Student Satisfaction Survey Results, AY 2011-2012
Office of Institutional Effectiveness and Research

The Student Satisfaction Survey is a state-mandated survey given out to graduating students. In the spring of 2012 the survey was given out to students as they completed their degree check, and to students during graduation rehearsal.

We received 254 completed surveys, 139 females (54.7%) and 95 males (37.4%). Twenty students (7.9%) chose not to report gender. Respondents included 127 undergraduate students (50%) and 68 (26.8%) graduate students. Fifty-nine students (23.2%) did not report if they were undergraduate or graduate.

The ethnicity of the respondents is reported below.

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>#</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>17</td>
<td>6.7%</td>
</tr>
<tr>
<td>Native American</td>
<td>7</td>
<td>2.8%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>7</td>
<td>2.8%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>151</td>
<td>59.4%</td>
</tr>
<tr>
<td>White</td>
<td>43</td>
<td>16.9%</td>
</tr>
<tr>
<td>Non-Resident Alien</td>
<td>4</td>
<td>1.6%</td>
</tr>
<tr>
<td>Other/More Than One</td>
<td>21</td>
<td>8.2%</td>
</tr>
<tr>
<td>Missing</td>
<td>4</td>
<td>1.6%</td>
</tr>
<tr>
<td>Total</td>
<td>254</td>
<td></td>
</tr>
</tbody>
</table>

Respondents were very positive concerning their experiences at NMHU. The table below gives the percent of respondents who answered “Very Satisfied” or “Satisfied” to each answer and the mean response on a 4-point scale (with 1 being “Very Satisfied” and 4 being “Very Dissatisfied”). “Does Not Apply” and missing responses are not included in the calculations.

As can be seen, students are particularly happy with the quality of the instruction at Highlands, the instruction in their major and the value of their education relative to cost.

<table>
<thead>
<tr>
<th>Curriculum and Instruction</th>
<th>#</th>
<th>% VS or $</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of instruction in your major</td>
<td>247</td>
<td>98.0%</td>
<td>1.4</td>
</tr>
<tr>
<td>Quality of instruction outside your major</td>
<td>223</td>
<td>97.4%</td>
<td>1.6</td>
</tr>
<tr>
<td>Quality of academic advisement</td>
<td>218</td>
<td>87.9%</td>
<td>1.7</td>
</tr>
<tr>
<td>Availability of courses in your major</td>
<td>232</td>
<td>92.4%</td>
<td>1.6</td>
</tr>
<tr>
<td>Quality of intellectual challenge of your program</td>
<td>244</td>
<td>97.2%</td>
<td>1.4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support</th>
<th>#</th>
<th>% VS or $</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adequacy of financial assistance ($)</td>
<td>192</td>
<td>86.1%</td>
<td>1.7</td>
</tr>
<tr>
<td>Quality of career counseling and advisement</td>
<td>197</td>
<td>88.3%</td>
<td>1.7</td>
</tr>
<tr>
<td>Contact with faculty outside of class</td>
<td>231</td>
<td>96.3%</td>
<td>1.5</td>
</tr>
<tr>
<td>Adequacy of laboratory facilities and equipment</td>
<td>208</td>
<td>94.1%</td>
<td>1.6</td>
</tr>
<tr>
<td>Adequacy of library facilities</td>
<td>225</td>
<td>96.6%</td>
<td>1.5</td>
</tr>
</tbody>
</table>
Adequacy of computer facilities | 220 | 94.0% | 1.6

<table>
<thead>
<tr>
<th>Overall Assessment</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Value of your education, relative to cost</td>
<td>246</td>
<td>98.4%</td>
<td>1.3</td>
</tr>
<tr>
<td>Your sense of community on campus</td>
<td>211</td>
<td>91.7%</td>
<td>1.6</td>
</tr>
<tr>
<td>Your preparation for work or graduate school</td>
<td>227</td>
<td>96.6%</td>
<td>1.5</td>
</tr>
<tr>
<td>Your satisfaction with your college experience</td>
<td>241</td>
<td>96.8%</td>
<td>1.4</td>
</tr>
</tbody>
</table>

Eighty-nine of the students responding (41%) report that they plan on continuing their education with a graduate degree. Of the 111 undergraduates who responded to this question, 58 (45.7%) report that they plan to attend graduate school. Forty-four students already have a job in their field, and 42 plan to seek a job (some of these students also plan on attending graduate school).

Overall, 76.2% of those responding report that, if they had to do it over again, they would attend NMHU, with another 18% saying that they might attend here, and only 5.9% saying that they definitely would not.

Mean Responses Curriculum and Instruction
1= Very Satisfied, 4=Very Dissatisfied

Mean Responses Support
1 = Very Satisfied, 4 = Very Dissatisfied

Mean Responses Overall Assessment
1 = Very Satisfied, 4 = Very Dissatisfied