

Student Satisfaction Survey Results, AY 2008-2009
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 2009 the survey was given out to students as they completed their degree check, and to students during graduation rehearsal.

We received 207 completed surveys, 122 female (58.9%) and 54 male (26.1%). Thirty-one students (15%) chose not to report gender. Respondents included 115 undergraduate students (55.6%) and 41 (19.8%) graduate students. Fifty-one students (24.6%) 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 numbers also show a decrease in the number of graduating students who complete the survey compared to previous years and an increase in the number of students who are not answering all the questions. We will have to investigate alternative ways of administering the survey in order to increase participation.

The ethnicity of the respondents is reported below.

African American	4	1.9%
Native American	2	1.0%
Asian/Pacific Islander	1	0.5%
Hispanic	152	73.4%
White	26	12.6%
Non-Resident Alien	2	1.0%
Other	19	9.2%
Missing	1	0.5%
Total	207	

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 Highlands, the intellectual challenge of their academic program, their college experience overall, and the value of their education relative to cost. Areas demonstrating a relative weakness include advisement and financial aid. It is important to note that these are essentially the same strengths and weaknesses as in the 2007 and 2008 surveys.

	#	% VS or S	2009 Mean	2008 Mean	2007 Mean
Curriculum and Instruction					
Quality of instruction in your major	204	97.5%	1.5	1.5	1.6
Quality of instruction outside your major	188	95.2%	1.9	2.0	1.7
Quality of academic advisement	203	91.6%	1.7	1.8	1.9
Availability of courses in your major	203	91.6%	1.7	1.7	1.9
Quality of intellectual challenge of your program	201	99%	1.5	1.5	1.6
Support					
Adequacy of financial assistance (\$)	188	88.3%	1.9	2.2	1.8
Quality of career counseling and advisement	186	90.3%	2.1	2.4	2.0
Contact with faculty outside of class	203	98.5%	1.6	1.7	1.7
Adequacy of laboratory facilities and equipment	190	93.7%	1.9	2.1	1.8
Adequacy of library facilities	195	96.9%	1.7	1.9	1.8
Adequacy of computer facilities	198	97.5%	1.6	1.8	1.6
Overall Assessment					
Value of your education, relative to cost	205	98%	1.4	1.4	1.5
Your sense of community on campus	191	94.2%	1.8	1.9	1.7
Your preparation for work or graduate school	198	97%	1.6	1.7	1.7
Your satisfaction with your college experience	204	98%	1.4	1.5	1.5

Sixty-seven of the undergraduates (64.4%) and seven graduates report that they plan on continuing their education with a graduate degree. Thirty-three students already have a job in their field, and 22 plan to seek a job (some of these students also plan on attending graduate school).

Overall, 87.7% of those responding report that, if they had to do it over again, they would attend NMHU, with another 9.7% saying that they might attend here, and only 2.6% saying that they definitely would not.