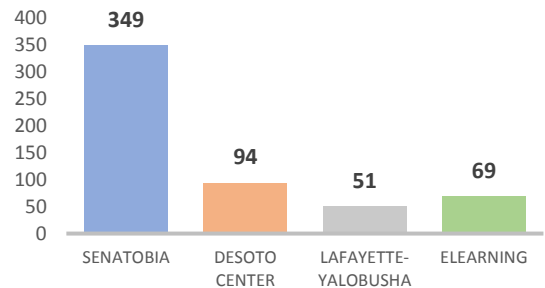


# NORTHWEST

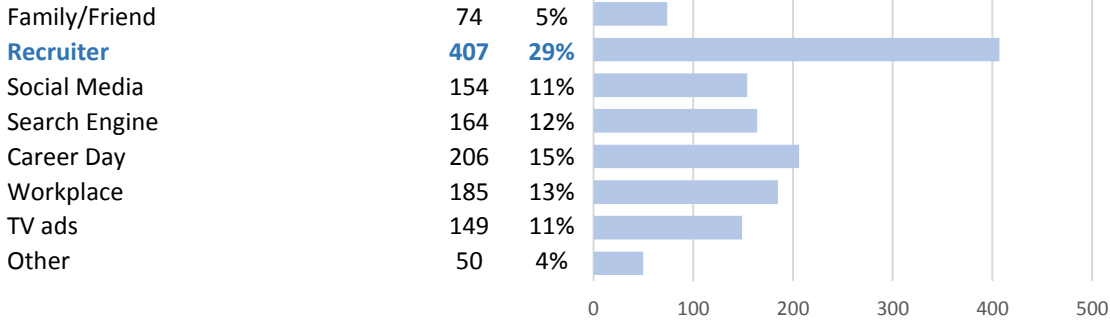
## STUDENT SATISFACTION SURVEY RESULTS

A total of 563 students participated in the NWCC Student Satisfaction Survey. Percentages were computed based on the number of student responses per question.

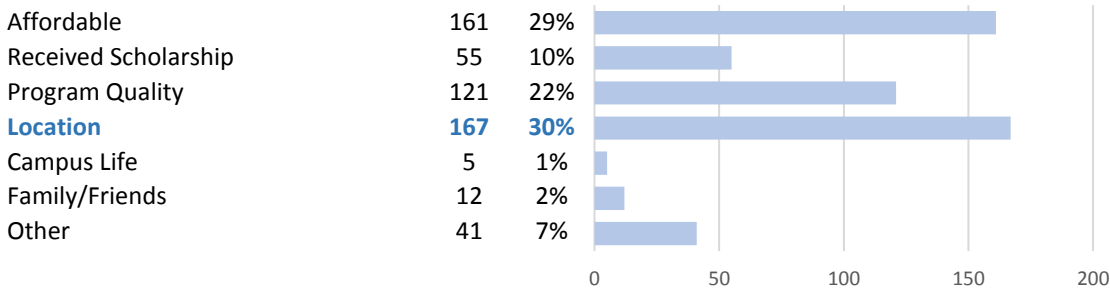
### SURVEY PARTICIPATION



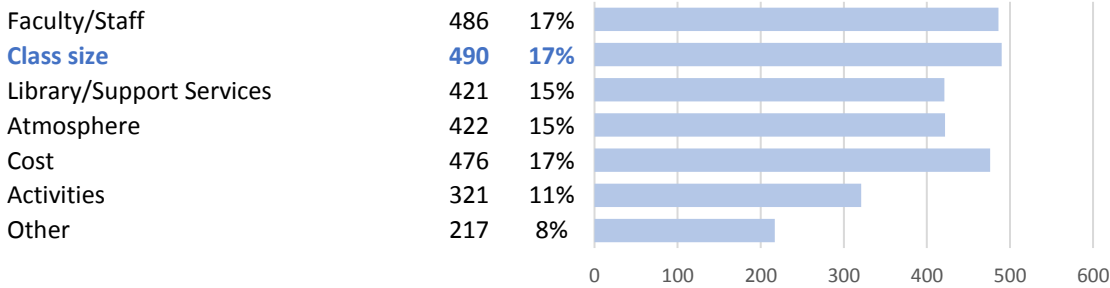
Did you hear about Northwest from any of the following? (check all that apply)



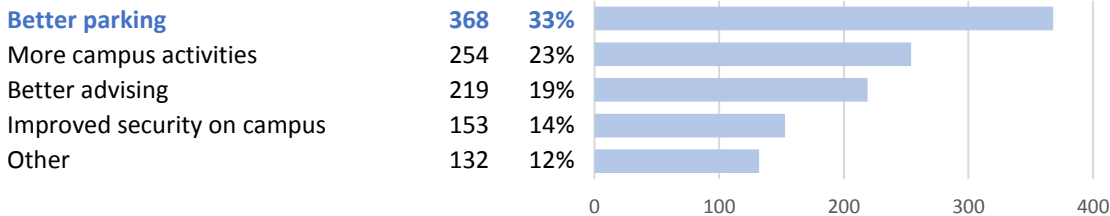
What is the main reason you chose Northwest?



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.	537	17	YES, 97% NO, 3%
NWCC's computer resources and available software are adequate to meet my needs.	530	20	YES, 96% NO, 4%
I had access to instruction in the use of the library and learning resources.	528	20	YES, 96% NO, 4%
I felt the environment at NWCC was healthy, safe, and secure.	527	24	YES, 96% NO, 4%

Did you take an online class? YES: 239 NO: 311

YES, 43% NO, 57%

	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.	136	58%	81	34%	16	7%	0	0%	3	1%	<b>4.53</b>
The eLearning Department staff was accessible and helpful in answering questions.	119	54%	78	35%	18	8%	4	2%	2	1%	<b>4.74</b>
The proctoring services provided by the eLearning Department were adequate to meet my needs.	126	57%	70	31%	23	10%	4	2%	0	0%	<b>4.72</b>

If used, rate the quality of services.	EXCELLENT		FAIR		POOR	
	#	%	#	%	#	%
ADA Services	112	64%	46	26%	16	9%
Academic Support, including tutoring	103	69%	43	29%	3	2%
Bookstore	81	72%	32	28%	0	0%
Business Office	351	71%	135	27%	7	1%
Campus Police	314	73%	106	24%	13	3%
Career Center	262	69%	101	26%	19	5%
Financial Aid	123	67%	59	32%	2	1%
Help Desk	313	70%	111	25%	24	5%
Library/Learning Resources	190	66%	91	32%	5	2%
Post Office	134	72%	46	25%	5	3%
Student Activities and Intramurals/Recreation	82	66%	38	30%	5	4%
Student Publications	350	78%	95	21%	4	1%

	YES	NO
I would recommend Northwest to a prospective student.	525	24
Overall, I am satisfied with the quality of education I have received at Northwest.	528	19

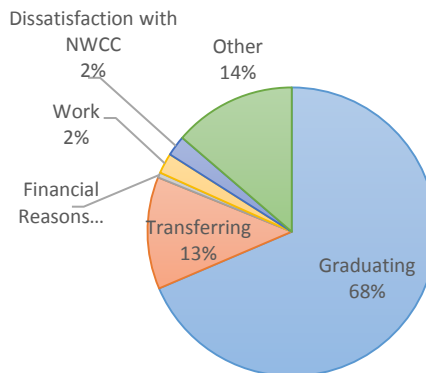
YES, 96% NO, 4%

YES, 97% NO, 3%

I will be returning to NWCC next semester. YES: 375 NO: 176

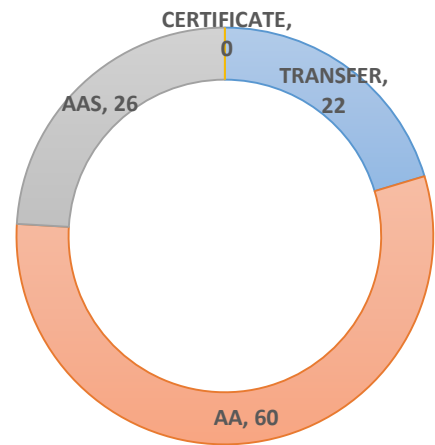
If you are not returning, please indicate why:

Graduating	120
Transferring	22
Financial Reasons	1
Military	1
Work	4
Dissatisfaction with NWCC	4
Other	24



**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	3	45	16	0	64
Obtain skills for job	0	4	5	0	9
Take courses to transfer to senior college	18	10	0	0	28
Enhance skills for better job promotion	0	0	0	0	0
Improve self	1	1	5	0	7



Did you accomplish your objective while attending NWCC?

YES	17	59	26	0	102	94%
NO	5	1	0	0	6	6%

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

YES	17	58	25	0	100	93%
NO	5	2	0	0	7	7%

Did NWCC have adequate physical resources for your program?

YES	17	52	23	0	92	85%
NO	5	8	3	0	16	15%

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

YES	17	53	25	0	95	88%
NO	5	7	1	0	13	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	6.65	3.11	7.02	3.34	7.04	2.49	0.00	0.00	<b>6.85</b>	<b>2.55</b>
Effective speaking skills	4.90	3.61	7.66	3.31	7.64	2.61	0.00	0.00	<b>7.22</b>	<b>2.83</b>
Knowledge in literature, humanities, and/or the arts	6.16	3.26	6.88	3.61	5.88	3.32	0.00	0.00	<b>6.74</b>	<b>2.82</b>
Knowledge in the social and behavioral sciences	6.76	4.02	7.83	3.35	6.69	2.77	0.00	0.00	<b>7.38</b>	<b>2.73</b>
A mastery of the fundamental concepts of science	6.79	3.81	7.41	3.18	6.33	3.83	0.00	0.00	<b>7.23</b>	<b>2.83</b>
Development of mathematical abilities	7.06	4.11	7.49	3.12	6.83	3.62	0.00	0.00	<b>7.39</b>	<b>2.71</b>
The ability to apply basic computer skills.	7.30	3.68	7.83	3.45	8.12	2.81	0.00	0.00	<b>7.77</b>	<b>2.82</b>