

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: 06/21/2009

1. Please click on your employee 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 Student First Stop Center services critical to the work you perform at Southwestern?
























	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 Points Earned	239	
		Point Average	4.35	
		Point Weighted Average	4.35	
		(skipped this question)	1	

3. How many times a month do you access Student First Stop Center services for work related purposes?

	Response 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 you use to access Student First Stop Center services?

	Response Total	Response Percent	Points	Avg
WebAdvisor	18	33%	n/a	n/a
Email	33	60%	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)		1			
5. What Student First Stop Center services do you use?					
		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 Information		22	40%	n/a	n/a
Student Profile Information		16	29%	n/a	n/a
FERPA		7	13%	n/a	n/a
General Campus Information		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			
(skipped this question)		1			
6. Staff are friendly and courteous?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		34	61%	170	170
Agree (4 Points)		15	27%	60	60
Neutral (3 Points)		4	7%	12	12
Disagree (2 Points)		3	5%	6	6
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		56	100%		
Total Responses			56		
Total Points Earned			248		
Point Average			4.43		
Point Weighted Average			4.43		
7. Staff provide services in a timely manner?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		35	62%	175	175
Agree (4 Points)		14	25%	56	56
Neutral (3 Points)		6	11%	18	18
Disagree (2 Points)		1	2%	2	2
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		56	100%		

		Total Responses	56		
		Total Points Earned	251		
		Point Average	4.48		
		Point Weighted Average	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		
9. Staff answers my questions adequately or directs me to the appropriate department/person					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		34	61%	170	170
Agree (4 Points)		16	29%	64	64
Neutral (3 Points)		3	5%	9	9
Disagree (2 Points)		3	5%	6	6
Strongly Disagree (1 Points)		0	0%	0	0
		Total Respondents	56	100%	
		Total Responses	56		
		Total Points Earned	249		
		Point Average	4.45		
		Point Weighted Average	4.45		
10. When I visit the Student First Stop Center lobby:					
		Response Total	Response Percent	Points	Avg
I choose to wait in line		19	34%	n/a	n/a
I am assisted immediately		21	38%	n/a	n/a
I seek immediate assistance		3	5%	n/a	n/a
Comments view		13	23%	n/a	n/a
		Total Respondents	56	100%	
11. Are there any additional services you would like to see offered? Please provide any other comments.					
		Total Respondents	14		
		(skipped this question)	42		

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.