

EMPLOYEE SERVICES SURVEY 2021

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	3.82
2	NWCC policies and procedures insure fair treatment of issues and personnel.	102	131	28	14	5	3.73
3	The President provides effective leadership to define goals, develop plans, and establish priorities.	140	107	22	7	1	3.84

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	3.65
5	I feel confident in the financial stability of Northwest.	86	121	43	19	6	3.70
6	There is an effective link between planning and budget.	67	102	65	18	5	3.48
7	Business Office offers support for the budgeting and planning process for your program/department.	62	98	70	15	8	3.58
8	Human Resources offers adequate support for insurance and tax forms.	153	109	8	1	1	4.26

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	3.78
10	I have access to the equipment and supplies necessary to perform my job.	98	137	14	26	3	4.00
11	NWCC's physical resources are adequate to meet the College's needs, stated purpose, programs and/or activities.	82	135	29	24	4	3.95
12	The College facilities are well maintained.	132	116	16	9	4	4.21
13	I am satisfied with the overall cleanliness of campus facilities.	140	118	12	7	1	4.27
14	I am satisfied with the overall upkeep of the grounds.	159	103	7	6	1	4.41
15	A comfortable physical working environment has been created and maintained.	121	115	18	16	5	4.09

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	3.88
18	NWCC provides me with adequate opportunities for training in computer technology.	69	128	41	17	3	3.76
19	Problems or breakdowns with my work computer hardware or software get resolved or repaired in timely fashion.	140	106	10	7	4	3.96
20	The Help Desk responds in a timely fashion to questions I have about computer use or access.	166	91	7	4	1	3.90

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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	4.03
22	The eLearning department staff is accessible and helpful.	85	98	25	10	2	4.11
23	The training I receive from the eLearning department is helpful and informative.	65	80	35	11	2	3.93
24	The eLearning program coordinators are accessible and helpful to me in my duties	80	77	27	6	3	4.14
25	The proctoring services provided by the eLearning department are adequate to meet the needs of my students	58	68	31	10	4	3.79

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	4.27
27	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	108	121	16	4	0	4.19
28	All programs, services, or activities are accessible to individuals with disabilities.	101	120	26	4	0	4.12
29	All areas of all facilities are accessible to individuals with disabilities.	102	111	29	10	1	4.08

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	4.41
31	I am satisfied with the services and cooperation my program/department receives from the Communications Office.	116	114	20	6	0	4.07
32	I am satisfied with the services and cooperation my program/department receives from the Financial Aid Office.	109	118	23	7	0	3.95
33	I am satisfied with the services and cooperation my program/department receives from the Food Services.	101	87	19	2	0	4.26
34	I am satisfied with the services and cooperation my program/department receives from the Foundation Office.	120	102	18	0	0	4.10
35	I am satisfied with the services and cooperation my program/department receives from Learning Resources.	113	109	22	0	1	4.19
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	4.11
37	I am satisfied with the services and cooperation my program/department receives from the Post Office.	107	93	25	5	0	4.21