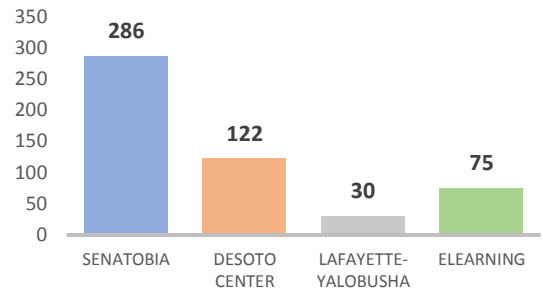


NORTHWEST

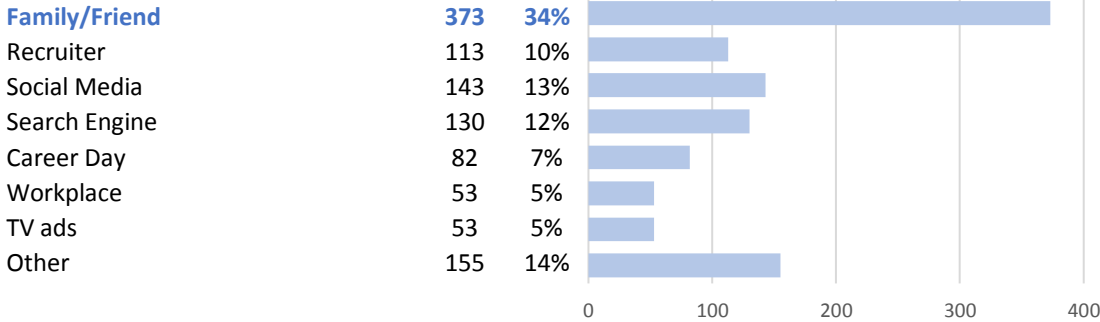
STUDENT SATISFACTION SURVEY RESULTS

A total of 513 students participated in the NWCC Student Satisfaction Survey. Percentages were computed based on the number of student responses per question.

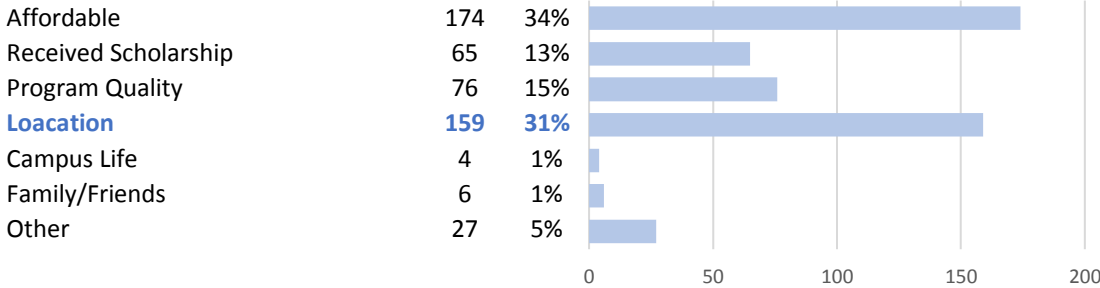
SURVEY PARTICIPATION



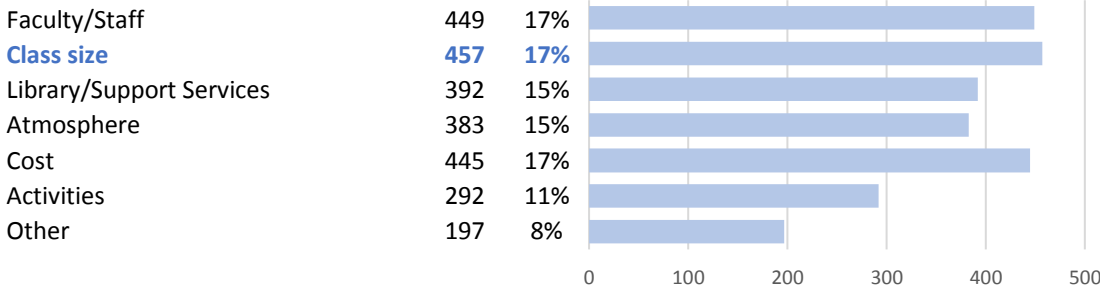
Did you hear about Northwest from any of the following? (check all that apply)



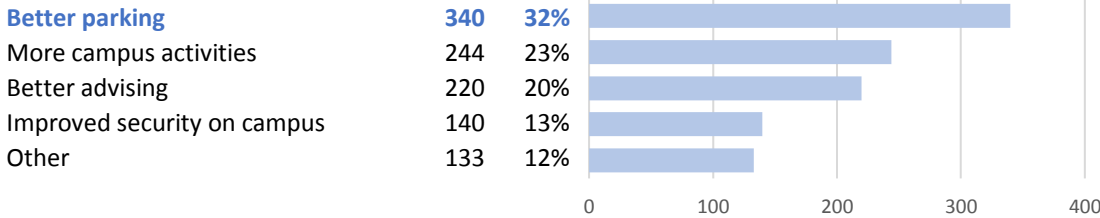
What is the main reason you chose Northwest?



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.	491	18	YES, 96% NO, 4%
NWCC's computer resources and available software are adequate to meet my needs.	489	19	YES, 96% NO, 4%
I had access to instruction in the use of the library and learning resoures.	496	13	YES, 97% NO, 3%
I felt the environment at NWCC was healthy, safe, and secure.	487	20	YES, 96% NO, 4%

Did you take an online class? YES: 223 NO: 284

YES, 44% NO, 56%

	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.	140	64%	59	27%	16	7%	3	1%	1	0%	4.53
The eLearning Department staff was accessible and helpful in answering questions.	134	63%	57	27%	18	8%	3	1%	2	1%	4.49
The proctoring services provided by the eLearning Department were adequate to meet my needs.	132	62%	64	30%	16	7%	2	1%	0	0%	4.59

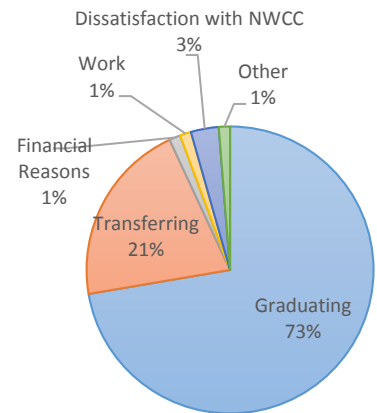
If used, rate the quality of services.	EXCELLENT		FAIR		POOR	
	#	%	#	%	#	%
ADA Services	62	57%	43	39%	4	4%
Academic Support, including tutoring	90	57%	63	40%	5	3%
Bookstore	320	65%	145	30%	24	5%
Business Office	314	70%	127	28%	10	2%
Campus Police	258	68%	96	25%	25	7%
Career Center	113	63%	62	35%	4	2%
Financial Aid	228	54%	141	33%	56	13%
Help Desk	196	64%	99	32%	11	4%
Library/Learning Resources	323	77%	86	21%	10	2%
Post Office	66	52%	52	41%	9	7%
Student Activities and Intramurals/Recreation	100	55%	61	34%	21	12%
Student Publications	102	61%	59	36%	5	3%

	YES	NO	
I would recommend Northwest to a prospective student.	474	23	YES, 95% NO, 5%
Overall, I am satisfied with the quality of education I have received at Northwest.	484	18	YES, 96% NO, 4%

I will be returning to NWCC in the fall. YES: 347 NO: 160

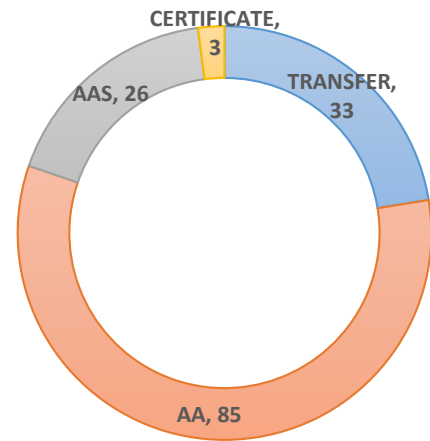
If you are not returning, please indicate why:

Graduating	115
Transferring	33
Financial Reasons	2
Military	0
Work	2
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	10	60	21	2	93
Obtain skills for job	2	3	3	1	9
Take courses to transfer to senior college	17	22	0	0	39
Enhance skills for better job promotion	0	0	0	0	0
Improve self	3	0	2	0	5



Did you accomplish your objective while attending NWCC?

YES	28	82	26	3	139	95%
NO	5	3	0	0	8	

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

YES	28	85	25	3	141	96%
NO	5	0	1	0	6	

Did NWCC have adequate physical resources for your program?

YES	28	75	24	3	130	88%
NO	5	10	2	0	17	

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

YES	28	75	25	3	131	89%
NO	5	10	1	0	16	

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	7.00	3.93	7.20	3.48	7.29	3.03	7.50	5.00	7.15	2.72
Effective speaking skills	7.64	3.86	7.57	3.37	7.12	2.80	8.67	1.15	7.63	2.71
Knowledge in literature, humanities, and/or the arts	7.04	3.84	7.65	3.41	7.42	3.64	8.67	2.31	7.62	2.75
Knowledge in the social and behavioral sciences	7.59	3.91	7.91	3.20	7.96	3.31	9.33	1.15	7.92	2.62
A mastery of the fundamental concepts of science	7.21	3.96	7.47	3.40	7.46	2.82	7.33	2.31	7.54	2.87
Development of mathematical abilities	7.97	3.58	7.37	3.52	7.24	2.71	6.00	3.61	7.57	2.55
The ability to apply basic computer skills.	8.07	3.82	7.63	3.64	7.88	2.90	5.33	5.03	7.79	2.75