Student Engagement Survey – Spring 2019 - Report

October 16, 2019

NORTH SEATTLE
COLLEGE
One of the Seattle Colleges

Background and Methodology

- The Office of Institutional Effectiveness collaborated with members of the Executive Team to develop the 2019 Student Engagement Survey.

- Survey Monkey was used to launch the survey.

- SPSS Version 23.0 was utilized to analyze numeric survey data.

- <u>Interpretive guidelines</u>: For questions using a scale from one to five, a mean rating equal to or exceeding 4.0 is generally considered to be good performance. Additionally, a top two box percentage equal to or exceeding 80 % is considered good performance.

Population Definition and Response Rate

All students enrolled in the Spring 2019 quarter, except:

- ESL levels 1, 2, 3, and 4
- IEP
- Home and Family Life
- Continuing Education

In Spring 2018 the Seattle College District administered the CCSSE (Community College Survey of Student Engagement) at all three member institutions.

Response Rate	Total
Beginning n	4,884
Less: Bounce - backs	27
Less: Opted out	181
Usable denominator	4,676
Number of responses	585
Response rate	12.5 %

Findings – Measures of Student Engagement

- The top predictors of overall satisfaction with the student experience at North Seattle College are:

  - What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?
  - I am proud to say I am a student at North Seattle College.
  - What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?
  - Classroom technology is adequate to help me achieve my educational goals.

Findings – Measures of Student Engagement, Continued

- The top predictors of a student's likelihood to refer North Seattle College to someone as a place to attend are:
  - What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?
  - If I could do it all over again, I would still choose to go to North Seattle College.
  - What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?
  - Classroom technology is adequate to help me achieve my educational goals.
  - I am proud to say I am a student at North Seattle College.

Findings – Quality of Instruction

- The top predictors of a student satisfaction with the quality of instruction at North Seattle College are:
  - In my classes, the teachers identify how learning experiences such as class activities, assignments, projects, etc., contribute to achieving specific learning outcomes.
  - My teachers at North Seattle College are knowledgeable.
  - My teachers at North Seattle College treat me with respect.
  - My teachers at North Seattle College use a variety of techniques to hold my interest.

Findings – Quality of Courses

- The top predictors of a student satisfaction with the courses they have taken at North Seattle College are:

  - Classes giving students the opportunity to solve problems
  - Course material being current
  - Classes providing students the opportunity to apply what they have learned
  - Offering courses at times that fit student schedules

Findings - Diversity

- A significantly greater proportion of 2017 and 2019 respondents report engaging in at least one diversity – related activity during the current academic year when compared to 2016 survey respondents.

- A significantly lower percentage of respondents to the 2019 student engagement survey (8.7 %) reported have felt discriminated against at North Seattle College within the current academic year compared to 2017 respondents (13.9 %).

Student Development Services

- As with the 2017 student engagement survey, the <u>highest levels</u> of pre − survey awareness of student development services were for
  - Registration (96.0 %)
  - Advising (95.2 %)
  - Financial Aid (94.6 %)
- Among student services <u>with at least 30 respondents</u> providing a rating of usefulness, the student services with the highest rating (somewhat useful % + very useful %) are
  - Enrollment Support and Outreach (98.5 %, n = 64)
  - Registration (97.1 %, n = 333)
  - Advising (95.4 %, n = 309)

Recommendations - Measures of Student Engagement

Student Engagement Measure	Significant Predictor(s)
What is your overall satisfaction with your experience at North Seattle College?	What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?
	I am proud to say I am a student at North Seattle College.
	Classroom technology is adequate to help me achieve my educational goals.
How likely would you be to refer a friend or relative to North Seattle College as a place to attend?	What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?
	If I could do it all over again, I would still choose to go to North Seattle College.
	I am proud to say I am a student at North Seattle College.
	Classroom technology is adequate to help me achieve my educational goals

In order to improve student engagement measures, North Seattle College should develop and implement strategies to improve the significant predictors indicated in the table at the left because their importance is above average but student ratings of satisfaction or likelihood to refer are below average.

Recommendations - Measures of Instructional Quality

Measure of Instructional Quality	Significant Predictor(s)
"What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?"	In my classes, the teachers identify how learning experiences … contribute to achieving specific learning outcomes.
	My teachers use a variety of techniques to hold my interest.
"What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?"	My classes at North Seattle College give me the opportunity to solve problems.

In order to improve student satisfaction with measures of instructional quality, North Seattle College should develop and implement strategies to improve these specific predictors because their importance is above average but student ratings of satisfaction are below average.

Recommendations - Diversity

Diversity Measure	Key Finding(s)	Recommendation(s)
Approximately how many diversity-related activities have you engaged in during the current academic year?	A significantly greater proportion of 2017 and 2019 respondents report engaging in at least one diversity – related activity during the current academic year when compared to 2016 survey respondents.	North Seattle College should continue to fund the Office of Equity, Diversity, and Inclusion so that it can build on gains since the hiring of its associate vice president for Equity, Diversity, and Inclusion.
Within the current academic year, have you felt discriminated against at North Seattle College?	A significantly lower percentage of respondents to the 2019 student engagement survey (8.7 %) reported have felt discriminated against at North Seattle College within the current academic year compared to 2017 respondents (13.9 %).	North Seattle College should develop and implement a system in which student reports of discrimination are investigated and resolved.

Detailed Findings

Student Engagement Measures

What is your overall satisfaction with your experience at North Seattle College?	Spring 2016 [1]			Spring 2017			Spring 2019 [2]	
	Total Respondents			Total Respondents			Total Respondents	
	Percent	n		Percent	n		Percent	n
Very Dissatisfied	3.6 %	33		2.3 %	8		3.4 %	20
Dissatisfied	4.3 %	40		6.3 %	22		3.9 %	23
Neutral	12.2 %	113		10.8 %	38		13.2 %	77
Satisfied	48.8 %	452		49.1 %	173		49.4 %	289
Very Satisfied	31.2 %	289		31.5 %	111		30.1 %	176
Total	100.0 %	927		100.0 %	352		100.0 %	585
Pearson Chi – Square = 5.415; 0 cells (0.0 %) with an expected frequency of less than 5; significance = .712								
	Mean	n		Mean	n		Mean	n
Average	4.00	927		4.01	352		3.99	585
F = 0.083; significance = .920								
[2] In 2018 the Seattle College District administered the CCSSE (Community College Survey of Student Engagement) at all three member institutions.								

[1] Item wording in 2016 as follows: What is your overall satisfaction with being a student at North Seattle College?

There are no statistically significant differences in overall student satisfaction with their experience at North Seattle College across the 2016, 2017, and 2019 administrations of the North Seattle College student engagement survey.

Student Engagement Measures, Continued

How likely would you be to refer a friend or relative to North Seattle College as a place to attend?	Spring 2016			Spring 2017			Spring 2019	
	Total Respondents			Total Respondents			Total Respondents	
	Percent	n		Percent	n		Percent	n
Very Unlikely	3.6 %	33		2.5 %	9		3.3 %	19
Somewhat Unlikely	3.7 %	34		5.7 %	20		4.8 %	28
Neutral	10.6 %	98		11.6 %	41		11.8 %	69
Somewhat Likely	30.6 %	283		29.7 %	105		33.7 %	197
Very Likely	51.5 %	476		50.4 %	178		46.4 %	271
Total	100.0 %	924		100.0 %	353		100.0 %	584
Pearson Chi − Square = 7.355; 0 cells (0.0 %) with an expected frequency of less than 5; significance = .499								
	Mean	n		Mean	n		Mean	n
Average	4.23	924		4.20	353		4.15	584
F = 0.992; significance = .371								

There are no statistically significant differences in student likelihood to refer a friend or relative to North Seattle College as a place to attend across the 2016, 2017, and 2019 administrations of the North Seattle College student engagement survey.

Agreement with Statements Regarding Overall Experience

Please indicate your level of agreement with the following statements regarding your overall experience at North Seattle College.	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree			Mean	n
	%	n	%	n	%	n	%	n	%	n			
North Seattle College is welcoming to all persons.	2.6 %	14	1.1 %	6	10.2 %	54	29.7 %	158	56.4 %	300		**4.36**	**532**
I feel physically safe when I am on campus at North Seattle College.	1.9 %	10	3.8 %	20	10.9 %	58	38.0 %	202	43.8 %	233		**4.20**	**523**
At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.	2.1 %	11	3.1 %	16	17.0 %	89	37.6 %	197	40.3 %	211		**4.11**	**524**
I am proud to say I am a student at North Seattle College.	3.6 %	19	3.2 %	17	21.6 %	115	35.5 %	189	36.2 %	193		**3.98**	**533**
I see students similar to me achieving their educational goals at North Seattle College.	2.9 %	15	4.8 %	25	15.2 %	79	37.4 %	195	39.7 %	207		**4.06**	**521**

Scale:
Strongly Agree = 5
Agree = 4
Neutral = 3
Disagree = 2
Strongly Disagree = 1

Across attributes regarding the overall student experience, respondents provided the <u>highest</u> mean ratings to the following items:

- I am in favor of NSC being a tobacco – free campus. (mean = 4.40)
- North Seattle College is welcoming to all persons. (mean = 4.36)
- I am aware that NSC is a tobacco – free campus. (mean = 4.30)

Agreement with Statements Regarding Overall Experience, Continued

Please indicate your level of agreement with the following statements regarding your overall experience at North Seattle College.	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree			Mean	n
	%	n	%	n	%	n	%	n	%	n			
Classroom technology is adequate to help me achieve my educational goals.	2.7 %	14	5.1 %	26	17.6 %	90	44.5 %	227	30.0 %	153		3.94	510
If I could do it all over again, I would still choose to go to North Seattle College.	3.9 %	21	4.5 %	24	17.2 %	92	34.1 %	183	40.3 %	216		4.02	536
The buildings at North Seattle College are well – maintained.	1.7 %	9	4.6 %	24	14.4 %	75	46.3 %	241	33.0 %	172		4.04	521
The grounds at North Seattle College are well – maintained.	1.1 %	6	2.9 %	15	8.8 %	46	42.1 %	221	45.1 %	237		4.27	525

Scale:
Strongly Agree = 5
Agree = 4
Neutral = 3
Disagree = 2
Strongly Disagree = 1

Across attributes regarding the overall student experience, respondents provided the lowest mean ratings to the following items:

- It is easy for me to find my way around campus at North Seattle College. (mean = 3.81)
- Classroom technology is adequate to help me achieve my educational goals. (mean = 3.94)

Agreement with Statements Regarding Overall Experience, Continued

Please indicate your level of agreement with the following statements regarding your overall experience at North Seattle College.	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree			Mean	n
	%	n	%	n	%	n	%	n	%	n			
I am aware that NSC is a tobacco – free campus.	3.0 %	16	5.5 %	29	7.6 %	40	26.0 %	137	57.8 %	304		**4.30**	526
I am in favor of NSC being a tobacco – free campus.	3.2 %	17	2.7 %	14	10.9 %	57	17.5 %	92	65.7 %	345		**4.40**	525
When I need help in achieving my educational goals, I know where to go to get help at North Seattle College.	3.0 %	16	7.4 %	39	11.6 %	61	43.6 %	230	34.5 %	182		**3.99**	528
It is easy for me to find my way around campus at North Seattle College.	4.4 %	23	9.5 %	50	18.4 %	97	36.0 %	190	31.8 %	168		**3.81**	528
I have received quality customer service from the employees at North Seattle College I have interacted with.	3.0 %	16	4.9 %	26	13.9 %	74	37.4 %	199	40.8 %	217		**4.08**	532

Scale:
Strongly Agree = 5
Agree = 4
Neutral = 3
Disagree = 2
Strongly Disagree = 1

Correlations between Overall Satisfaction with Experience and Attributes of College

What is your overall satisfaction with your experience at North Seattle College?	Correlation	Significance	n
North Seattle College is welcoming to all persons.	.403	.000	532
I feel physically safe when I am on campus at North Seattle College.	.347	.000	523
At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.	.437	.000	524
I am proud to say I am a student at North Seattle College.	.617	.000	533
I see students similar to me achieving their educational goals at North Seattle College.	.399	.000	521
Classroom technology is adequate to help me achieve my educational goals.	.455	.000	510
If I could do it all over again, I would still choose to go to North Seattle College.	.565	.000	536
The buildings at North Seattle College are well – maintained.	.412	.000	521
The grounds at North Seattle College are well – maintained.	.304	.000	525

The student experience attributes that have the strongest correlations to overall satisfaction with the student experience at North Seattle College were:

- Overall satisfaction with the quality of the courses (r = .661)
- Overall satisfaction with the quality of instruction (r = .629)

Correlations between Overall Satisfaction with Experience and Attributes of College, Continued

What is your overall satisfaction with your experience at North Seattle College?	Correlation	Significance	n
I am aware that North Seattle College is a tobacco – free campus.	.187	.000	526
I am in favor of North Seattle College being a tobacco – free campus.	.215	.000	525
When I need help in achieving my educational goals, I know where to go to get help at North Seattle College.	.439	.000	528
It is easy for me to find my way around campus at North Seattle College.	.203	.000	528
I have received quality customer service from the employees at North Seattle College I have interacted with.	.502	.000	532
What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	.629	.000	540
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.661	.000	519

The student experience attributes that have the <u>weakest</u> correlations to overall satisfaction with the student experience at North Seattle College were:

- I am in favor of North Seattle College being a tobacco – free campus. (r = .215)
- It is easy for me to find my way around campus at North Seattle College. (r = .203)
- I am aware that North Seattle College is a tobacco – free campus. (r = .187)

Predictors of Overall Satisfaction with Student Experience

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	3.697	.000	**NA**
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.219	3.268	.001	**Yes**
I am proud to say I am a student at North Seattle College.	.294	6.152	.000	**Yes**
What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	.233	3.612	.000	**Yes**
Classroom technology is adequate to help me achieve my educational goals.	.090	2.245	.025	**Yes**
Stepwise Multiple Linear Regression: R² = .498; Adjusted R² = .493				

The top predictors of overall satisfaction with the student experience at North Seattle College are:

- Overall satisfaction with the quality of the courses you have taken at North Seattle College
- I am proud to say I am a student at North Seattle College.
- Overall satisfaction with the quality of instruction
- Classroom technology is adequate to help me achieve my educational goals.

This model explains 49.3 % of the variance in responses to overall satisfaction with the student experience at North Seattle College.

Predictors of Overall Satisfaction with Student Experience: Performance and Importance

		Importance (Derived): Average = 0.42	
		Below Average	**Above Average**
Performance (Average = 4.11)	**Above Average**	I am in favor of NSC being a tobacco – free campus. (mean = 4.4) I am aware that NSC is a tobacco – free campus. (Mean = 4.3) North Seattle College is welcoming to all persons. (mean = 4.36) The grounds at North Seattle College are well – maintained. (mean = 4.27) I feel physically safe when I am on campus at North Seattle College. (mean = 4.20)	At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually. (mean = 4.11) **What is your overall satisfaction with the quality of the courses you have taken at North Seattle College? (mean = 4.11)**
	Below Average	I see students similar to me achieving their educational goals at North Seattle College. (mean = 4.06) The buildings at North Seattle College are well – maintained. (mean = 4.04) It is easy for me to find my way around campus at North Seattle College. (mean = 3.81)	I have received quality customer service from the employees at North Seattle College I have interacted with. (mean = 4.08) **What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College? (mean = 4.03)** If I could do it all over again, I would still choose to go to North Seattle College. (mean = 4.02) When I need help in achieving my educational goals, I know where to go to get help at North Seattle College. (mean = 3.99) **I am proud to say I am a student at North Seattle College. (mean = 3.98)** **Classroom technology is adequate to help me achieve my educational goals. (mean = 3.94)**

In order to improve overall student satisfaction with there experience, North Seattle College should focus on the following items:

- What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?

- I am proud to say I am a student at North Seattle College.

- Classroom technology is adequate to help me achieve my educational goals.

Note: Items in bold print are key predictors of overall satisfaction with being an employee of NSC.

Correlations between Likelihood to Refer NSC and Attributes of College

How likely would you be to refer a friend or relative to North Seattle College as a place to attend?	Correlation	Significance	n
North Seattle College is welcoming to all persons.	.382	.000	532
I feel physically safe when I am on campus at North Seattle College.	.338	.000	523
At North Seattle College, I feel safe in other ways -emotionally, socially, and intellectually.	.469	.000	524
I am proud to say I am a student at North Seattle College.	.571	.000	533
I see students similar to me achieving their educational goals at North Seattle College.	.418	.000	521
Classroom technology is adequate to help me achieve my educational goals.	.457	.000	510
If I could do it all over again, I would still choose to go to North Seattle College.	.621	.000	536
The buildings at North Seattle College are well – maintained.	.370	.000	521

The student experience attributes that have the <u>highest</u> correlations to a student's likelihood to refer a friend or relative to North Seattle College as a place to attend are:

- Overall satisfaction with the quality of the courses (r = .641)
- Overall satisfaction with the quality of instruction (r = .630)
- If I could do it all over again, I would still choose to go to North Seattle College. (r = .621)
- I am proud to say I am a student at North Seattle College. (r = .571)

Correlations between Likelihood to Refer NSC and Attributes of College, Continued

How likely would you be to refer a friend or relative to North Seattle College as a place to attend?	Correlation	Significance	n
The grounds at North Seattle College are well – maintained.	.370	.000	525
I am aware that North Seattle College is a tobacco – free campus.	.192	.000	526
I am in favor of North Seattle College being a tobacco – free campus.	.147	.001	525
When I need help in achieving my educational goals, I know where to go to get help at North Seattle College.	.431	.000	528
It is easy for me to find my way around campus at North Seattle College.	.209	.000	528
I have received quality customer service from the employees at North Seattle College I have interacted with.	.476	.000	532
What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	.630	.000	540
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.641	.000	519

The student experience attributes that have the underline lowest correlations to a student's likelihood to refer a friend or relative to North Seattle College as a place to attend are:

- It is easy for me to find my way around campus at North Seattle College. (r = .209)
- I am aware that North Seattle College is a tobacco – free campus. (r = .192)
- I am in favor of North Seattle College being a tobacco – free campus. (r = .147)

Predictors of Likelihood to Refer Someone to NSC

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	3.369	.001	**NA**
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.205	3.216	.001	**Yes**
If I could do it all over again, I would still choose to go to North Seattle College.	.233	4.691	.000	**Yes**
What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	.225	3.606	.000	**Yes**
Classroom technology is adequate to help me achieve my educational goals.	.104	2.712	.007	**Yes**
I am proud to say I am a student at North Seattle College.	.121	2.579	.010	**Yes**
Stepwise Multiple Linear Regression: R² = .550; Adjusted R² = .544				

In order to increase the probability that a student will refer a friend or relative, North Seattle College should focus on the following:

- Overall satisfaction with the quality of the courses
- If students could do it all over again, they would still select North Seattle College
- Overall satisfaction with the quality of instruction
- Adequacy of classroom technology
- Pride at being at student at North Seattle College

This model explains 54.4 % of the variance in responses to one's likelihood to refer someone else to North Seattle College.

Predictors of Likelihood to Refer Someone to NSC: Performance and Importance

		Importance (Derived): Average = 0.42	
		Below Average	**Above Average**
Performance (Average = 4.11)	**Above Average**	I am in favor of North Seattle College being a tobacco – free campus. (mean = 4.40) North Seattle College is welcoming to all persons. (mean = 4.36) I am aware that North Seattle College is a tobacco – free campus. (mean I feel physically safe when I am on campus at North Seattle College. (mean = 4.30) The grounds at North Seattle College are well – maintained. (mean = 4.27) I feel physically safe when I am on campus at North Seattle College. (Mean = 4.20)	At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually. (mean = 4.11) **What is your overall satisfaction with the quality of the courses you have taken at North Seattle College? (mean = 4.11)**
	Below Average	I see students similar to me achieving their educational goals at North Seattle College. (mean = 4.06) The buildings at North Seattle College are well – maintained. (mean = 4.04) It is easy for me to find my way around campus at North Seattle College. (mean = 3.81)	I have received quality customer service from the employees at North Seattle College I have interacted with. (mean = 4.08) **What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College? (mean = 4.03)** **If I could do it all over again, I would still choose to go to North Seattle College. (mean = 4.02)** When I need help in achieving my educational goals, I know where to go to get help at North Seattle College. (mean = 3.99) **I am proud to say I am a student at North Seattle College. (mean = 3.98)** **Classroom technology is adequate to help me achieve my educational goals. (mean = 3.94)**

In order to improve a student's likelihood to refer a friend or relative, North Seattle College should focus on the following items:

- Overall satisfaction with the quality of instruction

- If I could do it all over again, I would still choose to go to North Seattle College

- I am proud to say I am a student at North Seattle College.

- Adequacy of classroom technology

Note: Items in bold print are key predictors of overall satisfaction with being an employee of NSC.

Quality of Instruction

What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	Spring 2017			Spring 2019	
	Percent	n		Percent	n
Very Dissatisfied	2.7 %	9		2.0 %	11
Dissatisfied	4.2 %	14		5.2 %	28
Neutral	12.0 %	40		14.1 %	76
Satisfied	48.6 %	162		45.2 %	244
Very Satisfied	32.4 %	108		33.5 %	181
Total	**100.0 %**	**333**		**100.0 %**	**540**
Pearson Chi – Square = 2.074; 0 cells (0.0 %) with an expected frequency of less than 5; significance = .722					
Average	**4.04**	**333**		**4.03**	**540**
t = .145, significance = .884					

There are no statistically significant differences in overall student satisfaction with the quality of instruction they have received at North Seattle College between the 2017 and 2019 administrations of the North Seattle College student engagement survey.

Agreement with Statements Regarding Instruction

Please indicate your level of agreement with the following statements regarding the instruction you have received at North Seattle College.	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Mean	n
	%	**n**	**%**	**n**	**%**	**n**	**%**	**n**	**%**	**n**		
My teachers at North Seattle College are knowledgeable.	1.3 %	7	1.5 %	8	9.8 %	51	43.5 %	226	43.7 %	227	**4.27**	**519**
My teachers at North Seattle College treat me with respect.	2.1 %	11	2.7 %	14	7.9 %	41	41.9 %	217	45.4 %	235	**4.26**	**518**
My teachers use a variety of techniques to hold my interest.	3.5 %	18	6.0 %	31	20.8 %	108	43.9 %	228	25.8 %	134	**3.83**	**519**

Scale:
Strongly Agree = 5
Agree = 4
Neutral = 3
Disagree = 2
Strongly Disagree = 1

The attribute of instruction item that had the highest mean rating on the student engagement survey were

- My teachers at North Seattle College are knowledgeable. (mean = 4.27)
- My teachers at North Seattle College treat me with respect. (mean = 4.26)

Agreement with Statements Regarding Instruction, Continued

In my classes, the teachers …	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Mean	n
	%	n	%	n	%	n	%	n	%	n		
… identify the learning outcomes for the course.	1.7 %	9	3.9 %	20	14.1 %	73	48.7 %	253	31.6 %	164	**4.05**	**519**
… point out how the learning outcomes of the course contribute to program-level learning outcomes.	2.5 %	13	5.4 %	28	23.5 %	122	42.8 %	222	25.8 %	134	**3.84**	**519**
… identify how learning experiences such as class activities, assignments, projects, etc., contribute to achieving specific learning outcomes.	2.5 %	13	5.4 %	28	18.3 %	95	45.5 %	236	28.3 %	147	**3.92**	**519**
… provide regular feedback on my coursework in order to support my learning.	3.8 %	20	6.2 %	32	17.1 %	89	41.5 %	216	31.3 %	163	**3.90**	**520**

Scale:
Strongly Agree = 5
Agree = 4
Neutral = 3
Disagree = 2
Strongly Disagree = 1

The attribute of instruction items that had the lowest mean ratings on the student engagement survey were:

- My teachers use a variety of techniques to hold my interest. (mean = 3.83)
- In my classes, the teachers point out how the learning outcomes of the course contribute to program-level learning outcomes. (mean = 3.84)

Correlations between Quality of Instruction at NSC and Attributes of Instruction

What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	Correlation	Significance	n
My teachers at North Seattle College are knowledgeable.	.639	.000	518
My teachers at North Seattle College treat me with respect.	.594	.000	517
My teachers use a variety of techniques to hold my interest.	.619	.000	518
In my classes, the teachers identify the learning outcomes for the course.	.584	.000	518
In my classes, the teachers point out how the learning outcomes of the course contribute to program-level learning outcomes.	.575	.000	518
In my classes, the teachers identify how learning experiences such as class activities, assignments, projects, etc., contribute to achieving specific learning outcomes.	.639	.000	518
In my classes, the teachers provide regular feedback on my coursework in order to support my learning.	.592	.000	519

The attributes of instruction that have the <u>strongest</u> correlations to overall satisfaction with the quality of instruction at North Seattle College are:

- My teachers at North Seattle College are knowledgeable. (r = .639)
- …. teachers identify how learning experiences … contribute to achieving specific learning outcomes. (r = .639)

Predictors of Satisfaction with Quality of Instruction

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	2.299	.022	**NA**
In my classes, the teachers identify how learning experiences such as class activities, assignments, projects, etc., contribute to achieving specific learning outcomes.	.249	5.303	.000	**Yes**
My teachers at North Seattle College are knowledgeable.	.250	5.836	.000	**Yes**
My teachers at North Seattle College treat me with respect.	.179	4.282	.000	**Yes**
My teachers at North Seattle College use a variety of techniques to hold my interest.	.195	4.245	.000	**Yes**
Stepwise Multiple Linear Regression: R² = .555; Adjusted R² = .552				

The top predictors of a student satisfaction with the quality of instruction at North Seattle College are:

- Teachers identify how learning experiences contribute to achieving specific learning outcomes.
- Teachers are knowledgeable
- Teachers treat me with respect
- Teachers use a variety of techniques to hold my interest to hold student interest

This model explains 55.2 % of the variance in responses to overall satisfaction with the quality of instruction students have received at North Seattle College.

Predictors of Satisfaction with Quality of Instruction: Performance and Importance

Importance (Derived): Average = 0.61			
		Below Average	**Above Average**
Performance (Average = 4.01)	**Above Average**	**My teachers at North Seattle College treat me with respect. (mean = 4.26)** In my classes, the teachers identify the learning outcomes for the course. (mean = 4.05)	**My teachers at North Seattle College are knowledgeable. (mean = 4.27)**
	Below Average	In my classes, the teachers provide regular feedback on my coursework in order to support my learning. (mean = 3.90) In my classes, the teachers point out how the learning outcomes of the course contribute to program-level learning outcomes. (mean = 3.84)	**In my classes, the teachers identify how learning experiences … contribute to achieving specific learning outcomes. (mean = 3.92)** **My teachers use a variety of techniques to hold my interest. (mean = 3.83)**

In order to improve a student's satisfaction with the quality of instruction they receive, North Seattle College should focus on the following items:

- In my classes, the teachers identify how learning experiences … contribute to achieving specific learning outcomes.

- My teachers use a variety of techniques to hold my interest

Note: Items in bold print are key predictors of overall satisfaction with being an employee of NSC.

Quality of Courses

What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	2017			2019	
	Percent	n		Percent	n
Very Dissatisfied	2.2 %	7		2.3 %	12
Dissatisfied	3.1 %	10		3.1 %	16
Neutral	13.0 %	42		11.6 %	60
Satisfied	47.7 %	154		47.2 %	245
Very Satisfied	34.1 %	110		35.8 %	186
Total	100.0 %	323		100.0 %	519
Pearson Chi – Square = 0.550; 0 cells (0.0 %) with an expected frequency of less than 5; significance = .968					
Average	4.08	323		4.11	519
t = - 0.447 significance = .655					

There are no statistically significant differences in overall student satisfaction with the quality of the courses they have taken at North Seattle College between the 2017 and 2019 administrations of the North Seattle College student engagement survey.

Agreement with Statements Regarding Courses

Please indicate your level of agreement with the following statements regarding the courses you have taken at North Seattle College.	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree			Mean	n
	%	n	%	n	%	n	%	n	%	n			
The material in my courses is current.	1.6 %	8	1.8 %	9	13.3 %	68	45.5 %	232	37.8 %	193		**4.16**	**510**
I have opportunities to apply what I have learned in my courses at North Seattle College.	2.7 %	14	2.9 %	15	18.8 %	96	42.9 %	219	32.7 %	167		**4.00**	**511**
What I learn in my classes is directly related to my career goals.	3.5 %	18	5.3 %	27	20.0 %	102	38.2 %	195	32.9 %	168		**3.92**	**510**
My classes at North Seattle College give me the opportunity to solve problems.	2.8 %	14	4.5 %	23	19.3 %	98	42.8 %	218	30.6 %	156		**3.94**	**509**
North Seattle College offers courses at times that fit my schedule.	2.7 %	14	7.1 %	36	15.9 %	81	40.8 %	208	33.5 %	171		**3.95**	**510**

Scale:
Strongly Agree = 5
Agree = 4
Neutral = 3
Disagree = 2
Strongly Disagree = 1

Mean ratings on course attribute items ranged from a high of 4.16 ("The material in my courses is current." to a low of 3.92 ("What I learn in my classes is directly related to my career goals.")

Correlations between Quality of Courses at NSC and Attributes of Courses

What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	Correlation	Significance	n
The material in my courses is current.	.614	.000	510
I have opportunities to apply what I have learned in my courses at North Seattle College.	.630	.000	511
What I learn in my classes is directly related to my career goals.	.527	.000	510
My classes at North Seattle College give me the opportunity to solve problems.	.646	.000	509
North Seattle College offers courses at times that fit my schedule.	.456	.000	510

The course attributes that have the <u>strongest</u> correlations to a student's overall satisfaction with the quality of the courses they have taken at North Seattle College are:

- My classes at North Seattle College give me the opportunity to solve problems. (r = .650)
- I have opportunities to apply what I have learned in my courses at North Seattle College. (r = .630)

Predictors of Satisfaction with Quality of Courses

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	5.732	.000	NA
My classes at North Seattle College give me the opportunity to solve problems.	.247	4.769	.000	Yes
The material in my courses is current.	.243	5.329	.000	Yes
I have opportunities to apply what I have learned in my courses at North Seattle College.	.244	5.046	.000	Yes
North Seattle College offers courses at times that fit my schedule.	.106	2.913	.004	Yes
Stepwise Multiple Linear Regression: R^2 = .511; Adjusted R^2 = .507				

The top predictors of a student satisfaction with the courses they have taken at North Seattle College are:

- Classes giving students the opportunity to solve problems
- Course material being current
- Classes providing students the opportunity to apply what they have learned
- Offering courses at times that fit student schedules

This model explains 50.7 % of the variance in responses to overall satisfaction with the quality of courses students have taken at North Seattle College.

Predictors of Satisfaction with Quality of Courses: Performance and Importance

		Importance (Derived): Average = 0.57	
		Below Average	Above Average
Performance (Average = 3.99)	Above Average		The material in my courses is current. (mean = 4.16) I have opportunities to apply what I have learned in my courses at North Seattle College. (mean = 4.00)
	Below Average	North Seattle College offers courses at times that fit my schedule. (mean = 3.95) What I learn in my classes is directly related to my career goals. (mean = 3.92)	My classes at North Seattle College give me the opportunity to solve problems. (mean = 3.94)

In order to increase student satisfaction with the courses they take, North Seattle College should continue to focus on the following item:

- My classes at North Seattle College give me the opportunity to solve problems.

Note: Items in bold print are key predictors of overall satisfaction with being an employee of NSC.

Essential Learning Outcomes

To what extent are your experiences at North Seattle contributing to your knowledge, skills, and personal development in the following areas?	Very Little		Some		Quite a Bit		Very Much		Quite a Bit + Very Much	
	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n
Facts, theories, perspectives and methodologies within and across disciplines	6.0 %	23	28.7 %	110	36.3 %	139	29.0 %	111	65.3 %	250
Critical thinking and problem solving	5.2 %	20	19.8 %	76	39.3 %	151	35.7 %	137	75.0 %	288
Communication and self-expression	9.1 %	35	29.2 %	112	33.1 %	127	28.6 %	110	61.7 %	237
Quantitative reasoning	6.3 %	24	30.5 %	116	34.5 %	131	28.7 %	109	63.2 %	240
Information literacy	5.2 %	20	27.9 %	107	38.6 %	148	28.2 %	108	66.8 %	256
Technological proficiency	14.3 %	55	29.7 %	114	31.5 %	121	24.5 %	94	56.0 %	215
Collaboration: group and team work	10.7 %	41	27.1 %	104	34.1 %	131	28.1 %	108	62.2 %	239

As measured by the percentage of top two box responses ("quite a bit" + "very much"), respondents perceived that their experiences at North Seattle College had contributed <u>the most</u> to the following knowledge, skill, or personal development areas:
- Critical thinking and problem solving (75.0 %)
- Information literacy (66.8 %)
- Synthesis and application of knowledge, skills and responsibilities to new settings and problems (66.1 %)

Essential Learning Outcomes, Continued

To what extent are your experiences at North Seattle contributing to your knowledge, skills, and personal development in the following areas?	Very Little		Some		Quite a Bit		Very Much		Quite a Bit + Very Much	
	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n
Civic engagement: local, global and environmental	15.9 %	61	34.4 %	132	26.6 %	102	23.2 %	89	49.7 %	191
Intercultural knowledge and competence	9.1 %	35	28.5 %	109	33.7 %	129	28.7 %	110	62.4 %	239
Ethical awareness and personal integrity	9.1 %	33	28.5 %	110	32.6 %	126	29.8 %	115	62.4 %	241
Lifelong learning and personal well-being	5.2 %	20	29.3 %	113	31.3 %	121	34.2 %	132	65.5 %	253
Synthesis and application of knowledge, skills and responsibilities to new settings and problems	5.0 %	19	28.9 %	110	34.4 %	131	31.8 %	121	66.1 %	252

As measured by the percentage of top two box responses ("quite a bit" + "very much"), respondents perceived that their experiences at North Seattle College had contributed the least to the following knowledge, skill, or personal development areas:
- Technological proficiency (56.0 %)
- Civic engagement: local, global and environmental (49.7 %)

Diversity at North Seattle College

Approximately how many diversity-related activities have you engaged in during the current academic year?	Spring 2016			Spring 2017			Spring 2019	
	Percent	n		Percent	n		Percent	n
None	76.2 %	531		47.8 %	142		48.0 %	240
1 - 3	18.8 %	131		37.0 %	110		36.4 %	182
4 - 6	3.6 %	25		8.4 %	25		9.4 %	47
7 or More	1.4 %	10		6.7 %	20		6.2 %	31
Total	100.0 %	697		100.0 %	297		100.0 %	500

Pearson Chi – Square = 130.249; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .000

A significantly greater proportion of 2017 and 2019 respondents report engaging in at least one diversity – related activity during the current academic year when compared to 2016 survey respondents.

Diversity at North Seattle College, Continued

How much does North Seattle College encourage contact among students from different economic, social, racial or ethnic backgrounds?	Spring 2016			Spring 2017			Spring 2019	
	Percent	n		Percent	n		Percent	n
Very little	10.8 %	69		8.6 %	13		3.1 %	8
Some	30.6 %	195		26.3 %	40		23.2 %	59
Quite a bit	32.0 %	204		28.9 %	44		36.2 %	92
Very much	26.6 %	170		36.2 %	55		37.4 %	95
Total	**100.0 %**	**638**		**100.0 %**	**152**		**100.0 %**	**254**
Pearson Chi – Square = 26.426; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .000								

Across the 2016, 2017, and 2019 administrations of the North Seattle College student engagement survey there have been statistically significant changes in response pattern to the item "How much does North Seattle College encourage contact among students from different economic, social, racial or ethnic backgrounds?"

Diversity at North Seattle College and Classroom Conversations

During the current academic year, how often have you had classroom conversations at North Seattle College with students …	Never		Sometimes		Often		Very Often		Often + Very Often	
	%	n	%	n	%	n	%	n	%	n
… of a different race or ethnicity than your own?	1.6 %	4	11.4 %	28	24.4 %	60	62.6 %	154	87.0 %	214
… who differ from you in terms of religious beliefs, political opinions, or personal values?	4.8 %	11	18.4 %	42	29.4 %	67	47.4 %	108	76.8 %	175

More than eight in ten respondents (87.0 %) reported having had a classroom conversation at North Seattle College with students of a different race or ethnicity than their own either "often" or "very often."

More than seven in ten respondents (76.8 %) reported having had a classroom conversation at North Seattle College with students who differ from them in terms of religious beliefs, political opinions, or personal values either "often" or "very often."

Reported Discrimination at North Seattle College

Within the current academic year, have you felt discriminated against at North Seattle College? [1]	Spring 2017		Spring 2019	
	Percent	**n**	**Percent**	**n**
No	86.1 %	254	91.3 %	452
Yes	13.9 %	41	8.7 %	43
Total	**100.0 %**	**295**	**100.0 %**	**495**

Pearson Chi – Square = 5.283; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .022

[1] 2016 survey did not have a gate – keeper question.
2018 – The Seattle College District administered the CCSSE.
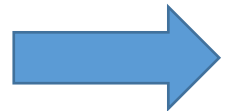
A significantly lower percentage of respondents to the 2019 student engagement survey (8.7 %) reported have felt discriminated against at North Seattle College within the current academic year compared to 2017 respondents (13.9 %).

Reported Discrimination at NSC – 2016 - 2019

Type of Discrimination Reported	2016		2017		2019	
	Count	Rank	Count	Rank	Count	Rank
Age	47	1	11	3	9	6.5
Citizenship Status	18	6	4	11.5	2	15
Color	27	3	13	2	11	3
Disability	16	9	4	11.5	6	10.5
Gender Expression	15	11	4	11.5	7	8.5
Gender Identity [1]	-	-	7	7.5	5	12
Marital Status	8	13	0	-	0	-
National origin	22	4	10	4	10	4.5
Political affiliation or belief	17	7.5	7	7.5	12	2
Race or ethnicity	34	2	18	1	20	1
Religion	15	11	3	14	9	6.5

[1] Not included in 2016 survey; added to 2017 survey; in 2018 the Seattle College District administered the CCSSE.

In the Spring 2019 student engagement survey at North Seattle College, the most frequently cited forms of discrimination reported experienced within the current academic year were:

- Race or ethnicity
- Political affiliation or belief
- Color

Reported Discrimination at NSC – 2016 - 2019

Type of Discrimination Reported	2016			2017			2019	
	Count	Rank		Count	Rank		Count	Rank
Sex	20	5		7	7.5		10	4.5
Sexual orientation	15	11		7	7.5		6	10.5
Veteran status	6	6		1	16		1	16
Socioeconomic status [1]	-	-		2	15		4	13.5
Class [1]	-	-		4	11.5		4	13.5
Other (please specify) [2]	17	17		8	5		7	8.5

[1] Not included in 2016 survey; added to 2017 survey; in 2018 the Seattle College District administered the CCSSE.

Student Awareness of Student Services

Before you received this survey, which of the following student services … were you aware of?	Aware		Not Aware		Total	
	Percent	n	Percent	n	Percent	n
Advising	95.2 %	458	4.8 %	23	100.0 %	481
Basic and Transitional Studies	50.7 %	244	49.3 %	237	100.0 %	481
Running Start	79.1 %	375	20.9 %	99	100.0 %	474
Disability Services	78.7 %	377	21.3 %	102	100.0 %	479
Student Leadership and Multicultural Programs	81.9 %	394	18.1 %	87	100.0 %	481
Sustainability	46.8 %	223	53.2 %	253	100.0 %	476
Wellness Center	71.4 %	342	28.6 %	137	100.0 %	479
Childcare Center	71.2 %	344	28.8 %	139	100.0 %	483

The highest levels of pre – survey awareness of student development services were for

- Registration (96.0 %)
- Advising (95.2 %)
- Financial Aid (94.6 %)

Student Awareness of Student Services, Continued

Before you received this survey, which of the following student services … were you aware of?	Aware		Not Aware		Total	
	Percent	n	Percent	n	Percent	n
Counseling Department	72.1 %	344	27.9 %	133	100.0 %	477
Registration	96.0 %	461	4.0 %	19	100.0 %	480
Financial Aid	94.6 %	457	5.4 %	26	100.0 %	483
Testing Center	89.7 %	429	10.3 %	49	100.0 %	478
Enrollment Support and Outreach	56.4 %	270	43.6 %	209	100.0 %	479
Veteran Services	65.1 %	311	34.9 %	167	100.0 %	478
Workforce Education Financial Assistance	73.0 %	352	27.0 %	130	100.0 %	482
Evening Services	59.3 %	284	40.7 %	195	100.0 %	479

The lowest levels of pre – survey awareness of student development services were for

- Sustainability (46.8 %)
- Basic and Transitional Studies (50.7 %)
- Enrollment Support and Outreach (56.4 %)

Student Services, Frequency of Use[1]

How often do you use the following student services in a quarter at North Seattle College?	Never		Almost Never		Once a quarter		Once a month		Once a week		Almost every day	
	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n
Advising	19.0 %	84	19.4 %	86	47.2 %	209	13.1 %	58	0.7 %	3	0.7 %	3
Basic and Transitional Studies	74.9 %	143	12.0 %	23	5.8 %	11	2.6 %	5	1.6 %	3	3.1 %	6
Running Start	74.0 %	216	5.1 %	15	4.5 %	13	3.1 %	9	1.4 %	4	12.0 %	35
Disability Services	80.8 %	294	5.8 %	21	7.1 %	26	3.0 %	11	1.1 %	4	2.2 %	8
Student Leadership and Multicultural Programs	67.1 %	255	14.5 %	55	8.9 %	34	3.7 %	14	3.7 %	14	2.1 %	8
Sustainability	67.3 %	146	15.7 %	34	7.8 %	17	5.1 %	11	1.4 %	3	2.8 %	6
Wellness Center	54.0 %	175	13.6 %	44	9.0 %	29	5.6 %	18	9.3 %	30	8.6 %	28
Childcare Center	93.4 %	309	3.3 %	11	0.6 %	2	0.6 %	2	0.6 %	2	1.5 %	5

[1] Among respondents reporting being aware of service before receiving the survey.

As measured by percentage of zero usage (never), the following services were used least frequently by respondents to the 2017 student engagement survey:
- Childcare Center (percentage "never" = 93.4 %)
- Veteran Services (percentage "never" = 90.0 %)
- Disability Services (percentage "never" = 80.8 %)

Student Services, Frequency of Use[1], Continued

How often do you use the following student services in a quarter at North Seattle College?	Never		Almost Never		Once a quarter		Once a month		Once a week		Almost every day	
	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n
Counseling Department	60.9 %	199	17.1 %	56	16.5 %	54	4.6 %	15	0.6 %	2	0.3 %	1
Registration	12.1 %	54	13.9 %	62	66.1 %	295	5.6 %	25	0.7 %	3	1.6 %	7
Financial Aid	54.5 %	240	9.8 %	43	28.9 %	127	4.8 %	21	0.2 %	1	1.8 %	8
Testing Center	40.2 %	167	38.8 %	161	12.5 %	52	6.5 %	27	1.2 %	5	0.7 %	3
Enrollment Support and Outreach	63.1 %	164	16.9 %	44	16.2 %	42	2.7 %	7	0.4 %	1	0.8 %	2
Veteran Services	90.0 %	269	3.0 %	9	4.0 %	12	1.7 %	5	0.0 %	0	1.3 %	4
Workforce Education Financial Assistance	65.6 %	223	9.4 %	32	17.4 %	59	4.7 %	16	0.3 %	1	2.6 %	9
Evening Services	55.7 %	152	15.4 %	42	8.8 %	24	4.4 %	12	8.4 %	23	7.3 %	20

[1] Among respondents reporting being aware of service before receiving the survey.

As measured by percentage of zero usage (never), the following services were used most frequently by respondents to the 2017 student engagement survey:
- Registration (percentage "never" = 12.1 %)
- Advising (percentage "never" = 19.0 %)
- Testing Center (percentage "never" = 40.2 %)

Usefulness of Student Services[1]

How useful have the following services been in helping you be successful at North Seattle College?	Not at all Useful		Not Useful		Somewhat Useful		Very Useful		Somewhat Useful + Very Useful	
	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n
Advising	2.2 %	7	2.5 %	8	32.4 %	105	63.0 %	204	95.4 %	309
Basic and Transitional Studies	8.5 %	4	4.3 %	2	36.2 %	17	51.1 %	24	87.2 %	41
Running Start	2.4 %	2	2.4 %	2	15.9 %	13	79.3 %	65	95.1 %	82
Disability Services	3.6 %	2	1.8 %	1	21.4 %	12	73.2 %	41	94.6 %	56
Student Leadership and Multicultural Programs	5.8 %	5	4.7 %	4	41.9 %	36	47.7 %	41	89.5 %	86
Sustainability	6.4 %	3	10.6 %	5	34.0 %	16	48.9 %	23	83.0 %	39
Wellness Center	1.6 %	2	3.3 %	4	25.4 %	31	69.7 %	85	95.1 %	116
Childcare Center	13.3 %	2	6.7 %	1	20.0 %	3	60.0 %	9	80.0 %	12

[1] Among respondents reporting being aware of service before receiving the survey and having used the service.

Among student services with at least 30 respondents providing a rating of usefulness, the student services with the highest rating (somewhat useful % + very useful %) are

- Enrollment Support and Outreach (98.5 %, n = 64)
- Registration (97.1 %, n = 333)
- Advising (95.4 %, n = 309)

Usefulness of Student Services[1], Continued

How useful have the following services been in helping you be successful at North Seattle College?	Not at all Useful		Not Useful		Somewhat Useful		Very Useful			Somewhat Useful + Very Useful	
	Percent	n	Percent	n	Percent	n	Percent	n		Percent	n
Counseling Department	3.2 %	3	2.1 %	2	37.2 %	35	57.4 %	54		94.7 %	89
Registration	1.5 %	5	1.5 %	5	32.1 %	110	65.0 %	223		97.1 %	333
Financial Aid	2.3 %	4	3.4 %	6	25.4 %	45	68.9 %	122		94.4 %	167
Testing Center	1.5 %	3	4.5 %	9	37.9 %	75	56.1 %	111		93.9 %	186
Enrollment Support and Outreach	1.5 %	1	0.0 %	0	30.8 %	20	67.7 %	44		98.5 %	64
Veteran Services	3.7 %	1	0.0 %	0	XX.X %	6	XX.X %	20		96.3 %	26
Workforce Education Financial Assistance	4.2 %	4	4.2 %	4	17.7 %	17	74.0 %	71		91.7 %	88
Evening Services	3.5 %	3	1.2 %	1	22.4 %	19	72.9 %	62		95.3 %	81

[1] Among respondents reporting being aware of service before receiving the survey and having used the service.

Respondent Educational Goals

What is your primary educational goal here at North Seattle College?	Spring 2016		Spring 2017		Spring 2019	
	Percent	n	Percent	n	Percent	n
To earn a bachelor of applied science (BAS) degree from North Seattle	8.3 %	76	13.6 %	37	19.1 %	86
To earn an associate degree, certificate, or diploma	57.8 %	532	59.0 %	161	54.3 %	245
To take selected classes, but not to earn a degree, certificate, or diploma	27.6 %	254	22.3 %	61	22.2 %	100
I do not have a clear goal at this time	6.3 %	58	5.1 %	14	4.4 %	20
Total	100.0 %	920	100.0 %	273	100.0 %	451
Pearson Chi – Square = 37.285; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .000						

Response patterns to the item "What is your primary educational goal here at North Seattle College?" have changed significantly across the 2016, 2017, and 2019 iterations of the student engagement survey.

Respondent Profile

To what degree are you meeting your educational goals at North Seattle College? [1]	2017		2019			Cumulative	
	Percent	**n**	**Percent**	**n**		**Percent**	**n**
Definitely Not Meeting	1.5 %	4	2.4 %	11		2.1	15
Not Meeting	6.3 %	17	9.1 %	41		8.1	58
Meeting	43.0 %	116	44.7 %	201		44.0	317
Definitely Meeting	49.3 %	133	43.8 %	197		45.8	330
Subtotal Meeting + Definitely Meeting	**92.3 %**	**249**	**88.4 %**	**398**		**89.8 %**	**647**
Total	**100.0 %**	**270**	**100.0 %**	**450**		**100.0 %**	**720**
Pearson Chi – Square = 3.628; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .304							

[1] Item wording on Spring 2016 student survey: "Do you feel you are on track to achieving your educational goals at NSC?"

Although the percentage of respondents indicating they were either meeting or definitely meeting their educational goals at North Seattle College declined from 92.3 % in 2017 to 88.4 % in 2019, this decrease did not achieve statistical significance.

Respondent Profile

Respondent Work Status	2017		2019			Cumulative	
	Percent	**n**	**Percent**	**n**		**Percent**	**n**
Yes – Full - Time	31.3 %	85	36.3 %	163		34.4 %	248
Yes – Part – Time	36.0 %	98	33.0 %	148		34.1 %	246
Subtotal: Respondents who work at least Part - Time	**67.3 %**	**183**	**69.3 %**	**311**		**68.5 %**	**494**
I do not work while taking class at NSC.	32.7 %	89	30.7	138		31.5 %	227
Total	**100.0 %**	**272**	**100.0 %**	**449**		**100.0 %**	**721**
Pearson Chi – Square = 1.937; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .380							

As was the case in the 2017 student engagement survey, nearly 7 in 10 survey respondents (69.3 %) of survey respondents in 2019 report working at least part – time while taking classes at North Seattle College.

Respondent Profile

Gender Identity [1]	2016			2017			2019	
	Percent	n		Percent	n		Percent	n
Female	62.7 %	388		67.3 %	237		63.8 %	373
Male	32.5 %	201		32.7 %	115		36.2 %	212
Gender Identity other than Female or Male	4.8 %	30		-	-		-	-
Total	100.0 %	619		100.0 %	352		100.0 %	585

[1] In 2016 respondents were allowed to select among gender identities. In 2017 student gender was pulled from data warehouse. In 2018 the Seattle College District administered the CCSSE (Community College Survey of Student Engagement).

Over six in ten respondents in both the 2016, 2017, and 2019 iterations of the North Seattle College student engagement survey identify as female.

Respondent Profile

Ethnicity / Race	2016		2017		2019	
	Percent	**n**	**Percent**	**n**	**Percent**	**n**
African - American	6.3 %	39	8.2 %	22	8.2 %	43
Asian / Pacific Islander	16.3 %	101	11.5 %	31	22.8 %	119
Latino / Hispanic	10.7 %	66	11.9 %	32	6.3 %	33
Native American	0.5 %	3	1.5 %	4	1.0 %	5
More than One Race	7.4 %	46	-	-	-	-
Other Race	1.8 %	11	4.1 %	11	-	-
Other or Multiple Race	-	-	-	-	13.8 %	72
No response provided by student at time of application	-	-	-	-	0.8 %	4
White	57.0 %	352	62.8 %	169	47.2 %	247
Total	**100.0 %**	**618**	**100.0 %**	**269**	**100.0 %**	**523**

In the 2019 iteration of the North Seattle College Survey of Student Engagement, nearly half of the respondents (47.2 %) identified as white.