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Southwestern Oregon Community College

Student First Stop Center St	aff Survey 2010-2011					
Respondents:	79 displayed, 79 total	Status:		Closed		
Launahad Data:	NI/A					
Launched Date:	N/A	Closed Date:		06/17/201	1	
Please click on your em	ployee status:					
				Response	Points	Avg
Full Time Feaulty			Total	Percent		
Full-Time Faculty Part-Time Faculty			18 12	23% 15%	n/a n/a	n/a n/a
MASSC			23	29%	n/a	n/a
Classified Staff			26	33%	n/a	n/a
Other, please specify			0	0%	n/a	n/a
		Total Respondents	79	100%		
2. To what extent are Stud	dent First Stop Center services critical	to the work you perforr	n at Southwe	stern?		
				Response	Points	Avg
Vany Important (F. Daint-)			Total	Percent 57%		
Very Important (5 Points) Important (4 Points)			45 21	57% 27%	225 84	225 84
Neutral (3 Points)			4	5%	12	12
Unimportant (2 Points)			4	5%	8	8
Very Unimportant (1 Points	5)		3	4%	3	3
Comments view			2	3%	0	0
		Total Responden	ts 79	100%		
			al Responses		-	
			-		-	
		I otal I	Points Earned	332	_	
		I	Point Average	e 4.2	_	
		Point Weig	hted Average	e 4.2		
0. 11	the decree of the decree of the decree of) t		0	_	
3. How many times a mon	th do you access Student First Stop C	center services for work	related purp	oses?		
			Response Total	Response Percent	Points	Avg
More than 10			17	22%	n/a	n/a
8 to 10			8	10%	n/a	n/a
4 to 7			14	18%	n/a	n/a
1 to 3			27	34%	n/a	n/a
Do Not Use			11	14%	n/a	n/a
Other, please	<u> </u>		2	3%	n/a	n/a
specify View						
		Total Respondents	79	100%		
4. Which method(s) do you	u use to access Student First Stop Ce	enter services?				
			_			
			Response Total	e Response Percent	Points	Avg
WebAdvisor			39	49%	n/a	n/a
Email			45	57%	n/a	n/a
Phone			49	62%	n/a	n/a
Lobby			47	59%	n/a	n/a
Other, please			6	8%	n/a	n/a
specify view						

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	Total Respondents 79		_	
5. What Student First Stop Center services do you use?	>			
,		se Response Percent	Points	Av
Grade Changes	33	42%	n/a	n/a
Account Inquiries	25	32%	n/a	n/a
Payment Processing	22	28%	n/a	n/a
WebAdvisor	21	27%	n/a	n/a
Assistance				
Student Registration	55 25	70% 32%	n/a n/a	n/a
Personal Registration Student Enrollment			II/a	11/6
Information	45	57%	n/a	n/a
Student Profile	26	33%	n/a	n/a
Information				
FERPA	8	10%	n/a	n/a
General Campus Information	28	35%	n/a	n/a
Other	12	15%	n/a	n/a
Comments for				
Other view	7	9%	n/a	n/
	Total Respondents 79			
			_	
6. Staff are friendly and courteous?				
	Deemense	Daananaa		
	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	28	39%	140	140
Agree (4 Points)	25	35%	100	100
	20	JJ /0	100	
	10	14%	30	30
Neutral (3 Points)				
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	10	14%	30	30 10 3
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	10 5	14% 7%	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	10 5 3 Total Respondents 71	14% 7% 4% 100%	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	10 5 3 Total Respondents 71 Total Responses	14% 7% 4% 100% 71	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	10 5 3 Total Respondents 71 Total Responses Total Points Earned	14% 7% 4% 100% 71 283	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	10 5 3 Total Respondents 71 Total Responses	14% 7% 4% 100% 71	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	10 5 3 Total Respondents 71 Total Responses Total Points Earned	14% 7% 4% 100% 71 283	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	10 5 3 Total Respondents 71 Total Responses Total Points Earned Point Average	14% 7% 4% 100% 71 283 3.99	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	10 5 3 Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average	14% 7% 4% 100% 71 283 3.99 3.99	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	10 5 3 Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average	14% 7% 4% 100% 71 283 3.99 3.99	30	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points)	10 5 3 Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average	14% 7% 4% 100% 71 283 3.99 3.99 8	30	3
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. Staff provide services in a timely manner?	Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question)	14% 7% 4% 100% 71 283 3.99 3.99 8	30 10 3	10
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1 Points) 7. Staff provide services in a timely manner? Strongly Agree (5 Points)	10 5 3 Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total	14% 7% 4% 100% 71 283 3.99 3.99 8	30 10 3	10 3 Avg 150
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)	10 5 3 Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 30	14% 7% 4% 100% 71 283 3.99 3.99 8 Response Percent 42%	30 10 3	10 3
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)	Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 30 24	14% 7% 4% 100% 71 283 3.99 3.99 8 Response Percent 42% 34%	30 10 3 Points 150 96	10 3 Avg 1500 96
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) Disagree (2 Points) Strongly Disagree (1	Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 30 24 12 3	14% 7% 4% 100% 71 283 3.99 3.99 8 Response Percent 42% 34% 17% 4%	30 10 3 Points 150 96 36 6	10 3 Avg 150 96 36 6
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) Disagree (2 Points) Strongly Disagree (1	Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 30 24 12 3 2	14% 7% 4% 100% 71 283 3.99 3.99 8 Response Percent 42% 34% 17% 4% 3%	30 10 3 Points 150 96 36	10 3 Avç 150 96 36
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) Disagree (2 Points) Strongly Disagree (1	Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 30 24 12 3 2 Total Respondents 71	14% 7% 4% 100% 71 283 3.99 3.99 8 Response Percent 42% 34% 17% 4% 3% 100%	30 10 3 Points 150 96 36 6	10 3 Avg 150 96 36 6
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) Disagree (2 Points) Strongly Disagree (1	Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 30 24 12 3 2	14% 7% 4% 100% 71 283 3.99 3.99 8 Response Percent 42% 34% 17% 4% 3% 100% 71	30 10 3 Points 150 96 36 6	10 3 Avg 150 96 36 6
Neutral (3 Points) Disagree (2 Points) Strongly Disagree (1	Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 30 24 12 3 2 Total Respondents 71	14% 7% 4% 100% 71 283 3.99 3.99 8 Response Percent 42% 34% 17% 4% 3% 100%	30 10 3 Points 150 96 36 6	10 3 Avg 150 96 36 6
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) Disagree (2 Points) Strongly Disagree (1	Total Respondents 71 Total Responses Total Points Earned Point Average Point Weighted Average (skipped this question) Response Total 30 24 12 3 2 Total Respondents 71 Total Responses	14% 7% 4% 100% 71 283 3.99 3.99 8 Response Percent 42% 34% 17% 4% 3% 100% 71	30 10 3 Points 150 96 36 6	10 3 Avg 150 96 36 6

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	(skipped this question) 8					
8. Staff provides high quality	services?						
	Response Total	Response Percent	Points	Avg			
Strongly Agree (5 Points)	25	35%	125	125			
Agree (4 Points)	21	30%	84	84			
Neutral (3 Points)	17	24%	51	51			
Disagree (2 Points)	4	6%	8	8			
Strongly Disagree (1 Points)	4	6%	4	4			
	Total Respondents 71	100%					
	Total Responses	71					
	Total Points Earned	272					
	Point Average	3.83					
	Point Weighted Average						
	(skipped this question)	8					
9. Staff answers my question	s adequately or directs me to the appropriate department/person						
	Response Total	Response Percent	Points	Avg			
Strongly Agree (5 Points)	28	39%	140	140			
Agree (4 Points)	22	31%	88	88			
Neutral (3 Points)	15	21%	45	45			
Disagree (2 Points)	5	7%	10	10			
Strongly Disagree (1 Points)	1	1%	1	1			
	Total Respondents 71	100%					
	Total Responses	71					
	Total Points Earned	284					
	Point Average	4					
	Point Weighted Average						
	(skipped this question)	8					
10. When I visit the Student F	First Stop Center lobby:						
	Respons Total	e Response Percent	Points	Avg			
I choose to wait in line	28	39%	n/a	n/a			
I am assisted immediately	22	31%	n/a	n/a			
I seek immediate assistance	7	10%	n/a	n/a			
Comments view	14	20%	n/a	n/a			
	Total Respondents 71	100%	_				
11. Are there any additional s	(skipped this question ervices you would like to see offered? Please provide any other con	,	_				
The there any additional s			, -				
	Total Respondents 21						
(skipped this question) 58							

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