

# Southwestern Oregon Community College

Student First Stop Center Staff Survey 2012-2013

Respondents: 110 displayed, 110 total      Status: Closed  
 Launched Date: N/A      Closed Date: 04/28/2015

1. Please click on your employee status:

	Response Total	Response Percent	Points	Avg
Full-Time Faculty	20	18%	n/a	n/a
Part-Time Faculty	24	22%	n/a	n/a
MASSC	26	24%	n/a	n/a
Classified Staff	36	33%	n/a	n/a
Other, please specify <a href="#">view</a>	4	4%	n/a	n/a
Total Respondents		110	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)	60	55%	300	300
Important (4 Points)	34	31%	136	136
Neutral (3 Points)	9	8%	27	27
Unimportant (2 Points)	5	5%	10	10
Very Unimportant (1 Points)	1	1%	1	1
Comments <a href="#">view</a>	1	1%	0	0
Total Respondents		110	100%	
Total Responses		110		
Total Points Earned		474		
Point Average		4.31		
Point Weighted Average		4.31		

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	24	22%	n/a	n/a
8 to 10	9	8%	n/a	n/a
4 to 7	26	24%	n/a	n/a
1 to 3	36	33%	n/a	n/a
Do Not Use	10	9%	n/a	n/a
Other, please specify <a href="#">view</a>	5	5%	n/a	n/a
Total Respondents		110	100%	

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

	Response Total	Response Percent	Points	Avg
MyLakerLink	39	35%	n/a	n/a
Email	66	60%	n/a	n/a
Phone	65	59%	n/a	n/a
Lobby	71	65%	n/a	n/a
	4	4%	n/a	n/a

Other, please

specify [view](#)

Total Respondents 110

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

	Response Total	Response Percent	Points	Avg
Grade Changes	43	39%	n/a	n/a
Account Inquiries	39	35%	n/a	n/a
Payment Processing	33	30%	n/a	n/a
myLakerLink Assistance	30	27%	n/a	n/a
Student Registration	72	65%	n/a	n/a
Personal Registration	28	25%	n/a	n/a
Student Enrollment Information	44	40%	n/a	n/a
Student Profile Information	25	23%	n/a	n/a
FERPA	14	13%	n/a	n/a
General Campus Information	40	36%	n/a	n/a
Other	14	13%	n/a	n/a
Comments for Other <a href="#">view</a>	2	2%	n/a	n/a

Total Respondents 110

6. Staff are friendly and courteous?

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	37	38%	185	185
Agree (4 Points)	28	29%	112	112
Neutral (3 Points)	12	12%	36	36
Disagree (2 Points)	17	18%	34	34
Strongly Disagree (1 Points)	3	3%	3	3

Total Respondents 97 100%

Total Responses 97

Total Points Earned 370

Point Average 3.81

Point Weighted Average 3.81

(skipped this question) 13

7. Staff provide services in a timely manner?

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	33	34%	165	165
Agree (4 Points)	37	38%	148	148
Neutral (3 Points)	14	14%	42	42
Disagree (2 Points)	11	11%	22	22
Strongly Disagree (1 Points)	2	2%	2	2

Total Respondents 97 100%

Total Responses 97

Total Points Earned 379

Point Average 3.91

		Point Weighted Average	3.91		
		(skipped this question)	13		
8. Staff provides high quality services?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		31	32%	155	155
Agree (4 Points)		31	32%	124	124
Neutral (3 Points)		12	12%	36	36
Disagree (2 Points)		20	21%	40	40
Strongly Disagree (1 Points)		3	3%	3	3
		Total Respondents	97	100%	
		Total Responses	97		
		Total Points Earned	358		
		Point Average	3.69		
		Point Weighted Average	3.69		
		(skipped this question)	13		
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	35%	170	170
Agree (4 Points)		34	35%	136	136
Neutral (3 Points)		15	15%	45	45
Disagree (2 Points)		12	12%	24	24
Strongly Disagree (1 Points)		2	2%	2	2
		Total Respondents	97	100%	
		Total Responses	97		
		Total Points Earned	377		
		Point Average	3.89		
		Point Weighted Average	3.89		
		(skipped this question)	13		
10. When I visit the Student First Stop Center lobby:					
		Response Total	Response Percent	Points	Avg
I choose to wait in line		44	45%	n/a	n/a
I am assisted immediately		22	23%	n/a	n/a
I seek immediate assistance		17	18%	n/a	n/a
Comments <a href="#">view</a>		14	14%	n/a	n/a
		Total Respondents	97	100%	
		(skipped this question)	13		
11. Are there any additional services you would like to see offered? Please provide any other comments.					
		Total Respondents	27		
		(skipped this question)	83		

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