

# Southwestern Oregon Community College

Student First Stop Center survey for students 2008-2009

Respondents: 58 displayed, 146 total      Status: Closed  
 Launched Date: N/A      Closed Date: 07/05/2009

1. What Student First Stop Center services do you use?

	Response Total	Response Percent	Points	Avg
General campus information	16	28%	n/a	n/a
Registration / Add / Drop assistance	44	76%	n/a	n/a
Make a payment	20	34%	n/a	n/a
Set up a payment plan	11	19%	n/a	n/a
Financial Aid inquiry	27	47%	n/a	n/a
WebAdvisor / student email assistance	20	34%	n/a	n/a
Other, please specify <input type="button" value="view"/>	1	2%	n/a	n/a
Total Respondents		58		

2. When I communicate with the Student First Stop Center, I do so by:

	Response Total	Response Percent	Points	Avg
Visiting Dellwood hall	53	91%	n/a	n/a
Calling	18	31%	n/a	n/a
Emailing	9	16%	n/a	n/a
Faxing	2	3%	n/a	n/a
Online inquiry	4	7%	n/a	n/a
Other, please specify	0	0%	n/a	n/a
Total Respondents		58		

3. When I visit, call, or email the Student First Stop Center, I am quickly assisted?

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	4	7%	20	20
Agree (4 Points)	26	45%	104	104
Neutral (3 Points)	17	29%	51	51
Disagree (2 Points)	7	12%	14	14
Strongly Disagree (1 Points)	4	7%	4	4
Total Respondents		58	100%	
Total Responses		58		
Total Points Earned		193		
Point Average		3.33		
Point Weighted Average		3.33		



4. When I visit, call, or email the Student First Stop Center, information is explained clearly to me?

Response Total	Response Percent	Points	Avg
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Strongly Agree (5 Points)		10	17%	50	50
Agree (4 Points)		23	40%	92	92
Neutral (3 Points)		15	26%	45	45
Disagree (2 Points)		7	12%	14	14
Strongly Disagree (1 Points)		3	5%	3	3
Total Respondents		58	100%		
Total Responses			58		
Total Points Earned			204		
Point Average			3.52		
Point Weighted Average			3.52		
5. When I visit, call, or email the Student First Stop Center, I am treated with respect?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		13	22%	65	65
Agree (4 Points)		28	48%	112	112
Neutral (3 Points)		14	24%	42	42
Disagree (2 Points)		2	3%	4	4
Strongly Disagree (1 Points)		1	2%	1	1
Total Respondents		58	100%		
Total Responses			58		
Total Points Earned			224		
Point Average			3.86		
Point Weighted Average			3.86		
6. When I visit the Student First Stop Center, written materials are readily available?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		9	16%	45	45
Agree (4 Points)		29	50%	116	116
Neutral (3 Points)		12	21%	36	36
Disagree (2 Points)		3	5%	6	6
Strongly Disagree (1 Points)		1	2%	1	1
N/A		4	7%	0	0
Total Respondents		58	100%		
Total Responses			58		
Total Points Earned			204		
Point Average			3.52		
Point Weighted Average			3.52		
7. When I visit, call, or email the Student First Stop Center, my expectations are met?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		8	14%	40	40
Agree (4 Points)		24	41%	96	96
Neutral (3 Points)		13	22%	39	39
Disagree (2 Points)		10	17%	20	20
		3	5%	3	3

Strongly Disagree (1 Points)					
		Total Respondents	58	100%	
		Total Responses	58		
		Total Points Earned	198		
		Point Average	3.41		
		Point Weighted Average	3.41		
8. By the end of my visit or call to the Student First Stop Center, I have answers to my questions?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		9	16%	45	45
Agree (4 Points)		25	43%	100	100
Neutral (3 Points)		15	26%	45	45
Disagree (2 Points)		7	12%	14	14
Strongly Disagree (1 Points)		2	3%	2	2
		Total Respondents	58	100%	
		Total Responses	58		
		Total Points Earned	206		
		Point Average	3.55		
		Point Weighted Average	3.55		
9. When I visit the Student First Stop Center, the lobby is clean and welcoming?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		17	29%	85	85
Agree (4 Points)		33	57%	132	132
Neutral (3 Points)		6	10%	18	18
Disagree (2 Points)		1	2%	2	2
Strongly Disagree (1 Points)		0	0%	0	0
N/A		1	2%	0	0
		Total Respondents	58	100%	
		Total Responses	58		
		Total Points Earned	237		
		Point Average	4.09		
		Point Weighted Average	4.09		
10. My overall experience with the Student First Stop Center is positive.					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		7	12%	35	35
Agree (4 Points)		25	43%	100	100
Neutral (3 Points)		13	22%	39	39
Disagree (2 Points)		10	17%	20	20
Strongly Disagree (1 Points)		3	5%	3	3
N/A		0	0%	0	0
		Total Respondents	58	100%	
		Total Responses	58		

		Total Points Earned	197		
		Point Average	3.4		
		Point Weighted Average	3.4		
11. Other resources I would like access to when visiting Dellwood hall?					
		Total Respondents	3		
		(skipped this question)	55		
12. I have attended Southwestern for?					
		Response Total	Response Percent	Points	Avg
One year		35	60%	n/a	n/a
Two years		19	33%	n/a	n/a
Three years		3	5%	n/a	n/a
Other		1	2%	n/a	n/a
		Total Respondents	58	100%	
13. I am:					
		Response Total	Response Percent	Points	Avg
Male		19	33%	n/a	n/a
Female		38	67%	n/a	n/a
		Total Respondents	57	100%	
		(skipped this question)	1		
14. I live:					
		Response Total	Response Percent	Points	Avg
On-campus		22	38%	n/a	n/a
Off-campus		36	62%	n/a	n/a
		Total Respondents	58	100%	
15. My age is:					
		Response Total	Response Percent	Points	Avg
18-21		58	100%	n/a	n/a
22-29		0	0%	n/a	n/a
30-39		0	0%	n/a	n/a
40-49		0	0%	n/a	n/a
50-60		0	0%	n/a	n/a
Other, please specify		0	0%	n/a	n/a
		Total Respondents	58	100%	
16. I plan to:					
		Response Total	Response Percent	Points	Avg
Complete my degree at Southwestern		16	28%	n/a	n/a
Complete my degree at Southwestern & transfer to a University		32	56%	n/a	n/a
Transfer to another community college		6	11%	n/a	n/a

Learn skills and go to work		1	2%	n/a	n/a
Attend for fun		0	0%	n/a	n/a
Other, please specify <input type="button" value="view"/>		2	4%	n/a	n/a
Total Respondents		57	100%		
(skipped this question)				1	
17. I would like to be contacted regarding my survey. My name and phone number are:					
No responses were entered for this question.					
Total Respondents				0	
(skipped this question)				58	

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