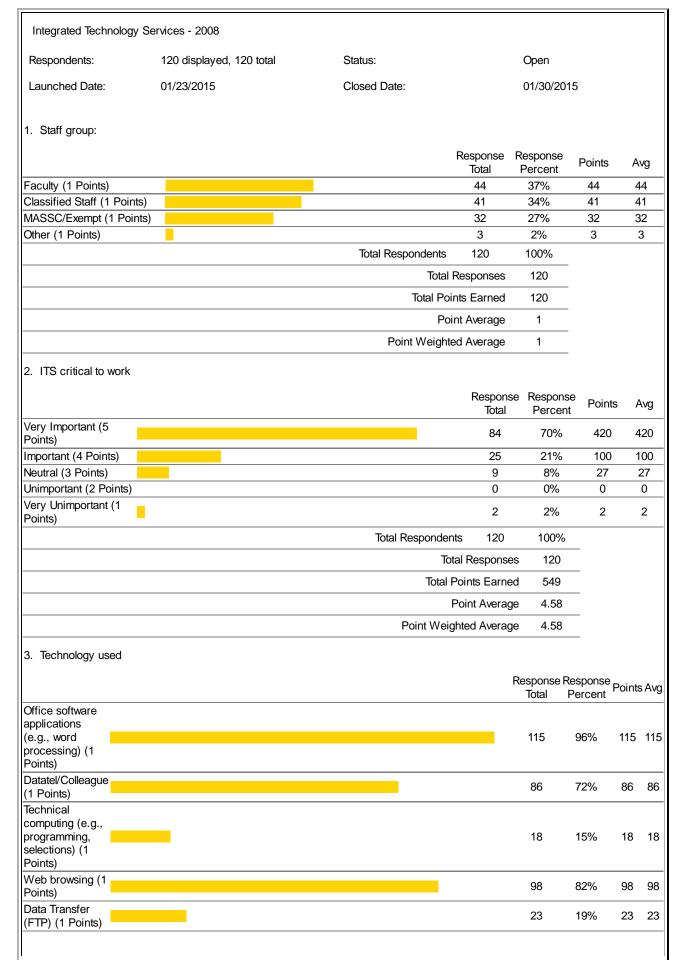
Southwestern Oregon Community College



Voicemail (1 Points)			86	72%	86	86
Email (1 Points)			120	100%	120	12
WebAdvisor (1					OF.	
Points)			95	79%	95	95
WebCT/Angel (1 Points)			31	26%	31	3′
Wireless computing (1 Points)			42	35%	42	42
Other (1 Points)			12	10%	12	12
Other (1 Forms)	Total Respo	معممام	120	10 /6	12	12
	iolai Nespo					
		Total Res		726		
	То	tal Points	Earned	726		
		Point A	Average	6.05		
	Point V	Veighted A	Average	1		
Knowledgeable Staff						
	Re	esponse Total	Response Percent	Points	Α	vg
Strongly Agree (5 Points)		75	64%	375	3	75
Agree (4 Points)		28	24%	112	1	12
Neutral (3 Points)		13	11%	39	3	39
Disagree (2 Points)		0	0%	0		0
Strongly Disagree (1 Points)		1	1%	1		1
,	Total Respondents	117	100%			
	Total Re	sponses	117	•		
	Total Points		527			
	Point	Average	4.5			
	Point Weighted		4.5			
	(skipped this q		3	-		
5. Courteous Staff				-		
	F	Response Total	Response Percent	Points	Α	Avg
Strongly Agree (5		83	71%	415	4	15
Points) Agree (4 Points)		25	21%	100		00
Neutral (3 Points)		9	8%	27		27
Disagree (2 Points)		0	0%	0		0
Strongly Disagree (1 Points)		0	0%	0		0
Tomby	Total Respondents	117	100%			
	Total Re	esponses	117	-		
	Total Point	-	542	-		
		Average	4.63	-		
	Point Weighted		4.63	_		
	(skipped this		3	-		
6. Timely service provided				_		
	Des	sponse F	Response		A	

Strongly Agree (5 Points)	55	47%	275	275
Agree (4 Points)	45	38%	180	180
Neutral (3 Points)	14	12%	42	42
Disagree (2 Points)	2	2%	4	4
Strongly Disagree (1 Points)	1	1%	1	1
	Total Respondents 117	100%		
	Total Responses	117		
	Total Points Earned	502		
	Point Average	4.29		
	Point Weighted Average	4.29		
	(skipped this question)	3		
7. Complete tasks with acceptable quality	Response Total	Response Percent	Points	Ανζ
Strongly Agree (5	65	56%	325	32
Points) Agree (4 Points)	40	34%	160	160
Agree (4 Points) Neutral (3 Points)	10	9%	30	30
Disagree (2 Points)	10	1%	2	2
Strongly Disagree (1 Points)	1	1%	1	1
	Total Respondents 117	100%		
	Total Responses	117		
	Total Points Earned	518		
	Point Average	4.43		
	Point Weighted Average	4.43		
	(skipped this question)	3		
8. Use HelpBox		esponse Percent	Points	Αv <u>ç</u>
Strongly Agree (5 Points)	41	35%	205	205
Agree (4 Points)	41	35%	164	164
Neutral (3 Points)	25	21%	75	75
Disagree (2 Points)	6	5%	12	12
Strongly Diogram (4	4	3%	4	4
	Total Respondents 117	100%		
	Total Respondents 117	100%		
	Total Respondents 117 Total Responses Total Points Earned Point Average	100% 117 460 3.93		
	Total Respondents 117 Total Responses Total Points Earned Point Average Point Weighted Average	100% 117 460 3.93 3.93		
Strongly Disagree (1 Points)	Total Respondents 117 Total Responses Total Points Earned Point Average	100% 117 460 3.93		
Points)	Total Respondents 117 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question)	100% 117 460 3.93 3.93 3		
Points)	Total Respondents 117 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response R	100% 117 460 3.93 3.93 3	Points	Avg
9. HelpBox is easy to use Strongly Agree (5 Points)	Total Respondents 117 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response R	100% 117 460 3.93 3.93 3	Points 175	175
9. HelpBox is easy to use	Total Respondents 117 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response R Total R	100% 117 460 3.93 3.93 3		Avg 175 136

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Disagree (2 Points)			6	5%	12	12
Strongly Disagree (1 Points)			6	5%	6	6
,		Total Respondents	117	100%		
		Total R	esponses	117		
		Total Point	ts Earned	437		
		Point	t Average	3.74		
		Point Weighted		3.74		
		(skipped this		3		
10. Equipment meets ne	eeds	(oneppod uno	quodiony			
			Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		45	39%	225	225
Agree (4 Points)			49	43%	196	196
Neutral (3 Points)			17	15%	51	51
Disagree (2 Points)			3	3%	6	6
Strongly Disagree (1 Points)	I		1	1%	1	1
		Total Respondents	115	100%		
		Total F	Responses	115		
		Total Poir	nts Earned	479		
		Poir	nt Average	4.17		
		Point Weighte	d Average	4.17		
11. Software meets nee	ds	Point Weighte (skipped this	question)	5		
	ds		Response Total	5 Response Percent	Points	
Strongly Agree (5 Points)	ds		Response Total	Response Percent 41%	235	235
Strongly Agree (5 Points) Agree (4 Points)	ds		Response Total 47	Response Percent 41% 50%	235 228	Avç 238 228
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	ds		Response Total 47 57	Response Percent 41% 50% 8%	235 228 27	23! 22! 27
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	ds		Response Total 47	Response Percent 41% 50% 8% 2%	235 228	235 228 27 4
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	ds		Response Total 47 57	Response Percent 41% 50% 8%	235 228 27	23! 22! 27
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	ds		Response Total 47 57 9 2	Response Percent 41% 50% 8% 2%	235 228 27 4	235 228 27 4
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	ds	(skipped this	Response Total 47 57 9 2	Response Percent 41% 50% 8% 2% 0%	235 228 27 4	238 228 27 4
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	ds	(skipped this	Response Total 47 57 9 2 0 115	5 Response Percent 41% 50% 8% 2% 0% 100%	235 228 27 4	238 228 27 4
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	ds	Total Respondents Total Poin	Response Total 47 57 9 2 0 115 Responses	5 Response Percent 41% 50% 8% 2% 0% 100% 115	235 228 27 4	238 228 27 4
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	ds	Total Respondents Total Poil Poi	Response Total 47 57 9 2 0 115 Responses nts Earned nt Average	5 Response Percent 41% 50% 8% 2% 0% 100% 115 494 4.3	235 228 27 4	238 228 27 4
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	ds	Total Respondents Total Poin Point Weighte	Response Total 47 57 9 2 0 115 Responses nts Earned nt Average	5 Response Percent 41% 50% 8% 2% 0% 100% 115 494	235 228 27 4	238 228 27 4
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1		Total Respondents Total Poi Point Weighte (skipped this	Response Total 47 57 9 2 0 115 Responses nts Earned nt Average ed Average s question) Response	5 Response Percent 41% 50% 8% 2% 0% 100% 115 494 4.3 4.3 5	235 228 27 4	233 227 277 4 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 12. Email and calendar Strongly Agree (5		Total Respondents Total Poi Point Weighte (skipped this	Response Total 47 57 9 2 0 115 Responses nts Earned nt Average ed Average s question)	5 Response Percent 41% 50% 8% 2% 0% 100% 115 494 4.3 4.3 5	235 228 27 4 0	233 227 27 4 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 12. Email and calendar Strongly Agree (5 Points)		Total Respondents Total Poi Point Weighte (skipped this	Response Total 47 57 9 2 0 115 Responses nts Earned nt Average ed Average s question) Response Total 55	5 Response Percent 41% 50% 8% 2% 0% 100% 115 494 4.3 4.3 5 Response Percent 48%	235 228 27 4 0	238 228 277 4 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 12. Email and calendar Strongly Agree (5 Points) Agree (4 Points)		Total Respondents Total Poi Point Weighte (skipped this	Response Total 47 57 9 2 0 115 Responses Ints Earned Int Average Ints Averag	5 Response Percent 41% 50% 8% 2% 0% 100% 115 494 4.3 4.3 5 Response Percent 48% 39%	235 228 27 4 0 Points 275	238 228 277 4 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 12. Email and calendar Strongly Agree (5 Points)		Total Respondents Total Poi Point Weighte (skipped this	Response Total 47 57 9 2 0 115 Responses nts Earned nt Average ed Average s question) Response Total 55	5 Response Percent 41% 50% 8% 2% 0% 100% 115 494 4.3 4.3 5 Response Percent 48%	235 228 27 4 0	235 228 27 4

	Total Respondents 115	100%		
	Total Responses	115		
	Total Points Earned	498		
	Point Average	4.33		
	Point Weighted Average	4.33		
	(skipped this question)	5		
13. Use internet to review p	procedures and documentation			
		Response Percent	Points	Avg
Strongly Agree (5 Points)	18	16%	90	90
Agree (4 Points)	43	37%	172	172
Neutral (3 Points) Disagree (2 Points)	39	34% 10%	117 22	117 22
Strongly Disagree (1				
Points)	4	3%	4	4
	Total Respondents 115	100%		
	Total Responses	115		
	Total Points Earned	405		
	Point Average	3.52		
	Point Weighted Average	3.52		
	(skipped this question)	5		
14. Nework speed is adequ		Response Percent	Points	Avg
	Response F Total	Percent		Avg
14. Nework speed is adequent of the strongly Agree (5 Points) Agree (4 Points)	Response F		Points 210 208	210
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	Response Fotal	Percent 37% 45% 12%	210 208 42	210 208 42
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	Response F Total 42 52	Percent 37% 45%	210 208	210 208
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	Response Fotal	Percent 37% 45% 12%	210 208 42	210 208 42
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Filtratial	Percent 37% 45% 12% 6%	210 208 42 14	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Filtratal	97% 45% 12% 6% 0%	210 208 42 14	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Fotal	Percent 37% 45% 12% 6% 0% 100%	210 208 42 14	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Findal	Percent 37% 45% 12% 6% 0% 100% 115	210 208 42 14	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Fotal	Percent 37% 45% 12% 6% 0% 100% 115 474	210 208 42 14	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Foundament Found	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12	210 208 42 14	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Response F Total 42 52 14 7 0 Total Respondents 115 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question)	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 4.12	210 208 42 14	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Response F Total 42 52 14 7 0 Total Respondents 115 Total Respondents 115 Total Points Earned Point Average Point Weighted Average (skipped this question)	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 4.12 5	210 208 42 14	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	Response F Total 42 52 14 7 0 Total Respondents 115 Total Respondents 115 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question)	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 4.12	210 208 42 14	210 208 42 14 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 15. Wireless network meet	Response F Total 42 52 14 7 0 Total Respondents 115 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) ts my needs Response	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 5 Response	210 208 42 14 0	210 208 42 14 0
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Total 42 52 14 7 0 Total Respondents 115 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) ts my needs Response	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 5 Response Percent	210 208 42 14 0	210 208 42 14
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 15. Wireless network meet Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	Response Fotal	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 4.12 5 Response Percent 22% 25% 48%	210 208 42 14 0 Points 125 116 165	210 208 42 14 0 Avg 125 116
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 15. Wireless network meet Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points)	Response Fold Total 42 52 14 7 0 Total Respondents 115 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) ts my needs Response Total 25 29	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 5 Response Percent 22% 25%	210 208 42 14 0 Points 125	210 208 42 14 0 Avg 125
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 15. Wireless network meet Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Fotal	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 4.12 5 Response Percent 22% 25% 48%	210 208 42 14 0 Points 125 116 165	21(1) 208 42 14 0 Av(1) 116 116
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 15. Wireless network meet Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Response Total 42 52 14 7 0 Total Respondents 115 Total Respondents 115 Total Points Earned Point Average Point Weighted Average (skipped this question) ts my needs Response 755 29 555 3	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 5 Response Percent 22% 25% 48% 3%	210 208 42 14 0 Points 125 116 165 6	210 208 42 14 0 Avg 128 116 6
Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 15. Wireless network meet Strongly Agree (5 Points) Agree (4 Points) Neutral (3 Points)	Response Total 42 52 14 7 0 Total Respondents 115 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) ts my needs Response Total 25 29 55 3 3	Percent 37% 45% 12% 6% 0% 100% 115 474 4.12 4.12 5 Response Percent 22% 25% 48% 3% 3%	210 208 42 14 0 Points 125 116 165 6	210 208 42 14 0 Avg 128 116 6

		Point Avera	ge 3.61		
		Point Weighted Avera	ge 3.61	-	
		(skipped this question		-	
		(e.apped and queen	,		
16. System availability	reliable				
		Respor Total	se Response Percent	Points	Avg
Strongly Agree (5 Points)		44	39%	220	220
Agree (4 Points)		55	48%	220	220
Neutral (3 Points)		13	11%	39	39
Disagree (2 Points)		1	1%	2	2
Strongly Disagree (1 Points)		1	1%	1	1
		Total Respondents 114	100%		
		Total Respons	es 114		
		Total Points Earn	ed 482	•	
		Point Avera	ge 4.23		
		Point Weighted Avera	ge 4.23		
		(skipped this question	on) 6		
17. Programming satisf	actorily completed				
		Respor Total	se Response Percent	Points	Avg
Strongly Agree (5 Points)		20	18%	100	100
Agree (4 Points)		30	26%	120	120
Neutral (3 Points)		58	51%	174	174
Disagree (2 Points)		4	4%	8	8
Strongly Disagree (1 Points)		2	2%	2	2
		Total Respondents 114	100%		
		Total Respons	ses 114	-	
		Total Points Earr	ed 404	-	
		Point Avera	ige 3.54	-	
		Point Weighted Avera	ge 3.54	-	
		(skipped this questi	on) 6	-	
18. Questions answere	d in a timely manner			-	
		Respon Total	se Response Percent	Points	Avg
Strongly Agree (5 Points)		44	39%	220	220
Agree (4 Points)		54	47%	216	216
Neutral (3 Points)		14	12%	42	42
Disagree (2 Points)		2	2%	4	4
Strongly Disagree (1 Points)		0	0%	0	0
		Total Respondents 114	100%		
		Total Respons	es 114		
		Total Points Earn	ed 482		
		Point Avera			

	(skipped this question)	6		
9. Purchasing assistance adequate				
	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	33	29%	165	165
Agree (4 Points)	33	29%	132	132
Neutral (3 Points)	43	38%	129	129
Disagree (2 Points) Strongly Disagree (1	4	4%	8	8
Points)	1	1%	1	1
	Total Respondents 114	100%		
	Total Responses	114		
	Total Points Earned	435		
	Point Average	3.82		
	Point Weighted Average	3.82		
	(skipped this question)	6		
	, II			
20. Websites easy to navigate				
	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	32	28%	160	160
Agree (4 Points)	49	43%	196	196
Neutral (3 Points)	17	15%	51	51
Disagree (2 Points)	11	10%	22	22
Strongly Disagree (1 Points)	5	4%	5	5
	Total Respondents 114	100%		
	Total Responses	114		
	Total Points Earned	434		
	Point Average	3.81		
	Point Weighted Average	3.81		
	(skipped this question)	6		
04 W.J				
21. Web pages load quickly				
	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	39	34%	195	195
Agree (4 Points)	56	49%	224	224
Neutral (3 Points)	17	15%	51	51
Disagree (2 Points)	1	1%	2	2
Strongly Disagree (1 Points)	1	1%	1	1
	Total Respondents 114	100%		
	Total Responses	114		
	Total Points Earned	473		
	Point Average	4.15		
	Point Weighted Average	4.15		
	(skipped this question)	6		
	e offered for our students on our websites?			

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	Total Respondents	14
	(skipped this question)	106
23. Comments:		
	Total Respondents	23
	(skipped this question)	97

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.

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