2023-2024 NWCC's Employee Feedback Report

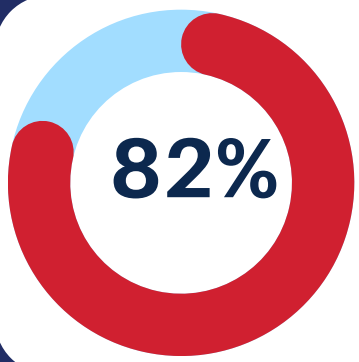
41%

Response Rate

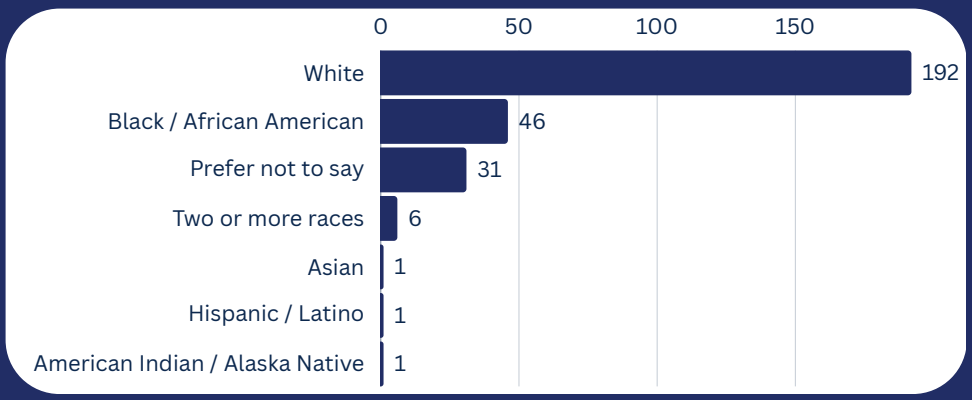
Up from **31%** in 2021

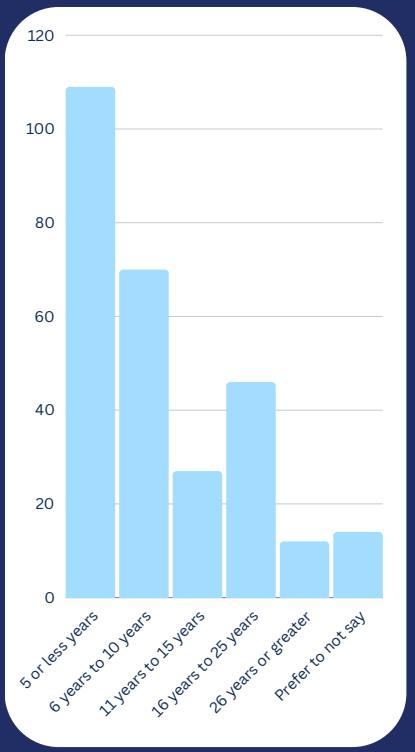
32% **60%**

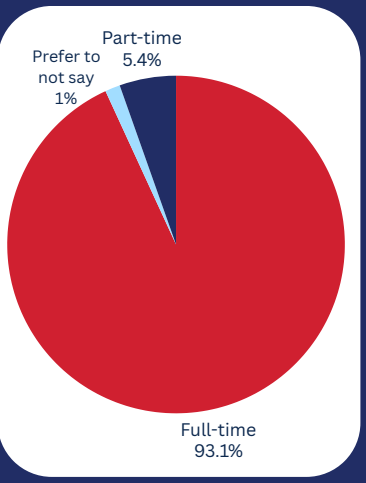
Prefer not to say **8%**

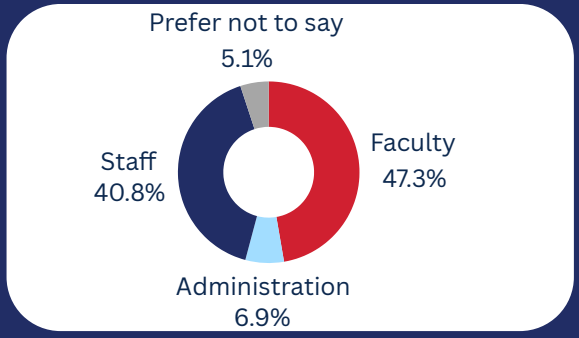


Overall Employee Satisfaction









97%

Prefer to receive communications from Northwest by Email

Employees continue to work at Northwest because:



Overall, while employees express appreciation for the positive aspects of NWCC, such as its community focus and academic opportunities, they also highlight areas where improvements are needed to enhance employee satisfaction, student success, and organizational effectiveness.

EMPLOYEE FEEDBACK RESULTS 2023-2024

		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	**Overall Agreed**
1	I understand the mission, vision, and values of NWCC.	56%	40%	3%	1%	0%	**96%**
2	NWCC has a positive reputation in the community that we serve.	45%	41%	11%	3%	0%	**86%**
3	The type of work I do on most days is personally rewarding.	46%	44%	6%	3%	1%	**90%**
4	The staff provides effective communication, quality support, and are accessible.	33%	42%	17%	7%	1%	**75%**
5	The faculty provides quality instruction, communicates effectively, and are accessible.	42%	41%	13%	3%	1%	**83%**
6	The administration provides effective leadership to define goals, develop plans, and establish priorities.	32%	38%	18%	9%	3%	**70%**
7	I feel confident in the financial stability of Northwest.	38%	39%	16%	6%	1%	**77%**
8	I have adequate opportunities for professional development (training to improve my work skills).	36%	38%	15%	8%	3%	**74%**
9	I feel like the overall performance evaluation process is beneficial to me.	23%	43%	21%	9%	4%	**66%**
10	My supervisor supports me in the performance of my job duties.	59%	30%	7%	3%	1%	**89%**
11	My department meets as a team to plan and coordinate work.	50%	35%	8%	5%	2%	**85%**
12	NWCC does a good job of meeting the needs of students.	36%	46%	14%	4%	0%	**82%**
13	I learn about important campus events in a timely manner.	29%	46%	17%	7%	1%	**75%**
14	I am satisfied with the maintenance of the NWCC facilities.	34%	41%	13%	9%	3%	**75%**
15	I am excited to be a part of the Northwest family.	54%	35%	10%	1%	0%	**89%**
16	NWCC policies and procedures ensure fair treatment of issues and personnel.	35%	41%	14%	7%	3%	**76%**
17	Student learning is a high priority that is well supported.	45%	36%	13%	5%	1%	**81%**
18	The grounds at NWCC are well-kept.	55%	32%	9%	3%	1%	**87%**
19	I would recommend NWCC as a great college.	54%	36%	8%	1%	1%	**90%**
20	I feel a sense of safety and security in the environment at NWCC.	54%	35%	8%	2%	1%	**89%**
21	I am satisfied with the overall cleanliness of campus facilities.	47%	39%	10%	3%	1%	**86%**
22	I am aware that all council and Leadership Forum meeting minutes are available to me on the Northwest website.	36%	36%	16%	10%	2%	**72%**
23	The attitude of NWCC towards you or someone you know with a disability is generally helpful, supportive, positive, and proactive in solving accessibility issues.	50%	39%	10%	1%	0%	**89%**
24	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	45%	42%	12%	1%	0%	**87%**
25	All programs, services, or activities are accessible to individuals with disabilities.	42%	41%	16%	1%	0%	**83%**
26	All facilities of the college are accessible to individuals with disabilities.	42%	42%	15%	1%	0%	**84%**
27	I find my job relevant to student recruiting.	43%	37%	16%	3%	1%	**80%**
28	I find my job relevant to student retention.	50%	36%	12%	2%	0%	**86%**

Total Surveyed: 288

I am satisfied with the services and cooperation my program/department receives from the faculty/staff in the following departments:	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	**Overall Agreed**
29 Academic Instruction	46%	43%	8%	2%	1%	**89%**
30 Admissions and Records	45%	42%	10%	2%	1%	**87%**
31 Adult Education	42%	35%	23%	0%	0%	**77%**
32 Advising and Retention Center (ARC)	34%	40%	17%	5%	4%	**74%**
33 Athletics	37%	38%	20%	4%	1%	**75%**
34 Bookstore	53%	38%	8%	1%	0%	**91%**
35 Business Office	39%	42%	13%	5%	1%	**81%**
36 Campus Police	57%	37%	5%	0%	1%	**94%**
37 Staff and faculty of Career Technical Instruction	48%	38%	11%	2%	1%	**86%**
38 Counseling, Disability, and Testing Services	49%	38%	10%	2%	1%	**87%**
39 eLearning	48%	40%	10%	1%	1%	**88%**
40 Financial Aid	38%	39%	17%	4%	2%	**77%**
41 Food Services	48%	37%	12%	2%	1%	**85%**
42 Staff and faculty from the School of Health Sciences Instruction	45%	43%	12%	0%	0%	**88%**
43 Housing and Residence Life	41%	36%	21%	2%	0%	**77%**
44 Human Resources	46%	41%	10%	1%	2%	**87%**
45 Information Technology	41%	39%	13%	5%	2%	**80%**
46 Institutional Advancement (Foundation)/Alumni Services	37%	40%	19%	3%	1%	**77%**
47 Institutional Research & Effectiveness	38%	38%	20%	3%	1%	**76%**
48 Learning Resource Centers	46%	39%	13%	1%	1%	**85%**
49 Marketing and Strategic Communications	36%	44%	16%	3%	1%	**80%**
50 Post Office	44%	38%	17%	1%	0%	**82%**
51 Recruiting	42%	39%	16%	2%	1%	**81%**
52 Student Services	46%	37%	13%	3%	1%	**83%**
53 Transportation	50%	36%	13%	0%	1%	**86%**
54 Workforce Solutions	44%	33%	21%	1%	1%	**77%**