

Southwestern Oregon Community College

Student First Stop Center Student Survey 2014-2015

Respondents: 36 displayed, 36 total

Status: Open

Launched Date: N/A

Closed Date: 06/13/2015

1. Which campus do you primarily attend or utilize services?

	Response Total	Response Percent	Points	Avg
Coos Campus	27	93%	n/a	n/a
Curry Campus	2	7%	n/a	n/a
Total Respondents		29	100%	
(skipped this question)		7		

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

	Response Total	Response Percent	Points	Avg
General campus information	16	55%	n/a	n/a
Registration / Add / Drop assistance	19	66%	n/a	n/a
Make a payment	7	24%	n/a	n/a
Set up a payment plan	1	3%	n/a	n/a
Financial Aid inquiry	17	59%	n/a	n/a
myLakerLink / student email assistance	8	28%	n/a	n/a
Other, please specify <input type="button" value="view"/>	2	7%	n/a	n/a
Total Respondents		29		
(skipped this question)		7		

3. When I need assistance, I:

	Response Total	Response Percent	Points	Avg
Always use myLakerLink first to resolve my issue	19	66%	n/a	n/a
Sometimes use myLakerLink first to resolve my issue	7	24%	n/a	n/a
Occasionally use myLakerLink first to resolve my issue	1	3%	n/a	n/a
Never use myLakerLink and always contact the Student First Stop Center	2	7%	n/a	n/a
Total Respondents		29	100%	
(skipped this question)		7		

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

	Response Total	Response Percent	Points	Avg
Visiting Dellwood hall	24	83%	n/a	n/a
Calling	13	45%	n/a	n/a
Emailing	4	14%	n/a	n/a
Faxing	0	0%	n/a	n/a
Online inquiry	2	7%	n/a	n/a
Other, please specify	0	0%	n/a	n/a
Total Respondents		29		
		(skipped this question)	7	

5. 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)	11	38%	55	55
Agree (4 Points)	14	48%	56	56
Neutral (3 Points)	3	10%	9	9
Disagree (2 Points)	1	3%	2	2
Strongly Disagree (1 Points)	0	0%	0	0
Total Respondents		29	100%	
		Total Responses	29	
		Total Points Earned	122	
		Point Average	4.21	
		Point Weighted Average	4.21	
		(skipped this question)	7	



6. 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)	11	38%	55	55
Agree (4 Points)	10	34%	40	40
Neutral (3 Points)	5	17%	15	15
Disagree (2 Points)	2	7%	4	4
Strongly Disagree (1 Points)	1	3%	1	1
Total Respondents		29	100%	
		Total Responses	29	
		Total Points Earned	115	
		Point Average	3.97	
		Point Weighted Average	3.97	
		(skipped this question)	7	






7. 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)	12	41%	60	60




Survey Results

Agree (4 Points)		10	34%	40	40
Neutral (3 Points)		7	24%	21	21
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		29	100%		
Total Responses			29		
Total Points Earned			121		
Point Average			4.17		
Point Weighted Average			4.17		
(skipped this question)			7		

8. 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)		8	28%	40	40
Agree (4 Points)		14	48%	56	56
Neutral (3 Points)		5	17%	15	15
Disagree (2 Points)		1	3%	2	2
Strongly Disagree (1 Points)		1	3%	1	1
Total Respondents		29	100%		
Total Responses			29		
Total Points Earned			114		
Point Average			3.93		
Point Weighted Average			3.93		
(skipped this question)			7		




9. When I visit the Student First Stop Center, the lobby is clean and welcoming?

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		14	48%	70	70
Agree (4 Points)		13	45%	52	52
Neutral (3 Points)		2	7%	6	6
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		29	100%		
Total Responses			29		
Total Points Earned			128		
Point Average			4.41		
Point Weighted Average			4.41		
(skipped this question)			7		

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

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		12	41%	60	60


Survey Results

Agree (4 Points)		11	38%	44	44
Neutral (3 Points)		5	17%	15	15
Disagree (2 Points)		1	3%	2	2
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		29	100%		
Total Responses			29		
Total Points Earned			121		
Point Average			4.17		
Point Weighted Average			4.17		
(skipped this question)			7		

11. Other services or resources I would like to access when visiting Dellwood hall or feedback I would like to share.

Total Respondents	10
(skipped this question)	26









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

		Response Total	Response Percent	Points	Avg
Yes		29	100%	n/a	n/a
No		0	0%	n/a	n/a
Total Respondents		29	100%		
(skipped this question)			7		

13. I am aware that I can use myLakerLink to sign up for direct deposit, check my financial aid status, run an enrollment verification, email my advisor, and so much more.

		Response Total	Response Percent	Points	Avg
Yes		29	100%	n/a	n/a
No		0	0%	n/a	n/a
Total Respondents			29		
(skipped this question)			7		





14. I use myLakerLink to:

		Response Total	Response Percent	Points	Avg
Register		28	97%	n/a	n/a
View my unofficial transcript		29	100%	n/a	n/a
Check on my Financial Aid status		22	76%	n/a	n/a
Pay my bill		11	38%	n/a	n/a
Run an enrollment verification		7	24%	n/a	n/a
Run an degree audit/advising worksheet		8	28%	n/a	n/a
Sign up for direct deposit		9	31%	n/a	n/a
Other, please specify		1	3%	n/a	n/a



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Total Respondents 29
(skipped this question) 7







15. I have attended Southwestern for?

		Response Total	Response Percent	Points	Avg
One year		9	31%	n/a	n/a
Two years		9	31%	n/a	n/a
Three years		8	28%	n/a	n/a
Other		3	10%	n/a	n/a
Total Respondents		29	100%		
		(skipped this question)	7		

16. I live:



		Response Total	Response Percent	Points	Avg
On-campus		3	10%	n/a	n/a
Off-campus		26	90%	n/a	n/a
Total Respondents		29	100%		
		(skipped this question)	7		

17. My age is:

		Response Total	Response Percent	Points	Avg
18-21		9	31%	n/a	n/a
22-29		8	28%	n/a	n/a
30-39		3	10%	n/a	n/a
40-49		3	10%	n/a	n/a
50-60		5	17%	n/a	n/a
Other, please specify		1	3%	n/a	n/a
Total Respondents		29	100%		
		(skipped this question)	7		

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18. I plan to:

		Response Total	Response Percent	Points	Avg
Complete my degree at Southwestern		12	41%	n/a	n/a
Complete my degree at Southwestern & transfer to a University		17	59%	n/a	n/a
Transfer to another community college		0	0%	n/a	n/a
Learn skills and go to work		0	0%	n/a	n/a
Attend for fun		0	0%	n/a	n/a
Other, please specify		0	0%	n/a	n/a
Total Respondents		29	100%		
		(skipped this question)	7		

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