

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.	132	118	15	9	3	4.32
2	NWCC policies and procedures insure fair treatment of issues and personnel.	102	130	26	13	4	4.14
3	The President provides effective leadership to define goals, develop plans, and establish priorities.	106	108	36	14	9	4.05

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.	92	135	40	1	0	4.19
5	I feel confident in the financial stability of Northwest.	126	112	27	3	1	4.33
6	There is an effective link between planning and budget.	71	128	52	0	6	4.00
7	Fiscal Affairs offers support for the budgeting and planning process for your program/department.	69	108	52	12	7	3.89
8	The Personnel Office offers adequate support for insurance and tax forms.	143	112	13	0	1	4.47

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.	91	137	33	0	5	4.16
10	I have access to the equipment and supplies necessary to perform my job.	123	120	13	9	4	4.30
11	NWCC's physical resources are adequate to meet the College's needs, stated purpose, programs and/or activities.	91	141	26	1	6	4.17
12	The College facilities are well maintained.	117	114	23	12	2	4.24
13	I am satisfied with the overall cleanliness of campus facilities.	111	131	7	14	3	4.25
14	I am satisfied with the overall upkeep of the grounds.	136	117	8	4	2	4.43
15	A comfortable physical working environment has been created and maintained.	111	116	22	15	5	4.16

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.	90	125	21	18	4	4.08
17	The Computer Center responds to data request in a timely manner.	113	118	20	7	0	4.31
18	NWCC provides me with adequate opportunities for training in computer technology.	78	119	38	15	5	3.98
19	Problems or breakdowns with my work computer hardware or software get resolved or repaired in timely fashion.	126	117	16	7	0	4.36
20	The Help Desk responds in a timely fashion to questions I have about computer use or access.	155	97	12	3	0	4.51

ELEARNING		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
21	I am satisfied with the services provided by the eLearning department.	77	114	4	5	5	4.46
22	The eLearning department staff is accessible and helpful.	96	101	31	6	4	4.17
23	The training I receive from the eLearning department is helpful and informative.	76	84	44	6	6	4.01
24	The eLearning program coordinators are accesible and helpful to me in my duties	78	89	4	5	3	4.58
25	The proctoring services provided by the eLearning department are adequate to meet the needs of my students	74	63	45	8	3	4.02

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.	122	109	21	2	0	4.38
27	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	121	109	22	2	0	4.37
28	All programs, services, or activities are accessible to individuals with disabilities.	95	121	36	2	0	4.22
29	All areas of all facilities are accessible to individuals with disabilities.	89	126	35	10	1	4.12

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.	132	115	1	5	3	4.44
31	I am satisfied with the services and cooperation my program/department receives from the Communications Office.	109	117	2	6	3	4.36
32	I am satisfied with the services and cooperation my program/department receives from the Financial Aid Office.	96	113	2	13	4	4.25
33	I am satisfied with the services and cooperation my program/department receives from the Food Services.	80	93	1	4	1	4.38
34	I am satisfied with the services and cooperation my program/department receives from the Foundation Office.	103	109	2	5	5	4.34
35	I am satisfied with the services and cooperation my program/department receives from Learning Resources.	109	113	2	5	1	4.41
36	I am satisfied with the services and cooperation my program/department receives from the Office of Institutional Research & Effectiveness.	91	100	3	14	4	4.23
37	I am satisfied with the services and cooperation my program/department receives from the Post Office.	80	118	1	12	5	4.19