

## Demographics

<b>Gender</b>			<b>Class Level</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Female	55	56.70%	Freshman	45	47.37%
Male	42	43.30%	Sophomore	34	35.79%
Total	97	100.00%	Junior	9	9.47%
No Response	5		Senior	2	2.11%
			Special student	1	1.05%
			Graduate/Professional	1	1.05%
			Other class level	3	3.16%
			Total	95	100.00%
			No Response	7	
<b>Age</b>			<b>Current GPA</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
18 and under	2	2.08%	No credits earned	13	14.94%
19 to 24	27	28.13%	1.99 or below	5	5.75%
25 to 34	40	41.67%	2.0 - 2.49	14	16.09%
35 to 44	16	16.67%	2.5 - 2.99	19	21.84%
45 and over	11	11.46%	3.0 - 3.49	19	21.84%
Total	96	100.00%	3.5 or above	17	19.54%
No Response	6		Total	87	100.00%
			No Response	15	
<b>Ethnicity/Race</b>			<b>Educational Goal</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
African-American	2	2.15%	Associate degree	37	40.22%
American Indian or Alaskan Native	83	89.25%	Bachelor's degree	26	28.26%
Asian or Pacific Islander	1	1.08%	Master's degree	9	9.78%
Caucasian/White	4	4.30%	Doctorate or professional degree	5	5.43%
Hispanic	0	0.00%	Certification (initial/renewal)	5	5.43%
Other race	2	2.15%	Self-improvement/pleasure	2	2.17%
Race - Prefer not to respond	1	1.08%	Job-related training	1	1.09%
Total	93	100.00%	Other educational goal	7	7.61%
No Response	9		Total	92	100.00%
			No Response	10	
<b>Current Enrollment Status</b>					
	<b>N</b>	<b>%</b>			
Day	61	70.11%			
Evening	24	27.59%			
Weekend	2	2.30%			
Total	87	100.00%			
No Response	15				
<b>Current Class Load</b>					
	<b>N</b>	<b>%</b>			
Full-time	87	91.58%			
Part-time	8	8.42%			
Total	95	100.00%			
No Response	7				

## Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Full-time off campus	9	9.38%	Campus item - Answer 1	1	33.33%
Part-time off campus	8	8.33%	Campus item - Answer 2	0	0.00%
Full-time on campus	13	13.54%	Campus item - Answer 3	2	66.67%
Part-time on campus	6	6.25%	Campus item - Answer 4	0	0.00%
Not employed	60	62.50%	Campus item - Answer 5	0	0.00%
Total	96	100.00%	Campus item - Answer 6	0	0.00%
No Response	6		Total	3	100.00%
			No Response	99	
<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Residence hall	5	5.15%	0005	1	1.64%
Fraternity / Sorority	0	0.00%	1001	3	4.92%
Own house	29	29.90%	1002	10	16.39%
Rent room or apt off campus	46	47.42%	1003	3	4.92%
Parent's home	13	13.40%	1004	23	37.70%
Other residence	4	4.12%	1005	1	1.64%
Total	97	100.00%	1008	3	4.92%
No Response	5		1009	3	4.92%
			1010	9	14.75%
<b>Residence Classification</b>	<b>N</b>	<b>%</b>	1011	3	4.92%
In-state	93	96.88%	1014	1	1.64%
Out-of-state	3	3.13%	1020	1	1.64%
International (not U.S. citizen)	0	0.00%	Total	61	100.00%
Total	96	100.00%	No Response	41	
No Response	6				
<b>Disabilities</b>	<b>N</b>	<b>%</b>			
Yes - Disability	17	17.71%			
No - Disability	79	82.29%			
Total	96	100.00%			
No Response	6				
<b>Institution Was My</b>	<b>N</b>	<b>%</b>			
1st choice	77	79.38%			
2nd choice	14	14.43%			
3rd choice or lower	6	6.19%			
Total	97	100.00%			
No Response	5				

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 33. My academic advisor is knowledgeable about requirements in my major.
- 79. Campus item 6
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 7. The campus is safe and secure for all students.
- 2. The campus staff are caring and helpful.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 6. My academic advisor is approachable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 14. My academic advisor is concerned about my success as an individual.
- 27. The personnel involved in registration are helpful.
- 78. Campus item 5
- 80. Campus item 7
- 83. Campus item 10
- 67. Freedom of expression is protected on campus.
- 4. Admissions staff are knowledgeable.
- 66. Tuition paid is a worthwhile investment.
- 32. Tutoring services are readily available.
- 62. There is a strong commitment to racial harmony on this campus.

#### **Challenges**

- 65. Faculty are usually available after class and during office hours.
- 26. Computer labs are adequate and accessible.
- 69. There is a good variety of courses provided on this campus.
- 76. Campus item 3
- 8. The content of the courses within my major is valuable.
- 17. Adequate financial aid is available for most students.
- 74. Campus item 1
- 34. I am able to register for classes I need with few conflicts.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 16. The instruction in my major field is excellent.
- 47. Faculty provide timely feedback about student progress in a course.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Four-Year Privates**

- 33. My academic advisor is knowledgeable about requirements in my major.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 19. My academic advisor helps me set goals to work toward.
- 65. Faculty are usually available after class and during office hours.
- 7. The campus is safe and secure for all students.
- 2. The campus staff are caring and helpful.
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- 58. The quality of instruction I receive in most of my classes is excellent.
- 6. My academic advisor is approachable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 69. There is a good variety of courses provided on this campus.
- 14. My academic advisor is concerned about my success as an individual.
- 8. The content of the courses within my major is valuable.
- 17. Adequate financial aid is available for most students.
- 27. The personnel involved in registration are helpful.
- 34. I am able to register for classes I need with few conflicts.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 55. Major requirements are clear and reasonable.
- 39. I am able to experience intellectual growth here.
- 72. On the whole, the campus is well-maintained.
- 5. Financial aid counselors are helpful.
- 67. Freedom of expression is protected on campus.
- 4. Admissions staff are knowledgeable.
- 53. Faculty take into consideration student differences as they teach a course.
- 66. Tuition paid is a worthwhile investment.
- 16. The instruction in my major field is excellent.
- 47. Faculty provide timely feedback about student progress in a course.
- 20. The business office is open during hours which are convenient for most students.
- 32. Tutoring services are readily available.
- 41. There is a commitment to academic excellence on this campus.
- 62. There is a strong commitment to racial harmony on this campus.
- 64. New student orientation services help students adjust to college.

## Strategic Planning Overview

### Higher Importance vs. National Four-Year Privates

- 33. My academic advisor is knowledgeable about requirements in my major.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 19. My academic advisor helps me set goals to work toward.
- 65. Faculty are usually available after class and during office hours.
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**Institutional Summary**  
**Scales: In Order of Importance**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.74	6.41 / 0.82	0.33	6.36	5.52 / 1.28	0.84	0.89 ***
Instructional Effectiveness	6.63	6.22 / 0.83	0.41	6.39	5.51 / 1.06	0.88	0.71 ***
Student Centeredness	6.61	6.40 / 0.74	0.21	6.26	5.43 / 1.19	0.83	0.97 ***
Registration Effectiveness	6.58	6.15 / 0.89	0.43	6.22	5.19 / 1.18	1.03	0.96 ***
Campus Climate	6.56	6.31 / 0.74	0.25	6.23	5.35 / 1.11	0.88	0.96 ***
Recruitment and Financial Aid	6.56	6.15 / 0.82	0.41	6.23	5.13 / 1.25	1.10	1.02 ***
Campus Support Services	6.51	6.12 / 0.89	0.39	6.08	5.48 / 1.04	0.60	0.64 ***
Safety and Security	6.50	5.89 / 0.99	0.61	6.21	5.04 / 1.28	1.17	0.85 ***
Concern for the Individual	6.46	6.17 / 0.79	0.29	6.22	5.34 / 1.18	0.88	0.83 ***
Service Excellence	6.42	6.10 / 0.85	0.32	6.08	5.24 / 1.11	0.84	0.86 ***
Campus Life	6.14	5.69 / 1.07	0.45	5.82	5.01 / 1.16	0.81	0.68 ***
Responsiveness to Diverse Populations		6.01 / 1.08			5.29 / 1.38		0.72 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Order of Importance**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. My academic advisor is knowledgeable about requirements in my major.	6.85	6.44 / 1.14	0.41	6.51	5.71 / 1.55	0.80	0.73 ***
79. Campus item 6	6.78	6.38 / 1.11	0.40				
29. It is an enjoyable experience to be a student on this campus.	6.75	6.44 / 1.00	0.31	6.44	5.44 / 1.55	1.00	1.00 ***
45. Students are made to feel welcome on this campus.	6.75	6.51 / 1.05	0.24	6.34	5.60 / 1.44	0.74	0.91 ***
7. The campus is safe and secure for all students.	6.74	6.47 / 0.99	0.27	6.45	5.73 / 1.38	0.72	0.74 ***
19. My academic advisor helps me set goals to work toward.	6.74	6.30 / 1.20	0.44	6.08	5.09 / 1.69	0.99	1.21 ***
65. Faculty are usually available after class and during office hours.	6.74	6.26 / 1.24	0.48	6.34	5.70 / 1.35	0.64	0.56 ***
2. The campus staff are caring and helpful.	6.73	6.63 / 0.74	0.10	6.37	5.56 / 1.36	0.81	1.07 ***
6. My academic advisor is approachable.	6.73	6.58 / 0.98	0.15	6.43	5.72 / 1.55	0.71	0.86 ***
26. Computer labs are adequate and accessible.	6.73	6.03 / 1.27	0.70	6.28	5.41 / 1.56	0.87	0.62 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.73	6.43 / 0.87	0.30	6.52	5.55 / 1.38	0.97	0.88 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.45 / 0.95	0.28	6.56	5.86 / 1.29	0.70	0.59 ***
69. There is a good variety of courses provided on this campus.	6.72	5.93 / 1.35	0.79	6.43	5.45 / 1.51	0.98	0.48 **
76. Campus item 3	6.72	6.19 / 1.16	0.53				
8. The content of the courses within my major is valuable.	6.71	6.23 / 1.09	0.48	6.61	5.67 / 1.33	0.94	0.56 ***
14. My academic advisor is concerned about my success as an individual.	6.71	6.47 / 0.94	0.24	6.33	5.49 / 1.59	0.84	0.98 ***

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**Institutional Summary**  
**Items: In Order of Importance**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.70	6.00 / 1.28	0.70	6.41	4.93 / 1.68	1.48	1.07 ***
27. The personnel involved in registration are helpful.	6.70	6.40 / 1.03	0.30	6.25	5.44 / 1.46	0.81	0.96 ***
74. Campus item 1	6.70	6.19 / 1.20	0.51				
78. Campus item 5	6.69	6.48 / 1.04	0.21				
34. I am able to register for classes I need with few conflicts.	6.68	6.07 / 1.44	0.61	6.52	5.15 / 1.74	1.37	0.92 ***
80. Campus item 7	6.68	6.48 / 0.88	0.20				
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.67	5.92 / 1.39	0.75	6.27	5.01 / 1.67	1.26	0.91 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.66	6.13 / 1.14	0.53	6.40	5.34 / 1.51	1.06	0.79 ***
55. Major requirements are clear and reasonable.	6.66	6.23 / 1.06	0.43	6.44	5.60 / 1.40	0.84	0.63 ***
39. I am able to experience intellectual growth here.	6.65	6.29 / 1.05	0.36	6.48	5.68 / 1.37	0.80	0.61 ***
72. On the whole, the campus is well-maintained.	6.65	6.30 / 1.10	0.35	6.32	5.75 / 1.38	0.57	0.55 ***
83. Campus item 10	6.63	6.42 / 1.03	0.21				
5. Financial aid counselors are helpful.	6.62	6.28 / 1.08	0.34	6.29	5.12 / 1.66	1.17	1.16 ***
67. Freedom of expression is protected on campus.	6.62	6.35 / 1.05	0.27	6.25	5.44 / 1.53	0.81	0.91 ***
81. Campus item 8	6.62	6.22 / 1.15	0.40				
4. Admissions staff are knowledgeable.	6.61	6.44 / 0.89	0.17	6.22	5.38 / 1.48	0.84	1.06 ***

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**Institutional Summary**  
**Items: In Order of Importance**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. Faculty take into consideration student differences as they teach a course.	6.61	6.21 / 1.08	0.40	6.21	5.19 / 1.52	1.02	1.02 ***
66. Tuition paid is a worthwhile investment.	6.61	6.43 / 1.11	0.18	6.49	4.90 / 1.75	1.59	1.53 ***
16. The instruction in my major field is excellent.	6.60	6.05 / 1.29	0.55	6.59	5.65 / 1.36	0.94	0.40 **
47. Faculty provide timely feedback about student progress in a course.	6.60	6.10 / 1.27	0.50	6.35	5.21 / 1.52	1.14	0.89 ***
91. Financial aid as factor in decision to enroll.	6.60			6.25			
20. The business office is open during hours which are convenient for most students.	6.59	6.24 / 1.06	0.35	5.99	5.28 / 1.45	0.71	0.96 ***
32. Tutoring services are readily available.	6.59	6.35 / 1.09	0.24	6.02	5.57 / 1.43	0.45	0.78 ***
41. There is a commitment to academic excellence on this campus.	6.59	6.27 / 1.05	0.32	6.38	5.54 / 1.43	0.84	0.73 ***
62. There is a strong commitment to racial harmony on this campus.	6.59	6.36 / 0.96	0.23	6.04	5.57 / 1.44	0.47	0.79 ***
64. New student orientation services help students adjust to college.	6.57	6.20 / 1.22	0.37	6.02	5.30 / 1.57	0.72	0.90 ***
51. This institution has a good reputation within the community.	6.56	6.27 / 1.18	0.29	6.26	5.60 / 1.49	0.66	0.67 ***
59. This institution shows concern for students as individuals.	6.56	6.22 / 1.15	0.34	6.37	5.36 / 1.56	1.01	0.86 ***
3. Faculty care about me as an individual.	6.54	6.52 / 0.85	0.02	6.25	5.49 / 1.40	0.76	1.03 ***
28. Parking lots are well-lighted and secure.	6.53	5.84 / 1.42	0.69	6.07	5.13 / 1.64	0.94	0.71 ***
35. The assessment and course placement procedures are reasonable.	6.52	6.21 / 1.03	0.31	6.23	5.36 / 1.44	0.87	0.85 ***

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**Institutional Summary**  
**Items: In Order of Importance**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	6.52	6.08 / 1.36	0.44	5.89	5.51 / 1.48	0.38	0.57 ***
36. Security staff respond quickly in emergencies.	6.51	5.85 / 1.46	0.66	6.34	5.24 / 1.59	1.10	0.61 ***
50. Class change (drop/add) policies are reasonable.	6.50	6.09 / 1.30	0.41	6.15	5.40 / 1.54	0.75	0.69 ***
44. Academic support services adequately meet the needs of students.	6.49	6.19 / 1.08	0.30	6.15	5.35 / 1.42	0.80	0.84 ***
61. Adjunct faculty are competent as classroom instructors.	6.48	6.17 / 0.97	0.31	6.20	5.41 / 1.44	0.79	0.76 ***
63. Student disciplinary procedures are fair.	6.47	6.01 / 1.17	0.46	6.12	5.28 / 1.56	0.84	0.73 ***
10. Administrators are approachable to students.	6.46	6.20 / 1.08	0.26	6.04	5.32 / 1.42	0.72	0.88 ***
18. Library resources and services are adequate.	6.45	6.03 / 1.39	0.42	6.14	5.57 / 1.34	0.57	0.46 ***
37. I feel a sense of pride about my campus.	6.45	6.37 / 0.89	0.08	5.95	5.22 / 1.63	0.73	1.15 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.45	6.21 / 1.02	0.24	6.05	5.29 / 1.49	0.76	0.92 ***
71. Channels for expressing student complaints are readily available.	6.45	6.11 / 1.10	0.34	6.09	4.86 / 1.69	1.23	1.25 ***
82. Campus item 9	6.44	6.21 / 1.10	0.23				
49. There are adequate services to help me decide upon a career.	6.43	6.07 / 1.11	0.36	6.28	5.27 / 1.54	1.01	0.80 ***
11. Billing policies are reasonable.	6.41	5.92 / 1.19	0.49	6.16	4.71 / 1.68	1.45	1.21 ***
1. Most students feel a sense of belonging here.	6.40	6.41 / 0.85	-0.01	5.98	5.28 / 1.45	0.70	1.13 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.40	5.82 / 1.36	0.58	6.16	4.85 / 1.78	1.31	0.97 ***

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**Institutional Summary**  
**Items: In Order of Importance**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
70. Graduate teaching assistants are competent as classroom instructors.	6.40	6.04 / 1.17	0.36	6.03	5.28 / 1.45	0.75	0.76 ***
92. Academic reputation as factor in decision to enroll.	6.40			6.17			
22. Counseling staff care about students as individuals.	6.36	6.11 / 1.06	0.25	6.06	5.24 / 1.49	0.82	0.87 ***
73. Student activities fees are put to good use.	6.36	5.70 / 1.80	0.66	6.12	4.76 / 1.72	1.36	0.94 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.35	5.95 / 1.39	0.40	5.92	5.13 / 1.67	0.79	0.82 ***
13. Library staff are helpful and approachable.	6.34	6.10 / 1.30	0.24	5.80	5.69 / 1.32	0.11	0.41 **
90. Cost as factor in decision to enroll.	6.33			6.09			
60. I generally know what's happening on campus.	6.32	5.88 / 1.37	0.44	5.96	5.18 / 1.57	0.78	0.70 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.30	6.06 / 1.22	0.24	6.14	5.10 / 1.66	1.04	0.96 ***
56. The student handbook provides helpful information about campus life.	6.29	6.02 / 1.13	0.27	5.69	5.24 / 1.49	0.45	0.78 ***
77. Campus item 4	6.28	5.83 / 1.71	0.45				
46. I can easily get involved in campus organizations.	6.27	6.00 / 1.34	0.27	5.90	5.38 / 1.51	0.52	0.62 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.23	5.97 / 1.37	0.26	5.58	5.39 / 1.58	0.19	0.58 **
38. There is an adequate selection of food available in the cafeteria.	6.22	5.03 / 1.89	1.19	6.03	4.26 / 1.93	1.77	0.77 ***
21. The amount of student parking space on campus is adequate.	6.21	5.38 / 1.53	0.83	5.98	3.99 / 2.06	1.99	1.39 ***

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**Items: In Order of Importance**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
98. Personalized attention prior to enrollment as factor in decision to enroll.	6.03			5.72			
96. Geographic setting as factor in decision to enroll.	5.99			5.50			
15. The staff in the health services area are competent.	5.98	5.65 / 1.51	0.33	5.97	5.06 / 1.62	0.91	0.59 ***
9. A variety of intramural activities are offered.	5.91	5.43 / 1.51	0.48	5.09	4.98 / 1.57	0.11	0.45 **
95. Recommendations from family/friends as factor in decision to enroll.	5.80			4.89			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.79	5.35 / 1.56	0.44	5.25	4.47 / 1.82	0.78	0.88 ***
30. Residence hall staff are concerned about me as an individual.	5.72	5.26 / 1.66	0.46	5.78	5.02 / 1.66	0.76	0.24
40. Residence hall regulations are reasonable.	5.70	5.34 / 1.36	0.36	5.91	4.91 / 1.71	1.00	0.43 *
42. There are a sufficient number of weekend activities for students.	5.69	5.10 / 1.62	0.59	5.50	4.61 / 1.74	0.89	0.49 *
97. Campus appearance as factor in decision to enroll.	5.68			5.53			
93. Size of institution as factor in decision to enroll.	5.67			5.49			
75. Campus item 2	5.53	5.05 / 1.67	0.48				
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.37	5.02 / 1.72	0.35	6.09	4.74 / 1.73	1.35	0.28
94. Opportunity to play sports as factor in decision to enroll.	4.18			3.68			
84. Institution's commitment to part-time students?		5.88 / 1.36			5.24 / 1.48		0.64 ***

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 249985 records.

**Institutional Summary**  
**Items: In Order of Importance**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to evening students?		6.16 / 1.15			5.26 / 1.51		0.90 ***
86. Institution's commitment to older, returning learners?		6.41 / 0.95			5.39 / 1.46		1.02 ***
87. Institution's commitment to under-represented populations?		5.93 / 1.29			5.30 / 1.47		0.63 ***
88. Institution's commitment to commuters?		5.86 / 1.46			5.11 / 1.65		0.75 ***
89. Institution's commitment to students with disabilities?		5.82 / 1.67			5.44 / 1.48		0.38 *

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.74	6.41 / 0.82	0.33	6.36	5.52 / 1.28	0.84	0.89 ***
6. My academic advisor is approachable.	6.73	6.58 / 0.98	0.15	6.43	5.72 / 1.55	0.71	0.86 ***
14. My academic advisor is concerned about my success as an individual.	6.71	6.47 / 0.94	0.24	6.33	5.49 / 1.59	0.84	0.98 ***
19. My academic advisor helps me set goals to work toward.	6.74	6.30 / 1.20	0.44	6.08	5.09 / 1.69	0.99	1.21 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.85	6.44 / 1.14	0.41	6.51	5.71 / 1.55	0.80	0.73 ***
55. Major requirements are clear and reasonable.	6.66	6.23 / 1.06	0.43	6.44	5.60 / 1.40	0.84	0.63 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Scales: In Order With Items That Make Up the Scale - Campus Climate**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.56	6.31 / 0.74	0.25	6.23	5.35 / 1.11	0.88	0.96 ***
1. Most students feel a sense of belonging here.	6.40	6.41 / 0.85	-0.01	5.98	5.28 / 1.45	0.70	1.13 ***
2. The campus staff are caring and helpful.	6.73	6.63 / 0.74	0.10	6.37	5.56 / 1.36	0.81	1.07 ***
3. Faculty care about me as an individual.	6.54	6.52 / 0.85	0.02	6.25	5.49 / 1.40	0.76	1.03 ***
7. The campus is safe and secure for all students.	6.74	6.47 / 0.99	0.27	6.45	5.73 / 1.38	0.72	0.74 ***
10. Administrators are approachable to students.	6.46	6.20 / 1.08	0.26	6.04	5.32 / 1.42	0.72	0.88 ***
29. It is an enjoyable experience to be a student on this campus.	6.75	6.44 / 1.00	0.31	6.44	5.44 / 1.55	1.00	1.00 ***
37. I feel a sense of pride about my campus.	6.45	6.37 / 0.89	0.08	5.95	5.22 / 1.63	0.73	1.15 ***
41. There is a commitment to academic excellence on this campus.	6.59	6.27 / 1.05	0.32	6.38	5.54 / 1.43	0.84	0.73 ***
45. Students are made to feel welcome on this campus.	6.75	6.51 / 1.05	0.24	6.34	5.60 / 1.44	0.74	0.91 ***
51. This institution has a good reputation within the community.	6.56	6.27 / 1.18	0.29	6.26	5.60 / 1.49	0.66	0.67 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.40	5.82 / 1.36	0.58	6.16	4.85 / 1.78	1.31	0.97 ***
59. This institution shows concern for students as individuals.	6.56	6.22 / 1.15	0.34	6.37	5.36 / 1.56	1.01	0.86 ***
60. I generally know what's happening on campus.	6.32	5.88 / 1.37	0.44	5.96	5.18 / 1.57	0.78	0.70 ***
62. There is a strong commitment to racial harmony on this campus.	6.59	6.36 / 0.96	0.23	6.04	5.57 / 1.44	0.47	0.79 ***
66. Tuition paid is a worthwhile investment.	6.61	6.43 / 1.11	0.18	6.49	4.90 / 1.75	1.59	1.53 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.62	6.35 / 1.05	0.27	6.25	5.44 / 1.53	0.81	0.91 ***
71. Channels for expressing student complaints are readily available.	6.45	6.11 / 1.10	0.34	6.09	4.86 / 1.69	1.23	1.25 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level



Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.14	5.69 / 1.07	0.45	5.82	5.01 / 1.16	0.81	0.68 ***
9. A variety of intramural activities are offered.	5.91	5.43 / 1.51	0.48	5.09	4.98 / 1.57	0.11	0.45 **
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.37	5.02 / 1.72	0.35	6.09	4.74 / 1.73	1.35	0.28
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.79	5.35 / 1.56	0.44	5.25	4.47 / 1.82	0.78	0.88 ***
30. Residence hall staff are concerned about me as an individual.	5.72	5.26 / 1.66	0.46	5.78	5.02 / 1.66	0.76	0.24
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.23	5.97 / 1.37	0.26	5.58	5.39 / 1.58	0.19	0.58 **
38. There is an adequate selection of food available in the cafeteria.	6.22	5.03 / 1.89	1.19	6.03	4.26 / 1.93	1.77	0.77 ***
40. Residence hall regulations are reasonable.	5.70	5.34 / 1.36	0.36	5.91	4.91 / 1.71	1.00	0.43 *
42. There are a sufficient number of weekend activities for students.	5.69	5.10 / 1.62	0.59	5.50	4.61 / 1.74	0.89	0.49 *
46. I can easily get involved in campus organizations.	6.27	6.00 / 1.34	0.27	5.90	5.38 / 1.51	0.52	0.62 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.35	5.95 / 1.39	0.40	5.92	5.13 / 1.67	0.79	0.82 ***
56. The student handbook provides helpful information about campus life.	6.29	6.02 / 1.13	0.27	5.69	5.24 / 1.49	0.45	0.78 ***
63. Student disciplinary procedures are fair.	6.47	6.01 / 1.17	0.46	6.12	5.28 / 1.56	0.84	0.73 ***
64. New student orientation services help students adjust to college.	6.57	6.20 / 1.22	0.37	6.02	5.30 / 1.57	0.72	0.90 ***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 249985 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.62	6.35 / 1.05	0.27	6.25	5.44 / 1.53	0.81	0.91 ***
73. Student activities fees are put to good use.	6.36	5.70 / 1.80	0.66	6.12	4.76 / 1.72	1.36	0.94 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.51	6.12 / 0.89	0.39	6.08	5.48 / 1.04	0.60	0.64 ***
13. Library staff are helpful and approachable.	6.34	6.10 / 1.30	0.24	5.80	5.69 / 1.32	0.11	0.41 **
18. Library resources and services are adequate.	6.45	6.03 / 1.39	0.42	6.14	5.57 / 1.34	0.57	0.46 ***
26. Computer labs are adequate and accessible.	6.73	6.03 / 1.27	0.70	6.28	5.41 / 1.56	0.87	0.62 ***
32. Tutoring services are readily available.	6.59	6.35 / 1.09	0.24	6.02	5.57 / 1.43	0.45	0.78 ***
44. Academic support services adequately meet the needs of students.	6.49	6.19 / 1.08	0.30	6.15	5.35 / 1.42	0.80	0.84 ***
49. There are adequate services to help me decide upon a career.	6.43	6.07 / 1.11	0.36	6.28	5.27 / 1.54	1.01	0.80 ***
54. Bookstore staff are helpful.	6.52	6.08 / 1.36	0.44	5.89	5.51 / 1.48	0.38	0.57 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.46	6.17 / 0.79	0.29	6.22	5.34 / 1.18	0.88	0.83 ***
3. Faculty care about me as an individual.	6.54	6.52 / 0.85	0.02	6.25	5.49 / 1.40	0.76	1.03 ***
14. My academic advisor is concerned about my success as an individual.	6.71	6.47 / 0.94	0.24	6.33	5.49 / 1.59	0.84	0.98 ***
22. Counseling staff care about students as individuals.	6.36	6.11 / 1.06	0.25	6.06	5.24 / 1.49	0.82	0.87 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.66	6.13 / 1.14	0.53	6.40	5.34 / 1.51	1.06	0.79 ***
30. Residence hall staff are concerned about me as an individual.	5.72	5.26 / 1.66	0.46	5.78	5.02 / 1.66	0.76	0.24
59. This institution shows concern for students as individuals.	6.56	6.22 / 1.15	0.34	6.37	5.36 / 1.56	1.01	0.86 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.63	6.22 / 0.83	0.41	6.39	5.51 / 1.06	0.88	0.71 ***
3. Faculty care about me as an individual.	6.54	6.52 / 0.85	0.02	6.25	5.49 / 1.40	0.76	1.03 ***
8. The content of the courses within my major is valuable.	6.71	6.23 / 1.09	0.48	6.61	5.67 / 1.33	0.94	0.56 ***
16. The instruction in my major field is excellent.	6.60	6.05 / 1.29	0.55	6.59	5.65 / 1.36	0.94	0.40 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.66	6.13 / 1.14	0.53	6.40	5.34 / 1.51	1.06	0.79 ***
39. I am able to experience intellectual growth here.	6.65	6.29 / 1.05	0.36	6.48	5.68 / 1.37	0.80	0.61 ***
41. There is a commitment to academic excellence on this campus.	6.59	6.27 / 1.05	0.32	6.38	5.54 / 1.43	0.84	0.73 ***
47. Faculty provide timely feedback about student progress in a course.	6.60	6.10 / 1.27	0.50	6.35	5.21 / 1.52	1.14	0.89 ***
53. Faculty take into consideration student differences as they teach a course.	6.61	6.21 / 1.08	0.40	6.21	5.19 / 1.52	1.02	1.02 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.73	6.43 / 0.87	0.30	6.52	5.55 / 1.38	0.97	0.88 ***
61. Adjunct faculty are competent as classroom instructors.	6.48	6.17 / 0.97	0.31	6.20	5.41 / 1.44	0.79	0.76 ***
65. Faculty are usually available after class and during office hours.	6.74	6.26 / 1.24	0.48	6.34	5.70 / 1.35	0.64	0.56 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.45 / 0.95	0.28	6.56	5.86 / 1.29	0.70	0.59 ***
69. There is a good variety of courses provided on this campus.	6.72	5.93 / 1.35	0.79	6.43	5.45 / 1.51	0.98	0.48 **
70. Graduate teaching assistants are competent as classroom instructors.	6.40	6.04 / 1.17	0.36	6.03	5.28 / 1.45	0.75	0.76 ***

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 249985 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid

Scale/Item	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.56	6.15 / 0.82	0.41	6.23	5.13 / 1.25	1.10	1.02 ***
4. Admissions staff are knowledgeable.	6.61	6.44 / 0.89	0.17	6.22	5.38 / 1.48	0.84	1.06 ***
5. Financial aid counselors are helpful.	6.62	6.28 / 1.08	0.34	6.29	5.12 / 1.66	1.17	1.16 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.67	5.92 / 1.39	0.75	6.27	5.01 / 1.67	1.26	0.91 ***
17. Adequate financial aid is available for most students.	6.70	6.00 / 1.28	0.70	6.41	4.93 / 1.68	1.48	1.07 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.45	6.21 / 1.02	0.24	6.05	5.29 / 1.49	0.76	0.92 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.30	6.06 / 1.22	0.24	6.14	5.10 / 1.66	1.04	0.96 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.58	6.15 / 0.89	0.43	6.22	5.19 / 1.18	1.03	0.96 ***
11. Billing policies are reasonable.	6.41	5.92 / 1.19	0.49	6.16	4.71 / 1.68	1.45	1.21 ***
20. The business office is open during hours which are convenient for most students.	6.59	6.24 / 1.06	0.35	5.99	5.28 / 1.45	0.71	0.96 ***
27. The personnel involved in registration are helpful.	6.70	6.40 / 1.03	0.30	6.25	5.44 / 1.46	0.81	0.96 ***
34. I am able to register for classes I need with few conflicts.	6.68	6.07 / 1.44	0.61	6.52	5.15 / 1.74	1.37	0.92 ***
50. Class change (drop/add) policies are reasonable.	6.50	6.09 / 1.30	0.41	6.15	5.40 / 1.54	0.75	0.69 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.01 / 1.08			5.29 / 1.38		0.72 ***
84. Institution's commitment to part-time students?		5.88 / 1.36			5.24 / 1.48		0.64 ***
85. Institution's commitment to evening students?		6.16 / 1.15			5.26 / 1.51		0.90 ***
86. Institution's commitment to older, returning learners?		6.41 / 0.95			5.39 / 1.46		1.02 ***
87. Institution's commitment to under-represented populations?		5.93 / 1.29			5.30 / 1.47		0.63 ***
88. Institution's commitment to commuters?		5.86 / 1.46			5.11 / 1.65		0.75 ***
89. Institution's commitment to students with disabilities?		5.82 / 1.67			5.44 / 1.48		0.38 *

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level



Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.50	5.89 / 0.99	0.61	6.21	5.04 / 1.28	1.17	0.85 ***
7. The campus is safe and secure for all students.	6.74	6.47 / 0.99	0.27	6.45	5.73 / 1.38	0.72	0.74 ***
21. The amount of student parking space on campus is adequate.	6.21	5.38 / 1.53	0.83	5.98	3.99 / 2.06	1.99	1.39 ***
28. Parking lots are well-lighted and secure.	6.53	5.84 / 1.42	0.69	6.07	5.13 / 1.64	0.94	0.71 ***
36. Security staff respond quickly in emergencies.	6.51	5.85 / 1.46	0.66	6.34	5.24 / 1.59	1.10	0.61 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.42	6.10 / 0.85	0.32	6.08	5.24 / 1.11	0.84	0.86 ***
2. The campus staff are caring and helpful.	6.73	6.63 / 0.74	0.10	6.37	5.56 / 1.36	0.81	1.07 ***
13. Library staff are helpful and approachable.	6.34	6.10 / 1.30	0.24	5.80	5.69 / 1.32	0.11	0.41 **
15. The staff in the health services area are competent.	5.98	5.65 / 1.51	0.33	5.97	5.06 / 1.62	0.91	0.59 ***
22. Counseling staff care about students as individuals.	6.36	6.11 / 1.06	0.25	6.06	5.24 / 1.49	0.82	0.87 ***
27. The personnel involved in registration are helpful.	6.70	6.40 / 1.03	0.30	6.25	5.44 / 1.46	0.81	0.96 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.40	5.82 / 1.36	0.58	6.16	4.85 / 1.78	1.31	0.97 ***
60. I generally know what's happening on campus.	6.32	5.88 / 1.37	0.44	5.96	5.18 / 1.57	0.78	0.70 ***
71. Channels for expressing student complaints are readily available.	6.45	6.11 / 1.10	0.34	6.09	4.86 / 1.69	1.23	1.25 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.61	6.40 / 0.74	0.21	6.26	5.43 / 1.19	0.83	0.97 ***
1. Most students feel a sense of belonging here.	6.40	6.41 / 0.85	-0.01	5.98	5.28 / 1.45	0.70	1.13 ***
2. The campus staff are caring and helpful.	6.73	6.63 / 0.74	0.10	6.37	5.56 / 1.36	0.81	1.07 ***
10. Administrators are approachable to students.	6.46	6.20 / 1.08	0.26	6.04	5.32 / 1.42	0.72	0.88 ***
29. It is an enjoyable experience to be a student on this campus.	6.75	6.44 / 1.00	0.31	6.44	5.44 / 1.55	1.00	1.00 ***
45. Students are made to feel welcome on this campus.	6.75	6.51 / 1.05	0.24	6.34	5.60 / 1.44	0.74	0.91 ***
59. This institution shows concern for students as individuals.	6.56	6.22 / 1.15	0.34	6.37	5.36 / 1.56	1.01	0.86 ***

National Group Means are based on 249985 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Sequential Order**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.40	6.41 / 0.85	-0.01	5.98	5.28 / 1.45	0.70	1.13 ***
2. The campus staff are caring and helpful.	6.73	6.63 / 0.74	0.10	6.37	5.56 / 1.36	0.81	1.07 ***
3. Faculty care about me as an individual.	6.54	6.52 / 0.85	0.02	6.25	5.49 / 1.40	0.76	1.03 ***
4. Admissions staff are knowledgeable.	6.61	6.44 / 0.89	0.17	6.22	5.38 / 1.48	0.84	1.06 ***
5. Financial aid counselors are helpful.	6.62	6.28 / 1.08	0.34	6.29	5.12 / 1.66	1.17	1.16 ***
6. My academic advisor is approachable.	6.73	6.58 / 0.98	0.15	6.43	5.72 / 1.55	0.71	0.86 ***
7. The campus is safe and secure for all students.	6.74	6.47 / 0.99	0.27	6.45	5.73 / 1.38	0.72	0.74 ***
8. The content of the courses within my major is valuable.	6.71	6.23 / 1.09	0.48	6.61	5.67 / 1.33	0.94	0.56 ***
9. A variety of intramural activities are offered.	5.91	5.43 / 1.51	0.48	5.09	4.98 / 1.57	0.11	0.45 **
10. Administrators are approachable to students.	6.46	6.20 / 1.08	0.26	6.04	5.32 / 1.42	0.72	0.88 ***
11. Billing policies are reasonable.	6.41	5.92 / 1.19	0.49	6.16	4.71 / 1.68	1.45	1.21 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.67	5.92 / 1.39	0.75	6.27	5.01 / 1.67	1.26	0.91 ***
13. Library staff are helpful and approachable.	6.34	6.10 / 1.30	0.24	5.80	5.69 / 1.32	0.11	0.41 **
14. My academic advisor is concerned about my success as an individual.	6.71	6.47 / 0.94	0.24	6.33	5.49 / 1.59	0.84	0.98 ***
15. The staff in the health services area are competent.	5.98	5.65 / 1.51	0.33	5.97	5.06 / 1.62	0.91	0.59 ***
16. The instruction in my major field is excellent.	6.60	6.05 / 1.29	0.55	6.59	5.65 / 1.36	0.94	0.40 **

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\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 249985 records.

**Institutional Summary**  
**Items: In Sequential Order**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.70	6.00 / 1.28	0.70	6.41	4.93 / 1.68	1.48	1.07 ***
18. Library resources and services are adequate.	6.45	6.03 / 1.39	0.42	6.14	5.57 / 1.34	0.57	0.46 ***
19. My academic advisor helps me set goals to work toward.	6.74	6.30 / 1.20	0.44	6.08	5.09 / 1.69	0.99	1.21 ***
20. The business office is open during hours which are convenient for most students.	6.59	6.24 / 1.06	0.35	5.99	5.28 / 1.45	0.71	0.96 ***
21. The amount of student parking space on campus is adequate.	6.21	5.38 / 1.53	0.83	5.98	3.99 / 2.06	1.99	1.39 ***
22. Counseling staff care about students as individuals.	6.36	6.11 / 1.06	0.25	6.06	5.24 / 1.49	0.82	0.87 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.37	5.02 / 1.72	0.35	6.09	4.74 / 1.73	1.35	0.28
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.79	5.35 / 1.56	0.44	5.25	4.47 / 1.82	0.78	0.88 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.66	6.13 / 1.14	0.53	6.40	5.34 / 1.51	1.06	0.79 ***
26. Computer labs are adequate and accessible.	6.73	6.03 / 1.27	0.70	6.28	5.41 / 1.56	0.87	0.62 ***
27. The personnel involved in registration are helpful.	6.70	6.40 / 1.03	0.30	6.25	5.44 / 1.46	0.81	0.96 ***
28. Parking lots are well-lighted and secure.	6.53	5.84 / 1.42	0.69	6.07	5.13 / 1.64	0.94	0.71 ***
29. It is an enjoyable experience to be a student on this campus.	6.75	6.44 / 1.00	0.31	6.44	5.44 / 1.55	1.00	1.00 ***
30. Residence hall staff are concerned about me as an individual.	5.72	5.26 / 1.66	0.46	5.78	5.02 / 1.66	0.76	0.24
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.23	5.97 / 1.37	0.26	5.58	5.39 / 1.58	0.19	0.58 **

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**Institutional Summary**  
**Items: In Sequential Order**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.59	6.35 / 1.09	0.24	6.02	5.57 / 1.43	0.45	0.78 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.85	6.44 / 1.14	0.41	6.51	5.71 / 1.55	0.80	0.73 ***
34. I am able to register for classes I need with few conflicts.	6.68	6.07 / 1.44	0.61	6.52	5.15 / 1.74	1.37	0.92 ***
35. The assessment and course placement procedures are reasonable.	6.52	6.21 / 1.03	0.31	6.23	5.36 / 1.44	0.87	0.85 ***
36. Security staff respond quickly in emergencies.	6.51	5.85 / 1.46	0.66	6.34	5.24 / 1.59	1.10	0.61 ***
37. I feel a sense of pride about my campus.	6.45	6.37 / 0.89	0.08	5.95	5.22 / 1.63	0.73	1.15 ***
38. There is an adequate selection of food available in the cafeteria.	6.22	5.03 / 1.89	1.19	6.03	4.26 / 1.93	1.77	0.77 ***
39. I am able to experience intellectual growth here.	6.65	6.29 / 1.05	0.36	6.48	5.68 / 1.37	0.80	0.61 ***
40. Residence hall regulations are reasonable.	5.70	5.34 / 1.36	0.36	5.91	4.91 / 1.71	1.00	0.43 *
41. There is a commitment to academic excellence on this campus.	6.59	6.27 / 1.05	0.32	6.38	5.54 / 1.43	0.84	0.73 ***
42. There are a sufficient number of weekend activities for students.	5.69	5.10 / 1.62	0.59	5.50	4.61 / 1.74	0.89	0.49 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.45	6.21 / 1.02	0.24	6.05	5.29 / 1.49	0.76	0.92 ***
44. Academic support services adequately meet the needs of students.	6.49	6.19 / 1.08	0.30	6.15	5.35 / 1.42	0.80	0.84 ***
45. Students are made to feel welcome on this campus.	6.75	6.51 / 1.05	0.24	6.34	5.60 / 1.44	0.74	0.91 ***
46. I can easily get involved in campus organizations.	6.27	6.00 / 1.34	0.27	5.90	5.38 / 1.51	0.52	0.62 ***

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\*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Sequential Order**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.60	6.10 / 1.27	0.50	6.35	5.21 / 1.52	1.14	0.89 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.30	6.06 / 1.22	0.24	6.14	5.10 / 1.66	1.04	0.96 ***
49. There are adequate services to help me decide upon a career.	6.43	6.07 / 1.11	0.36	6.28	5.27 / 1.54	1.01	0.80 ***
50. Class change (drop/add) policies are reasonable.	6.50	6.09 / 1.30	0.41	6.15	5.40 / 1.54	0.75	0.69 ***
51. This institution has a good reputation within the community.	6.56	6.27 / 1.18	0.29	6.26	5.60 / 1.49	0.66	0.67 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.35	5.95 / 1.39	0.40	5.92	5.13 / 1.67	0.79	0.82 ***
53. Faculty take into consideration student differences as they teach a course.	6.61	6.21 / 1.08	0.40	6.21	5.19 / 1.52	1.02	1.02 ***
54. Bookstore staff are helpful.	6.52	6.08 / 1.36	0.44	5.89	5.51 / 1.48	0.38	0.57 ***
55. Major requirements are clear and reasonable.	6.66	6.23 / 1.06	0.43	6.44	5.60 / 1.40	0.84	0.63 ***
56. The student handbook provides helpful information about campus life.	6.29	6.02 / 1.13	0.27	5.69	5.24 / 1.49	0.45	0.78 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.40	5.82 / 1.36	0.58	6.16	4.85 / 1.78	1.31	0.97 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.73	6.43 / 0.87	0.30	6.52	5.55 / 1.38	0.97	0.88 ***
59. This institution shows concern for students as individuals.	6.56	6.22 / 1.15	0.34	6.37	5.36 / 1.56	1.01	0.86 ***
60. I generally know what's happening on campus.	6.32	5.88 / 1.37	0.44	5.96	5.18 / 1.57	0.78	0.70 ***
61. Adjunct faculty are competent as classroom instructors.	6.48	6.17 / 0.97	0.31	6.20	5.41 / 1.44	0.79	0.76 ***

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**Institutional Summary**  
**Items: In Sequential Order**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.59	6.36 / 0.96	0.23	6.04	5.57 / 1.44	0.47	0.79 ***
63. Student disciplinary procedures are fair.	6.47	6.01 / 1.17	0.46	6.12	5.28 / 1.56	0.84	0.73 ***
64. New student orientation services help students adjust to college.	6.57	6.20 / 1.22	0.37	6.02	5.30 / 1.57	0.72	0.90 ***
65. Faculty are usually available after class and during office hours.	6.74	6.26 / 1.24	0.48	6.34	5.70 / 1.35	0.64	0.56 ***
66. Tuition paid is a worthwhile investment.	6.61	6.43 / 1.11	0.18	6.49	4.90 / 1.75	1.59	1.53 ***
67. Freedom of expression is protected on campus.	6.62	6.35 / 1.05	0.27	6.25	5.44 / 1.53	0.81	0.91 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.45 / 0.95	0.28	6.56	5.86 / 1.29	0.70	0.59 ***
69. There is a good variety of courses provided on this campus.	6.72	5.93 / 1.35	0.79	6.43	5.45 / 1.51	0.98	0.48 **
70. Graduate teaching assistants are competent as classroom instructors.	6.40	6.04 / 1.17	0.36	6.03	5.28 / 1.45	0.75	0.76 ***
71. Channels for expressing student complaints are readily available.	6.45	6.11 / 1.10	0.34	6.09	4.86 / 1.69	1.23	1.25 ***
72. On the whole, the campus is well-maintained.	6.65	6.30 / 1.10	0.35	6.32	5.75 / 1.38	0.57	0.55 ***
73. Student activities fees are put to good use.	6.36	5.70 / 1.80	0.66	6.12	4.76 / 1.72	1.36	0.94 ***
74. Campus item 1	6.70	6.19 / 1.20	0.51				
75. Campus item 2	5.53	5.05 / 1.67	0.48				
76. Campus item 3	6.72	6.19 / 1.16	0.53				

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\*\*\* Difference statistically significant at the .001 level



**Institutional Summary**  
**Items: In Sequential Order**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item 4	6.28	5.83 / 1.71	0.45				
78. Campus item 5	6.69	6.48 / 1.04	0.21				
79. Campus item 6	6.78	6.38 / 1.11	0.40				
80. Campus item 7	6.68	6.48 / 0.88	0.20				
81. Campus item 8	6.62	6.22 / 1.15	0.40				
82. Campus item 9	6.44	6.21 / 1.10	0.23				
83. Campus item 10	6.63	6.42 / 1.03	0.21				
84. Institution's commitment to part-time students?		5.88 / 1.36			5.24 / 1.48		0.64 ***
85. Institution's commitment to evening students?		6.16 / 1.15			5.26 / 1.51		0.90 ***
86. Institution's commitment to older, returning learners?		6.41 / 0.95			5.39 / 1.46		1.02 ***
87. Institution's commitment to under-represented populations?		5.93 / 1.29			5.30 / 1.47		0.63 ***
88. Institution's commitment to commuters?		5.86 / 1.46			5.11 / 1.65		0.75 ***
89. Institution's commitment to students with disabilities?		5.82 / 1.67			5.44 / 1.48		0.38 *
90. Cost as factor in decision to enroll.	6.33			6.09			
91. Financial aid as factor in decision to enroll.	6.60			6.25			
92. Academic reputation as factor in decision to enroll.	6.40			6.17			
93. Size of institution as factor in decision to enroll.	5.67			5.49			

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**Institutional Summary**  
**Items: In Sequential Order**

	Northwest Indian College - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Opportunity to play sports as factor in decision to enroll.	4.18			3.68			
95. Recommendations from family/friends as factor in decision to enroll.	5.80			4.89			
96. Geographic setting as factor in decision to enroll.	5.99			5.50			
97. Campus appearance as factor in decision to enroll.	5.68			5.53			
98. Personalized attention prior to enrollment as factor in decision to enroll.	6.03			5.72			

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\*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Summary Items**

Summary Item	Northwest Indian College - SSI	National Four-Year Privates	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.65 0% 0% 6% 13% 25% 19% 35%	Average: 4.62 2% 2% 12% 32% 24% 13% 12%	1.03
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 6.20 0% 0% 4% 2% 8% 38% 46%	Average: 5.27 1% 4% 8% 10% 17% 37% 19%	0.93
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.42 2% 0% 0% 6% 3% 18% 69%	Average: 5.21 4% 8% 7% 10% 11% 26% 31%	1.21