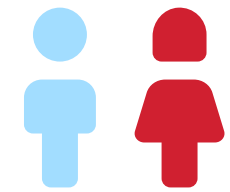
2024-2025 NWCC's Employee Feedback Report

43%

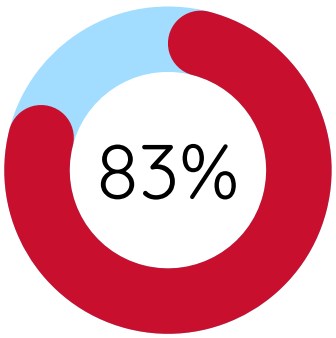
Response Rate

Up from **41%** in 2024

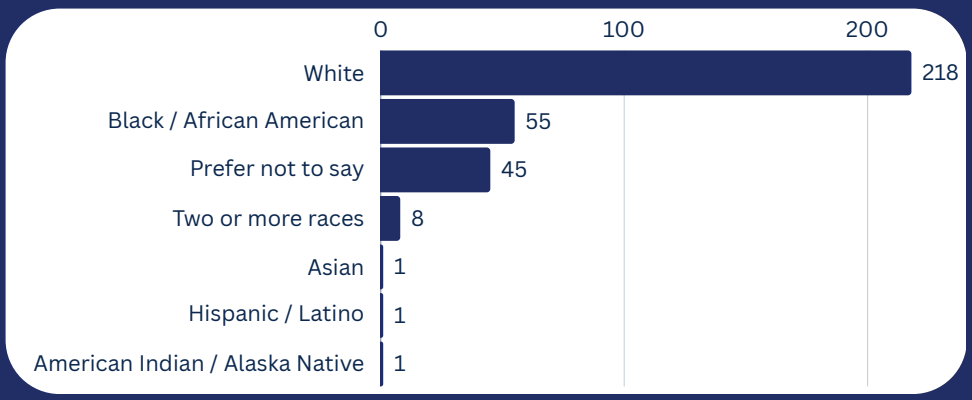


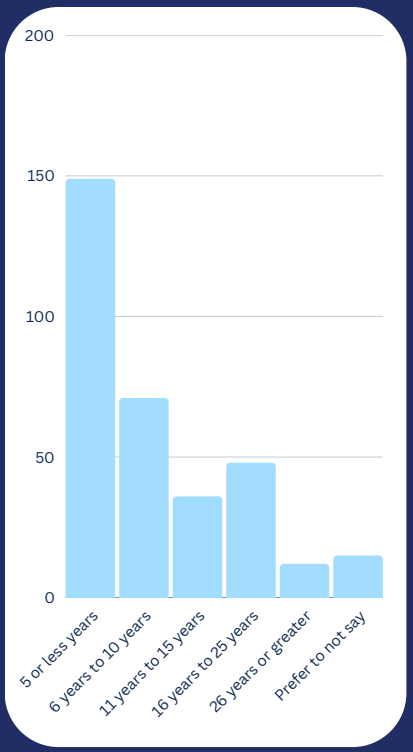
32% **58%**

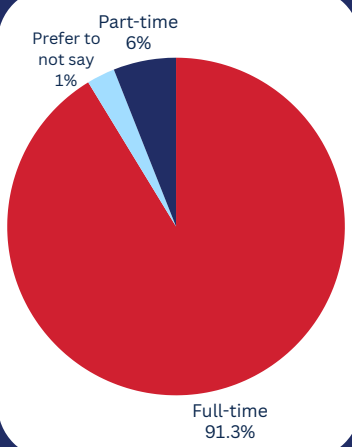
Prefer not to say **10%**

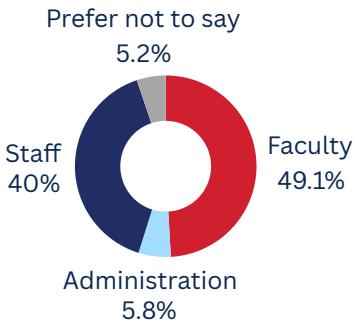


Overall Employee Satisfaction









93%

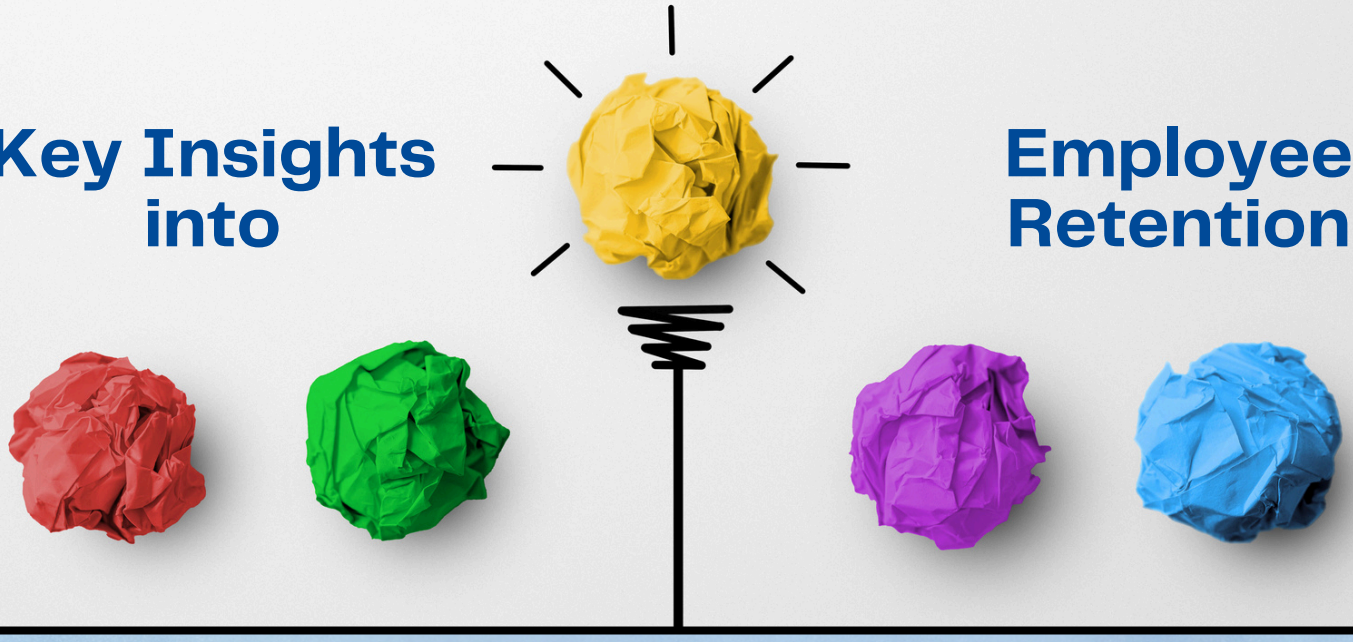
Prefer to receive communications from Northwest by Email

Employees continue to work at Northwest because:



Overall, employees consistently describe NWCC as a supportive, mission-focused workplace where they feel valued, connected, and proud to positively impact students' lives. Key areas for improvement include enhancing communication and addressing workload challenges.

Key Insights into Employee Retention



1. **Positive Work Environment**: Employees value the supportive and friendly atmosphere, feeling like part of a family, which is enhanced by the beautiful and clean campus.
2. **Impact on Students**: The opportunity to make a positive difference in students' lives and witness their growth and success serves as a significant motivator.
3. **Leadership and Support**: Employees appreciate the positive leadership, support from supervisors, and a clear vision for future planning and growth.
4. **Benefits and Compensation**: Attractive benefits such as health insurance, retirement plans, and paid holidays, along with continuous pay raises, contribute to employee satisfaction.
5. **Professional Growth**: Opportunities for professional development and the implementation of new ideas are highly valued, along with the chance to learn and grow within roles.
6. **Work-Life Balance**: Flexibility in work hours, proximity to home, and generous time off during holidays and breaks are crucial factors.
7. **Community and Collaboration**: A strong sense of community and teamwork among staff and faculty motivates employees and fosters a collaborative work environment.

EMPLOYEE FEEDBACK RESULTS 2024-2025

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	**Overall Agreed**	**Overall Disagreed**
1	I understand the mission, vision, and values of NWCC.	61%	34%	4%	1%	0%	**95%**	**1%**
2	NWCC has a positive reputation in the community that we serve.	55%	40%	4%	1%	0%	**95%**	**1%**
3	The type of work I do on most days is personally rewarding.	53%	41%	4%	1%	0%	**94%**	**2%**
4	The staff provides effective communication, quality support, and are accessible.	39%	49%	5%	6%	1%	**88%**	**8%**
5	The faculty provides quality instruction, communicates effectively, and are accessible.	46%	47%	5%	2%	0%	**93%**	**2%**
6	The administration provides effective leadership to define goals, develop plans, and establish priorities.	38%	46%	5%	8%	3%	**84%**	**11%**
7	I feel confident in the financial stability of Northwest.	45%	44%	5%	5%	2%	**89%**	**6%**
8	I have adequate opportunities for professional development (training to improve my work skills).	46%	42%	5%	5%	2%	**88%**	**8%**
9	I feel like the overall performance evaluation process is beneficial to me.	33%	49%	5%	11%	2%	**82%**	**13%**
10	My supervisor supports me in the performance of my job duties.	64%	29%	4%	3%	1%	**92%**	**3%**
11	My department meets as a team to plan and coordinate work.	59%	31%	5%	4%	2%	**89%**	**6%**
12	NWCC does a good job of meeting the needs of students.	45%	43%	5%	6%	1%	**88%**	**7%**
13	I learn about important campus events in a timely manner.	37%	48%	5%	8%	2%	**85%**	**10%**
14	I am satisfied with the maintenance of the NWCC facilities.	34%	40%	15%	9%	2%	**74%**	**11%**
15	I am excited to be a part of the Northwest family.	60%	30%	9%	1%	0%	**90%**	**1%**
16	NWCC policies and procedures ensure fair treatment of issues and personnel.	42%	37%	14%	5%	2%	**79%**	**7%**
17	Student learning is a high priority that is well supported.	47%	35%	13%	4%	1%	**82%**	**5%**
18	The grounds at NWCC are well-kept.	54%	36%	5%	4%	0%	**90%**	**4%**
19	I would recommend NWCC as a great college.	60%	34%	6%	1%	0%	**93%**	**1%**
20	I feel a sense of safety and security in the environment at NWCC.	53%	37%	6%	3%	1%	**90%**	**4%**
21	I am satisfied with the overall cleanliness of campus facilities.	47%	41%	6%	5%	1%	**88%**	**6%**
22	I am aware that all council and Leadership Forum meeting minutes are available to me on the Northwest website.	41%	38%	12%	7%	2%	**79%**	**9%**
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.	52%	37%	10%	1%	1%	**89%**	**2%**
24	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	48%	39%	12%	1%	0%	**87%**	**1%**
25	All programs, services, or activities are accessible to individuals with disabilities.	43%	41%	15%	1%	0%	**83%**	**2%**
26	All facilities of the college are accessible to individuals with disabilities.	44%	40%	14%	1%	1%	**84%**	**2%**
27	I find my job relevant to student recruiting.	49%	36%	12%	2%	1%	**85%**	**3%**
28	I find my job relevant to student retention.	49%	36%	12%	2%	1%	**85%**	**3%**

Total Surveyed: 334

I am satisfied with the services and cooperation my program/department receives from the faculty/staff in the following departments:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Overall Agreed	Overall Disagreed
29 Academic Instruction	48%	39%	11%	1%	0%	**88%**	**1%**
30 Admissions and Records	46%	39%	12%	3%	0%	**84%**	**3%**
31 Adult Education	44%	33%	22%	1%	0%	**78%**	**1%**
32 Advising and Retention Center (ARC)	39%	32%	16%	8%	5%	**71%**	**12%**
33 Athletics	37%	37%	22%	4%	1%	**74%**	**5%**
34 Bookstore	52%	38%	9%	1%	0%	**90%**	**1%**
35 Business Office	39%	41%	14%	4%	2%	**80%**	**6%**
36 Campus Police	59%	32%	8%	1%	0%	**91%**	**1%**
37 Staff and faculty of Career Technical Instruction	46%	41%	12%	1%	0%	**87%**	**1%**
38 Counseling, Disability, and Testing Services	49%	38%	13%	1%	0%	**87%**	**1%**
39 eLearning	53%	34%	11%	1%	0%	**87%**	**2%**
40 Financial Aid	43%	35%	18%	2%	1%	**78%**	**4%**
41 Food Services	49%	30%	16%	3%	2%	**79%**	**5%**
42 Staff and faculty from the School of Health Sciences Instruction	47%	38%	14%	1%	0%	**85%**	**1%**
43 Housing and Residence Life	43%	33%	21%	2%	0%	**76%**	**2%**
44 Human Resources	50%	37%	12%	1%	0%	**86%**	**2%**
45 Information Technology	45%	32%	16%	4%	3%	**77%**	**7%**
46 Institutional Advancement (Foundation)/Alumni Services	43%	33%	22%	2%	0%	**76%**	**2%**
47 Institutional Research & Effectiveness	43%	32%	23%	2%	0%	**74%**	**3%**
48 Learning Resource Centers	47%	35%	17%	1%	0%	**82%**	**1%**
49 Marketing and Strategic Communications	40%	40%	17%	3%	1%	**79%**	**4%**
50 Post Office	38%	35%	22%	2%	3%	**73%**	**5%**
51 Recruiting	41%	38%	18%	1%	2%	**79%**	**3%**
52 Student Services	48%	39%	13%	0%	0%	**86%**	**0%**
53 Transportation	49%	33%	16%	1%	0%	**82%**	**2%**
54 Workforce Solutions	44%	34%	21%	0%	0%	**78%**	**1%**