

# ACT Student Opinion Survey (Northwest Edition) Survey Findings

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

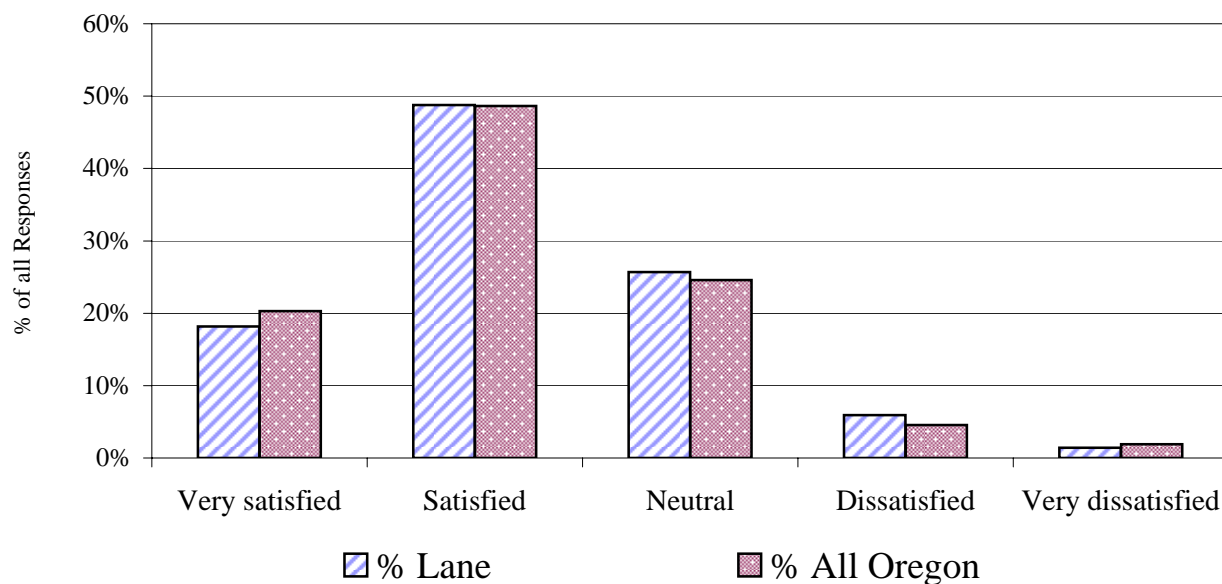
Question #: **14**

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

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

<b>Spring 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	104	18.2%	1,183	20.3%
Satisfied	279	48.8%	2,834	48.6%
Neutral	147	25.7%	1,432	24.6%
Dissatisfied	34	5.9%	266	4.6%
Very dissatisfied	8	1.4%	112	1.9%
total responses	572	100%	5,827	100%

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



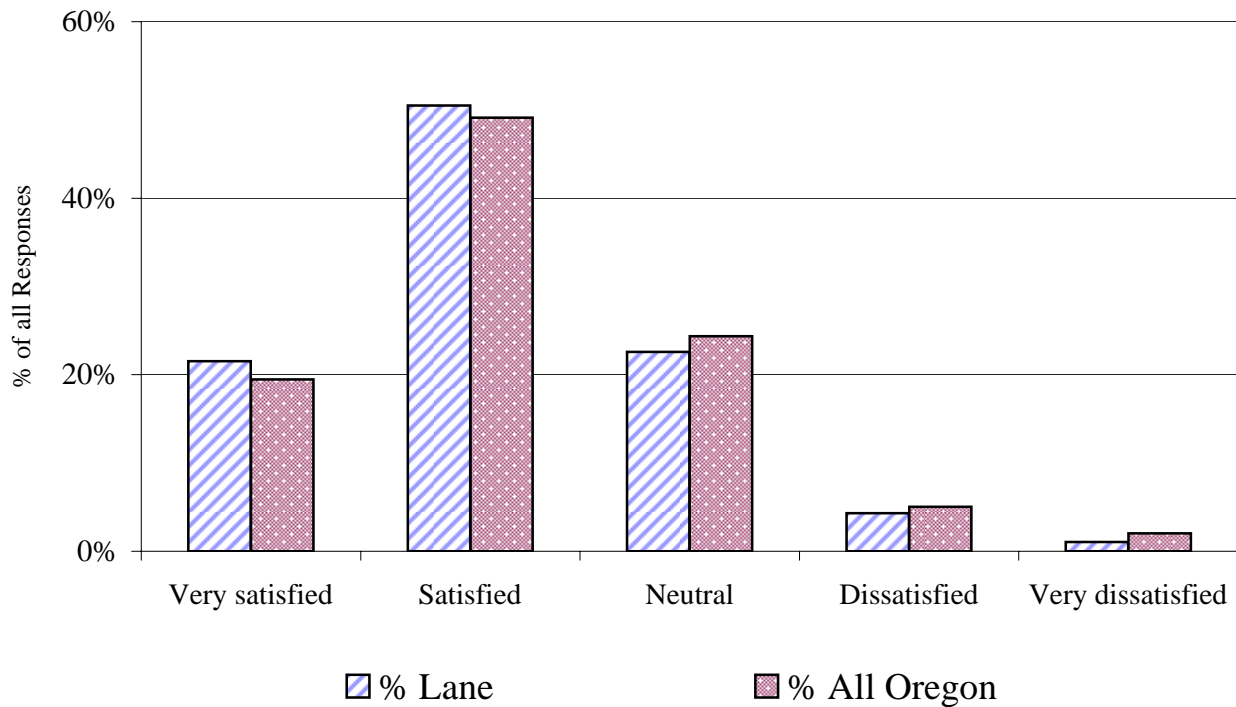
Question #: 14

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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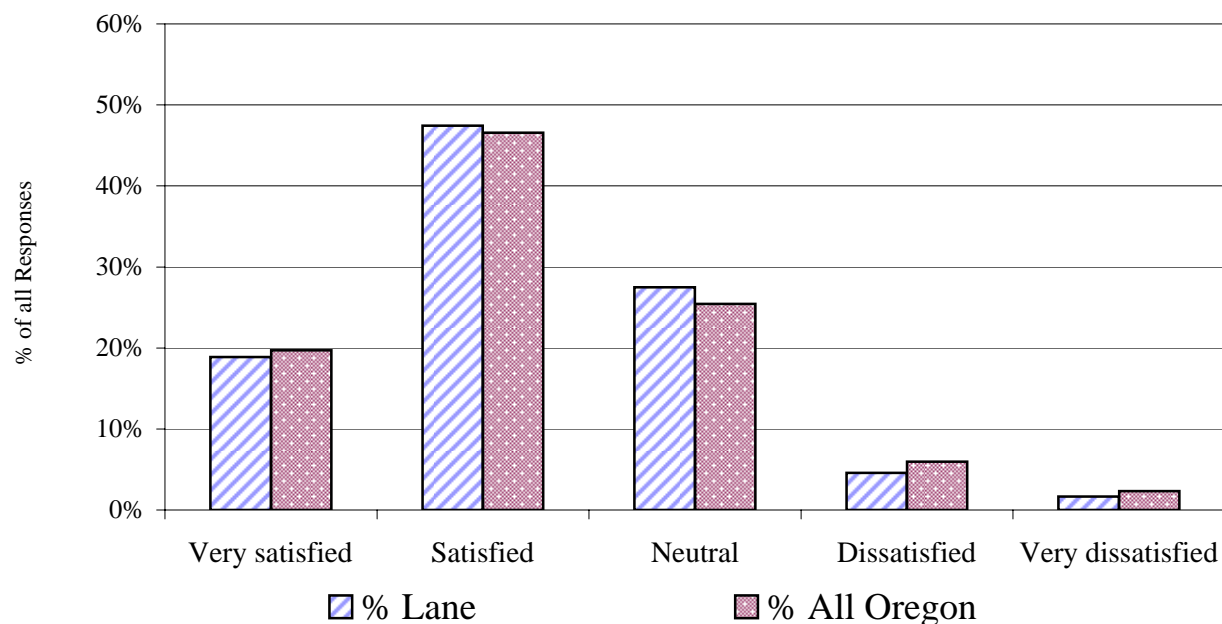
Question #: **15**

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

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

<b>Spring 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	103	18.9%	1,122	19.7%
Satisfied	259	47.4%	2,653	46.6%
Neutral	150	27.5%	1,450	25.5%
Dissatisfied	25	4.6%	339	6.0%
Very dissatisfied	9	1.6%	132	2.3%
total responses	546	100%	5,696	100%

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



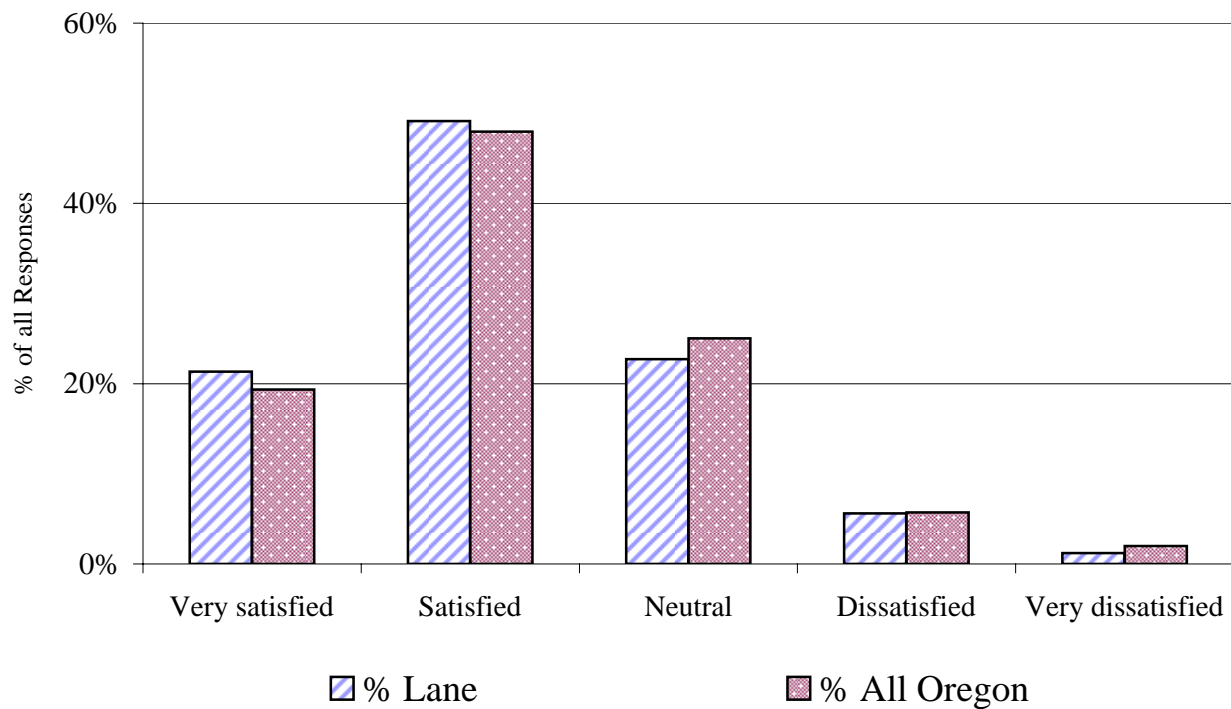
Question #: 15

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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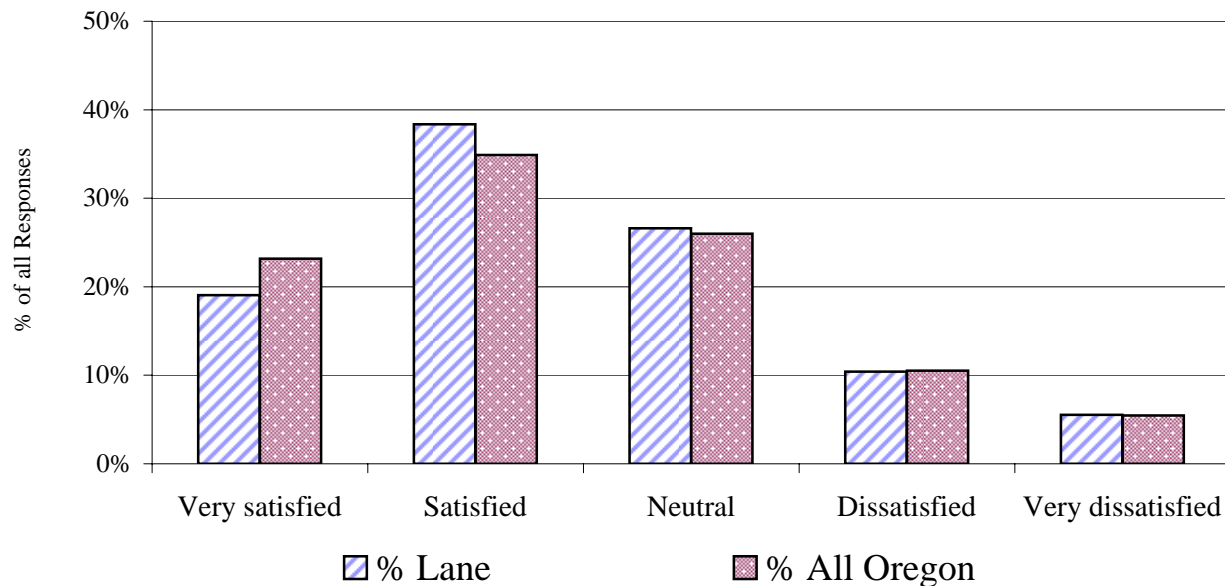
Question #: **16**

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

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

<b>Spring 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	86	19.1%	1,084	23.2%
Satisfied	173	38.4%	1,632	34.9%
Neutral	120	26.6%	1,217	26.0%
Dissatisfied	47	10.4%	492	10.5%
Very dissatisfied	25	5.5%	255	5.4%
total responses	451	100%	4,680	100%

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



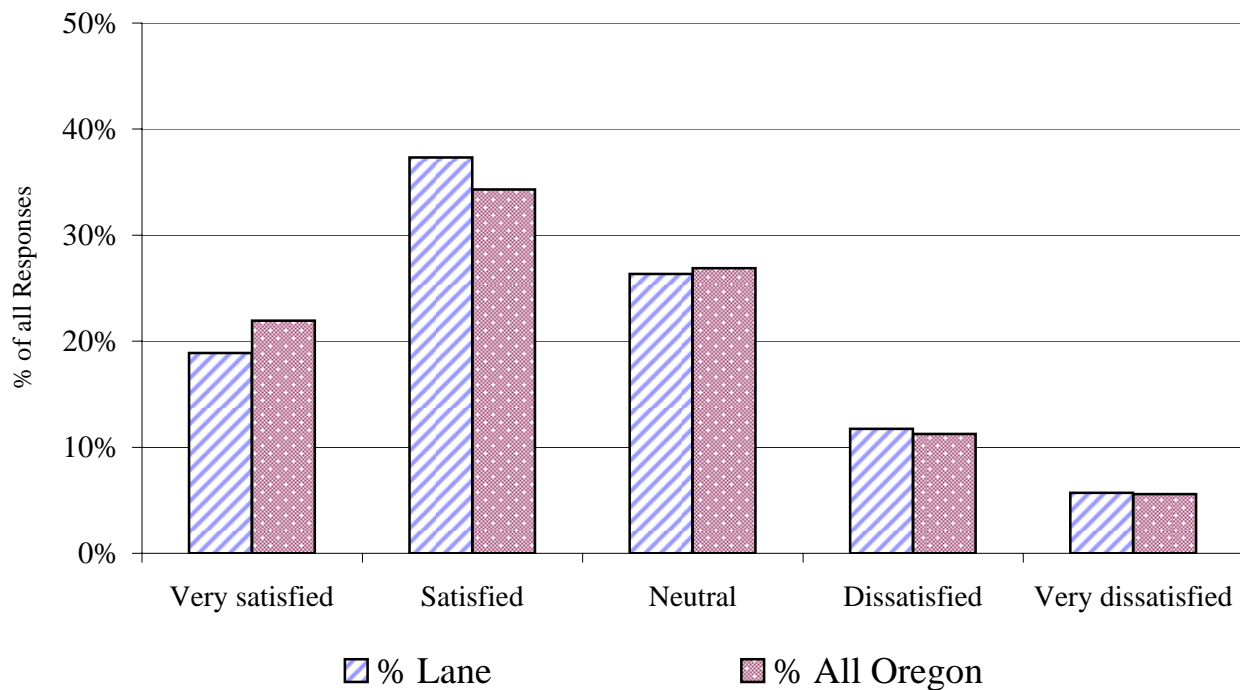
Question #: 16

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

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
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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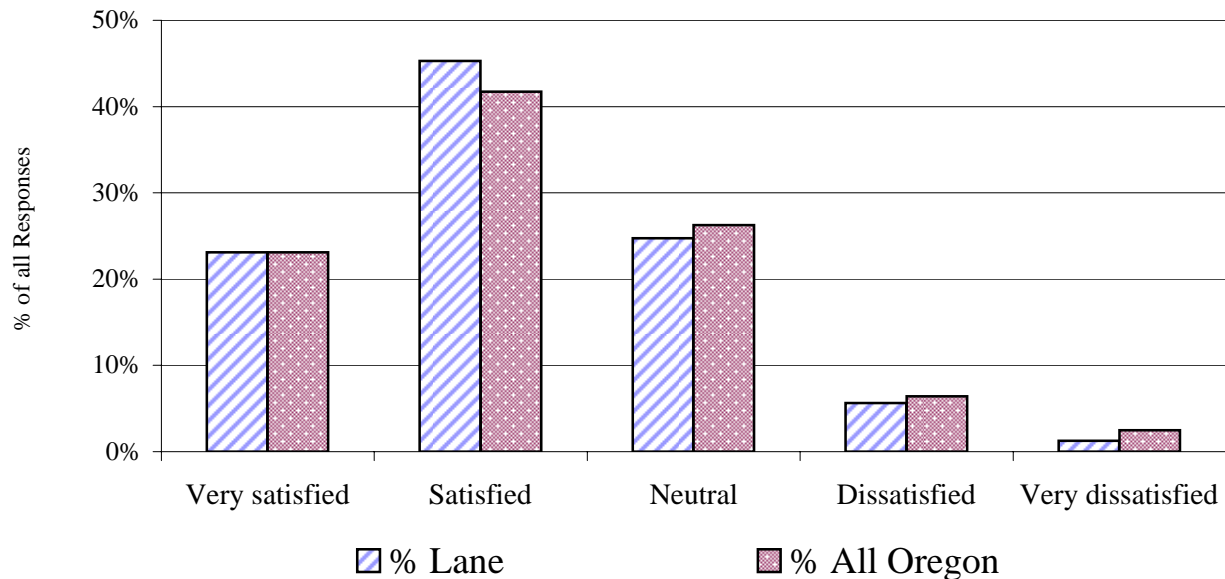
Question #: **17**

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

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

<b>Spring 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	127	23.1%	1,311	23.1%
Satisfied	249	45.3%	2,368	41.7%
Neutral	136	24.7%	1,490	26.3%
Dissatisfied	31	5.6%	364	6.4%
Very dissatisfied	7	1.3%	140	2.5%
total responses	550	100%	5,673	100%

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



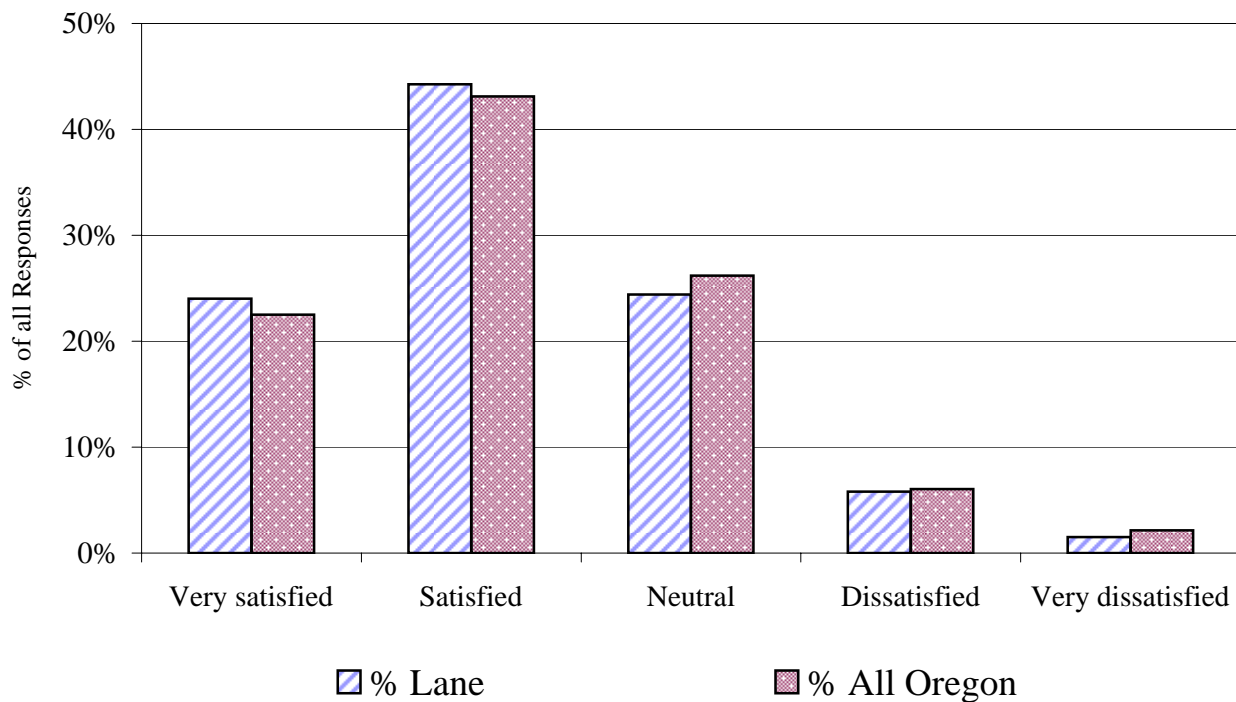
Question #: 17

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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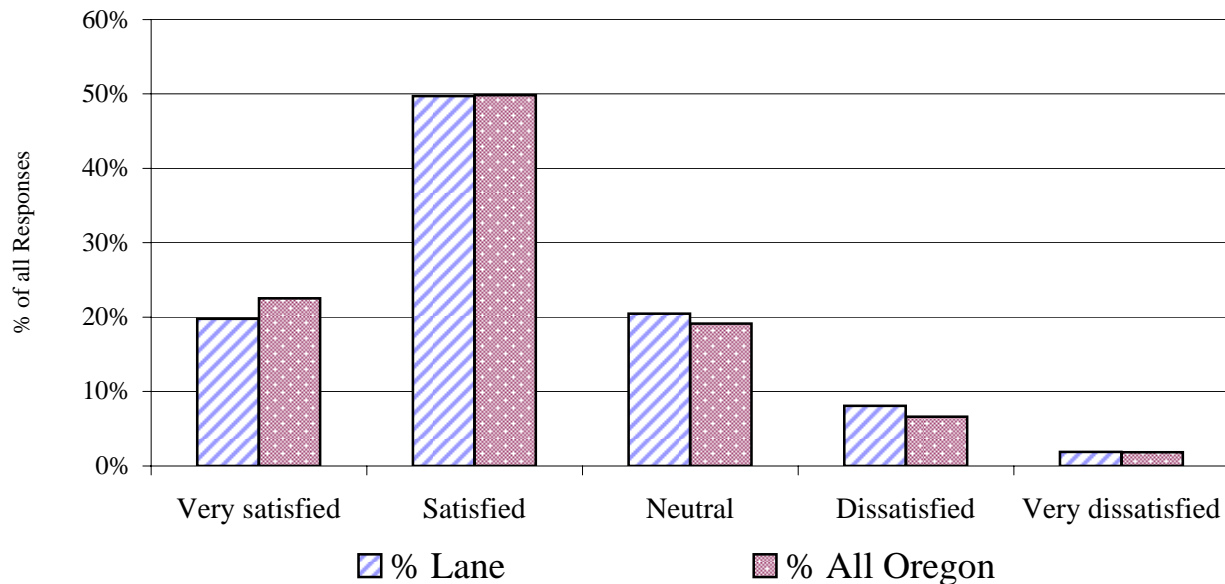
Question #: **18**

Question Descrip.: **Class schedule.**

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

<b>Spring 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	115	19.8%	1,363	22.5%
Satisfied	289	49.7%	3,017	49.9%
Neutral	119	20.5%	1,157	19.1%
Dissatisfied	47	8.1%	402	6.6%
Very dissatisfied	11	1.9%	112	1.9%
total responses	581	100%	6,051	100%

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



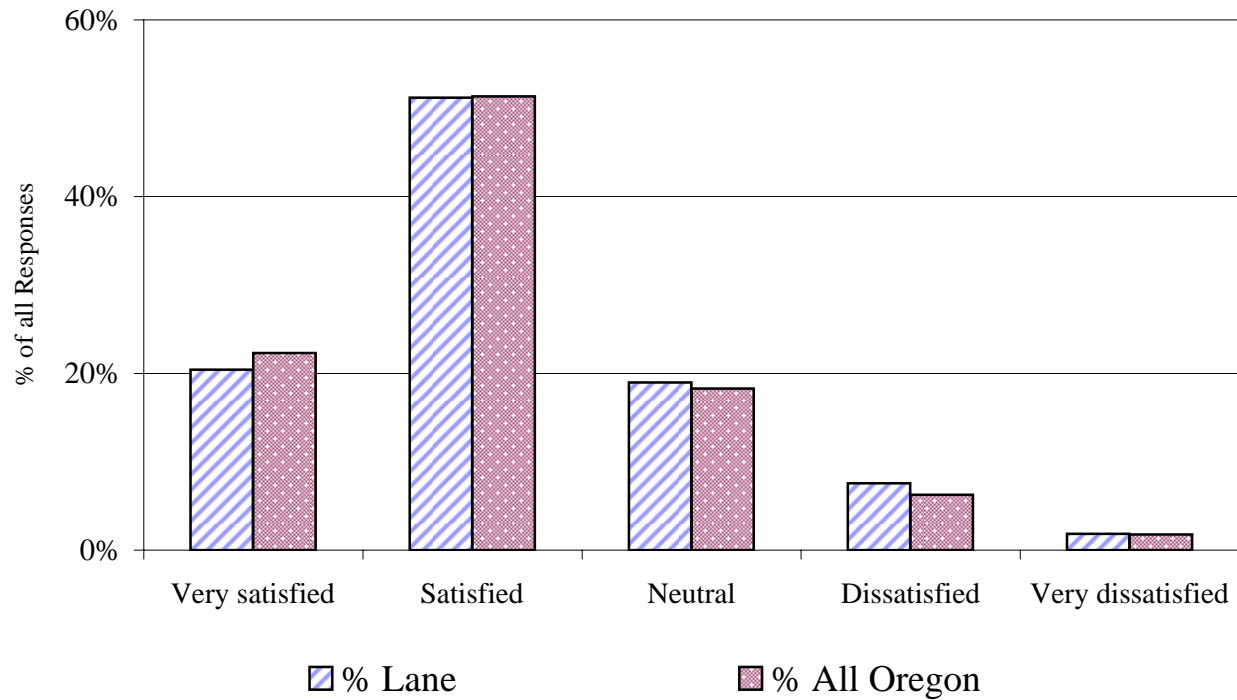
Question #: 18

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%

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



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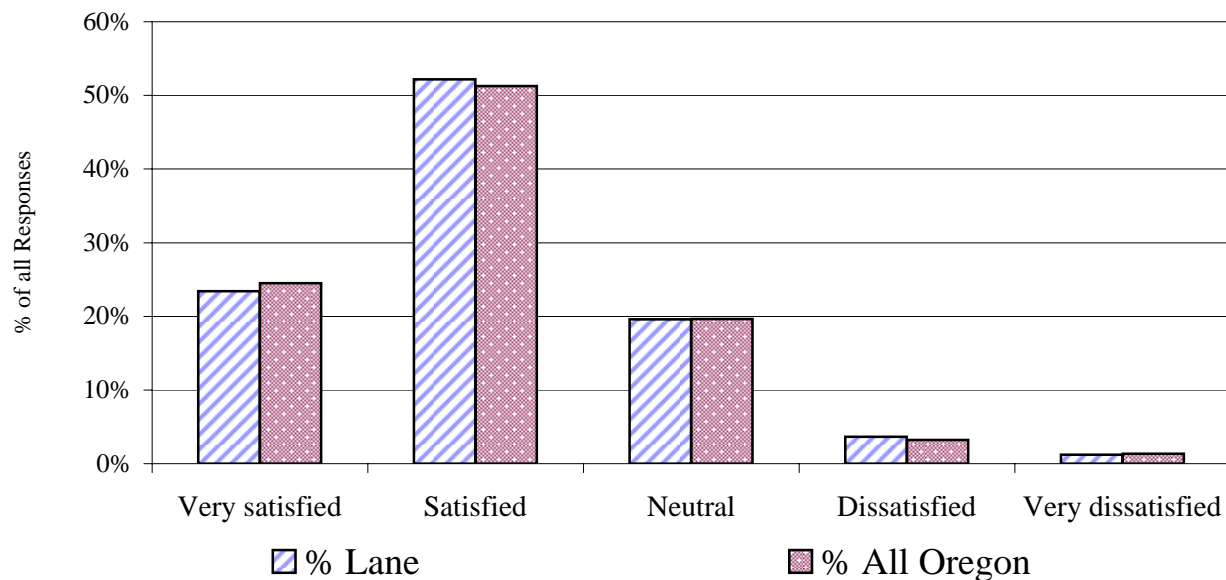
Question #: **19**

Question Descrip.: **College catalog.**

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

<b>Spring 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	135	23.4%	1,440	24.5%
Satisfied	301	52.2%	3,016	51.3%
Neutral	113	19.6%	1,155	19.6%
Dissatisfied	21	3.6%	190	3.2%
Very dissatisfied	7	1.2%	80	1.4%
total responses	577	100%	5,881	100%

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

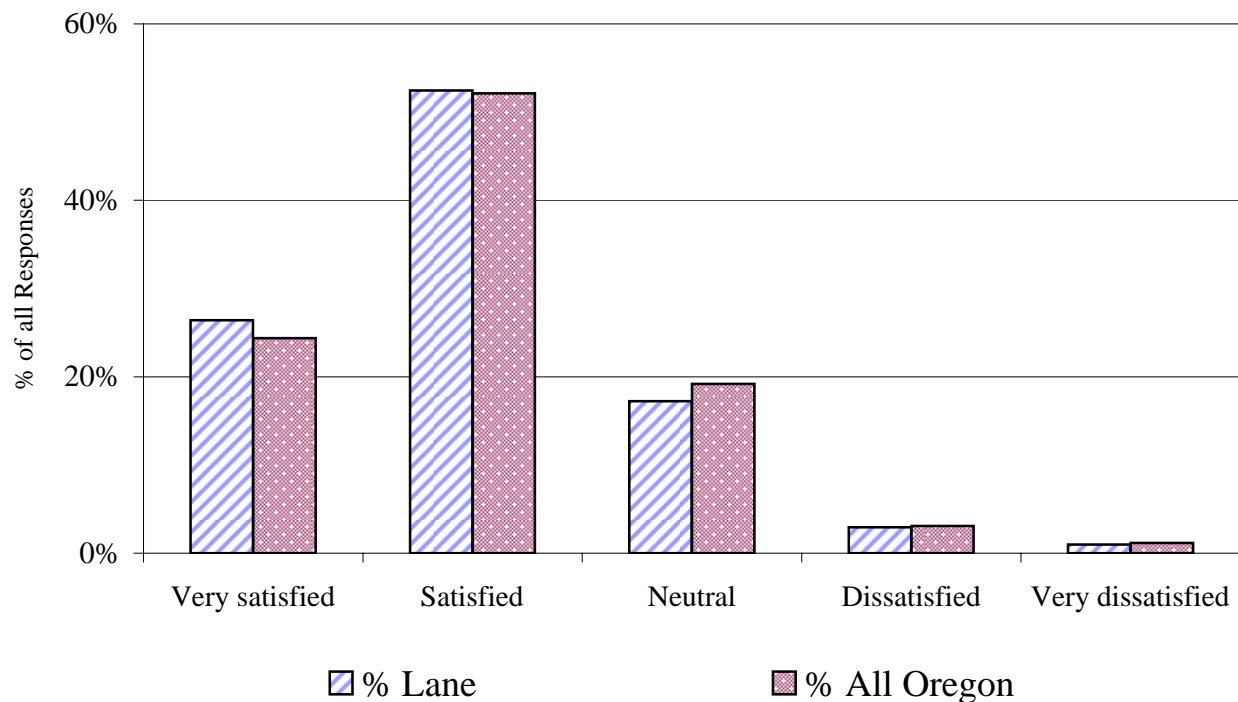


Question #: **19**  
 Question Descrip.: **College catalog.**

(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%

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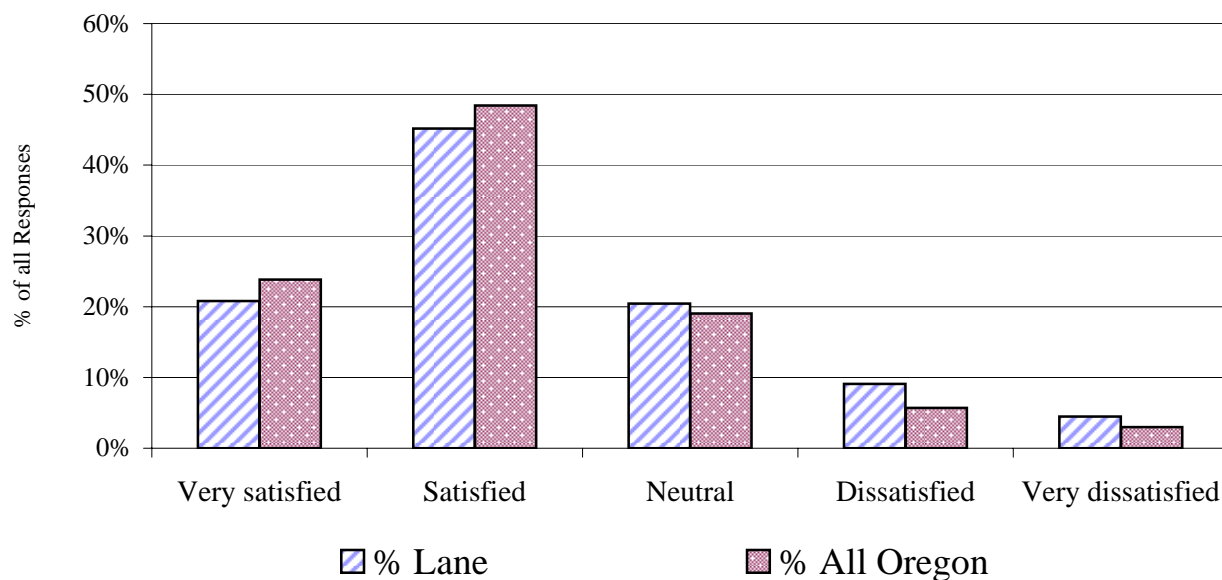
Question #: **20**

Question Descrip.: **Registration procedures.**

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

<b>Spring 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	121	20.8%	1,444	23.8%
Satisfied	263	45.2%	2,935	48.4%
Neutral	119	20.4%	1,152	19.0%
Dissatisfied	53	9.1%	346	5.7%
Very dissatisfied	26	4.5%	182	3.0%
total responses	582	100%	6,059	100%

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



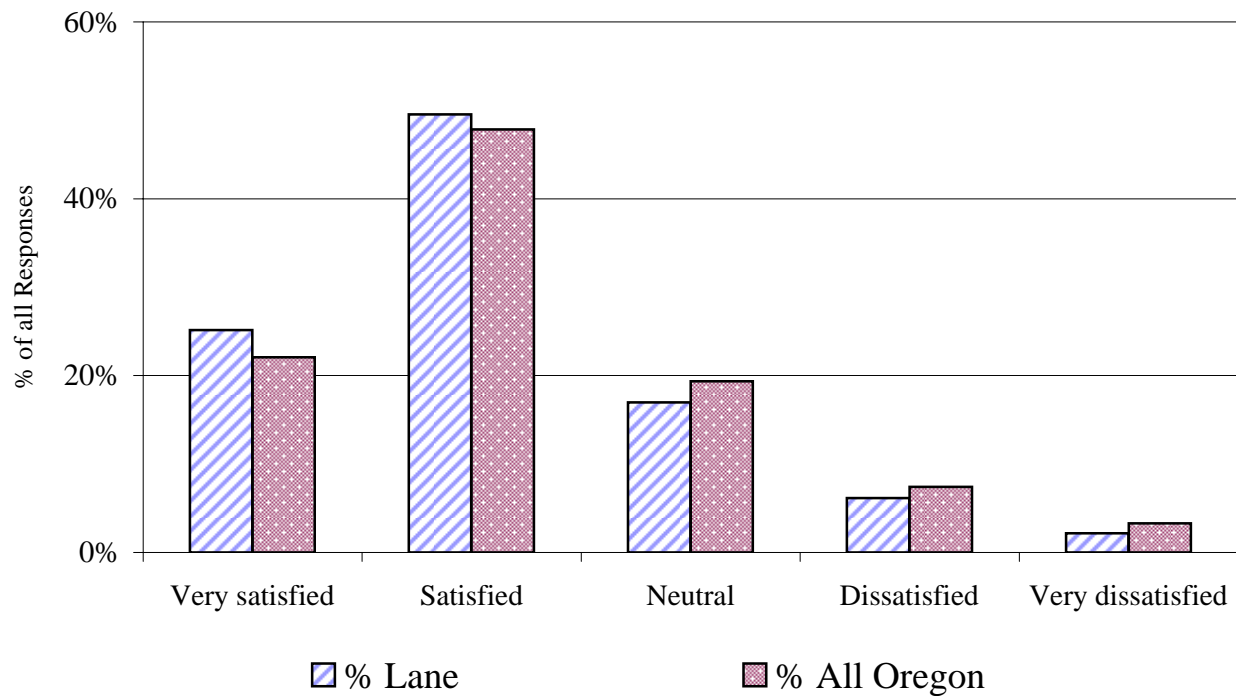
Question #: 20

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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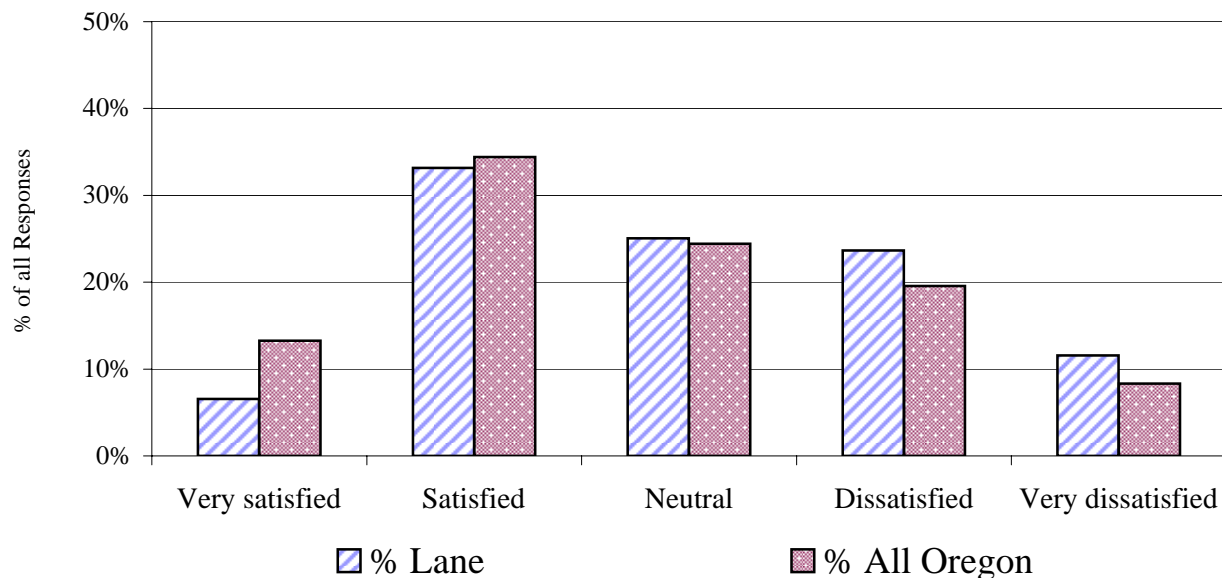
Question #: **21**

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 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	38	6.6%	801	13.3%
Satisfied	192	33.2%	2,078	34.4%
Neutral	145	25.0%	1,476	24.4%
Dissatisfied	137	23.7%	1,181	19.6%
Very dissatisfied	67	11.6%	503	8.3%
total responses	579	100%	6,039	100%

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



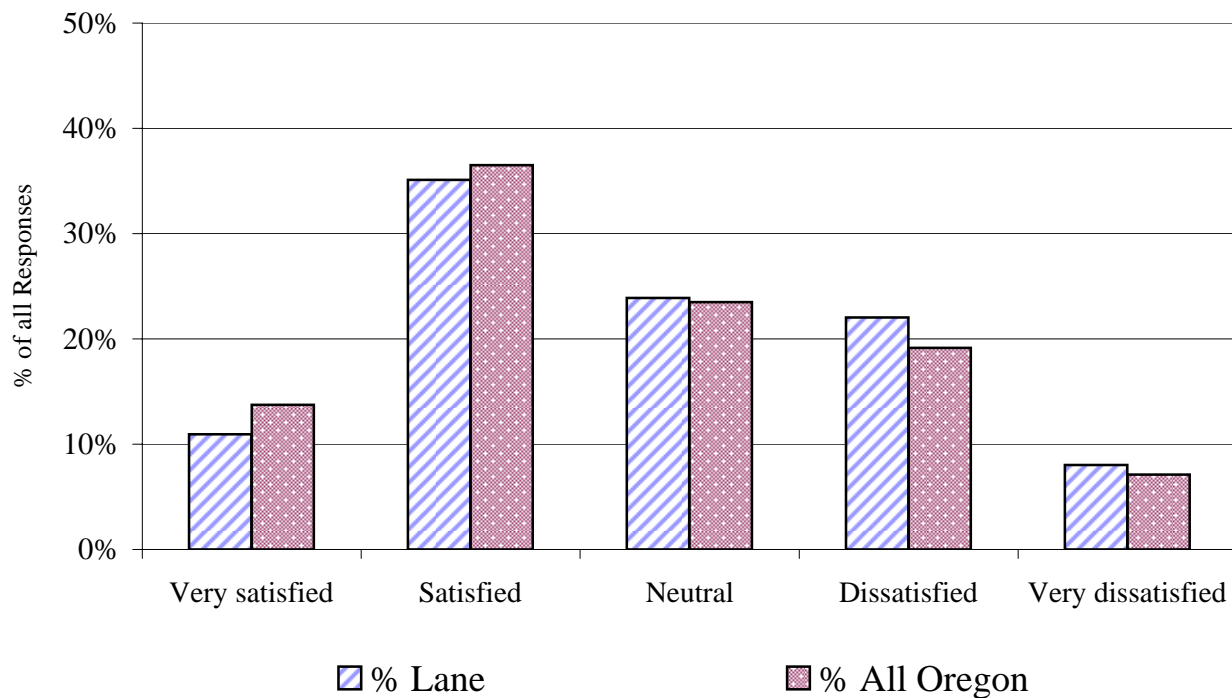
Question #: 21

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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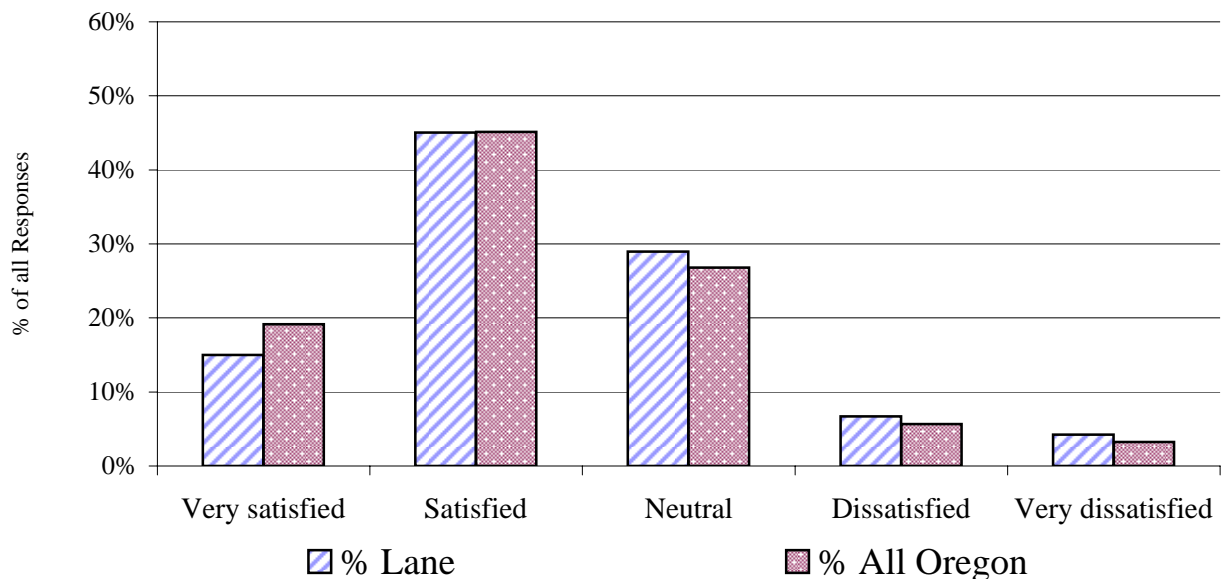
Question #: 22

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

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

<b>Spring 2002 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	85	15.0%	1,110	19.2%
Satisfied	255	45.1%	2,616	45.1%
Neutral	164	29.0%	1,552	26.8%
Dissatisfied	38	6.7%	328	5.7%
Very dissatisfied	24	4.2%	189	3.3%
total responses	566	100%	5,795	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.

