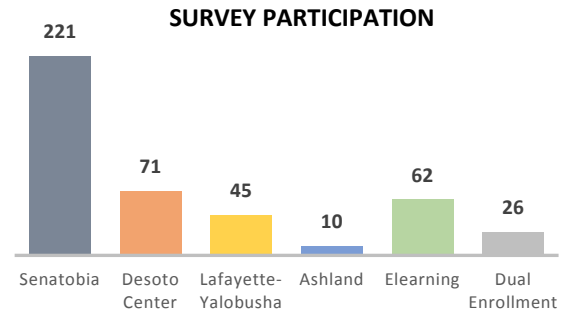


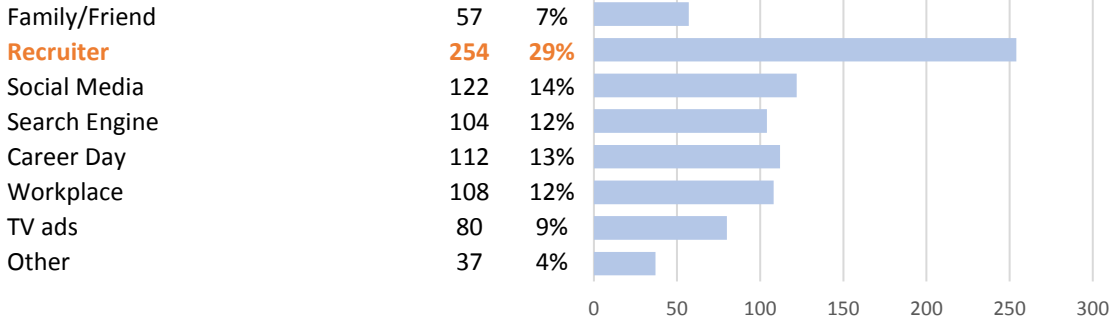
NORTHWEST

STUDENT SATISFACTION SURVEY RESULTS

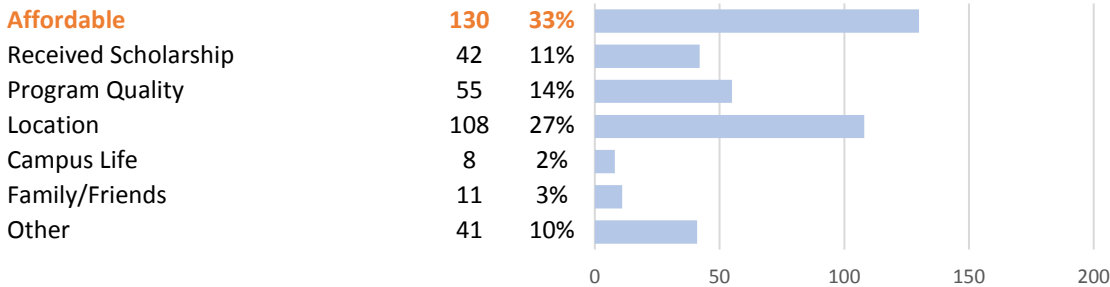
A total of 436 students participated in the NWCC Student Satisfaction Survey. Percentages were computed based on the number of student responses per question.



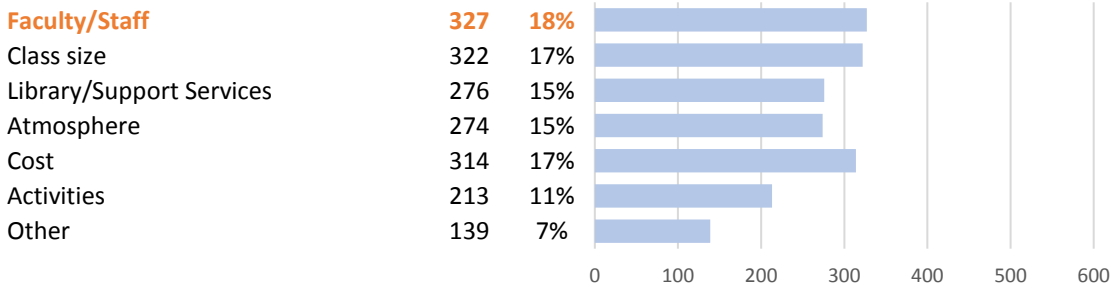
Did you hear about Northwest from any of the following? (check all that apply)



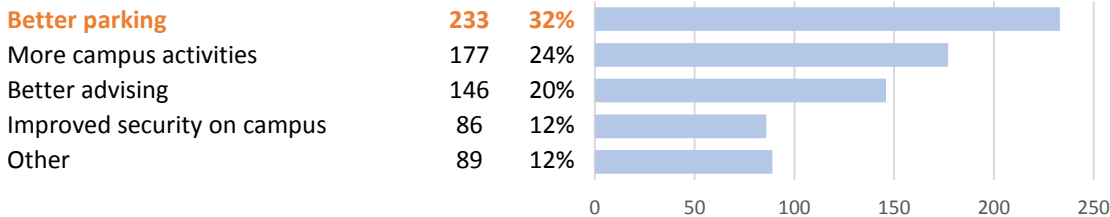
What is the main reason you chose Northwest?



Do you like the following about Northwest? (check all that apply)



What improvements would you like to see made at Northwest? (check all that apply)



Statement	YES	NO	Percentage Breakdown
The College facilities are well maintained.	372	18	YES, 95% / NO, 5%
NWCC's computer resources and available software are adequate to meet my needs.	371	20	YES, 95% / NO, 5%
I had access to instruction in the use of the library and learning resources.	366	16	YES, 96% / NO, 4%
I felt the environment at NWCC was healthy, safe, and secure.	362	19	YES, 95% / NO, 5%

Did you take an online class?

YES: 157
NO: 224



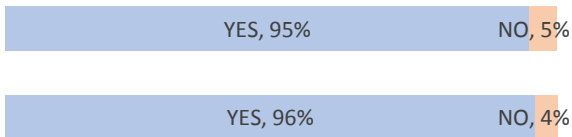
	STRONGLY AGREE (1)		AGREE (2)		NEITHER AGREE OR DISAGREE (3)		DISAGREE (4)		STRONGLY DISAGREE (5)		AVERAGE
	#	%	#	%	#	%	#	%	#	%	
I was satisfied with the services provided by the eLearning Department.	100	64%	39	25%	8	5%	9	6%	0	0%	4.45
The eLearning Department staff was accessible and helpful in answering questions.	94	64%	39	26%	11	7%	3	2%	1	1%	4.66
The proctoring services provided by the eLearning Department were adequate to meet my needs.	96	65%	34	23%	11	7%	7	5%	0	0%	4.63

If used, rate the quality of services.

	EXCELLENT		FAIR		POOR	
	#	%	#	%	#	%
ADA Services	82	62%	35	27%	15	11%
Academic Support, <i>including tutoring</i>	77	67%	35	30%	3	3%
Bookstore	52	65%	24	30%	4	5%
Business Office	236	69%	100	29%	7	2%
Campus Police	199	69%	76	26%	13	5%
Career Center	184	70%	66	25%	13	5%
Financial Aid	87	70%	33	26%	5	4%
Help Desk	195	64%	80	26%	29	10%
Library/Learning Resources	157	71%	55	25%	8	4%
Post Office	95	72%	33	25%	4	3%
Student Activities and Intramurals/Recreation	66	71%	23	25%	4	4%
Student Publications	225	80%	54	19%	4	1%

I would recommend Northwest to a prospective student. YES: 359 NO: 19

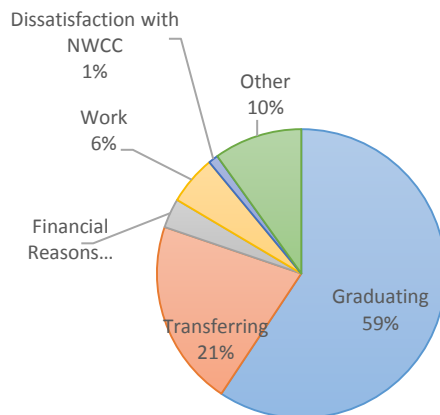
Overall, I am satisfied with the quality of education I have received at Northwest. YES: 363 NO: 15



I will be returning to NWCC next semester. YES: 290 NO: 92

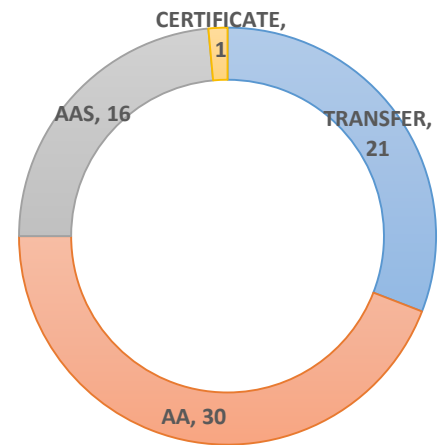
If you are not returning, please indicate why:

Graduating	54
Transferring	19
Financial Reasons	3
Military	0
Work	5
Dissatisfaction with NWCC	1
Other	9



Questions for students indicating they were either graduating or transferring.

	TRANSFER	AA	AAS	CERT.	TOTAL
What was your primary objective while attending NWCC?					
Graduate with an associate degree or certificate	5	17	12	0	34
Obtain skills for job	0	2	4	0	6
Take courses to transfer to senior college	14	9	0	0	23
Enhance skills for better job promotion	0	0	0	0	0
Improve self	2	2	0	1	5



Did you accomplish your objective while attending NWCC?

YES	20	29	16	1	66	97% 3%
NO	1	1	0	0	2	

Were you satisfied with the quality of instruction you received at NWCC?

YES	20	29	15	1	65	96% 4%
NO	1	1	1	0	3	

Did NWCC have adequate physical resources for your program?

YES	20	30	15	1	66	97% 3%
NO	1	0	1	0	2	

Did the use of technology in your program enhance your learning?

YES	20	29	16	1	66	97% 3%
NO	1	1	0	0	2	

On a scale from 1 (not improved) to 10 (very improved), how well do you believe NWCC improved your knowledge in:

	TRANSFER		AA		AAS		CERTIFICATE		OVERALL	
	AVG	STDEV	AVG	STDEV	AVG	STDEV	AVG	STDEV	AVG	STDEV
Effective writing skills	6.67	3.36	7.97	2.55	6.56	3.16	10.00	0.00	7.00	2.66
Effective speaking skills	7.59	3.55	8.34	2.63	5.87	3.08	10.00	0.00	7.49	2.50
Knowledge in literature, humanities, and/or the arts	7.82	3.55	8.24	2.43	7.00	3.74	-	0.00	7.59	2.58
Knowledge in the social and behavioral sciences	7.94	3.33	8.32	2.86	6.23	3.70	-	0.00	7.74	2.33
A mastery of the fundamental concepts of science	7.67	3.25	8.57	1.61	5.60	3.36	-	0.00	7.59	2.53
Development of mathematical abilities	8.06	3.60	8.00	2.53	5.79	3.45	10.00	0.00	7.43	2.69
The ability to apply basic computer skills.	8.63	4.03	8.38	2.48	7.88	2.66	10.00	0.00	7.96	2.45