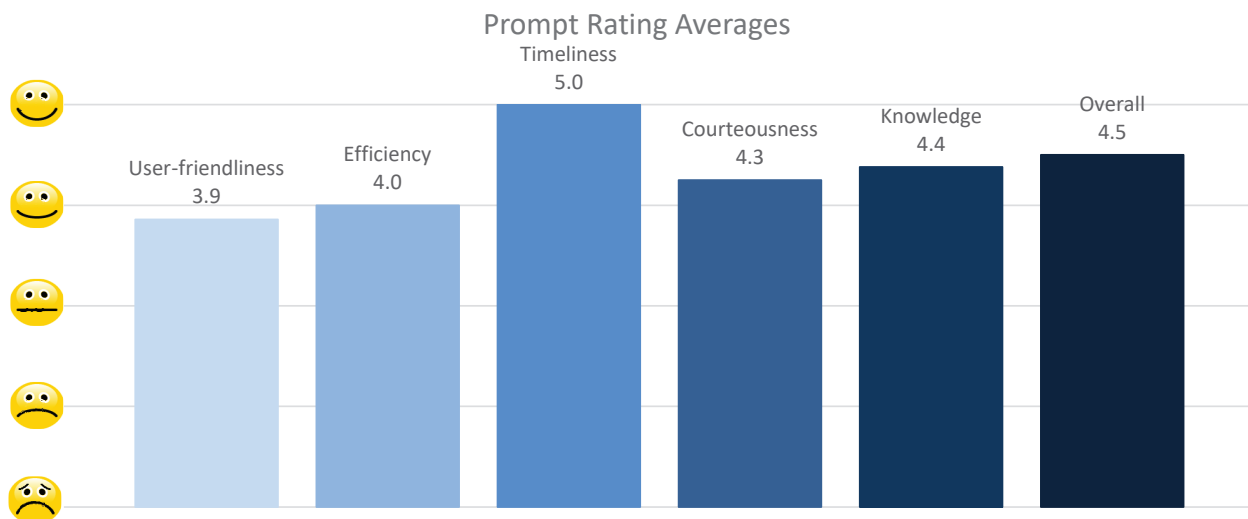
** Percentage out of number who are aware of this unit (n= 60).

Table 116

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

Prompt	Response on 5-point scale					NA	Total	Mean***	Standard Dev.***	
	1	2	3	4	5					
The procedures are user friendly.	n	0	2	1	0	4	1	8	3.9	1.464
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	25.0%	12.5%	0.0%	50.0%	12.5%	100%		
The procedures are efficient.	n	1	0	1	2	4	0	8	4.0	1.414
(1= Strongly disagree, 5= Strongly agree)	%	12.5%	0.0%	12.5%	25.0%	50.0%	0.0%	100%		
My needs were met in a timely fashion.	n	0	0	0	0	5	3	8	5.0	0.000
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	0.0%	62.5%	37.5%	100%		
The staff is courteous.	n	1	0	0	2	5	0	8	4.3	1.389
(1= Strongly disagree, 5= Strongly agree)	%	12.5%	0.0%	0.0%	25.0%	62.5%	0.0%	100%		
The staff is knowledgeable.	n	1	0	0	1	6	0	8	4.4	1.408
(1= Strongly disagree, 5= Strongly agree)	%	12.5%	0.0%	0.0%	12.5%	75.0%	0.0%	100%		
Overall satisfaction with the unit.	n	0	0	2	0	6	0	8	4.5	0.926
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	0.0%	25.0%	0.0%	75.0%	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 117

Small Business Development Center (SBDC) Comments

Helped me audit classes for small business start up.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Software Support Services

Table 118

Awareness and Use of Service Unit

	n	%
Are aware of Software Support Services*	152	69.1%
Have used Software Support Services**	79	52.0%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 152).

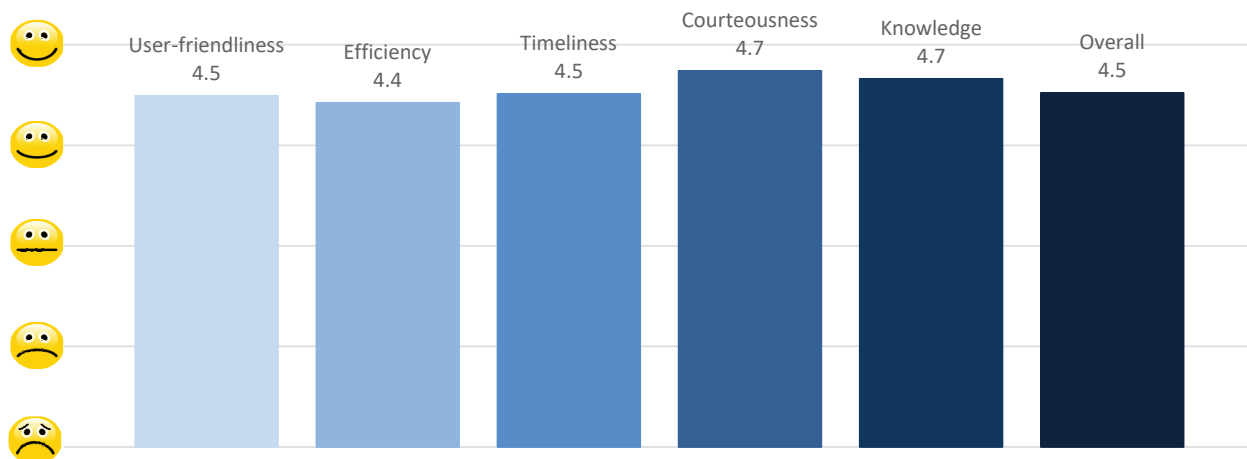
Table 119

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	1	1	6	18	47	6	79	4.5	0.819
(1= Strongly disagree, 5= Strongly agree)	%	1.3%	1.3%	7.6%	22.8%	59.5%	7.6%	100%		
The procedures are efficient.	n	2	2	6	16	46	7	79	4.4	0.960
(1= Strongly disagree, 5= Strongly agree)	%	2.5%	2.5%	7.6%	20.3%	58.2%	8.9%	100%		
My needs were met in a timely fashion.	n	1	3	5	12	51	7	79	4.5	0.904
(1= Strongly disagree, 5= Strongly agree)	%	1.3%	3.8%	6.3%	15.2%	64.6%	8.9%	100%		
The staff is courteous.	n	1	1	2	7	58	10	79	4.7	0.721
(1= Strongly disagree, 5= Strongly agree)	%	1.3%	1.3%	2.5%	8.9%	73.4%	12.7%	100%		
The staff is knowledgeable.	n	2	1	1	10	54	11	79	4.7	0.840
(1= Strongly disagree, 5= Strongly agree)	%	2.5%	1.3%	1.3%	12.7%	68.4%	13.9%	100%		
Overall satisfaction with the unit.	n	0	4	4	17	52	2	79	4.5	0.821
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	5.1%	5.1%	21.5%	65.8%	2.5%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Software Support Services

Table 120

Software Support Services Comments

I have contacted Software Support Services on two occasions because my access to Banner through the Faculty tab on Cougarweb is blocked. In order to access Banner, I have to click the Grade Change Request link on Cougarweb--all other functions are blocked to me. Support Services has instructed me that there isn't an issue and cannot explain why I have to use a work-around to access Banner.

It would be wonderful if Banner Support could send a mass email immediately to all staff members whenever Banner freezes or any disruptions. Staff shouldn't have to constantly ask one another if he or she Banner is operating fully.

Knowledge

No problems to report.

Staff show up with little knowledge, issues usually cannot be resolved in one trip.

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me with my needs.

took time to answer my questions and made me feel understood

very good

Very helpful

worked smoothly

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Student Life

Table 121

Awareness and Use of Service Unit

	n	%
Are aware of Student Life*	151	68.6%
Have used Student Life**	52	34.4%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 151).

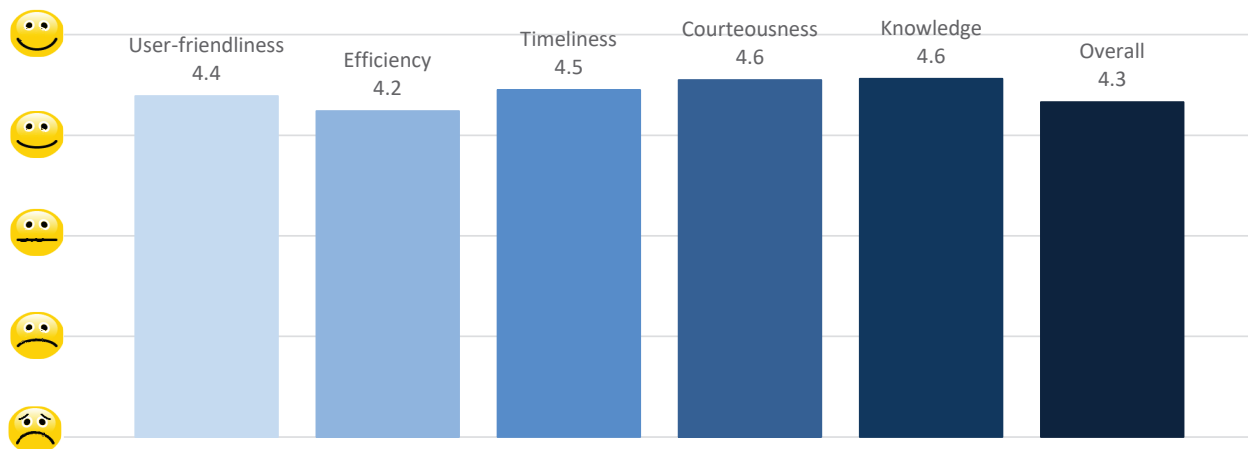
Table 122

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	1	2	5	11	32	1	52	4.4	0.961
(1= Strongly disagree, 5= Strongly agree)	%	1.9%	3.8%	9.6%	21.2%	61.5%	1.9%	100%		
The procedures are efficient.	n	2	2	6	12	28	2	52	4.2	1.080
(1= Strongly disagree, 5= Strongly agree)	%	3.8%	3.8%	11.5%	23.1%	53.8%	3.8%	100%		
My needs were met in a timely fashion.	n	1	1	5	10	32	3	52	4.5	0.914
(1= Strongly disagree, 5= Strongly agree)	%	1.9%	1.9%	9.6%	19.2%	61.5%	5.8%	100%		
The staff is courteous.	n	2	0	2	10	35	3	52	4.6	0.914
(1= Strongly disagree, 5= Strongly agree)	%	3.8%	0.0%	3.8%	19.2%	67.3%	5.8%	100%		
The staff is knowledgeable.	n	1	1	4	7	37	2	52	4.6	0.884
(1= Strongly disagree, 5= Strongly agree)	%	1.9%	1.9%	7.7%	13.5%	71.2%	3.8%	100%		
Overall satisfaction with the unit.	n	1	2	6	11	29	3	52	4.3	0.987
(1= Very unsatisfied, 5= Very satisfied)	%	1.9%	3.8%	11.5%	21.2%	55.8%	5.8%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Student Life

Table 123

Student Life Comments

No problems to report.

Not all of the staff members are helpful and friendly.

seems to be having difficulty recruiting students for organizations and activities

Student Life staff is not always welcoming and friendly

There is confusion with the SOPM as there seem to be continuous changes and not all are informed of them in a timely manner

Two very negative experiences with the Dean of Students office. As a result, I work very hard to avoid any contact with that office, which is a shame because it should be a result for faculty.

way more intrusive than they need to be

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Telecommunications

Table 124

Awareness and Use of Service Unit

	n	%
Are aware of Telecommunications*	135	61.4%
Have used Telecommunications**	62	45.9%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 135).

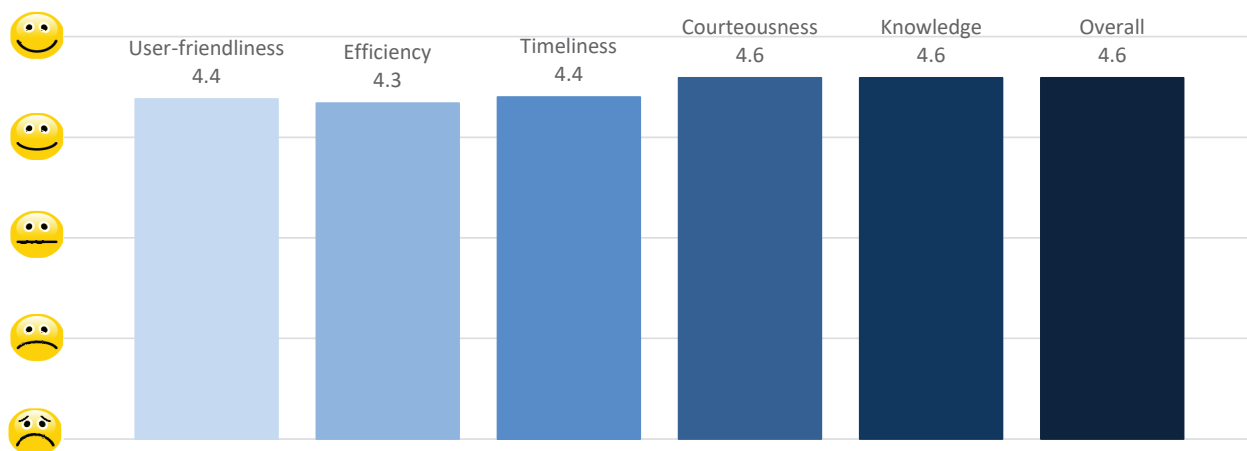
Table 125

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	3	1	4	13	37	4	62	4.4	1.057
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	1.6%	6.5%	21.0%	59.7%	6.5%	100%		
The procedures are efficient.	n	3	1	7	10	38	3	62	4.3	1.092
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	1.6%	11.3%	16.1%	61.3%	4.8%	100%		
My needs were met in a timely fashion.	n	4	0	5	9	40	4	62	4.4	1.123
(1= Strongly disagree, 5= Strongly agree)	%	6.5%	0.0%	8.1%	14.5%	64.5%	6.5%	100%		
The staff is courteous.	n	3	0	3	6	46	4	62	4.6	0.992
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	0.0%	4.8%	9.7%	74.2%	6.5%	100%		
The staff is knowledgeable.	n	3	1	0	9	45	4	62	4.6	0.992
(1= Strongly disagree, 5= Strongly agree)	%	4.8%	1.6%	0.0%	14.5%	72.6%	6.5%	100%		
Overall satisfaction with the unit.	n	1	0	4	13	43	1	62	4.6	0.761
(1= Very unsatisfied, 5= Very satisfied)	%	1.6%	0.0%	6.5%	21.0%	69.4%	1.6%	100%		

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

Prompt Rating Averages



SERVICE UNIT: Telecommunications

Table 126

Telecommunications Comments

No issues

No problems to report.

Outdated methods and procedures; not leveraging technology to provide better service

The services I've needed have been provided with professionalism.

very good

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Testing & Placement

Table 127

Awareness and Use of Service Unit

	n	%
Are aware of Testing & Placement*	146	66.4%
Have used Testing & Placement**	47	32.2%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 146).

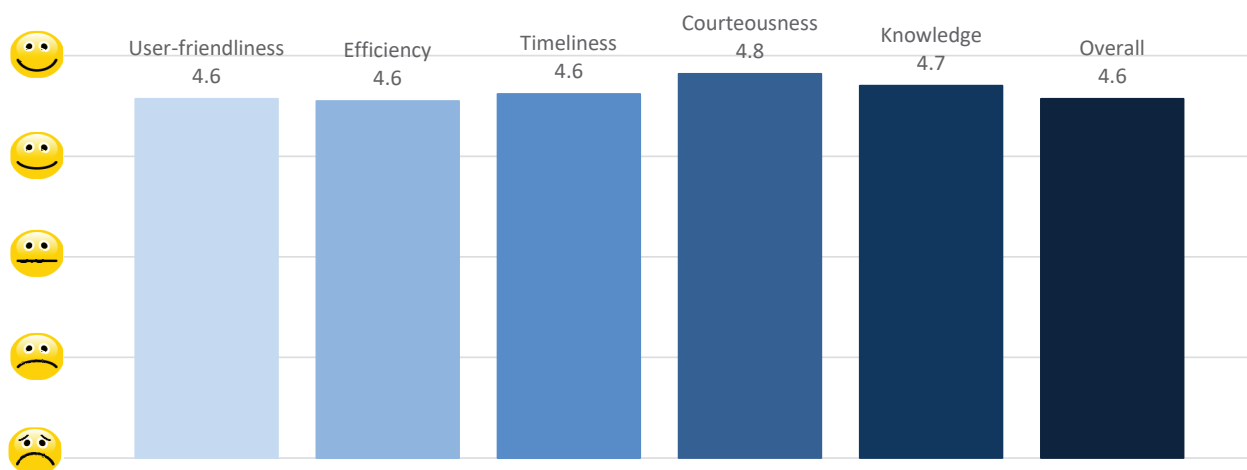
Table 128

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	1	0	2	12	31	1	47	4.6	0.779
(1= Strongly disagree, 5= Strongly agree)	%	2.1%	0.0%	4.3%	25.5%	66.0%	2.1%	100%		
The procedures are efficient.	n	1	0	2	12	29	3	47	4.6	0.791
(1= Strongly disagree, 5= Strongly agree)	%	2.1%	0.0%	4.3%	25.5%	61.7%	6.4%	100%		
My needs were met in a timely fashion.	n	0	1	2	10	32	2	47	4.6	0.684
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	2.1%	4.3%	21.3%	68.1%	4.3%	100%		
The staff is courteous.	n	0	0	0	8	36	3	47	4.8	0.390
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	17.0%	76.6%	6.4%	100%		
The staff is knowledgeable.	n	0	0	2	9	33	3	47	4.7	0.553
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	4.3%	19.1%	70.2%	6.4%	100%		
Overall satisfaction with the unit.	n	1	0	2	12	31	1	47	4.6	0.779
(1= Very unsatisfied, 5= Very satisfied)	%	2.1%	0.0%	4.3%	25.5%	66.0%	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.

Prompt Rating Averages



SERVICE UNIT: Testing & Placement

Table 129

Testing & Placement Comments

Easy to work with

My tests are always administered accurately and timely..

The staff members were helpful in assisting me will my needs.

The Testing Center needs to be all electronic. Professors should not have to walk papers into the testing center and complete multiple copies of forms then make multiple trips back to pick up materials.

Students have been told they cannot take an exam because the testing center expected the name I left for them (which comes from Canvas) to match the name on their id exactly. They don't time students.

There needs to be a way to time students taking exams due to accommodations.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: University Transfer Partnerships

Table 130

Awareness and Use of Service Unit

	n	%
Are aware of University Transfer Partnerships*	106	48.2%
Have used University Transfer Partnerships**	18	17.0%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 106).

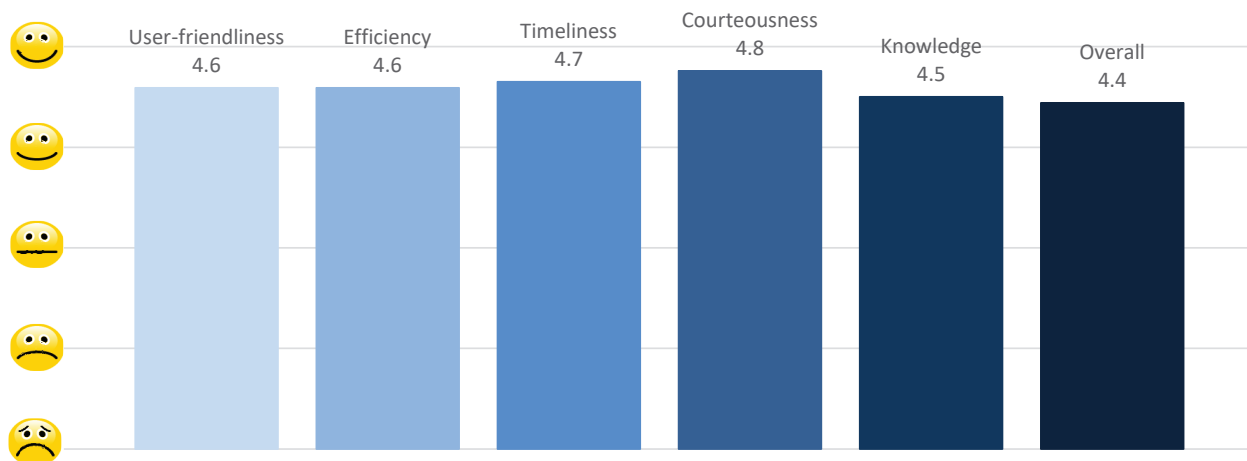
Table 131

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	0	1	5	11	1	18	4.6	0.618
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	5.6%	27.8%	61.1%	5.6%	100%		
The procedures are efficient.	n	0	0	1	5	11	1	18	4.6	0.618
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	5.6%	27.8%	61.1%	5.6%	100%		
My needs were met in a timely fashion.	n	0	0	0	6	11	1	18	4.7	0.493
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	33.3%	61.1%	5.6%	100%		
The staff is courteous.	n	0	0	0	4	13	1	18	4.8	0.437
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	0.0%	22.2%	72.2%	5.6%	100%		
The staff is knowledgeable.	n	1	0	0	5	12	0	18	4.5	0.985
(1= Strongly disagree, 5= Strongly agree)	%	5.6%	0.0%	0.0%	27.8%	66.7%	0.0%	100%		
Overall satisfaction with the unit.	n	0	1	1	5	11	0	18	4.4	0.856
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	5.6%	5.6%	27.8%	61.1%	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.

Prompt Rating Averages



SERVICE UNIT: University Transfer Partnerships

Table 132

University Transfer Partnerships Comments

No problems to report.

Staff needs to make sure on if all class transfer or not.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Web Services

Table 133

Awareness and Use of Service Unit

	n	%
Are aware of Web Services*	167	75.9%
Have used Web Services**	112	67.1%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 167).

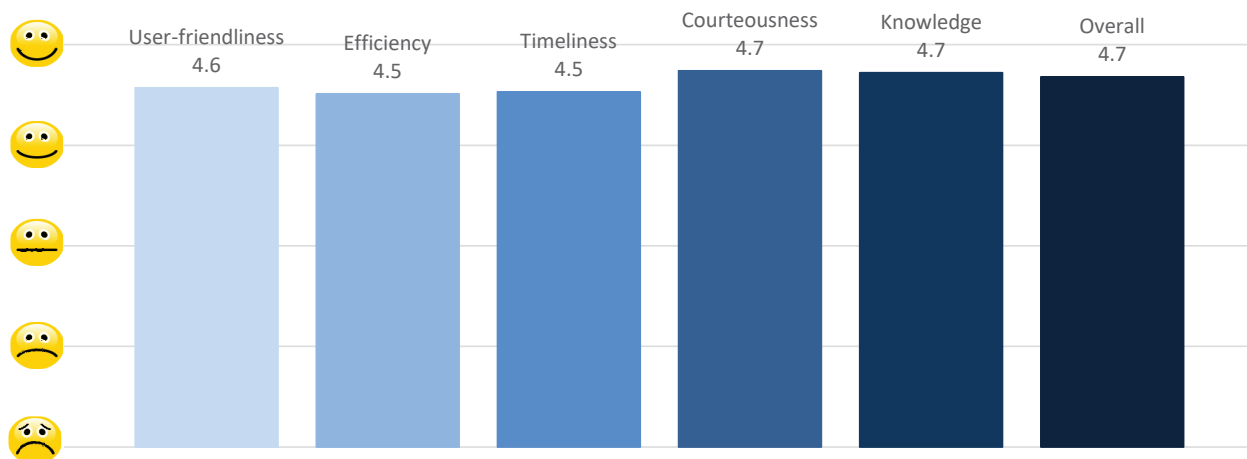
Table 134

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	4	0	6	18	78	6	112	4.6	0.905
(1= Strongly disagree, 5= Strongly agree)	%	3.6%	0.0%	5.4%	16.1%	69.6%	5.4%	100%		
The procedures are efficient.	n	4	1	5	21	71	10	112	4.5	0.941
(1= Strongly disagree, 5= Strongly agree)	%	3.6%	0.9%	4.5%	18.8%	63.4%	8.9%	100%		
My needs were met in a timely fashion.	n	5	0	4	19	73	11	112	4.5	0.965
(1= Strongly disagree, 5= Strongly agree)	%	4.5%	0.0%	3.6%	17.0%	65.2%	9.8%	100%		
The staff is courteous.	n	3	0	2	10	84	13	112	4.7	0.777
(1= Strongly disagree, 5= Strongly agree)	%	2.7%	0.0%	1.8%	8.9%	75.0%	11.6%	100%		
The staff is knowledgeable.	n	3	0	1	14	83	11	112	4.7	0.763
(1= Strongly disagree, 5= Strongly agree)	%	2.7%	0.0%	0.9%	12.5%	74.1%	9.8%	100%		
Overall satisfaction with the unit.	n	2	0	6	16	87	1	112	4.7	0.741
(1= Very unsatisfied, 5= Very satisfied)	%	1.8%	0.0%	5.4%	14.3%	77.7%	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.

Prompt Rating Averages



SERVICE UNIT: Web Services

Table 135

Web Services Comments

don't always respond

If the internet server is down, it would be great to immediately receive a mass email rather than wait XX amount of time later.

Not sure if difference between web services and help desk but both are efficient I so helpful and understanding!

Sometimes difficult to get things done without pressure

Support provided

The services I've needed have been provided with professionalism.

The staff members were helpful in assisting me with my needs.

very good

We are not allowed to use color, so we cannot highlight deadline dates and other key, essential information.

worked smoothly

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Wellness Program

Table 136

Awareness and Use of Service Unit

	n	%
Are aware of Wellness Program*	156	70.9%
Have used Wellness Program**	52	33.3%

* Percentage out of total respondents (N= 220).

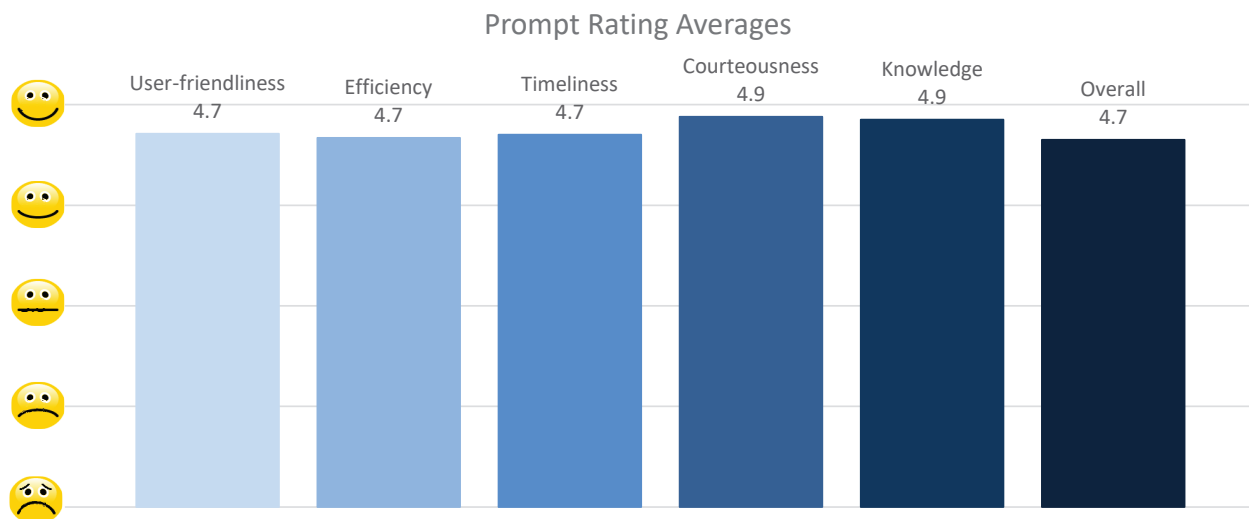
** Percentage out of number who are aware of this unit (n= 156).

Table 137

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

Prompt		Response on 5-point scale					NA	Total	Mean***	Standard Dev.***
		1	2	3	4	5				
The procedures are user friendly.	n	0	1	2	7	39	3	52	4.7	0.645
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	1.9%	3.8%	13.5%	75.0%	5.8%	100%		
The procedures are efficient.	n	1	0	1	9	34	7	52	4.7	0.739
(1= Strongly disagree, 5= Strongly agree)	%	1.9%	0.0%	1.9%	17.3%	65.4%	13.5%	100%		
My needs were met in a timely fashion.	n	0	1	1	8	33	9	52	4.7	0.638
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	1.9%	1.9%	15.4%	63.5%	17.3%	100%		
The staff is courteous.	n	0	0	1	4	44	3	52	4.9	0.389
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	1.9%	7.7%	84.6%	5.8%	100%		
The staff is knowledgeable.	n	0	0	1	5	40	6	52	4.9	0.420
(1= Strongly disagree, 5= Strongly agree)	%	0.0%	0.0%	1.9%	9.6%	76.9%	11.5%	100%		
Overall satisfaction with the unit.	n	0	1	3	9	38	1	52	4.7	0.688
(1= Very unsatisfied, 5= Very satisfied)	%	0.0%	1.9%	5.8%	17.3%	73.1%	1.9%	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 138

Wellness Program Comments

Appreciate the reminders and emails

Enjoy the information in the emails--have not met personally

Good job

how is this for students?

need to offer more wellness classes at the end of the staff workday. it's hard to plan, exercise and be all sweaty to return to work.

The services I've needed have been provided with professionalism.

**Collin College Service Unit
Faculty/Staff Survey: Spring 2020**

SERVICE UNIT: Writing Centers

Table 139
Awareness and Use of Service Unit

	n	%
Are aware of Writing Centers*	170	77.3%
Have used Writing Centers**	59	34.7%

* Percentage out of total respondents (N= 220).

** Percentage out of number who are aware of this unit (n= 170).

Table 140
Please use a five-point scale to tell us about your experience with the service.

		Response on 5-point scale								Mean***	Standard Dev.***
Location	Prompt		1	2	3	4	5	NA	Total		
Frisco Campus	Procedures are user friendly	n	0	0	1	1	13	1	16	4.8	0.561
		%	0.0%	0.0%	6.3%	6.3%	81.3%	6.3%	100.0%		
	Procedures are efficient	n	0	0	1	1	13	1	16	4.8	0.561
		%	0.0%	0.0%	6.3%	6.3%	81.3%	6.3%	100.0%		
	Met needs in a timely fashion	n	0	1	0	3	11	1	16	4.6	0.828
		%	0.0%	6.3%	0.0%	18.8%	68.8%	6.3%	100.0%		
	Staff is courteous	n	0	1	0	1	14	0	16	4.8	0.775
	%	0.0%	6.3%	0.0%	6.3%	87.5%	0.0%	100.0%			
	Staff is knowledgeable	n	0	1	1	0	13	1	16	4.7	0.900
		%	0.0%	6.3%	6.3%	0.0%	81.3%	6.3%	100.0%		
	Overall satisfaction	n	0	0	1	0	14	1	16	4.9	0.516
		%	0.0%	0.0%	6.3%	0.0%	87.5%	6.3%	100.0%		
McKinney Campus	Procedures are user friendly	n	0	0	2	1	11	0	14	4.6	0.745
		%	0.0%	0.0%	14.3%	7.1%	78.6%	0.0%	100.0%		
	Procedures are efficient	n	0	0	2	0	12	0	14	4.7	0.726
		%	0.0%	0.0%	14.3%	0.0%	85.7%	0.0%	100.0%		
	Met needs in a timely fashion	n	0	0	2	0	12	0	14	4.7	0.726
		%	0.0%	0.0%	14.3%	0.0%	85.7%	0.0%	100.0%		
	Staff is courteous	n	0	0	1	1	12	0	14	4.8	0.579
	%	0.0%	0.0%	7.1%	7.1%	85.7%	0.0%	100.0%			
	Staff is knowledgeable	n	0	0	1	2	11	0	14	4.7	0.611
		%	0.0%	0.0%	7.1%	14.3%	78.6%	0.0%	100.0%		
	Overall satisfaction	n	0	0	2	0	12	0	14	4.7	0.726
		%	0.0%	0.0%	14.3%	0.0%	85.7%	0.0%	100.0%		

Table 140

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

		Response on 5-point scale								Mean***	Standard Dev.***
Location	Prompt		1	2	3	4	5	NA	Total		
Plano Campus	Procedures are user friendly	n	2	0	0	5	22	0	29	4.6	1.055
		%	6.9%	0.0%	0.0%	17.2%	75.9%	0.0%	100.0%		
	Procedures are efficient	n	1	0	0	6	19	3	29	4.6	.852
		%	3.4%	0.0%	0.0%	20.7%	65.5%	10.3%	100.0%		
	Met needs in a timely fashion	n	1	0	0	3	23	2	29	4.7	0.813
		%	3.4%	0.0%	0.0%	10.3%	79.3%	6.9%	100.0%		
	Staff is courteous	n	1	0	0	4	22	2	29	4.7	0.823
	%	3.4%	0.0%	0.0%	13.8%	75.9%	6.9%	100.0%			
	Staff is knowledgeable	n	1	0	0	6	20	2	29	4.6	0.839
		%	3.4%	0.0%	0.0%	20.7%	69.0%	6.9%	100.0%		
	Overall satisfaction	n	0	0	1	5	23	0	29	4.8	0.511
		%	0.0%	0.0%	3.4%	17.2%	79.3%	0.0%	100.0%		
Total	Procedures are user friendly	n	2	0	3	7	46	1	59	4.6	0.873
		%	3.4%	0.0%	5.1%	11.9%	78.0%	1.7%	100.0%		
	Procedures are efficient	n	1	0	3	7	44	4	59	4.7	0.742
		%	1.7%	0.0%	5.1%	11.9%	74.6%	6.8%	100.0%		
	Met needs in a timely fashion	n	1	1	2	6	46	3	59	4.7	0.784
		%	1.7%	1.7%	3.4%	10.2%	78.0%	5.1%	100.0%		
	Staff is courteous	n	1	1	1	6	48	2	59	4.7	0.745
	%	1.7%	1.7%	1.7%	10.2%	81.4%	3.4%	100.0%			
	Staff is knowledgeable	n	1	1	2	8	44	3	59	4.7	0.793
		%	1.7%	1.7%	3.4%	13.6%	74.6%	5.1%	100.0%		
	Overall satisfaction	n	0	0	4	5	49	1	59	4.8	0.563
		%	0.0%	0.0%	6.8%	8.5%	83.1%	1.7%	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.

Locations not represented in the tables had no responses for this unit.

SERVICE UNIT: Writing Centers

Table 141a

Writing Centers Comments from Frisco Campus

3 sometimes they help but do not help some students that even have assignment sheets

Knowledge of some writing requirements isn't complete

Willing to come to my class to give a talk

Table 141b

Writing Centers Comments from McKinney Campus

Excellent at their jobs.

The staff members were helpful in assisting me with my needs.

Primarily referred students to them

minimal help with APA formatting

Table 141c

Writing Centers Comments from Plano Campus

Prof's there did not know how to help me with correctly writing a case study.

writing center has given my students bad advice/ not understood my assignment

GENERAL COMMENTS / SUGGESTIONS

Table 142

General Comments or Suggestions

ACCESS office needs to understand that word banks for a science class are not reasonable accommodations. Knowing the vocabulary is a part of the science understanding.

Campus police are very personable and accessible. Plant and facilities have responded very promptly to adjust classroom temperature. Overall, very pleased with everyone I've encountered over the last 10 years.

Collin did a good job supporting students, more, or I should say, better support for employees will be greatly appreciated.

Collin has excellent support services. I have always had great rapport with the different departments and have found the staff to be supportive and helpful.

Did not see the veterans services office listed here. I am not a veteran but have interacted with them in the past on student projects.

Great support services.

I feel that if collin would communicate better with regards to benefit our, blanket contracts for technology at schools, a uniform dualcredit program, and communication that has both vertically and horizontally integrated to a level that needs little to no a self instruction, we could achieve our core values easier and to the benefit of both faculty and students.

I have worked with the Community Education department for many years and find it the most rewarding work! I love helping people improve their knowledge and confidence. John Byers is an exceptional leader and Alice Hoock is so efficient her picture is by the word in the dictionary. I love it here.

I love being Collin. The administration, faculty, and staff are second to none.

Table 142

General Comments or Suggestions (continued)

I work at the McKinney and Plano campus as well but I won't be completing another survey for each of those. I would like to mention the inefficiency of having one supervisor over multiple campuses especially considering the number of part-time faculty. Trying to get information and support when you are told "you need to talk to your associate dean" who is on another campus, is seldom helpful. Having to make trips to another campus on our own time just to talk to a supervisor is less than ideal. I would like to mention electronic student evaluations as a step in the right direction. In the past I had to make an appointment to sift through paper copies at another campus in order to get feedback regarding the two sections I teach. I did it because I value student feedback and want to be a better teacher, but it certainly was an indicator of how little student feedback is valued overall. The number of students with special needs has increased considerably and the ACCESS office needs more help. Fall 2019 more than 25% of my students had an ACCESS letter of accommodation. Spring 2020 it is somewhat less but the number of students who need a great deal of support to get started on an assignment or use Canvas is overwhelming. The professional development department should be offering ongoing training as to the difference between accommodations and modifications at the college level. The survey/training sent out by email to everyone who has ACCESS students regarding the legal responsibility to create accessible materials was less than helpful and felt threatening. This survey did not meet the accessibility criteria, so if the law is based on ADA it applies to everything that comes out of the college, not just digital communications produced by instructors.

Need a better grievance process that is anonymous. Currently HR is in charge of the process, but when the complaint is against procedures involving HR, then who are we supposed to turn to?

Overall consistent thorough support and it's gotten better in the five years I've been at Collin Plano. Thanks

Some of the department units have changed since the last survey and should be updated before the next administration (e.g. HR departments are now grouped differently.)

Such a great school with great campus facilities all around.

The Concur system for travel funding is ridiculous. There must be a more efficient and rational system available.

The dual credit office really needs a support admin that will build classes and manage course loads.

We have terrific people that work at Collin! Excellent job!!

While I appreciate and understand the need for this information, I prefer not to respond to non-anonymous surveys.

Would be nice to have virtual staff meetings to understand more of where the college is going as well as how part time CE faculty can get better access to eLC courses with online course transition.
