

Student Satisfaction Survey Results, AY 2007-2008
Office of Institutional Effectiveness and Research

The Student Satisfaction Survey is a state-mandated survey given out to graduating students every three years. In the spring of 2008 the survey was given out to students as they completed their degree check, and to students during graduation rehearsal.

We received 330 completed surveys, 231 female (70%) and 95 male (28.8%). Four students chose not to report gender. Respondents included 172 undergraduate students (52.1%) and 117 (35.5%) graduate students. Forty-one students did not report if they were undergraduate or graduate. These numbers indicate that respondents included a higher percentage of female students and a lower percentage of graduate students than in the student body as whole.

The ethnicity of the respondents is reported below.

African American	17	5.2%
Native American	10	3.0%
Asian	11	3.3%
Hispanic	193	58.5%
Hawaiian/Pacific Islander	3	0.9%
White	79	23.9%
Other	1	0.3%
Missing	16	4.8%
Total	330	

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 the University, their college experience overall, and the value of their education relative to cost. Weak areas include advisement, availability of courses in the major, and financial aid. It is important to note that these are exactly the same strengths and weaknesses as in the 2007 survey.

	#	% VS or S	2008 Mean	2007 Mean
Curriculum and Instruction				
Quality of instruction in your major	321	98.2%	1.46	1.58
Quality of instruction outside your major	273	95.8%	2.06	1.72
Quality of academic advisement	277	84.7%	1.80	1.92
Availability of courses in your major	289	88.7%	1.71	1.90

Quality of intellectual challenge of your program	315	96.9%	1.53	1.63
Support				
Adequacy of financial assistance (\$)	245	85.7%	2.18	1.80
Quality of career counseling and advisement	218	77.9%	2.37	1.97
Contact with faculty outside of class	305	95.6%	1.66	1.70
Adequacy of laboratory facilities and equipment	256	90.8%	2.13	1.76
Adequacy of library facilities	273	92.9%	1.95	1.75
Adequacy of computer facilities	285	93.8%	1.81	1.61
Overall Assessment				
Value of your education, relative to cost	319	97.9%	1.44	1.51
Your sense of community on campus	275	92.6%	1.94	1.73
Your preparation for work or graduate school	296	95.5%	1.71	1.65
Your satisfaction with your college experience	319	98.2%	1.50	1.54

One hundred and four of the undergraduates (61.5%) and eight graduates report that they plan on continuing their education with a graduate degree. Fifty-nine students already have a job in their field, and 55 plan to seek a job (some of these students also plan on attending graduate school).

Overall, 76.6% of respondents report that, if they had to do it over again, they would attend NMHU, with another 18.5% saying that they might attend here, and only 4.9% saying that they definitely would not.