

Demographics

Gender			Class Level		
	N	%		N	%
Female	134	59.29%	Freshman	45	20.09%
Male	92	40.71%	Sophomore	35	15.63%
Total	226	100.00%	Junior	41	18.30%
No Response	37		Senior	50	22.32%
			Special student	1	0.45%
			Graduate/Professional	51	22.77%
			Other class level	1	0.45%
			Total	224	100.00%
			No Response	39	
Age			Current GPA		
	N	%		N	%
18 and under	35	15.35%	No credits earned	29	13.06%
19 to 24	126	55.26%	1.99 or below	3	1.35%
25 to 34	42	18.42%	2.0 - 2.49	9	4.05%
35 to 44	16	7.02%	2.5 - 2.99	41	18.47%
45 and over	9	3.95%	3.0 - 3.49	56	25.23%
Total	228	100.00%	3.5 or above	84	37.84%
No Response	35		Total	222	100.00%
			No Response	41	
Ethnicity/Race			Educational Goal		
	N	%		N	%
African-American	11	4.87%	Associate degree	3	1.32%
American Indian or Alaskan Native	12	5.31%	Bachelor's degree	113	49.56%
Asian or Pacific Islander	12	5.31%	Master's degree	71	31.14%
Caucasian/White	51	22.57%	Doctorate or professional degree	39	17.11%
Hispanic	122	53.98%	Certification (initial/renewal)	0	0.00%
Other race	9	3.98%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	9	3.98%	Job-related training	1	0.44%
Total	226	100.00%	Other educational goal	1	0.44%
No Response	37		Total	228	100.00%
			No Response	35	
Current Enrollment Status			Current Class Load		
	N	%		N	%
Day	194	87.78%	Full-time	225	98.68%
Evening	25	11.31%	Part-time	3	1.32%
Weekend	2	0.90%	Total	228	100.00%
Total	221	100.00%	No Response	35	
No Response	42				

Demographics

Employment	N	%	My decision to attend this college was influenced most by:	N	%
Full-time off campus	16	7.11%	My high school counselor	25	10.96%
Part-time off campus	29	12.89%	Newspaper advertisements	1	0.44%
Full-time on campus	24	10.67%	Radio advertisements	1	0.44%
Part-time on campus	89	39.56%	Word of mouth/family and/or friends	73	32.02%
Not employed	67	29.78%	Tabloids (schedules) received by mail	1	0.44%
Total	225	100.00%	None of the above	127	55.70%
No Response	38		Total	228	100.00%
			No Response	35	
Current Residence	N	%	Work hours p/week during the school year (work study, part-time, full-time, etc.,):	N	%
Residence hall	88	39.64%	None	57	25.45%
Fraternity / Sorority	1	0.45%	1-10 hrs	16	7.14%
Own house	28	12.61%	11-20 hrs	103	45.98%
Rent room or apt off campus	66	29.73%	21-30 hrs	22	9.82%
Parent's home	25	11.26%	31-40 hrs	16	7.14%
Other residence	14	6.31%	More than 40 hrs	10	4.46%
Total	222	100.00%	Total	224	100.00%
No Response	41		No Response	39	
Residence Classification	N	%	Group Code	N	%
In-state	154	69.06%	1001: Anthropology (BA)	1	0.44%
Out-of-state	49	21.97%	1003: Biochemistry (BA)	2	0.89%
International (not U.S. citizen)	20	8.97%	1004: Biology (BA)	5	2.22%
Total	223	100.00%	1005: Biology (BS)	11	4.89%
No Response	40		1007: Business Administration (BBA)	21	9.33%
			1008: Business Administration (MBA)	12	5.33%
			1009: Chemistry (BA)	2	0.89%
			1010: Chemistry (BS)	3	1.33%
			1011: Chemistry (MS)	1	0.44%
			1013: Computer Science (BS)	8	3.56%
			1015: Conservation Management (BA)	2	0.89%
			1016: Counseling (MA)	6	2.67%
			1017: Criminal Justice Studies (BA)	4	1.78%
			1021: Early Childhood Multicultural Education (BA)	4	1.78%
			1022: Educational Leadership (MA)	1	0.44%
			1023: Elementary Education (BA)	6	2.67%
Disabilities	N	%			
Yes - Disability	17	7.59%			
No - Disability	207	92.41%			
Total	224	100.00%			
No Response	39				
Institution Was My	N	%			
1st choice	112	50.68%			
2nd choice	72	32.58%			
3rd choice or lower	37	16.74%			
Total	221	100.00%			
No Response	42				

Demographics

1024: English (BA)	5	2.22%
1025: English (MA)	2	0.89%
1026: Environmental Geology (BS)	6	2.67%
1029: Forestry (BS)	13	5.78%
1031: Health (BA)	4	1.78%
1032: History (BA)	8	3.56%
1033: Human Performance & Sport (BA)	8	3.56%
1034: Human Performance & Sport (MA)	3	1.33%
1035: Math and Computer Science for Secondary School Teachers (BA)	1	0.44%
1036: Mathematics (BA)	2	0.89%
1037: Mathematics (BS)	2	0.89%
1038: Media Arts (BA)	2	0.89%
1039: Media Arts (BFA)	4	1.78%
1041: Media Arts and Computer Science (MS)	1	0.44%
1042: Music (BA)	4	1.78%
1043: Music (BFA)	5	2.22%
1044: Natural Science (MS)	4	1.78%
1045: Nursing (BSN)	3	1.33%
1046: Political Science (BA)	4	1.78%
1047: Psychology (BA)	8	3.56%
1048: Psychology (BS)	3	1.33%
1049: Psychology (MS)	5	2.22%
1050: Public Affairs (MA)	2	0.89%
1051: Social Work (BSW)	12	5.33%
1052: Social Work (MSW)	14	6.22%
1053: Sociology and Anthropology (BA)	4	1.78%
1054: Software Systems Design (BSSD)	1	0.44%
1057: Spanish (BA)	1	0.44%
1060: Special Education (MA)	1	0.44%
1061: University Studies (BA)	4	1.78%
Total	225	100.00%
No Response	38	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 16. The instruction in my major field is excellent.
- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 32. Tutoring services are readily available.
- 6. My academic advisor is approachable.
- 55. Major requirements are clear and reasonable.
- 39. I am able to experience intellectual growth here.
- 14. My academic advisor is concerned about my success as an individual.
- 81. Campus item: I am pleased with the quality of student services (ARMAS, writing center, language learning center, learning lab) overall.
- 79. Campus item: My staff advisor provides me with accurate information about courses, programs, and requirements.
- 75. Campus item: My courses are preparing me to communicate effectively.
- 65. Faculty are usually available after class and during office hours.
- 82. Campus item: Students from different backgrounds feel comfortable here.
- 74. Campus item: I am encouraged by faculty to think critically and to analyze information I am given in class or read in course materials.
- 67. Freedom of expression is protected on campus.
- 70. Graduate teaching assistants are competent as classroom instructors.
- 18. Library resources and services are adequate.

Challenges

- 34. I am able to register for classes I need with few conflicts.
- 69. There is a good variety of courses provided on this campus.
- 36. Security staff respond quickly in emergencies.
- 41. There is a commitment to academic excellence on this campus.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 17. Adequate financial aid is available for most students.
- 5. Financial aid counselors are helpful.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Publics

- 16. The instruction in my major field is excellent.
- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 32. Tutoring services are readily available.
- 14. My academic advisor is concerned about my success as an individual.
- 3. Faculty care about me as an individual.
- 53. Faculty take into consideration student differences as they teach a course.
- 70. Graduate teaching assistants are competent as classroom instructors.

Lower Satisfaction vs. National Four-Year Publics

- 69. There is a good variety of courses provided on this campus.
- 7. The campus is safe and secure for all students.
- 41. There is a commitment to academic excellence on this campus.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 72. On the whole, the campus is well-maintained.

Higher Importance vs. National Four-Year Publics

- 16. The instruction in my major field is excellent.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 69. There is a good variety of courses provided on this campus.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 32. Tutoring services are readily available.
- 29. It is an enjoyable experience to be a student on this campus.
- 36. Security staff respond quickly in emergencies.
- 41. There is a commitment to academic excellence on this campus.
- 2. The campus staff are caring and helpful.
- 47. Faculty provide timely feedback about student progress in a course.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 14. My academic advisor is concerned about my success as an individual.
- 27. The personnel involved in registration are helpful.
- 72. On the whole, the campus is well-maintained.
- 5. Financial aid counselors are helpful.
- 49. There are adequate services to help me decide upon a career.

Strategic Planning Overview

- 3. Faculty care about me as an individual.
- 35. The assessment and course placement procedures are reasonable.
- 4. Admissions staff are knowledgeable.
- 44. Academic support services adequately meet the needs of students.
- 53. Faculty take into consideration student differences as they teach a course.
- 67. Freedom of expression is protected on campus.
- 70. Graduate teaching assistants are competent as classroom instructors.

Institutional Summary
Scales: In Order of Importance

Scale	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.54	5.58 / 1.03	0.96	6.35	5.46 / 1.09	0.89	0.12
Academic Advising	6.51	5.67 / 1.26	0.84	6.37	5.48 / 1.37	0.89	0.19 *
Concern for the Individual	6.42	5.39 / 1.17	1.03	6.17	5.25 / 1.22	0.92	0.14
Registration Effectiveness	6.42	5.19 / 1.26	1.23	6.22	5.24 / 1.21	0.98	-0.05
Safety and Security	6.42	5.02 / 1.30	1.40	6.27	4.90 / 1.28	1.37	0.12
Recruitment and Financial Aid	6.39	4.99 / 1.29	1.40	6.20	5.13 / 1.28	1.07	-0.14
Campus Climate	6.37	5.25 / 1.18	1.12	6.16	5.32 / 1.13	0.84	-0.07
Campus Support Services	6.36	5.54 / 1.06	0.82	6.08	5.54 / 1.06	0.54	0.00
Student Centeredness	6.35	5.26 / 1.31	1.09	6.17	5.32 / 1.22	0.85	-0.06
Service Excellence	6.34	5.21 / 1.19	1.13	6.07	5.23 / 1.15	0.84	-0.02
Campus Life	6.10	5.01 / 1.15	1.09	5.82	5.16 / 1.15	0.66	-0.15 *
Responsiveness to Diverse Populations		5.50 / 1.35			5.36 / 1.38		0.14

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.73	5.78 / 1.37	0.95	6.51	5.55 / 1.41	0.96	0.23 *
8. The content of the courses within my major is valuable.	6.69	5.81 / 1.35	0.88	6.54	5.59 / 1.37	0.95	0.22 *
58. The quality of instruction I receive in most of my classes is excellent.	6.66	5.74 / 1.27	0.92	6.48	5.45 / 1.42	1.03	0.29 **
68. Nearly all of the faculty are knowledgeable in their field.	6.65	5.98 / 1.25	0.67	6.50	5.79 / 1.31	0.71	0.19 *
33. My academic advisor is knowledgeable about requirements in my major.	6.63	5.71 / 1.68	0.92	6.51	5.67 / 1.60	0.84	0.04
34. I am able to register for classes I need with few conflicts.	6.59	5.06 / 1.89	1.53	6.52	5.14 / 1.77	1.38	-0.08
69. There is a good variety of courses provided on this campus.	6.59	5.18 / 1.67	1.41	6.39	5.59 / 1.44	0.80	-0.41 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.36 / 1.56	1.22	6.36	5.35 / 1.49	1.01	0.01
66. Tuition paid is a worthwhile investment.	6.58	5.44 / 1.60	1.14	6.44	5.24 / 1.62	1.20	0.20
7. The campus is safe and secure for all students.	6.57	5.39 / 1.49	1.18	6.46	5.59 / 1.42	0.87	-0.20 *
6. My academic advisor is approachable.	6.56	5.78 / 1.51	0.78	6.43	5.61 / 1.65	0.82	0.17
32. Tutoring services are readily available.	6.56	5.85 / 1.39	0.71	6.11	5.59 / 1.44	0.52	0.26 *
29. It is an enjoyable experience to be a student on this campus.	6.55	5.33 / 1.60	1.22	6.33	5.41 / 1.55	0.92	-0.08
55. Major requirements are clear and reasonable.	6.55	5.67 / 1.30	0.88	6.44	5.54 / 1.46	0.90	0.13
36. Security staff respond quickly in emergencies.	6.54	5.21 / 1.63	1.33	6.37	5.43 / 1.48	0.94	-0.22
41. There is a commitment to academic excellence on this campus.	6.54	5.26 / 1.56	1.28	6.32	5.51 / 1.41	0.81	-0.25 **

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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
2. The campus staff are caring and helpful.	6.53	5.36 / 1.59	1.17	6.29	5.35 / 1.44	0.94	0.01
39. I am able to experience intellectual growth here.	6.52	5.74 / 1.22	0.78	6.42	5.66 / 1.35	0.76	0.08
47. Faculty provide timely feedback about student progress in a course.	6.52	5.35 / 1.54	1.17	6.34	5.16 / 1.55	1.18	0.19
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.50	4.55 / 1.84	1.95	6.29	5.04 / 1.69	1.25	-0.49 ***
14. My academic advisor is concerned about my success as an individual.	6.50	5.68 / 1.53	0.82	6.32	5.41 / 1.67	0.91	0.27 *
27. The personnel involved in registration are helpful.	6.50	5.33 / 1.62	1.17	6.22	5.34 / 1.51	0.88	-0.01
72. On the whole, the campus is well-maintained.	6.50	5.41 / 1.53	1.09	6.31	5.71 / 1.41	0.60	-0.30 **
80. Campus item: My faculty academic advisor communicates with me effectively.	6.50	5.50 / 1.69	1.00				
81. Campus item: I am pleased with the quality of student services (ARMAS, writing center, language learning center, learning lab) overall.	6.50	5.94 / 1.32	0.56				
79. Campus item: My staff advisor provides me with accurate information about courses, programs, and requirements.	6.49	5.64 / 1.46	0.85				
17. Adequate financial aid is available for most students.	6.48	4.83 / 1.70	1.65	6.34	5.01 / 1.69	1.33	-0.18
5. Financial aid counselors are helpful.	6.46	5.14 / 1.76	1.32	6.20	4.96 / 1.71	1.24	0.18
49. There are adequate services to help me decide upon a career.	6.45	5.20 / 1.56	1.25	6.24	5.27 / 1.56	0.97	-0.07
75. Campus item: My courses are preparing me to communicate effectively.	6.45	5.88 / 1.15	0.57				

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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Faculty are usually available after class and during office hours.	6.44	5.88 / 1.23	0.56	6.32	5.72 / 1.35	0.60	0.16
3. Faculty care about me as an individual.	6.43	5.53 / 1.42	0.90	6.11	5.18 / 1.52	0.93	0.35 ***
59. This institution shows concern for students as individuals.	6.43	5.20 / 1.60	1.23	6.30	5.23 / 1.58	1.07	-0.03
82. Campus item: Students from different backgrounds feel comfortable here.	6.42	5.59 / 1.49	0.83				
4. Admissions staff are knowledgeable.	6.41	5.19 / 1.59	1.22	6.22	5.26 / 1.52	0.96	-0.07
35. The assessment and course placement procedures are reasonable.	6.41	5.40 / 1.37	1.01	6.23	5.36 / 1.47	0.87	0.04
44. Academic support services adequately meet the needs of students.	6.41	5.37 / 1.58	1.04	6.17	5.36 / 1.44	0.81	0.01
74. Campus item: I am encouraged by faculty to think critically and to analyze information I am given in class or read in course materials.	6.41	5.90 / 1.27	0.51				
90. Cost as factor in decision to enroll.	6.41			6.30			
53. Faculty take into consideration student differences as they teach a course.	6.40	5.37 / 1.50	1.03	6.17	5.07 / 1.59	1.10	0.30 **
67. Freedom of expression is protected on campus.	6.39	5.59 / 1.40	0.80	6.18	5.59 / 1.41	0.59	0.00
70. Graduate teaching assistants are competent as classroom instructors.	6.39	5.59 / 1.46	0.80	6.15	5.32 / 1.51	0.83	0.27 *
18. Library resources and services are adequate.	6.38	5.77 / 1.23	0.61	6.13	5.68 / 1.30	0.45	0.09
22. Counseling staff care about students as individuals.	6.38	5.48 / 1.42	0.90	6.08	5.25 / 1.51	0.83	0.23 *

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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.38	4.59 / 1.84	1.79	5.99	4.89 / 1.66	1.10	-0.30 *
26. Computer labs are adequate and accessible.	6.38	5.49 / 1.60	0.89	6.20	5.60 / 1.43	0.60	-0.11
45. Students are made to feel welcome on this campus.	6.37	5.53 / 1.45	0.84	6.27	5.52 / 1.47	0.75	0.01
51. This institution has a good reputation within the community.	6.37	5.40 / 1.53	0.97	6.21	5.62 / 1.45	0.59	-0.22 *
61. Adjunct faculty are competent as classroom instructors.	6.37	5.57 / 1.35	0.80	6.19	5.44 / 1.43	0.75	0.13
57. I seldom get the "run-around" when seeking information on this campus.	6.35	4.48 / 1.96	1.87	6.14	4.84 / 1.80	1.30	-0.36 **
11. Billing policies are reasonable.	6.34	4.74 / 1.76	1.60	6.17	4.92 / 1.63	1.25	-0.18
15. The staff in the health services area are competent.	6.34	5.31 / 1.48	1.03	6.05	5.37 / 1.46	0.68	-0.06
19. My academic advisor helps me set goals to work toward.	6.34	5.49 / 1.64	0.85	6.14	5.16 / 1.74	0.98	0.33 **
71. Channels for expressing student complaints are readily available.	6.34	4.91 / 1.75	1.43	6.07	4.94 / 1.69	1.13	-0.03
20. The business office is open during hours which are convenient for most students.	6.33	5.36 / 1.56	0.97	5.97	5.29 / 1.46	0.68	0.07
28. Parking lots are well-lighted and secure.	6.33	4.95 / 1.65	1.38	6.12	5.08 / 1.63	1.04	-0.13
62. There is a strong commitment to racial harmony on this campus.	6.33	5.54 / 1.43	0.79	6.02	5.52 / 1.44	0.50	0.02
50. Class change (drop/add) policies are reasonable.	6.32	5.49 / 1.46	0.83	6.20	5.50 / 1.50	0.70	-0.01
63. Student disciplinary procedures are fair.	6.32	5.59 / 1.40	0.73	6.11	5.47 / 1.44	0.64	0.12

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Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item: Faculty and staff are willing to interact with me outside of classroom and office.	6.32	5.93 / 1.16	0.39				
91. Financial aid as factor in decision to enroll.	6.32			6.12			
76. Campus item: My courses are preparing me to work effectively in teams.	6.31	5.86 / 1.19	0.45				
83. Campus item: The campus Web site accurately reflects student opportunities and experiences available on campus.	6.31	4.84 / 1.77	1.47				
10. Administrators are approachable to students.	6.28	5.01 / 1.73	1.27	6.00	5.21 / 1.46	0.79	-0.20 *
73. Student activities fees are put to good use.	6.28	4.72 / 1.76	1.56	6.14	4.81 / 1.71	1.33	-0.09
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	5.27 / 1.51	0.99	6.04	5.25 / 1.53	0.79	0.02
77. Campus item: My courses are preparing me to use new technology (other than computers) effectively.	6.26	5.39 / 1.52	0.87				
21. The amount of student parking space on campus is adequate.	6.25	4.54 / 1.90	1.71	6.12	3.55 / 2.05	2.57	0.99 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.22	5.36 / 1.55	0.86	5.73	5.54 / 1.42	0.19	-0.18
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	4.95 / 1.57	1.26	6.06	5.24 / 1.52	0.82	-0.29 **
38. There is an adequate selection of food available in the cafeteria.	6.20	4.57 / 1.87	1.63	5.98	4.54 / 1.84	1.44	0.03
54. Bookstore staff are helpful.	6.20	5.17 / 1.79	1.03	5.93	5.59 / 1.44	0.34	-0.42 ***
64. New student orientation services help students adjust to college.	6.17	5.31 / 1.57	0.86	6.01	5.28 / 1.59	0.73	0.03

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 ** Difference statistically significant at the .01 level
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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. I generally know what's happening on campus.	6.16	4.89 / 1.68	1.27	5.88	5.09 / 1.61	0.79	-0.20
40. Residence hall regulations are reasonable.	6.15	4.88 / 1.80	1.27	5.82	5.12 / 1.57	0.70	-0.24
52. The student center is a comfortable place for students to spend their leisure time.	6.15	5.44 / 1.50	0.71	5.93	5.44 / 1.51	0.49	0.00
13. Library staff are helpful and approachable.	6.12	5.88 / 1.11	0.24	5.81	5.66 / 1.33	0.15	0.22 *
46. I can easily get involved in campus organizations.	6.12	5.39 / 1.48	0.73	5.93	5.42 / 1.52	0.51	-0.03
30. Residence hall staff are concerned about me as an individual.	6.11	4.94 / 1.64	1.17	5.70	5.03 / 1.61	0.67	-0.09
56. The student handbook provides helpful information about campus life.	6.11	5.41 / 1.46	0.70	5.72	5.29 / 1.47	0.43	0.12
37. I feel a sense of pride about my campus.	6.04	5.10 / 1.49	0.94	5.89	5.32 / 1.60	0.57	-0.22 *
1. Most students feel a sense of belonging here.	5.99	5.14 / 1.53	0.85	5.83	5.19 / 1.46	0.64	-0.05
92. Academic reputation as factor in decision to enroll.	5.92			6.03			
42. There are a sufficient number of weekend activities for students.	5.82	3.99 / 1.85	1.83	5.52	4.71 / 1.72	0.81	-0.72 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.71	4.40 / 1.79	1.31	5.38	4.91 / 1.68	0.47	-0.51 ***
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.65			5.43			
9. A variety of intramural activities are offered.	5.55	4.79 / 1.72	0.76	5.13	5.30 / 1.45	-0.17	-0.51 ***
96. Geographic setting as factor in decision to enroll.	5.38			5.58			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Size of institution as factor in decision to enroll.	5.32			5.38			
97. Campus appearance as factor in decision to enroll.	5.23			5.43			
95. Recommendations from family/friends as factor in decision to enroll.	5.13			4.96			
94. Opportunity to play sports as factor in decision to enroll.	4.17			3.68			
84. Institution's commitment to part-time students?		5.46 / 1.46			5.33 / 1.49		0.13
85. Institution's commitment to evening students?		5.41 / 1.56			5.31 / 1.51		0.10
86. Institution's commitment to older, returning learners?		5.58 / 1.42			5.42 / 1.49		0.16
87. Institution's commitment to under-represented populations?		5.54 / 1.51			5.38 / 1.48		0.16
88. Institution's commitment to commuters?		5.26 / 1.60			5.17 / 1.66		0.09
89. Institution's commitment to students with disabilities?		5.76 / 1.29			5.59 / 1.44		0.17

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.51	5.67 / 1.26	0.84	6.37	5.48 / 1.37	0.89	0.19 *
6. My academic advisor is approachable.	6.56	5.78 / 1.51	0.78	6.43	5.61 / 1.65	0.82	0.17
14. My academic advisor is concerned about my success as an individual.	6.50	5.68 / 1.53	0.82	6.32	5.41 / 1.67	0.91	0.27 *
19. My academic advisor helps me set goals to work toward.	6.34	5.49 / 1.64	0.85	6.14	5.16 / 1.74	0.98	0.33 **
33. My academic advisor is knowledgeable about requirements in my major.	6.63	5.71 / 1.68	0.92	6.51	5.67 / 1.60	0.84	0.04
55. Major requirements are clear and reasonable.	6.55	5.67 / 1.30	0.88	6.44	5.54 / 1.46	0.90	0.13

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.37	5.25 / 1.18	1.12	6.16	5.32 / 1.13	0.84	-0.07
1. Most students feel a sense of belonging here.	5.99	5.14 / 1.53	0.85	5.83	5.19 / 1.46	0.64	-0.05
2. The campus staff are caring and helpful.	6.53	5.36 / 1.59	1.17	6.29	5.35 / 1.44	0.94	0.01
3. Faculty care about me as an individual.	6.43	5.53 / 1.42	0.90	6.11	5.18 / 1.52	0.93	0.35 ***
7. The campus is safe and secure for all students.	6.57	5.39 / 1.49	1.18	6.46	5.59 / 1.42	0.87	-0.20 *
10. Administrators are approachable to students.	6.28	5.01 / 1.73	1.27	6.00	5.21 / 1.46	0.79	-0.20 *
29. It is an enjoyable experience to be a student on this campus.	6.55	5.33 / 1.60	1.22	6.33	5.41 / 1.55	0.92	-0.08
37. I feel a sense of pride about my campus.	6.04	5.10 / 1.49	0.94	5.89	5.32 / 1.60	0.57	-0.22 *
41. There is a commitment to academic excellence on this campus.	6.54	5.26 / 1.56	1.28	6.32	5.51 / 1.41	0.81	-0.25 **
45. Students are made to feel welcome on this campus.	6.37	5.53 / 1.45	0.84	6.27	5.52 / 1.47	0.75	0.01
51. This institution has a good reputation within the community.	6.37	5.40 / 1.53	0.97	6.21	5.62 / 1.45	0.59	-0.22 *
57. I seldom get the "run-around" when seeking information on this campus.	6.35	4.48 / 1.96	1.87	6.14	4.84 / 1.80	1.30	-0.36 **
59. This institution shows concern for students as individuals.	6.43	5.20 / 1.60	1.23	6.30	5.23 / 1.58	1.07	-0.03
60. I generally know what's happening on campus.	6.16	4.89 / 1.68	1.27	5.88	5.09 / 1.61	0.79	-0.20
62. There is a strong commitment to racial harmony on this campus.	6.33	5.54 / 1.43	0.79	6.02	5.52 / 1.44	0.50	0.02
66. Tuition paid is a worthwhile investment.	6.58	5.44 / 1.60	1.14	6.44	5.24 / 1.62	1.20	0.20

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.39	5.59 / 1.40	0.80	6.18	5.59 / 1.41	0.59	0.00
71. Channels for expressing student complaints are readily available.	6.34	4.91 / 1.75	1.43	6.07	4.94 / 1.69	1.13	-0.03

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.10	5.01 / 1.15	1.09	5.82	5.16 / 1.15	0.66	-0.15 *
9. A variety of intramural activities are offered.	5.55	4.79 / 1.72	0.76	5.13	5.30 / 1.45	-0.17	-0.51 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.38	4.59 / 1.84	1.79	5.99	4.89 / 1.66	1.10	-0.30 *
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.71	4.40 / 1.79	1.31	5.38	4.91 / 1.68	0.47	-0.51 ***
30. Residence hall staff are concerned about me as an individual.	6.11	4.94 / 1.64	1.17	5.70	5.03 / 1.61	0.67	-0.09
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.22	5.36 / 1.55	0.86	5.73	5.54 / 1.42	0.19	-0.18
38. There is an adequate selection of food available in the cafeteria.	6.20	4.57 / 1.87	1.63	5.98	4.54 / 1.84	1.44	0.03
40. Residence hall regulations are reasonable.	6.15	4.88 / 1.80	1.27	5.82	5.12 / 1.57	0.70	-0.24
42. There are a sufficient number of weekend activities for students.	5.82	3.99 / 1.85	1.83	5.52	4.71 / 1.72	0.81	-0.72 ***
46. I can easily get involved in campus organizations.	6.12	5.39 / 1.48	0.73	5.93	5.42 / 1.52	0.51	-0.03
52. The student center is a comfortable place for students to spend their leisure time.	6.15	5.44 / 1.50	0.71	5.93	5.44 / 1.51	0.49	0.00
56. The student handbook provides helpful information about campus life.	6.11	5.41 / 1.46	0.70	5.72	5.29 / 1.47	0.43	0.12
63. Student disciplinary procedures are fair.	6.32	5.59 / 1.40	0.73	6.11	5.47 / 1.44	0.64	0.12
64. New student orientation services help students adjust to college.	6.17	5.31 / 1.57	0.86	6.01	5.28 / 1.59	0.73	0.03

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.39	5.59 / 1.40	0.80	6.18	5.59 / 1.41	0.59	0.00
73. Student activities fees are put to good use.	6.28	4.72 / 1.76	1.56	6.14	4.81 / 1.71	1.33	-0.09

National Group Means are based on 88882 records.

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.36	5.54 / 1.06	0.82	6.08	5.54 / 1.06	0.54	0.00
13. Library staff are helpful and approachable.	6.12	5.88 / 1.11	0.24	5.81	5.66 / 1.33	0.15	0.22 *
18. Library resources and services are adequate.	6.38	5.77 / 1.23	0.61	6.13	5.68 / 1.30	0.45	0.09
26. Computer labs are adequate and accessible.	6.38	5.49 / 1.60	0.89	6.20	5.60 / 1.43	0.60	-0.11
32. Tutoring services are readily available.	6.56	5.85 / 1.39	0.71	6.11	5.59 / 1.44	0.52	0.26 *
44. Academic support services adequately meet the needs of students.	6.41	5.37 / 1.58	1.04	6.17	5.36 / 1.44	0.81	0.01
49. There are adequate services to help me decide upon a career.	6.45	5.20 / 1.56	1.25	6.24	5.27 / 1.56	0.97	-0.07
54. Bookstore staff are helpful.	6.20	5.17 / 1.79	1.03	5.93	5.59 / 1.44	0.34	-0.42 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.42	5.39 / 1.17	1.03	6.17	5.25 / 1.22	0.92	0.14
3. Faculty care about me as an individual.	6.43	5.53 / 1.42	0.90	6.11	5.18 / 1.52	0.93	0.35 ***
14. My academic advisor is concerned about my success as an individual.	6.50	5.68 / 1.53	0.82	6.32	5.41 / 1.67	0.91	0.27 *
22. Counseling staff care about students as individuals.	6.38	5.48 / 1.42	0.90	6.08	5.25 / 1.51	0.83	0.23 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.36 / 1.56	1.22	6.36	5.35 / 1.49	1.01	0.01
30. Residence hall staff are concerned about me as an individual.	6.11	4.94 / 1.64	1.17	5.70	5.03 / 1.61	0.67	-0.09
59. This institution shows concern for students as individuals.	6.43	5.20 / 1.60	1.23	6.30	5.23 / 1.58	1.07	-0.03

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.54	5.58 / 1.03	0.96	6.35	5.46 / 1.09	0.89	0.12
3. Faculty care about me as an individual.	6.43	5.53 / 1.42	0.90	6.11	5.18 / 1.52	0.93	0.35 ***
8. The content of the courses within my major is valuable.	6.69	5.81 / 1.35	0.88	6.54	5.59 / 1.37	0.95	0.22 *
16. The instruction in my major field is excellent.	6.73	5.78 / 1.37	0.95	6.51	5.55 / 1.41	0.96	0.23 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.36 / 1.56	1.22	6.36	5.35 / 1.49	1.01	0.01
39. I am able to experience intellectual growth here.	6.52	5.74 / 1.22	0.78	6.42	5.66 / 1.35	0.76	0.08
41. There is a commitment to academic excellence on this campus.	6.54	5.26 / 1.56	1.28	6.32	5.51 / 1.41	0.81	-0.25 **
47. Faculty provide timely feedback about student progress in a course.	6.52	5.35 / 1.54	1.17	6.34	5.16 / 1.55	1.18	0.19
53. Faculty take into consideration student differences as they teach a course.	6.40	5.37 / 1.50	1.03	6.17	5.07 / 1.59	1.10	0.30 **
58. The quality of instruction I receive in most of my classes is excellent.	6.66	5.74 / 1.27	0.92	6.48	5.45 / 1.42	1.03	0.29 **
61. Adjunct faculty are competent as classroom instructors.	6.37	5.57 / 1.35	0.80	6.19	5.44 / 1.43	0.75	0.13
65. Faculty are usually available after class and during office hours.	6.44	5.88 / 1.23	0.56	6.32	5.72 / 1.35	0.60	0.16
68. Nearly all of the faculty are knowledgeable in their field.	6.65	5.98 / 1.25	0.67	6.50	5.79 / 1.31	0.71	0.19 *
69. There is a good variety of courses provided on this campus.	6.59	5.18 / 1.67	1.41	6.39	5.59 / 1.44	0.80	-0.41 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.39	5.59 / 1.46	0.80	6.15	5.32 / 1.51	0.83	0.27 *

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.39	4.99 / 1.29	1.40	6.20	5.13 / 1.28	1.07	-0.14
4. Admissions staff are knowledgeable.	6.41	5.19 / 1.59	1.22	6.22	5.26 / 1.52	0.96	-0.07
5. Financial aid counselors are helpful.	6.46	5.14 / 1.76	1.32	6.20	4.96 / 1.71	1.24	0.18
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.50	4.55 / 1.84	1.95	6.29	5.04 / 1.69	1.25	-0.49 ***
17. Adequate financial aid is available for most students.	6.48	4.83 / 1.70	1.65	6.34	5.01 / 1.69	1.33	-0.18
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	4.95 / 1.57	1.26	6.06	5.24 / 1.52	0.82	-0.29 **
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	5.27 / 1.51	0.99	6.04	5.25 / 1.53	0.79	0.02

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.42	5.19 / 1.26	1.23	6.22	5.24 / 1.21	0.98	-0.05
11. Billing policies are reasonable.	6.34	4.74 / 1.76	1.60	6.17	4.92 / 1.63	1.25	-0.18
20. The business office is open during hours which are convenient for most students.	6.33	5.36 / 1.56	0.97	5.97	5.29 / 1.46	0.68	0.07
27. The personnel involved in registration are helpful.	6.50	5.33 / 1.62	1.17	6.22	5.34 / 1.51	0.88	-0.01
34. I am able to register for classes I need with few conflicts.	6.59	5.06 / 1.89	1.53	6.52	5.14 / 1.77	1.38	-0.08
50. Class change (drop/add) policies are reasonable.	6.32	5.49 / 1.46	0.83	6.20	5.50 / 1.50	0.70	-0.01

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.50 / 1.35			5.36 / 1.38		0.14
84. Institution's commitment to part-time students?		5.46 / 1.46			5.33 / 1.49		0.13
85. Institution's commitment to evening students?		5.41 / 1.56			5.31 / 1.51		0.10
86. Institution's commitment to older, returning learners?		5.58 / 1.42			5.42 / 1.49		0.16
87. Institution's commitment to under-represented populations?		5.54 / 1.51			5.38 / 1.48		0.16
88. Institution's commitment to commuters?		5.26 / 1.60			5.17 / 1.66		0.09
89. Institution's commitment to students with disabilities?		5.76 / 1.29			5.59 / 1.44		0.17

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.42	5.02 / 1.30	1.40	6.27	4.90 / 1.28	1.37	0.12
7. The campus is safe and secure for all students.	6.57	5.39 / 1.49	1.18	6.46	5.59 / 1.42	0.87	-0.20 *
21. The amount of student parking space on campus is adequate.	6.25	4.54 / 1.90	1.71	6.12	3.55 / 2.05	2.57	0.99 ***
28. Parking lots are well-lighted and secure.	6.33	4.95 / 1.65	1.38	6.12	5.08 / 1.63	1.04	-0.13
36. Security staff respond quickly in emergencies.	6.54	5.21 / 1.63	1.33	6.37	5.43 / 1.48	0.94	-0.22

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.34	5.21 / 1.19	1.13	6.07	5.23 / 1.15	0.84	-0.02
2. The campus staff are caring and helpful.	6.53	5.36 / 1.59	1.17	6.29	5.35 / 1.44	0.94	0.01
13. Library staff are helpful and approachable.	6.12	5.88 / 1.11	0.24	5.81	5.66 / 1.33	0.15	0.22 *
15. The staff in the health services area are competent.	6.34	5.31 / 1.48	1.03	6.05	5.37 / 1.46	0.68	-0.06
22. Counseling staff care about students as individuals.	6.38	5.48 / 1.42	0.90	6.08	5.25 / 1.51	0.83	0.23 *
27. The personnel involved in registration are helpful.	6.50	5.33 / 1.62	1.17	6.22	5.34 / 1.51	0.88	-0.01
57. I seldom get the "run-around" when seeking information on this campus.	6.35	4.48 / 1.96	1.87	6.14	4.84 / 1.80	1.30	-0.36 **
60. I generally know what's happening on campus.	6.16	4.89 / 1.68	1.27	5.88	5.09 / 1.61	0.79	-0.20
71. Channels for expressing student complaints are readily available.	6.34	4.91 / 1.75	1.43	6.07	4.94 / 1.69	1.13	-0.03

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.35	5.26 / 1.31	1.09	6.17	5.32 / 1.22	0.85	-0.06
1. Most students feel a sense of belonging here.	5.99	5.14 / 1.53	0.85	5.83	5.19 / 1.46	0.64	-0.05
2. The campus staff are caring and helpful.	6.53	5.36 / 1.59	1.17	6.29	5.35 / 1.44	0.94	0.01
10. Administrators are approachable to students.	6.28	5.01 / 1.73	1.27	6.00	5.21 / 1.46	0.79	-0.20 *
29. It is an enjoyable experience to be a student on this campus.	6.55	5.33 / 1.60	1.22	6.33	5.41 / 1.55	0.92	-0.08
45. Students are made to feel welcome on this campus.	6.37	5.53 / 1.45	0.84	6.27	5.52 / 1.47	0.75	0.01
59. This institution shows concern for students as individuals.	6.43	5.20 / 1.60	1.23	6.30	5.23 / 1.58	1.07	-0.03

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 records.

Institutional Summary
Items: In Sequential Order

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.99	5.14 / 1.53	0.85	5.83	5.19 / 1.46	0.64	-0.05
2. The campus staff are caring and helpful.	6.53	5.36 / 1.59	1.17	6.29	5.35 / 1.44	0.94	0.01
3. Faculty care about me as an individual.	6.43	5.53 / 1.42	0.90	6.11	5.18 / 1.52	0.93	0.35 ***
4. Admissions staff are knowledgeable.	6.41	5.19 / 1.59	1.22	6.22	5.26 / 1.52	0.96	-0.07
5. Financial aid counselors are helpful.	6.46	5.14 / 1.76	1.32	6.20	4.96 / 1.71	1.24	0.18
6. My academic advisor is approachable.	6.56	5.78 / 1.51	0.78	6.43	5.61 / 1.65	0.82	0.17
7. The campus is safe and secure for all students.	6.57	5.39 / 1.49	1.18	6.46	5.59 / 1.42	0.87	-0.20 *
8. The content of the courses within my major is valuable.	6.69	5.81 / 1.35	0.88	6.54	5.59 / 1.37	0.95	0.22 *
9. A variety of intramural activities are offered.	5.55	4.79 / 1.72	0.76	5.13	5.30 / 1.45	-0.17	-0.51 ***
10. Administrators are approachable to students.	6.28	5.01 / 1.73	1.27	6.00	5.21 / 1.46	0.79	-0.20 *
11. Billing policies are reasonable.	6.34	4.74 / 1.76	1.60	6.17	4.92 / 1.63	1.25	-0.18
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.50	4.55 / 1.84	1.95	6.29	5.04 / 1.69	1.25	-0.49 ***
13. Library staff are helpful and approachable.	6.12	5.88 / 1.11	0.24	5.81	5.66 / 1.33	0.15	0.22 *
14. My academic advisor is concerned about my success as an individual.	6.50	5.68 / 1.53	0.82	6.32	5.41 / 1.67	0.91	0.27 *
15. The staff in the health services area are competent.	6.34	5.31 / 1.48	1.03	6.05	5.37 / 1.46	0.68	-0.06
16. The instruction in my major field is excellent.	6.73	5.78 / 1.37	0.95	6.51	5.55 / 1.41	0.96	0.23 *

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National Group Means are based on 88882 records.

Institutional Summary
Items: In Sequential Order

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.48	4.83 / 1.70	1.65	6.34	5.01 / 1.69	1.33	-0.18
18. Library resources and services are adequate.	6.38	5.77 / 1.23	0.61	6.13	5.68 / 1.30	0.45	0.09
19. My academic advisor helps me set goals to work toward.	6.34	5.49 / 1.64	0.85	6.14	5.16 / 1.74	0.98	0.33 **
20. The business office is open during hours which are convenient for most students.	6.33	5.36 / 1.56	0.97	5.97	5.29 / 1.46	0.68	0.07
21. The amount of student parking space on campus is adequate.	6.25	4.54 / 1.90	1.71	6.12	3.55 / 2.05	2.57	0.99 ***
22. Counseling staff care about students as individuals.	6.38	5.48 / 1.42	0.90	6.08	5.25 / 1.51	0.83	0.23 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.38	4.59 / 1.84	1.79	5.99	4.89 / 1.66	1.10	-0.30 *
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.71	4.40 / 1.79	1.31	5.38	4.91 / 1.68	0.47	-0.51 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.36 / 1.56	1.22	6.36	5.35 / 1.49	1.01	0.01
26. Computer labs are adequate and accessible.	6.38	5.49 / 1.60	0.89	6.20	5.60 / 1.43	0.60	-0.11
27. The personnel involved in registration are helpful.	6.50	5.33 / 1.62	1.17	6.22	5.34 / 1.51	0.88	-0.01
28. Parking lots are well-lighted and secure.	6.33	4.95 / 1.65	1.38	6.12	5.08 / 1.63	1.04	-0.13
29. It is an enjoyable experience to be a student on this campus.	6.55	5.33 / 1.60	1.22	6.33	5.41 / 1.55	0.92	-0.08
30. Residence hall staff are concerned about me as an individual.	6.11	4.94 / 1.64	1.17	5.70	5.03 / 1.61	0.67	-0.09
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.22	5.36 / 1.55	0.86	5.73	5.54 / 1.42	0.19	-0.18

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National Group Means are based on 88882 records.

Institutional Summary
Items: In Sequential Order

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.56	5.85 / 1.39	0.71	6.11	5.59 / 1.44	0.52	0.26 *
33. My academic advisor is knowledgeable about requirements in my major.	6.63	5.71 / 1.68	0.92	6.51	5.67 / 1.60	0.84	0.04
34. I am able to register for classes I need with few conflicts.	6.59	5.06 / 1.89	1.53	6.52	5.14 / 1.77	1.38	-0.08
35. The assessment and course placement procedures are reasonable.	6.41	5.40 / 1.37	1.01	6.23	5.36 / 1.47	0.87	0.04
36. Security staff respond quickly in emergencies.	6.54	5.21 / 1.63	1.33	6.37	5.43 / 1.48	0.94	-0.22
37. I feel a sense of pride about my campus.	6.04	5.10 / 1.49	0.94	5.89	5.32 / 1.60	0.57	-0.22 *
38. There is an adequate selection of food available in the cafeteria.	6.20	4.57 / 1.87	1.63	5.98	4.54 / 1.84	1.44	0.03
39. I am able to experience intellectual growth here.	6.52	5.74 / 1.22	0.78	6.42	5.66 / 1.35	0.76	0.08
40. Residence hall regulations are reasonable.	6.15	4.88 / 1.80	1.27	5.82	5.12 / 1.57	0.70	-0.24
41. There is a commitment to academic excellence on this campus.	6.54	5.26 / 1.56	1.28	6.32	5.51 / 1.41	0.81	-0.25 **
42. There are a sufficient number of weekend activities for students.	5.82	3.99 / 1.85	1.83	5.52	4.71 / 1.72	0.81	-0.72 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	4.95 / 1.57	1.26	6.06	5.24 / 1.52	0.82	-0.29 **
44. Academic support services adequately meet the needs of students.	6.41	5.37 / 1.58	1.04	6.17	5.36 / 1.44	0.81	0.01
45. Students are made to feel welcome on this campus.	6.37	5.53 / 1.45	0.84	6.27	5.52 / 1.47	0.75	0.01
46. I can easily get involved in campus organizations.	6.12	5.39 / 1.48	0.73	5.93	5.42 / 1.52	0.51	-0.03

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Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.52	5.35 / 1.54	1.17	6.34	5.16 / 1.55	1.18	0.19
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	5.27 / 1.51	0.99	6.04	5.25 / 1.53	0.79	0.02
49. There are adequate services to help me decide upon a career.	6.45	5.20 / 1.56	1.25	6.24	5.27 / 1.56	0.97	-0.07
50. Class change (drop/add) policies are reasonable.	6.32	5.49 / 1.46	0.83	6.20	5.50 / 1.50	0.70	-0.01
51. This institution has a good reputation within the community.	6.37	5.40 / 1.53	0.97	6.21	5.62 / 1.45	0.59	-0.22 *
52. The student center is a comfortable place for students to spend their leisure time.	6.15	5.44 / 1.50	0.71	5.93	5.44 / 1.51	0.49	0.00
53. Faculty take into consideration student differences as they teach a course.	6.40	5.37 / 1.50	1.03	6.17	5.07 / 1.59	1.10	0.30 **
54. Bookstore staff are helpful.	6.20	5.17 / 1.79	1.03	5.93	5.59 / 1.44	0.34	-0.42 ***
55. Major requirements are clear and reasonable.	6.55	5.67 / 1.30	0.88	6.44	5.54 / 1.46	0.90	0.13
56. The student handbook provides helpful information about campus life.	6.11	5.41 / 1.46	0.70	5.72	5.29 / 1.47	0.43	0.12
57. I seldom get the "run-around" when seeking information on this campus.	6.35	4.48 / 1.96	1.87	6.14	4.84 / 1.80	1.30	-0.36 **
58. The quality of instruction I receive in most of my classes is excellent.	6.66	5.74 / 1.27	0.92	6.48	5.45 / 1.42	1.03	0.29 **
59. This institution shows concern for students as individuals.	6.43	5.20 / 1.60	1.23	6.30	5.23 / 1.58	1.07	-0.03
60. I generally know what's happening on campus.	6.16	4.89 / 1.68	1.27	5.88	5.09 / 1.61	0.79	-0.20
61. Adjunct faculty are competent as classroom instructors.	6.37	5.57 / 1.35	0.80	6.19	5.44 / 1.43	0.75	0.13

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Institutional Summary
Items: In Sequential Order

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.33	5.54 / 1.43	0.79	6.02	5.52 / 1.44	0.50	0.02
63. Student disciplinary procedures are fair.	6.32	5.59 / 1.40	0.73	6.11	5.47 / 1.44	0.64	0.12
64. New student orientation services help students adjust to college.	6.17	5.31 / 1.57	0.86	6.01	5.28 / 1.59	0.73	0.03
65. Faculty are usually available after class and during office hours.	6.44	5.88 / 1.23	0.56	6.32	5.72 / 1.35	0.60	0.16
66. Tuition paid is a worthwhile investment.	6.58	5.44 / 1.60	1.14	6.44	5.24 / 1.62	1.20	0.20
67. Freedom of expression is protected on campus.	6.39	5.59 / 1.40	0.80	6.18	5.59 / 1.41	0.59	0.00
68. Nearly all of the faculty are knowledgeable in their field.	6.65	5.98 / 1.25	0.67	6.50	5.79 / 1.31	0.71	0.19 *
69. There is a good variety of courses provided on this campus.	6.59	5.18 / 1.67	1.41	6.39	5.59 / 1.44	0.80	-0.41 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.39	5.59 / 1.46	0.80	6.15	5.32 / 1.51	0.83	0.27 *
71. Channels for expressing student complaints are readily available.	6.34	4.91 / 1.75	1.43	6.07	4.94 / 1.69	1.13	-0.03
72. On the whole, the campus is well-maintained.	6.50	5.41 / 1.53	1.09	6.31	5.71 / 1.41	0.60	-0.30 **
73. Student activities fees are put to good use.	6.28	4.72 / 1.76	1.56	6.14	4.81 / 1.71	1.33	-0.09
74. Campus item: I am encouraged by faculty to think critically and to analyze information I am given in class or read in course materials.	6.41	5.90 / 1.27	0.51				
75. Campus item: My courses are preparing me to communicate effectively.	6.45	5.88 / 1.15	0.57				

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Institutional Summary
Items: In Sequential Order

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: My courses are preparing me to work effectively in teams.	6.31	5.86 / 1.19	0.45				
77. Campus item: My courses are preparing me to use new technology (other than computers) effectively.	6.26	5.39 / 1.52	0.87				
78. Campus item: Faculty and staff are willing to interact with me outside of classroom and office.	6.32	5.93 / 1.16	0.39				
79. Campus item: My staff advisor provides me with accurate information about courses, programs, and requirements.	6.49	5.64 / 1.46	0.85				
80. Campus item: My faculty academic advisor communicates with me effectively.	6.50	5.50 / 1.69	1.00				
81. Campus item: I am pleased with the quality of student services (ARMAS, writing center, language learning center, learning lab) overall.	6.50	5.94 / 1.32	0.56				
82. Campus item: Students from different backgrounds feel comfortable here.	6.42	5.59 / 1.49	0.83				
83. Campus item: The campus Web site accurately reflects student opportunities and experiences available on campus.	6.31	4.84 / 1.77	1.47				
84. Institution's commitment to part-time students?		5.46 / 1.46			5.33 / 1.49		0.13
85. Institution's commitment to evening students?		5.41 / 1.56			5.31 / 1.51		0.10
86. Institution's commitment to older, returning learners?		5.58 / 1.42			5.42 / 1.49		0.16
87. Institution's commitment to under-represented populations?		5.54 / 1.51			5.38 / 1.48		0.16
88. Institution's commitment to commuters?		5.26 / 1.60			5.17 / 1.66		0.09
89. Institution's commitment to students with disabilities?		5.76 / 1.29			5.59 / 1.44		0.17

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Institutional Summary
Items: In Sequential Order

Item	New Mexico Highlands University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
90. Cost as factor in decision to enroll.	6.41			6.30			
91. Financial aid as factor in decision to enroll.	6.32			6.12			
92. Academic reputation as factor in decision to enroll.	5.92			6.03			
93. Size of institution as factor in decision to enroll.	5.32			5.38			
94. Opportunity to play sports as factor in decision to enroll.	4.17			3.68			
95. Recommendations from family/friends as factor in decision to enroll.	5.13			4.96			
96. Geographic setting as factor in decision to enroll.	5.38			5.58			
97. Campus appearance as factor in decision to enroll.	5.23			5.43			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.65			5.43			

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National Group Means are based on 88882 records.

Institutional Summary

Summary Items

Summary Item	New Mexico Highlands University - SSI	National Four-Year Publics	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.64	Average: 4.62	0.02
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	0%	2%	
3=Worse than I expected	12%	10%	
4=About what I expected	34%	35%	
5=Better than I expected	25%	24%	
6=Quite a bit better than I expected	12%	12%	
7=Much better than expected	11%	11%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.18	Average: 5.30	-0.12
1=Not satisfied at all	1%	2%	
2=Not very satisfied	6%	3%	
3=Somewhat dissatisfied	4%	7%	
4=Neutral	14%	11%	
5=Somewhat satisfied	17%	18%	
6=Satisfied	37%	39%	
7=Very satisfied	16%	18%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.34	Average: 5.38	-0.04
1=Definitely not	3%	3%	
2=Probably not	8%	6%	
3=Maybe not	5%	5%	
4=I don't know	8%	9%	
5=Maybe yes	12%	12%	
6=Probably yes	31%	29%	
7=Definitely yes	29%	32%	