

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.	130	137	22	13	4	4.23
2	NWCC policies and procedures insure fair treatment of issues and personnel.	105	155	22	20	4	4.10
3	The President provides effective leadership to define goals, develop plans, and establish priorities.	111	129	45	10	9	4.06

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.	87	130	42	26	5	3.92
5	I feel confident in the financial stability of Northwest.	125	132	23	10	3	4.25
6	There is an effective link between planning and budget.	77	120	58	12	10	3.87
7	Fiscal Affairs offers support for the budgeting and planning process for your program/department.	73	108	60	26	7	3.78
8	The Personnel Office offers adequate support for insurance and tax forms.	159	109	20	4	2	4.43

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.	101	128	39	12	10	4.03
10	I have access to the equipment and supplies necessary to perform my job.	125	138	14	20	2	4.22
11	NWCC's physical resources are adequate to meet the College's needs, stated purpose, programs and/or activities.	99	124	36	24	8	3.97
12	The College facilities are well maintained.	128	122	18	23	6	4.15
13	I am satisfied with the overall cleanliness of campus facilities.	128	132	17	14	4	4.24
14	I am satisfied with the overall upkeep of the grounds.	153	126	10	10	0	4.41
15	A comfortable physical working environment has been created and maintained.	117	134	21	21	6	4.12

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.	93	136	32	27	4	3.98
17	The Computer Center responds to data request in a timely manner.	125	127	29	6	0	4.29
18	NWCC provides me with adequate opportunities for training in computer technology.	96	122	51	15	3	4.02
19	Problems or breakdowns with my work computer hardware or software get resolved or repaired in timely fashion.	142	122	23	3	2	4.37
20	The Help Desk responds in a timely fashion to questions I have about computer use or access.	185	96	11	1	0	4.59

ELEARNING		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Average
21	I am satisfied with the services provided by the eLearning department.	82	112	41	11	8	3.98
22	The eLearning department staff is accessible and helpful.	93	103	43	8	2	4.11
23	The training I receive from the eLearning department is helpful and informative.	63	86	55	10	5	3.88
24	The eLearning program coordinators are accesible and helpful to me in my duties	79	88	49	3	3	4.07
25	The proctoring services provided by the eLearning department are adequate to meet the needs of my students	67	75	47	9	3	3.97

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	120	19	1	1	4.40
27	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	137	119	20	1	2	4.39
28	All programs, services, or activities are accessible to individuals with disabilities.	112	125	36	2	4	4.22
29	All areas of all facilities are accessible to individuals with disabilities.	96	143	33	7	5	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.	151	121	3	5	2	4.47
31	I am satisfied with the services and cooperation my program/department receives from the Communications Office.	123	118	3	9	6	4.32
32	I am satisfied with the services and cooperation my program/department receives from the Financial Aid Office.	82	140	1	15	12	4.06
33	I am satisfied with the services and cooperation my program/department receives from the Food Services.	95	97	2	7	3	4.34
34	I am satisfied with the services and cooperation my program/department receives from the Foundation Office.	123	117	1	4	4	4.41
35	I am satisfied with the services and cooperation my program/department receives from Learning Resources.	114	128	2	3	3	4.39
36	I am satisfied with the services and cooperation my program/department receives from the Office of Institutional Research & Effectiveness.	96	114	4	12	7	4.20
37	I am satisfied with the services and cooperation my program/department receives from the Post Office.	91	130	5	11	7	4.18