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Southwestern Oregon Community College

1						
Student First Stop Cent	er Student Survey 2011-2012					
Respondents:	171 displayed, 171 total	Status:		Closed		
Launched Date:	05/14/2012	Closed Date:		04/28/2015		
	00/11/2012	Closed Date.		04/20/2013	,	
1. What Student First Sto	op Center services do you use?					
				e Response	Points	Avg
General campus			Total	Percent		
information			74	43%	n/a	n/a
Registration / Add /			118	69%	n/a	n/a
Drop assistance Make a payment			60	35%	n/a	n/a
Set up a payment plan			36	21%	n/a	n/a
Financial Aid inquiry			113	66%	n/a	n/a
WebAdvisor / student			72	42%	n/a	n/a
email assistance Other, please		<u> </u>				
specify view			8	5%	n/a	n/a
эрсспу ———		Total Respondents	s 171			
		rotal Nespondent	0 1/1		_	
2. When I need assistand	ce, I:					
		I	Response	Response		
			Total	Percent	Points	Avg
Always use WebAdvisor			82	48%	n/a	n/a
first to resolve my issue Sometimes use						
WebAdvisor first to			57	33%	n/a	n/a
resolve my issue						
Occassionally use WebAdvisor first to			21	12%	n/a	n/a
resolve my issue						
Never use WebAdvisor	_		11	6%	n/o	n/a
and always contact the Student First Stop Center			11	070	n/a	II/a
		Total Respondents	171	100%		
	W. H. O. I. (=: : : : : : : : :	·				
3. When I communicate	with the Student First Stop Cent	er, I do so by:				
				nse Respons		Avg
Visiting Dellwood hall			Tota 136		t n/a	n/a
Calling			83	49%	n/a n/a	n/a n/a
Emailing			31	18%	n/a	n/a
Faxing			2	1%	n/a	n/a
Online inquiry			7	4%	n/a	n/a
Other, please			8	5%	n/a	n/a
specify view						
		Total Responde	nts 171			
4 When I visit call or er	mail the Student First Stop Cent	er Lam quickly assisted?				
T. VVIIGITT VISIL, CAII, OF E	nan the ottagent i hat atop cent					
		R	esponse F Total	Response	Points	Avg
Strongly Agree (5 Points)			49	Percent 29%	245	245
Agree (4 Points)			68	40%	272	272
Neutral (3 Points)		_	28	16%	84	84
· · · · · · · · · · · · · · · · · · ·						

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Disagree (2 Points)	19	11%	38	38
Strongly Disagree (1 Points)	7	4%	7	7
/	Total Respondents 171	100%		
	Total Responses	171	-	
	Total Points Earned	646	-	
			-	
	Point Average	3.78	_	
	Point Weighted Average	3.78	_	
5. When I visit, call, or e	mail the Student First Stop Center, information is explained clearly to me?			
	Response Total	Response Percent	Points	Αν
Strongly Agree (5 Points)	48	28%	240	240
Agree (4 Points)	57	33%	228	228
Neutral (3 Points)	32	19%	96	96
Disagree (2 Points)	26	15%	52	52
Strongly Disagree (1 Points)	8	5%	8	8
·	Total Respondents 171	100%		
	Total Responses	171		
	Total Points Earned	624		
	Point Average	3.65		
6. When I visit, call, or e	Point Weighted Average mail the Student First Stop Center, I am treated with respect? Response	3.65	Points	Av
	mail the Student First Stop Center, I am treated with respect? Response Total		Points	Av.
Strongly Agree (5 Points)	mail the Student First Stop Center, I am treated with respect? Response Total	Response Percent		
Strongly Agree (5 Points) Agree (4 Points)	mail the Student First Stop Center, I am treated with respect? Response Total 60	Response Percent 35%	300	30
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	Response Total 60 53	Response Percent 35% 31%	300 212	300 212 87
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Total 60 53	Response Percent 35% 31% 17%	300 212 87	30 21 87 36
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Total 60 53 29 18	Response Percent 35% 31% 17% 11%	300 212 87 36	300 212 87 36
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Total 60 53 29 11	Response Percent 35% 31% 17% 11% 6%	300 212 87 36	300 212 87 36
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Total 60 53 29 18 Total Respondents 171	Response Percent 35% 31% 17% 11% 6% 100%	300 212 87 36	300 212 87 36
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Total 60 53 29 18 Total Respondents 171 Total Responses Total Points Earned	Response Percent 35% 31% 17% 11% 6% 100% 171 646	300 212 87 36	300 212 87 36
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Total 60 53 29 18 11 Total Respondents 171 Total Responses Total Points Earned Point Average	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78	300 212 87 36	300
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Response Total 60 53 29 18 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average	Response Percent 35% 31% 17% 11% 6% 100% 171 646	300 212 87 36	300 212 87 36
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Response Total 60 53 29 18 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average ent First Stop Center, written materials are readily available?	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78	300 212 87 36	30 21 87 36
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	mail the Student First Stop Center, I am treated with respect? Response Total 60 53 29 18 11 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average ant First Stop Center, written materials are readily available? Response Total	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78	300 212 87 36	300 21: 877 366 111
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. When I visit the Stude	mail the Student First Stop Center, I am treated with respect? Response Total 60 53 29 18 11 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average ent First Stop Center, written materials are readily available? Response Total 38	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78	300 212 87 36 11	300 21: 87 36 111 Av
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. When I visit the Stude Strongly Agree (5 Points) Agree (4 Points)	mail the Student First Stop Center, I am treated with respect? Response Total 60 53 29 18 11 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average ent First Stop Center, written materials are readily available? Response Total 38 66	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78 Response Percent 22% 39%	300 212 87 36 11 Points	300 21: 87 366 111 Av. 19 26
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. When I visit the Stude Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	mail the Student First Stop Center, I am treated with respect? Response Total 60 53 29 18 11 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average ent First Stop Center, written materials are readily available? Response Total 38 66 35	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78 Response Percent 22% 39% 20%	300 212 87 36 11 Points 190 264 105	300 21: 87 366 111 Av 19 26 10
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. When I visit the Stude Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	mail the Student First Stop Center, I am treated with respect? Response Total 60 53 29 18 11 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average ent First Stop Center, written materials are readily available? Response Total 38 66	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78 Response Percent 22% 39%	300 212 87 36 11 Points	300 211 877 366 111 Avv 199 266 10
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	mail the Student First Stop Center, I am treated with respect? Response Total 60 53 29 18 11 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average ent First Stop Center, written materials are readily available? Response Total 38 66 35	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78 Response Percent 22% 39% 20%	300 212 87 36 11 Points 190 264 105	300 21: 877 366 111 Av 19 266 10 16
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. When I visit the Stude Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	mail the Student First Stop Center, I am treated with respect? Response Total 60 53 29 18 11 Total Respondents 171 Total Responses Total Points Earned Point Average Point Weighted Average ent First Stop Center, written materials are readily available? Response Total 38 66 35 8	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78 Response Percent 22% 39% 20% 5%	300 212 87 36 11 Points 190 264 105 16	300 21: 87 36 111 Av: 19 266 100 16
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. When I visit the Stude Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Response Total 60 53 29 18 11 Total Respondents 171 Total Points Earned Point Average Point Weighted Average ent First Stop Center, written materials are readily available? Responses Total 9 8 8 9 10 10 11 11 11 11 11 11 11 11 11 11 11	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78 Response Percent 22% 39% 20% 5% 1%	300 212 87 36 11 Points 190 264 105 16	300 21: 87 36 111 Av: 19 266 100 16
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. When I visit the Stude Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Response Total 60 53 29 18 Total Respondents Total Responses Total Points Earned Point Average Point Weighted Average Interest Stop Center, written materials are readily available? Response Responses Total Points Earned Point Weighted Average Response Total 38 66 35 8	Response Percent 35% 31% 17% 11% 6% 100% 171 646 3.78 3.78 Response Percent 22% 39% 20% 5% 1% 13%	300 212 87 36 11 Points 190 264 105 16	300 212 87 36

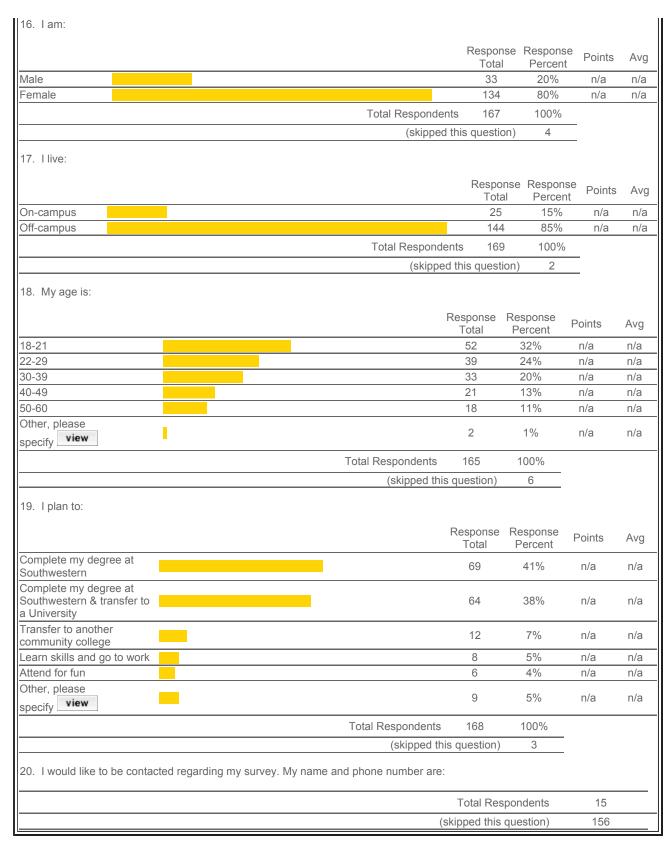
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	Point Average	3.37		
	Point Weighted Average	3.37		
. When I visit, call, or email	I the Student First Stop Center, my expectations are met?			
	Response Total	Response Percent	Points	Avg
trongly Agree (5 Points)	42	25%	210	210
gree (4 Points)	64	37%	256	256
leutral (3 Points)	36	21%	108	108
Disagree (2 Points)	20	12%	40	40
Strongly Disagree (1 Points)	9	5%	9	9
	Total Respondents 171	100%		
	Total Responses	171		
	Total Points Earned	623		
	Point Average	3.64		
	Point Weighted Average	3.64		
. By the end of my visit or o	call to the Student First Stop Center, I have answers to my questions?	Response	Points	Avç
	Total	Percent		
Strongly Agree (5 Points)	46	27%	230	230
gree (4 Points)	66	39%	264	264
leutral (3 Points)	33	19%	99	99
Disagree (2 Points)	17	10%	34	34
Strongly Disagree (1 Points)	9	5%	9	9
	Total Respondents 171	100%		
	Total Responses	171		
	Total Points Earned	636		
	Point Average	3.72		
	Point Weighted Average	3.72		
0. When I visit the Student	First Stop Center, the lobby is clean and welcoming?			
	Response Total	Response Percent	Points	Av
	65	38%	325	32
		41%	276	270
Agree (4 Points)	69			63
Agree (4 Points) Neutral (3 Points)	21	12%	63	
Agree (4 Points) Neutral (3 Points) Disagree (2 Points)			63 10	10
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	21	12%		
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	21 5	12% 3%	10	1
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	21 5 1	12% 3% 1%	10 1	10
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	21 5 1 9	12% 3% 1% 5%	10 1	1
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	21 5 1 9 Total Respondents 170	12% 3% 1% 5% 100%	10 1	1
Igree (4 Points) Ileutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	21 5 1 9 Total Respondents 170 Total Responses	12% 3% 1% 5% 100%	10 1	1
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	21 5 1 9 Total Respondents 170 Total Responses Total Points Earned	12% 3% 1% 5% 100% 170 675	10 1	

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	F	Response Total	Response Percent	Poin	ts	Avg
Strongly Agree (5 Points)		54	32%	270)	270
Agree (4 Points)		59	35%	236	3	236
Neutral (3 Points)		22	13%	66		66
Disagree (2 Points)		20	12%	40		40
Strongly Disagree (1 Points)		14	8%	14		14
N/A		1	1%	0		0
	Total Respondents	170	100%			
	Total Re	esponses	170	_		
	Total Point	ts Earned	626	_		
	Point	Average	3.68	_		
	Point Weighted	l Average	3.68			
	(skipped this	question)	1	_		
12. Other resources I would like to access when visit	ing Dellwood hall or feedback I wou	ıld like to s	hare.			
		Total Re	spondents		43	
	(sl	kipped this	question)		128	
13. I am aware the Student First Stop Center uses m	y SOCC email to communicate with	Respo Tota		cent ^r	oints	Avg
Yes		152	2 89	9%	n/a	n/a
No		18		%	n/a	n/a
		18 Responde	ents 17	% 70	n/a	
No		18	ents 17		n/a	
14. I use WebAdvisor to:		18 Responde this quest	ents 17 ion) esponse R Total	70 1 Response	Point	n/a s Avg
14. I use WebAdvisor to: Register		18 Responde this quest	ion)	70 1		
14. I use WebAdvisor to: Register Run a program evaluation		18 Responde this quest	ents 17 ion) esponse R Total	70 1 Response	Point	n/a s Avg
14. I use WebAdvisor to: Register Run a program		18 Responde this quest	ents 17 ion) esponse R Total 158	desponse Percent 93%	Point	n/a s Avg
No 14. I use WebAdvisor to: Register Run a program evaluation Check on my Financial Aid status Pay my bill		18 Responde this quest	ents 17 ion) esponse R Total 158 68	desponse Percent 93% 40%	Point n/a n/a	n/a s Avg n/a n/a
14. I use WebAdvisor to: Register Run a program evaluation Check on my Financial Aid status		18 Responde this quest	esponse R Total 158 68	70 1 1 elesponse Percent 93% 40%	Points n/a n/a n/a	n/a s Avg n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment		18 Responde this quest	esponse R Total 158 68 128	70 1 1 eesponse Percent 93% 40% 75% 24%	Pointen/an/an/an/an/an/a	n/a s Avg n/a n/a n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please	(skipped	18 Responded this quest	esponse R Total 158 68 128 41 48 17	70 1 1 2 2 2 3 3 40% 75% 24% 28%	Points n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please	(skipped	18 Responde this quest	esponse R Total 158 68 128 41 48 17	70 1 1 2 2 2 3 3 40% 75% 24% 28%	Points n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please	Total Respo	18 Responder this quest	esponse R Total 158 68 128 41 48 17 170 uestion)	70 1 1 8 8 9 93% 40% 75% 24% 28% 10%	Points n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please specify view	Total Respo	18 Responded this quest	esponse R Total 158 68 128 41 48 17	70 1 desponse Percent 93% 40% 75% 24% 28% 10%	Points n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please specify view 15. I have attended Southwestern for? One year	Total Respo	18 Responder this quest Respondents Response	esponse R Total 158 68 128 41 48 17 170 uestion)	70 1 desponse Percent 93% 40% 75% 24% 28% 10%	Points n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please specify view 15. I have attended Southwestern for?	Total Respo	18 Responder this quest ondents oped this quest rotal	esponse R Total 158 68 128 41 48 17 170 uestion) Response R Total 158 68	70 1 desponse Percent 93% 40% 75% 24% 28% 10%	Point: n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please specify view 15. I have attended Southwestern for? One year Two years Three years	Total Respo	ndents ped this quest Response Total 74 48 15	esponse R Total 158 68 128 41 48 17 170 uestion) Response R Total 158 68 9%	70 1 Response Percent 93% 40% 75% 24% 10% 1 Poir n/a n/a	Point: n/a n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a n/a
14. I use WebAdvisor to: Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please specify view 15. I have attended Southwestern for? One year Two years	Total Respo	18 I Responder this quest this quest ondents oped this quest open the quest open to the quest	esponse R Total 158 68 128 41 48 17 170 uestion) Response R Total 158 68	70 1 1 Sesponse Percent 93% 40% 75% 24% 10% 1 1 e Poir n/a n/a	Point: n/a n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a n/a
Register Run a program evaluation Check on my Financial Aid status Pay my bill Run an enrollment verification Other, please specify view 15. I have attended Southwestern for? One year Two years Three years	Total Respo	ndents ped this quest Response Total 74 48 15	esponse R Total 158 68 128 41 48 17 170 uestion) Response R Total 158 68 9%	70 1 Response Percent 93% 40% 75% 24% 10% 1 Poir n/a n/a	Point: n/a n/a n/a n/a n/a n/a n/a	n/a s Avg n/a n/a n/a n/a n/a n/a n/a

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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.