































Southwestern Oregon Community College

| Student First Stop Center survey for students 2010-2011 | | | | | |
|---|--------------------------|----------------|------------------|--------|-----|
| Respondents: | 154 displayed, 154 total | Status: | Closed | | |
| Launched Date: | 05/23/2011 | Closed Date: | 06/23/2011 | | |
| 1. What Student First Stop Center services do you use? | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| General campus information | | 63 | 41% | n/a | n/a |
| Registration / Add / Drop assistance | | 102 | 66% | n/a | n/a |
| Make a payment | | 57 | 37% | n/a | n/a |
| Set up a payment plan | | 26 | 17% | n/a | n/a |
| Financial Aid inquiry | | 105 | 68% | n/a | n/a |
| WebAdvisor / student email assistance | | 52 | 34% | n/a | n/a |
| Other, please specify <input type="button" value="view"/> | | 12 | 8% | n/a | n/a |
| Total Respondents | | 154 | | | |
| 2. When I need assistance, I: | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Always use WebAdvisor first to resolve my issue | | 64 | 42% | n/a | n/a |
| Sometimes use WebAdvisor first to resolve my issue | | 62 | 40% | n/a | n/a |
| Occasionally use WebAdvisor first to resolve my issue | | 15 | 10% | n/a | n/a |
| Never use WebAdvisor and always contact the Student First Stop Center | | 13 | 8% | n/a | n/a |
| Total Respondents | | 154 | 100% | | |
| 3. When I communicate with the Student First Stop Center, I do so by: | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Visiting Dellwood hall | | 135 | 88% | n/a | n/a |
| Calling | | 76 | 49% | n/a | n/a |
| Emailing | | 22 | 14% | n/a | n/a |
| Faxing | | 1 | 1% | n/a | n/a |
| Online inquiry | | 5 | 3% | n/a | n/a |
| Other, please specify <input type="button" value="view"/> | | 2 | 1% | n/a | n/a |
| Total Respondents | | 154 | | | |
| 4. 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) | | 19 | 12% | 95 | 95 |

| | | | | | |
|--|---|----------------|------------------|--------|-----|
| Agree (4 Points) |  | 69 | 45% | 276 | 276 |
| Neutral (3 Points) |  | 41 | 27% | 123 | 123 |
| Disagree (2 Points) |  | 16 | 10% | 32 | 32 |
| Strongly Disagree (1 Points) |  | 9 | 6% | 9 | 9 |
| Total Respondents | | 154 | 100% | | |
| Total Responses | | | 154 | | |
| Total Points Earned | | | 535 | | |
| Point Average | | | 3.47 | | |
| Point Weighted Average | | | 3.47 | | |
| 5. When I visit, call, or email the Student First Stop Center, information is explained clearly to me? | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Strongly Agree (5 Points) |  | 34 | 22% | 170 | 170 |
| Agree (4 Points) |  | 48 | 31% | 192 | 192 |
| Neutral (3 Points) |  | 45 | 29% | 135 | 135 |
| Disagree (2 Points) |  | 17 | 11% | 34 | 34 |
| Strongly Disagree (1 Points) |  | 10 | 6% | 10 | 10 |
| Total Respondents | | 154 | 100% | | |
| Total Responses | | | 154 | | |
| Total Points Earned | | | 541 | | |
| Point Average | | | 3.51 | | |
| Point Weighted Average | | | 3.51 | | |
| 6. 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) |  | 45 | 29% | 225 | 225 |
| Agree (4 Points) |  | 59 | 38% | 236 | 236 |
| Neutral (3 Points) |  | 28 | 18% | 84 | 84 |
| Disagree (2 Points) |  | 11 | 7% | 22 | 22 |
| Strongly Disagree (1 Points) |  | 11 | 7% | 11 | 11 |
| Total Respondents | | 154 | 100% | | |
| Total Responses | | | 154 | | |
| Total Points Earned | | | 578 | | |
| Point Average | | | 3.75 | | |
| Point Weighted Average | | | 3.75 | | |
| 7. When I visit the Student First Stop Center, written materials are readily available? | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Strongly Agree (5 Points) |  | 31 | 20% | 155 | 155 |
| Agree (4 Points) |  | 60 | 39% | 240 | 240 |
| Neutral (3 Points) |  | 35 | 23% | 105 | 105 |
| Disagree (2 Points) |  | 11 | 7% | 22 | 22 |
| Strongly Disagree (1 Points) | | 2 | 1% | 2 | 2 |
| N/A |  | 15 | 10% | 0 | 0 |
| Total Respondents | | 154 | 100% | | |

| | | | | | |
|---|---|-------------------------|------------------|--------|-----|
| | | Total Responses | 154 | | |
| | | Total Points Earned | 524 | | |
| | | Point Average | 3.4 | | |
| | | Point Weighted Average | 3.4 | | |
| 8. 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) |  | 34 | 22% | 170 | 170 |
| Agree (4 Points) |  | 48 | 31% | 192 | 192 |
| Neutral (3 Points) |  | 43 | 28% | 129 | 129 |
| Disagree (2 Points) |  | 15 | 10% | 30 | 30 |
| Strongly Disagree (1 Points) |  | 14 | 9% | 14 | 14 |
| | | Total Respondents | 154 | 100% | |
| | | Total Responses | 154 | | |
| | | Total Points Earned | 535 | | |
| | | Point Average | 3.47 | | |
| | | Point Weighted Average | 3.47 | | |
| 9. 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) |  | 33 | 22% | 165 | 165 |
| Agree (4 Points) |  | 54 | 35% | 216 | 216 |
| Neutral (3 Points) |  | 36 | 24% | 108 | 108 |
| Disagree (2 Points) |  | 22 | 14% | 44 | 44 |
| Strongly Disagree (1 Points) |  | 8 | 5% | 8 | 8 |
| | | Total Respondents | 153 | 100% | |
| | | Total Responses | 153 | | |
| | | Total Points Earned | 541 | | |
| | | Point Average | 3.54 | | |
| | | Point Weighted Average | 3.54 | | |
| | | (skipped this question) | 1 | | |
| 10. When I visit the Student First Stop Center, the lobby is clean and welcoming? | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Strongly Agree (5 Points) |  | 51 | 33% | 255 | 255 |
| Agree (4 Points) |  | 66 | 43% | 264 | 264 |
| Neutral (3 Points) |  | 24 | 16% | 72 | 72 |
| Disagree (2 Points) |  | 4 | 3% | 8 | 8 |
| Strongly Disagree (1 Points) |  | 3 | 2% | 3 | 3 |
| N/A |  | 5 | 3% | 0 | 0 |
| | | Total Respondents | 153 | 100% | |
| | | Total Responses | 153 | | |
| | | Total Points Earned | 602 | | |
| | | Point Average | 3.93 | | |
| | | Point Weighted Average | 3.93 | | |

| | | Response Total | Response Percent | Points | Avg |
|---|--|----------------|------------------|--------|-----|
| (skipped this question) | | 1 | | | |
| 11. My overall experience with the Student First Stop Center is positive. | | | | | |
| Strongly Agree (5 Points) | | 35 | 23% | 175 | 175 |
| Agree (4 Points) | | 49 | 32% | 196 | 196 |
| Neutral (3 Points) | | 33 | 22% | 99 | 99 |
| Disagree (2 Points) | | 17 | 11% | 34 | 34 |
| Strongly Disagree (1 Points) | | 18 | 12% | 18 | 18 |
| N/A | | 1 | 1% | 0 | 0 |
| Total Respondents | | 153 | 100% | | |
| Total Responses | | | 153 | | |
| Total Points Earned | | | 522 | | |
| Point Average | | | 3.41 | | |
| Point Weighted Average | | | 3.41 | | |
| (skipped this question) | | 1 | | | |
| 12. Other resources I would like access to when visiting Dellwood hall? | | | | | |
| Total Respondents | | | | 31 | |
| (skipped this question) | | | | 123 | |
| 13. I am aware that I can use WebAdvisor to sign up for direct deposit, check my financial aid status, run an enrollment verification, find my student ID number, email my advisor, and so much more. | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Yes | | 145 | 95% | n/a | n/a |
| No | | 8 | 5% | n/a | n/a |
| Total Respondents | | | 153 | | |
| (skipped this question) | | | 1 | | |
| 14. I am aware the Student First Stop Center uses my SOCC email to communicate with me. | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Yes | | 146 | 95% | n/a | n/a |
| No | | 7 | 5% | n/a | n/a |
| Total Respondents | | | 153 | | |
| (skipped this question) | | | 1 | | |
| 15. I use WebAdvisor to: | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Register | | 137 | 90% | n/a | n/a |
| Run a program evaluation | | 62 | 41% | n/a | n/a |
| Check on my Financial Aid status | | 118 | 77% | n/a | n/a |
| Pay my bill | | 41 | 27% | n/a | n/a |
| Run an enrollment verification | | 56 | 37% | n/a | n/a |
| Other, please specify <input type="button" value="view"/> | | 11 | 7% | n/a | n/a |
| Total Respondents | | | 153 | | |

| | | (skipped this question) | 1 | | |
|---|--|-------------------------|------------------|--------|-----|
| 16. I have attended Southwestern for? | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| One year | | 61 | 40% | n/a | n/a |
| Two years | | 42 | 27% | n/a | n/a |
| Three years | | 18 | 12% | n/a | n/a |
| Other | | 32 | 21% | n/a | n/a |
| Total Respondents | | 153 | 100% | | |
| | | (skipped this question) | | 1 | |
| 17. I am: | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Male | | 41 | 27% | n/a | n/a |
| Female | | 110 | 73% | n/a | n/a |
| Total Respondents | | 151 | 100% | | |
| | | (skipped this question) | | 3 | |
| 18. I live: | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| On-campus | | 33 | 22% | n/a | n/a |
| Off-campus | | 116 | 78% | n/a | n/a |
| Total Respondents | | 149 | 100% | | |
| | | (skipped this question) | | 5 | |
| 19. My age is: | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| 18-21 | | 57 | 38% | n/a | n/a |
| 22-29 | | 31 | 20% | n/a | n/a |
| 30-39 | | 20 | 13% | n/a | n/a |
| 40-49 | | 24 | 16% | n/a | n/a |
| 50-60 | | 19 | 12% | n/a | n/a |
| Other, please specify view | | 1 | 1% | n/a | n/a |
| Total Respondents | | 152 | 100% | | |
| | | (skipped this question) | | 2 | |
| 20. I plan to: | | | | | |
| | | Response Total | Response Percent | Points | Avg |
| Complete my degree at Southwestern | | 56 | 37% | n/a | n/a |
| Complete my degree at Southwestern & transfer to a University | | 75 | 49% | n/a | n/a |
| Transfer to another community college | | 10 | 7% | n/a | n/a |
| Learn skills and go to work | | 3 | 2% | n/a | n/a |
| Attend for fun | | 1 | 1% | n/a | n/a |
| Other, please specify view | | 8 | 5% | n/a | n/a |
| Total Respondents | | 153 | 100% | | |

| | |
|---|-----|
| (skipped this question) | 1 |
| 21. I would like to be contacted regarding my survey. My name and phone number are: | |
| Total Respondents | 18 |
| (skipped this question) | 136 |

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