

# Southwestern Oregon Community College

Student First Stop Center Student Survey Spring 2013

Respondents: 134 displayed, 134 total

Status: Closed

Launched Date: N/A

Closed Date: 04/28/2015

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

	Response Total	Response Percent	Points	Avg
General campus information	58	43%	n/a	n/a
Registration / Add / Drop assistance	94	70%	n/a	n/a
Make a payment	48	36%	n/a	n/a
Set up a payment plan	21	16%	n/a	n/a
Financial Aid inquiry	85	63%	n/a	n/a
myLakerLink / student email assistance	54	40%	n/a	n/a
Other, please specify <input type="button" value="view"/>	10	7%	n/a	n/a
Total Respondents		134		

2. When I need assistance, I:

	Response Total	Response Percent	Points	Avg
Always use myLakerLink first to resolve my issue	49	37%	n/a	n/a
Sometimes use myLakerLink first to resolve my issue	42	31%	n/a	n/a
Occasionally use myLakerLink first to resolve my issue	24	18%	n/a	n/a
Never use myLakerLink and always contact the Student First Stop Center	19	14%	n/a	n/a
Total Respondents		134	100%	

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

	Response Total	Response Percent	Points	Avg
Visiting Dellwood hall	112	84%	n/a	n/a
Calling	63	47%	n/a	n/a
Emailing	27	20%	n/a	n/a
Faxing	2	1%	n/a	n/a
Online inquiry	4	3%	n/a	n/a
Other, please specify <input type="button" value="view"/>	2	1%	n/a	n/a
Total Respondents		134		

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)	24	18%	120	120
Agree (4 Points)	51	38%	204	204

Neutral (3 Points)		38	28%	114	114
Disagree (2 Points)		16	12%	32	32
Strongly Disagree (1 Points)		5	4%	5	5
Total Respondents		134	100%		
Total Responses			134		
Total Points Earned			475		
Point Average			3.54		
Point Weighted Average			3.54		

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)		27	20%	135	135
Agree (4 Points)		51	38%	204	204
Neutral (3 Points)		25	19%	75	75
Disagree (2 Points)		21	16%	42	42
Strongly Disagree (1 Points)		10	7%	10	10
Total Respondents		134	100%		
Total Responses			134		
Total Points Earned			466		
Point Average			3.48		
Point Weighted Average			3.48		

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)		36	27%	180	180
Agree (4 Points)		40	30%	160	160
Neutral (3 Points)		33	25%	99	99
Disagree (2 Points)		12	9%	24	24
Strongly Disagree (1 Points)		13	10%	13	13
Total Respondents		134	100%		
Total Responses			134		
Total Points Earned			476		
Point Average			3.55		
Point Weighted Average			3.55		

7. When I visit the Student First Stop Center, written materials are readily available?

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		28	21%	140	140
Agree (4 Points)		53	40%	212	212
Neutral (3 Points)		31	23%	93	93
Disagree (2 Points)		13	10%	26	26
Strongly Disagree (1 Points)		2	1%	2	2
N/A		7	5%	0	0
Total Respondents		134	100%		
Total Responses			134		

		Total Points Earned	473		
		Point Average	3.53		
		Point Weighted Average	3.53		
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)		26	19%	130	130
Agree (4 Points)		47	35%	188	188
Neutral (3 Points)		33	25%	99	99
Disagree (2 Points)		17	13%	34	34
Strongly Disagree (1 Points)		11	8%	11	11
		Total Respondents	134	100%	
		Total Responses	134		
		Total Points Earned	462		
		Point Average	3.45		
		Point Weighted Average	3.45		
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)		25	19%	125	125
Agree (4 Points)		51	38%	204	204
Neutral (3 Points)		33	25%	99	99
Disagree (2 Points)		20	15%	40	40
Strongly Disagree (1 Points)		5	4%	5	5
		Total Respondents	134	100%	
		Total Responses	134		
		Total Points Earned	473		
		Point Average	3.53		
		Point Weighted Average	3.53		
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)		38	28%	190	190
Agree (4 Points)		68	51%	272	272
Neutral (3 Points)		23	17%	69	69
Disagree (2 Points)		3	2%	6	6
Strongly Disagree (1 Points)		0	0%	0	0
N/A		2	1%	0	0
		Total Respondents	134	100%	
		Total Responses	134		
		Total Points Earned	537		
		Point Average	4.01		
		Point Weighted Average	4.01		
11. My overall experience with the Student First Stop Center is positive.					

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	29	22%	145	145
Agree (4 Points)	36	27%	144	144
Neutral (3 Points)	39	29%	117	117
Disagree (2 Points)	13	10%	26	26
Strongly Disagree (1 Points)	17	13%	17	17
N/A	0	0%	0	0
Total Respondents		134	100%	
Total Responses		134		
Total Points Earned		449		
Point Average		3.35		
Point Weighted Average		3.35		

12. Other resources I would like to access when visiting Dellwood hall or feedback I would like to share. Please also list any myLakerLink features you would like available.

Total Respondents	43
(skipped this question)	91

13. I am aware the Student First Stop Center uses my SOCC email to communicate with me.

	Response Total	Response Percent	Points	Avg
Yes	121	90%	n/a	n/a
No	13	10%	n/a	n/a
Total Respondents		134		

14. I use myLakerLink to:

	Response Total	Response Percent	Points	Avg
Register	113	84%	n/a	n/a
View my unofficial transcript	102	76%	n/a	n/a
Check on my Financial Aid status	96	72%	n/a	n/a
Pay my bill	36	27%	n/a	n/a
Log into my eRacer online class	40	30%	n/a	n/a
Other, please specify <input type="button" value="view"/>	18	13%	n/a	n/a
Total Respondents		134		

15. I have attended Southwestern for?

	Response Total	Response Percent	Points	Avg
One year	66	51%	n/a	n/a
Two years	36	28%	n/a	n/a
Three years	15	12%	n/a	n/a
Other	13	10%	n/a	n/a
Total Respondents		130	100%	
(skipped this question)		4		

16. I am:

Points Avg

	Response Total	Response Percent	Points	Avg
Male	29	22%	n/a	n/a
Female	104	78%	n/a	n/a
Total Respondents		133	100%	
(skipped this question)			1	
17. I live:				
	Response Total	Response Percent	Points	Avg
On-campus	43	33%	n/a	n/a
Off-campus	86	67%	n/a	n/a
Total Respondents		129	100%	
(skipped this question)			5	
18. My age is:				
	Response Total	Response Percent	Points	Avg
18-21	67	52%	n/a	n/a
22-29	20	15%	n/a	n/a
30-39	14	11%	n/a	n/a
40-49	11	8%	n/a	n/a
50-60	16	12%	n/a	n/a
Other, please specify <input type="button" value="view"/>	2	2%	n/a	n/a
Total Respondents		130	100%	
(skipped this question)			4	
19. I plan to:				
	Response Total	Response Percent	Points	Avg
Complete my degree at Southwestern	63	48%	n/a	n/a
Complete my degree at Southwestern & transfer to a University	51	39%	n/a	n/a
Transfer to another community college	9	7%	n/a	n/a
Learn skills and go to work	1	1%	n/a	n/a
Attend for fun	3	2%	n/a	n/a
Other, please specify <input type="button" value="view"/>	3	2%	n/a	n/a
Total Respondents		130	100%	
(skipped this question)			4	
20. I would like to be contacted regarding my survey. My name and phone number are:				
Total Respondents			14	
(skipped this question)			120	

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