

# NMC Service Effectiveness Survey

**Q1a** What is your **PRIMARY** educational goal for attending NMC? (select one)

- Transfer to a 4-yr college or university*
- Earn an NMC degree*
- Earn an NMC certificate*
- Learn skills for a new job or to advance in a job*
- Personal interest only*
- Other*

*Other (please specify)* \_\_\_\_\_

**Q2** Do you plan to transfer to a university at the NMC University Center?

- Yes*
- No*

**Q3** Are you on track for accomplishing your goal?

- Yes*
- No*

**Q4** What is your primary field of study?

**Q5** (Caller: please type in primary field of study code from list)

**Q6** Where do you currently live?

- Residence halls*
- On campus apartment*
- Off campus room or apartment*
- Home of parents or relatives*
- Your own home*
- Other*

*Other (please specify)* \_\_\_\_\_

**Q7** What is your employment status?  
(select all that apply)

- Employed part-time off-campus*
- Employed part-time on-campus*
- Employed full-time off-campus*
- Employed full-time on-campus*
- Hold more than one job*
- Not employed but seeking employment*
- Not employed and not seeking employment*
- Caring for family*

**Q8** When are you most likely to take classes? (select one)

- Early Morning 7am - to before 10am*
- Mid-Morning 10am - to before 12pm*
- Afternoon 12pm - to before 5pm*





<b>Q25</b>	<b>The Center for Learning staff helps answer my technology questions.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q26</b>	<b>Taking course quizzes and exams outside the classroom in the Center for Learning is convenient.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q27</b>	<b>The Tutoring Office helps contribute to my academic success when needed.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q28</b>	<b>Support Services meets the needs of students with disabilities.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q29</b>	<b>Health Services offerings are available if I need them.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q30</b>	<b>The Career Services Office is helpful in guiding me in a career direction.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q31</b>	<b>The Career Services Office provides me with resources for my employment search.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q32</b>	<b>The Residence halls provide a positive learning and living environment.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q33</b>	<b>College organized student activities encourage student involvement.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
<b>Q34</b>	<b>College recreational activities are sufficient.</b>								
		1	2	3	4	5		N/A (Do not read)	
	How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
	How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

**Q35**      **There are enough study areas on campus accessible to me when I need them.**

	1	2	3	4	5	
How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A (Do not read)
How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q36**      **Student common areas are desirable places to spend free time.**

	1	2	3	4	5	
How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A (Do not read)
How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q37**      **Avenues for expressing student complaints are available if needed.**

	1	2	3	4	5	
How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A (Do not read)
How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The last few statements are regarding your overall opinions about NMC.

**Q38**      **Students are made to feel welcome and have a sense of belonging at NMC.**

	1	2	3	4	5	
How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A (Do not read)
How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q39**      **The tuition I pay is a worthwhile investment.**

	1	2	3	4	5	
How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A (Do not read)
How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q40**      **NMC is a good value for the money.**

	1	2	3	4	5	
How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A (Do not read)
How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q41**      **Overall, NMC is a good place to meet one's educational goals or learning objectives.**

	1	2	3	4	5	
How Important?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A (Do not read)
How Satisfied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q42**      **Would you be willing to be contacted again about areas in which you were dissatisfied?**

Yes

No

**Q43**      **How important were each of the following factors in your decision to attend NMC, using a 1= Very Unimportant, 2=Somewhat Unimportant, 3=Neutral, 4=Somewhat Important, 5=Very Important?**

	Very unimportant (1)	Somewhat unimportant (2)	Neutral (3)	Somewhat important (4)	Very important (5)
Affordability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Availability of financial aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program offerings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendation from family or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campus appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personalized attention prior to enrollment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q44 Which of the items was the most important reason you decided to attend NMC? (select one)**

- Affordability*
- Availability of financial aid*
- Program offerings*
- Academic reputation*
- Size of institution*
- Close to home*
- Recommendation from family or friend*
- Campus appearance*
- Personalized attention*
- Other*

*Other (please specify)*

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**Q45 How did you find out about NMC? (select all that apply)**

- (Do not read) I've lived here all my life/Just knew about it.*
- NMC Website*
- Family member*
- High School counselor*
- Admissions Counselor*
- Peers or friends*
- College catalog or schedule of courses*
- Special events (i.e. open house, speaker)*
- Advertising (i.e. radio, newspaper, TV)*
- Other*

*Other (please specify)*

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**Q46 Do you have other comments about your NMC experience or expectations you would like to share? (Caller: you can use this space for any thing additional you would like to annotate.)**

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**Q47 Student PIDM Number (from call list)**

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