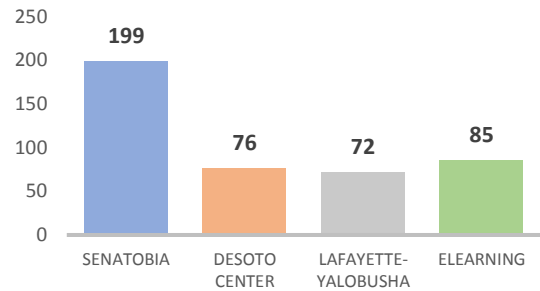


# NORTHWEST

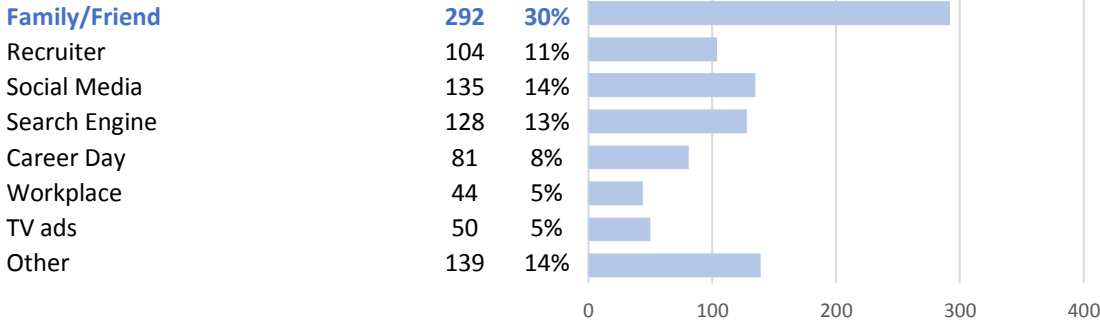
## STUDENT SATISFACTION SURVEY RESULTS

A total of 432 students participated in the NWCC Student Satisfaction Survey. Percentages were computed based on the number of student responses per question.

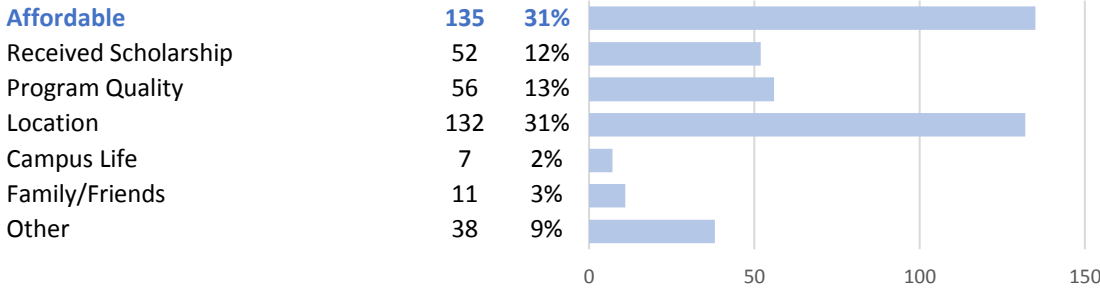
### SURVEY PARTICIPATION



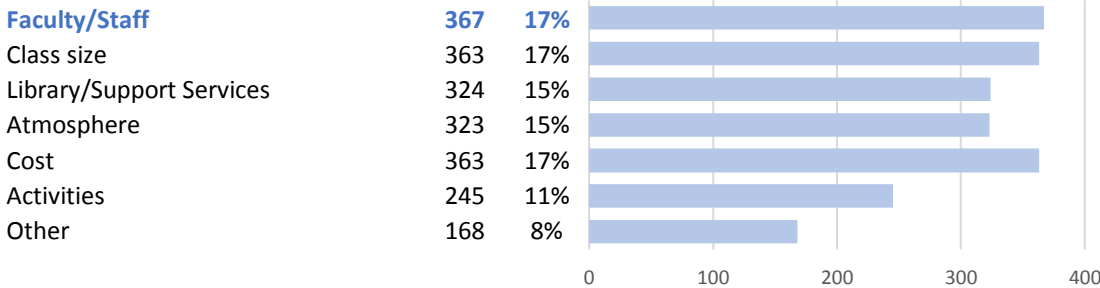
Did you hear about Northwest from any of the following? (check all that apply)



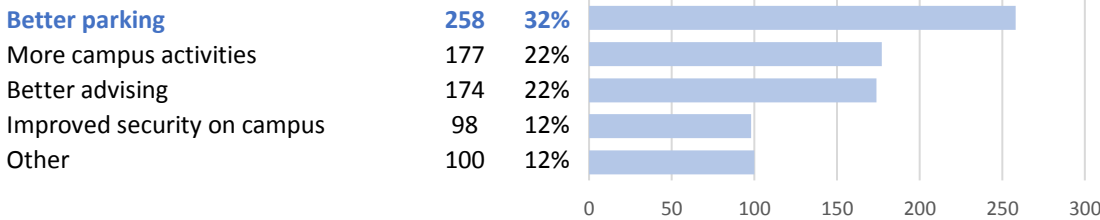
What is the main reason you chose Northwest?



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)



	YES	NO	
The College facilities are well maintained.	413	7	YES, 98% NO, 2%
NWCC's computer resources and available software are adequate to meet my needs.	405	13	YES, 97% NO, 3%
I had access to instruction in the use of the library and learning resources.	397	18	YES, 96% NO, 4%
I felt the environment at NWCC was healthy, safe, and secure.	408	11	YES, 97% NO, 3%

Did you take an online class? YES: 168 NO: 251

YES, 40% NO, 60%

	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.	105	63%	35	21%	14	8%	12	7%	1	1%	4.41
The eLearning Department staff was accessible and helpful in answering questions.	93	57%	36	22%	21	13%	11	7%	1	1%	4.46
The proctoring services provided by the eLearning Department were adequate to meet my needs.	98	64%	35	23%	11	7%	10	6%	0	0%	4.80

If used, rate the quality of services.	EXCELLENT		FAIR		POOR	
	#	%	#	%	#	%
ADA Services	48	62%	25	32%	4	5%
Academic Support, including tutoring	100	68%	40	27%	6	4%
Bookstore	266	68%	111	28%	16	4%
Business Office	250	72%	86	25%	10	3%
Campus Police	220	75%	57	19%	18	6%
Career Center	107	68%	44	28%	6	4%
Financial Aid	226	63%	109	31%	22	6%
Help Desk	177	73%	51	21%	13	5%
Library/Learning Resources	260	81%	55	17%	5	2%
Post Office	62	63%	32	32%	5	5%
Student Activities and Intramurals/Recreation	59	50%	50	42%	10	8%
Student Publications	70	57%	48	39%	4	3%

I would recommend Northwest to a prospective student. YES: 398 NO: 15

Overall, I am satisfied with the quality of education I have received at Northwest. YES: 399 NO: 15

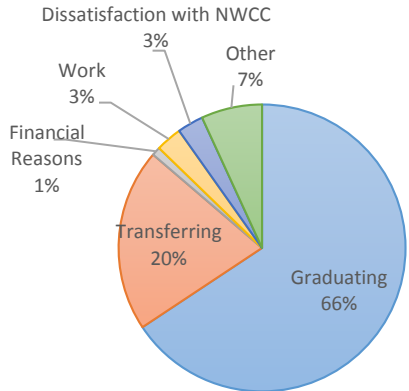
YES, 96% NO, 4%

YES, 96% NO, 4%

I will be returning to NWCC in the fall. YES: 310 NO: 103

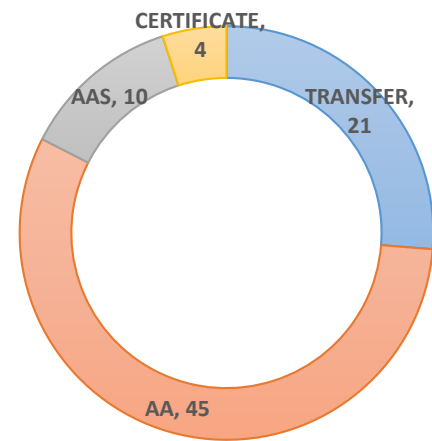
If you are not returning, please indicate why:

Graduating 67  
 Transferring 21  
 Financial Reasons 1  
 Military 1  
 Work 3  
 Dissatisfaction with NWCC 3  
 Other 7



**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	4	33	7	4	48
Obtain skills for job	0	1	1	0	2
Take courses to transfer to senior college	16	8	2	0	26
Enhance skills for better job promotion	0	1	0	0	1
Improve self	1	1	0	0	2



Did you accomplish your objective while attending NWCC?

YES	20	43	10	4	77	
NO	1	1	0	0	2	

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

YES	20	44	9	4	77	
NO	1	0	0	0	1	

Did NWCC have adequate physical resources for your program?

YES	20	40	8	4	72	
NO	1	4	1	0	6	

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

YES	20	41	10	4	75	
NO	1	3	0	0	4	

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	6.89	3.69	7.86	4.07	8.00	2.90	9.33	4.76	<b>7.26</b>	<b>2.87</b>
Effective speaking skills	6.83	3.98	7.66	4.08	8.70	1.89	9.50	1.00	<b>7.61</b>	<b>3.08</b>
Knowledge in literature, humanities, and/or the arts	5.94	4.16	7.79	4.22	7.89	3.25	9.33	4.76	<b>7.21</b>	<b>3.33</b>
Knowledge in the social and behavioral sciences	7.32	3.90	8.31	4.06	8.22	3.20	9.50	1.00	<b>7.82</b>	<b>2.86</b>
A mastery of the fundamental concepts of science	6.56	4.33	8.24	4.17	8.22	2.99	9.50	1.00	<b>7.68</b>	<b>3.14</b>
Development of mathematical abilities	7.24	4.11	7.91	4.25	6.78	3.57	9.50	1.00	<b>7.43</b>	<b>3.35</b>
The ability to apply basic computer skills.	7.00	4.45	8.37	4.15	8.70	1.70	9.50	1.00	<b>7.77</b>	<b>3.22</b>