

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.	126	120	16	9	3	4.30
2	NWCC policies and procedures insure fair treatment of issues and personnel.	112	116	23	12	8	4.15
3	The President provides effective leadership to define goals, develop plans, and establish priorities.	106	107	34	13	10	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.	82	119	35	22	10	3.89
5	I feel confident in the financial stability of Northwest.	104	111	35	16	6	4.07
6	There is an effective link between planning and budget.	77	96	59	20	8	3.83
7	Fiscal Affairs offers support for the budgeting and planning process for your program/department.	83	100	47	18	8	3.91
8	The Personnel Office offers adequate support for insurance and tax forms.	163	99	7	0	0	4.58

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.	98	136	13	18	3	4.15
10	I have access to the equipment and supplies necessary to perform my job.	124	120	14	9	5	4.28
11	NWCC's physical resources are adequate to meet the College's needs, stated purpose, programs and/or activities.	100	126	22	17	5	4.10
12	The College facilities are well maintained.	125	113	12	22	0	4.25
13	I am satisfied with the overall cleanliness of campus facilities.	133	118	8	10	3	4.35
14	I am satisfied with the overall upkeep of the grounds.	154	106	6	6	0	4.50
15	A comfortable physical working environment has been created and maintained.	118	115	19	20	1	4.20

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	4.10
17	The Computer Center responds to data request in a timely manner.	125	107	20	5	2	4.35
18	NWCC provides me with adequate opportunities for training in computer technology.	69	128	41	17	3	3.94
19	Problems or breakdowns with my work computer hardware or software get resolved or repaired in timely fashion.	140	106	10	7	4	4.39
20	The Help Desk responds in a timely fashion to questions I have about computer use or access.	166	91	7	4	1	4.55

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	88	33	6	6	4.12
22	The eLearning department staff is accessible and helpful.	90	90	32	11	3	4.12
23	The training I receive from the eLearning department is helpful and informative.	67	66	46	9	3	3.96
24	The eLearning program coordinators are accesible and helpful to me in my duties	78	71	35	11	4	4.04
25	The proctoring services provided by the eLearning department are adequate to meet the needs of my students	74	61	39	5	4	4.07

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.	147	106	7	0	1	4.52
27	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	139	108	11	1	2	4.46
28	All programs, services, or activities are accessible to individuals with disabilities.	127	109	23	4	1	4.35
29	All areas of all facilities are accessible to individuals with disabilities.	116	110	31	8	0	4.26

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.	153	100	0	3	3	4.53
31	I am satisfied with the services and cooperation my program/department receives from the Communications Office.	124	111	1	3	4	4.43
32	I am satisfied with the services and cooperation my program/department receives from the Financial Aid Office.	111	113	3	10	5	4.30
33	I am satisfied with the services and cooperation my program/department receives from the Food Services.	99	80	0	5	5	4.39
34	I am satisfied with the services and cooperation my program/department receives from the Foundation Office.	122	98	2	3	2	4.48
35	I am satisfied with the services and cooperation my program/department receives from Learning Resources.	121	103	2	5	2	4.44
36	I am satisfied with the services and cooperation my program/department receives from the Office of Institutional Research & Effectiveness.	106	95	2	8	6	4.32
37	I am satisfied with the services and cooperation my program/department receives from the Post Office.	117	97	1	4	5	4.42