2025-2026 NWCC's Employee Feedback Report

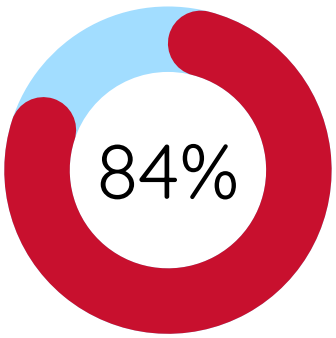
39%

Response Rate

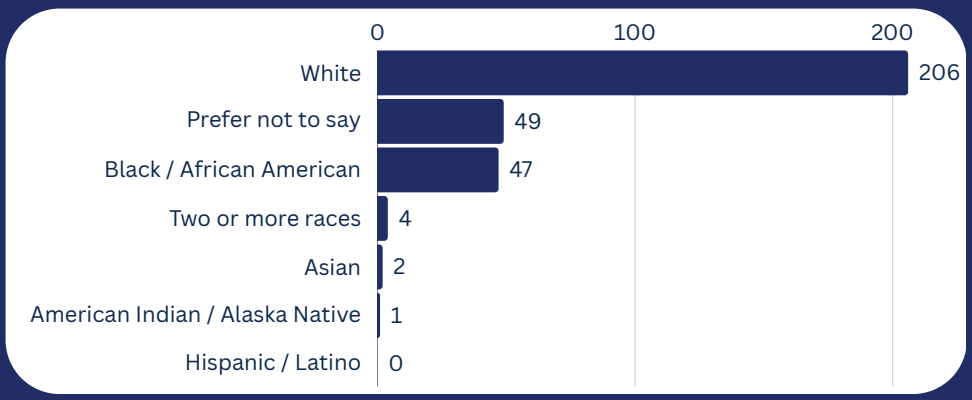
Down from **43%** in 2025

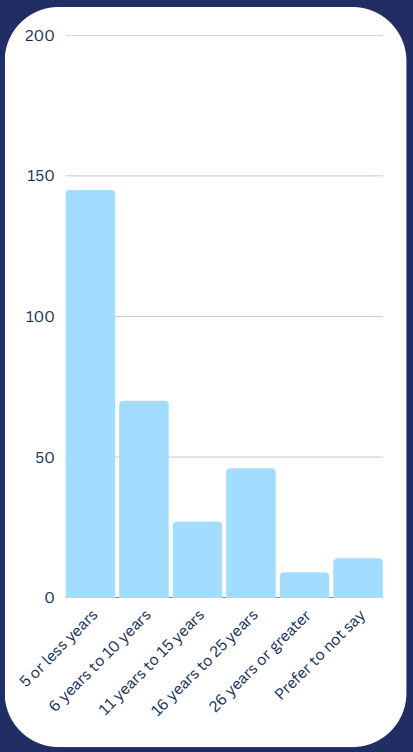
36% **52%**

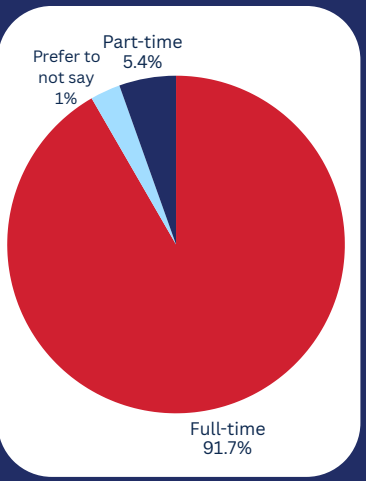
Prefer not to say **11%**

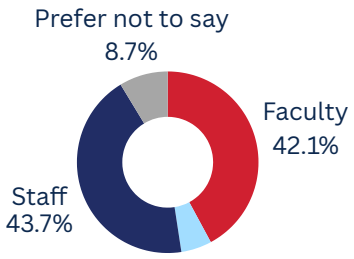


Overall Employee Satisfaction









92%

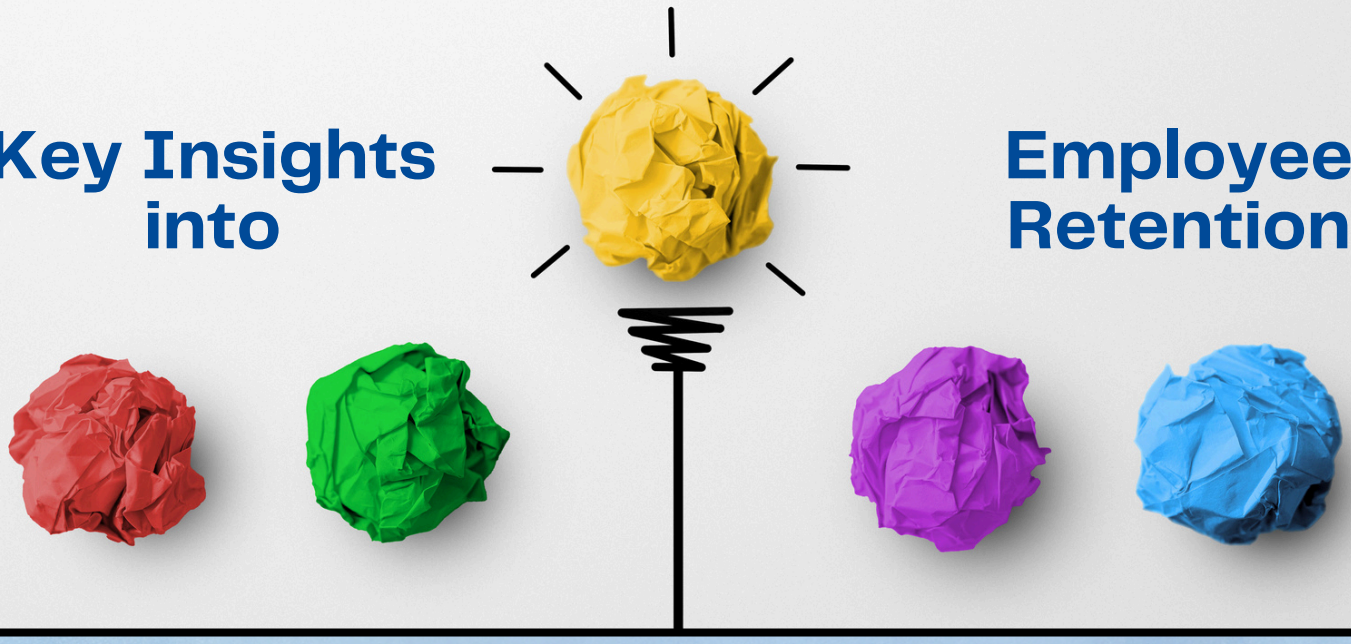
Prefer to receive communications from Northwest by Email

Employees continue to work at Northwest because:



Overall, employees express great pride in the college and its continued growth, while identifying opportunities to enhance communication & transparency. There is also an interest in strengthening improvements in organizational structure, resources & workplace flexibility to further support success across the institution.

Key Insights into Employee Retention



1. **Strong Sense of Purpose & Student Impact:** Employees are deeply motivated by the opportunity to positively impact students' lives, support their success, and contribute to the broader community.
2. **Family-Like Culture & Belonging:** A consistent theme is the "family atmosphere," where employees feel valued, respected, and part of a supportive, team-oriented environment.
3. **Positive Work Environment & Relationships:** Supportive supervisors, collaborative coworkers, and a generally encouraging workplace culture play a major role in retention.
4. **Work-Life Balance & Flexibility:** Generous time off, family-friendly schedules, and flexible work environments help employees maintain balance and reduce burnout.
5. **Autonomy & Professional Fulfillment:** Employees value academic freedom, trust in their roles, and the ability to perform their jobs independently while feeling their work matters.
6. **Alignment with Mission & Community Impact:** Commitment to the college's mission, values, and its role in strengthening the local community reinforces long-term dedication.
7. **Enjoyment & Job Satisfaction:** Many employees genuinely enjoy their work, find it meaningful, and express long-term commitment, with several indicating plans to retire at NWCC.

2025-2026

EMPLOYEE FEEDBACK RESULTS 2025-2026

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Overall Agreed	Overall Disagreed
1	I understand the mission, vision, and values of NWCC.	59%	37%	3%	1%	0%	**96%**	**1%**
2	NWCC has a positive reputation in the community that we serve.	50%	45%	3%	2%	0%	**95%**	**2%**
3	The type of work I do on most days is personally rewarding.	49%	46%	3%	1%	1%	**95%**	**2%**
4	The staff provides effective communication, quality support, and are accessible.	39%	52%	3%	4%	2%	**91%**	**6%**
5	The faculty provides quality instruction, communicates effectively, and are accessible.	43%	51%	3%	2%	1%	**94%**	**2%**
6	The administration provides effective leadership to define goals, develop plans, and establish priorities.	44%	42%	3%	8%	2%	**86%**	**10%**
7	I feel confident in the financial stability of Northwest.	46%	44%	3%	5%	1%	**90%**	**7%**
8	I have adequate opportunities for professional development (training to improve my work skills).	45%	45%	3%	5%	2%	**90%**	**6%**
9	I feel like the overall performance evaluation process is beneficial to me.	35%	50%	4%	9%	2%	**85%**	**12%**
10	My supervisor supports me in the performance of my job duties.	64%	30%	3%	1%	2%	**94%**	**3%**
11	My department meets as a team to plan and coordinate work.	58%	32%	3%	5%	1%	**90%**	**7%**
12	NWCC does a good job of meeting the needs of students.	43%	49%	3%	4%	0%	**93%**	**4%**
13	I learn about important campus events in a timely manner.	37%	50%	3%	9%	1%	**87%**	**10%**
14	Maintenance represents the upkeep and function of the existing facility conditions. Are the college facilities you reside in regularly well maintained, regardless of presumed age, in reference to the heating and air conditioning, plumbing facilities, lighting and electrical functions?	42%	39%	11%	6%	2%	**81%**	**8%**
15	Are the college facilities you reside in regularly well maintained in reference to general conditions of the building, regardless of presumed age?	38%	46%	10%	5%	1%	**83%**	**7%**
16	Do you feel maintenance requests that have been submitted by you to your building supervisor have been remedied in a timely manner by the college maintenance team?	40%	39%	14%	5%	1%	**79%**	**6%**
17	I am excited to be a part of the Northwest family.	61%	30%	8%	1%	0%	**91%**	**1%**
18	NWCC policies and procedures ensure fair treatment of issues and personnel.	43%	39%	14%	4%	1%	**82%**	**5%**
19	Student learning is a high priority that is well supported.	49%	37%	11%	3%	1%	**86%**	**3%**
20	The grounds at NWCC are well-kept.	63%	27%	6%	2%	1%	**90%**	**4%**
21	I would recommend NWCC as a great college.	62%	31%	6%	1%	0%	**93%**	**1%**
22	I feel a sense of safety and security in the environment at NWCC.	59%	34%	5%	1%	1%	**93%**	**2%**
23	I am satisfied with the overall cleanliness of campus facilities.	55%	35%	6%	4%	0%	**91%**	**4%**
24	I am aware that all council and Leadership Forum meeting minutes are available to me on the Northwest website.	41%	37%	14%	6%	2%	**78%**	**8%**
25	The attitude of NWCC towards you or someone you know with a disability is generally helpful, supportive, positive, and proactive in solving accessibility issues.	51%	39%	7%	2%	1%	**90%**	**3%**
26	Information is provided to individuals with disabilities regarding accommodations, auxiliary aids, interpreters, alternative formats, or assisted services.	49%	41%	9%	1%	0%	**90%**	**1%**
27	All programs, services, or activities are accessible to individuals with disabilities.	44%	41%	14%	1%	0%	**85%**	**1%**

Total Surveyed: 315

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
28 All facilities of the college are accessible to individuals with disabilities.	41%	43%	13%	1%	1%	**85%**	**2%**
29 I find my job relevant to student recruiting.	44%	38%	15%	2%	1%	**82%**	**3%**
30 I find my job relevant to student retention.	51%	34%	12%	2%	1%	**85%**	**3%**
31 Academic Instruction	51%	35%	12%	1%	0%	**87%**	**1%**
32 Admissions and Records	48%	36%	14%	3%	0%	**84%**	**3%**
33 Adult Education	43%	37%	20%	0%	0%	**80%**	**0%**
34 Advising and Retention Center (ARC)	34%	33%	22%	7%	4%	**67%**	**11%**
35 Athletics	41%	37%	19%	2%	2%	**77%**	**4%**
36 Bookstore	53%	36%	9%	1%	0%	**90%**	**1%**
37 Business Office	43%	37%	14%	4%	2%	**80%**	**5%**
38 Campus Police	54%	38%	6%	2%	0%	**92%**	**2%**
39 Staff and faculty of Career Technical Instruction	45%	41%	12%	2%	0%	**87%**	**2%**
40 Counseling, Disability, and Testing Services	49%	36%	14%	1%	0%	**85%**	**1%**
41 eLearning	50%	35%	15%	0%	0%	**85%**	**0%**
42 Financial Aid	43%	36%	18%	2%	1%	**79%**	**3%**
43 Food Services	47%	31%	18%	3%	1%	**78%**	**4%**
44 Staff and faculty from the School of Health Sciences Instruction	44%	38%	14%	4%	0%	**82%**	**4%**
45 Housing and Residence Life	43%	34%	18%	3%	2%	**77%**	**5%**
46 Human Resources	54%	35%	9%	2%	0%	**89%**	**2%**
47 Information Systems (Tech Help Desk, Switchboard, Computer Center)	51%	33%	11%	4%	1%	**84%**	**5%**
48 Networking Operations (PC Support)	44%	35%	14%	5%	1%	**79%**	**6%**
49 Institutional Advancement (Foundation)/Alumni Services	45%	34%	17%	3%	1%	**79%**	**4%**
50 Institutional Research & Effectiveness	50%	31%	19%	0%	0%	**81%**	**0%**
51 Learning Resource Centers	58%	33%	8%	0%	0%	**92%**	**0%**
52 Marketing and Strategic Communications	42%	36%	20%	2%	0%	**78%**	**2%**
53 Post Office	42%	33%	20%	3%	3%	**74%**	**6%**
54 Recruiting	49%	32%	17%	1%	1%	**81%**	**2%**
55 Student Services	49%	35%	14%	0%	1%	**85%**	**1%**
56 Transportation	51%	32%	16%	0%	0%	**83%**	**0%**
57 Workforce Solutions	49%	32%	19%	0%	0%	**81%**	**0%**

Total Surveyed: 315