

ADMINISTRATION		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
1	NWCC's administration supports me in the performance of my job duties.	109	126	29	13	4	<b>4.15</b>
2	NWCC policies and procedures insure fair treatment of issues and personnel.	102	131	28	14	5	<b>4.11</b>
3	The President provides effective leadership to define goals, develop plans, and establish priorities.	140	107	22	7	1	<b>4.36</b>

FISCAL AFFAIRS		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
4	Significant financial resources are directed toward accomplishing major institutional goals and priorities.	68	116	51	23	7	<b>3.81</b>
5	I feel confident in the financial stability of Northwest.	86	121	43	19	6	<b>3.95</b>
6	There is an effective link between planning and budget.	67	102	65	18	5	<b>3.81</b>
7	Fiscal Affairs offers support for the budgeting and planning process for your program/department.	62	98	70	15	8	<b>3.75</b>
8	The Personnel Office offers adequate support for insurance and tax forms.	153	109	8	1	1	<b>4.51</b>

PHYSICAL PLANT		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
9	Resources that support student learning are given high priority and are well supported.	93	127	24	23	3	<b>4.05</b>
10	I have access to the equipment and supplies necessary to perform my job.	98	137	14	26	3	<b>4.08</b>
11	NWCC's physical resources are adequate to meet the College's needs, stated purpose, programs and/or activities.	82	135	29	24	4	<b>3.97</b>
12	The College facilities are well maintained.	132	116	16	9	4	<b>4.31</b>
13	I am satisfied with the overall cleanliness of campus facilities.	140	118	12	7	1	<b>4.40</b>
14	I am satisfied with the overall upkeep of the grounds.	159	103	7	6	1	<b>4.50</b>
15	A comfortable physical working environment has been created and maintained.	121	115	18	16	5	<b>4.20</b>

TECHNOLOGY		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
16	NWCC's technological resources are adequate to meet the needs for your programs/department.	99	130	13	22	5	<b>3.88</b>
17	The Computer Center responds to data request in a timely manner.	125	107	20	5	2	<b>4.26</b>
18	NWCC provides me with adequate opportunities for training in computer technology.	69	128	41	17	3	<b>3.90</b>
19	Problems or breakdowns with my work computer hardware or software get resolved or repaired in timely fashion.	140	106	10	7	4	<b>4.26</b>
20	The Help Desk responds in a timely fashion to questions I have about computer use or access.	166	91	7	4	1	<b>4.45</b>

ELEARNING		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
21	I am satisfied with the services provided by the eLearning department.	86	91	36	9	4	<b>4.09</b>
22	The eLearning department staff is accessible and helpful.	85	98	25	10	2	<b>4.15</b>
23	The training I receive from the eLearning department is helpful and informative.	65	80	35	11	2	<b>4.01</b>
24	The eLearning program coordinators are accessible and helpful to me in my duties	80	77	27	6	3	<b>4.17</b>
25	The proctoring services provided by the eLearning department are adequate to meet the needs of my students	58	68	31	10	4	<b>3.97</b>

DISABILITY SERVICES		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
26	The attitude of NWCC towards you, or someone you know with a disability, is generally helpful, supportive, positive, and proactive in solving accessibility issues.	136	102	14	4	2	<b>4.42</b>
27	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	108	121	16	4	0	<b>4.34</b>
28	All programs, services, or activities are accessible to individuals with disabilities.	101	120	26	4	0	<b>4.27</b>
29	All areas of all facilities are accessible to individuals with disabilities.	102	111	29	10	1	<b>4.20</b>

OTHER SERVICE AREAS		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
30	I am satisfied with the services and cooperation my program/department receives from the Bookstore.	145	103	10	5	0	<b>4.48</b>
31	I am satisfied with the services and cooperation my program/department receives from the Communications Office.	116	114	20	6	0	<b>4.33</b>
32	I am satisfied with the services and cooperation my program/department receives from the Financial Aid Office.	109	118	23	7	0	<b>4.28</b>
33	I am satisfied with the services and cooperation my program/department receives from the Food Services.	101	87	19	2	0	<b>4.37</b>
34	I am satisfied with the services and cooperation my program/department receives from the Foundation Office.	120	102	18	0	0	<b>4.43</b>
35	I am satisfied with the services and cooperation my program/department receives from Learning Resources.	113	109	22	0	1	<b>4.36</b>
36	I am satisfied with the services and cooperation my program/department receives from the Office of Institutional Research & Effectiveness.	101	101	29	9	0	<b>4.23</b>
37	I am satisfied with the services and cooperation my program/department receives from the Post Office.	107	93	25	5	0	<b>4.31</b>