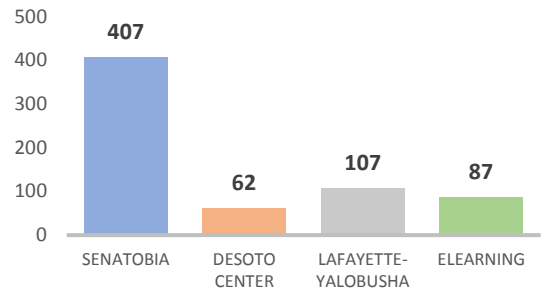


NORTHWEST

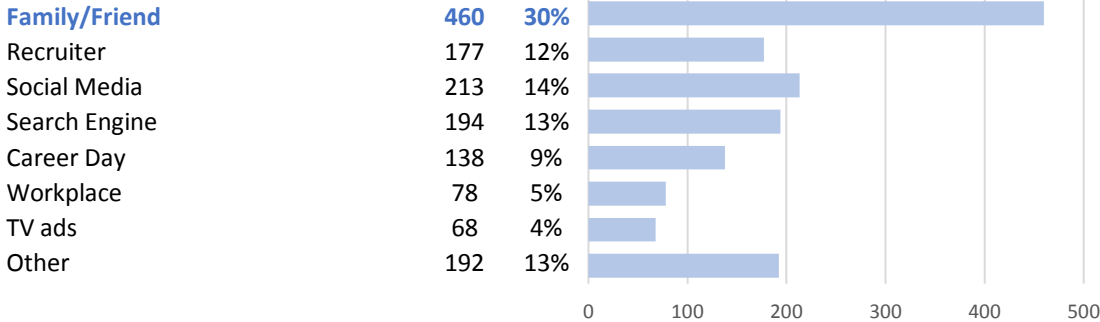
STUDENT SATISFACTION SURVEY RESULTS

A total of 663 students participated in the NWCC Student Satisfaction Survey. Percentages were computed based on the number of student responses per question.

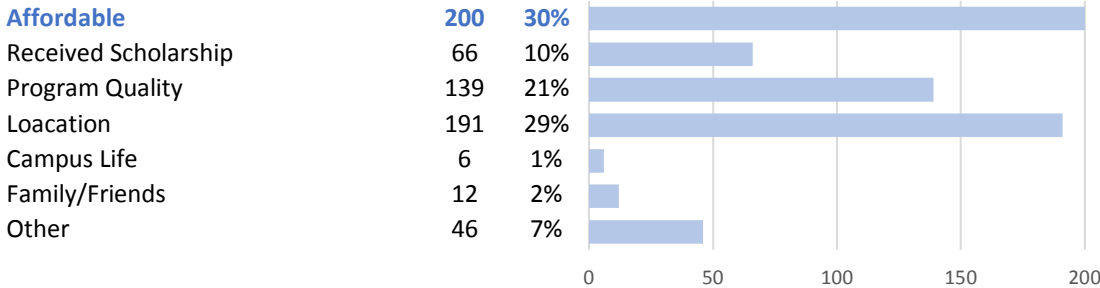
SURVEY PARTICIPATION



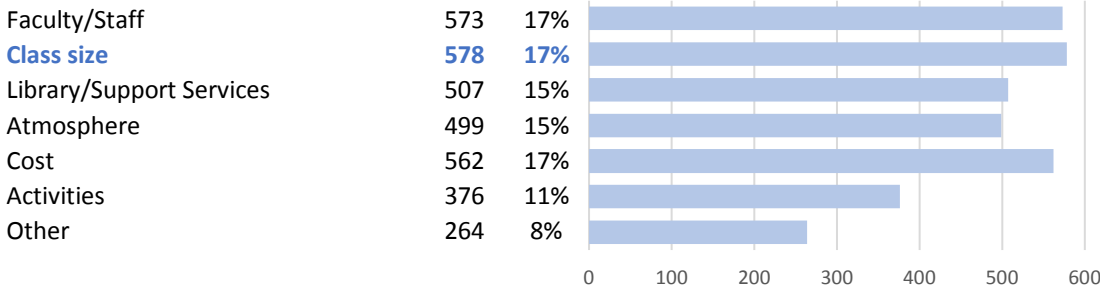
Did you hear about Northwest from any of the following? (check all that apply)



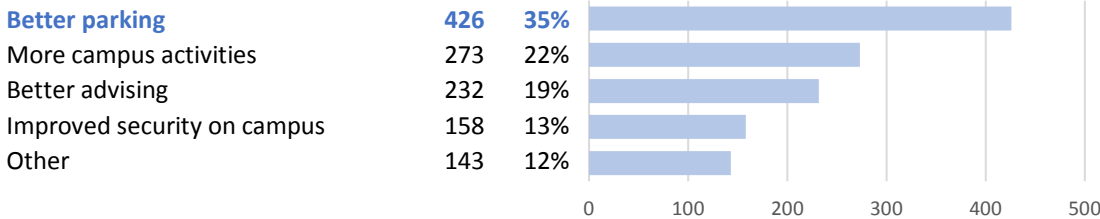
What is the main reason you chose Northwest?



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.	625	28	YES, 96% NO, 4%
NWCC's computer resources and available software are adequate to meet my needs.	632	21	YES, 97% NO, 3%
I had access to instruction in the use of the library and learning resoures.	631	19	YES, 97% NO, 3%
I felt the environment at NWCC was healthy, safe, and secure.	622	28	YES, 96% NO, 4%

Did you take an online class? YES: 266 NO: 385

YES, 41% NO, 59%

	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.	158	61%	81	31%	17	7%	3	1%	2	1%	4.58
The eLearning Department staff was accessible and helpful in answering questions.	149	58%	75	29%	24	9%	6	2%	1	0%	4.62
The proctoring services provided by the eLearning Department were adequate to meet my needs.	148	59%	84	34%	12	5%	5	2%	0	0%	4.78

If used, rate the quality of services.	EXCELLENT		FAIR		POOR	
	#	%	#	%	#	%
ADA Services	79	65%	40	33%	2	2%
Academic Support, including tutoring	120	67%	53	29%	7	4%
Bookstore	400	67%	177	30%	18	3%
Business Office	360	68%	160	30%	11	2%
Campus Police	308	67%	132	29%	22	5%
Career Center	120	59%	75	37%	7	3%
Financial Aid	335	64%	157	30%	33	6%
Help Desk	197	63%	106	34%	10	3%
Library/Learning Resources	408	81%	92	18%	6	1%
Post Office	81	56%	57	39%	7	5%
Student Activities and Intramurals/Recreation	101	56%	69	38%	11	6%
Student Publications	95	57%	66	40%	6	4%

I would recommend Northwest to a prospective student. YES: 610 NO: 33

Overall, I am satisfied with the quality of education I have received at Northwest. YES: 611 NO: 36

YES, 95% NO, 5%

YES, 94% NO, 6%

I will be returning to NWCC in the fall. YES: 378 NO: 273

If you are not returning, please indicate why:

Graduating 213

Transferring 33

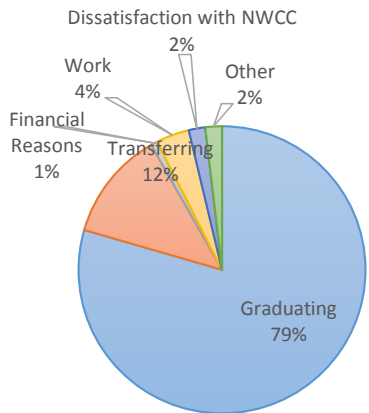
Financial Reasons 2

Military 2

Work 10

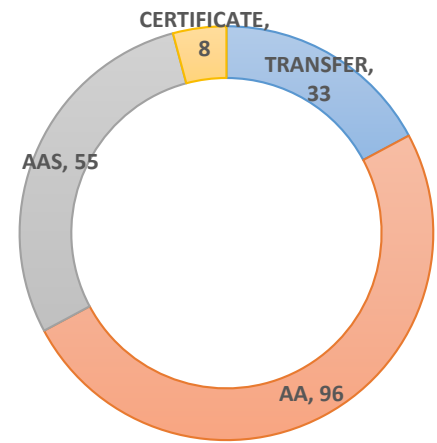
Dissatisfaction with NWCC 5

Other 5



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	9	70	47	7	133
Obtain skills for job	0	2	7	1	10
Take courses to transfer to senior college	23	18	0	0	41
Enhance skills for better job promotion	0	1	1	0	2
Improve self	1	2	0	0	3



Did you accomplish your objective while attending NWCC?

YES	28	90	55	8	181	97% 3%
NO	5	1	0	0	6	

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

YES	28	92	52	8	180	96% 4%
NO	5	1	2	0	8	

Did NWCC have adequate physical resources for your program?

YES	28	89	54	8	179	95% 5%
NO	5	4	1	0	10	

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

YES	28	87	54	8	177	94% 6%
NO	5	6	1	0	12	

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	6.33	3.76	7.32	3.55	7.19	3.14	6.14	3.70	6.71	3.15
Effective speaking skills	6.07	3.53	7.29	3.40	7.92	3.09	8.50	4.21	7.15	2.82
Knowledge in literature, humanities, and/or the arts	6.92	3.85	7.31	3.48	7.15	3.24	7.00	4.56	7.03	3.03
Knowledge in the social and behavioral sciences	6.96	3.98	8.07	3.15	7.35	3.09	7.67	3.92	7.32	2.77
A mastery of the fundamental concepts of science	8.08	4.13	8.07	3.36	7.36	2.91	7.57	3.81	7.51	2.62
Development of mathematical abilities	7.00	3.99	7.55	3.55	7.67	3.39	6.00	4.20	7.18	2.99
The ability to apply basic computer skills.	8.15	4.07	7.60	3.56	8.34	2.59	7.33	3.85	7.55	2.96