

Southwestern Oregon Community College

Student First Stop Center Staff Survey 2014-2015



Respondents: 43 displayed, 43 total

Status: Open






Launched Date: N/A

Closed Date: 06/30/2015





1. Which campus do you primarily work at or with?

	Response Total	Response Percent	Points	Avg
Coos Campus 	35	92%	n/a	n/a
Curry Campus 	3	8%	n/a	n/a
Total Respondents		38	100%	
(skipped this question)		5		












2. Please click on your employee status:

	Response Total	Response Percent	Points	Avg
Full-Time Faculty 	8	21%	n/a	n/a
Part-Time Faculty 	1	3%	n/a	n/a
MASSC 	13	34%	n/a	n/a
Classified Staff 	15	39%	n/a	n/a
Other, please specify  view	1	3%	n/a	n/a
Total Respondents		38	100%	
(skipped this question)		5		

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

	Response Total	Response Percent	Points	Avg
myLakerLink 	23	61%	n/a	n/a
Email 	18	47%	n/a	n/a
Phone 	20	53%	n/a	n/a
Lobby 	24	63%	n/a	n/a
Other, please specify	0	0%	n/a	n/a
Total Respondents		38		
(skipped this question)		5		

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

	Response Total	Response Percent	Points	Avg
Account Inquiries 	22	58%	n/a	n/a
Payment Processing 	19	50%	n/a	n/a
myLakerLink Assistance 	11	29%	n/a	n/a
Student Registration 	22	58%	n/a	n/a
Personal Registration 	13	34%	n/a	n/a
Student Enrollment Information 	14	37%	n/a	n/a
Student Profile Information 	6	16%	n/a	n/a
FERPA 	10	26%	n/a	n/a
General Campus Information 	13	34%	n/a	n/a
Other 	2	5%	n/a	n/a
Comments for Other  view	1	3%	n/a	n/a

		Total Respondents	38		
		(skipped this question)	5		
5. Staff provides high quality services?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		15	41%	75	75
Agree (4 Points)		14	38%	56	56
Neutral (3 Points)		5	14%	15	15
Disagree (2 Points)		3	8%	6	6
Strongly Disagree (1 Points)		0	0%	0	0
		Total Respondents	37	100%	
		Total Responses	37		
		Total Points Earned	152		
		Point Average	4.11		
		Point Weighted Average	4.11		
		(skipped this question)	6		
6. Staff answers my questions or directs me to the appropriate department/person					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		17	46%	85	85
Agree (4 Points)		15	41%	60	60
Neutral (3 Points)		2	5%	6	6
Disagree (2 Points)		3	8%	6	6
Strongly Disagree (1 Points)		0	0%	0	0
		Total Respondents	37	100%	
		Total Responses	37		
		Total Points Earned	157		
		Point Average	4.24		
		Point Weighted Average	4.24		
		(skipped this question)	6		
7. Staff provide services in a timely manner?					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		20	54%	100	100
Agree (4 Points)		12	32%	48	48
Neutral (3 Points)		3	8%	9	9
Disagree (2 Points)		2	5%	4	4
Strongly Disagree (1 Points)		0	0%	0	0
		Total Respondents	37	100%	
		Total Responses	37		
		Total Points Earned	161		
		Point Average	4.35		
		Point Weighted Average	4.35		
		(skipped this question)	6		
8. Are there any additional services you would like to see offered? Please provide any other comments.					

Total Respondents	9
(skipped this question)	34

Southwestern Oregon Community College does not discriminate on the basis of race, color, gender, sexual orientation, marital status, religion, national origin, age, disability status, or protected veterans in employment, education, or activities as set forth in compliance with federal and state statutes and regulations.