

# Student Satisfaction Survey

## Spring 2011

**NORTH IDAHO COLLEGE**

# Age

Age:	North Idaho College %	National Norms %
<=19	29.6	27.7
20-22	22.1	28.3
23-29	21.9	20.9
>=30	26.4	23.2

# Racial/Ethnic Group

<b>Race/Ethnicity:</b>	<b>North Idaho College %</b>	<b>National Norms %</b>
A. Black	1.7	13.6
B. White	85.7	67.1
C. Hispanic	3.5	6.5
D. Asian	.7	3.6
E. Native American	2.4	2.2
F. Other/Prefer not to respond	6.0	6.9

# Gender

<b>Gender:</b>	<b>North Idaho College %</b>	<b>National Norms %</b>
Male	41.6	39.3
Female	58.4	60.7

# College Services for Those Who Have Used This Service:

Top 5 for North Idaho College		North Idaho College		National Norms	
Item #		% Used	% Avg.	% Used	% Avg.
6	Recreational and intramural programs and services	12.6	4.39	10.7	4.04
7	Library/learning resources center facilities and services	67.6	4.34	62.3	4.25
16	Credit by examination program	5.9	4.18	7.3	3.96
17	Computer services	56.7	4.17	59.7	4.23
9	Student health services	21.2	4.16	7.8	3.94

Satisfaction with...

# College Services for Those Who Have Used This Service:

Bottom 5 for North Idaho College		North Idaho College		National Norms	
Item #		% Used	% Avg.	% Used	% Avg.
18	Parking facilities and services	78.7	2.59	70.3	3.51
19	Veterans services	5.5	3.22	5.6	4.03
4	Job placement services	4.2	3.42	7.0	3.78
12	Cafeteria/food services	52.8	3.45	41.5	3.62
1	Academic advising/course planning services	60.5	3.64	57.6	3.92

# Largest Positive Differences.. between North Idaho College's Averages and the National Averages of Satisfaction Level with the Services of North Idaho College

Item #	Largest Positive (or Smallest Negative) Differences	North Idaho College Avg.	National Norms Avg.	Difference
6	Recreational and intramural programs and services	4.39	4.04	<b>.34</b>
9	Student health services	4.16	3.94	<b>.22</b>
16	Credit by examination program	4.18	3.96	<b>.22</b>
8	Resident hall programs and services	3.82	3.70	<b>.12</b>
11	Student employment service	4.09	3.98	<b>.11</b>

# Largest Negative

**Differences.. between North Idaho College's Averages and the National Averages of Satisfaction Level with the Services of North Idaho College**

<b>Item #</b>	<b>Largest Negative (or Smallest Positive) Differences</b>	<b>North Idaho College Avg.</b>	<b>National Norms Avg.</b>	<b>Difference</b>
18	Parking Facilities and services	2.59	3.51	<b>-.92</b>
19	Veterans services	3.22	4.03	<b>-.81</b>
4	Job Placement services	3.42	3.78	<b>-.36</b>
1	Academic advising/course planning services	3.64	3.92	<b>-.28</b>
12	Cafeteria/food services	3.45	3.62	<b>-.18</b>

Satisfaction with...

# The Academic Aspects of North Idaho College

Item #		North Idaho College Avg.	National Norms Avg.	Difference
7	Class size relative to the type of course	4.27	4.24	<b>+.03</b>
5	Attitude of the teaching staff toward students	4.16	4.15	<b>+.01</b>
3	Quality of instruction in your major area of study	4.09	4.06	<b>+.03</b>
11	Challenge offered by your program of study	4.01	4.01	<b>0</b>
2	Course content in your major area of study	3.98	4.02	<b>-.04</b>
6	Variety of courses offered at this 2-year college	3.97	3.95	<b>+.02</b>

# Cont'd

## The Academic Aspects of North Idaho College

Item #		North Idaho College Avg.	National Norms Avg.	Difference
8	Flexibility to design your own program of study	3.95	3.91	<b>+.04</b>
4	Out-of-class availability of your instructors	3.91	3.92	<b>-.01</b>
1	Testing/grading system	3.86	3.93	<b>-.07</b>
12	Preparation you are receiving for your chosen occupation	3.85	3.94	<b>-.09</b>
9	Availability of your advisor	3.70	3.86	<b>-.16</b>
10	Value of the information provided by your advisor	3.69	3.88	<b>-.19</b>

Satisfaction level with...

# The Admissions Aspects of North Idaho College

Item #		North Idaho College Avg.	National Norms Avg.	Difference
13	General admissions/entry procedures	3.90	3.92	<b>-.02</b>
14	Accuracy of college information you received before enrolling	3.83	3.89	<b>-.06</b>
15	Availability of financial aid information prior to enrolling	3.71	3.82	<b>-.11</b>
16	Assistance provided by the college staff when you entered this college	3.69	3.87	<b>-.18</b>
17	College catalog/admissions publications	3.68	3.91	<b>-.23</b>

Satisfaction level with...

# The Rules & Policies Aspects of North Idaho College

Item #		North Idaho College Avg.	National Norms Avg.	Difference
22	Personal security/safety at this campus	4.02	3.92	<b>+.1</b>
18	Rules governing student conduct at this college	3.80	3.88	<b>-.08</b>
19	Student voice in college policies	3.48	3.58	<b>-.1</b>
20	Academic probation and suspension policies	3.44	3.62	<b>-.18</b>
21	Purposes for which student activity fees are used	3.38	3.52	<b>-.14</b>

Satisfaction level with...

# The Facilities Aspects of North Idaho College

Item #		North Idaho College Avg.	National Norms Avg.	Difference
32	General condition and appearance of the buildings and grounds	4.18	4.00	<b>+.18</b>
26	Laboratory facilities	4.10	3.87	<b>+.23</b>
23	Classroom facilities	4.09	4.02	<b>+.07</b>
28	Study areas	3.99	3.92	<b>+.07</b>
29	Student community center/student union	3.99	3.77	<b>+.22</b>
25	Business-training facilities/equipment	3.94	3.92	<b>+.02</b>
30	College bookstore	3.71	3.77	<b>-.06</b>
27	Athletic facilities	3.60	3.60	<b>0</b>
24	Industrial arts/shop facilities	3.57	3.65	<b>-.08</b>
31	Availability of adequate housing for students	3.34	3.37	<b>-.03</b>

Satisfaction level with...

# The Registration Aspects of North Idaho College

Item #		North Idaho College Avg.	National Norms Avg.	Difference
35	Academic Calendar for North Idaho College	3.95	3.97	<b>-.02</b>
33	General registration procedures	3.84	3.91	<b>-.07</b>
36	Billing and fee payment procedures	3.69	3.82	<b>-.13</b>
34	Availability of the courses you want at times you can take them	3.36	3.67	<b>-.31</b>

Satisfaction level with...

# The General Aspects of North Idaho College

Item #		North Idaho College Avg.	National Norms Avg.	Difference
44	This college in general	4.13	4.07	<b>+.06</b>
39	Racial harmony at this college	3.85	3.93	<b>-.08</b>
38	Attitude of the college nonteaching staff toward students	3.65	3.79	<b>-.14</b>
41	Opportunities for personal involvement in college activities	3.63	3.72	<b>-.09</b>
37	Concern for you as an individual	3.58	3.74	<b>-.16</b>
43	College media (student newspaper, campus radio, etc.)	3.57	3.58	<b>-.01</b>
42	Student government	3.41	3.55	<b>-.14</b>
40	Opportunities for student employment	3.37	3.60	<b>-.23</b>

Satisfaction with...

# All Aspects of North Idaho College: Top 5

Item #	Top 5 for North Idaho College	North Idaho College Avg.	National Norms Avg.	Difference
7	Class size relative to the type of course	4.27	4.24	<b>+.03</b>
32	General condition and appearance of the buildings and grounds	4.18	4.00	<b>+.18</b>
5	Attitude of the teaching staff toward students	4.16	4.15	<b>+.01</b>
44	This college in general	4.13	4.07	<b>+.06</b>
26	Laboratory facilities	4.10	3.87	<b>+.23</b>

Satisfaction with...

# All Aspects of North Idaho College: Bottom 5

Item #	Bottom 5 for North Idaho College	North Idaho College Avg.	National Norms Avg.	Difference
31	Availability of adequate housing for students	3.34	3.37	<b>-.03</b>
34	Availability of the courses you want at times you can take them	3.36	3.67	<b>-.31</b>
40	Opportunities for student employment	3.37	3.60	<b>-.23</b>
21	Purposes for which student activity fees are used	3.38	3.52	<b>-.14</b>
42	Student Government	3.41	3.55	<b>-.14</b>

# Largest Positive

**Differences.. between North Idaho College's Averages and the National Averages of the Satisfaction level with All Aspects of North Idaho College**

Item #	Largest Positive (or Smallest Negative) Differences	North Idaho College Avg.	National Norms Avg.	Difference
26	Laboratory facilities	4.10	3.87	<b>+.23</b>
29	Student community center/student union	3.99	3.77	<b>+.22</b>
32	General condition and appearance of the buildings and grounds	4.18	4.00	<b>+.18</b>
22	Personal security/safety at this campus	4.02	3.92	<b>+.11</b>
28	Study areas	3.99	3.92	<b>+.08</b>

# Largest Negative

**Differences.. between North Idaho College's Averages and the National Averages of the Satisfaction level with All Aspects of North Idaho College**

Item #	Largest Negative (or Smallest Positive) Differences	North Idaho College Avg.	National Norms Avg.	Difference
34	Availability of the courses you want at times you can take them	3.36	3.67	<b>-.31</b>
17	College catalog/admissions publications	3.68	3.91	<b>-.23</b>
40	Opportunities for student employment	3.37	3.60	<b>-.23</b>
10	Value of the information provided by your advisor	3.69	3.88	<b>-.19</b>
16	Assistance provided by the college staff when you entered this college	3.69	3.87	<b>-.18</b>

# **North Idaho College Questions**

## **Student Opinion Survey**

**#1-20**

## North Idaho College Questions:

**1. Regarding the help you have received from the Career Center on the second floor of the SUB in clarifying your career goal**

<b>Level of Satisfaction:</b>	<b>N</b>	<b>%</b>
<b>Does Not Apply</b>	316	38.7
<b>Very Satisfied</b>	86	10.5
<b>Satisfied</b>	134	16.4
<b>Neutral</b>	142	17.4
<b>Dissatisfied</b>	41	5.0
<b>Very Dissatisfied</b>	18	2.2
<b>Blank</b>	79	9.7

## North Idaho College Questions:

### 2. Regarding the extent students with disabilities are welcomed at NIC

Level of Satisfaction:	N	%
Does Not Apply	346	42.4
Very Satisfied	123	15.1
Satisfied	140	17.2
Neutral	113	13.8
Dissatisfied	8	1.0
Very Dissatisfied	6	0.7
Blank	80	9.8

## North Idaho College Questions:

### 3. Regarding the support you received from faculty if you are a student with a disability

Level of Satisfaction:	N	%
Does Not Apply	576	70.6
Very Satisfied	40	4.9
Satisfied	32	3.9
Neutral	78	9.6
Dissatisfied	3	0.4
Very Dissatisfied	6	0.7
Blank	80	9.8

## North Idaho College Questions:

### 4. Regarding the support you received from the Center for Educational Access if you are a student with a disability

Level of Satisfaction:	N	%
Does Not Apply	579	71.0
Very Satisfied	38	4.7
Satisfied	31	3.8
Neutral	79	9.7
Dissatisfied	3	0.4
Very Dissatisfied	4	0.5
Blank	82	10.0

## North Idaho College Questions:

### 5. Regarding the ease in using the MyNIC registration system

Level of Satisfaction:	N	%
Does Not Apply	14	1.7
Very Satisfied	204	25.0
Satisfied	342	41.9
Neutral	111	13.6
Dissatisfied	51	6.2
Very Dissatisfied	11	1.3
Blank	83	10.2

## North Idaho College Questions:

### 6. Regarding the ease and usefulness of information available through MyNIC

Level of Satisfaction:	N	%
Does Not Apply	7	0.9
Very Satisfied	201	24.6
Satisfied	348	42.6
Neutral	122	15.0
Dissatisfied	49	6.0
Very Dissatisfied	11	1.3
Blank	78	9.6

## North Idaho College Questions:

### 7. Regarding the ease and usefulness of the Educational Plan feature on MyNIC

Level of Satisfaction:	N	%
Does Not Apply	133	16.3
Very Satisfied	94	11.5
Satisfied	235	28.8
Neutral	206	25.2
Dissatisfied	57	7.0
Very Dissatisfied	10	1.2
Blank	81	9.9

## North Idaho College Questions:

### 8. Regarding the ease and usefulness of the Degree Audit feature on MyNIC

Level of Satisfaction:	N	%
Does Not Apply	191	23.4
Very Satisfied	113	13.8
Satisfied	197	24.1
Neutral	178	21.8
Dissatisfied	43	5.3
Very Dissatisfied	11	1.3
Blank	83	10.2

## North Idaho College Questions:

### 9. Regarding the interest and assistance demonstrated by your assigned faculty/staff advisor

Level of Satisfaction:	N	%
Does Not Apply	87	10.7
Very Satisfied	174	21.3
Satisfied	233	28.6
Neutral	160	19.6
Dissatisfied	52	6.4
Very Dissatisfied	29	3.6
Blank	81	9.9

## North Idaho College Questions:

### 10. Regarding the interest and assistance demonstrated by Advising Services on the second floor of the SUB

Level of Satisfaction:	N	%
Does Not Apply	213	26.1
Very Satisfied	97	11.9
Satisfied	183	22.4
Neutral	172	21.1
Dissatisfied	46	5.6
Very Dissatisfied	24	2.9
Blank	81	9.9

## North Idaho College Questions:

### 11. Regarding the demonstrated caring attitude of NIC employees toward you

Level of Satisfaction:	N	%
Does Not Apply	26	3.2
Very Satisfied	202	24.8
Satisfied	307	37.6
Neutral	177	21.7
Dissatisfied	18	2.2
Very Dissatisfied	5	0.6
Blank	81	9.9

## North Idaho College Questions:

### 12. Regarding the visibility of advertising for student events and activities

Level of Satisfaction:	N	%
Does Not Apply	64	7.8
Very Satisfied	150	18.4
Satisfied	275	33.7
Neutral	198	24.3
Dissatisfied	35	4.3
Very Dissatisfied	13	1.6
Blank	81	9.9

## North Idaho College Questions:

13. **By which mode do you prefer to receive communications from the college?**

<b>Level of Satisfaction:</b>	<b>N</b>	<b>%</b>
<b>Text Message</b>	200	24.5
<b>E-mail</b>	401	49.1
<b>U.S. Postal</b>	68	8.3
<b>Telephone</b>	46	5.6

## North Idaho College Questions:

**14. If the current North Idaho College Master Planning process recommends providing a comprehensive multipurpose student recreation center, how strongly would you favor such a facility?**

<b>Level of Satisfaction:</b>	<b>N</b>	<b>%</b>
I strongly favor it	273	33.5
I moderately Favor it	199	24.4
I am neutral toward it	202	24.8
I am moderately opposed to it	31	3.8
I strongly oppose to it	6	0.7

## North Idaho College Questions:

**15. In the Past twelve months Have you been involved in a community service or volunteer activity/event?**

<b>Level of Satisfaction:</b>	<b>N</b>	<b>%</b>
<b>Yes</b>	320	39.2
<b>No</b>	382	46.8

## North Idaho College Questions:

**16. If you are planning to complete a bachelor degree or higher, where will you transfer to?**

<b>Level of Satisfaction:</b>	<b>N</b>	<b>%</b>
<b>University of Idaho- Coeur d' Alene</b>	96	11.8
<b>University of Idaho- Moscow</b>	109	13.4
<b>Lewis Clark State College- Coeur d' Alene</b>	111	13.6
<b>Lewis Clark State College- Lewiston</b>	16	2.0
<b>Boise state University</b>	41	5.0
<b>Idaho State University</b>	11	1.3
<b>Eastern Washington University</b>	37	4.5
<b>Washington State University</b>	19	2.3
<b>Gonzaga</b>	12	1.5
<b>Other</b>	207	25.4

# North Idaho College Questions:

## 17. Have you traveled abroad?

Level of Satisfaction:	N	%
Yes	259	31.7
No	442	54.2

## North Idaho College Questions:

18. Please indicated your frequency of use with the 'MyNIC' registration system.

Level of Satisfaction:	N	%
Often	477	58.5
Rarely or Never	48	5.9
Sometimes	169	20.7
Do not know or not applicable	15	1.8

## North Idaho College Questions:

**19. If you were enrolled at NIC as a Dual Credit student, did it then lead you to attend NIC after high school?**

Level of Satisfaction:	N	%
Yes	99	12.1
No	47	5.8
Not Applicable	557	68.3

## North Idaho College Questions:

**20. Please indicate your main reason for attending a higher education institution.**

<b>Level of Satisfaction:</b>	<b>N</b>	<b>%</b>
<b>Better prepare for the changing economic environment</b>	228	27.9
<b>Was laid off from my job and needed retraining</b>	32	3.9
<b>Was struggling with finding employment</b>	23	2.8
<b>Higher education was needed for career advancement</b>	264	32.4
<b>Other</b>	157	19.2