

# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## **Section IV -- College Environment -- Admissions / Registration**

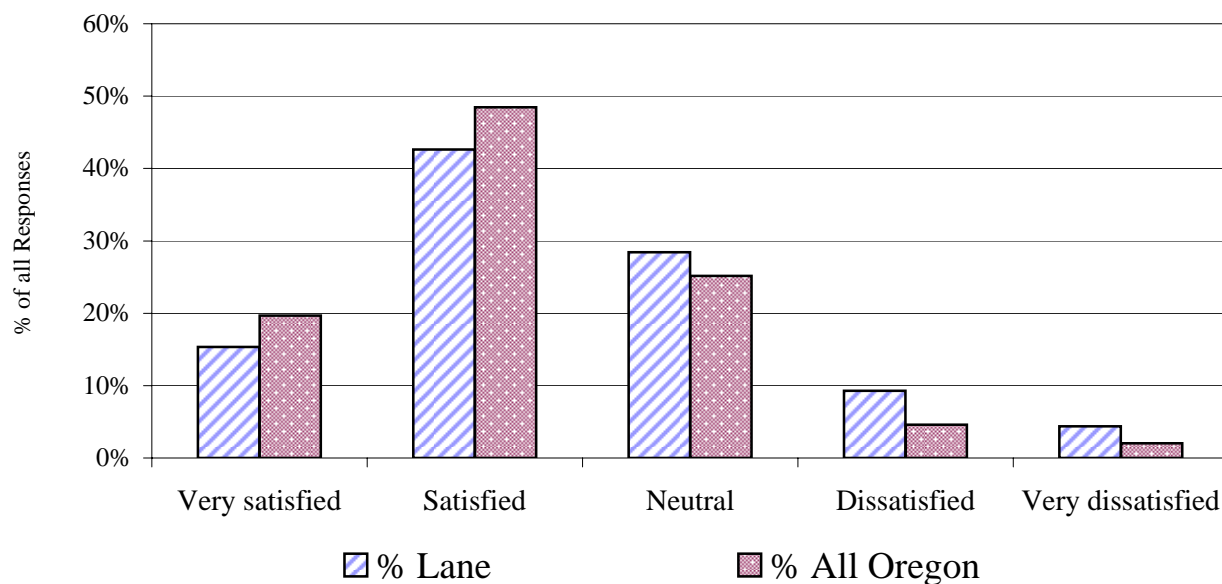
Question #: **14**

Question Descrip.: **General admissions/entry procedures.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	81	15.3%	982	19.7%
Satisfied	225	42.6%	2,418	48.5%
Neutral	150	28.4%	1,256	25.2%
Dissatisfied	49	9.3%	230	4.6%
Very dissatisfied	23	4.4%	102	2.0%
total responses	528	100%	4,988	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



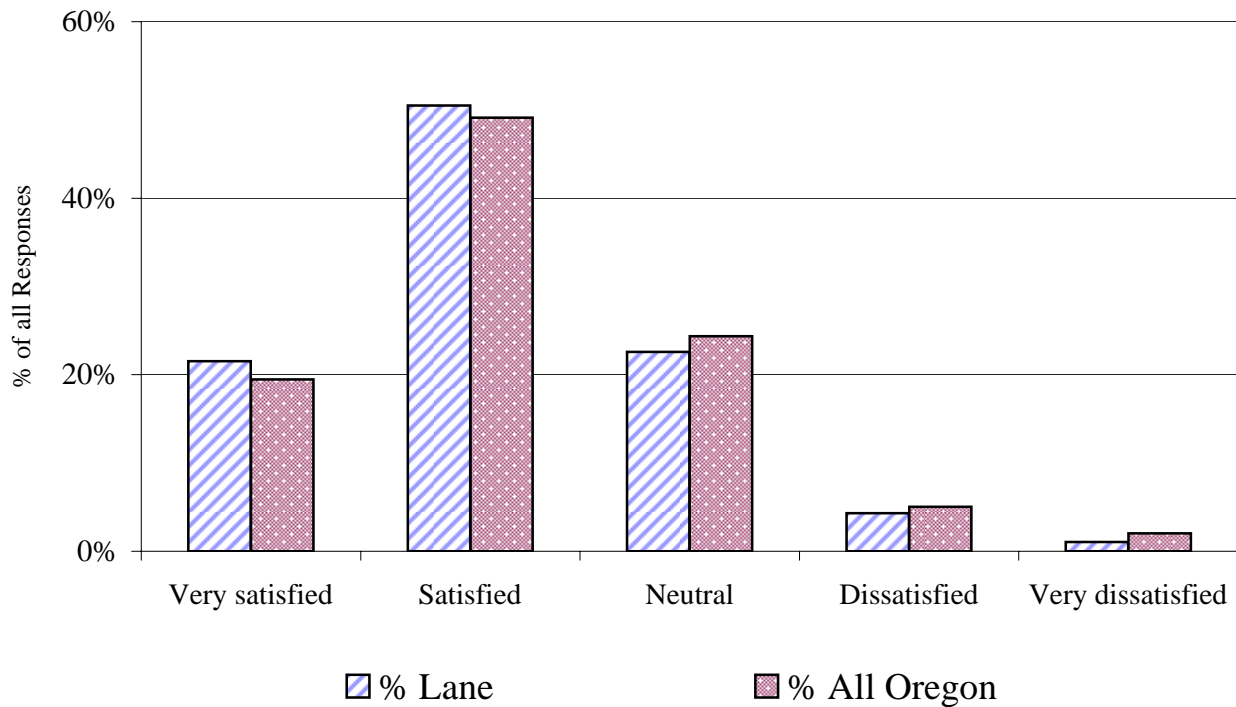
Question #: 14

Question Descrip.: **General admissions/entry procedures.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	505	21.5%	4,789	19.5%
Satisfied	1,185	50.5%	12,081	49.1%
Neutral	530	22.6%	5,993	24.4%
Dissatisfied	101	4.3%	1,240	5.0%
Very dissatisfied	25	1.1%	499	2.0%
total responses	2,346	100%	24,602	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



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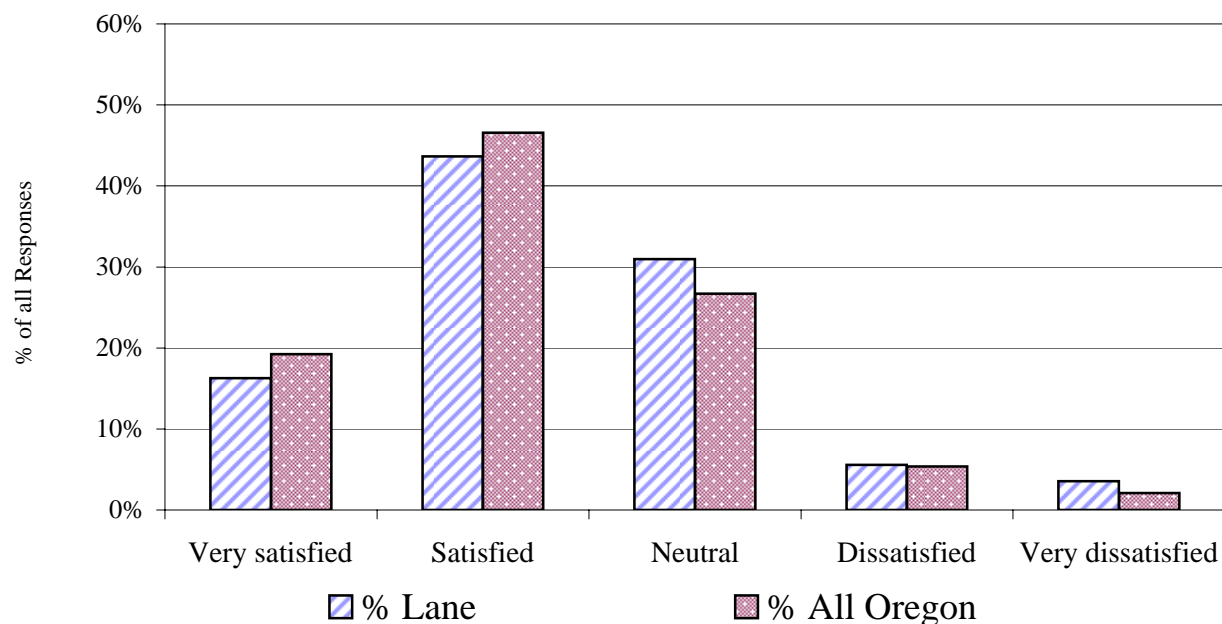
Question #: **15**

Question Descrip.: **Accuracy of college information you received before enrolling.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	82	16.3%	939	19.2%
Satisfied	220	43.7%	2,272	46.6%
Neutral	156	31.0%	1,302	26.7%
Dissatisfied	28	5.6%	262	5.4%
Very dissatisfied	18	3.6%	103	2.1%
total responses	504	100%	4,878	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



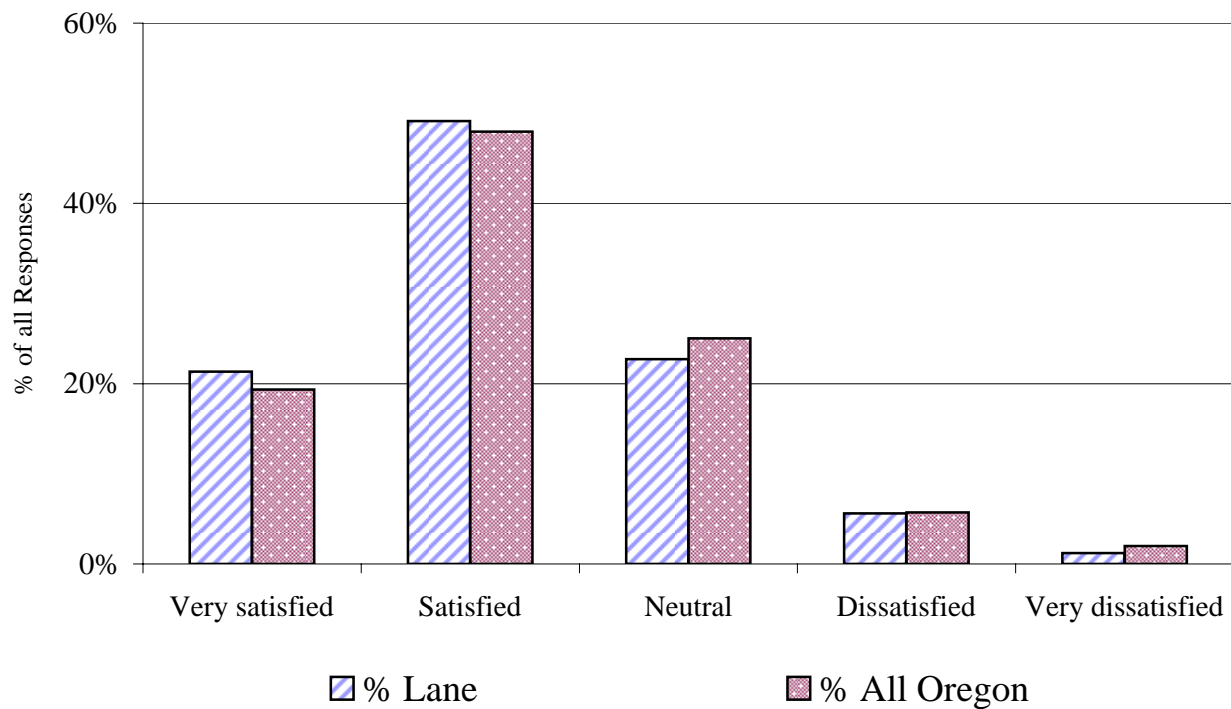
Question #: 15

Question Descrip.: **Accuracy of college information you received before enrolling.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	483	21.3%	4,627	19.4%
Satisfied	1,113	49.1%	11,467	48.0%
Neutral	515	22.7%	5,982	25.0%
Dissatisfied	127	5.6%	1,364	5.7%
Very dissatisfied	27	1.2%	472	2.0%
total responses	2,265	100%	23,912	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



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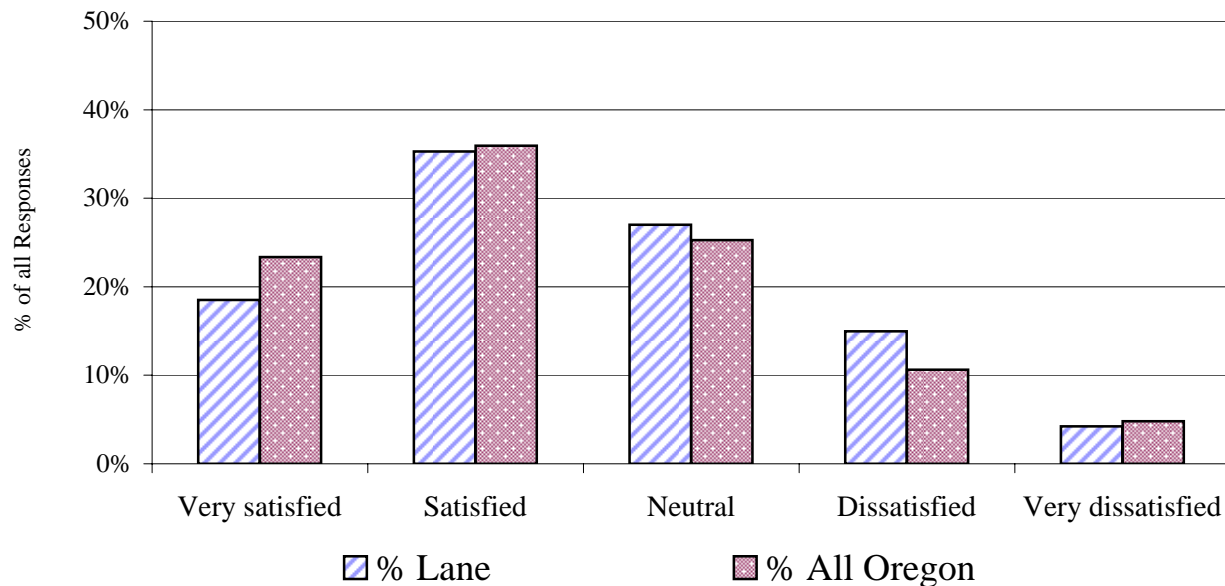
Question #: **16**

Question Descrip.: **Availability of financial aid/scholarship information prior to enrolling.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	83	18.5%	964	23.3%
Satisfied	158	35.3%	1,484	35.9%
Neutral	121	27.0%	1,044	25.3%
Dissatisfied	67	15.0%	439	10.6%
Very dissatisfied	19	4.2%	199	4.8%
total responses	448	100%	4,130	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



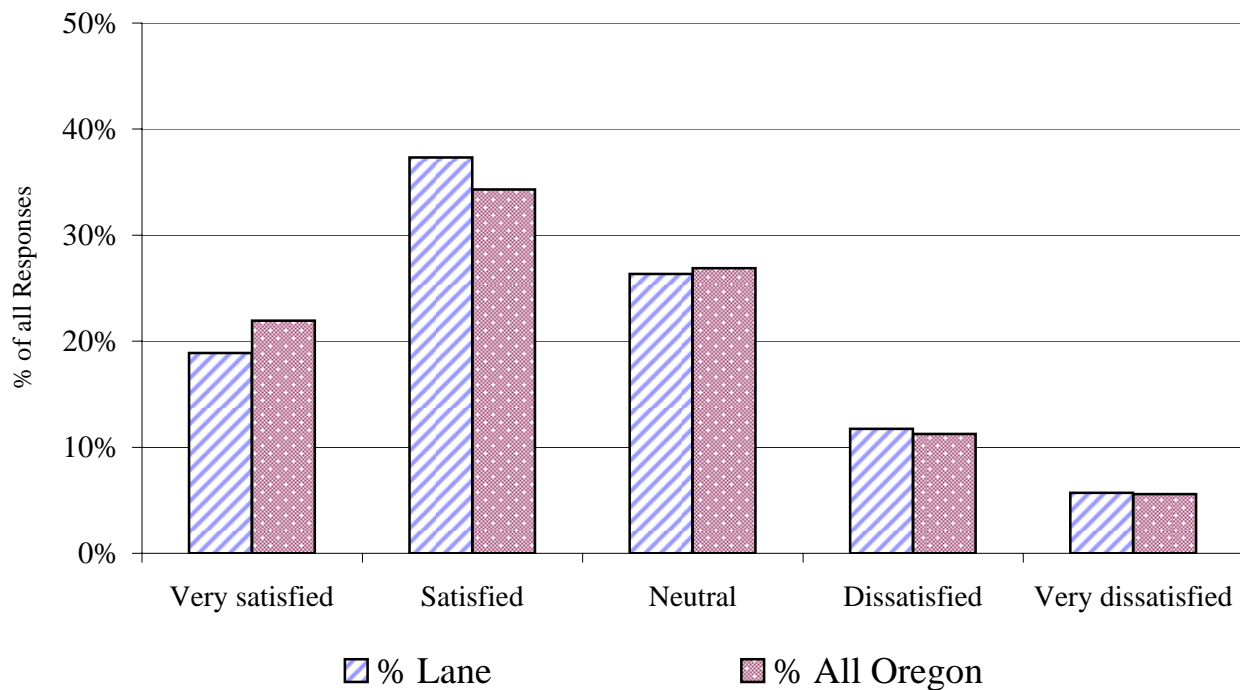
Question #: **16**

Question Descrip.: **Availability of financial aid/scholarship information prior to enrolling.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	345	18.9%	4,132	21.9%
Satisfied	681	37.3%	6,462	34.3%
Neutral	481	26.4%	5,063	26.9%
Dissatisfied	214	11.7%	2,117	11.2%
Very dissatisfied	104	5.7%	1,053	5.6%
total responses	1,825	100%	18,827	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



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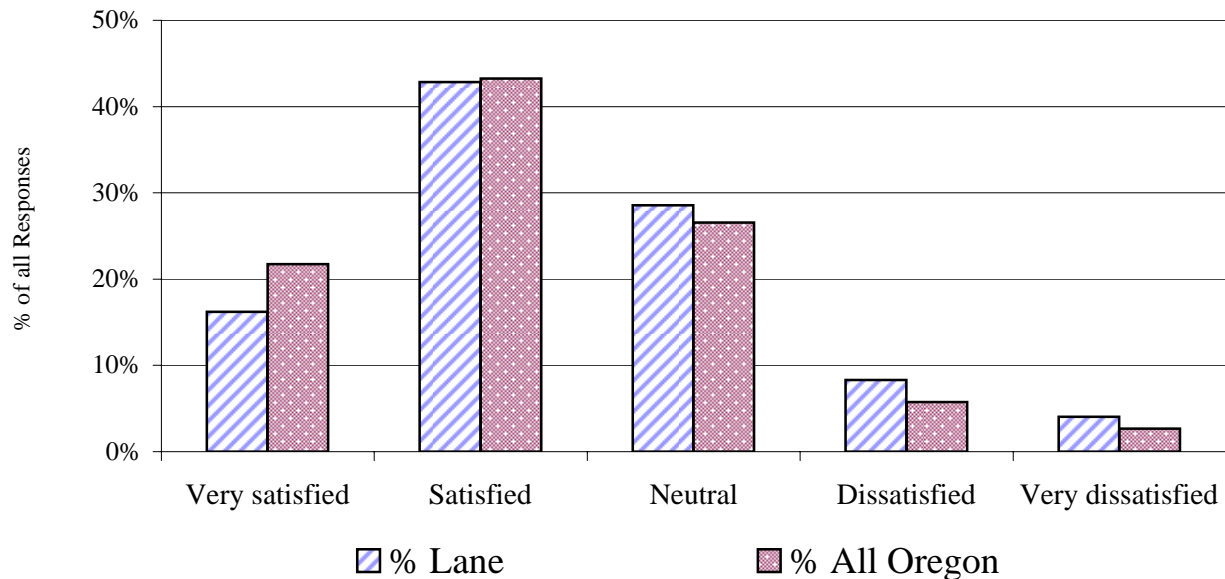
Question #: **17**

Question Descrip.: **Assistance provided by the college staff when you entered this college.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	84	16.2%	1,052	21.8%
Satisfied	222	42.9%	2,092	43.3%
Neutral	148	28.6%	1,285	26.6%
Dissatisfied	43	8.3%	278	5.7%
Very dissatisfied	21	4.1%	129	2.7%
total responses	518	100%	4,836	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



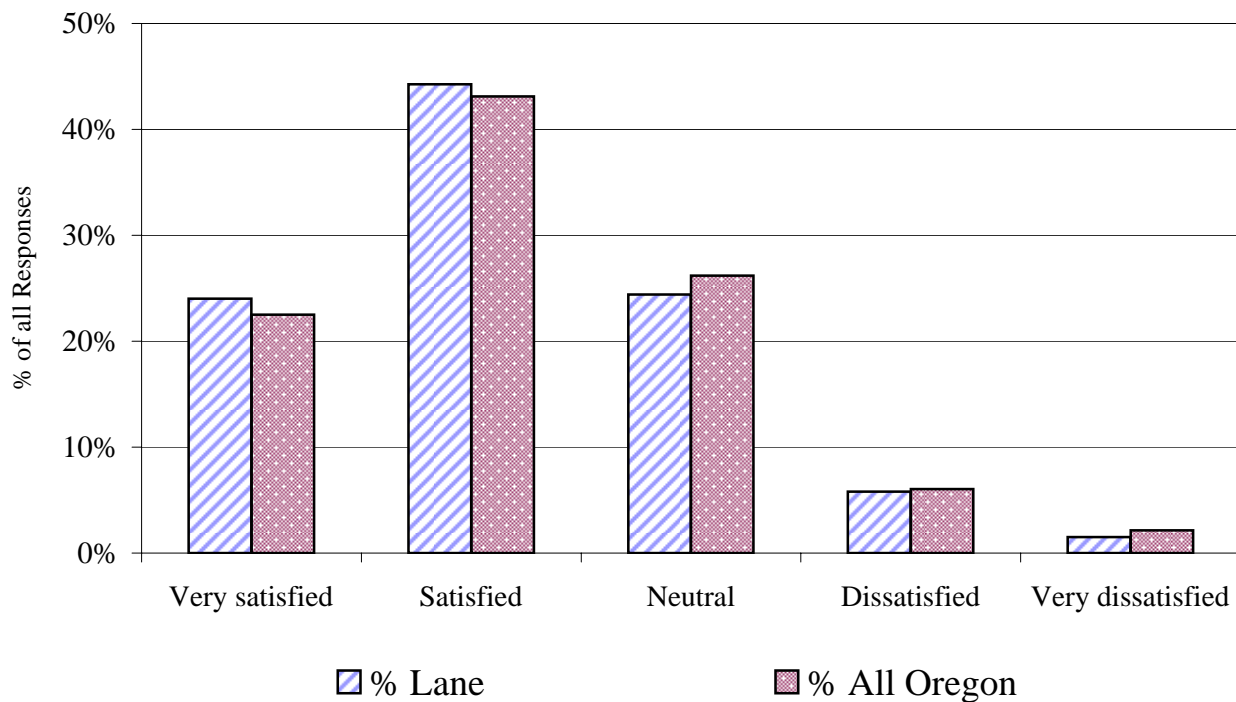
Question #: 17

Question Descrip.: Assistance provided by the college staff when you entered this college.

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	542	24.0%	5,325	22.5%
Satisfied	999	44.3%	10,193	43.1%
Neutral	551	24.4%	6,191	26.2%
Dissatisfied	131	5.8%	1,430	6.0%
Very dissatisfied	34	1.5%	505	2.1%
total responses	2,257	100%	23,644	100%

Notes: 1. Only students who responded to this question are included in the calculation of percent.





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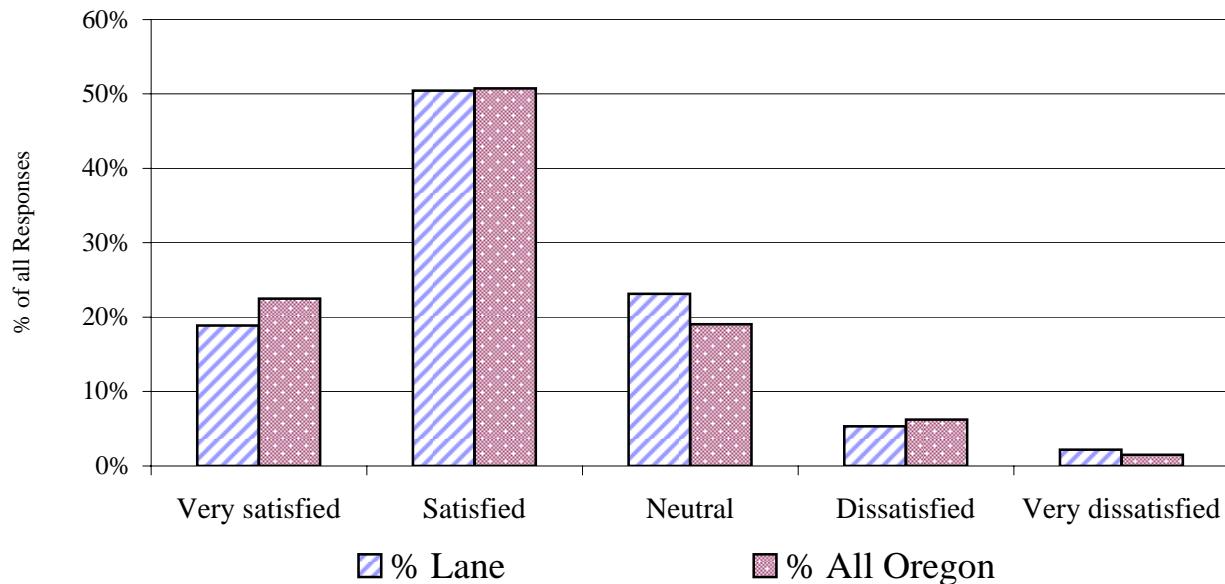
Question #: **18**

Question Descrip.: **Class schedule.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	103	18.9%	1,157	22.5%
Satisfied	275	50.5%	2,612	50.7%
Neutral	126	23.1%	980	19.0%
Dissatisfied	29	5.3%	321	6.2%
Very dissatisfied	12	2.2%	78	1.5%
total responses	545	100%	5,148	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



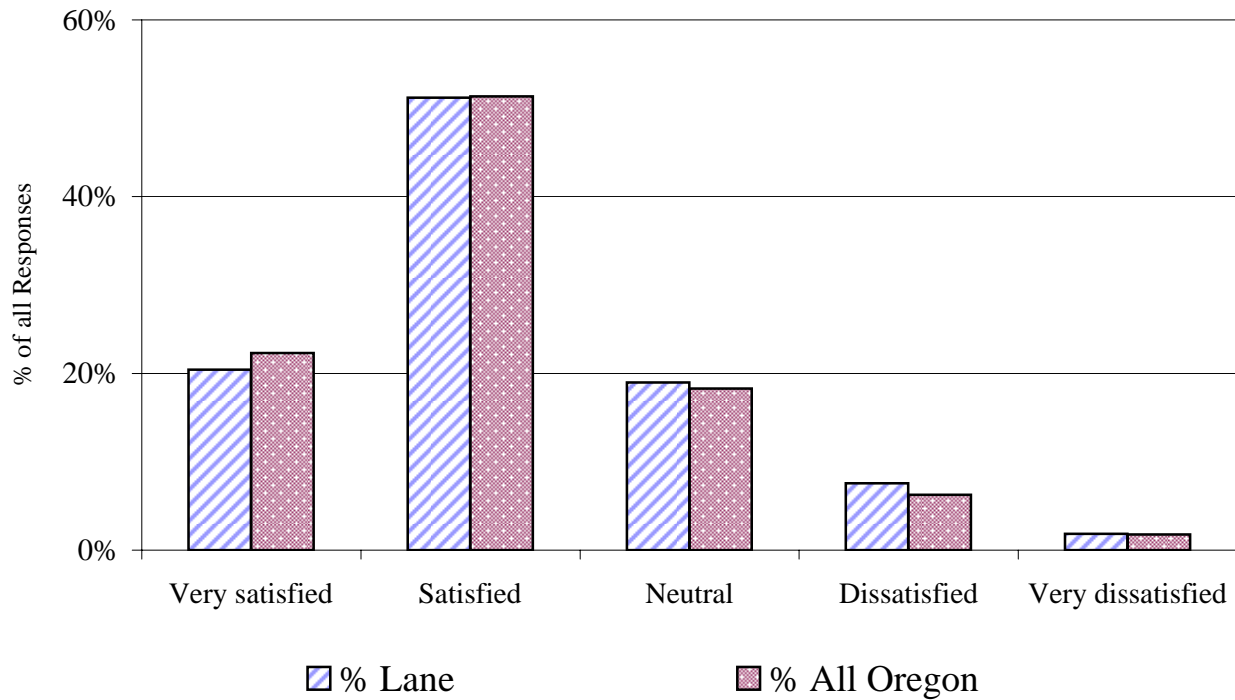
Question #: 18

Question Descrip.: **Class schedule.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	409	20.4%	4,931	22.3%
Satisfied	1,026	51.2%	11,347	51.4%
Neutral	380	19.0%	4,042	18.3%
Dissatisfied	152	7.6%	1,386	6.3%
Very dissatisfied	37	1.8%	391	1.8%
total responses	2,004	100%	22,097	100%

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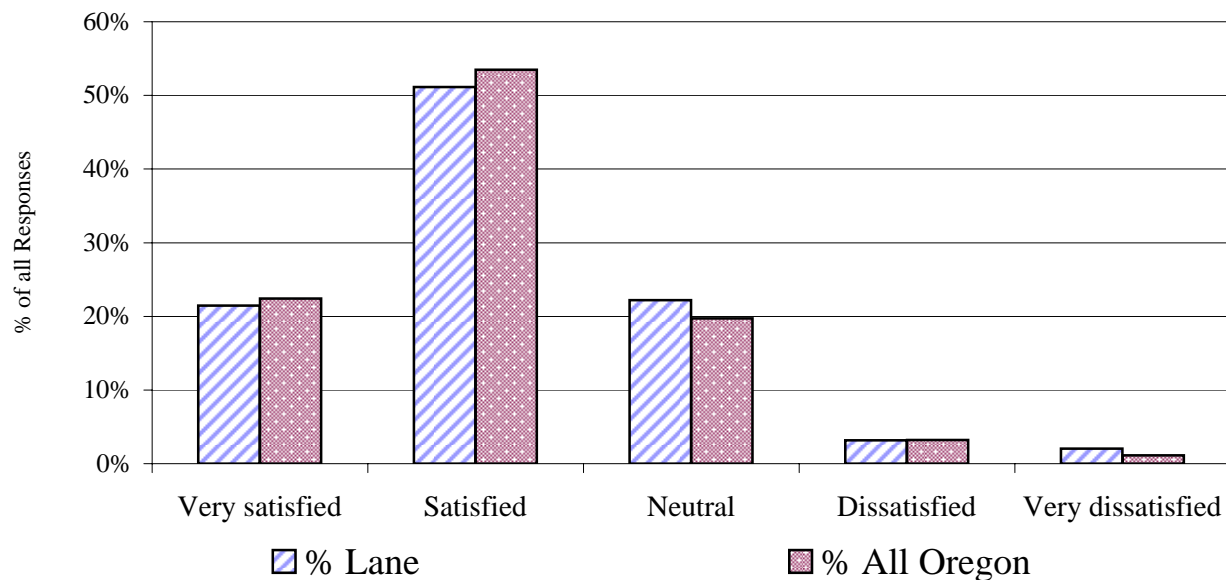
Question #: **19**

Question Descrip.: **College catalog.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	115	21.5%	1,127	22.4%
Satisfied	274	51.1%	2,689	53.5%
Neutral	119	22.2%	992	19.7%
Dissatisfied	17	3.2%	161	3.2%
Very dissatisfied	11	2.1%	57	1.1%
total responses	536	100%	5,026	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.

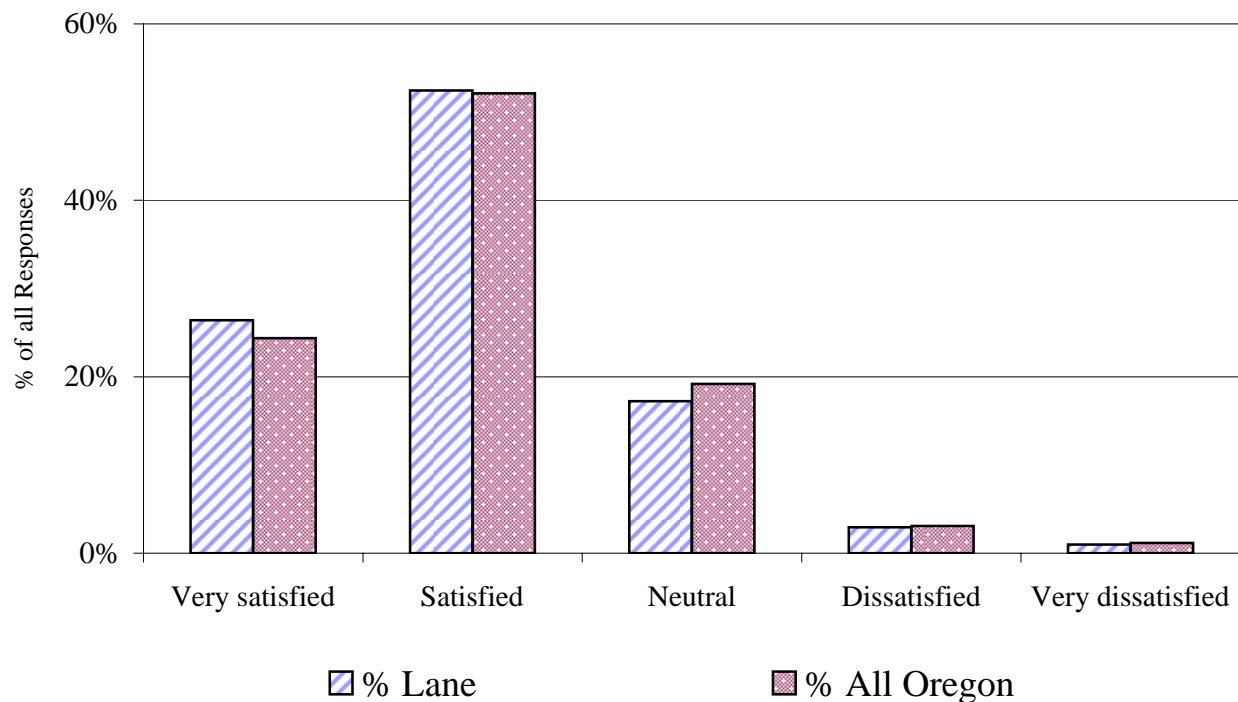


Question #: **19**  
 Question Descrip.: **College catalog.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	630	26.4%	6,011	24.4%
Satisfied	1,252	52.5%	12,844	52.1%
Neutral	411	17.2%	4,732	19.2%
Dissatisfied	70	2.9%	764	3.1%
Very dissatisfied	23	1.0%	290	1.2%
total responses	2,386	100%	24,641	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



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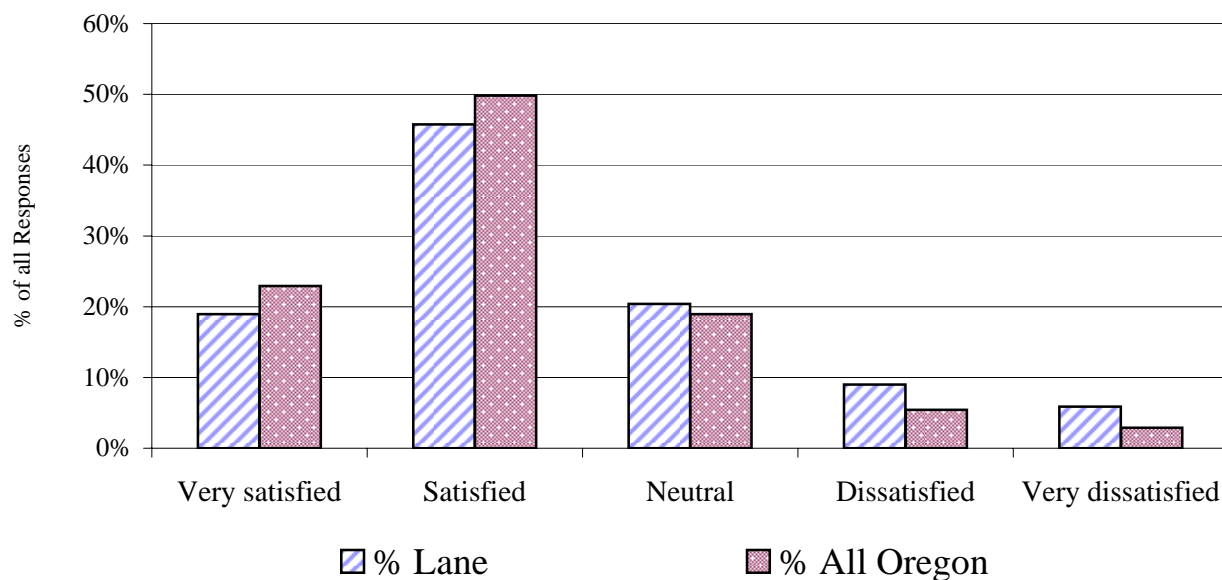
Question #: **20**

Question Descrip.: **Registration procedures.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	103	18.9%	1,178	22.9%
Satisfied	249	45.8%	2,562	49.8%
Neutral	111	20.4%	975	19.0%
Dissatisfied	49	9.0%	279	5.4%
Very dissatisfied	32	5.9%	148	2.9%
total responses	544	100%	5,142	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



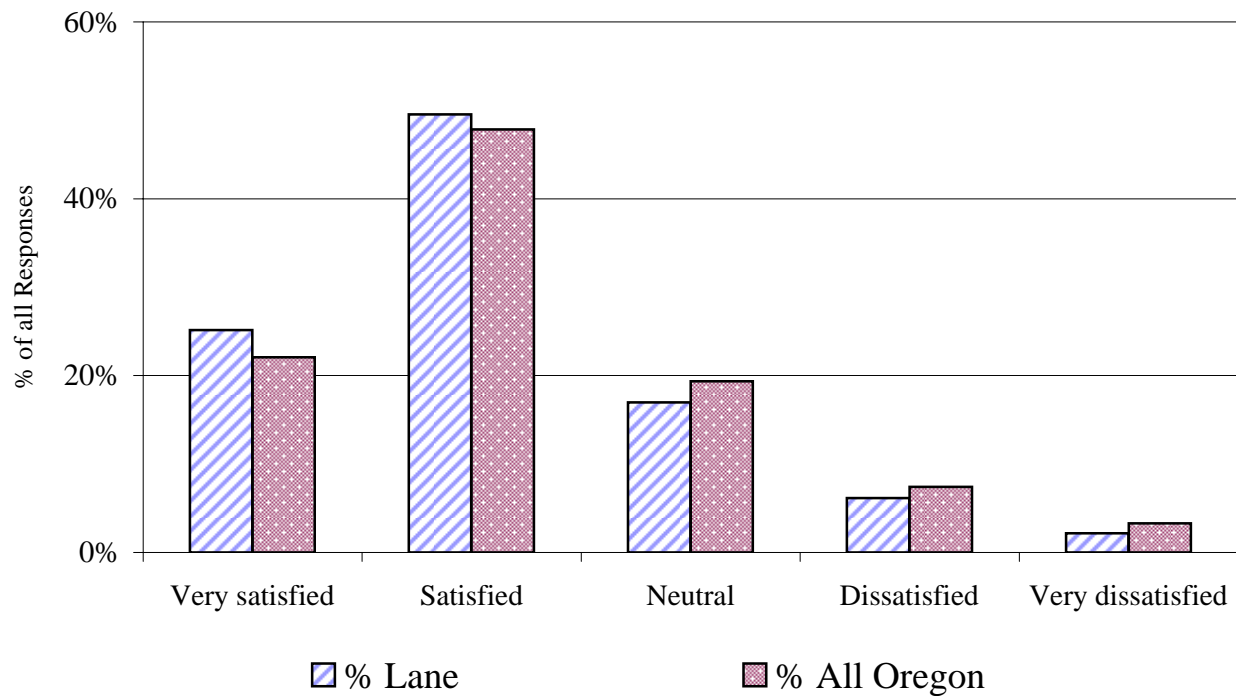
Question #: 20

Question Descrip.: **Registration procedures.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	606	25.2%	5,623	22.1%
Satisfied	1,193	49.5%	12,181	47.8%
Neutral	409	17.0%	4,930	19.4%
Dissatisfied	148	6.1%	1,889	7.4%
Very dissatisfied	52	2.2%	839	3.3%
total responses	2,408	100%	25,462	100%

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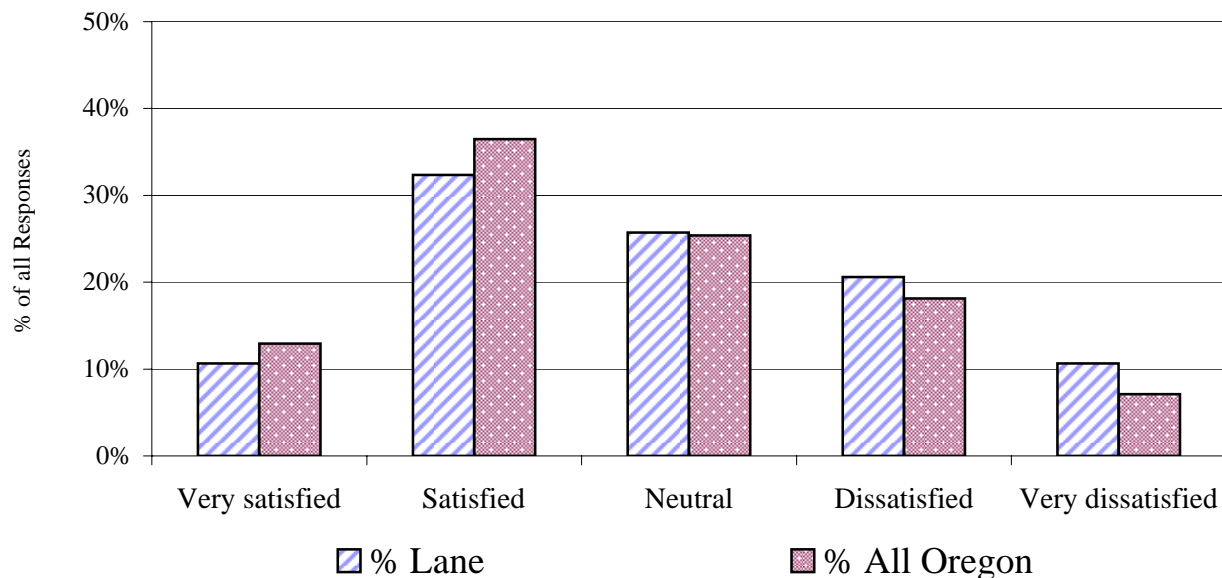
Question #: **21**

Question Descrip.: **Availability of the courses you want at times you can take them**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	58	10.7%	666	12.9%
Satisfied	176	32.4%	1,877	36.5%
Neutral	140	25.7%	1,306	25.4%
Dissatisfied	112	20.6%	932	18.1%
Very dissatisfied	58	10.7%	365	7.1%
total responses	544	100%	5,146	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



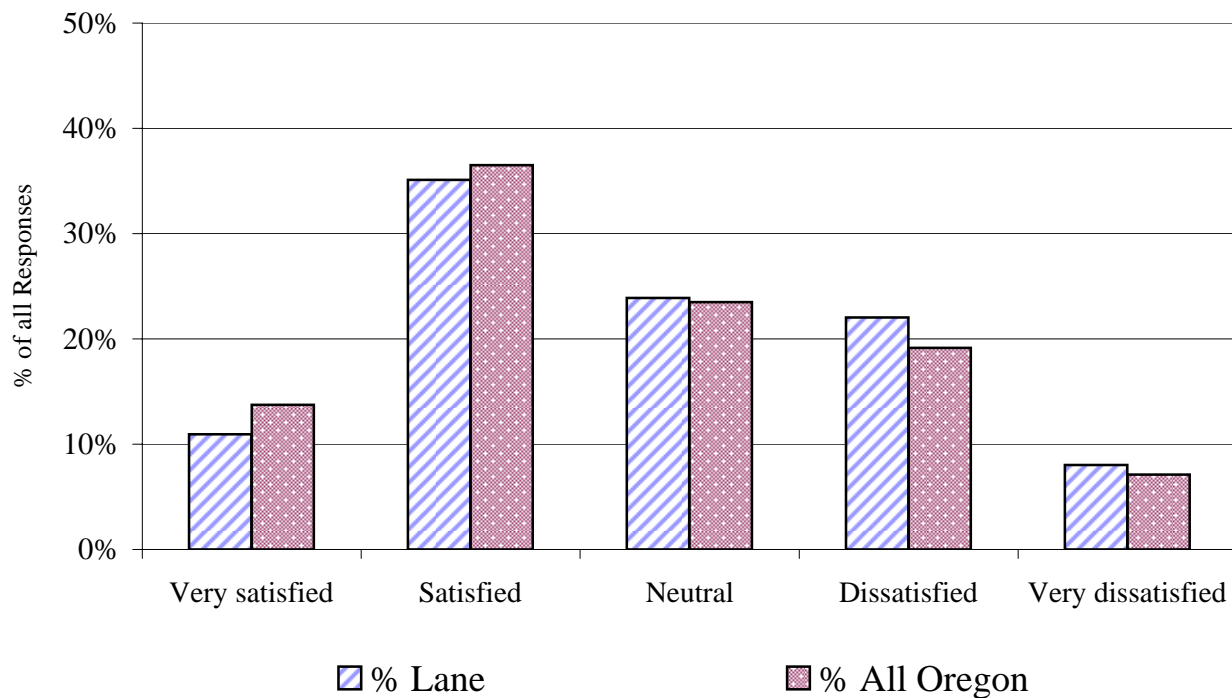
Question #: 21

Question Descrip.: **Availability of the courses you want at times you can take them**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	263	10.9%	3,487	13.7%
Satisfied	844	35.1%	9,273	36.5%
Neutral	574	23.9%	5,969	23.5%
Dissatisfied	530	22.0%	4,868	19.2%
Very dissatisfied	193	8.0%	1,809	7.1%
total responses	2,404	100%	25,406	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.





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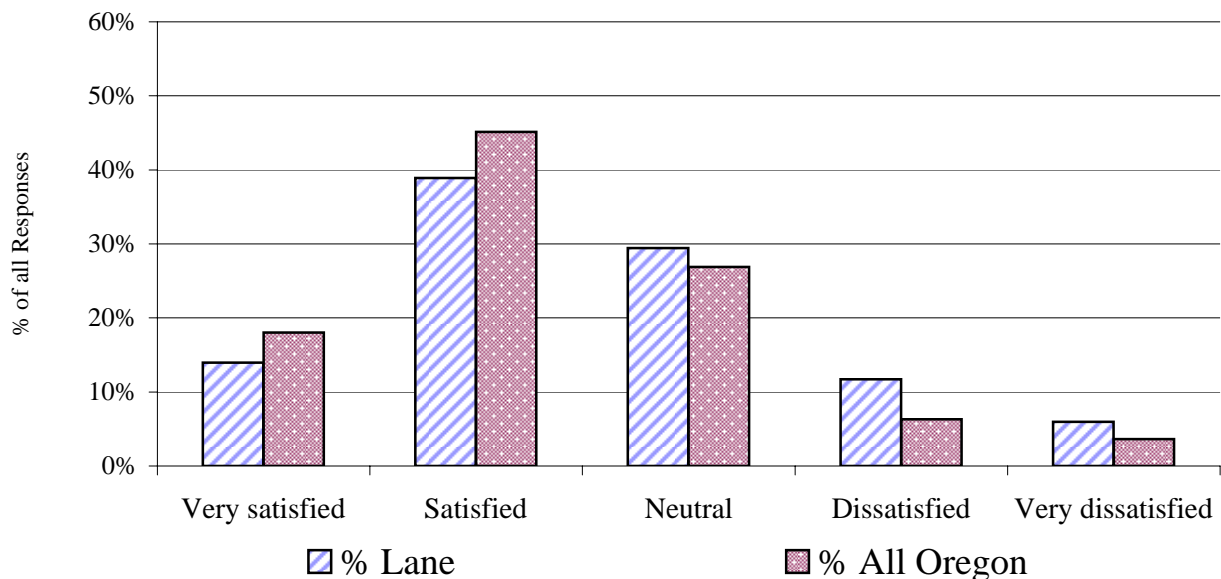
Question #: 22

Question Descrip.: **Billing and fee payment procedures.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	75	14.0%	901	18.0%
Satisfied	209	38.9%	2,255	45.1%
Neutral	158	29.4%	1,343	26.9%
Dissatisfied	63	11.7%	316	6.3%
Very dissatisfied	32	6.0%	182	3.6%
total responses	537	100%	4,997	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



Question #: 22

Question Descrip.: **Billing and fee payment procedures.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	438	18.6%	4,881	19.9%
Satisfied	1,111	47.1%	11,804	48.2%
Neutral	612	25.9%	5,906	24.1%
Dissatisfied	129	5.5%	1,228	5.0%
Very dissatisfied	70	3.0%	648	2.6%
total responses	2,360	100%	24,467	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.

