



Student Engagement Survey – Spring 2017 – Abbreviated Report

November 15, 2017



**NORTH SEATTLE
COLLEGE**
One of the Seattle Colleges

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)

Student Engagement Measures

What is your overall satisfaction with your experience at North Seattle College?	Spring 2016 ¹		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
Total	100.0 %	927	100.0 %	352
Pearson Chi – Square = 3.728; 0 cells (0.0 %) with an expected frequency of less than 5; significance = .444				
Average	4.00	927	4.01	352
t = - .291, significance = .771				

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

¹ 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
Total	100.0 %	924	100.0 %	353
Pearson Chi – Square = 3.557; 0 cells (0.0 %) with an expected frequency of less than 5, significance = .469				
Average	4.23	924	4.20	353
t = -.471, significance = .638				

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.

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>If I could do it all over again, I would still choose to go to North Seattle College. (mean = 4.12)</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>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>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 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.

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>North Seattle College is welcoming to all persons. (mean = 4.31)</p> <p>If I could do it all over again, I would still choose to go to North Seattle College. (mean = 4.12)</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>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>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.

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
Total	100.0 %	333
Average	4.04	333

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.

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
Total	100.0 %	103	100.0 %	220
Pearson Chi – Square = 1.890; 4 cells (40.0 %) have an expected frequency of less than 5; significance = .756				
Average	4.17	103	4.24	220
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
Total	100.0 %	103	100.0 %	219
Pearson Chi – Square = 4.754; 1 cell (10.0 %) has an expected frequency of less than 5; significance = .313				
Average	3.79	103	3.84	219
t = -.444; significance = .657				



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>My teachers at North Seattle College are knowledgeable. (mean = 4.24)</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>In my classes, the teachers provide regular feedback on my coursework in order to support my learning. (mean = 3.84)</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>In my classes, the teachers identify how learning experiences ... contribute to achieving specific learning outcomes. (mean = 3.96)</p> <p>My teachers use a variety of techniques to hold my interest. (mean = 3.82)</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.

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>The material in my courses is current. (mean = 4.04)</p> <p>I have opportunities to apply what I have learned in my courses at North Seattle College. (mean = 4.02)</p> <p>My classes at North Seattle College give me the opportunity to solve problems. (mean = 4.01)</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.

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
Total	100.0 %	697	100.0 %	297

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
Total	100.0 %	162	100.0 %	146
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
Total	100.0 %	638	100.0 %	152
Pearson Chi – Square = 5.630; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .131				

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

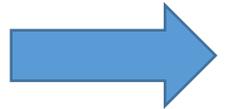
Within the current academic year, have you felt discriminated against at NSC? ¹	Total	
	Percent	n
No	86.1 %	254
Yes	13.9 %	41
Total	100.0 %	295

¹ 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 ¹	-	-	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

¹ 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 ¹	-	-	2	15
Class ¹	-	-	4	11.5
Other (please specify) ²	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

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 Use¹

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

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

As measured by percentage of zero usage (never), the following services were used least frequently by respondents to the 2017 student engagement survey:

- Childcare Center (percentage “never” = 93.7 %)
- Veteran Services (percentage “never” = 86.8 %)
- Running Start (percentage “never” = 79.7 %)

Student Services, Frequency of Use¹, 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

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

As measured by percentage of zero usage (never), the following services were used most frequently by respondents to the 2017 student engagement survey:

- Registration (percentage “never” = 12.5 %)
- Advising (percentage “never” = 20.9 %)
- Testing Center (percentage “never” = 40.8 %)

Usefulness of Student Services¹

How useful have the following services been in helping you be successful at North Seattle College?	Not at all Useful		Not Useful		Somewhat Useful		Very Useful		Somewhat Useful + Very Useful	
	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n
Advising	0.6 %	1	5.6 %	10	37.3 %	66	56.5 %	100	93.8 %	166
Basic and Transitional Studies	3.8 %	1	0.0 %	0	34.6 %	9	61.5 %	16	96.2 %	25
Running Start	3.0 %	1	3.0 %	1	21.2 %	7	72.7 %	24	93.9 %	31
Disability Services	0.0 %	0	2.7 %	1	37.8 %	14	59.5 %	22	97.3 %	36
Student Leadership and Multicultural Programs	0.0 %	0	7.3 %	4	38.2 %	21	54.5 %	30	92.7 %	51
Sustainability	2.6 %	1	2.6 %	1	46.2 %	18	48.7 %	19	94.9 %	37
Wellness Center	0.0 %	0	4.5 %	3	19.7 %	13	75.8 %	50	95.5 %	63
Childcare Center	0.0 %	0	0.0 %	0	37.5 %	3	62.5 %	5	100.0 %	8

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

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

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



Usefulness of Student Services¹, Continued

How useful have the following services been in helping you be successful at North Seattle College?	Not at all Useful		Not Useful		Somewhat Useful		Very Useful		Somewhat Useful + Very Useful	
	Percent	n	Percent	n	Percent	n	Percent	n	Percent	n
Counseling Department	3.4 %	2	1.7 %	1	35.6 %	21	59.3 %	35	94.9 %	56
Registration	0.0 %	0	4.2 %	8	32.3 %	62	63.5 %	122	95.8 %	184
Financial Aid	3.4 %	4	6.0 %	7	18.8 %	22	71.8 %	84	90.6 %	106
Testing Center	0.9 %	1	2.8 %	3	35.8 %	39	60.6 %	66	96.3 %	105
Enrollment Support and Outreach	3.6 %	1	7.1 %	2	35.7 %	10	53.6%	15	89.3 %	25
Veteran Services	0.0 %	0	11.1 %	2	44.4 %	8	44.4 %	8	88.9 %	16
Workforce Education Financial Assistance	4.0 %	2	0.0 %	0	22.0 %	11	74.0 %	37	96.0 %	48
Evening Services	1.7 %	1	1.7 %	1	34.5 %	20	62.1 %	36	96.6 %	56

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

Respondent Educational Goals

What is your primary educational goal here at North Seattle College?	Spring 2016		Spring 2017	
	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
Total	100.0 %	920	100.0 %	273
Pearson Chi – Square = 8.965; 0 cells (0.0 %) have an expected frequency of less than 5; significance = .030				

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.

asdfasdfasf

Respondent Profile

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

92.3 %

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

¹ 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
Subtotal: Respondents who work at least Part - Time	67.3 %	183
I do not work while taking class at NSC.	32.7 %	89
Total	100.0 %	272

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.