

# Southwestern Oregon Community College

Student First Stop Center Student Survey 2011-2012

Respondents: 171 displayed, 171 total

Status: Closed

Launched Date: 05/14/2012

Closed Date: 04/28/2015

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

	Response Total	Response Percent	Points	Avg
General campus information	74	43%	n/a	n/a
Registration / Add / Drop assistance	118	69%	n/a	n/a
Make a payment	60	35%	n/a	n/a
Set up a payment plan	36	21%	n/a	n/a
Financial Aid inquiry	113	66%	n/a	n/a
WebAdvisor / student email assistance	72	42%	n/a	n/a
Other, please specify <a href="#">view</a>	8	5%	n/a	n/a
Total Respondents		171		

2. When I need assistance, I:



















	Response Total	Response Percent	Points	Avg
Always use WebAdvisor first to resolve my issue	82	48%	n/a	n/a
Sometimes use WebAdvisor first to resolve my issue	57	33%	n/a	n/a
Occasionally use WebAdvisor first to resolve my issue	21	12%	n/a	n/a
Never use WebAdvisor and always contact the Student First Stop Center	11	6%	n/a	n/a
Total Respondents		171	100%	

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

	Response Total	Response Percent	Points	Avg
Visiting Dellwood hall	136	80%	n/a	n/a
Calling	83	49%	n/a	n/a
Emailing	31	18%	n/a	n/a
Faxing	2	1%	n/a	n/a
Online inquiry	7	4%	n/a	n/a
Other, please specify <a href="#">view</a>	8	5%	n/a	n/a
Total Respondents		171		






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)	49	29%	245	245
Agree (4 Points)	68	40%	272	272
Neutral (3 Points)	28	16%	84	84






Disagree (2 Points)		19	11%	38	38
Strongly Disagree (1 Points)		7	4%	7	7
Total Respondents		171	100%		
Total Responses				171	
Total Points Earned				646	
Point Average				3.78	
Point Weighted Average				3.78	
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)		48	28%	240	240
Agree (4 Points)		57	33%	228	228
Neutral (3 Points)		32	19%	96	96
Disagree (2 Points)		26	15%	52	52
Strongly Disagree (1 Points)		8	5%	8	8
Total Respondents		171	100%		
Total Responses				171	
Total Points Earned				624	
Point Average				3.65	
Point Weighted Average				3.65	
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)		60	35%	300	300
Agree (4 Points)		53	31%	212	212
Neutral (3 Points)		29	17%	87	87
Disagree (2 Points)		18	11%	36	36
Strongly Disagree (1 Points)		11	6%	11	11
Total Respondents		171	100%		
Total Responses				171	
Total Points Earned				646	
Point Average				3.78	
Point Weighted Average				3.78	
7. When I visit the Student First Stop Center, written materials are readily available?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		38	22%	190	190
Agree (4 Points)		66	39%	264	264
Neutral (3 Points)		35	20%	105	105
Disagree (2 Points)		8	5%	16	16
Strongly Disagree (1 Points)		2	1%	2	2
N/A		22	13%	0	0
Total Respondents		171	100%		
Total Responses				171	
Total Points Earned				577	

Point Average	3.37
Point Weighted Average	3.37







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) 	42	25%	210	210
Agree (4 Points) 	64	37%	256	256
Neutral (3 Points) 	36	21%	108	108
Disagree (2 Points) 	20	12%	40	40
Strongly Disagree (1 Points) 	9	5%	9	9
Total Respondents	171	100%		
Total Responses	171			
Total Points Earned	623			
Point Average	3.64			
Point Weighted Average	3.64			

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) 	46	27%	230	230
Agree (4 Points) 	66	39%	264	264
Neutral (3 Points) 	33	19%	99	99
Disagree (2 Points) 	17	10%	34	34
Strongly Disagree (1 Points) 	9	5%	9	9
Total Respondents	171	100%		
Total Responses	171			
Total Points Earned	636			
Point Average	3.72			
Point Weighted Average	3.72			

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) 	65	38%	325	325
Agree (4 Points) 	69	41%	276	276
Neutral (3 Points) 	21	12%	63	63
Disagree (2 Points) 	5	3%	10	10
Strongly Disagree (1 Points) 	1	1%	1	1
N/A 	9	5%	0	0
Total Respondents	170	100%		
Total Responses	170			
Total Points Earned	675			
Point Average	3.97			
Point Weighted Average	3.97			
(skipped this question)	1			

11. My overall experience with the Student First Stop Center is positive.

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	54	32%	270	270
Agree (4 Points)	59	35%	236	236
Neutral (3 Points)	22	13%	66	66
Disagree (2 Points)	20	12%	40	40
Strongly Disagree (1 Points)	14	8%	14	14
N/A	1	1%	0	0
Total Respondents		170	100%	
Total Responses		170		
Total Points Earned		626		
Point Average		3.68		
Point Weighted Average		3.68		
(skipped this question)		1		
12. Other resources I would like to access when visiting Dellwood hall or feedback I would like to share.				
Total Respondents			43	
(skipped this question)			128	
13. I am aware the Student First Stop Center uses my SOCC email to communicate with me.				
	Response Total	Response Percent	Points	Avg
Yes	152	89%	n/a	n/a
No	18	11%	n/a	n/a
Total Respondents		170		
(skipped this question)		1		
14. I use WebAdvisor to:				
	Response Total	Response Percent	Points	Avg
Register	158	93%	n/a	n/a
Run a program evaluation	68	40%	n/a	n/a
Check on my Financial Aid status	128	75%	n/a	n/a
Pay my bill	41	24%	n/a	n/a
Run an enrollment verification	48	28%	n/a	n/a
Other, please specify <input type="button" value="view"/>	17	10%	n/a	n/a
Total Respondents		170		
(skipped this question)		1		
15. I have attended Southwestern for?				
	Response Total	Response Percent	Points	Avg
One year	74	44%	n/a	n/a
Two years	48	28%	n/a	n/a
Three years	15	9%	n/a	n/a
Other	32	19%	n/a	n/a
Total Respondents		169	100%	
(skipped this question)		2		

16. I am:		Response Total	Response Percent	Points	Avg
Male		33	20%	n/a	n/a
Female		134	80%	n/a	n/a
Total Respondents		167	100%		
(skipped this question)			4		

17. I live:		Response Total	Response Percent	Points	Avg
On-campus		25	15%	n/a	n/a
Off-campus		144	85%	n/a	n/a
Total Respondents		169	100%		
(skipped this question)			2		

18. My age is:		Response Total	Response Percent	Points	Avg
18-21		52	32%	n/a	n/a
22-29		39	24%	n/a	n/a
30-39		33	20%	n/a	n/a
40-49		21	13%	n/a	n/a
50-60		18	11%	n/a	n/a
Other, please specify <input type="button" value="view"/>		2	1%	n/a	n/a
Total Respondents		165	100%		
(skipped this question)			6		

19. I plan to:		Response Total	Response Percent	Points	Avg
Complete my degree at Southwestern		69	41%	n/a	n/a
Complete my degree at Southwestern & transfer to a University		64	38%	n/a	n/a
Transfer to another community college		12	7%	n/a	n/a
Learn skills and go to work		8	5%	n/a	n/a
Attend for fun		6	4%	n/a	n/a
Other, please specify <input type="button" value="view"/>		9	5%	n/a	n/a
Total Respondents		168	100%		
(skipped this question)			3		

20. I would like to be contacted regarding my survey. My name and phone number are:		Total Respondents	Points
		15	
(skipped this question)		156	

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