# 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?

<table>
<thead>
<tr>
<th>Campus</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coos Campus</td>
<td>27</td>
<td>93%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Curry Campus</td>
<td>2</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents:** 29  
**(skipped this question)** 7

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>General campus information</td>
<td>16</td>
<td>55%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Registration / Add / Drop assistance</td>
<td>19</td>
<td>66%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Make a payment</td>
<td>7</td>
<td>24%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Set up a payment plan</td>
<td>1</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Financial Aid inquiry</td>
<td>17</td>
<td>59%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>myLakerLink / student email assistance</td>
<td>8</td>
<td>28%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>2</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents:** 29  
**(skipped this question)** 7

## 3. When I need assistance, I:

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always use myLakerLink first to resolve my issue</td>
<td>19</td>
<td>66%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Sometimes use myLakerLink first to resolve my issue</td>
<td>7</td>
<td>24%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Occasionally use myLakerLink first to resolve my issue</td>
<td>1</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Never use myLakerLink and always contact the</td>
<td>2</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Student First Stop Center</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Respondents:** 29  
**(skipped this question)** 7

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visiting Dellwood hall</td>
<td>24</td>
<td>83%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Calling</td>
<td>13</td>
<td>45%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Emailing</td>
<td>4</td>
<td>14%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Faxing</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Online inquiry</td>
<td>2</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents: 29

(skipped this question) 7

5. When I visit, call, or email the Student First Stop Center, I am quickly assisted?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree (5 Points)</td>
<td>11</td>
<td>38%</td>
<td>55</td>
<td>55</td>
</tr>
<tr>
<td>Agree (4 Points)</td>
<td>14</td>
<td>48%</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Neutral (3 Points)</td>
<td>3</td>
<td>10%</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Disagree (2 Points)</td>
<td>1</td>
<td>3%</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Strongly Disagree (1 Point)</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Total Respondents: 29

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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree (5 Points)</td>
<td>11</td>
<td>38%</td>
<td>55</td>
<td>55</td>
</tr>
<tr>
<td>Agree (4 Points)</td>
<td>10</td>
<td>34%</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Neutral (3 Points)</td>
<td>5</td>
<td>17%</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Disagree (2 Points)</td>
<td>2</td>
<td>7%</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Strongly Disagree (1 Point)</td>
<td>1</td>
<td>3%</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Total Respondents: 29

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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree (5 Points)</td>
<td>12</td>
<td>41%</td>
<td>60</td>
<td>60</td>
</tr>
</tbody>
</table>

Total Respondents: 29

Total Responses: 29

Total Points Earned: 115

Point Average: 3.97

Point Weighted Average: 3.97

(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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree (5 Points)</td>
<td>8</td>
<td>28%</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Agree (4 Points)</td>
<td>14</td>
<td>48%</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Neutral (3 Points)</td>
<td>5</td>
<td>17%</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Disagree (2 Points)</td>
<td>1</td>
<td>3%</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Strongly Disagree (1 Point)</td>
<td>1</td>
<td>3%</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

- **Total Respondents**: 29 (100%)
- **Total Responses**: 29
- **Total Points Earned**: 114
- **Point Average**: 3.93
- **Point Weighted Average**: 4.41

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree (5 Points)</td>
<td>14</td>
<td>48%</td>
<td>70</td>
<td>70</td>
</tr>
<tr>
<td>Agree (4 Points)</td>
<td>13</td>
<td>45%</td>
<td>52</td>
<td>52</td>
</tr>
<tr>
<td>Neutral (3 Points)</td>
<td>2</td>
<td>7%</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Disagree (2 Points)</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Strongly Disagree (1 Point)</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- **Total Respondents**: 29 (100%)
- **Total Responses**: 29
- **Total Points Earned**: 128
- **Point Average**: 4.41
- **Point Weighted Average**: 4.41

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree (5 Points)</td>
<td>12</td>
<td>41%</td>
<td>60</td>
<td>60</td>
</tr>
</tbody>
</table>

- **Total Respondents**: 29 (100%)
- **Total Responses**: 29
- **Total Points Earned**: 121
- **Point Average**: 4.17
- **Point Weighted Average**: 4.17

(skipped this question)
### Survey Results

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points Earned</th>
<th>Point Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree (4 Points)</td>
<td>11</td>
<td>38%</td>
<td>44</td>
<td>44</td>
</tr>
<tr>
<td>Neutral (3 Points)</td>
<td>5</td>
<td>17%</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Disagree (2 Points)</td>
<td>1</td>
<td>3%</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Strongly Disagree (1 Point)</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Total Respondents: 29  
Total Responses: 29  
Total Points Earned: 121  
Point Average: 4.17  
Point Weighted Average: 4.17  

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) 7

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>29</td>
<td>100%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents: 29  
(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.

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>29</td>
<td>100%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents: 29  
(skipped this question) 7

14. I use myLakerLink to:

<table>
<thead>
<tr>
<th>Service</th>
<th>Response Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Register</td>
<td>28</td>
<td>97%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>View my unofficial transcript</td>
<td>29</td>
<td>100%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Check on my Financial Aid status</td>
<td>22</td>
<td>76%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Pay my bill</td>
<td>11</td>
<td>38%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Run an enrollment verification</td>
<td>7</td>
<td>24%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Run an degree audit/advising worksheet</td>
<td>8</td>
<td>28%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Sign up for direct deposit</td>
<td>9</td>
<td>31%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Other, please specify: 1  
3%  

15. I have attended Southwestern for?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>One year</td>
<td>9</td>
<td>31%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Two years</td>
<td>9</td>
<td>31%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Three years</td>
<td>8</td>
<td>28%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 29 (skipped this question) 7

16. I live:

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-campus</td>
<td>3</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Off-campus</td>
<td>26</td>
<td>90%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 29 (skipped this question) 7

17. My age is:

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-21</td>
<td>9</td>
<td>31%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>22-29</td>
<td>8</td>
<td>28%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>30-39</td>
<td>3</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>40-49</td>
<td>3</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>50-60</td>
<td>5</td>
<td>17%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>1</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 29 (skipped this question) 7

18. I plan to:

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete my degree at Southwestern</td>
<td>12</td>
<td>41%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Complete my degree at Southwestern &amp; transfer to a University</td>
<td>17</td>
<td>59%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Transfer to another community college</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Learn skills and go to work</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Attend for fun</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 29 (skipped this question) 7

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