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Southwestern Oregon Community College

Student First Stop Center Staf	f Survey 2012-2013					
Respondents:	110 displayed, 110 total	Status:		Closed		
Launched Date:	N/A	Closed Date:		04/28/2015	;	
4. Diagraphic and the second and the	alassa atatua					
Please click on your em	ployee status:					
		I	Response F Total	Response Percent	Points	Avg
Full-Time Faculty			20	18%	n/a	n/a
Part-Time Faculty			24	22%	n/a	n/a
MASSC			26	24%	n/a	n/a
Classified Staff			36	33%	n/a	n/a
Other, please specify view			4	4%	n/a	n/a
		Total Respondents	110	100%		
To what extent are Stud	lent First Stop Center services c	ritical to the work you perform	at Southwes	stern?		
			Doenonco	Response		
			Response Total	Response Percent	Points	Avg
Very Important (5 Points)			60	55%	300	300
Important (4 Points)			34	31%	136	136
Neutral (3 Points)			9	8%	27	27
Unimportant (2 Points)			5	5%	10	10
Very Unimportant (1 Points	3)		1	1%	1	1
view			1	1%	0	0
Comments	•					
		Total Respondents	s 110	100%	ı	
		Tota	l Responses	110		
		Total P	oints Earned	474		
		P	oint Average	4.31	'	
		Point Weigh	ited Average	4.31		
3. How many times a mont	th do you access Student First S					
3. How many times a mont	th do you access Student First S	Stop Center services for work	related purpo	oses?	Points	Avg
	th do you access Student First S	Stop Center services for work	related purpo	oses? Response	Points n/a	Avg
More than 10	th do you access Student First S	Stop Center services for work	related purpo Response F Total	oses? Response Percent		
More than 10	th do you access Student First S	Stop Center services for work	related purpo Response F Total 24	oses? Response Percent 22%	n/a	n/a
More than 10 8 to 10 4 to 7	th do you access Student First S	Stop Center services for work	related purpo Response F Total 24 9	Response Percent 22% 8%	n/a n/a	n/a n/a
More than 10 8 to 10 4 to 7 1 to 3	th do you access Student First S	Stop Center services for work	related purpo Response F Total 24 9 26	Response Percent 22% 8% 24%	n/a n/a n/a	n/a n/a n/a
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use	th do you access Student First S	Stop Center services for work	related purpo Response F Total 24 9 26 36 10	Response Percent 22% 8% 24% 33% 9%	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use Other, please	th do you access Student First S	Stop Center services for work	related purpo Response F Total 24 9 26 36	Response Percent 22% 8% 24% 33%	n/a n/a n/a n/a	n/a n/a n/a n/a
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use Other, please	th do you access Student First S	Stop Center services for work	related purpo Response F Total 24 9 26 36 10	Response Percent 22% 8% 24% 33% 9%	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use Other, please specify view	th do you access Student First S	Stop Center services for work Total Respondents	related purpo Response F Total 24 9 26 36 10	Response Percent 22% 8% 24% 33% 9% 5%	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use Other, please specify view		Stop Center services for work Total Respondents	related purpo Response F Total 24 9 26 36 10 5	Response Percent 22% 8% 24% 33% 9% 5%	n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use Other, please specify view 4. Which method(s) do you		Stop Center services for work Total Respondents	related purpo Response F Total 24 9 26 36 10 5	Response Percent 22% 8% 24% 33% 9% 5% 100%	n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use Other, please specify view 4. Which method(s) do you		Stop Center services for work Total Respondents	related purpo Response F Total 24 9 26 36 10 5 110	Response Percent 22% 8% 24% 33% 9% 5% 100% Response Percent	n/a n/a n/a n/a n/a n/a n/a Points	n/a n/a n/a n/a n/a n/a
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use Other, please specify view 4. Which method(s) do you		Stop Center services for work Total Respondents	related purpo Response F Total 24 9 26 36 10 5 110	Response Percent 22% 8% 24% 33% 9% 5% 100% Response Percent 35%	n/a n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a Avg
More than 10 8 to 10 4 to 7 1 to 3 Do Not Use Other, please specify view		Stop Center services for work Total Respondents	related purpo Response F Total 24 9 26 36 10 5 110 Response Total 39 66	Response Percent 22% 8% 24% 33% 9% 5% 100% Response Percent 35% 60%	n/a	n/a

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specify view					
	Total Respondents	110		_	
5. What Student First Stop Center services do you us	se?				
		Respons Total	e Response Percent	Points	Αv
Grade Changes		43	39%	n/a	n/a
Account Inquiries		39	35%	n/a	n/a
Payment Processing		33	30%	n/a	n/a
myLakerLink Assistance		30	27%	n/a	n/a
Student Registration		72	65%	n/a	n/a
Personal Registration		28	25%	n/a	n/a
Student Enrollment Information		44	40%	n/a	n/a
Student Profile Information		25	23%	n/a	n/
FERPA		14	13%	n/a	n/a
General Campus		40	36%	n/a	n/a
Information		40		II/d	f1/-
Other		14	13%	n/a	n/
Comments for Other view		2	2%	n/a	n/
	Total Respondents	110			
Strongly Agree (5 Points)		Total 37	38%	Points 185	185
Agree (4 Points)		28	29%	112	112
Neutral (3 Points)		12	12%	36	36
Disagree (2 Points)		17	18%	34	34
Strongly Disagree (1 Points)		3	3%	3	3
	Total Respondents	97	100%		
	Total Res	sponses	97		
	Total Points	Earned	370		
	Point A	Average	3.81		
	Point Weighted /	Average	3.81		
	(skipped this q	uestion)	13		
7. Staff provide services in a timely manner?					
		esponse Total	Response Percent	Points	Av
			34%	165	16
Strongly Agree (5 Points)		33		148	148
		33 37	38%	140	_
Agree (4 Points)			38% 14%	42	42
Agree (4 Points) Neutral (3 Points)		37			
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)		37 14	14%	42	22
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total Respondents	37 14 11	14% 11%	42 22	22
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1		37 14 11 2 97	14% 11% 2%	42 22	22
Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total Respondents	37 14 11 2 97 sponses	14% 11% 2% 100%	42 22	22

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	Point Weighted Average	3.91		
	(skipped this question)	13		
8. Staff provides high quality services?				
	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	31	32%	155	155
Agree (4 Points)	31	32%	124	124
Neutral (3 Points)	12	12%	36	36
Disagree (2 Points)	20	21%	40	40
Strongly Disagree (1 Points)	3	3%	3	3
<u> </u>	Total Respondents 97	100%		
	Total Responses	97		
<u></u>	Total Points Earned	358		
	Point Average	3.69		
	Point Weighted Average	3.69		
	(skipped this question)	13		
Staff answers my questions adequately or directs me to	the appropriate department/person			
	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	34	35%	170	170
Agree (4 Points)	34	35%	136	136
Neutral (3 Points)	15	15%	45	45
Disagree (2 Points)	12	12%	24	24
Strongly Disagree (1 Points)	2	2%	2	2
	Total Respondents 97	100%		
		100 /0		
	Total Responses	97		
	<u> </u>			
	Total Responses	97		
	Total Responses Total Points Earned	97		
	Total Responses Total Points Earned Point Average	97 377 3.89		
10. When I visit the Student First Stop Center lobby:	Total Responses Total Points Earned Point Average Point Weighted Average	97 377 3.89 3.89		
10. When I visit the Student First Stop Center lobby:	Total Responses Total Points Earned Point Average Point Weighted Average	97 377 3.89 3.89 13	Points	Avg
10. When I visit the Student First Stop Center lobby: I choose to wait in line	Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response	97 377 3.89 3.89 13	Points n/a	Avgn/a
	Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total	97 377 3.89 3.89 13		
I choose to wait in line	Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 44	97 377 3.89 3.89 13 Response Percent 45%	n/a	n/a
I choose to wait in line I am assisted immediately	Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 44 22	97 377 3.89 3.89 13 Response Percent 45% 23%	n/a n/a	n/a n/a
I choose to wait in line I am assisted immediately I seek immediate assistance	Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 44 22 17	97 377 3.89 3.89 13 Response Percent 45% 23% 18%	n/a n/a n/a	n/a n/a n/a
I choose to wait in line I am assisted immediately I seek immediate assistance	Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 44 22 17 14	97 377 3.89 3.89 13 Response Percent 45% 23% 18% 14% 100%	n/a n/a n/a	n/a n/a n/a
I choose to wait in line I am assisted immediately I seek immediate assistance	Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 44 22 17 14 Total Respondents 97 (skipped this question)	97 377 3.89 3.89 13 Response Percent 45% 23% 18% 14% 100% 13	n/a n/a n/a	n/a n/a n/a
I choose to wait in line I am assisted immediately I seek immediate assistance Comments view	Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 44 22 17 14 Total Respondents 97 (skipped this question)	97 377 3.89 3.89 13 Response Percent 45% 23% 18% 14% 100% 13	n/a n/a n/a n/a	n/a n/a n/a n/a

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