

Demographics

Gender	N	%	Class Level	N	%
Female	149	83.71%	First year	18	10.11%
Male	29	16.29%	Second year	13	7.30%
Total	178	100.00%	Third year	32	17.98%
No Response	20		Fourth year	36	20.22%
			Special student	0	0.00%
			Graduate/professional	79	44.38%
			Other class level	0	0.00%
			Total	178	100.00%
			No Response	20	
Age	N	%	Current GPA	N	%
24 and under	31	17.32%	No credits earned	26	15.03%
25 to 34	60	33.52%	1.99 or below	0	0.00%
35 to 44	50	27.93%	2.0 - 2.49	2	1.16%
45 and over	38	21.23%	2.5 - 2.99	9	5.20%
Total	179	100.00%	3.0 - 3.49	38	21.97%
No Response	19		3.5 or above	98	56.65%
			Total	173	100.00%
			No Response	25	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	6	3.41%	Associate degree	1	0.57%
American Indian or Alaskan Native	27	15.34%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	3	1.70%	Transfer to another institution	0	0.00%
Caucasian/White	51	28.98%	Bachelor's degree	52	29.55%
Hispanic	73	41.48%	Master's degree	109	61.93%
Other race	8	4.55%	Doctorate or professional degree	13	7.39%
Race - Prefer not to respond	8	4.55%	Certification (initial/renewal)	1	0.57%
Total	176	100.00%	Self-improvement/pleasure	0	0.00%
No Response	22		Job-related training	0	0.00%
			Other educational goal	0	0.00%
			Total	176	100.00%
			No Response	22	
Current Enrollment Status	N	%			
Day	75	43.10%			
Evening	99	56.90%			
Weekend	0	0.00%			
Total	174	100.00%			
No Response	24				
Current Class Load	N	%			
Full-time	162	92.05%			
Part-time	14	7.95%			
Total	176	100.00%			
No Response	22				

Demographics

Employment	N	%	Institution Was My	N	%
Full-time off campus	74	42.53%	1st choice	118	67.43%
Part-time off campus	44	25.29%	2nd choice	51	29.14%
Full-time on campus	3	1.72%	3rd choice or lower	6	3.43%
Part-time on campus	3	1.72%	Total	175	100.00%
Not employed	50	28.74%	No Response	23	
Total	174	100.00%			
No Response	24				
Current Residence	N	%	My decision to attend this college was influenced most by:	N	%
Own house	79	44.63%	Newspaper advertisements	0	0.00%
Rent room / apartment / house	56	31.64%	Radio advertisements	0	0.00%
Relative's home	34	19.21%	Word of mouth/family and/or friends	95	53.07%
Other residence	8	4.52%	Tabloids (schedules) received by mail	0	0.00%
Total	177	100.00%	None of the above	84	46.93%
No Response	21		Campus item - Answer 6	0	0.00%
			Total	179	100.00%
			No Response	19	
Residence Classification	N	%	I take the majority of my classes at:	N	%
In-state	174	99.43%	Albuquerque	56	33.53%
Out-of-state	1	0.57%	Rio Rancho	43	25.75%
International (not U.S. citizen)	0	0.00%	Santa Fe	40	23.95%
Total	175	100.00%	Farmington	28	16.77%
No Response	23		Campus item 2 - Answer 5	0	0.00%
			Campus item 2 - Answer 6	0	0.00%
			Total	167	100.00%
			No Response	31	
Marital Status	N	%	Group Code	N	%
Single	66	36.87%	1001: Business Administration (BBA)	10	5.59%
Single with children	37	20.67%	1002: Business Administration (MBA)	17	9.50%
Married	24	13.41%	1003: Counseling (MA)	15	8.38%
Married with children	49	27.37%	1004: Criminal Justice (BA)	6	3.35%
Marital - Prefer not to respond	3	1.68%	1005: Curriculum & Instruction (MA)	1	0.56%
Total	179	100.00%	1006: Early Childhood Multicultural Education (Birth to Age 4, Age 3 to Grade 3) (BA)	4	2.23%
No Response	19		1007: Educational Leadership (MA)	2	1.12%
			1008: Elementary & Special Education (double major) (BA)	4	2.23%
			1009: Elementary Education (BA)	7	3.91%

Demographics

1010: Gifted Education (MA)	1	0.56%
1014: Psychology (BA)	5	2.79%
1015: Psychology (BS)	5	2.79%
1017: Social Work (BSW)	52	29.05%
1018: Social Work (MSW)	47	26.26%
1020: Special Education (BA)	2	1.12%
1022: University Studies (BA)	1	0.56%
Total	179	100.00%
No Response	19	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 59. Campus item: The value of the education I receive is excellent.
- 35. The quality of instruction I receive in my program is excellent.
- 42. Nearly all faculty are knowledgeable in their field.
- 55. Campus item: I can apply what I learned through coursework in my job.
- 4. The content of the courses within my major is valuable.
- 54. Campus item: Course curriculum materials are adequate to prepare me for related work experience outside of school.
- 57. Campus item: I have a thorough understanding of my degree requirements.
- 45. I am able to complete most of my enrollment tasks in one location.
- 24. There is a commitment to academic excellence at this institution.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 68. Campus item: Students from all ethnic backgrounds are included and supported at this institution.
- 52. Campus item: I have obtained the ability to read/write/speak critically and analytically from my educational experience.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 37. Part-time faculty are competent as classroom instructors.
- 7. The staff at this institution are caring and helpful.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 5. Classroom locations are safe and secure for all students.

Challenges

- 60. Campus item: The courses currently offered during the day, evening, and weekend formats meet my scheduling needs.
- 3. Classes are scheduled at times that are convenient for me.
- 39. This institution responds quickly to my requests for information.
- 23. Adequate financial aid is available for most adult students.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 34. I receive complete information on the availability of financial aid.
- 58. Campus item: Elective courses are offered at convenient times for me to take.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Adult Students

- 42. Nearly all faculty are knowledgeable in their field.
- 41. Major requirements are clear and reasonable.
- 16. I am able to register for classes I need with few conflicts.
- 45. I am able to complete most of my enrollment tasks in one location.
- 3. Classes are scheduled at times that are convenient for me.
- 44. When students enroll at this institution, they develop a plan to complete their degree.
- 49. There are sufficient options within my program of study.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 24. There is a commitment to academic excellence at this institution.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 39. This institution responds quickly to my requests for information.
- 23. Adequate financial aid is available for most adult students.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 34. I receive complete information on the availability of financial aid.
- 37. Part-time faculty are competent as classroom instructors.
- 26. Faculty provide timely feedback about my progress.
- 7. The staff at this institution are caring and helpful.

Higher Importance vs. National Adult Students

- 49. There are sufficient options within my program of study.

Institutional Summary
Scales: In Order of Importance

Scale	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.60	5.62 / 1.22	0.98	6.55	5.90 / 1.01	0.65	-0.28 ***
Registration Effectiveness	6.56	5.29 / 1.29	1.27	6.46	5.85 / 1.03	0.61	-0.56 ***
Academic Advising	6.55	5.36 / 1.47	1.19	6.51	5.87 / 1.18	0.64	-0.51 ***
Service Excellence	6.51	4.93 / 1.52	1.58	6.43	5.63 / 1.28	0.80	-0.70 ***
Campus Climate	6.49	5.38 / 1.28	1.11	6.47	5.81 / 1.07	0.66	-0.43 ***
Admissions and Financial Aid	6.48	4.84 / 1.59	1.64	6.42	5.62 / 1.26	0.80	-0.78 ***
Academic Services	6.38	4.85 / 1.52	1.53	6.26	5.69 / 1.17	0.57	-0.84 ***
Safety and Security	6.38	5.61 / 1.30	0.77	6.31	5.80 / 1.11	0.51	-0.19 *

* 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 78681 records.

Institutional Summary

Items: In Order of Importance

Item	New Mexico Highlands University - ASPSP			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. Campus item: The value of the education I receive is excellent.	6.82	5.83 / 1.42	0.99				
35. The quality of instruction I receive in my program is excellent.	6.80	5.78 / 1.43	1.02	6.71	5.92 / 1.33	0.79	-0.14
42. Nearly all faculty are knowledgeable in their field.	6.78	6.01 / 1.37	0.77	6.70	6.20 / 1.14	0.50	-0.19 *
55. Campus item: I can apply what I learned through coursework in my job.	6.76	5.89 / 1.37	0.87				
60. Campus item: The courses currently offered during the day, evening, and weekend formats meet my scheduling needs.	6.76	5.10 / 1.89	1.66				
41. Major requirements are clear and reasonable.	6.73	5.57 / 1.68	1.16	6.64	5.96 / 1.32	0.68	-0.39 ***
4. The content of the courses within my major is valuable.	6.72	5.84 / 1.28	0.88	6.69	5.98 / 1.22	0.71	-0.14
54. Campus item: Course curriculum materials are adequate to prepare me for related work experience outside of school.	6.71	5.72 / 1.45	0.99				
57. Campus item: I have a thorough understanding of my degree requirements.	6.71	5.64 / 1.57	1.07				
16. I am able to register for classes I need with few conflicts.	6.69	5.21 / 1.76	1.48	6.60	5.82 / 1.49	0.78	-0.61 ***
45. I am able to complete most of my enrollment tasks in one location.	6.66	5.68 / 1.72	0.98	6.51	6.19 / 1.19	0.32	-0.51 ***
64. Campus item: Faculty provide timely feedback about my progress.	6.66	5.49 / 1.62	1.17				
3. Classes are scheduled at times that are convenient for me.	6.65	5.03 / 1.74	1.62	6.57	5.77 / 1.45	0.80	-0.74 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.65	5.55 / 1.74	1.10	6.53	5.91 / 1.41	0.62	-0.36 ***
49. There are sufficient options within my program of study.	6.65	5.19 / 1.71	1.46	6.49	5.63 / 1.47	0.86	-0.44 ***

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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
19. My academic advisor is knowledgeable about requirements in my major.	6.64	5.57 / 1.82	1.07	6.61	6.02 / 1.38	0.59	-0.45 ***
24. There is a commitment to academic excellence at this institution.	6.64	5.63 / 1.60	1.01	6.66	5.98 / 1.32	0.68	-0.35 ***
63. Campus item: Nearly all faculty in my program are knowledgeable about career opportunities.	6.64	5.61 / 1.54	1.03				
14. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.66 / 1.59	0.97	6.57	5.90 / 1.37	0.67	-0.24 *
39. This institution responds quickly to my requests for information.	6.63	4.85 / 1.89	1.78	6.49	5.78 / 1.42	0.71	-0.93 ***
68. Campus item: Students from all ethnic backgrounds are included and supported at this institution.	6.63	5.95 / 1.57	0.68				
23. Adequate financial aid is available for most adult students.	6.62	4.76 / 1.92	1.86	6.54	5.46 / 1.69	1.08	-0.70 ***
65. Campus item: Advising from faculty and staff help prepare the adult learner for the next phase of his/her life/career.	6.62	5.34 / 1.68	1.28				
52. Campus item: I have obtained the ability to read/write/speak critically and analytically from my educational experience.	6.60	5.77 / 1.36	0.83				
21. Tuition paid is a worthwhile investment.	6.59	5.47 / 1.56	1.12	6.65	5.52 / 1.56	1.13	-0.05
31. I am able to register for classes by personal computer, fax, or telephone.	6.59	5.95 / 1.36	0.64	6.45	6.11 / 1.36	0.34	-0.16
29. I seldom get the "run-around" when seeking information at this institution.	6.58	4.60 / 1.98	1.98	6.50	5.56 / 1.65	0.94	-0.96 ***
34. I receive complete information on the availability of financial aid.	6.58	4.46 / 2.01	2.12	6.44	5.41 / 1.72	1.03	-0.95 ***

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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - ASPSP			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. Part-time faculty are competent as classroom instructors.	6.58	5.62 / 1.50	0.96	6.49	5.85 / 1.35	0.64	-0.23 *
26. Faculty provide timely feedback about my progress.	6.56	5.39 / 1.64	1.17	6.56	5.68 / 1.44	0.88	-0.29 **
58. Campus item: Elective courses are offered at convenient times for me to take.	6.56	4.59 / 1.99	1.97				
62. Campus item: I receive adequate professional mentoring from faculty.	6.56	5.25 / 1.79	1.31				
7. The staff at this institution are caring and helpful.	6.55	5.62 / 1.50	0.93	6.53	5.97 / 1.27	0.56	-0.35 ***
67. Campus item: The library's website is easy to use.	6.55	5.16 / 1.82	1.39				
5. Classroom locations are safe and secure for all students.	6.52	5.90 / 1.31	0.62	6.47	6.34 / 1.03	0.13	-0.44 ***
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.52	5.93 / 1.40	0.59	6.51	6.09 / 1.21	0.42	-0.16
11. My academic advisor is concerned about my success as an individual.	6.51	5.18 / 1.88	1.33	6.46	5.78 / 1.56	0.68	-0.60 ***
30. Academic support services adequately meet the needs of adult students.	6.51	5.00 / 1.90	1.51	6.44	5.81 / 1.39	0.63	-0.81 ***
43. This institution offers a variety of payment plans for adult students.	6.51	4.95 / 1.78	1.56	6.37	5.59 / 1.54	0.78	-0.64 ***
48. I am aware of whom to contact for questions about programs and services.	6.51	4.88 / 1.87	1.63	6.43	5.68 / 1.54	0.75	-0.80 ***
50. My advisor helps me apply my academic major to specific career goals.	6.51	4.94 / 2.00	1.57	6.42	5.52 / 1.67	0.90	-0.58 ***
28. My academic advisor is accessible by telephone and e-mail.	6.49	5.57 / 1.75	0.92	6.51	6.06 / 1.36	0.45	-0.49 ***

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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.49	4.72 / 1.95	1.77	6.40	5.42 / 1.67	0.98	-0.70 ***
2. Faculty care about me as an individual.	6.48	5.52 / 1.52	0.96	6.45	5.86 / 1.34	0.59	-0.34 ***
15. Library resources and services are adequate for adults.	6.48	5.21 / 1.79	1.27	6.36	5.86 / 1.36	0.50	-0.65 ***
9. Billing policies are reasonable for adult students.	6.47	4.88 / 1.74	1.59	6.36	5.52 / 1.52	0.84	-0.64 ***
22. Security staff respond quickly in emergencies.	6.47	5.13 / 1.79	1.34	6.42	5.70 / 1.42	0.72	-0.57 ***
10. Admissions representatives are knowledgeable.	6.46	5.19 / 1.72	1.27	6.38	5.89 / 1.35	0.49	-0.70 ***
20. Registration processes are reasonable and convenient for adults.	6.46	5.44 / 1.58	1.02	6.51	6.01 / 1.31	0.50	-0.57 ***
70. Campus item: Prior to becoming a student, the institution's website was effective in helping me understand the programs.	6.46	4.67 / 1.99	1.79				
17. Business office hours are convenient for adult students.	6.45	5.18 / 1.67	1.27	6.27	5.73 / 1.39	0.54	-0.55 ***
71. Cost as factor in decision to enroll.	6.45			6.09			
56. Campus item: There are adequate online courses available within my major.	6.44	4.53 / 2.25	1.91				
53. Campus item: Sufficient opportunities for graduate assistantships are offered in my program.	6.43	4.80 / 1.99	1.63				
69. Campus item: The institution's email communications give essential information to students in a convenient and helpful manner.	6.42	5.45 / 1.67	0.97				
1. Adult students are made to feel welcome at this institution.	6.41	5.69 / 1.51	0.72	6.34	6.07 / 1.23	0.27	-0.38 ***
25. Admissions representatives respond to adult students' unique needs.	6.40	5.12 / 1.76	1.28	6.37	5.85 / 1.34	0.52	-0.73 ***

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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. Parking lots are well-lighted and secure.	6.39	5.47 / 1.57	0.92	6.28	5.74 / 1.44	0.54	-0.27 *
6. Financial aid counselors are helpful to adult students.	6.36	4.66 / 1.90	1.70	6.36	5.50 / 1.65	0.86	-0.84 ***
8. My academic advisor is available at times that are convenient for me.	6.36	5.10 / 1.84	1.26	6.37	5.81 / 1.50	0.56	-0.71 ***
27. This institution has a good reputation within the community.	6.34	5.52 / 1.56	0.82	6.44	5.91 / 1.33	0.53	-0.39 ***
77. Campus location (close to home/work) as factor in decision to enroll.	6.34			6.01			
12. Computer labs are adequate and accessible for adult students.	6.32	4.61 / 1.94	1.71	6.12	5.72 / 1.53	0.40	-1.11 ***
38. Career services are adequate and accessible for adult students.	6.31	4.76 / 1.90	1.55	6.27	5.55 / 1.52	0.72	-0.79 ***
33. Channels are readily available for adult students to express complaints.	6.28	4.74 / 1.74	1.54	6.20	5.26 / 1.74	0.94	-0.52 ***
47. Bookstore hours are convenient for adult students.	6.21	4.46 / 2.11	1.75	6.09	5.42 / 1.66	0.67	-0.96 ***
66. Campus item: This institution conveniently and effectively provides tutoring services for all students.	6.20	4.68 / 1.98	1.52				
75. Future employment opportunities as factor in decision to enroll.	6.17			6.15			
13. The amount of student parking is adequate.	6.14	5.67 / 1.67	0.47	6.09	5.34 / 1.82	0.75	0.33 *
72. Financial aid/scholarship opportunities as factor in decision to enroll.	6.14			6.04			
32. My classes provide opportunities to improve my technology skills.	6.08	5.31 / 1.54	0.77	6.05	5.75 / 1.38	0.30	-0.44 ***

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Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Availability of evening/weekend courses as factor in decision to enroll.	6.08			6.07			
73. Academic reputation as factor in decision to enroll.	6.07			6.28			
51. Campus item: The reputation of the school played a measurable role in my decision to attend.	6.04	5.24 / 1.67	0.80				
61. Campus item: I feel a strong personal connection to this institution.	6.01	5.06 / 1.76	0.95				
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.80			5.92			
36. Vending or snack bar food options are readily available.	5.53	4.90 / 1.76	0.63	5.46	5.34 / 1.67	0.12	-0.44 **
74. Size of institution as factor in decision to enroll.	5.49			5.37			
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.34			5.53			

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

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Institutional Summary

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

Scale/Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.55	5.36 / 1.47	1.19	6.51	5.87 / 1.18	0.64	-0.51 ***
8. My academic advisor is available at times that are convenient for me.	6.36	5.10 / 1.84	1.26	6.37	5.81 / 1.50	0.56	-0.71 ***
11. My academic advisor is concerned about my success as an individual.	6.51	5.18 / 1.88	1.33	6.46	5.78 / 1.56	0.68	-0.60 ***
19. My academic advisor is knowledgeable about requirements in my major.	6.64	5.57 / 1.82	1.07	6.61	6.02 / 1.38	0.59	-0.45 ***
28. My academic advisor is accessible by telephone and e-mail.	6.49	5.57 / 1.75	0.92	6.51	6.06 / 1.36	0.45	-0.49 ***
41. Major requirements are clear and reasonable.	6.73	5.57 / 1.68	1.16	6.64	5.96 / 1.32	0.68	-0.39 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.65	5.55 / 1.74	1.10	6.53	5.91 / 1.41	0.62	-0.36 ***
50. My advisor helps me apply my academic major to specific career goals.	6.51	4.94 / 2.00	1.57	6.42	5.52 / 1.67	0.90	-0.58 ***

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

National Group Means are based on 78681 records.

Institutional Summary

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

Scale/Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.38	4.85 / 1.52	1.53	6.26	5.69 / 1.17	0.57	-0.84 ***
12. Computer labs are adequate and accessible for adult students.	6.32	4.61 / 1.94	1.71	6.12	5.72 / 1.53	0.40	-1.11 ***
15. Library resources and services are adequate for adults.	6.48	5.21 / 1.79	1.27	6.36	5.86 / 1.36	0.50	-0.65 ***
30. Academic support services adequately meet the needs of adult students.	6.51	5.00 / 1.90	1.51	6.44	5.81 / 1.39	0.63	-0.81 ***
38. Career services are adequate and accessible for adult students.	6.31	4.76 / 1.90	1.55	6.27	5.55 / 1.52	0.72	-0.79 ***
47. Bookstore hours are convenient for adult students.	6.21	4.46 / 2.11	1.75	6.09	5.42 / 1.66	0.67	-0.96 ***

* 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 78681 records.

Institutional Summary

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

Scale/Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.48	4.84 / 1.59	1.64	6.42	5.62 / 1.26	0.80	-0.78 ***
6. Financial aid counselors are helpful to adult students.	6.36	4.66 / 1.90	1.70	6.36	5.50 / 1.65	0.86	-0.84 ***
10. Admissions representatives are knowledgeable.	6.46	5.19 / 1.72	1.27	6.38	5.89 / 1.35	0.49	-0.70 ***
23. Adequate financial aid is available for most adult students.	6.62	4.76 / 1.92	1.86	6.54	5.46 / 1.69	1.08	-0.70 ***
25. Admissions representatives respond to adult students' unique needs.	6.40	5.12 / 1.76	1.28	6.37	5.85 / 1.34	0.52	-0.73 ***
34. I receive complete information on the availability of financial aid.	6.58	4.46 / 2.01	2.12	6.44	5.41 / 1.72	1.03	-0.95 ***

* 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 78681 records.

Institutional Summary

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

Scale/Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.49	5.38 / 1.28	1.11	6.47	5.81 / 1.07	0.66	-0.43 ***
1. Adult students are made to feel welcome at this institution.	6.41	5.69 / 1.51	0.72	6.34	6.07 / 1.23	0.27	-0.38 ***
2. Faculty care about me as an individual.	6.48	5.52 / 1.52	0.96	6.45	5.86 / 1.34	0.59	-0.34 ***
5. Classroom locations are safe and secure for all students.	6.52	5.90 / 1.31	0.62	6.47	6.34 / 1.03	0.13	-0.44 ***
7. The staff at this institution are caring and helpful.	6.55	5.62 / 1.50	0.93	6.53	5.97 / 1.27	0.56	-0.35 ***
21. Tuition paid is a worthwhile investment.	6.59	5.47 / 1.56	1.12	6.65	5.52 / 1.56	1.13	-0.05
24. There is a commitment to academic excellence at this institution.	6.64	5.63 / 1.60	1.01	6.66	5.98 / 1.32	0.68	-0.35 ***
27. This institution has a good reputation within the community.	6.34	5.52 / 1.56	0.82	6.44	5.91 / 1.33	0.53	-0.39 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.58	4.60 / 1.98	1.98	6.50	5.56 / 1.65	0.94	-0.96 ***
33. Channels are readily available for adult students to express complaints.	6.28	4.74 / 1.74	1.54	6.20	5.26 / 1.74	0.94	-0.52 ***
50. My advisor helps me apply my academic major to specific career goals.	6.51	4.94 / 2.00	1.57	6.42	5.52 / 1.67	0.90	-0.58 ***

* 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 78681 records.

Institutional Summary

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

Scale/Item	New Mexico Highlands University - ASPSP			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.60	5.62 / 1.22	0.98	6.55	5.90 / 1.01	0.65	-0.28 ***
2. Faculty care about me as an individual.	6.48	5.52 / 1.52	0.96	6.45	5.86 / 1.34	0.59	-0.34 ***
4. The content of the courses within my major is valuable.	6.72	5.84 / 1.28	0.88	6.69	5.98 / 1.22	0.71	-0.14
14. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.66 / 1.59	0.97	6.57	5.90 / 1.37	0.67	-0.24 *
24. There is a commitment to academic excellence at this institution.	6.64	5.63 / 1.60	1.01	6.66	5.98 / 1.32	0.68	-0.35 ***
26. Faculty provide timely feedback about my progress.	6.56	5.39 / 1.64	1.17	6.56	5.68 / 1.44	0.88	-0.29 **
32. My classes provide opportunities to improve my technology skills.	6.08	5.31 / 1.54	0.77	6.05	5.75 / 1.38	0.30	-0.44 ***
35. The quality of instruction I receive in my program is excellent.	6.80	5.78 / 1.43	1.02	6.71	5.92 / 1.33	0.79	-0.14
37. Part-time faculty are competent as classroom instructors.	6.58	5.62 / 1.50	0.96	6.49	5.85 / 1.35	0.64	-0.23 *
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.52	5.93 / 1.40	0.59	6.51	6.09 / 1.21	0.42	-0.16
41. Major requirements are clear and reasonable.	6.73	5.57 / 1.68	1.16	6.64	5.96 / 1.32	0.68	-0.39 ***
42. Nearly all faculty are knowledgeable in their field.	6.78	6.01 / 1.37	0.77	6.70	6.20 / 1.14	0.50	-0.19 *
49. There are sufficient options within my program of study.	6.65	5.19 / 1.71	1.46	6.49	5.63 / 1.47	0.86	-0.44 ***

* 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 78681 records.

Institutional Summary

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

Scale/Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.56	5.29 / 1.29	1.27	6.46	5.85 / 1.03	0.61	-0.56 ***
3. Classes are scheduled at times that are convenient for me.	6.65	5.03 / 1.74	1.62	6.57	5.77 / 1.45	0.80	-0.74 ***
9. Billing policies are reasonable for adult students.	6.47	4.88 / 1.74	1.59	6.36	5.52 / 1.52	0.84	-0.64 ***
16. I am able to register for classes I need with few conflicts.	6.69	5.21 / 1.76	1.48	6.60	5.82 / 1.49	0.78	-0.61 ***
17. Business office hours are convenient for adult students.	6.45	5.18 / 1.67	1.27	6.27	5.73 / 1.39	0.54	-0.55 ***
20. Registration processes are reasonable and convenient for adults.	6.46	5.44 / 1.58	1.02	6.51	6.01 / 1.31	0.50	-0.57 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.59	5.95 / 1.36	0.64	6.45	6.11 / 1.36	0.34	-0.16
43. This institution offers a variety of payment plans for adult students.	6.51	4.95 / 1.78	1.56	6.37	5.59 / 1.54	0.78	-0.64 ***
45. I am able to complete most of my enrollment tasks in one location.	6.66	5.68 / 1.72	0.98	6.51	6.19 / 1.19	0.32	-0.51 ***

* 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 78681 records.

Institutional Summary

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

Scale/Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.38	5.61 / 1.30	0.77	6.31	5.80 / 1.11	0.51	-0.19 *
5. Classroom locations are safe and secure for all students.	6.52	5.90 / 1.31	0.62	6.47	6.34 / 1.03	0.13	-0.44 ***
13. The amount of student parking is adequate.	6.14	5.67 / 1.67	0.47	6.09	5.34 / 1.82	0.75	0.33 *
18. Parking lots are well-lighted and secure.	6.39	5.47 / 1.57	0.92	6.28	5.74 / 1.44	0.54	-0.27 *
22. Security staff respond quickly in emergencies.	6.47	5.13 / 1.79	1.34	6.42	5.70 / 1.42	0.72	-0.57 ***

* 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 78681 records.

Institutional Summary

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

Scale/Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.51	4.93 / 1.52	1.58	6.43	5.63 / 1.28	0.80	-0.70 ***
7. The staff at this institution are caring and helpful.	6.55	5.62 / 1.50	0.93	6.53	5.97 / 1.27	0.56	-0.35 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.58	4.60 / 1.98	1.98	6.50	5.56 / 1.65	0.94	-0.96 ***
33. Channels are readily available for adult students to express complaints.	6.28	4.74 / 1.74	1.54	6.20	5.26 / 1.74	0.94	-0.52 ***
39. This institution responds quickly to my requests for information.	6.63	4.85 / 1.89	1.78	6.49	5.78 / 1.42	0.71	-0.93 ***
46. This institution provides timely responses to student complaints.	6.49	4.72 / 1.95	1.77	6.40	5.42 / 1.67	0.98	-0.70 ***
48. I am aware of whom to contact for questions about programs and services.	6.51	4.88 / 1.87	1.63	6.43	5.68 / 1.54	0.75	-0.80 ***

* 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 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	6.41	5.69 / 1.51	0.72	6.34	6.07 / 1.23	0.27	-0.38 ***
2. Faculty care about me as an individual.	6.48	5.52 / 1.52	0.96	6.45	5.86 / 1.34	0.59	-0.34 ***
3. Classes are scheduled at times that are convenient for me.	6.65	5.03 / 1.74	1.62	6.57	5.77 / 1.45	0.80	-0.74 ***
4. The content of the courses within my major is valuable.	6.72	5.84 / 1.28	0.88	6.69	5.98 / 1.22	0.71	-0.14
5. Classroom locations are safe and secure for all students.	6.52	5.90 / 1.31	0.62	6.47	6.34 / 1.03	0.13	-0.44 ***
6. Financial aid counselors are helpful to adult students.	6.36	4.66 / 1.90	1.70	6.36	5.50 / 1.65	0.86	-0.84 ***
7. The staff at this institution are caring and helpful.	6.55	5.62 / 1.50	0.93	6.53	5.97 / 1.27	0.56	-0.35 ***
8. My academic advisor is available at times that are convenient for me.	6.36	5.10 / 1.84	1.26	6.37	5.81 / 1.50	0.56	-0.71 ***
9. Billing policies are reasonable for adult students.	6.47	4.88 / 1.74	1.59	6.36	5.52 / 1.52	0.84	-0.64 ***
10. Admissions representatives are knowledgeable.	6.46	5.19 / 1.72	1.27	6.38	5.89 / 1.35	0.49	-0.70 ***
11. My academic advisor is concerned about my success as an individual.	6.51	5.18 / 1.88	1.33	6.46	5.78 / 1.56	0.68	-0.60 ***
12. Computer labs are adequate and accessible for adult students.	6.32	4.61 / 1.94	1.71	6.12	5.72 / 1.53	0.40	-1.11 ***
13. The amount of student parking is adequate.	6.14	5.67 / 1.67	0.47	6.09	5.34 / 1.82	0.75	0.33 *
14. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.66 / 1.59	0.97	6.57	5.90 / 1.37	0.67	-0.24 *
15. Library resources and services are adequate for adults.	6.48	5.21 / 1.79	1.27	6.36	5.86 / 1.36	0.50	-0.65 ***
16. I am able to register for classes I need with few conflicts.	6.69	5.21 / 1.76	1.48	6.60	5.82 / 1.49	0.78	-0.61 ***

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

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands University - ASPSP			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.45	5.18 / 1.67	1.27	6.27	5.73 / 1.39	0.54	-0.55 ***
18. Parking lots are well-lighted and secure.	6.39	5.47 / 1.57	0.92	6.28	5.74 / 1.44	0.54	-0.27 *
19. My academic advisor is knowledgeable about requirements in my major.	6.64	5.57 / 1.82	1.07	6.61	6.02 / 1.38	0.59	-0.45 ***
20. Registration processes are reasonable and convenient for adults.	6.46	5.44 / 1.58	1.02	6.51	6.01 / 1.31	0.50	-0.57 ***
21. Tuition paid is a worthwhile investment.	6.59	5.47 / 1.56	1.12	6.65	5.52 / 1.56	1.13	-0.05
22. Security staff respond quickly in emergencies.	6.47	5.13 / 1.79	1.34	6.42	5.70 / 1.42	0.72	-0.57 ***
23. Adequate financial aid is available for most adult students.	6.62	4.76 / 1.92	1.86	6.54	5.46 / 1.69	1.08	-0.70 ***
24. There is a commitment to academic excellence at this institution.	6.64	5.63 / 1.60	1.01	6.66	5.98 / 1.32	0.68	-0.35 ***
25. Admissions representatives respond to adult students' unique needs.	6.40	5.12 / 1.76	1.28	6.37	5.85 / 1.34	0.52	-0.73 ***
26. Faculty provide timely feedback about my progress.	6.56	5.39 / 1.64	1.17	6.56	5.68 / 1.44	0.88	-0.29 **
27. This institution has a good reputation within the community.	6.34	5.52 / 1.56	0.82	6.44	5.91 / 1.33	0.53	-0.39 ***
28. My academic advisor is accessible by telephone and e-mail.	6.49	5.57 / 1.75	0.92	6.51	6.06 / 1.36	0.45	-0.49 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.58	4.60 / 1.98	1.98	6.50	5.56 / 1.65	0.94	-0.96 ***
30. Academic support services adequately meet the needs of adult students.	6.51	5.00 / 1.90	1.51	6.44	5.81 / 1.39	0.63	-0.81 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.59	5.95 / 1.36	0.64	6.45	6.11 / 1.36	0.34	-0.16

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 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands University - ASPSP			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	6.08	5.31 / 1.54	0.77	6.05	5.75 / 1.38	0.30	-0.44 ***
33. Channels are readily available for adult students to express complaints.	6.28	4.74 / 1.74	1.54	6.20	5.26 / 1.74	0.94	-0.52 ***
34. I receive complete information on the availability of financial aid.	6.58	4.46 / 2.01	2.12	6.44	5.41 / 1.72	1.03	-0.95 ***
35. The quality of instruction I receive in my program is excellent.	6.80	5.78 / 1.43	1.02	6.71	5.92 / 1.33	0.79	-0.14
36. Vending or snack bar food options are readily available.	5.53	4.90 / 1.76	0.63	5.46	5.34 / 1.67	0.12	-0.44 **
37. Part-time faculty are competent as classroom instructors.	6.58	5.62 / 1.50	0.96	6.49	5.85 / 1.35	0.64	-0.23 *
38. Career services are adequate and accessible for adult students.	6.31	4.76 / 1.90	1.55	6.27	5.55 / 1.52	0.72	-0.79 ***
39. This institution responds quickly to my requests for information.	6.63	4.85 / 1.89	1.78	6.49	5.78 / 1.42	0.71	-0.93 ***
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.52	5.93 / 1.40	0.59	6.51	6.09 / 1.21	0.42	-0.16
41. Major requirements are clear and reasonable.	6.73	5.57 / 1.68	1.16	6.64	5.96 / 1.32	0.68	-0.39 ***
42. Nearly all faculty are knowledgeable in their field.	6.78	6.01 / 1.37	0.77	6.70	6.20 / 1.14	0.50	-0.19 *
43. This institution offers a variety of payment plans for adult students.	6.51	4.95 / 1.78	1.56	6.37	5.59 / 1.54	0.78	-0.64 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.65	5.55 / 1.74	1.10	6.53	5.91 / 1.41	0.62	-0.36 ***
45. I am able to complete most of my enrollment tasks in one location.	6.66	5.68 / 1.72	0.98	6.51	6.19 / 1.19	0.32	-0.51 ***

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

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands University - ASPSP			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.49	4.72 / 1.95	1.77	6.40	5.42 / 1.67	0.98	-0.70 ***
47. Bookstore hours are convenient for adult students.	6.21	4.46 / 2.11	1.75	6.09	5.42 / 1.66	0.67	-0.96 ***
48. I am aware of whom to contact for questions about programs and services.	6.51	4.88 / 1.87	1.63	6.43	5.68 / 1.54	0.75	-0.80 ***
49. There are sufficient options within my program of study.	6.65	5.19 / 1.71	1.46	6.49	5.63 / 1.47	0.86	-0.44 ***
50. My advisor helps me apply my academic major to specific career goals.	6.51	4.94 / 2.00	1.57	6.42	5.52 / 1.67	0.90	-0.58 ***
51. Campus item: The reputation of the school played a measurable role in my decision to attend.	6.04	5.24 / 1.67	0.80				
52. Campus item: I have obtained the ability to read/write/speak critically and analytically from my educational experience.	6.60	5.77 / 1.36	0.83				
53. Campus item: Sufficient opportunities for graduate assistantships are offered in my program.	6.43	4.80 / 1.99	1.63				
54. Campus item: Course curriculum materials are adequate to prepare me for related work experience outside of school.	6.71	5.72 / 1.45	0.99				
55. Campus item: I can apply what I learned through coursework in my job.	6.76	5.89 / 1.37	0.87				
56. Campus item: There are adequate online courses available within my major.	6.44	4.53 / 2.25	1.91				
57. Campus item: I have a thorough understanding of my degree requirements.	6.71	5.64 / 1.57	1.07				
58. Campus item: Elective courses are offered at convenient times for me to take.	6.56	4.59 / 1.99	1.97				

* 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 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. Campus item: The value of the education I receive is excellent.	6.82	5.83 / 1.42	0.99				
60. Campus item: The courses currently offered during the day, evening, and weekend formats meet my scheduling needs.	6.76	5.10 / 1.89	1.66				
61. Campus item: I feel a strong personal connection to this institution.	6.01	5.06 / 1.76	0.95				
62. Campus item: I receive adequate professional mentoring from faculty.	6.56	5.25 / 1.79	1.31				
63. Campus item: Nearly all faculty in my program are knowledgeable about career opportunities.	6.64	5.61 / 1.54	1.03				
64. Campus item: Faculty provide timely feedback about my progress.	6.66	5.49 / 1.62	1.17				
65. Campus item: Advising from faculty and staff help prepare the adult learner for the next phase of his/her life/career.	6.62	5.34 / 1.68	1.28				
66. Campus item: This institution conveniently and effectively provides tutoring services for all students.	6.20	4.68 / 1.98	1.52				
67. Campus item: The library's website is easy to use.	6.55	5.16 / 1.82	1.39				
68. Campus item: Students from all ethnic backgrounds are included and supported at this institution.	6.63	5.95 / 1.57	0.68				
69. Campus item: The institution's email communications give essential information to students in a convenient and helpful manner.	6.42	5.45 / 1.67	0.97				
70. Campus item: Prior to becoming a student, the institution's website was effective in helping me understand the programs.	6.46	4.67 / 1.99	1.79				
71. Cost as factor in decision to enroll.	6.45			6.09			

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

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
72. Financial aid/scholarship opportunities as factor in decision to enroll.	6.14			6.04			
73. Academic reputation as factor in decision to enroll.	6.07			6.28			
74. Size of institution as factor in decision to enroll.	5.49			5.37			
75. Future employment opportunities as factor in decision to enroll.	6.17			6.15			
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.34			5.53			
77. Campus location (close to home/work) as factor in decision to enroll.	6.34			6.01			
78. Availability of evening/weekend courses as factor in decision to enroll.	6.08			6.07			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.80			5.92			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Summary Items

Summary Item	New Mexico Highlands University - ASPS	National Adult Students	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.90	Average: 4.91	-0.01
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	8%	8%	
4=About what I expected	32%	29%	
5=Better than I expected	22%	25%	
6=Quite a bit better than I expected	13%	13%	
7=Much better than expected	19%	18%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.45	Average: 5.64	-0.19
1=Not satisfied at all	1%	1%	
2=Not very satisfied	3%	2%	
3=Somewhat dissatisfied	8%	6%	
4=Neutral	6%	6%	
5=Somewhat satisfied	16%	14%	
6=Satisfied	35%	39%	
7=Very satisfied	26%	29%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.78	Average: 5.71	0.07
1=Definitely not	3%	2%	
2=Probably not	2%	5%	
3=Maybe not	5%	4%	
4=I don't know	7%	7%	
5=Maybe yes	11%	9%	
6=Probably yes	21%	27%	
7=Definitely yes	47%	43%	