

Student Satisfaction Survey Results, AY 2006-2007
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 2007 the survey was given out to students as they completed their degree check, and to students during graduation rehearsal.

We received 265 completed surveys, 193 female (72.8%) and 71 male (26.8%). Twelve students chose not to report gender. Respondents included 160 undergraduate students (60.4%) and 83 (31.3%) graduate students. 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. The percentage of Hispanic respondents is higher than in the student body as a whole, and the percentage of white respondents is lower.

African American	16	6%
Native American	14	5.3%
Asian	2	.8%
Hispanic	158	59.6%
Hawaiian/Pacific Islander	4	1.5%
White	52	19.6%
Total	246	92.8%
System	19	7.2%

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.

	#	% VS or S	Mean
Curriculum and Instruction			
Quality of instruction in your major	265	97.4%	1.58
Quality of instruction outside your major	232	97%	1.72
Quality of academic advisement	261	81.2%	1.92
Availability of courses in your major	260	81.9%	1.90
Quality of intellectual challenge of your program	260	94.6%	1.63
Support			
Adequacy of financial assistance (\$)	239	85.8%	1.80
Quality of career counseling and advisement	239	79.5%	1.97

Contact with faculty outside of class	251	93.2%	1.70
Adequacy of laboratory facilities and equipment	224	92.4%	1.76
Adequacy of library facilities	240	91.7%	1.75
Adequacy of computer facilities	245	94.3%	1.61
Overall Assessment			
Value of your education, relative to cost	265	95.8%	1.51
Your sense of community on campus	246	91.9%	1.73
Your preparation for work or graduate school	248	94.4%	1.65
Your satisfaction with your college experience	264	98.1%	1.54

One hundred and four of the undergraduates (65%) and seven graduates report that they plan on continuing their education with a graduate degree. Forty-five students already have a job in their field, and 86 plan to seek a job (some of these students also plan on attending graduate school).

Overall, 75.7% of respondents report that, if they had to do it over again, they would attend NMHU, with another 22.4% saying that they might attend here, and only 1.9% saying that they definitely would not.

Comments written on the survey are included verbatim starting on the next page.

All of the faculty and staff were very supportive and willing to help in any way they can.

College experience was ok. Especially as I would talk to my professors out of class. But the only problem was just that there were a number of times I wanted to take a class but there is either a conflict, the class is cancelled or it is not even offered. This tends to delay the degree program.

Curriculum, instruction and academic support were all outstanding.

Extended branches need more help from main campus

Good and affordable experience. Some curriculum was not helpful with large classes at Rio Rancho campus for MSW. Missed out on core info.

Highlands has been great in terms of personal attention received while attending the university.

Highlands University is a great college to attend. I feel that anyone who chooses to attend this college will greatly benefit academically.

I am so grateful to the staff at NMHU who played an instrumental role in my return to school and ultimate graduation. Returning to school was a bit frightening, but the encouragement I received greatly assisted me in persevering. Instructional and support staff should be commended for demonstrating a sincere interest in assisting students in realizing their goals. I am proud to be associated with this university and look forward to graduating.

I attended UNM before NMHU and if I could go back I would start here at NMHU. The people here and staff are really nice. Professors are on top of things and actually make you feel human. I was treated with respect here.

I did not get the quality of education I expected for a masters.

I don't feel the advice I received from my department was completely helpful. IN attending and receiving my education here a the main campus I was advised to take classes in Rio Rancho and Espanola. I do live 1 hour out of Las Vegas, but don't feel that the staff assisted me in "trying" to accommodate other classes at this campus since they were being offered here.

I feel that I have gotten out of this program what I put into it. I have been consistently appalled with the quality of work that is accepted. There is total grade inflation. I have universally liked my instructors but feel that they are 95% too easy on grading. Further, I have seen students here that have values directly in conflict with SW and they have been allowed to continue, receive grades and never challenged.

I felt during my education at Highlands School of Business was challenging. I think it has prepared me for my future career. I have had a good experience educational here and may pursue a graduate degree.

I gave enjoyed my time here. Everyone has been good to me!

I just wish I could of had more live classes. I learn better with a live instructor.

I love school at HU!

I think the classes I have had at Highlands did prepare me to be a good teacher. I have learned so much. I appreciate all the instructors I had except for one online course. My only dissatisfaction was the advice from the Financial Aid advisor. I was told it did not make any difference where I chose my lender for student loans when in fact it made a very big difference. This advice came from R.R. campus. I have encouraged others to attend Highlands. It is a wonderful place.

I was once told by a professor's assistant (with him present) that maybe I should "get out of the program" because of my being a "conservative". I have had this experience in other classes, tolerance is an overall theme, however I have found intolerance for anyone who's views on moral issues are not liberal. Please try to treat all students with the same tolerance in the future. Thank you. Overall, Great School!

I was very satisfied with the staff at NMHU. Everyone is always willing to help.

If you are not a person who is very ambitious and independent than you should not attend here. I haev not received any help or support at this school. This school does not back its students. I like some of my professors but it is my fellow students that make it worth the experience here.

In regards to "availability of courses in your major", the history department has been good at having more courses, but in the Spanish department, there have not been enough courses to fulfill most requirements.

Instructors need to be on the same page re: Assignments. Hard to keep up with requirements because each has totally different policies re: assignments.

Love Highlands University! I will (and do) recommend it to everyone. Thank you all!

Miriam Langer and Robert Fry are excellent teachers. Curtis Sollohub is definitely challenging, but I have learned the most from him.

My classes were sporadic depending upon availability. Not having someone on campus to help me with the field project hurt, time and quality not as good without help. Some

instructors were excellent. A few didn't require much and I feel I didn't get a lot. I think this has changed since I took classes.

My department was great!

My professors were highly knowledgeable, I loved my program and my professors. If I could do it all again, I would have tried harder.

Online courses very beneficial.

She had a full page of comments which I will forward to the School.

Staff was really easy to communicate to.

Strong Professors

The classrooms need upgrading especially desks. Prof are great by the staff has a condescending attitude toward students.

The English teachers were very helpful and made me feel part of a community.

The entire faculty and staff have been extremely helpful with all aspects of my education. I am proud to be a students from NMHU.

The faculty is very dedicated to the student. That was wonderful.

The flexibility of part-time studying for those of us who are employed full-time was a major asset and high point of this program.

The interaction with the community was awesome. Particularly enjoyed the students. However, don't have very much of recreational facilities on campus or around. The club NMHU was a good idea really. I think it will go a long way to keep students on campus especially during the weekends.

The professors are the best.

The Social Work department has been extremely helpful not only in my professional career but also for my personal growth. The NMHU Rio Rancho administrative support staff have also been extremely helpful to my academic career at Highlands.

The staff at NMHU was very helpful. Overall a great experience!

The strength is the friendliness of the staff and faculty. Small campuses are always a plus too!

Would have liked more direction in the field of clinical practice. More specific work on note taking for example, and what one needs to do in terms of licensing and studying for licensing.