



# Student Engagement Survey – Spring 2017 - Report

August 31, 2017



**NORTH SEATTLE  
COLLEGE**

*One of the Seattle Colleges*

# Background and Methodology

- The Office of Institutional Effectiveness collaborated with members of the Executive Team and with the College Council to develop the 2017 Student Engagement Survey.
- Survey Monkey was used to launch the survey.
- SPSS Version 23.0 was utilized to analyze numeric survey data.
- Interpretive guidelines: 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 2017 quarter, except:

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

Note: The Spring 2017 quarter saw several other student surveys, including:

- Housing Survey
- Library Services
- Advising Services Survey

Response Rate	Total
Beginning n	5,362
Less: Bounce - backs	63
Less: Opted out	334
Usable denominator	4,965
Number of responses	353
Response rate	7.1 %

# Conclusions – Measures of Student Engagement

- The top predictors of overall satisfaction with the student experience at North Seattle College are:
  - Overall satisfaction with the quality of instruction
  - Receiving quality customer service
  - If students could do it all over again, they would still select North Seattle College
  - Feeling safe in ways other than physically

# Conclusions – 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:
  - Pride at being at student at North Seattle College
  - Overall satisfaction with the quality of the courses
  - North Seattle College being welcoming to all persons
  - If students could do it all over again, they would still select North Seattle College

# Conclusions – Quality of Instruction

- The top predictors of a student satisfaction with the quality of instruction at North Seattle College are:
  - Teachers use a variety of techniques to hold my interest to hold student interest
  - Teachers identify how learning experiences contribute to achieving specific learning outcomes.
  - Teachers are knowledgeable
  - Teachers provide regular feedback

# Conclusions – 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

# Conclusions - Diversity

- There has been a significant increase in the percentage of respondents reporting having attended at least one diversity event when comparing the 2016 and 2017 iterations of the student engagement survey.

# Conclusions - Discrimination

- More than one in eight respondents to the 2017 student engagement survey (13.9 %) reported having felt discriminated against at NSC within the current academic year.
- The top three reported types of discrimination by rank order among respondents to the 2016 and 2017 student engagement surveys varied in order but included the following:
  - Age
  - Color
  - Race or ethnicity

# Conclusions - Discrimination, Continued

- In the 2017 survey iteration, the mean overall satisfaction with the student experience at North Seattle College for students who had not experienced discrimination (4.08) was significantly greater than that of students who reported having experienced discrimination (3.76).

# Student Development Services

- The highest levels of pre – survey awareness of student development services were for
  - Registration (95.8 %)
  - Advising (92.7 %)
  - Financial Aid (91.3 %)
- 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
  - Disability Services (97.3 %, n = 36)
  - Evening Services (96.6 %, n = 56)
  - Testing Center (96.3 %, n = 105)

# Recommendations - Measures of Student Engagement

- In order to improve overall student satisfaction with their experience, North Seattle College should focus on the following:
  - At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.
  - What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?
  - I have received quality customer service from the employees at North Seattle College I have interacted with.

# Recommendations - Measures of Student Engagement, Continued

- In order to increase the probability that a student will refer a friend or relative, North Seattle College should focus on the following:
  - Pride at being at student at North Seattle College
  - Overall satisfaction with the quality of the courses
  - North Seattle College being welcoming to all persons
  - If students could do it all over again, they would still select North Seattle College

# Recommendations, Continued

- Measures of Student Engagement – Predictive Models
  - The predictive models (multiple linear regression) for measures of student engagement indicate that there is much left unaccounted for. Additional research should be done with students to determine which other factors may have a bearing on student engagement measures such as satisfaction with their experience at North Seattle College and their likelihood to recommend a friend or relative to the college.

# Recommendations – Quality of Instruction

- 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

# Recommendations - Diversity

- While the percentage of respondents indicating they had attended at least one diversity event during the current academic year increased significantly between the 2016 and 2017 iterations of the student engagement survey, nearly half of the 2017 respondents (47.8 %) reported they had not attended any diversity events. North Seattle College should develop and implement ways for participation in these events to increase, whether that be in the form of the topics chosen, the scheduling of these events, or some other factor or factors.

# Recommendations - Discrimination

- More than one in eight respondents to the 2017 student engagement survey (13.9 %) reported having felt discriminated against at NSC within the current academic year, and these students reported a significantly lower mean rating of satisfaction with their experience at the college than students who had not experienced discrimination. North Seattle College should take steps to address discrimination, especially those forms that have been consistent over the 2016 and 2017 survey iterations.

# Student Engagement Measures

What is your overall satisfaction with your experience at North Seattle College?	Spring 2016 <sup>1</sup>		Spring 2017	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
Very Dissatisfied	3.6 %	33	2.3 %	8
Dissatisfied	4.3 %	40	6.3 %	22
Neutral	12.2 %	113	10.8 %	38
Satisfied	48.8 %	452	49.1 %	173
Very Satisfied	31.2 %	289	31.5 %	111
<b>Total</b>	<b>100.0 %</b>	<b>927</b>	<b>100.0 %</b>	<b>352</b>
Pearson Chi – Square = 3.728; 0 cells (0.0 %) with an expected frequency of less than 5; <b>significance = .444</b>				
<b>Average</b>	<b>4.00</b>	<b>927</b>	<b>4.01</b>	<b>352</b>
<b>t = - .291, <b>significance = .771</b></b>				

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

<sup>1</sup> Item wording in 2016 as follows: What is your overall satisfaction with being a student at North Seattle College?

# 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	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
Very Unlikely	3.6 %	33	2.5 %	9
Somewhat Unlikely	3.7 %	34	5.7 %	20
Neutral	10.6 %	98	11.6 %	41
Somewhat Likely	30.6 %	283	29.7 %	105
Very Likely	51.5 %	476	50.4 %	178
<b>Total</b>	<b>100.0 %</b>	<b>924</b>	<b>100.0 %</b>	<b>353</b>
Pearson Chi – Square = 3.557; 0 cells (0.0 %) with an expected frequency of less than 5, <b>significance = .469</b>				
<b>Average</b>	<b>4.23</b>	<b>924</b>	<b>4.20</b>	<b>353</b>
<b>t = -.471, <b>significance = .638</b></b>				

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

# Student Engagement Measures, Continued

How likely are you to take additional courses at North Seattle College in the next 12 months?	Total	
	Percent	n
Very Unlikely	9.4 %	33
Somewhat Unlikely	6.3 %	22
Neutral	8.5 %	30
Somewhat Likely	16.2 %	57
Very Likely	59.5 %	209
<b>Total</b>	<b>100.0 %</b>	<b>351</b>
<b>Average</b>	<b>4.10</b>	<b>351</b>

Over three in four respondents to the spring 2017 student engagement survey (75.7 %) indicate they are either somewhat likely or very likely to take additional courses at North Seattle College in the next 12 months.

# Student Engagement Measures by Gender

What is your overall satisfaction with your experience at North Seattle College?	Male		Female	
	Percent	n	Percent	n
Very Dissatisfied	3.5 %	4	1.7 %	4
Dissatisfied	6.1 %	7	6.4 %	15
Neutral	12.2 %	14	10.2 %	24
Satisfied	47.8 %	55	50.0 %	118
Very Satisfied	30.4 %	35	31.8 %	75
<b>Total</b>	<b>100.0 %</b>	<b>115</b>	<b>100.0 %</b>	<b>236</b>
Pearson Chi – Square = 1.495; 1 cell (10.0 %) has an expected frequency of less than 5; <b>significance = .828</b>				
<b>Average</b>	<b>3.96</b>	<b>115</b>	<b>4.04</b>	<b>236</b>
<b>t = -.291; <b>significance = .445</b></b>				

There are no statistically significant differences in overall student satisfaction with a student's experience at North Seattle College between male and female respondents on the 2017 student engagement survey in terms of either the mean rating of satisfaction or in terms of response patterns to this survey item.

# Student Engagement Measures by Gender, Continued

How likely would you be to refer a friend or relative to North Seattle College as a place to attend?	Male		Female	
	Percent	n	Percent	n
Very Unlikely	4.3 %	5	1.7 %	4
Somewhat Unlikely	5.2 %	6	5.9 %	14
Neutral	13.0 %	15	11.0 %	26
Somewhat Likely	30.4 %	35	29.5 %	70
Very Likely	47.0 %	54	51.9 %	123
<b>Total</b>	<b>100.0 %</b>	<b>115</b>	<b>100.0 %</b>	<b>237</b>
Pearson Chi – Square = 2.890; 1 cell (10.0 %) has an expected frequency of less than 5, <b>significance = .576</b>				
<b>Average</b>	<b>4.10</b>	<b>115</b>	<b>4.24</b>	<b>237</b>
<b>t = - .471; <b>significance = .241</b></b>				

There are no statistically significant differences in a student’s likelihood to refer a friend or relative to North Seattle College between male and female respondents on the 2017 student engagement survey in terms of either the mean rating of likelihood to refer or in terms of response patterns to this survey item.

# Student Engagement Measures, Continued

How likely are you to take additional courses at North Seattle College in the next 12 months?	Male		Female	
	Percent	n	Percent	n
Very Unlikely	11.4 %	13	8.5 %	20
Somewhat Unlikely	10.5 %	12	4.2 %	10
Neutral	8.8 %	10	8.5 %	20
Somewhat Likely	17.5 %	20	15.7 %	37
Very Likely	51.8 %	59	63.1 %	149
Total	100.0 %	114	100.0 %	236
Pearson Chi – Square = 7.384; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .117				
Average	3.88	114	4.21	236
t = -.291; significance = .029				

As measured by mean rating, respondents who identify as female have a significantly greater likelihood to take additional courses at North Seattle College in the next 12 months compared to respondents who identify as male.

# Student Engagement Measures by Ethnicity / Race

What is your overall satisfaction with your experience at North Seattle College?	Students of Color		White	
	Percent	n	Percent	n
Very Dissatisfied	4.0 %	4	1.8 %	3
Dissatisfied	7.0 %	7	4.7 %	8
Neutral	6.0 %	6	11.2 %	19
Satisfied	47.0 %	47	49.1 %	83
Very Satisfied	36.0 %	36	33.1 %	56
Total	100.0 %	100	100.0 %	169
Pearson Chi – Square = 3.840; 2 cells (20.0 %) have an expected frequency of less than 5, significance = .428				
Average	4.04	100	4.07	169
t = -.260; significance = .795				

There are no statistically significant differences in overall student satisfaction with a student's experience at North Seattle College between respondents who are students of color and students who are white on the 2017 student engagement survey in terms of either the mean rating of satisfaction or in terms of response patterns to this survey item.

# Student Engagement Measures by Ethnicity / Race, Continued

How likely would you be to refer a friend or relative to North Seattle College as a place to attend?	Students of Color		White	
	Percent	n	Percent	n
Very Unlikely	4.0 %	4	2.4 %	4
Somewhat Unlikely	7.0 %	7	5.9 %	10
Neutral	9.0 %	9	7.7 %	13
Somewhat Likely	27.0 %	27	28.4 %	48
Very Likely	53.0 %	53	55.6 %	94
Total	100.0 %	100	100.0 %	169
Pearson Chi – Square = 0.935; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .920				
Average	4.18	100	4.29	169
t = -.834, significance = .405				

There are no statistically significant differences in a student's likelihood to refer a friend or relative to North Seattle College between respondents who are students of color and students who are white on the 2017 student engagement survey in terms of either the mean rating of likelihood to refer or in terms of response patterns to this survey item.

# Student Engagement Measures by Ethnicity / Race, Continued

How likely are you to take additional courses at North Seattle College in the next 12 months?	Students of Color		White	
	Percent	n	Percent	n
Very Unlikely	3.0 %	3	14.9 %	25
Somewhat Unlikely	5.1 %	5	6.5 %	11
Neutral	9.1 %	9	2.4 %	4
Somewhat Likely	21.2 %	21	13.1 %	22
Very Likely	61.6 %	61	63.1 %	106
<b>Total</b>	<b>100.0 %</b>	<b>99</b>	<b>100.0 %</b>	<b>168</b>
Pearson Chi – Square = 16.905; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .002				
<b>Average</b>	<b>4.33</b>	<b>99</b>	<b>4.03</b>	<b>168</b>
t = 1.771; significance = .078				

82.8 %

76.2 %

As measured by mean student ratings of “somewhat likely” and “very likely”, respondents who identify as students of color (82.8 %) have a significantly greater likelihood to take additional courses at North Seattle College in the next 12 months compared to respondents who identify as white (76.2 %).

# Agreement with Statements Regarding Overall Experience

I feel physically safe when I am on campus at North Seattle College.	Spring 2016		Spring 2017	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
Strongly Disagree	1.6 %	10	1.2 %	4
Disagree	2.1 %	13	0.6 %	2
Neutral	11.5 %	70	9.9 %	32
Agree	38.3 %	234	45.0 %	145
Strongly Agree	46.5 %	284	43.2 %	139
<b>Total</b>	<b>100.0 %</b>	<b>611</b>	<b>100.0 %</b>	<b>322</b>
Pearson Chi – Square = 6.505; 1 cell (10.0 %) with an expected frequency of less than 5; <b>significance = .165</b>				
<b>Average</b>	<b>4.26</b>	<b>611</b>	<b>4.28</b>	<b>322</b>
<b>t = -.419; significance = .675</b>				

There is no statistically significant difference between the mean rating of agreement to the statement “I feel physically safe when I am on campus at North Seattle College” between the 2016 and 2017 student engagement survey administrations.

# Agreement with Statements Regarding Overall Experience, Continued

There is no statistically significant difference between the mean rating of agreement to the statement “At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.” between the 2016 and 2017 student engagement survey administrations.

At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.	Spring 2016		Spring 2017	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
Strongly Disagree	1.2 %	7	1.6 %	5
Disagree	3.3 %	20	3.2 %	10
Neutral	12.8 %	77	17.4 %	55
Agree	40.3 %	242	40.8 %	129
Strongly Agree	42.4 %	255	37.0 %	117
<b>Total</b>	<b>100.0 %</b>	<b>601</b>	<b>100.0 %</b>	<b>316</b>
Pearson Chi – Square = 4.835; 1 cell (10.0 %) with an expected frequency of less than 5, <b>significance = .305</b>				
<b>Average</b>	<b>4.19</b>	<b>601</b>	<b>4.09</b>	<b>316</b>
<b>t = 1.788, significance = .074</b>				

# Agreement with Statements Regarding Overall Experience, Continued

I see students similar to me achieving their educational goals at North Seattle College.	Spring 2016		Spring 2017	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
Strongly Disagree	2.5 %	15	0.9 %	XXX
Disagree	1.7 %	10	5.3 %	17
Neutral	15.0 %	90	18.4 %	59
Agree	41.2 %	248	41.1 %	132
Strongly Agree	39.7 %	239	34.3 %	110
Total	100.0 %	602	100.0 %	321
Pearson Chi – Square = 15.219; 0 cells (0.0 %) with an expected frequency of less than 5; <b>significance = .004</b>				
Average	4.14	602	4.02	321
t = 1.830; <b>significance = .068</b>				

Response patterns to the survey item “I see students similar to me achieving their educational goals at North Seattle College” are significantly different when comparing 2016 and 2017 survey responses.

Mean ratings of agreement to this item approached but did not reach statistical significance when comparing 2016 and 2017 responses.

# 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.	2.1 %	7	2.4 %	8	8.0 %	26	37.0 %	121	50.5 %	165	<b>4.31</b>	<b>327</b>
I feel physically safe when I am on campus at North Seattle College.	1.2 %	4	0.6 %	2	9.9 %	32	45.0 %	145	43.2 %	139	<b>4.28</b>	<b>322</b>
At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.	1.6 %	5	3.2 %	10	17.4 %	55	40.8 %	129	37.0 %	117	<b>4.09</b>	<b>316</b>
I am proud to say I am a student at North Seattle College.	1.5 %	5	3.3 %	11	21.2 %	70	37.3 %	123	36.7 %	121	<b>4.04</b>	<b>330</b>
I see students similar to me achieving their educational goals at North Seattle College.	0.9 %	3	5.3 %	17	18.4 %	59	41.1 %	132	34.3 %	110	<b>4.02</b>	<b>321</b>

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

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

- I am aware that North Seattle College is a tobacco – free campus. (mean = 4.44)
- I am in favor of North Seattle College being a tobacco – free campus. (mean = 4.37)



# 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.	2.2 %	7	5.0 %	16	17.5 %	56	41.6 %	133	33.8 %	108	<b>4.03</b>	<b>320</b>
If I could do it all over again, I would still choose to go to North Seattle College.	1.5 %	5	5.2 %	17	17.1 %	56	32.6 %	107	43.6 %	143	<b>4.12</b>	<b>328</b>
The buildings at North Seattle College are well – maintained.	1.2 %	4	5.0 %	16	17.6 %	57	44.3 %	143	31.9 %	103	<b>4.01</b>	<b>323</b>
The grounds at North Seattle College are well – maintained.	1.2 %	4	1.5 %	5	9.6 %	31	43.0 %	139	44.6 %	144	<b>4.28</b>	<b>323</b>

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 = 3.83)
- When I need help in achieving my educational goals, I know where to go to get help at North Seattle College. (mean = 3.90)



# 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 North Seattle College is a tobacco – free campus.	2.2 %	7	2.2 %	7	6.2 %	20	28.7 %	93	60.8 %	197	4.44	324
I am in favor of North Seattle College being a tobacco – free campus.	3.1 %	10	3.7 %	12	9.9 %	32	19.5 %	63	63.8 %	206	4.37	323
When I need help in achieving my educational goals, I know where to go to get help at North Seattle College.	1.8 %	6	7.9 %	26	19.2 %	63	40.9 %	134	30.2 %	99	3.90	328
It is easy for me to find my way around campus at North Seattle College.	2.8 %	9	8.6 %	28	21.3 %	69	37.0 %	120	30.2 %	98	3.83	324
I have received quality customer service from the employees at North Seattle College I have interacted with.	3.4 %	11	5.5 %	18	17.5 %	57	35.6 %	116	38.0 %	124	3.99	326

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

# Agreement with Statements Regarding Overall Experience by Gender

North Seattle College is welcoming to all persons.	Male		Female	
	%	n	%	n
Strongly Disagree	0.9 %	1	2.8 %	6
Disagree	4.6 %	5	1.4 %	3
Neutral	8.3 %	9	7.8 %	17
Agree	37.6 %	41	36.4 %	79
Strongly Agree	48.6 %	53	51.6 %	112
<b>Total</b>	<b>100.0 %</b>	<b>109</b>	<b>100.0 %</b>	<b>217</b>
Pearson Chi – Square = 4.363; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .359				
<b>Average</b>	<b>4.28</b>	<b>109</b>	<b>4.33</b>	<b>217</b>
t = - .412; significance = .681				

I feel physically safe when I am on campus at NSC.	Male		Female	
	%	n	%	n
Strongly Disagree	0.9 %	1	1.4 %	3
Disagree	0.9 %	1	0.5 %	1
Neutral	9.3 %	10	10.3 %	22
Agree	45.4 %	49	44.6 %	95
Strongly Agree	43.5 %	47	43.2 %	92
<b>Total</b>	<b>100.0 %</b>	<b>108</b>	<b>100.0 %</b>	<b>213</b>
Pearson Chi – Square = .467; 4 cells (40.0 %) have an expected frequency of less than 5; significance = .977				
<b>Average</b>	<b>4.30</b>	<b>108</b>	<b>4.28</b>	<b>213</b>
t = .212; significance = .832				

The only statistically significant difference by gender on the 2017 student engagement survey on attributes of the student experience with North Seattle College occurred on the item “I am in favor of NSC being a tobacco – free campus,” with female – identified respondents being more in favor of the college being tobacco – free than male – identified respondents.

# Agreement with Statements Regarding Overall Experience by Gender, Continued

At NSC, I feel safe in other ways - emotionally, socially, and intellectually.	Male		Female	
	%	n	%	n
Strongly Disagree	1.9 %	2	1.4 %	3
Disagree	2.8 %	3	3.3 %	7
Neutral	17.9 %	19	17.2 %	36
Agree	44.3 %	47	38.8 %	81
Strongly Agree	33.0 %	35	39.2 %	82
<b>Total</b>	<b>100.0 %</b>	<b>106</b>	<b>100.0 %</b>	<b>209</b>
Pearson Chi – Square = 1.441; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .837				
<b>Average</b>	<b>4.04</b>	<b>106</b>	<b>4.11</b>	<b>209</b>
t = - .673; significance = .502				

I am proud to say I am a student at NSC.	Male		Female	
	%	n	%	n
Strongly Disagree	1.8 %	2	1.4 %	3
Disagree	3.6 %	4	3.2 %	7
Neutral	23.6 %	26	20.1 %	44
Agree	31.8 %	35	39.7 %	87
Strongly Agree	39.1 %	43	35.6 %	78
<b>Total</b>	<b>100.0 %</b>	<b>110</b>	<b>100.0 %</b>	<b>219</b>
Pearson Chi – Square = 2.047; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .727				
<b>Average</b>	<b>4.03</b>	<b>110</b>	<b>4.05</b>	<b>219</b>
t = - .213; significance = .832				

# Agreement with Statements Regarding Overall Experience by Gender, Continued

I see students similar to me achieving their educational goals at NSC.	Male		Female	
	%	n	%	n
Strongly Disagree	0.9 %	1	0.9 %	2
Disagree	2.8 %	3	6.5 %	14
Neutral	25.5 %	27	14.5 %	31
Agree	40.6 %	43	41.6 %	89
Strongly Agree	30.2 %	32	36.4 %	78
<b>Total</b>	<b>100.0 %</b>	<b>106</b>	<b>100.0 %</b>	<b>214</b>
Pearson Chi – Square = 7.385; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .117				
<b>Average</b>	<b>3.96</b>	<b>106</b>	<b>4.06</b>	<b>214</b>
t = -.913; significance = .362				

Classroom technology is adequate to help me achieve my educational goals.	Male		Female	
	%	n	%	n
Strongly Disagree	1.8 %	2	2.9 %	6
Disagree	6.4 %	7	3.8 %	8
Neutral	19.3 %	21	16.3 %	34
Agree	46.8 %	51	38.8 %	81
Strongly Agree	25.7 %	28	38.3 %	80
<b>Total</b>	<b>100.0 %</b>	<b>109</b>	<b>100.0 %</b>	<b>209</b>
Pearson Chi – Square = 6.157; 1 cells (10.0 %) has an expected frequency of less than 5; significance = .188				
<b>Average</b>	<b>3.88</b>	<b>109</b>	<b>4.06</b>	<b>209</b>
t = -1.554; significance = .121				

# Agreement with Statements Regarding Overall Experience by Gender, Continued

If I could do it all over again, I would still choose to go to NSC.	Male		Female	
	%	n	%	n
Strongly Disagree	1.9 %	2	1.4 %	3
Disagree	7.4 %	8	4.1 %	9
Neutral	13.0 %	14	19.2 %	42
Agree	38.0 %	41	29.7 %	65
Strongly Agree	39.8 %	43	45.7 %	100
<b>Total</b>	<b>100.0 %</b>	<b>108</b>	<b>100.0 %</b>	<b>219</b>
Pearson Chi – Square = 5.351; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .253				
Average	4.06	108	4.14	219
t = -.671; significance = .502				

The buildings at NSC are well – maintained.	Male		Female	
	%	n	%	n
Strongly Disagree	2.8 %	3	0.5 %	1
Disagree	4.7 %	5	5.1 %	11
Neutral	19.6 %	21	16.3 %	35
Agree	42.1 %	45	45.6 %	98
Strongly Agree	30.8 %	33	32.6 %	70
<b>Total</b>	<b>100.0 %</b>	<b>107</b>	<b>100.0 %</b>	<b>215</b>
Pearson Chi – Square = 3.900; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .420				
Average	3.93	107	4.05	215
t = - 1.054; significance = .293				

# Agreement with Statements Regarding Overall Experience by Gender, Continued

The grounds at NSC are well – maintained.	Male		Female	
	%	n	%	n
Strongly Disagree	1.8 %	2	0.9 %	2
Disagree	1.8 %	2	0.9 %	2
Neutral	8.3 %	9	10.3 %	22
Agree	45.0 %	49	42.3 %	90
Strongly Agree	43.1 %	47	45.5 %	97
<b>Total</b>	<b>100.0 %</b>	<b>109</b>	<b>100.0 %</b>	<b>213</b>
Pearson Chi – Square = 1.469; 4 cells (40.0 %) have an expected frequency of less than 5; significance = .832				
<b>Average</b>	<b>4.26</b>	<b>109</b>	<b>4.31</b>	<b>213</b>
t = - .519; significance = .604				

I am aware that NSC is a tobacco – free campus.	Male		Female	
	%	n	%	n
Strongly Disagree	2.8 %	3	1.9 %	4
Disagree	1.9 %	2	2.3 %	5
Neutral	3.7 %	4	7.4 %	16
Agree	37.0 %	40	24.2 %	52
Strongly Agree	54.6 %	59	64.2 %	138
<b>Total</b>	<b>100.0 %</b>	<b>108</b>	<b>100.0 %</b>	<b>215</b>
Pearson Chi – Square = 7.221; 4 cells (40.0 %) have an expected frequency of less than 5; significance = .125				
<b>Average</b>	<b>4.39</b>	<b>108</b>	<b>4.47</b>	<b>215</b>
t = - .740; significance = .460				

# Agreement with Statements Regarding Overall Experience by Gender, Continued

I am in favor of NSC being a tobacco – free campus.	Male		Female	
	%	n	%	n
Strongly Disagree	5.5 %	6	1.9 %	4
Disagree	5.5 %	6	2.8 %	6
Neutral	12.8 %	14	8.5 %	18
Agree	23.9 %	26	16.9 %	36
Strongly Agree	52.3 %	57	70.0 %	149
<b>Total</b>	<b>100.0 %</b>	<b>109</b>	<b>100.0 %</b>	<b>213</b>
Pearson Chi – Square = 11.176; 2 cells (20.0 %) have an expected frequency of less than 5; <b>significance = .025</b>				
<b>Average</b>	<b>4.12</b>	<b>109</b>	<b>4.50</b>	<b>213</b>
<b>t = - 3.249; <b>significance = .001</b></b>				

When I need help in achieving my educational goals, I know where to go to get help at NSC.	Male		Female	
	%	n	%	n
Strongly Disagree	1.9 %	2	1.8 %	4
Disagree	7.4 %	8	8.2 %	18
Neutral	15.7 %	17	20.5 %	45
Agree	47.2 %	51	37.9 %	83
Strongly Agree	27.8 %	30	31.5 %	69
<b>Total</b>	<b>100.0 %</b>	<b>108</b>	<b>100.0 %</b>	<b>219</b>
Pearson Chi – Square = 2.808; 2 cells (20.0 %) have an expected frequency of less than 5; <b>significance = .590</b>				
<b>Average</b>	<b>3.92</b>	<b>108</b>	<b>3.89</b>	<b>219</b>
<b>t = .227; <b>significance = .821</b></b>				

# Agreement with Statements Regarding Overall Experience by Gender, Continued

It is easy for me to find my way around campus at NSC.	Male		Female	
	%	n	%	n
Strongly Disagree	2.8 %	3	2.8 %	6
Disagree	5.5 %	6	9.8 %	21
Neutral	22.9 %	25	20.6 %	44
Agree	36.7 %	40	37.4 %	80
Strongly Agree	32.1 %	35	29.4 %	63
<b>Total</b>	<b>100.0 %</b>	<b>109</b>	<b>100.0 %</b>	<b>214</b>
Pearson Chi – Square = 1.974; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .741				
<b>Average</b>	<b>3.90</b>	<b>109</b>	<b>3.81</b>	<b>214</b>
t = .741; significance = .459				

I have received quality customer service from the employees at NSC I have interacted with.	Male		Female	
	%	n	%	n
Strongly Disagree	3.7 %	4	3.2 %	7
Disagree	4.7 %	5	6.0 %	13
Neutral	15.9 %	17	17.9 %	39
Agree	41.1 %	44	33.0 %	72
Strongly Agree	34.6 %	37	39.9 %	87
<b>Total</b>	<b>100.0 %</b>	<b>107</b>	<b>100.0 %</b>	<b>218</b>
Pearson Chi – Square = 2.293; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .682				
<b>Average</b>	<b>3.98</b>	<b>107</b>	<b>4.00</b>	<b>218</b>
t = - .189; significance = .850				

# Agreement with Statements Regarding Overall Experience by Ethnicity / Race

North Seattle College is welcoming to all persons.	Students of Color		White	
	%	n	%	n
Strongly Disagree	6.4 %	6	0.0 %	0
Disagree	3.2 %	3	3.2 %	5
Neutral	7.4 %	7	6.3 %	10
Agree	35.1 %	33	36.1 %	57
Strongly Agree	47.9 %	45	54.4 %	86
<b>Total</b>	<b>100.0 %</b>	<b>94</b>	<b>100.0 %</b>	<b>158</b>
Pearson Chi – Square = 10.697; 3 cells (30.0 %) have an expected frequency of less than 5; <b>significance = .030</b>				
<b>Average</b>	<b>4.15</b>	<b>94</b>	<b>4.42</b>	<b>158</b>
<b>t = - 2.282; <b>significance = .023</b></b>				

I feel physically safe when I am on campus at NSC.	Students of Color		White	
	%	n	%	n
Strongly Disagree	1.1 %	1	0.6 %	1
Disagree	1.1 %	1	0.6 %	1
Neutral	13.0 %	12	6.4 %	10
Agree	43.5 %	40	46.2 %	72
Strongly Agree	41.3 %	38	46.2 %	72
<b>Total</b>	<b>100.0 %</b>	<b>92</b>	<b>100.0 %</b>	<b>156</b>
Pearson Chi – Square = 3.554; 4 cells (40.0 %) have an expected frequency of less than 5; <b>significance = .470</b>				
<b>Average</b>	<b>4.23</b>	<b>92</b>	<b>4.37</b>	<b>156</b>
<b>t = - 1.422; <b>significance = .156</b></b>				

The mean rating of agreement to the statement “North Seattle College is welcoming to all persons” was significantly lower for students of color than for white students.

# Agreement with Statements Regarding Overall Experience by Ethnicity / Race, Continued

At NSC, I feel safe in other ways - emotionally, socially, and intellectually.	Students of Color		White	
	%	n	%	n
Strongly Disagree	3.4 %	3	1.3 %	2
Disagree	4.5 %	4	2.6 %	4
Neutral	21.3 %	19	12.3 %	19
Agree	32.6 %	29	42.2 %	65
Strongly Agree	38.2 %	34	41.6 %	64
<b>Total</b>	<b>100.0 %</b>	<b>89</b>	<b>100.0 %</b>	<b>154</b>
Pearson Chi – Square = 6.230; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .183				
<b>Average</b>	<b>3.98</b>	<b>89</b>	<b>4.20</b>	<b>154</b>
t = - 1.815; significance = .071				

I am proud to say I am a student at NSC.	Students of Color		White	
	%	n	%	n
Strongly Disagree	2.1 %	2	1.9 %	3
Disagree	5.3 %	5	3.1 %	5
Neutral	16.8 %	16	21.7 %	35
Agree	27.4 %	26	35.4 %	57
Strongly Agree	48.4 %	46	37.9 %	61
<b>Total</b>	<b>100.0 %</b>	<b>95</b>	<b>100.0 %</b>	<b>161</b>
Pearson Chi – Square = 4.225; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .376				
<b>Average</b>	<b>4.15</b>	<b>95</b>	<b>4.04</b>	<b>161</b>
t = .825; significance = .410				

# Agreement with Statements Regarding Overall Experience by Ethnicity / Race, Continued

I see students similar to me achieving their educational goals at NSC.	Students of Color		White	
	%	n	%	n
Strongly Disagree	2.2 %	2	0.6 %	1
Disagree	6.7 %	6	7.0 %	11
Neutral	15.6 %	14	17.1 %	27
Agree	38.9 %	35	38.0 %	60
Strongly Agree	36.7 %	33	37.3 %	59
<b>Total</b>	<b>100.0 %</b>	<b>90</b>	<b>100.0 %</b>	<b>158</b>
Pearson Chi – Square = 1.306; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .860				
<b>Average</b>	<b>4.01</b>	<b>90</b>	<b>4.04</b>	<b>158</b>
t = -.261; significance = .794				

Classroom technology is adequate to help me achieve my educational goals.	Students of Color		White	
	%	n	%	n
Strongly Disagree	3.2 %	3	2.6 %	4
Disagree	5.4 %	5	5.8 %	9
Neutral	14.0 %	13	15.6 %	24
Agree	41.9 %	39	40.9 %	63
Strongly Agree	35.5 %	33	35.1 %	54
<b>Total</b>	<b>100.0 %</b>	<b>93</b>	<b>100.0 %</b>	<b>154</b>
Pearson Chi – Square = .221; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .994				
<b>Average</b>	<b>4.01</b>	<b>93</b>	<b>4.00</b>	<b>154</b>
t = .082; significance = .935				

# Agreement with Statements Regarding Overall Experience by Ethnicity / Race, Continued

If I could do it all over again, I would still choose to go to NSC.	Students of Color		White	
	%	n	%	n
Strongly Disagree	2.1 %	2	1.9 %	3
Disagree	5.3 %	5	5.6 %	9
Neutral	16.8 %	16	14.4 %	23
Agree	31.6 %	30	33.1 %	53
Strongly Agree	44.2 %	42	45.0 %	72
<b>Total</b>	<b>100.0 %</b>	<b>95</b>	<b>100.0 %</b>	<b>160</b>
Pearson Chi – Square = .320; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .989				
<b>Average</b>	<b>4.11</b>	<b>95</b>	<b>4.14</b>	<b>160</b>
t = -.250; significance = .802				

The buildings at NSC are well – maintained.	Students of Color		White	
	%	n	%	n
Strongly Disagree	2.2 %	2	0.6 %	1
Disagree	4.4 %	4	5.7 %	9
Neutral	17.6 %	16	12.7 %	20
Agree	39.6 %	36	48.1 %	76
Strongly Agree	36.3 %	33	32.9 %	52
<b>Total</b>	<b>100.0 %</b>	<b>91</b>	<b>100.0 %</b>	<b>158</b>
Pearson Chi – Square = 3.456; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .485				
<b>Average</b>	<b>4.03</b>	<b>91</b>	<b>4.07</b>	<b>158</b>
t = -.310; significance = .757				

# Agreement with Statements Regarding Overall Experience by Ethnicity / Race, Continued

The grounds at NSC are well – maintained.	Students of Color		White	
	%	n	%	n
Strongly Disagree	3.3 %	3	0.6 %	1
Disagree	0.0 %	0	2.5 %	4
Neutral	13.0 %	12	6.4 %	10
Agree	39.1 %	36	42.7 %	67
Strongly Agree	44.6 %	41	47.8 %	75
<b>Total</b>	<b>100.0 %</b>	<b>92</b>	<b>100.0 %</b>	<b>157</b>
Pearson Chi – Square = 8.059; 4 cells (40.0 %) have an expected frequency of less than 5; significance = .089				
<b>Average</b>	<b>4.22</b>	<b>92</b>	<b>4.34</b>	<b>157</b>
t = -1.172; significance = .242				

I am aware that NSC is a tobacco – free campus.	Students of Color		White	
	%	n	%	n
Strongly Disagree	4.4 %	4	1.3 %	2
Disagree	1.1 %	1	2.5 %	4
Neutral	6.7 %	6	1.3 %	2
Agree	26.7 %	24	30.2 %	48
Strongly Agree	61.1 %	55	64.8 %	103
<b>Total</b>	<b>100.0 %</b>	<b>90</b>	<b>100.0 %</b>	<b>159</b>
Pearson Chi – Square = 8.588; 5 cells (50.0 %) have an expected frequency of less than 5; significance = .072				
<b>Average</b>	<b>4.39</b>	<b>90</b>	<b>4.55</b>	<b>159</b>
t = -1.410; significance = .160				

# Agreement with Statements Regarding Overall Experience by Ethnicity / Race, Continued

I am in favor of NSC being a tobacco – free campus.	Students of Color		White	
	%	n	%	n
Strongly Disagree	2.2 %	2	2.5 %	4
Disagree	3.3 %	3	5.1 %	8
Neutral	12.1 %	11	8.2 %	13
Agree	16.5 %	15	20.3 %	32
Strongly Agree	65.9 %	60	63.9 %	101
<b>Total</b>	<b>100.0 %</b>	<b>91</b>	<b>100.0 %</b>	<b>158</b>
Pearson Chi – Square = 1.798; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .773				
<b>Average</b>	<b>4.41</b>	<b>91</b>	<b>4.38</b>	<b>158</b>
t = .205; significance = .838				

When I need help in achieving my educational goals, I know where to go to get help at NSC.	Students of Color		White	
	%	n	%	n
Strongly Disagree	2.1 %	2	1.9 %	3
Disagree	9.6 %	9	7.5 %	12
Neutral	17.0 %	16	20.0 %	32
Agree	34.0 %	32	40.6 %	65
Strongly Agree	37.2 %	35	30.0 %	48
<b>Total</b>	<b>100.0 %</b>	<b>94</b>	<b>100.0 %</b>	<b>160</b>
Pearson Chi – Square = 2.226; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .694				
<b>Average</b>	<b>3.95</b>	<b>94</b>	<b>3.89</b>	<b>160</b>
t = .404; significance = .687				

# Agreement with Statements Regarding Overall Experience by Ethnicity / Race, Continued

It is easy for me to find my way around campus at NSC.	Students of Color		White	
	%	n	%	n
Strongly Disagree	3.3 %	3	2.5 %	4
Disagree	2.2 %	2	13.9 %	22
Neutral	25.0 %	23	16.5 %	26
Agree	35.9 %	33	38.6 %	61
Strongly Agree	33.7 %	31	28.5 %	45
<b>Total</b>	<b>100.0 %</b>	<b>92</b>	<b>100.0 %</b>	<b>158</b>
Pearson Chi – Square = 11.274; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .024				
<b>Average</b>	<b>3.95</b>	<b>92</b>	<b>3.77</b>	<b>158</b>
<b>t = 1.302; significance = .194</b>				

I have received quality customer service from the employees at NSC I have interacted with.	Students of Color		White	
	%	n	%	n
Strongly Disagree	5.4 %	5	2.5 %	4
Disagree	4.3 %	4	6.3 %	10
Neutral	17.2 %	16	12.6 %	20
Agree	36.6 %	34	39.0 %	62
Strongly Agree	36.6 %	34	39.6 %	63
<b>Total</b>	<b>100.0 %</b>	<b>93</b>	<b>100.0 %</b>	<b>159</b>
Pearson Chi – Square = 2.875; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .579				
<b>Average</b>	<b>3.95</b>	<b>93</b>	<b>4.07</b>	<b>159</b>
<b>t = -.908; significance = .365</b>				

The mean rating of agreement to the statement “It is easy for me to find my way around campus at NSC ”was significantly lower for white students than the of students of color.

# 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.	.475	.000	326
I feel physically safe when I am on campus at North Seattle College.	.377	.000	932
At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.	.466	.000	916
I am proud to say I am a student at North Seattle College.	.555	.000	329
I see students similar to me achieving their educational goals at North Seattle College.	.361	.000	922
Classroom technology is adequate to help me achieve my educational goals.	.227	.000	320
If I could do it all over again, I would still choose to go to North Seattle College.	.587	.000	328
The buildings at North Seattle College are well – maintained.	.350	.000	322
The grounds at North Seattle College are well – maintained.	.348	.000	323

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

- Overall satisfaction with the quality of instruction (r = .631)
- Overall satisfaction with the quality of the courses (r = .614)



# 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.	.214	.000	323
I am in favor of North Seattle College being a tobacco – free campus.	.227	.000	322
When I need help in achieving my educational goals, I know where to go to get help at North Seattle College.	.433	.000	327
It is easy for me to find my way around campus at North Seattle College.	.231	.000	323
I have received quality customer service from the employees at North Seattle College I have interacted with.	.526	.000	325
What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	.631	.000	332
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.614	.000	322

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

- It is easy for me to find my way around campus at North Seattle College. (r = .231)
- Classroom technology is adequate to help me achieve my educational goals. (r = .227)
- I am in favor of North Seattle College being a tobacco – free campus. (r = .227)
- I am aware that North Seattle College is a tobacco – free campus. (r = .214)

# Predictors of Overall Satisfaction with Student Experience

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	2.128	.034	NA
What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	.352	6.866	.000	Yes
I have received quality customer service from the employees at North Seattle College I have interacted with.	.227	4.086	.001	Yes
If I could do it all over again, I would still choose to go to North Seattle College.	.170	2.835	.005	Yes
At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.	.143	2.641	.009	Yes
Stepwise Multiple Linear Regression: $R^2 = .497$ ; <b>Adjusted <math>R^2 = .490</math></b>				

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

- Overall satisfaction with the quality of instruction
- Receiving quality customer service
- If students could do it all over again, they would still select North Seattle College
- Feeling safe in ways other than physically

This model explains 49.0 % 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 = 0.414	
		Below Average	Above Average
Performance (Average = 4.11)	Above Average	<p>I am aware that North Seattle College is a tobacco – free campus. (mean = 4.44)</p> <p>I am in favor of North Seattle College being a tobacco – free campus. (mean = 4.37)</p> <p>I feel physically safe when I am on campus at North Seattle College. (mean = 4.28)</p> <p>The grounds at North Seattle College are well – maintained. (mean = 4.28)</p>	<p>North Seattle College is welcoming to all persons. (mean = 4.31)</p> <p><b>If I could do it all over again, I would still choose to go to North Seattle College. (mean = 4.12)</b></p>
	Below Average	<p>Classroom technology is adequate to help me achieve my educational goals. (mean = 4.03)</p> <p>I see students similar to me achieving their educational goals at North Seattle College. (mean = 4.02)</p> <p>The buildings at North Seattle College are well – maintained. (mean = 4.01)</p> <p>It is easy for me to find my way around campus at North Seattle College. (mean = 3.83)</p>	<p><b>At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually. (mean = 4.09)</b></p> <p>What is your overall satisfaction with the quality of the courses you have taken at North Seattle College? (mean = 4.08)</p> <p>I am proud to say I am a student at North Seattle College. (mean = 4.04)</p> <p><b>What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College? (mean = 4.04)</b></p> <p><b>I have received quality customer service from the employees at North Seattle College I have interacted with. (mean = 3.99)</b></p> <p>When I need help in achieving my educational goals, I know where to go to get help at North Seattle College. (mean = 3.90)</p>

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

- At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.
- What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?
- I have received quality customer service from the employees at North Seattle College I have interacted with.

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.	.505	.000	327
I feel physically safe when I am on campus at North Seattle College.	.361	.000	932
At North Seattle College, I feel safe in other ways -emotionally, socially, and intellectually.	.461	.000	916
I am proud to say I am a student at North Seattle College.	.667	.000	330
I see students similar to me achieving their educational goals at North Seattle College.	.366	.000	922
Classroom technology is adequate to help me achieve my educational goals.	.211	.000	320
If I could do it all over again, I would still choose to go to North Seattle College.	.629	.000	328
The buildings at North Seattle College are well – maintained.	.324	.000	323

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

- I am proud to say I am a student at North Seattle College. (r = .667)
- If I could do it all over again, I would still choose to go to North Seattle College. (r = .629)
- Overall satisfaction with the quality of the courses (r = .622)



# 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.	.286	.000	323
I am aware that North Seattle College is a tobacco – free campus.	.313	.000	324
I am in favor of North Seattle College being a tobacco – free campus.	.273	.000	323
When I need help in achieving my educational goals, I know where to go to get help at North Seattle College.	.462	.000	328
It is easy for me to find my way around campus at North Seattle College.	.207	.000	324
I have received quality customer service from the employees at North Seattle College I have interacted with.	.464	.000	326
What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	.517	.000	333
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.622	.000	323

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

- Classroom technology is adequate to help me achieve my educational goals. (r = .211)
- It is easy for me to find my way around campus at North Seattle College. (r = .207)

# Predictors of Likelihood to Refer Someone to NSC

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	.991	.322	NA
I am proud to say I am a student at North Seattle College.	.367	5.977	.000	Yes
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.223	4.222	.001	Yes
North Seattle College is welcoming to all persons.	.150	2.804	.005	Yes
If I could do it all over again, I would still choose to go to North Seattle College.	.144	2.324	.021	Yes
Stepwise Multiple Linear Regression: $R^2 = .550$ ; <b>Adjusted <math>R^2 = .543</math></b>				

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

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

This model explains 54.3 % of the variance in responses to overall satisfaction with the student experience at North Seattle College.

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

		Importance (Derived): Average = 0.416	
		Below Average	Above Average
Performance (Average = 4.11)	Above Average	<p>I am aware that North Seattle College is a tobacco – free campus. (mean = 4.44)</p> <p>I am in favor of North Seattle College being a tobacco – free campus. (mean = 4.37)</p> <p>I feel physically safe when I am on campus at North Seattle College. (mean = 4.28)</p> <p>The grounds at North Seattle College are well – maintained. (mean = 4.28)</p>	<p><b>North Seattle College is welcoming to all persons. (mean = 4.31)</b></p> <p><b>If I could do it all over again, I would still choose to go to North Seattle College. (mean = 4.12)</b></p>
	Below Average	<p>Classroom technology is adequate to help me achieve my educational goals. (mean = 4.03)</p> <p>I see students similar to me achieving their educational goals at North Seattle College. (mean = 4.02)</p> <p>The buildings at North Seattle College are well – maintained. (mean = 4.01)</p> <p>It is easy for me to find my way around campus at North Seattle College. (mean = 3.83)</p>	<p>At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually. (mean = 4.09)</p> <p><b>What is your overall satisfaction with the quality of the courses you have taken at North Seattle College? (mean = 4.08)</b></p> <p><b>I am proud to say I am a student at North Seattle College. (mean = 4.04)</b></p> <p>What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College? (mean = 4.04)</p> <p>I have received quality customer service from the employees at North Seattle College I have interacted with. (mean = 3.99)</p> <p>When I need help in achieving my educational goals, I know where to go to get help at North Seattle College. (mean = 3.90)</p>

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

- 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.

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

# Correlations between Likelihood to Take Additional Classes and Attributes of College

How likely are you to take additional courses at North Seattle College in the next 12 months?	Correlation	Significance	n
North Seattle College is welcoming to all persons.	.164	.003	326
I feel physically safe when I am on campus at North Seattle College.	.150	.007	320
At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually.	.133	.019	315
I am proud to say I am a student at North Seattle College.	.255	.000	328
I see students similar to me achieving their educational goals at North Seattle College.	.082	.143	320
Classroom technology is adequate to help me achieve my educational goals.	.129	.022	318
If I could do it all over again, I would still choose to go to North Seattle College.	.188	.001	326
The buildings at North Seattle College are well – maintained.	.081	.145	322

The student experience attributes that have the lowest correlations to a student's likelihood to take additional courses at North Seattle College in the next 12 months are:

- I see students similar to me achieving their educational goals at North Seattle College. (r = .082)
- The buildings at North Seattle College are well – maintained. (r = .081)

# Correlations between Likelihood to Take Additional Classes and Attributes of College Continued

How likely are you to take additional courses at North Seattle College in the next 12 months?	Correlation	Significance	n
The grounds at North Seattle College are well – maintained.	.130	.019	322
I am aware that North Seattle College is a tobacco – free campus.	.148	.008	322
I am in favor of North Seattle College being a tobacco – free campus.	.119	.032	321
When I need help in achieving my educational goals, I know where to go to get help at North Seattle College.	.088	.111	326
It is easy for me to find my way around campus at North Seattle College.	.117	.036	322
I have received quality customer service from the employees at North Seattle College I have interacted with.	.106	.056	324
What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	.251	.000	331
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.282	.000	321

The student experience attributes that have the highest correlations to a student's likelihood to take additional courses at North Seattle College in the next 12 months are:

- Overall satisfaction with the quality of the courses (r = .282)
- I am proud to say I am a student at North Seattle College. (r = .255)
- Overall satisfaction with the quality of instruction (r = .251)

# Predictors of Likelihood to Take Additional Classes

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	3.188	.002	NA
What is your overall satisfaction with the quality of the courses you have taken at North Seattle College?	.270	4.605	.000	Yes
I am aware that North Seattle College is a tobacco – free campus.	.127	2.171	.031	Yes
Stepwise Multiple Linear Regression: $R^2 = .103$ ; <b>Adjusted <math>R^2 = .097</math></b>				

The top predictors of a student’s likelihood to take additional classes are:

- Overall satisfaction with the quality of the courses
- Awareness that North Seattle College is a tobacco – free campus

This model explains 9.7 % of the variance in responses to overall satisfaction with the student experience at North Seattle College.

# Quality of Instruction

What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	Total	
	Percent	n
Very Dissatisfied	2.7 %	9
Dissatisfied	4.2 %	14
Neutral	12.0 %	40
Satisfied	48.6 %	162
Very Satisfied	32.4 %	108
<b>Total</b>	<b>100.0 %</b>	<b>333</b>
<b>Average</b>	<b>4.04</b>	<b>333</b>

81.0 %

Over eight in ten respondents to the 2017 student engagement survey (81.0 %) reported being either satisfied or very satisfied with the quality of instruction they have received in their courses at North Seattle College.

What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	Male		Female	
	Percent	n	Percent	n
Very Dissatisfied	2.7 %	3	2.7 %	6
Dissatisfied	4.5 %	5	4.1 %	9
Neutral	14.5 %	16	10.8 %	24
Satisfied	50.0 %	55	48.2 %	107
Very Satisfied	28.2 %	31	34.2 %	76
<b>Total</b>	<b>100.0 %</b>	<b>110</b>	<b>100.0 %</b>	<b>222</b>
Pearson Chi – Square = 1.779; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .776				
<b>Average</b>	<b>3.96</b>	<b>110</b>	<b>4.07</b>	<b>222</b>
t = - 1.005; significance = .316				

There were no statistically significant differences by gender regarding satisfaction with the quality of instruction respondents have received in their courses at North Seattle College

# Quality of Instruction by Ethnicity / Race

What is your overall satisfaction with the quality of instruction you have received in your courses at North Seattle College?	Students of Color		White	
	Percent	n	Percent	n
Very Dissatisfied	3.2 %	3	3.1 %	5
Dissatisfied	3.2 %	3	4.9 %	8
Neutral	8.4 %	8	11.7 %	19
Satisfied	49.5 %	47	43.8 %	71
Very Satisfied	35.8 %	34	36.4 %	59
<b>Total</b>	<b>100.0 %</b>	<b>95</b>	<b>100.0 %</b>	<b>162</b>
Pearson Chi – Square = 1.490; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .828				
<b>Average</b>	<b>4.12</b>	<b>95</b>	<b>4.06</b>	<b>162</b>
t = .486; significance = .627				

There were no statistically significant differences when comparing respondents of color to respondents who identified as white regarding satisfaction with the quality of instruction they have received in their courses at North Seattle College

# 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		
<b>My teachers at North Seattle College are knowledgeable.</b>	0.9 %	3	2.5 %	8	6.8 %	22	51.2 %	166	38.6 %	125	<b>4.24</b>	<b>324</b>
<b>My teachers at North Seattle College treat me with respect.</b>	0.9 %	3	2.2 %	7	12.7 %	41	42.9 %	139	41.4 %	134	<b>4.22</b>	<b>324</b>
<b>My teachers use a variety of techniques to hold my interest.</b>	3.1 %	10	7.7 %	25	19.5 %	63	43.0 %	139	26.6 %	86	<b>3.82</b>	<b>323</b>

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 = 4.24)
- My teachers at North Seattle College treat me with respect. (mean = 4.22)

# 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.	2.2 %	7	4.0 %	13	13.0 %	42	51.2 %	165	29.5 %	95	4.02	322
... point out how the learning outcomes of the course contribute to program-level learning outcomes.	3.4 %	11	7.4 %	24	18.3 %	59	47.4 %	153	23.5 %	76	3.80	323
... identify how learning experiences such as class activities, assignments, projects, etc., contribute to achieving specific learning outcomes.	2.5 %	8	4.0 %	13	17.7 %	57	46.6 %	150	29.2 %	94	3.96	322
... provide regular feedback on my coursework in order to support my learning.	4.3 %	14	6.8 %	22	15.7 %	51	46.9 %	152	26.2 %	85	3.84	324

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

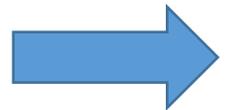
The attribute of instruction item that had the lowest mean rating on the student engagement survey were:

- My teachers use a variety of techniques to hold my interest. (mean = 3.82)
- In my classes, the teachers point out how the learning outcomes of the course contribute to program-level learning outcomes. (mean = 3.80)

# Agreement with Statements Regarding Instruction By Gender

My teachers at North Seattle College are knowledgeable.	Male		Female	
	%	n	%	n
Strongly Disagree	1.0 %	1	0.9 %	2
Disagree	1.0 %	1	3.2 %	7
Neutral	7.8 %	8	6.4 %	14
Agree	55.3 %	57	49.5 %	109
Strongly Agree	35.0 %	36	40.0 %	88
<b>Total</b>	<b>100.0 %</b>	<b>103</b>	<b>100.0 %</b>	<b>220</b>
Pearson Chi – Square = 2.514; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .642				
<b>Average</b>	<b>4.22</b>	<b>103</b>	<b>4.25</b>	<b>220</b>
t = -.243; significance = .808				

There were no statistically significant differences by gender on survey items relating to instruction.



# Agreement with Statements Regarding Instruction By Gender, Continued

My teachers at NSC treat me with respect.	Male		Female	
	%	n	%	n
Strongly Disagree	1.0 %	1	0.9 %	2
Disagree	2.9 %	3	1.8 %	4
Neutral	15.5 %	16	11.4 %	25
Agree	38.8 %	40	44.5 %	98
Strongly Agree	41.7 %	43	41.4 %	91
<b>Total</b>	<b>100.0 %</b>	<b>103</b>	<b>100.0 %</b>	<b>220</b>
Pearson Chi – Square = 1.890; 4 cells (40.0 %) have an expected frequency of less than 5; significance = .756				
<b>Average</b>	<b>4.17</b>	<b>103</b>	<b>4.24</b>	<b>220</b>
t = -.631; significance = .528				

My teachers use a variety of techniques to hold my interest.	Male		Female	
	%	n	%	n
Strongly Disagree	1.9 %	2	3.7 %	8
Disagree	6.8 %	7	8.2 %	18
Neutral	26.2 %	27	16.4 %	36
Agree	40.8 %	42	43.8 %	96
Strongly Agree	24.3 %	25	27.9 %	61
<b>Total</b>	<b>100.0 %</b>	<b>103</b>	<b>100.0 %</b>	<b>219</b>
Pearson Chi – Square = 4.754; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .313				
<b>Average</b>	<b>3.79</b>	<b>103</b>	<b>3.84</b>	<b>219</b>
t = -.444; significance = .657				



# Agreement with Statements Regarding Instruction By Gender, Continued

In my classes, the teachers identify the learning outcomes for the course.	Male		Female	
	%	n	%	n
Strongly Disagree	1.9 %	2	2.3 %	5
Disagree	4.9 %	5	3.7 %	8
Neutral	18.4 %	19	10.6 %	23
Agree	47.6 %	49	52.8 %	115
Strongly Agree	27.2 %	28	30.7 %	67
<b>Total</b>	<b>100.0 %</b>	<b>103</b>	<b>100.0 %</b>	<b>218</b>
Pearson Chi – Square = 4.280; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .369				
<b>Average</b>	<b>3.93</b>	<b>103</b>	<b>4.06</b>	<b>218</b>
t = -1.204; significance = .230				

In my classes, the teachers point out how the learning outcomes of the course contribute to program - level learning outcomes.	Male		Female	
	%	n	%	n
Strongly Disagree	3.9 %	4	3.2 %	7
Disagree	8.7 %	9	6.8 %	15
Neutral	19.4 %	20	17.8 %	39
Agree	47.6 %	49	47.0 %	103
Strongly Agree	20.4 %	21	25.1 %	55
<b>Total</b>	<b>100.0 %</b>	<b>103</b>	<b>100.0 %</b>	<b>219</b>
Pearson Chi – Square = 1.198; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .878				
<b>Average</b>	<b>3.72</b>	<b>103</b>	<b>3.84</b>	<b>219</b>
t = -1.025; significance = .306				



# Agreement with Statements Regarding Instruction By Gender, Continued

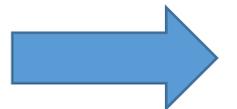
In my classes, the teachers identify how learning experiences ... contribute to achieving specific learning outcomes.	Male		Female	
	%	n	%	n
Strongly Disagree	2.0 %	2	2.7 %	6
Disagree	3.9 %	4	4.1 %	9
Neutral	21.6 %	22	16.0 %	35
Agree	45.1 %	46	47.0 %	103
Strongly Agree	27.5 %	28	30.1 %	66
<b>Total</b>	<b>100.0 %</b>	<b>102</b>	<b>100.0 %</b>	<b>219</b>
Pearson Chi – Square = 1.626; 2 cells (20.0 %) have an expected frequency of less than 5; significance = .804				
<b>Average</b>	<b>3.92</b>	<b>102</b>	<b>3.98</b>	<b>219</b>
t = -.500; significance = .617				

In my classes, the teachers provide regular feedback on my coursework in order to support my learning.	Male		Female	
	%	n	%	n
Strongly Disagree	3.9 %	4	4.5 %	10
Disagree	7.8 %	8	6.4 %	14
Neutral	14.6 %	15	16.4 %	36
Agree	47.6 %	49	46.4 %	102
Strongly Agree	26.2 %	27	26.4 %	58
<b>Total</b>	<b>100.0 %</b>	<b>103</b>	<b>100.0 %</b>	<b>220</b>
Pearson Chi – Square = .440; 1 cells (10.0 %) has an expected frequency of less than 5; significance = .979				
<b>Average</b>	<b>3.84</b>	<b>103</b>	<b>3.84</b>	<b>220</b>
t = .067; significance = .946				

# Agreement with Statements Regarding Instruction By Ethnicity / Race

My teachers at North Seattle College are knowledgeable.	Students of Color		White	
	%	n	%	n
Strongly Disagree	1.1 %	1	0.6 %	1
Disagree	1.1 %	1	2.5 %	4
Neutral	7.5 %	7	3.8 %	6
Agree	47.3 %	44	48.7 %	77
Strongly Agree	43.0 %	40	44.3 %	70
<b>Total</b>	<b>100.0 %</b>	<b>93</b>	<b>100.0 %</b>	<b>158</b>
Pearson Chi – Square = 2.386; 5 cells (50.0 %) have an expected frequency of less than 5; significance = .665				
<b>Average</b>	<b>4.30</b>	<b>93</b>	<b>4.34</b>	<b>158</b>
<b>t = -.357; significance = .721</b>				

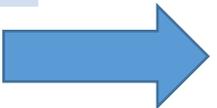
The only statistically significant difference when comparing responses of students of color to white students on survey items relating to instruction occurred on the item “In my classes, the teachers point out how the learning outcomes of the course contribute to program - level learning outcomes,” where white students were more neutral and less positive than students of color.



# Agreement with Statements Regarding Instruction By Ethnicity / Race, Continued

My teachers at North Seattle College treat me with respect.	Students of Color		White	
	%	n	%	n
Strongly Disagree	1.1 %	1	0.6 %	1
Disagree	2.2 %	2	2.5 %	4
Neutral	12.9 %	12	10.1 %	16
Agree	39.8 %	37	41.1 %	65
Strongly Agree	44.1 %	41	45.6 %	72
<b>Total</b>	<b>100.0 %</b>	<b>93</b>	<b>100.0 %</b>	<b>158</b>
Pearson Chi – Square = .639; 4 cells (40.0 %) have an expected frequency of less than 5; significance = .959				
<b>Average</b>	<b>4.24</b>	<b>93</b>	<b>4.28</b>	<b>158</b>
t = -.454; significance = .651				

My teachers use a variety of techniques to hold my interest.	Students of Color		White	
	%	n	%	n
Strongly Disagree	5.4 %	5	1.9 %	3
Disagree	2.2 %	2	9.6 %	15
Neutral	15.1 %	14	19.7 %	31
Agree	44.1 %	41	42.7 %	67
Strongly Agree	33.3 %	31	26.1 %	41
<b>Total</b>	<b>100.0 %</b>	<b>93</b>	<b>100.0 %</b>	<b>157</b>
Pearson Chi – Square = 8.698; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .069				
<b>Average</b>	<b>3.98</b>	<b>93</b>	<b>3.82</b>	<b>157</b>
t = 1.238; significance = .217				



# Agreement with Statements Regarding Instruction By Ethnicity / Race, Continued

In my classes, the teachers identify the learning outcomes for the course.	Students of Color		White	
	%	n	%	n
Strongly Disagree	4.3 %	4	1.3 %	2
Disagree	3.2 %	3	2.5 %	4
Neutral	10.8 %	10	12.7 %	20
Agree	43.0 %	40	54.1 %	85
Strongly Agree	38.7 %	36	29.3 %	46
<b>Total</b>	<b>100.0 %</b>	<b>93</b>	<b>100.0 %</b>	<b>157</b>
Pearson Chi – Square = 5.542; 4 cells (40.0 %) have an expected frequency of less than 5; significance = .236				
<b>Average</b>	<b>4.09</b>	<b>93</b>	<b>4.08</b>	<b>157</b>
t = .083; significance = .934				

In my classes, the teachers point out how the learning outcomes of the course contribute to program - level learning outcomes.	Students of Color		White	
	%	n	%	n
Strongly Disagree	5.4 %	5	2.5 %	4
Disagree	7.5 %	7	6.4 %	10
Neutral	11.8 %	11	21.0 %	33
Agree	45.2 %	42	47.1 %	74
Strongly Agree	30.1 %	28	22.9 %	36
<b>Total</b>	<b>100.0 %</b>	<b>93</b>	<b>100.0 %</b>	<b>157</b>
Pearson Chi – Square = 5.441; 1 cell (10.0 %) has an expected frequency of less than 5; <b>significance = .024</b>				
<b>Average</b>	<b>3.87</b>	<b>93</b>	<b>3.82</b>	<b>157</b>
t =.424; significance = .672				



# Agreement with Statements Regarding Instruction By Ethnicity / Race, Continued

In my classes, the teachers identify how learning experiences ... contribute to achieving specific learning outcomes.	Students of Color		White	
	%	n	%	n
Strongly Disagree	4.3 %	4	1.9 %	3
Disagree	2.2 %	2	3.8 %	6
Neutral	16.3%	15	17.2 %	27
Agree	40.2 %	37	51.0 %	80
Strongly Agree	37.0 %	34	26.1 %	41
<b>Total</b>	<b>100.0 %</b>	<b>92</b>	<b>100.0 %</b>	<b>157</b>
Pearson Chi – Square = 5.430; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .246				
<b>Average</b>	<b>4.03</b>	<b>92</b>	<b>3.96</b>	<b>157</b>
t = .635; significance = .526				

In my classes, the teachers provide regular feedback on my coursework in order to support my learning.	Students of Color		White	
	%	n	%	n
Strongly Disagree	4.3 %	4	4.4 %	7
Disagree	5.4 %	5	5.7 %	9
Neutral	14.0 %	13	16.5 %	26
Agree	41.9 %	39	50.0 %	79
Strongly Agree	34.4 %	32	23.4 %	37
<b>Total</b>	<b>100.0 %</b>	<b>93</b>	<b>100.0 %</b>	<b>158</b>
Pearson Chi – Square = 3.627; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .459				
<b>Average</b>	<b>3.97</b>	<b>93</b>	<b>3.82</b>	<b>158</b>
t = 1.090; significance = .277				



# 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.	.547	.000	324
My teachers at North Seattle College treat me with respect.	.521	.000	324
My teachers use a variety of techniques to hold my interest.	.603	.000	323
In my classes, the teachers identify the learning outcomes for the course.	.564	.000	322
In my classes, the teachers point out how the learning outcomes of the course contribute to program-level learning outcomes.	.527	.000	323
In my classes, the teachers identify how learning experiences such as class activities, assignments, projects, etc., contribute to achieving specific learning outcomes.	.597	.000	322
In my classes, the teachers provide regular feedback on my coursework in order to support my learning.	.548	.000	324

The attributes of instruction that have the highest correlations to overall satisfaction with the quality of instruction at North Seattle College are:

- My teachers use a variety of techniques to hold my interest. (r = .603)
- ... teachers identify how learning experiences ... contribute to achieving specific learning outcomes. (r = .597)

# Predictors of Satisfaction with Quality of Instruction

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	4.294	.000	NA
My teachers use a variety of techniques to hold my interest.	.242	3.501	.001	Yes
In my classes, the teachers identify how learning experiences such as class activities, assignments, projects, etc., contribute to achieving specific learning outcomes.	.201	2.931	.004	Yes
My teachers at North Seattle College are knowledgeable.	.190	3.295	.001	Yes
In my classes, the teachers provide regular feedback on my coursework in order to support my learning.	.142	2.240	.026	Yes
Stepwise Multiple Linear Regression: $R^2 = .449$ ; Adjusted $R^2 = .442$				

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

- Teachers use a variety of techniques to hold my interest to hold student interest
- Teachers identify how learning experiences contribute to achieving specific learning outcomes.
- Teachers are knowledgeable
- Teachers provide regular feedback

This model explains 44.2 % 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 = 0.558	
		Below Average	Above Average
Performance (Average = 3.99)	Above Average	<p><b>My teachers at North Seattle College are knowledgeable. (mean = 4.24)</b></p> <p>My teachers at North Seattle College treat me with respect.(mean = 4.22)</p>	<p>In my classes, the teachers identify the learning outcomes for the course. (mean = 4.02)</p>
	Below Average	<p><b>In my classes, the teachers provide regular feedback on my coursework in order to support my learning. (mean = 3.84)</b></p> <p>In my classes, the teachers point out how the learning outcomes of the course contribute to program-level learning outcomes. (mean = 3.80)</p>	<p><b>In my classes, the teachers identify how learning experiences ... contribute to achieving specific learning outcomes. (mean = 3.96)</b></p> <p><b>My teachers use a variety of techniques to hold my interest. (mean = 3.82)</b></p>

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?	Total	
	Percent	n
Very Dissatisfied	2.2 %	7
Dissatisfied	3.1 %	10
Neutral	13.0 %	42
Satisfied	47.7 %	154
Very Satisfied	34.1 %	110
Total	100.0 %	323
Average	4.08	323

81.8 %

Over eight in ten respondents (81.8 %) report being either “satisfied” or “very satisfied” with the quality of the courses you have taken at North Seattle College.

The mean rating on this item (4.08) exceeded the benchmark of 4.0 on a five – point scale where 5 is the highest score possible and 1 is the lowest score possible.

# Quality of Courses – Sub - Analysis

What is your overall satisfaction with the quality of the courses you have taken at NSC?	Male		Female	
	Percent	n	Percent	n
Very Dissatisfied	1.0 %	1	2.7 %	7
Dissatisfied	5.8 %	6	1.8 %	4
Neutral	17.5 %	18	11.0 %	24
Satisfied	41.7 %	43	50.2 %	110
Very Satisfied	31.8 %	35	34.2 %	75
<b>Total</b>	<b>100.0 %</b>	<b>103</b>	<b>100.0 %</b>	<b>219</b>
Pearson Chi – Square = 7.958; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .093				
<b>Average</b>	<b>4.02</b>	<b>103</b>	<b>4.11</b>	<b>219</b>
t = -.893; significance = .372				

What is your overall satisfaction with the quality of the courses you have taken at NSC?	Students of Color		White	
	Percent	n	Percent	n
Very Dissatisfied	3.2 %	3	2.5 %	4
Dissatisfied	3.2 %	3	3.2 %	5
Neutral	9.6 %	9	9.6 %	15
Satisfied	42.6 %	40	47.1 %	74
Very Satisfied	41.5 %	39	37.6 %	59
<b>Total</b>	<b>100.0 %</b>	<b>94</b>	<b>100.0 %</b>	<b>157</b>
Pearson Chi – Square = .589; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .964				
<b>Average</b>	<b>4.16</b>	<b>94</b>	<b>4.14</b>	<b>157</b>
t =.162; significance = .872				

There are no statistically significant differences in ratings of overall satisfaction with the quality of the courses respondents have taken at NSC by either gender (male and female) or ethnicity / color (students of color and white students).

# 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		
<b>The material in my courses is current.</b>	0.6 %	2	4.1 %	13	15.3 %	48	50.0 %	157	29.9 %	94	<b>4.04</b>	<b>314</b>
<b>I have opportunities to apply what I have learned in my courses at North Seattle College.</b>	0.6 %	2	2.5 %	8	22.0 %	70	43.4 %	137	31.3 %	99	<b>4.02</b>	<b>316</b>
<b>What I learn in my classes is directly related to my career goals.</b>	0.9 %	3	2.8 %	9	25.6 %	81	37.0 %	117	33.5 %	106	<b>3.99</b>	<b>316</b>
<b>My classes at North Seattle College give me the opportunity to solve problems.</b>	1.3 %	4	2.2 %	7	19.3 %	61	48.4 %	153	28.8 %	91	<b>4.01</b>	<b>316</b>
<b>North Seattle College offers courses at times that fit my schedule.</b>	2.2 %	7	8.2 %	26	19.9 %	63	40.5 %	128	29.1 %	92	<b>3.86</b>	<b>316</b>

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

Mean ratings on course attribute items ranged from a high of 4.04 (“The material in my courses is current.”) to a low of 3.86 (“North Seattle College offers courses at times that fit my schedule.”)

# Agreement with Statements Regarding Courses by Gender

The material in my courses is current.	Male		Female	
	Percent	n	Percent	n
Strongly Disagree	1.0 %	1	0.5 %	1
Disagree	2.0 %	2	5.2 %	11
Neutral	13.0 %	13	16.4 %	35
Agree	60.0 %	60	45.1 %	96
Strongly Agree	24.0 %	24	32.9 %	70
<b>Total</b>	<b>100.0 %</b>	<b>100</b>	<b>100.0 %</b>	<b>213</b>
Pearson Chi – Square = 7.287; 3 cells (30.0 %) have an expected frequency of less than 5, <b>significance = .121</b>				
<b>Average</b>	<b>4.04</b>	<b>100</b>	<b>4.05</b>	<b>213</b>
<b>t = -.070, significance = .945</b>				

There are no statistically significant differences in either the mean rating or response patterns between male identified and female identified respondents on survey items dealing with the courses they have taken at North Seattle College.



# Agreement with Statements Regarding Courses by Gender, Continued

I have opportunities to apply what I have learned in my courses at NSC.	Male		Female	
	Percent	n	Percent	n
Strongly Disagree	1.0 %	1	0.5 %	1
Disagree	2.0 %	2	2.8 %	6
Neutral	26.0 %	26	20.5 %	44
Agree	46.0 %	46	41.9 %	90
Strongly Agree	25.0 %	25	34.4 %	74
<b>Total</b>	<b>100.0 %</b>	<b>100</b>	<b>100.0 %</b>	<b>215</b>
Pearson Chi – Square = 3.614; 3 cells (30.0 %) have an expected frequency of less than 5, <b>significance = .461</b>				
<b>Average</b>	<b>3.92</b>	<b>100</b>	<b>4.07</b>	<b>215</b>
<b>t = -1.485, significance = .139</b>				

What I learn in my classes is directly related to my career goals.	Male		Female	
	Percent	n	Percent	n
Strongly Disagree	1.0 %	1	0.9 %	2
Disagree	4.0 %	4	2.3 %	5
Neutral	26.3 %	26	25.5 %	55
Agree	37.4 %	37	36.6 %	79
Strongly Agree	31.3 %	31	34.7 %	75
<b>Total</b>	<b>100.0 %</b>	<b>99</b>	<b>100.0 %</b>	<b>216</b>
Pearson Chi – Square = .976; 3 cells (30.0 %) have an expected frequency of less than 5, <b>significance = .913</b>				
<b>Average</b>	<b>3.94</b>	<b>99</b>	<b>4.02</b>	<b>216</b>
<b>t = -.730, significance = .466</b>				

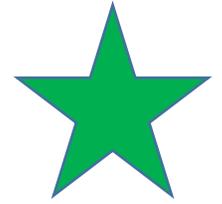


# Agreement with Statements Regarding Courses by Gender, Continued

My classes at NSC give me the opportunity to solve problems.	Male		Female	
	Percent	n	Percent	n
Strongly Disagree	2.0 %	2	0.9 %	2
Disagree	3.0 %	3	1.9 %	4
Neutral	18.0 %	18	20.0 %	43
Agree	47.0 %	47	48.8 %	105
Strongly Agree	30.0 %	30	28.4 %	61
<b>Total</b>	<b>100.0 %</b>	<b>100</b>	<b>100.0 %</b>	<b>215</b>
Pearson Chi – Square = 1.265; 4 cells (40.0 %) have an expected frequency of less than 5; <b>significance = .867</b>				
Average	4.00	100	4.02	215
t = -.185; <b>significance = .853</b>				

NSC offers courses at times that fit my schedule.	Male		Female	
	Percent	n	Percent	n
Strongly Disagree	1.0 %	1	2.8 %	6
Disagree	9.0 %	9	7.9 %	17
Neutral	21.0 %	21	19.5 %	42
Agree	38.0 %	38	41.4 %	89
Strongly Agree	31.0 %	31	28.4 %	61
<b>Total</b>	<b>100.0 %</b>	<b>100</b>	<b>100.0 %</b>	<b>215</b>
Pearson Chi – Square = 1.513; 2 cells (20.0 %) have an expected frequency of less than 5; <b>significance = .824</b>				
Average	3.89	100	3.85	215
t = .358; <b>significance = .721</b>				

# Agreement with Statements Regarding Courses by Ethnicity / Race



The material in my courses is current.	Students of Color		White	
	Percent	n	Percent	n
Strongly Disagree	1.1 %	1	0.0 %	0
Disagree	2.2 %	2	5.8 %	9
Neutral	13.3 %	12	12.8 %	20
Agree	52.2 %	47	45.5 %	71
Strongly Agree	31.1 %	28	35.9 %	56
<b>Total</b>	<b>100.0 %</b>	<b>90</b>	<b>100.0 %</b>	<b>156</b>
Pearson Chi – Square = 4.269; 3 cells (30.0 %) have an expected frequency of less than 5, significance = .371				
Average	4.10	90	4.12	156
t = -.141; significance = .888				

There are no statistically significant differences in either the mean rating or response patterns between students of color and white respondents on survey items dealing with the courses they have taken at North Seattle College.



# Agreement with Statements Regarding Courses by Ethnicity / Race, Continued

I have opportunities to apply what I have learned in my courses at NSC.	Students of Color		White	
	Percent	n	Percent	n
Strongly Disagree	1.1 %	1	0.0 %	0
Disagree	3.3 %	3	1.3 %	2
Neutral	20.0 %	18	21.8 %	34
Agree	43.3 %	39	39.7 %	62
Strongly Agree	32.2 %	29	37.2 %	58
<b>Total</b>	<b>100.0 %</b>	<b>90</b>	<b>100.0 %</b>	<b>156</b>
Pearson Chi – Square = 3.578; 4 cells (40.0 %) have an expected frequency of less than 5; <b>significance = .466</b>				
Average	4.02	90	4.13	156
t = -.973; <b>significance = .332</b>				

What I learn in my classes is directly related to my career goals.	Students of Color		White	
	Percent	n	Percent	n
Strongly Disagree	2.2 %	2	0.0 %	0
Disagree	1.1 %	1	3.2 %	5
Neutral	21.1 %	19	24.4 %	38
Agree	35.6 %	32	36.5 %	57
Strongly Agree	40.0 %	36	35.9 %	56
<b>Total</b>	<b>100.0 %</b>	<b>90</b>	<b>100.0 %</b>	<b>156</b>
Pearson Chi – Square = 5.025; 4 cells (40.0 %) have an expected frequency of less than 5; <b>significance = .285</b>				
Average	4.10	90	4.05	156
t = .417; <b>significance = .677</b>				



# Agreement with Statements Regarding Courses by Ethnicity / Race, Continued

My classes at NSC give me the opportunity to solve problems.	Students of Color		White	
	Percent	n	Percent	n
Strongly Disagree	2.2 %	2	0.6 %	1
Disagree	1.1 %	1	1.9 %	3
Neutral	16.5 %	15	18.6 %	29
Agree	47.3 %	43	45.5 %	71
Strongly Agree	33.3 %	30	33.3 %	52
<b>Total</b>	<b>100.0 %</b>	<b>91</b>	<b>100.0 %</b>	<b>156</b>
Pearson Chi – Square = 1.571; 4 cells (40.0 %) have an expected frequency of less than 5, significance = .814				
Average	4.08	91	4.09	156
t = -.118, significance = .906				

NSC offers courses at times that fit my schedule.	Students of Color		White	
	Percent	n	Percent	n
Strongly Disagree	3.3 %	3	1.9 %	3
Disagree	6.6 %	6	9.6 %	15
Neutral	18.7 %	17	17.9 %	28
Agree	38.5 %	35	37.2 %	58
Strongly Agree	33.0 %	30	33.3 %	52
<b>Total</b>	<b>100.0 %</b>	<b>91</b>	<b>100.0 %</b>	<b>156</b>
Pearson Chi – Square = 1.108; 2 cells (20.0 %) have an expected frequency of less than 5, significance = .893				
Average	3.91	91	3.90	156
t = .060, significance = .952				

# 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.	.485	.000	314
I have opportunities to apply what I have learned in my courses at North Seattle College.	.514	.000	316
What I learn in my classes is directly related to my career goals.	.401	.000	316
My classes at North Seattle College give me the opportunity to solve problems.	.544	.000	316
North Seattle College offers courses at times that fit my schedule.	.408	.000	316

The course attributes that have the highest 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. ( $r = .544$ )
- I have opportunities to apply what I have learned in my courses at North Seattle College. ( $r = .514$ )

# Predictors of Satisfaction with Quality of Courses

Model	Standardized Coefficients	t	Significance	Significant Predictor?
	Beta			
Constant	-	4.780	.000	NA
My classes at North Seattle College give me the opportunity to solve problems.	.247	3.553	.000	Yes
The material in my courses is current.	.216	3.680	.000	Yes
I have opportunities to apply what I have learned in my courses at North Seattle College.	.224	3.391	.001	Yes
<b>Stepwise Multiple Linear Regression: R<sup>2</sup> = .354; Adjusted R<sup>2</sup> = .347</b>				

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

This model explains 34.7 % 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 = 0.47	
		Below Average	Above Average
Performance (Average = 3.98)	Above Average	What I learn in my classes is directly related to my career goals. (mean = 3.99)	<p><b>The material in my courses is current. (mean = 4.04)</b></p> <p><b>I have opportunities to apply what I have learned in my courses at North Seattle College. (mean = 4.02)</b></p> <p><b>My classes at North Seattle College give me the opportunity to solve problems. (mean = 4.01)</b></p>
	Below Average	North Seattle College offers courses at times that fit my schedule. (mean = 3.86)	

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

- The material in my courses is current.
- I have opportunities to apply what I have learned in my courses at North Seattle College.
- 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 %	18	27.8 %	83	34.4 %	103	31.8 %	95	66.2 %	198
Critical thinking and problem solving	2.7 %	8	25.2 %	76	30.6 %	92	41.5 %	125	72.1 %	217
Communication and self-expression	8.0 %	24	24.9 %	75	35.2 %	106	31.9 %	96	67.1 %	202
Quantitative reasoning	8.4 %	25	27.5 %	82	35.2 %	105	28.9 %	86	64.1 %	191
Information literacy	7.6 %	23	26.2 %	79	36.8 %	111	29.5 %	89	66.3 %	200
Technological proficiency	9.9 %	29	34.6 %	101	27.4 %	80	28.1 %	82	55.5 %	162
Collaboration: group and team work	9.7 %	29	27.0 %	81	31.0 %	93	32.3 %	97	63.3 %	190

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 most to the following knowledge, skill, or personal development areas:

- Critical thinking and problem solving (72.1 %)
- Synthesis and application of knowledge, skills and responsibilities to new settings and problems (69.8 %)
- Communication and self-expression (67.1 %)



# 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
<b>Civic engagement: local, global and environmental</b>	17.0 %	51	34.7 %	104	27.3 %	82	21.0 %	63	48.3 %	145
<b>Intercultural knowledge and competence</b>	10.6 %	32	26.2 %	79	33.6 %	101	29.6 %	89	63.2 %	190
<b>Ethical awareness and personal integrity</b>	11.7 %	35	26.3 %	79	30.7 %	92	31.3 %	94	62.0 %	186
<b>Lifelong learning and personal well-being</b>	6.7 %	20	28.7 %	86	32.3 %	97	32.3 %	97	64.6 %	194
<b>Synthesis and application of knowledge, skills and responsibilities to new settings and problems</b>	4.6 %	14	25.5 %	77	37.7 %	114	32.1 %	97	69.8 %	211

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 (55.5 %)
- Civic engagement: local, global and environmental (48.3 %)

# Diversity at North Seattle College

Approximately how many diversity-related activities have you engaged in during the current academic year?	Spring 2016		Spring 2017	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
None	76.2 %	531	47.8 %	142
1 - 3	18.8 %	131	37.0 %	110
4 - 6	3.6 %	25	8.4 %	25
7 or More	1.4 %	10	6.7 %	20
<b>Total</b>	<b>100.0 %</b>	<b>697</b>	<b>100.0 %</b>	<b>297</b>

Pearson Chi – Square = 82.384; 0 cells (0.0 %) have an expected frequency of less than 5, **significance = .000**

A significantly greater proportion of 2017 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

Overall, to what extent have these diversity - related activities contributed to your awareness of and / or competence with respect to our value of “embracing diverse cultures, ideas, perspectives and people”?	Spring 2016		Spring 2017	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
Not at all	4.9 %	8	3.4 %	5
Very little	5.6 %	9	7.5 %	11
Neutral	21.6 %	35	20.5 %	30
Moderately	34.0 %	55	34.2 %	50
A great deal	34.0 %	55	34.2 %	50
<b>Total</b>	<b>100.0 %</b>	<b>162</b>	<b>100.0 %</b>	<b>146</b>
Pearson Chi – Square = .925; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .921				
Mean	3.86	162	3.88	146
t = -.156, significance = .876				

There are no statistically significant differences between 2016 and 2017 student respondents on the item “Overall, to what extent have these diversity - related activities contributed to your awareness of and / or competence with respect to our value of ‘embracing diverse cultures, ideas, perspectives and people’?”

# 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	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
Very little	10.8 %	69	8.6 %	13
Some	30.6 %	195	26.3 %	40
Quite a bit	32.0 %	204	28.9 %	44
Very much	26.6 %	170	36.2 %	55
<b>Total</b>	<b>100.0 %</b>	<b>638</b>	<b>100.0 %</b>	<b>152</b>
<b>Pearson Chi – Square = 5.630; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .131</b>				

There are no statistically significant differences between 2016 and 2017 student respondents on 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?	1.4 %	2	15.9 %	23	21.4 %	31	61.4 %	89	82.8 %	120
... who differ from you in terms of religious beliefs, political opinions, or personal values?	2.2 %	3	25.9 %	36	26.6 %	37	45.3 %	63	71.9 %	120

More than eight in ten respondents (82.8 %) 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 (71.9 %) 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

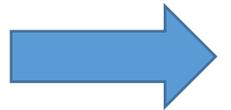
Within the current academic year, have you felt discriminated against at NSC? <sup>1</sup>	Total	
	Percent	n
No	86.1 %	254
Yes	13.9 %	41
<b>Total</b>	<b>100.0 %</b>	<b>295</b>

<sup>1</sup> 2016 survey did not have a gate – keeper question.

More than one in eight respondents to the 2017 student engagement survey (13.9 %) reported having felt discriminated against at NSC within the current academic year.

The most frequently cited types of discrimination respondents reported having experienced at North Seattle College within the current academic year were:

- Race or ethnicity (n = 18)
- Color (n = 13)
- Age (n = 11)
- National origin (n = 10)



# Reported Discrimination at NSC – 2016 and 2017

Type of Discrimination Reported	2016		2017	
	Count	Rank	Count	Rank
Age	47	1	11	3
Citizenship Status	18	6	4	11.5
Color	27	3	13	2
Disability	16	9	4	11.5
Gender Expression	15	11	4	11.5
Gender Identity <sup>1</sup>	-	-	7	7.5
Marital Status	8	13	0	-
National origin	22	4	10	4
Political affiliation or belief	17	7.5	7	7.5
Race or ethnicity	34	2	18	1
Religion	15	11	3	14

<sup>1</sup> Not included in 2016 survey; added to 2017 survey

Type of Discrimination Reported	2016		2017	
	Count	Rank	Count	Rank
Sex	20	5	7	7.5
Sexual orientation	15	11	7	7.5
Veteran status	6	6	1	16
Socioeconomic status <sup>1</sup>	-	-	2	15
Class <sup>1</sup>	-	-	4	11.5
Other (please specify) <sup>2</sup>	17	17	8	5

The top three reported types of discrimination by rank order among respondents to the 2016 and 2017 student engagement surveys varied in order but included the following:

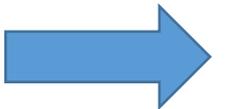
- Age
- Color
- Race or ethnicity

# Impact of Discrimination on Student Engagement

What is your overall satisfaction with your experience at NSC?	Did <u>not</u> Experience Discrimination		Did Experience Discrimination	
	Percent	n	Percent	n
Very Dissatisfied	2.0 %	5	4.9 %	2
Dissatisfied	5.9 %	15	7.3 %	3
Neutral	9.5 %	24	14.6 %	6
Satisfied	47.8 %	121	53.7 %	22
Very Satisfied	34.8 %	88	19.5 %	8
<b>Total</b>	<b>100.0 %</b>	<b>253</b>	<b>100.0 %</b>	<b>41</b>
Pearson Chi – Square = 5.042; 3 cells (30.0 %) have an expected frequency of less than 5; significance = .283				
<b>Average</b>	<b>4.08</b>	<b>253</b>	<b>3.76</b>	<b>41</b>
t = 2.019 <b>significance = .044</b>				

The mean overall satisfaction with the student experience at North Seattle College for students who had not experienced discrimination (4.08) was significantly greater than that of students who reported having experienced discrimination (3.76).

However, there are no other statistically significant differences in either response patterns or mean ratings on student satisfaction and loyalty items when comparing students who experienced discrimination at North Seattle College and those who did not for the 2016 – 2017 academic year.



# Impact of Discrimination on Student Engagement

How likely would you be to refer a friend or relative to NSC ...?	Did <u>not</u> Experience Discrimination		Did Experience Discrimination	
	Percent	n	Percent	n
Very Unlikely	2.0 %	5	4.9 %	2
Somewhat Unlikely	4.3 %	11	7.3 %	3
Neutral	11.4 %	29	12.2 %	5
Somewhat Likely	29.9 %	76	29.3 %	12
Very Likely	52.4 %	133	46.3 %	19
<b>Total</b>	<b>100.0 %</b>	<b>254</b>	<b>100.0 %</b>	<b>41</b>
Pearson Chi – Square = 2.195; 3 cells (30.0 %) have an expected frequency of less than 5; <b>significance = .700</b>				
<b>Average</b>	<b>4.26</b>	<b>254</b>	<b>4.05</b>	<b>41</b>
<b>t = 1.290; significance = .198</b>				

How likely are you to take additional courses at NSC in the next 12 months?	Did <u>not</u> Experience Discrimination		Did Experience Discrimination	
	Percent	n	Percent	n
Very Unlikely	9.1 %	23	9.8 %	4
Somewhat Unlikely	7.1 %	18	4.9 %	2
Neutral	6.3 %	16	17.1 %	7
Somewhat Likely	15.5 %	39	14.6 %	6
Very Likely	61.9 %	156	53.7 %	22
<b>Total</b>	<b>100.0 %</b>	<b>252</b>	<b>100.0 %</b>	<b>41</b>
Pearson Chi – Square = 5.857; 3 cells (30.0 %) have an expected frequency of less than 5; <b>significance = .210</b>				
<b>Average</b>	<b>4.14</b>	<b>252</b>	<b>3.98</b>	<b>41</b>
<b>t = .726; significance = .468</b>				

# 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	92.7 %	266	7.3 %	21	100.0 %	287
Basic and Transitional Studies	47.3 %	132	52.7 %	147	100.0 %	279
Running Start	73.0 %	206	27.0 %	76	100.0 %	282
Disability Services	80.0 %	224	20.0 %	56	100.0 %	280
Student Leadership and Multicultural Programs	80.2 %	227	19.8 %	56	100.0 %	283
Sustainability	50.7 %	141	49.3 %	137	100.0 %	278
Wellness Center	74.9 %	212	25.1 %	71	100.0 %	283
Childcare Center	76.2 %	215	23.8 %	67	100.0 %	282

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

- Registration (95.8 %)
- Advising (92.7 %)
- Financial Aid (91.3 %)

# 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	74.7 %	210	25.3 %	71	100.0 %	281
Registration	95.8 %	275	4.2 %	12	100.0 %	287
Financial Aid	91.3 %	261	8.7 %	25	100.0 %	286
Testing Center	88.3 %	248	11.7 %	33	100.0 %	281
Enrollment Support and Outreach	48.8 %	137	51.2 %	144	100.0 %	281
Veteran Services	62.4 %	176	37.6 %	106	100.0 %	282
Workforce Education Financial Assistance	76.1 %	216	23.9 %	68	100.0 %	284
Evening Services	65.4 %	185	34.6 %	98	100.0 %	283

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

- Sustainability (50.7 %)
- Enrollment Support and Outreach (48.8 %)
- Basic and Transitional Studies (47.3 %)

# Student Services, Frequency of Use<sup>1</sup>

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	20.9 %	54	14.7 %	38	49.2 %	127	11.2 %	29	2.7 %	7	1.2 %	3
Basic and Transitional Studies	70.7 %	87	11.4 %	14	4.1 %	5	5.7 %	7	2.4 %	3	5.7 %	7
Running Start	79.7 %	157	5.1 %	10	1.5 %	3	3.0 %	6	0.0 %	0	10.7 %	21
Disability Services	78.3 %	170	7.8 %	17	6.5 %	14	5.1 %	11	0.9 %	2	1.4 %	3
Student Leadership and Multicultural Programs	63.9 %	140	15.1 %	33	6.8 %	15	7.8 %	17	2.7 %	6	3.7 %	8
Sustainability	59.4 %	79	16.5 %	22	6.0 %	8	6.8 %	9	4.5 %	6	6.8 %	9
Wellness Center	59.1 %	120	9.9 %	20	5.9 %	12	4.4 %	9	11.8 %	24	8.9 %	18
Childcare Center	93.7 %	193	3.4 %	7	0.5 %	1	0.5 %	1	0.0 %	0	1.9 %	4

<sup>1</sup> 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” = 93.7 %)
- Veteran Services (percentage “never” = 86.8 %)
- Running Start (percentage “never” = 79.7 %)

# Student Services, Frequency of Use<sup>1</sup>, 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	57.9 %	117	12.4 %	25	22.8 %	46	4.0 %	8	2.0 %	4	1.0 %	2
Registration	12.5 %	33	14.7 %	39	64.5 %	171	5.7 %	15	2.3 %	6	0.4 %	1
Financial Aid	45.8 %	114	6.8 %	17	37.8 %	94	6.0 %	15	0.4 %	1	3.2 %	8
Testing Center	40.8 %	98	37.9 %	91	11.3 %	27	5.0 %	12	3.8 %	9	1.3 %	3
Enrollment Support and Outreach	62.0 %	80	16.3 %	21	14.0 %	18	3.9 %	5	2.3 %	3	1.6 %	2
Veteran Services	86.8 %	145	4.2 %	7	4.2 %	7	3.6 %	6	0.0 %	0	1.2 %	2
Workforce Education Financial Assistance	67.0 %	138	10.2 %	21	12.6 %	26	5.3 %	11	2.9 %	6	1.9 %	4
Evening Services	52.6 %	90	15.8 %	27	11.1 %	19	5.3 %	9	7.6 %	13	7.6 %	13

<sup>1</sup> 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” = 12.5 %)
- Advising (percentage “never” = 20.9 %)
- Testing Center (percentage “never” = 40.8 %)

# Usefulness of Student Services<sup>1</sup>

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
<b>Advising</b>	0.6 %	1	5.6 %	10	37.3 %	66	56.5 %	100	93.8 %	166
<b>Basic and Transitional Studies</b>	3.8 %	1	0.0 %	0	34.6 %	9	61.5 %	16	96.2 %	25
<b>Running Start</b>	3.0 %	1	3.0 %	1	21.2 %	7	72.7 %	24	93.9 %	31
<b>Disability Services</b>	0.0 %	0	2.7 %	1	37.8 %	14	59.5 %	22	97.3 %	36
<b>Student Leadership and Multicultural Programs</b>	0.0 %	0	7.3 %	4	38.2 %	21	54.5 %	30	92.7 %	51
<b>Sustainability</b>	2.6 %	1	2.6 %	1	46.2 %	18	48.7 %	19	94.9 %	37
<b>Wellness Center</b>	0.0 %	0	4.5 %	3	19.7 %	13	75.8 %	50	95.5 %	63
<b>Childcare Center</b>	0.0 %	0	0.0 %	0	37.5 %	3	62.5 %	5	100.0 %	8

<sup>1</sup> 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

- Disability Services (97.3 %, n = 36)
- Evening Services (96.6 %, n = 56)
- Testing Center (96.3 %, n = 105)



# Usefulness of Student Services<sup>1</sup>, 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
<b>Counseling Department</b>	3.4 %	2	1.7 %	1	35.6 %	21	59.3 %	35	94.9 %	56
<b>Registration</b>	0.0 %	0	4.2 %	8	32.3 %	62	63.5 %	122	95.8 %	184
<b>Financial Aid</b>	3.4 %	4	6.0 %	7	18.8 %	22	71.8 %	84	90.6 %	106
<b>Testing Center</b>	0.9 %	1	2.8 %	3	35.8 %	39	60.6 %	66	96.3 %	105
<b>Enrollment Support and Outreach</b>	3.6 %	1	7.1 %	2	35.7 %	10	53.6%	15	89.3 %	25
<b>Veteran Services</b>	0.0 %	0	11.1 %	2	44.4 %	8	44.4 %	8	88.9 %	16
<b>Workforce Education Financial Assistance</b>	4.0 %	2	0.0 %	0	22.0 %	11	74.0 %	37	96.0 %	48
<b>Evening Services</b>	1.7 %	1	1.7 %	1	34.5 %	20	62.1 %	36	96.6 %	56

<sup>1</sup> 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	
	Total Respondents		Total Respondents	
	Percent	n	Percent	n
To earn a bachelor of applied science (BAS) degree from North Seattle	8.3 %	76	13.6 %	37
To earn an associate degree, certificate, or diploma	57.8 %	532	59.0 %	161
To take selected classes, but not to earn a degree, certificate, or diploma	27.6 %	254	22.3 %	61
I do not have a clear goal at this time	6.3 %	58	5.1 %	14
<b>Total</b>	<b>100.0 %</b>	<b>920</b>	<b>100.0 %</b>	<b>273</b>
Pearson Chi – Square = 8.965; 0 cells (0.0 %) have an expected frequency of less than 5; <b>significance = .030</b>				

Response patterns to the item “What is your primary educational goal here at North Seattle College?” changed significantly between the 2016 and 2017 administrations of the student engagement survey.

asdfasdf

# Respondent Profile

To what degree are you meeting your educational goals at North Seattle College? <sup>1</sup>	Total	
	Percent	n
Definitely Not Meeting	1.5 %	4
Not Meeting	6.3 %	17
Meeting	43.0 %	116
Definitely Meeting	49.3 %	133
<b>Total</b>	<b>100.0 %</b>	<b>270</b>

**92.3 %**

Over nine in ten respondents (92.3 %) report they are either meeting or definitely meeting their educational goals at North Seattle College.

<sup>1</sup> Item wording on Spring 2016 student survey: "Do you feel you are on track to achieving your educational goals at NSC?"

Respondent Work Status	Total	
	Percent	n
Yes – Full - Time	31.3 %	85
Yes – Part – Time	36.0 %	98
<b>Subtotal: Respondents who work at least Part - Time</b>	<b>67.3 %</b>	<b>183</b>
I do not work while taking class at NSC.	32.7 %	89
<b>Total</b>	<b>100.0 %</b>	<b>272</b>

Approximately two – thirds (67.3 %) of respondents to the 2017 student engagement survey report working at least part – time while taking classes at North Seattle College.

# Respondent Profile

Gender Identity <sup>1</sup>	2016		2017	
	Percent	n	Percent	n
Female	62.7 %	388	67.3 %	237
Male	32.5 %	201	32.7 %	115
Gender Identity other than Female or Male	4.8 %	30	-	-
<b>Total</b>	<b>100.0 %</b>	<b>619</b>	<b>100.0 %</b>	<b>352</b>

<sup>1</sup> In 2016 respondents were allowed to select among gender identities. In 2017 student gender was pulled from data warehouse.

Over six in ten respondents in both the 2016 and 2017 iterations of the student engagement survey identify as female.

Ethnicity / Race	2016		2017	
	Percent	n	Percent	n
African - American	6.3 %	39	8.2 %	22
Asian / Pacific Islander	16.3 %	101	11.5 %	31
Latino / Hispanic	10.7 %	66	11.9 %	32
Native American	0.5 %	3	1.5 %	4
More than One Race	7.4 %	46	-	-
Other Race	1.8 %	11	4.1 %	11
White	57.0 %	352	62.8 %	169
<b>Total</b>	<b>100.0 %</b>	<b>618</b>	<b>100.0 %</b>	<b>269</b>

The majority of respondents to the survey identify as white.

However, the percentage of students who do not indicate an ethnicity or race continues to be problematic.