Southwestern Oregon Community Colleges

Student First Stop Center	Staff Survey 2008-2009					
Respondents:	56 displayed, 56 total	Status:		Closed		
Launched Date:	05/02/2012	Closed Date:		06/21/200	9	
1. Please click on your er	mployee status:					
			Response Total	Response Percent	Points	Avg
Full-Time Faculty			12	22%	n/a	n/a
Part-Time Faculty			1	2%	n/a	n/a
MASSC			16	29%	n/a	n/a
Classified Staff			26	47%	n/a	n/a
Other, please specify			0	0%	n/a	n/a
		Total Respondents	55	100%		
		(skipped this	question)	1		
2. To what extent are Stu	Ident First Stop Center services	critical to the work you perform	at Southwe	estern?		
			Response Total	Response Percent	Points	Avg
Very Important (5 Points)			31	56%	155	155
Important (4 Points)			14	25%	56	56
Neutral (3 Points)			8	15%	24	24
Unimportant (2 Points)			2	4%	4	4
Very Unimportant (1 Points)			0	0%	0	0
Comments			0	0%	0	0
		Total Respondents	55	100%		
		Total	Responses	55		
		Total Po	ints Earned	239		
		Po	int Average	4.35		
		Point Weight	-			
		(skipped th	is question)	1		
3. How many times a mo	nth do you access Student First	Stop Center services for work	related purp	oses?		
		F	Total	Response Percent	Points	Avg
More than 10			15	27%	n/a	n/a
8 to 10			6	11%	n/a	n/a
4 to 7			11	20%	n/a	n/a
1 to 3			16	29%	n/a	n/a
Do Not Use			6	11%	n/a	n/a
Other, please specify view	•		1	2%	n/a	n/a
		Total Respondents	55	100%		
		(skipped this	question)	1		
4. Which method(s) do yo	ou use to access Student First S	top Center services?				
			Respo Tota	nse Respon al Percer		Avg
WebAdvisor			18			n/a
Email			33		n/a	n/a

Phone	43	78%	n/a	n/a
Lobby	34	62%	n/a	n/a
Other, please specify view	2	4%	n/a	n/a
	Total Respondents 55			
	(skipped this question	on) 1		
		,		
5. What Student First Stop Center services do you u	ISE?			
	Response Total	Response Percent	Points	Avg
Grade Changes	14	25%	n/a	n/a
Account Inquiries	22	40%	n/a	n/a
Payment Processing	13	24%	n/a	n/a
WebAdvisor Assistance	16	29%	n/a	n/a
Student Registration	27	49%	n/a	n/a
Personal Registration	21	38%	n/a	n/a
Student Enrollment	22	40%	n/a	n/a
Student Profile Information	16	29%	n/a	n/a
FERPA	7	13%	n/a	n/a
General Campus	20	36%	n/a	n/a
Other	10	18%	n/a	n/a
Comments for Other view	2	4%	n/a	n/a
	Total Respondents 55			
 Staff are friendly and courteous? 	Total Respondents 55 (skipped this question)	1 Response		
			Points	Avg
6. Staff are friendly and courteous? Strongly Agree (5 Points)	(skipped this question) Response Total 34	Response Percent 61%	170	170
Strongly Agree (5 Points) Agree (4 Points)	(skipped this question) Response Total 34 15	Response Percent 61% 27%	170 60	170 60
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	(skipped this question) Response Total 34 15 4	Response Percent 61% 27% 7%	170 60 12	170 60 12
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	(skipped this question) Response Total 34 15	Response Percent 61% 27%	170 60	170 60
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	(skipped this question) Response Total 34 15 4	Response Percent 61% 27% 7%	170 60 12	170 60 12
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	(skipped this question) Response Total 34 15 4 3 3	Response Percent 61% 27% 7% 5%	170 60 12 6	170 60 12 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	(skipped this question) Response Total 34 15 4 3 0	Response Percent 61% 27% 7% 5% 0%	170 60 12 6	170 60 12 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56	Response Percent 61% 27% 7% 5% 0% 100%	170 60 12 6	170 60 12 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Responses	Response Percent 61% 27% 7% 5% 0% 100% 56	170 60 12 6	170 60 12 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Responses Total Responses Total Responses	Response Percent 61% 27% 7% 5% 0% 100% 56 248	170 60 12 6	170 60 12 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Responses Total Points Earned Point Average	Response Percent 61% 27% 7% 5% 0% 100% 56 248 4.43	170 60 12 6	170 60 12 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average	Response Percent 61% 27% 7% 5% 0% 100% 56 248 4.43 4.43	170 60 12 6	170 60 12 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. Staff provide services in a timely manner?	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Responses Total Points Earned Point Average	Response Percent 61% 27% 7% 5% 0% 100% 56 248 4.43 4.43	170 60 12 6	170 60 12 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average Response	Response Percent 61% 27% 5% 0% 100% 56 248 4.43 4.43 4.43	170 60 12 6 0	170 60 12 6 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. Staff provide services in a timely manner? Strongly Agree (5 Points) Agree (4 Points)	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average Response Total	Response Percent 61% 27% 7% 5% 0% 100% 56 248 4.43 4.43 4.43	170 60 12 6 0	170 60 12 6 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. Staff provide services in a timely manner? Strongly Agree (5 Points)	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Respondents 56 Total Responses Total Responses Point Average Point Weighted Average Response Total 35	Response Percent 61% 27% 5% 0% 100% 56 248 4.43 4.43 Response Percent 62%	170 60 12 6 0	170 60 12 6 0 0 Avg 175
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. Staff provide services in a timely manner? Strongly Agree (5 Points) Agree (4 Points)	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Respondents 56 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average Response Total 35 14	Response Percent 61% 27% 7% 5% 0% 100% 56 248 4.43 4.43 Response Percent 62% 25%	170 60 12 6 0 0 Points 175 56	170 60 12 6 0 0 Avg 175 56
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. Staff provide services in a timely manner? Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	(skipped this question) Response Total 34 15 4 3 0 Total Respondents 56 Total Respondents 56 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average Response Total 35 14	Response Percent 61% 27% 5% 0% 100% 56 248 4.43 4.43 62% 25% 11%	170 60 12 6 0 0 Points 175 56 18	170 60 12 6 0 0 Avg 175 56 18

	Total Responses	56	-	
	Total Points Earned	251	_	
	Point Average	9 4.48	_	
	Point Weighted Average	e 4.48	_	
8. Staff provides high quality	services?			
	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	33	59%	165	165
Agree (4 Points)	16	29%	64	64
Neutral (3 Points)	4	7%	12	12
Disagree (2 Points)	2	4%	4	4
Strongly Disagree (1 Points)	1	2%	1	1
	Total Respondents 56	100%		
	Total Responses	56		
	Total Points Earned	246		
	Point Average	4.39		
	Point Weighted Average	4.39	•	
Strongly Agree (5	Total	Response Percent	Points	Avg
Strongly Agree (5			Points 170	Avg 170
Points)	Total	Percent		
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	Total 34	Percent 61%	170	170
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	Total 34 16 16	Percent 61% 29%	170 64	170 64
Points) Agree (4 Points) Neutral (3 Points)	Total 34 16 3	Percent 61% 29% 5%	170 64 9	170 64 9
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total 34 16 3 3 3	Percent 61% 29% 5% 5%	170 64 9 6	170 64 9 6
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total 34 16 3 3 3 0 0	Percent 61% 29% 5% 5% 0% 100%	170 64 9 6	170 64 9 6
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total 34 16 3 3 3 3 0 Total Respondents 56	Percent 61% 29% 5% 5% 0% 100% 56	170 64 9 6	170 64 9 6
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total 34 16 3 3 3 0 Total Respondents 56 Total Responses	Percent 61% 29% 5% 5% 0% 100% 56 56	170 64 9 6	170 64 9 6
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total 34 16 3 16 3 3 0 0 Total Respondents 56 Total Responses Total Points Earned	Percent 61% 29% 5% 5% 0% 100% 56 100% 56 1 249 249	170 64 9 6	170 64 9 6
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total 34 16 3 16 3 3 0 0 Total Respondents 56 Total Responses Total Responses Total Points Earned Point Average Point Weighted Average	Percent 61% 29% 5% 5% 0% 100% 56 100% 56 1 249 249	170 64 9 6	170 64 9 6
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Total 34 16 3 16 3 3 0 0 Total Respondents 56 Total Responses Total Responses Total Points Earned Point Average Point Weighted Average	Percent 61% 29% 5% 5% 0% 100% 56 100% 56 1 249 249 2 4.45	170 64 9 6	170 64 9 6 0
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Total 34 16 3 3 3 0 0 Total Respondents 56 Total Responses Total Responses Total Points Earned Point Average Point Average	Percent 61% 29% 5% 0% 100% 56 1 249 2 4.45 2 4.45 2 8 8 8 8 5 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	170 64 9 6 0	170 64 9 6
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 10. When I visit the Student F	Total 34 16 3 3 3 0 Total Respondents 56 Total Responses Total Responses Total Points Earned Point Average Point Average	Percent 61% 29% 5% 0% 100% 56 100% 56 249 249 249 249 2445 249 249 249 249 249 249	170 64 9 6 0	170 64 9 6 0
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 10. When I visit the Student F	Total 34 16 3 3 16 3 3 0 0 Total Respondents 56 Total Respondents 56 Total Responses Total Points Earned Point Average Point Average First Stop Center lobby: Response Total 19	Percent 61% 29% 5% 5% 0% 100% 100% 56 56 1249 249 249 249 249 249 249 249 249 249	170 64 9 0	170 64 9 6 0 0
Points) Agree (4 Points) Agree (4 Points) Disagree (2 Points) Strongly Disagree (1 Points) 10. When I visit the Student F I choose to wait in line I am assisted immediately I seek immediate assistance	Total 34 16 3 3 16 3 3 0 0 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average First Stop Center lobby: Response Total 19 21	Percent 61% 29% 5% 5% 0% 100% 56 56 1 249 249 2 4.45 2 4.45 2 4.45 2 4.45 2 4.45	170 64 9 0 - - - - - - - - - - - - - - - - - -	170 64 9 6 0 0 Avg n/a n/a
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 10. When I visit the Student F I choose to wait in line I am assisted immediately I seek immediate assistance	Total 34 16 3 3 0 0 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average First Stop Center lobby: Response Total 19 21 3	Percent 61% 29% 5% 5% 0% 100% 56 100% 249 249 24.45 249 24.45 249 24.45 249 24.45 249 24.45	170 64 9 0 - - - Points n/a n/a n/a	170 64 9 6 0 0 Avg n/a n/a n/a
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 10. When I visit the Student F choose to wait in line am assisted immediately seek immediate assistance Comments view	Total 34 16 3 3 16 3 3 0 0 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average First Stop Center lobby: Response Total 19 21 3 13	Percent 61% 29% 5% 0% 100% 249 249 249 249 249 249 249 249	170 64 9 0 - - - Points n/a n/a n/a	170 64 9 6 0 0 Avg n/a n/a n/a
Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 10. When I visit the Student F I choose to wait in line I am assisted immediately I seek immediate assistance Comments view	Total 34 16 3 3 0 Total Respondents 56 Total Responses Total Points Earned Point Average Point Weighted Average First Stop Center lobby: Response Total 19 21 3 13 Total Respondents 56	Percent 61% 29% 5% 0% 100% 249 249 249 249 249 249 249 249	170 64 9 6 0 - - - - - - - - - - - - - - - - - -	170 64 9 6 0 0 Avg n/a n/a n/a n/a

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