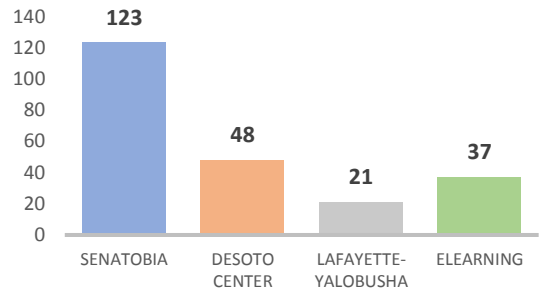


# NORTHWEST

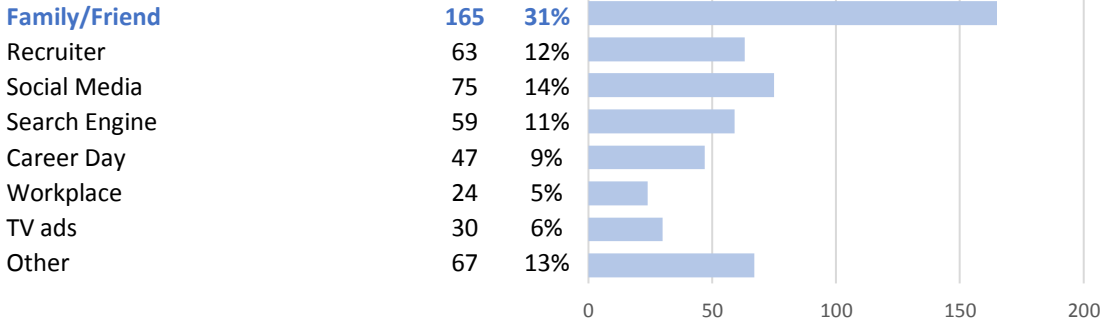
## STUDENT SATISFACTION SURVEY RESULTS

A total of 237 students participated in the NWCC Student Satisfaction Survey. Percentages were computed based on the number of student responses per question.

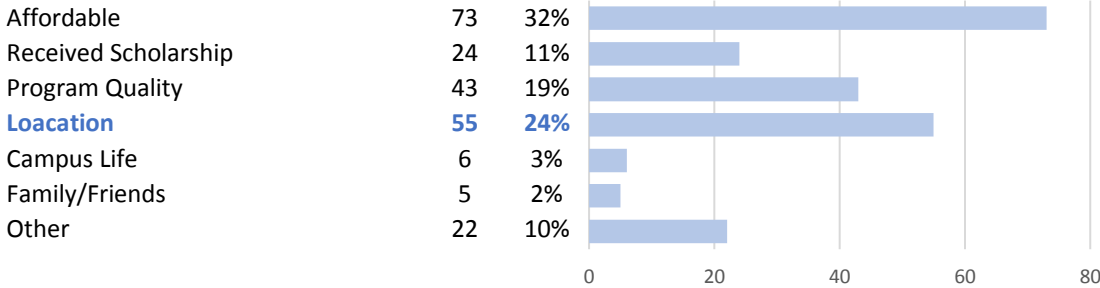
### SURVEY PARTICIPATION



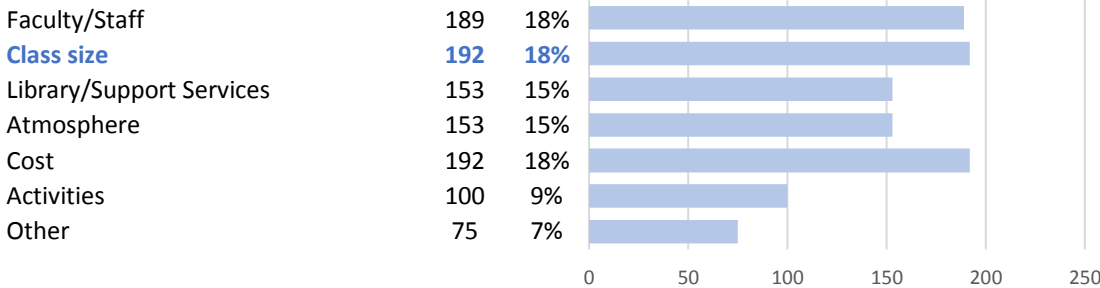
Did you hear about Northwest from any of the following? (check all that apply)



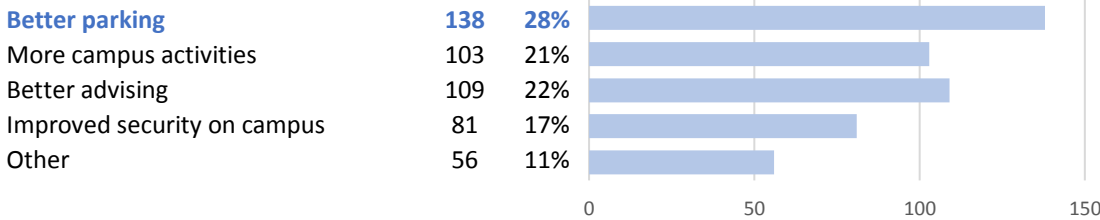
What is the main reason you chose Northwest?



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
The College facilities are well maintained.	217	7	YES, 97% NO, 3%
NWCC's computer resources and available software are adequate to meet my needs.	208	16	YES, 93% NO, 7%
I had access to instruction in the use of the library and learning resoures.	213	9	YES, 96% NO, 4%
I felt the environment at NWCC was healthy, safe, and secure.	204	18	YES, 92% NO, 8%

Did you take an online class? YES: 82 NO: 140

YES, 37% NO, 63%

	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.	54	67%	19	23%	7	9%	0	0%	1	1%	4.52
The eLearning Department staff was accessible and helpful in answering questions.	50	63%	19	24%	9	11%	0	0%	1	1%	4.42
The proctoring services provided by the eLearning Department were adequate to meet my needs.	50	65%	20	26%	5	6%	2	3%	0	0%	4.54

If used, rate the quality of services.	EXCELLENT		FAIR		POOR	
	#	%	#	%	#	%
ADA Services	17	49%	14	40%	4	11%
Academic Support, including tutoring	45	67%	16	24%	6	9%
Bookstore	132	64%	63	31%	11	5%
Business Office	126	68%	43	23%	17	9%
Campus Police	100	65%	40	26%	14	9%
Career Center	51	69%	21	28%	2	3%
Financial Aid	83	46%	62	34%	35	19%
Help Desk	87	70%	30	24%	8	6%
Library/Learning Resources	132	78%	35	21%	3	2%
Post Office	36	64%	12	21%	8	14%
Student Activities and Intramurals/Recreation	42	53%	25	31%	13	16%
Student Publications	39	57%	23	33%	7	10%

I would recommend Northwest to a prospective student. YES: 208 NO: 13

Overall, I am satisfied with the quality of education I have received at Northwest. YES: 211 NO: 9

YES, 94% NO, 6%

YES, 96% NO, 4%

I will be returning to NWCC in the fall. YES: 161 NO: 59

If you are not returning, please indicate why:

Graduating 37

Transferring 14

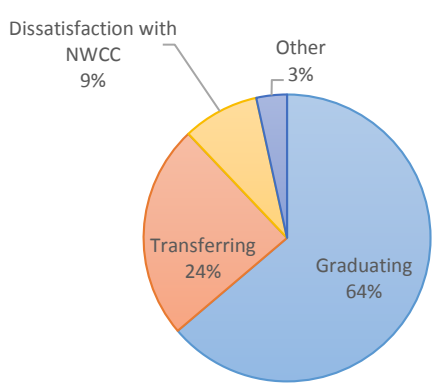
Financial Reasons 0

Military 1

Work 0

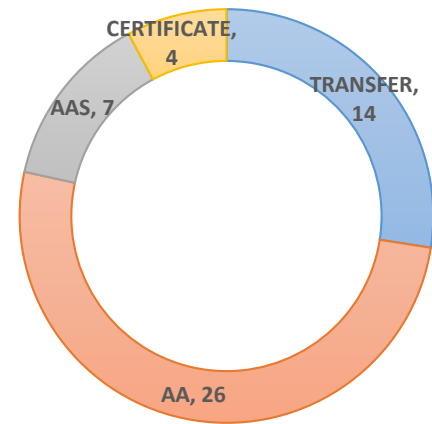
Dissatisfaction with NWCC 5

Other 2



**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	1	18	5	3	27
Obtain skills for job	1	0	2	1	4
Take courses to transfer to senior college	10	8	0	0	18
Enhance skills for better job promotion	0	0	0	0	0
Improve self	2	0	0	0	2



Did you accomplish your objective while attending NWCC?

YES	13	26	6	4	49	
NO	1	0	1	0	2	

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

YES	13	25	6	4	48	
NO	1	1	1	0	3	

Did NWCC have adequate physical resources for your program?

YES	13	21	7	4	45	
NO	1	5	0	0	6	

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

YES	13	24	7	4	48	
NO	1	2	0	0	3	

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	6.08	3.45	7.38	2.47	6.83	3.63	7.50	3.00	<b>6.90</b>	<b>2.61</b>
Effective speaking skills	4.91	3.59	7.24	3.10	6.29	3.15	6.50	2.38	<b>6.84</b>	<b>2.97</b>
Knowledge in literature, humanities, and/or the arts	5.60	3.70	7.35	2.48	6.20	4.16	7.00	5.50	<b>7.15</b>	<b>2.91</b>
Knowledge in the social and behavioral sciences	6.10	3.46	7.81	2.55	4.50	3.44	6.67	5.77	<b>7.20</b>	<b>2.96</b>
A mastery of the fundamental concepts of science	6.91	3.52	7.23	2.83	4.33	3.20	5.50	4.86	<b>7.03</b>	<b>2.92</b>
Development of mathematical abilities	5.92	3.08	7.19	2.95	4.20	2.38	9.25	1.50	<b>7.08</b>	<b>2.81</b>
The ability to apply basic computer skills.	5.75	3.58	7.65	3.26	7.14	2.97	7.75	2.63	<b>7.34</b>	<b>3.13</b>