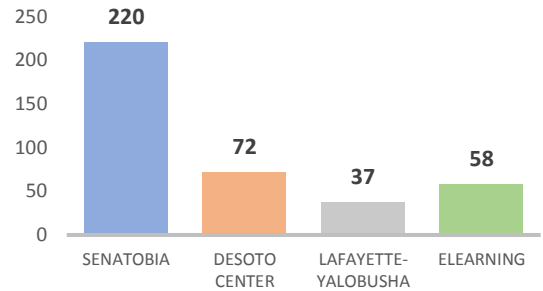


NORTHWEST

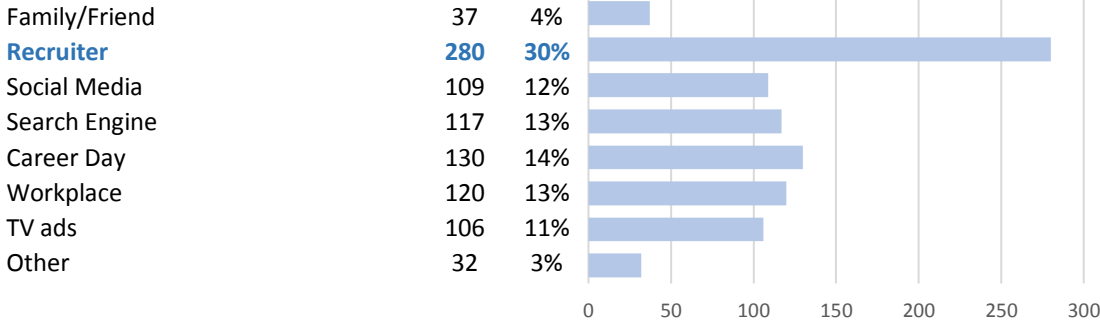
STUDENT SATISFACTION SURVEY RESULTS

A total of 387 students participated in the NWCC Student Satisfaction Survey. Percentages were computed based on the number of student responses per question.

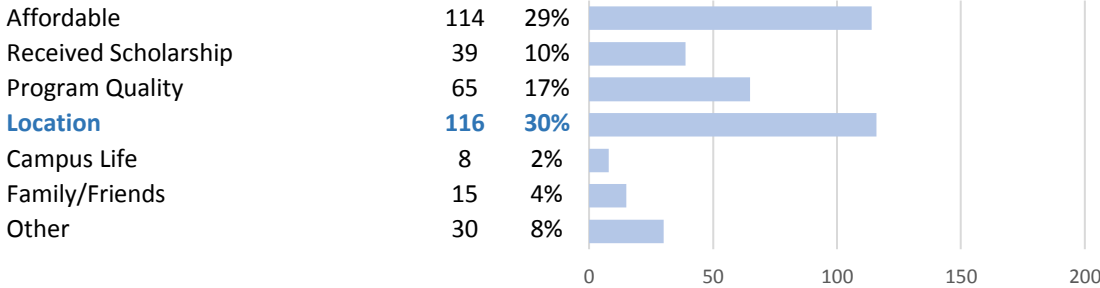
SURVEY PARTICIPATION



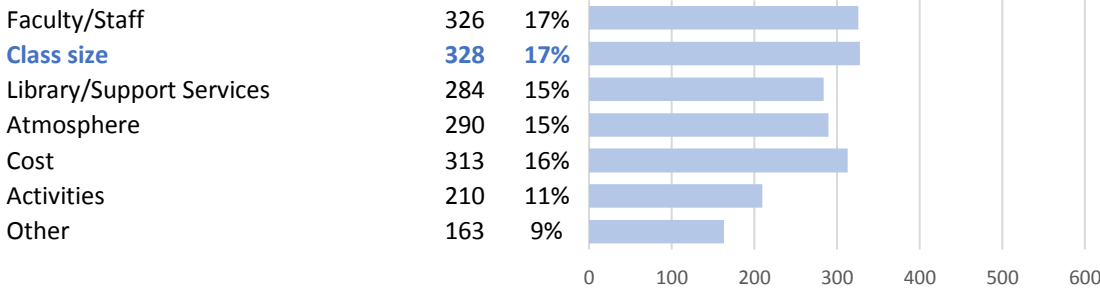
Did you hear about Northwest from any of the following? (check all that apply)



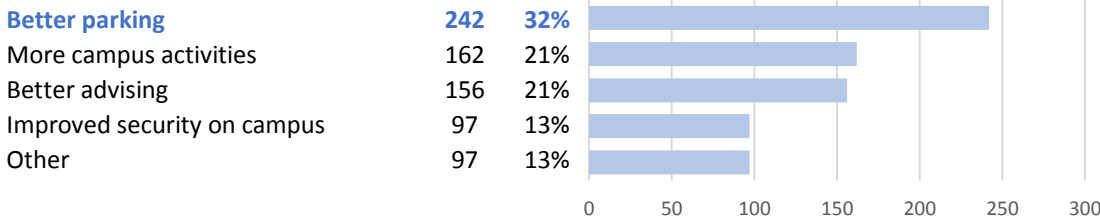
What is the main reason you chose Northwest?



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 Breakdown
The College facilities are well maintained.	368	11	YES, 97% NO, 3%
NWCC's computer resources and available software are adequate to meet my needs.	355	24	YES, 94% NO, 6%
I had access to instruction in the use of the library and learning resources.	365	13	YES, 97% NO, 3%
I felt the environment at NWCC was healthy, safe, and secure.	362	15	YES, 96% NO, 4%

Did you take an online class? YES: 137 NO: 242
 YES, 36% NO, 64%

	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.	89	65%	38	28%	3	2%	4	3%	2	1%	4.56
The eLearning Department staff was accessible and helpful in answering questions.	78	60%	37	28%	12	9%	2	2%	2	2%	4.63
The proctoring services provided by the eLearning Department were adequate to meet my needs.	75	59%	34	27%	14	11%	5	4%	0	0%	4.65

If used, rate the quality of services.	EXCELLENT		FAIR		POOR	
	#	%	#	%	#	%
ADA Services	75	63%	32	27%	12	10%
Academic Support, including tutoring	68	71%	22	23%	6	6%
Bookstore	53	67%	22	28%	4	5%
Business Office	239	69%	96	28%	10	3%
Campus Police	220	72%	79	26%	8	3%
Career Center	190	72%	60	23%	15	6%
Financial Aid	97	76%	28	22%	3	2%
Help Desk	206	68%	77	25%	22	7%
Library/Learning Resources	146	73%	47	24%	7	4%
Post Office	90	68%	38	29%	5	4%
Student Activities and Intramurals/Recreation	62	71%	24	28%	1	1%
Student Publications	228	79%	58	20%	3	1%

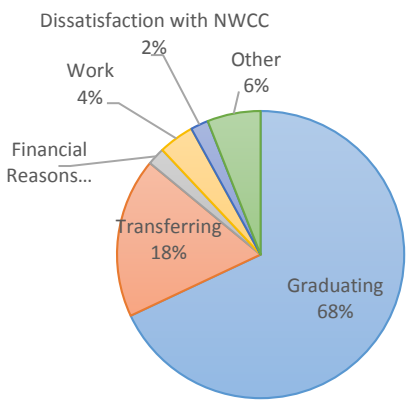
I would recommend Northwest to a prospective student. YES: 357 NO: 19
 YES, 95% NO, 5%

Overall, I am satisfied with the quality of education I have received at Northwest. YES: 358 NO: 18
 YES, 95% NO, 5%

I will be returning to NWCC next semester. YES: 278 NO: 100

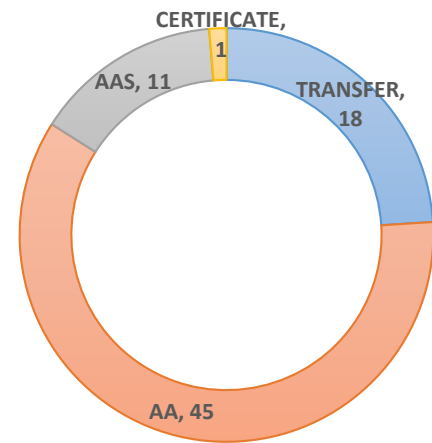
If you are not returning, please indicate why:

Graduating	68
Transferring	18
Financial Reasons	2
Military	0
Work	4
Dissatisfaction with NWCC	2
Other	6



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	34	7	1	47
Obtain skills for job	0	1	1	0	2
Take courses to transfer to senior college	10	7	0	0	17
Enhance skills for better job promotion	1	1	0	0	2
Improve self	2	1	3	0	6



Did you accomplish your objective while attending NWCC?

YES	15	43	11	1	70	96%
NO	2	1	0	0	3	

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

YES	15	44	10	1	70	96%
NO	2	0	1	0	3	

Did NWCC have adequate physical resources for your program?

YES	15	41	11	1	68	93%
NO	2	3	0	0	5	

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

YES	15	44	10	1	70	96%
NO	2	0	1	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	8.18	4.51	7.24	3.64	8.60	3.25	10.00	0.00	7.55	2.52
Effective speaking skills	8.00	3.98	7.71	3.44	8.00	3.80	10.00	0.00	7.69	2.44
Knowledge in literature, humanities, and/or the arts	5.93	4.08	6.94	3.83	6.78	4.20	10.00	0.00	6.85	3.20
Knowledge in the social and behavioral sciences	7.18	3.72	7.76	3.70	7.10	4.39	10.00	0.00	7.48	3.07
A mastery of the fundamental concepts of science	7.85	4.24	7.74	3.63	7.00	4.66	10.00	0.00	7.62	2.69
Development of mathematical abilities	8.07	4.31	7.56	3.39	7.22	4.21	10.00	0.00	7.52	2.92
The ability to apply basic computer skills.	8.55	4.67	7.55	3.76	9.50	2.98	10.00	0.00	7.87	2.91