

Southwestern Oregon Community College

Student First Stop Center Staff Survey 2010-2011

Respondents: 79 displayed, 79 total

Status: Closed

Launched Date: N/A

Closed Date: 06/17/2011

1. Please click on your employee status:

		Response Total	Response Percent	Points	Avg
Full-Time Faculty		18	23%	n/a	n/a
Part-Time Faculty		12	15%	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 Student First Stop Center services critical to the work you perform at Southwestern?

		Response Total	Response Percent	Points	Avg
Very Important (5 Points)		45	57%	225	225
Important (4 Points)		21	27%	84	84
Neutral (3 Points)		4	5%	12	12
Unimportant (2 Points)		4	5%	8	8
Very Unimportant (1 Points)		3	4%	3	3
Comments <input type="button" value="view"/>		2	3%	0	0
Total Respondents		79	100%		
Total Responses			79		
Total Points Earned			332		
Point Average			4.2		
Point Weighted Average			4.2		














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		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 specify <input type="button" value="view"/>		2	3%	n/a	n/a
Total Respondents		79	100%		

4. Which method(s) do you use to access Student First Stop Center services?

		Response Total	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 specify <input type="button" value="view"/>		6	8%	n/a	n/a

		Total Respondents	79		
5. What Student First Stop Center services do you use?					
		Response Total	Response Percent	Points	Avg
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 Assistance		21	27%	n/a	n/a
Student Registration		55	70%	n/a	n/a
Personal Registration		25	32%	n/a	n/a
Student Enrollment Information		45	57%	n/a	n/a
Student Profile Information		26	33%	n/a	n/a
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/a
		Total Respondents	79		
6. Staff are friendly and courteous?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		28	39%	140	140
Agree (4 Points)		25	35%	100	100
Neutral (3 Points)		10	14%	30	30
Disagree (2 Points)		5	7%	10	10
Strongly Disagree (1 Points)		3	4%	3	3
		Total Respondents	71	100%	
		Total Responses	71		
		Total Points Earned	283		
		Point Average	3.99		
		Point Weighted Average	3.99		
		(skipped this question)	8		
7. Staff provide services in a timely manner?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		30	42%	150	150
Agree (4 Points)		24	34%	96	96
Neutral (3 Points)		12	17%	36	36
Disagree (2 Points)		3	4%	6	6
Strongly Disagree (1 Points)		2	3%	2	2
		Total Respondents	71	100%	
		Total Responses	71		
		Total Points Earned	290		
		Point Average	4.08		
		Point Weighted Average	4.08		

		Response Total	Response Percent	Points	Avg
		(skipped this question)		8	
8. Staff provides high quality services?					
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	3.83		
		(skipped this question)		8	
9. Staff answers my questions 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	4		
		(skipped this question)		8	
10. When I visit the Student First Stop Center lobby:					
		Response Total	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%	
		(skipped this question)		8	
11. Are there any additional services you would like to see offered? Please provide any other comments.					
		Total Respondents	21		
		(skipped this question)		58	

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