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Southwestern Oregon Community College

Student First Ston Cent	er survey for students 2008-2009					
		21.1		0		
Respondents:	58 displayed, 146 total	Status:		Closed		
Launched Date:	N/A	Closed Date:		07/05/2009		
What Student First S	Stop Center services do you use?					
			Response Total	e Response Percent	Points	Avg
General campus information			16	28%	n/a	n/a
Registration / Add / Drop assistance			44	76%	n/a	n/a
Make a payment			20	34%	n/a	n/a
Set up a payment plan			11	19%	n/a	n/a
Financial Aid inquiry			27	47%	n/a	n/a
WebAdvisor / student email assistance			20	34%	n/a	n/a
Other, please specify view			1	2%	n/a	n/a
		Total Respondents	58			
					-	
2. When I communicate	e with the Student First Stop Center	er, I do so by:				
			Respon Total	se Response Percent		Avg
Visiting Dellwood hall			53	91%	n/a	n/a
Calling			18	31%	n/a	n/a
Emailing			9	16%	n/a	n/a
Faxing			2	3%	n/a	n/a
Online inquiry			4	7%	n/a	n/a
Other, please specify			0	0%	n/a	n/a
<u> </u>		Total Responden	ts 58			
3. When I visit, call, or	email the Student First Stop Cente	r, I am quickly assisted?			_	
	•					
		Pa	enoneo D	ocnonco		
				esponse Percent	oints	Avg
Strongly Agree (5 Points)				Percent 7%	oints 20	Avg 20
Points) Agree (4 Points)			rotal F 4 26	Percent P 7% 45%	20	20
Points) Agree (4 Points) Neutral (3 Points)			rotal F 4 26 17	7% 45% 29%	20 104 51	20 104 51
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)			rotal F 4 26	Percent P 7% 45%	20	20
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1			rotal F 4 26 17	7% 45% 29%	20 104 51	20 104 51
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)			Total F 4 26 17 7	7% 45% 29% 12%	20 104 51 14	20 104 51 14
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1			7 4 58	7% 45% 29% 12% 7%	20 104 51 14	20 104 51 14
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1		Total Respondents	Total F 4 26 17 7 4 58 ponses	7% 45% 29% 12% 7% 100%	20 104 51 14	20 104 51 14
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1		Total Respondents Total Res Total Points	Total F 4 26 17 7 4 58 ponses	7% 45% 29% 12% 7% 100% 58	20 104 51 14	20 104 51 14
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1		Total Respondents Total Res Total Points	Total F 4 26 17 7 4 58 ponses Earned	7% 45% 29% 12% 7% 100% 58 193	20 104 51 14	20 104 51 14
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	email the Student First Stop Center	Total Respondents Total Res Total Points Point A	Total F 4 26 17 7 4 58 ponses Earned Earned Earned Earned Earned Earned	7% 45% 29% 12% 7% 100% 58 193 3.33	20 104 51 14	20 104 51 14

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Strongly Agree (5 Points)	10	17%	50	50
Agree (4 Points)	23	40%	92	92
Neutral (3 Points)	15	26%	45	45
Disagree (2 Points)	7	12%	14	14
Strongly Disagree (1	3	5%	3	3
	Total Respondents 58	100%		
	Total Responses	58		
	Total Points Earned	204		
	Point Average	3.52		
	Point Weighted Average	3.52		
5. When I visit, call, or email the Student First Stop	Center, I am treated with respect? Response Total	Response Percent	Points	Αvg
Strongly Agree (5	13	22%	65	65
Points) Agree (4 Points)	28	48%	112	112
Neutral (3 Points)	14	24%	42	42
Disagree (2 Points)	2	3%	4	4
Strongly Disagree (1		2%	1	1
roints)	Total Respondents 58	100%		
	Total Responses	58		
	<u>'</u>			
	Total Points Earned	224		
	Total Points Earned Point Average			
6. When I visit the Student First Ston Center, writte	Point Average Point Weighted Average	3.86 3.86		
6. When I visit the Student First Stop Center, writte	Point Average Point Weighted Average en materials are readily available?	3.86	Points	Avç
Strongly Agree (5	Point Average Point Weighted Average en materials are readily available? Response	3.86 3.86 Response	Points	
Strongly Agree (5	Point Average Point Weighted Average en materials are readily available? Response Total	3.86 3.86 Response		45
Strongly Agree (5 Points) Agree (4 Points)	Point Average Point Weighted Average en materials are readily available? Response Total 9	3.86 3.86 Response Percent 16%	45	45
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	Point Average Point Weighted Average en materials are readily available? Response Total 9 29	3.86 3.86 Response Percent 16% 50%	45 116	45
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Point Average Point Weighted Average en materials are readily available? Response Total 9 29 12	3.86 3.86 Response Percent 16% 50% 21%	45 116 36	45 110 36
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Point Average Point Weighted Average Response Total 9 29 12 3 1	3.86 3.86 Response Percent 16% 50% 21% 5% 2%	45 116 36 6 1	45 116 36 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Point Average Point Weighted Average en materials are readily available? Response Total 9 29 12 3	3.86 3.86 Response Percent 16% 50% 21% 5%	45 116 36 6	45 116 36 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Point Average Point Weighted Average en materials are readily available? Response Total 9 29 12 3 1	3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7%	45 116 36 6 1	45 110 36 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Point Average Point Weighted Average Response Total 9 29 12 3 1 1 Total Respondents 58	3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100%	45 116 36 6 1	45 110 36 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Point Average Point Weighted Average Response Total 9 29 12 3 1 Total Respondents 58 Total Responses Total Points Earned	3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100% 58 204	45 116 36 6 1	45 116 36 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Point Average Point Weighted Average Response Total 9 29 12 3 1 4 Total Respondents 58 Total Points Earned Point Average	3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100% 58 204 3.52	45 116 36 6 1	45 116 36 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) N/A	Point Average Point Weighted Average en materials are readily available? Response Total 9 29 12 3 11 4 Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average	3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100% 58 204	45 116 36 6 1	45 116 36 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) N/A	Point Average Point Weighted Average en materials are readily available? Response Total 9 29 12 3 11 4 Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average	3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100% 58 204 3.52	45 116 36 6 1	455 1188 366 6 1
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) N/A 7. When I visit, call, or email the Student First Stop	Point Average Point Weighted Average en materials are readily available? Response Total 9 29 12 3 1 1 4 Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average Center, my expectations are met? Response	3.86 3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100% 58 204 3.52 3.52 Response	45 116 36 6 1 0	45 110 36 6 1 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) N/A 7. When I visit, call, or email the Student First Stop	Point Average Point Weighted Average en materials are readily available? Response Total 9 29 12 3 11 4 Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average Center, my expectations are met? Response Total	3.86 3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100% 58 204 3.52 3.52 Response Percent	45 116 36 6 1 0	45110 366 6 1 0 Avg
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) N/A 7. When I visit, call, or email the Student First Stop Strongly Agree (5 Points) Agree (4 Points)	Point Average Point Weighted Average Response Total 9 29 12 3 11 4 Total Respondents 58 Total Responses Total Point Earned Point Average Point Weighted Average Center, my expectations are met? Response Total Response Total Response Total Response Total Response Total Response Total Response	3.86 3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100% 58 204 3.52 3.52 Response Percent 14%	45 116 36 6 1 0	45 1116 36 6 1 0 Avg 40 96
6. When I visit the Student First Stop Center, writtee Strongly Agree (5 Points) Agree (4 Points) Disagree (2 Points) Strongly Disagree (1 Points) N/A 7. When I visit, call, or email the Student First Stop Strongly Agree (5 Points) Agree (4 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	Point Average Point Weighted Average Response Total 9 29 12 3 11 4 Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average Center, my expectations are met? Response Total 8 24	3.86 3.86 3.86 3.86 Response Percent 16% 50% 21% 5% 2% 7% 100% 58 204 3.52 3.52 Response Percent 14% 41%	45 116 36 6 1 0 Points 40 96	1

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	Total Respondents 58	100%		
	Total Responses	58		
	Total Points Earned	198		
	Point Average	3.41		
	Point Weighted Average	3.41		
8. By the end of my visit	or call to the Student First Stop Center, I have answers to my questions?			
	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	9	16%	45	45
Agree (4 Points)	25	43%	100	100
Neutral (3 Points)	15	26%	45	45
Disagree (2 Points) Strongly Disagree (1	7	12%	14	14
Strongly Disagree (1 Points)	2	3%	2	2
	Total Respondents 58	100%		
	Total Responses	58		
	Total Points Earned	206		
	Point Average	3.55		
	Point Weighted Average	3.55		
Strongly Agree (5	Response Total	Percent	Points	Avg
Points)	17	29%	85	85
Agree (4 Points) Neutral (3 Points)	33	57% 10%	132 18	132 18
Disagree (2 Points)	1	2%	2	2
Strongly Disagree (1 Points)	0			
		0%	0	0
N/A	1	2%	0	0
N/A	1 Total Respondents 58			
N/A	· · · · · · · · · · · · · · · · · · ·	2%		
N/A	Total Respondents 58	2% 100%		
N/A	Total Respondents 58 Total Responses	2% 100% 58		
N/A	Total Respondents 58 Total Responses Total Points Earned	2% 100% 58 237 4.09		
	Total Respondents 58 Total Responses Total Points Earned Point Average	2% 100% 58 237 4.09		
N/A 10. My overall experience	Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average with the Student First Stop Center is positive. Response	2% 100% 58 237 4.09 4.09		
10. My overall experience	Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average with the Student First Stop Center is positive.	2% 100% 58 237 4.09 4.09	0	0
10. My overall experience Strongly Agree (5 Points) Agree (4 Points)	Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average with the Student First Stop Center is positive. Response Total 7 25	2% 100% 58 237 4.09 4.09 Response Percent 12% 43%	0	0 Avg
10. My overall experience Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average with the Student First Stop Center is positive. Response Total 7 25 13	2% 100% 58 237 4.09 4.09 Response Percent 12% 43% 22%	0 Points 35 100 39	Avg 35 100 39
10. My overall experience Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average with the Student First Stop Center is positive. Response Total 7 25	2% 100% 58 237 4.09 4.09 Response Percent 12% 43%	0	Avg 35
	Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average with the Student First Stop Center is positive. Response Total 7 25 13	2% 100% 58 237 4.09 4.09 Response Percent 12% 43% 22%	0 Points 35 100 39	Avg 35 100 39
10. My overall experience Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average with the Student First Stop Center is positive. Response Total 7 25 13 10 3	2% 100% 58 237 4.09 4.09 Response Percent 12% 43% 22% 17% 5% 0%	0 Points 35 100 39 20	Avg 35 100 39 20
10. My overall experience Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Total Respondents 58 Total Responses Total Points Earned Point Average Point Weighted Average with the Student First Stop Center is positive. Response Total 7 25 13 10 3	2% 100% 58 237 4.09 4.09 Response Percent 12% 43% 22% 17% 5%	0 Points 35 100 39 20 3	Avg 35 100 39 20

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	Total Points Earned	197		
	Point Average	3.4		
	Point Weighted Average	3.4		
11. Other resources I	would like access to when visiting Dellwood hall?			
	Total Re	espondents	3	
	(skipped thi		55	
12. I have attended So	withwestern for?			
12. Thave allended St	utilwestern ioi !			
	Response Ro Total F	esponse Percent	Points	Avg
One year	35	60%	n/a	n/a
Two years	19	33%	n/a	n/a
Three years	3	5%	n/a	n/a
Other	1	2%	n/a	n/a
Other		100%	11/4	11/4
13. I am:				
	Response R	Response		
		Percent	Points	Avg
Male	19	33%	n/a	n/a
Female	38	67%	n/a	n/a
	Total Respondents 57	100%		
	· · · · · · · · · · · · · · · · · · ·			
	(skipped this question)	1		
14. I live:				
	Response R		Points	Avg
		Percent		
On-campus	22	38%	n/a	n/a
Off-campus	36	62%	n/a	n/a
	Total Respondents 58	100%		
15. My age is:				
	Pasnor	ise Respon	100	
	Total			s Avg
18-21	58	100%	n/a	n/a
22-29	0	0%	n/a	n/a
30-39	0	0%	n/a	n/a
40-49	0	0%	n/a	n/a
50-60	0	0%	n/a	n/a
Other,				
please	0	0%	n/a	n/a
specify				
	Total Respondents 58	100%)	
			_	
16. I plan to:				
	Response R Total	Response Percent	Points	Avg
		28%	n/a	n/a
Complete my degree a Southwestern				
Southwestern Complete my degree a	 t	56%	n/a	n/a
Southwestern	<u> </u>	56%	n/a	n/a
Southwestern Complete my degree a Southwestern & transfe	 t	56%	n/a n/a	n/a n/a

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Learn skills and go to work		1	2%	n/a	n/a
Attend for fun		0	0%	n/a	n/a
Other, please specify view		2	4%	n/a	n/a
Т	otal Respondents	57	100%		
	(skipped this	question)	1		
17. I would like to be contacted regarding my survey. My name and pho	one number are:				
No responses were entered for this questio					
Total Respondents					0
		(skipped t	his questio	n) 5	58

Southwestern Oregon Community College does not discriminate on the basis of race, color, gender, sexual orientation, marital status, religion, national origin, age, disability status, or protected veterans in employment, education, or activities as set forth in compliance with federal and state statutes and regulations.