

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.	136	132	27	12	4	4.23
2	NWCC policies and procedures insure fair treatment of issues and personnel.	124	135	30	17	4	4.15
3	The President provides effective leadership to define goals, develop plans, and establish priorities.	119	130	34	14	9	4.10

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.	96	132	43	21	4	4.00
5	I feel confident in the financial stability of Northwest.	124	135	25	9	6	4.21
6	There is an effective link between planning and budget.	71	134	64	10	7	3.88
7	Fiscal Affairs offers support for the budgeting and planning process for your program/department.	77	127	57	16	6	3.89
8	The Personnel Office offers adequate support for insurance and tax forms.	163	122	13	1	2	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.	113	141	25	14	3	4.17
10	I have access to the equipment and supplies necessary to perform my job.	137	134	15	13	2	4.30
11	NWCC's physical resources are adequate to meet the College's needs, stated purpose, programs and/or activities.	103	136	31	23	4	4.05
12	The College facilities are well maintained.	134	120	25	18	4	4.20
13	I am satisfied with the overall cleanliness of campus facilities.	146	127	12	14	2	4.33
14	I am satisfied with the overall upkeep of the grounds.	169	109	12	6	4	4.44
15	A comfortable physical working environment has been created and maintained.	117	128	31	15	8	4.11

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.	109	145	25	12	7	4.13
17	The Computer Center responds to data request in a timely manner.	132	120	30	2	4	4.30
18	NWCC provides me with adequate opportunities for training in computer technology.	96	127	48	14	3	4.04
19	Problems or breakdowns with my work computer hardware or software get resolved or repaired in timely fashion.	144	116	25	4	5	4.33
20	The Help Desk responds in a timely fashion to questions I have about computer use or access.	183	94	19	1	1	4.53

ELEARNING		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
21	I am satisfied with the services provided by the eLearning department.	91	96	38	12	9	4.01
22	The eLearning department staff is accessible and helpful.	87	100	44	12	4	4.03
23	The training I receive from the eLearning department is helpful and informative.	65	85	50	15	4	3.88
24	The eLearning program coordinators are accesible and helpful to me in my duties	85	84	50	7	3	4.05
25	The proctoring services provided by the eLearning department are adequate to meet the needs of my students	79	69	48	6	4	4.03

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.	145	117	15	2	4	4.40
27	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	153	109	16	2	1	4.46
28	All programs, services, or activities are accessible to individuals with disabilities.	121	123	28	6	1	4.28
29	All areas of all facilities are accessible to individuals with disabilities.	107	134	32	6	2	4.20

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.	149	121	4	6	2	4.45
31	I am satisfied with the services and cooperation my program/department receives from the Communications Office.	122	137	5	6	0	4.39
32	I am satisfied with the services and cooperation my program/department receives from the Financial Aid Office.	118	124	6	9	2	4.34
33	I am satisfied with the services and cooperation my program/department receives from the Food Services.	102	88	5	6	6	4.32
34	I am satisfied with the services and cooperation my program/department receives from the Foundation Office.	119	107	6	8	1	4.39
35	I am satisfied with the services and cooperation my program/department receives from Learning Resources.	118	124	8	3	0	4.41
36	I am satisfied with the services and cooperation my program/department receives from the Office of Institutional Research & Effectiveness.	113	110	8	9	3	4.32
37	I am satisfied with the services and cooperation my program/department receives from the Post Office.	109	121	4	9	3	4.32