

Student Satisfaction Survey Results, AY 2010-2011
Office of Institutional Effectiveness and Research

The Student Satisfaction Survey is a state-mandated survey given out to graduating students. In the spring of 2011 the survey was given out to students as they completed their degree check, and to students during graduation rehearsal.

We received 255 completed surveys, 154 females (60.4%) and 78 males (30.6%). Twenty-three students (9%) chose not to report gender. Respondents included 168 undergraduate students (65.9%) and 36 (14.1%) graduate students. Fifty-one students (20%) 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	29	11.4%
Native American	7	2.7%
Asian/Pacific Islander	3	1.2%
Hispanic	144	56.5%
White	46	18.0%
Non-Resident Alien	2	.8%
Other/More Than One	21	8.2%
Missing	3	1.2%
Total	255	

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 intellectual challenge of their academic program, their college experience overall, and the value of their education relative to cost.

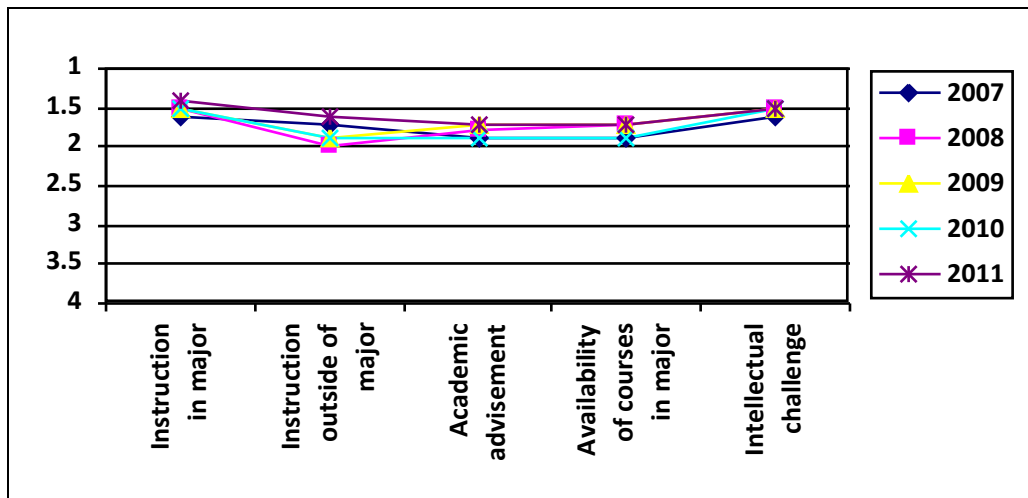
	#	% VS or S	Mean
Curriculum and Instruction			
Quality of instruction in your major	253	97.2%	1.4
Quality of instruction outside your major	244	97.1%	1.6
Quality of academic advisement	252	91.7%	1.7
Availability of courses in your major	251	90.8%	1.7
Quality of intellectual challenge of your program	250	96.0%	1.5
Support			
Adequacy of financial assistance (\$)	237	91.1%	1.6
Quality of career counseling and advisement	241	91.3%	1.7

Contact with faculty outside of class	247	96.0%	1.6
Adequacy of laboratory facilities and equipment	240	95.0%	1.6
Adequacy of library facilities	241	96.7%	1.6
Adequacy of computer facilities	246	96.7%	1.6
Overall Assessment			
Value of your education, relative to cost	252	97.2%	1.5
Your sense of community on campus	244	94.7%	1.6
Your preparation for work or graduate school	244	96.3%	1.6
Your satisfaction with your college experience	252	95.6%	1.5

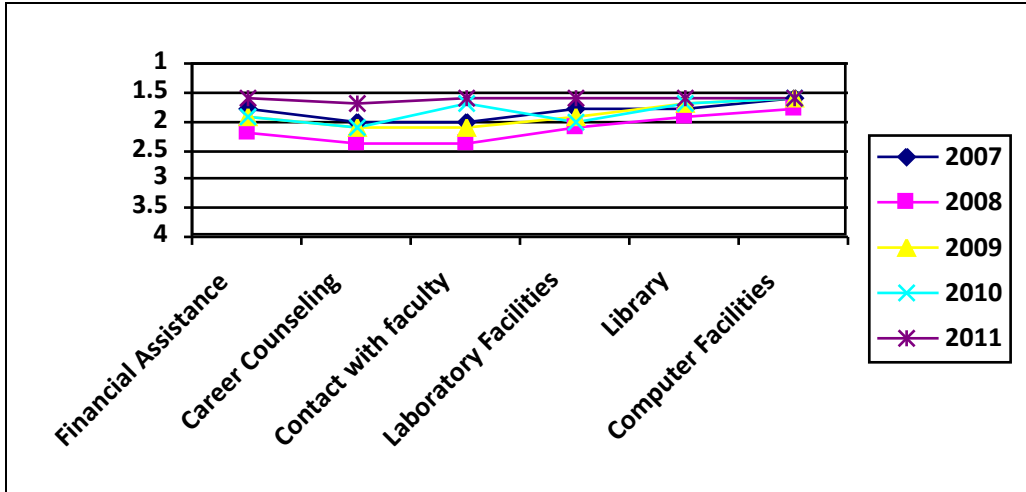
One hundred and seventeen of the students (52.2%) report that they plan on continuing their education with a graduate degree. Forty-two students already have a job in their field, and 32 plan to seek a job (some of these students also plan on attending graduate school).

Overall, 72.9% of those responding report that, if they had to do it over again, they would attend NMHU, with another 18.8% saying that they might attend here, and only 8.3% 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

