

Institutional Summary
Scales: In Order of Importance

Scale	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Instructional Effectiveness	6.60	5.62	0.98	6.55	5.53	1.02	6.68	5.79	0.89
Registration Effectiveness	6.56	5.29	1.27	6.46	5.17	1.29	6.67	5.48	1.19
Academic Advising	6.55	5.36	1.19	6.51	5.18	1.33	6.62	5.57	1.05
Service Excellence	6.51	4.93	1.58	6.41	4.69	1.72	6.60	5.20	1.40
Campus Climate	6.49	5.38	1.11	6.45	5.20	1.25	6.59	5.62	0.97
Admissions and Financial Aid	6.48	4.84	1.64	6.41	4.53	1.88	6.61	5.19	1.42
Academic Services	6.38	4.85	1.53	6.25	4.68	1.57	6.49	5.07	1.42
Safety and Security	6.38	5.61	0.77	6.33	5.38	0.95	6.47	5.82	0.65

Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
59. Campus: The value of the education I receive is excellent.	6.82	5.83	0.99	6.73	5.84	0.89	6.87	5.96	0.91
35. The quality of instruction I receive in my program is excellent.	6.80	5.78	1.02	6.75	5.83	0.92	6.84	5.86	0.98
42. Nearly all faculty are knowledgeable in their field.	6.78	6.01	0.77	6.72	5.91	0.81	6.83	6.15	0.68
55. Campus: I can apply what I learned through coursework in my job.	6.76	5.89	0.87	6.75	5.86	0.89	6.77	6.06	0.71
60. Campus: The courses currently offered during the day, evening, and weekend formats meet my scheduling needs.	6.76	5.10	1.66	6.72	4.97	1.75	6.80	5.27	1.53
41. Major requirements are clear and reasonable.	6.73	5.57	1.16	6.67	5.46	1.21	6.78	5.80	0.98
4. The content of the courses within my major is valuable.	6.72	5.84	0.88	6.67	5.91	0.76	6.84	5.90	0.94
54. Campus: Course curriculum materials are adequate to prepare me for related work experience outside of school.	6.71	5.72	0.99	6.69	5.64	1.05	6.73	5.93	0.80
57. Campus: I have a thorough understanding of my degree requirements.	6.71	5.64	1.07	6.64	5.40	1.24	6.77	5.93	0.84
16. I am able to register for classes I need with few conflicts.	6.69	5.21	1.48	6.53	4.97	1.56	6.85	5.41	1.44
45. I am able to complete most of my enrollment tasks in one location.	6.66	5.68	0.98	6.53	5.49	1.04	6.74	5.95	0.79
64. Campus: Faculty provide timely feedback about my progress.	6.66	5.49	1.17	6.67	5.46	1.21	6.66	5.63	1.03

Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
3. Classes are scheduled at times that are convenient for me.	6.65	5.03	1.62	6.64	5.00	1.64	6.79	5.13	1.66
44. When students enroll at this institution, they develop a plan to complete their degree.	6.65	5.55	1.10	6.56	5.44	1.12	6.70	5.79	0.91
49. There are sufficient options within my program of study.	6.65	5.19	1.46	6.62	5.07	1.55	6.66	5.36	1.30
19. My academic advisor is knowledgeable about requirements in my major.	6.64	5.57	1.07	6.55	5.45	1.10	6.72	5.70	1.02
24. There is a commitment to academic excellence at this institution.	6.64	5.63	1.01	6.62	5.49	1.13	6.77	5.82	0.95
63. Campus: Nearly all faculty in my program are knowledgeable about career opportunities.	6.64	5.61	1.03	6.51	5.42	1.09	6.74	5.87	0.87
14. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.66	0.97	6.53	5.41	1.12	6.72	5.89	0.83
39. This institution responds quickly to my requests for information.	6.63	4.85	1.78	6.49	4.56	1.93	6.73	5.19	1.54
68. Campus: Students from all ethnic backgrounds are included and supported at this institution.	6.63	5.95	0.68	6.63	5.79	0.84	6.63	6.19	0.44
23. Adequate financial aid is available for most adult students.	6.62	4.76	1.86	6.58	4.32	2.26	6.70	5.20	1.50
65. Campus: Advising from faculty and staff help prepare the adult learner for the next phase of his/her life/career.	6.62	5.34	1.28	6.53	5.26	1.27	6.67	5.51	1.16

Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
52. Campus: I have obtained the ability to read/write/speak critically and analytically from my educational experience.	6.60	5.77	0.83	6.58	5.83	0.75	6.65	5.82	0.83
21. Tuition paid is a worthwhile investment.	6.59	5.47	1.12	6.58	5.46	1.12	6.66	5.53	1.13
31. I am able to register for classes by personal computer, fax, or telephone.	6.59	5.95	0.64	6.43	5.86	0.57	6.69	6.12	0.57
29. I seldom get the "run-around" when seeking information at this institution.	6.58	4.60	1.98	6.49	4.36	2.13	6.65	4.90	1.75
34. I receive complete information on the availability of financial aid.	6.58	4.46	2.12	6.53	4.15	2.38	6.67	4.83	1.84
37. Part-time faculty are competent as classroom instructors.	6.58	5.62	0.96	6.51	5.62	0.89	6.65	5.70	0.95
26. Faculty provide timely feedback about my progress.	6.56	5.39	1.17	6.54	5.31	1.23	6.64	5.61	1.03
58. Campus: Elective courses are offered at convenient times for me to take.	6.56	4.59	1.97	6.55	3.97	2.58	6.56	5.20	1.36
62. Campus: I receive adequate professional mentoring from faculty.	6.56	5.25	1.31	6.42	5.16	1.26	6.65	5.42	1.23
7. The staff at this institution are caring and helpful.	6.55	5.62	0.93	6.56	5.53	1.03	6.65	5.80	0.85
67. Campus: The library's website is easy to use.	6.55	5.16	1.39	6.52	4.93	1.59	6.57	5.42	1.15
5. Classroom locations are safe and secure for all students.	6.52	5.90	0.62	6.45	5.74	0.71	6.57	6.07	0.50

Institutional Summary

Items: In Order of Importance

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.52	5.93	0.59	6.53	5.96	0.57	6.57	6.05	0.52
11. My academic advisor is concerned about my success as an individual.	6.51	5.18	1.33	6.49	4.86	1.63	6.52	5.51	1.01
30. Academic support services adequately meet the needs of adult students.	6.51	5.00	1.51	6.35	4.59	1.76	6.61	5.38	1.23
43. This institution offers a variety of payment plans for adult students.	6.51	4.95	1.56	6.47	4.76	1.71	6.50	5.30	1.20
48. I am aware of whom to contact for questions about programs and services.	6.51	4.88	1.63	6.35	4.57	1.78	6.61	5.16	1.45
50. My advisor helps me apply my academic major to specific career goals.	6.51	4.94	1.57	6.43	4.55	1.88	6.55	5.31	1.24
28. My academic advisor is accessible by telephone and e-mail.	6.49	5.57	0.92	6.47	5.34	1.13	6.61	5.77	0.84
46. This institution provides timely responses to student complaints.	6.49	4.72	1.77	6.36	4.41	1.95	6.58	5.03	1.55
2. Faculty care about me as an individual.	6.48	5.52	0.96	6.43	5.32	1.11	6.68	5.78	0.90
15. Library resources and services are adequate for adults.	6.48	5.21	1.27	6.31	5.10	1.21	6.58	5.30	1.28
9. Billing policies are reasonable for adult students.	6.47	4.88	1.59	6.43	4.93	1.50	6.57	4.94	1.63
22. Security staff respond quickly in emergencies.	6.47	5.13	1.34	6.38	4.48	1.90	6.57	5.71	0.86

Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
10. Admissions representatives are knowledgeable.	6.46	5.19	1.27	6.31	4.96	1.35	6.61	5.49	1.12
20. Registration processes are reasonable and convenient for adults.	6.46	5.44	1.02	6.36	5.23	1.13	6.58	5.69	0.89
70. Campus: Prior to becoming a student, the institution's website was effective in helping me understand the programs.	6.46	4.67	1.79	6.39	4.45	1.94	6.49	4.92	1.57
17. Business office hours are convenient for adult students.	6.45	5.18	1.27	6.28	5.15	1.13	6.61	5.30	1.31
71. Cost as factor in decision to enroll.	6.45			6.34			6.52		
56. Campus: There are adequate online courses available within my major.	6.44	4.53	1.91	6.25	3.95	2.30	6.62	5.04	1.58
53. Campus: Sufficient opportunities for graduate assistantships are offered in my program.	6.43	4.80	1.63	6.46	4.80	1.66	6.40	4.96	1.44
69. Campus: The institution's email communications give essential information to students in a convenient and helpful manner.	6.42	5.45	0.97	6.33	5.49	0.84	6.48	5.54	0.94
1. Adult students are made to feel welcome at this institution.	6.41	5.69	0.72	6.41	5.46	0.95	6.54	6.00	0.54
25. Admissions representatives respond to adult students' unique needs.	6.40	5.12	1.28	6.40	4.95	1.45	6.51	5.36	1.15
18. Parking lots are well-lighted and secure.	6.39	5.47	0.92	6.33	5.16	1.17	6.51	5.67	0.84

Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
6. Financial aid counselors are helpful to adult students.	6.36	4.66	1.70	6.26	4.26	2.00	6.56	5.09	1.47
8. My academic advisor is available at times that are convenient for me.	6.36	5.10	1.26	6.43	5.16	1.27	6.43	5.07	1.36
27. This institution has a good reputation within the community.	6.34	5.52	0.82	6.32	5.37	0.95	6.46	5.84	0.62
77. Campus location (close to home/work) as factor in decision to enroll.	6.34			6.41			6.25		
12. Computer labs are adequate and accessible for adult students.	6.32	4.61	1.71	6.24	4.34	1.90	6.44	4.88	1.56
38. Career services are adequate and accessible for adult students.	6.31	4.76	1.55	6.10	4.85	1.25	6.49	4.87	1.62
33. Channels are readily available for adult students to express complaints.	6.28	4.74	1.54	6.17	4.53	1.64	6.36	5.00	1.36
47. Bookstore hours are convenient for adult students.	6.21	4.46	1.75	6.21	4.43	1.78	6.24	4.67	1.57
66. Campus: This institution conveniently and effectively provides tutoring services for all students.	6.20	4.68	1.52	6.16	4.57	1.59	6.20	4.93	1.27
75. Future employment opportunities as factor in decision to enroll.	6.17			6.16			6.17		
13. The amount of student parking is adequate.	6.14	5.67	0.47	6.17	5.65	0.52	6.24	5.76	0.48
72. Financial aid/scholarship opportunities as factor in decision to enroll.	6.14			6.01			6.28		

Institutional Summary
Items: In Order of Importance

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
32. My classes provide opportunities to improve my technology skills.	6.08	5.31	0.77	6.00	5.07	0.93	6.16	5.57	0.59
78. Availability of evening/weekend courses as factor in decision to enroll.	6.08			5.64			6.47		
73. Academic reputation as factor in decision to enroll.	6.07			6.01			6.11		
51. Campus: The reputation of the school played a measurable role in my decision to attend.	6.04	5.24	0.80	5.96	5.27	0.69	6.14	5.32	0.82
61. Campus: I feel a strong personal connection to this institution.	6.01	5.06	0.95	5.91	5.11	0.80	6.09	5.09	1.00
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.80			5.67			5.98		
36. Vending or snack bar food options are readily available.	5.53	4.90	0.63	5.48	4.58	0.90	5.61	5.17	0.44
74. Size of institution as factor in decision to enroll.	5.49			5.64			5.34		
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.34			5.17			5.48		

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ACADEMIC ADVISING	6.55	5.36	1.19	6.51	5.18	1.33	6.62	5.57	1.05
8. My academic advisor is available at times that are convenient for me.	6.36	5.10	1.26	6.43	5.16	1.27	6.43	5.07	1.36
11. My academic advisor is concerned about my success as an individual.	6.51	5.18	1.33	6.49	4.86	1.63	6.52	5.51	1.01
19. My academic advisor is knowledgeable about requirements in my major.	6.64	5.57	1.07	6.55	5.45	1.10	6.72	5.70	1.02
28. My academic advisor is accessible by telephone and e-mail.	6.49	5.57	0.92	6.47	5.34	1.13	6.61	5.77	0.84
41. Major requirements are clear and reasonable.	6.73	5.57	1.16	6.67	5.46	1.21	6.78	5.80	0.98
44. When students enroll at this institution, they develop a plan to complete their degree.	6.65	5.55	1.10	6.56	5.44	1.12	6.70	5.79	0.91
50. My advisor helps me apply my academic major to specific career goals.	6.51	4.94	1.57	6.43	4.55	1.88	6.55	5.31	1.24

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ACADEMIC SERVICES	6.38	4.85	1.53	6.25	4.68	1.57	6.49	5.07	1.42
12. Computer labs are adequate and accessible for adult students.	6.32	4.61	1.71	6.24	4.34	1.90	6.44	4.88	1.56
15. Library resources and services are adequate for adults.	6.48	5.21	1.27	6.31	5.10	1.21	6.58	5.30	1.28
30. Academic support services adequately meet the needs of adult students.	6.51	5.00	1.51	6.35	4.59	1.76	6.61	5.38	1.23
38. Career services are adequate and accessible for adult students.	6.31	4.76	1.55	6.10	4.85	1.25	6.49	4.87	1.62
47. Bookstore hours are convenient for adult students.	6.21	4.46	1.75	6.21	4.43	1.78	6.24	4.67	1.57

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ADMISSIONS AND FINANCIAL AID	6.48	4.84	1.64	6.41	4.53	1.88	6.61	5.19	1.42
6. Financial aid counselors are helpful to adult students.	6.36	4.66	1.70	6.26	4.26	2.00	6.56	5.09	1.47
10. Admissions representatives are knowledgeable.	6.46	5.19	1.27	6.31	4.96	1.35	6.61	5.49	1.12
23. Adequate financial aid is available for most adult students.	6.62	4.76	1.86	6.58	4.32	2.26	6.70	5.20	1.50
25. Admissions representatives respond to adult students' unique needs.	6.40	5.12	1.28	6.40	4.95	1.45	6.51	5.36	1.15
34. I receive complete information on the availability of financial aid.	6.58	4.46	2.12	6.53	4.15	2.38	6.67	4.83	1.84

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS CLIMATE	6.49	5.38	1.11	6.45	5.20	1.25	6.59	5.62	0.97
1. Adult students are made to feel welcome at this institution.	6.41	5.69	0.72	6.41	5.46	0.95	6.54	6.00	0.54
2. Faculty care about me as an individual.	6.48	5.52	0.96	6.43	5.32	1.11	6.68	5.78	0.90
5. Classroom locations are safe and secure for all students.	6.52	5.90	0.62	6.45	5.74	0.71	6.57	6.07	0.50
7. The staff at this institution are caring and helpful.	6.55	5.62	0.93	6.56	5.53	1.03	6.65	5.80	0.85
21. Tuition paid is a worthwhile investment.	6.59	5.47	1.12	6.58	5.46	1.12	6.66	5.53	1.13
24. There is a commitment to academic excellence at this institution.	6.64	5.63	1.01	6.62	5.49	1.13	6.77	5.82	0.95
27. This institution has a good reputation within the community.	6.34	5.52	0.82	6.32	5.37	0.95	6.46	5.84	0.62
29. I seldom get the "run-around" when seeking information at this institution.	6.58	4.60	1.98	6.49	4.36	2.13	6.65	4.90	1.75
33. Channels are readily available for adult students to express complaints.	6.28	4.74	1.54	6.17	4.53	1.64	6.36	5.00	1.36
50. My advisor helps me apply my academic major to specific career goals.	6.51	4.94	1.57	6.43	4.55	1.88	6.55	5.31	1.24

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
INSTRUCTIONAL EFFECTIVENESS	6.60	5.62	0.98	6.55	5.53	1.02	6.68	5.79	0.89
2. Faculty care about me as an individual.	6.48	5.52	0.96	6.43	5.32	1.11	6.68	5.78	0.90
4. The content of the courses within my major is valuable.	6.72	5.84	0.88	6.67	5.91	0.76	6.84	5.90	0.94
14. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.66	0.97	6.53	5.41	1.12	6.72	5.89	0.83
24. There is a commitment to academic excellence at this institution.	6.64	5.63	1.01	6.62	5.49	1.13	6.77	5.82	0.95
26. Faculty provide timely feedback about my progress.	6.56	5.39	1.17	6.54	5.31	1.23	6.64	5.61	1.03
32. My classes provide opportunities to improve my technology skills.	6.08	5.31	0.77	6.00	5.07	0.93	6.16	5.57	0.59
35. The quality of instruction I receive in my program is excellent.	6.80	5.78	1.02	6.75	5.83	0.92	6.84	5.86	0.98
37. Part-time faculty are competent as classroom instructors.	6.58	5.62	0.96	6.51	5.62	0.89	6.65	5.70	0.95
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.52	5.93	0.59	6.53	5.96	0.57	6.57	6.05	0.52
41. Major requirements are clear and reasonable.	6.73	5.57	1.16	6.67	5.46	1.21	6.78	5.80	0.98

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Nearly all faculty are knowledgeable in their field.	6.78	6.01	0.77	6.72	5.91	0.81	6.83	6.15	0.68
49. There are sufficient options within my program of study.	6.65	5.19	1.46	6.62	5.07	1.55	6.66	5.36	1.30

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
REGISTRATION EFFECTIVENESS	6.56	5.29	1.27	6.46	5.17	1.29	6.67	5.48	1.19
3. Classes are scheduled at times that are convenient for me.	6.65	5.03	1.62	6.64	5.00	1.64	6.79	5.13	1.66
9. Billing policies are reasonable for adult students.	6.47	4.88	1.59	6.43	4.93	1.50	6.57	4.94	1.63
16. I am able to register for classes I need with few conflicts.	6.69	5.21	1.48	6.53	4.97	1.56	6.85	5.41	1.44
17. Business office hours are convenient for adult students.	6.45	5.18	1.27	6.28	5.15	1.13	6.61	5.30	1.31
20. Registration processes are reasonable and convenient for adults.	6.46	5.44	1.02	6.36	5.23	1.13	6.58	5.69	0.89
31. I am able to register for classes by personal computer, fax, or telephone.	6.59	5.95	0.64	6.43	5.86	0.57	6.69	6.12	0.57
43. This institution offers a variety of payment plans for adult students.	6.51	4.95	1.56	6.47	4.76	1.71	6.50	5.30	1.20
45. I am able to complete most of my enrollment tasks in one location.	6.66	5.68	0.98	6.53	5.49	1.04	6.74	5.95	0.79

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SAFETY AND SECURITY	6.38	5.61	0.77	6.33	5.38	0.95	6.47	5.82	0.65
5. Classroom locations are safe and secure for all students.	6.52	5.90	0.62	6.45	5.74	0.71	6.57	6.07	0.50
13. The amount of student parking is adequate.	6.14	5.67	0.47	6.17	5.65	0.52	6.24	5.76	0.48
18. Parking lots are well-lighted and secure.	6.39	5.47	0.92	6.33	5.16	1.17	6.51	5.67	0.84
22. Security staff respond quickly in emergencies.	6.47	5.13	1.34	6.38	4.48	1.90	6.57	5.71	0.86

Institutional Summary

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

Scale/Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SERVICE EXCELLENCE	6.51	4.93	1.58	6.41	4.69	1.72	6.60	5.20	1.40
7. The staff at this institution are caring and helpful.	6.55	5.62	0.93	6.56	5.53	1.03	6.65	5.80	0.85
29. I seldom get the "run-around" when seeking information at this institution.	6.58	4.60	1.98	6.49	4.36	2.13	6.65	4.90	1.75
33. Channels are readily available for adult students to express complaints.	6.28	4.74	1.54	6.17	4.53	1.64	6.36	5.00	1.36
39. This institution responds quickly to my requests for information.	6.63	4.85	1.78	6.49	4.56	1.93	6.73	5.19	1.54
46. This institution provides timely responses to student complaints.	6.49	4.72	1.77	6.36	4.41	1.95	6.58	5.03	1.55
48. I am aware of whom to contact for questions about programs and services.	6.51	4.88	1.63	6.35	4.57	1.78	6.61	5.16	1.45

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Adult students are made to feel welcome at this institution.	6.41	5.69	0.72	6.41	5.46	0.95	6.54	6.00	0.54
2. Faculty care about me as an individual.	6.48	5.52	0.96	6.43	5.32	1.11	6.68	5.78	0.90
3. Classes are scheduled at times that are convenient for me.	6.65	5.03	1.62	6.64	5.00	1.64	6.79	5.13	1.66
4. The content of the courses within my major is valuable.	6.72	5.84	0.88	6.67	5.91	0.76	6.84	5.90	0.94
5. Classroom locations are safe and secure for all students.	6.52	5.90	0.62	6.45	5.74	0.71	6.57	6.07	0.50
6. Financial aid counselors are helpful to adult students.	6.36	4.66	1.70	6.26	4.26	2.00	6.56	5.09	1.47
7. The staff at this institution are caring and helpful.	6.55	5.62	0.93	6.56	5.53	1.03	6.65	5.80	0.85
8. My academic advisor is available at times that are convenient for me.	6.36	5.10	1.26	6.43	5.16	1.27	6.43	5.07	1.36
9. Billing policies are reasonable for adult students.	6.47	4.88	1.59	6.43	4.93	1.50	6.57	4.94	1.63
10. Admissions representatives are knowledgeable.	6.46	5.19	1.27	6.31	4.96	1.35	6.61	5.49	1.12
11. My academic advisor is concerned about my success as an individual.	6.51	5.18	1.33	6.49	4.86	1.63	6.52	5.51	1.01
12. Computer labs are adequate and accessible for adult students.	6.32	4.61	1.71	6.24	4.34	1.90	6.44	4.88	1.56
13. The amount of student parking is adequate.	6.14	5.67	0.47	6.17	5.65	0.52	6.24	5.76	0.48

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
14. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.66	0.97	6.53	5.41	1.12	6.72	5.89	0.83
15. Library resources and services are adequate for adults.	6.48	5.21	1.27	6.31	5.10	1.21	6.58	5.30	1.28
16. I am able to register for classes I need with few conflicts.	6.69	5.21	1.48	6.53	4.97	1.56	6.85	5.41	1.44
17. Business office hours are convenient for adult students.	6.45	5.18	1.27	6.28	5.15	1.13	6.61	5.30	1.31
18. Parking lots are well-lighted and secure.	6.39	5.47	0.92	6.33	5.16	1.17	6.51	5.67	0.84
19. My academic advisor is knowledgeable about requirements in my major.	6.64	5.57	1.07	6.55	5.45	1.10	6.72	5.70	1.02
20. Registration processes are reasonable and convenient for adults.	6.46	5.44	1.02	6.36	5.23	1.13	6.58	5.69	0.89
21. Tuition paid is a worthwhile investment.	6.59	5.47	1.12	6.58	5.46	1.12	6.66	5.53	1.13
22. Security staff respond quickly in emergencies.	6.47	5.13	1.34	6.38	4.48	1.90	6.57	5.71	0.86
23. Adequate financial aid is available for most adult students.	6.62	4.76	1.86	6.58	4.32	2.26	6.70	5.20	1.50
24. There is a commitment to academic excellence at this institution.	6.64	5.63	1.01	6.62	5.49	1.13	6.77	5.82	0.95
25. Admissions representatives respond to adult students' unique needs.	6.40	5.12	1.28	6.40	4.95	1.45	6.51	5.36	1.15

Institutional Summary
Items: In Sequential Order

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
26. Faculty provide timely feedback about my progress.	6.56	5.39	1.17	6.54	5.31	1.23	6.64	5.61	1.03
27. This institution has a good reputation within the community.	6.34	5.52	0.82	6.32	5.37	0.95	6.46	5.84	0.62
28. My academic advisor is accessible by telephone and e-mail.	6.49	5.57	0.92	6.47	5.34	1.13	6.61	5.77	0.84
29. I seldom get the "run-around" when seeking information at this institution.	6.58	4.60	1.98	6.49	4.36	2.13	6.65	4.90	1.75
30. Academic support services adequately meet the needs of adult students.	6.51	5.00	1.51	6.35	4.59	1.76	6.61	5.38	1.23
31. I am able to register for classes by personal computer, fax, or telephone.	6.59	5.95	0.64	6.43	5.86	0.57	6.69	6.12	0.57
32. My classes provide opportunities to improve my technology skills.	6.08	5.31	0.77	6.00	5.07	0.93	6.16	5.57	0.59
33. Channels are readily available for adult students to express complaints.	6.28	4.74	1.54	6.17	4.53	1.64	6.36	5.00	1.36
34. I receive complete information on the availability of financial aid.	6.58	4.46	2.12	6.53	4.15	2.38	6.67	4.83	1.84
35. The quality of instruction I receive in my program is excellent.	6.80	5.78	1.02	6.75	5.83	0.92	6.84	5.86	0.98
36. Vending or snack bar food options are readily available.	5.53	4.90	0.63	5.48	4.58	0.90	5.61	5.17	0.44
37. Part-time faculty are competent as classroom instructors.	6.58	5.62	0.96	6.51	5.62	0.89	6.65	5.70	0.95

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
38. Career services are adequate and accessible for adult students.	6.31	4.76	1.55	6.10	4.85	1.25	6.49	4.87	1.62
39. This institution responds quickly to my requests for information.	6.63	4.85	1.78	6.49	4.56	1.93	6.73	5.19	1.54
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.52	5.93	0.59	6.53	5.96	0.57	6.57	6.05	0.52
41. Major requirements are clear and reasonable.	6.73	5.57	1.16	6.67	5.46	1.21	6.78	5.80	0.98
42. Nearly all faculty are knowledgeable in their field.	6.78	6.01	0.77	6.72	5.91	0.81	6.83	6.15	0.68
43. This institution offers a variety of payment plans for adult students.	6.51	4.95	1.56	6.47	4.76	1.71	6.50	5.30	1.20
44. When students enroll at this institution, they develop a plan to complete their degree.	6.65	5.55	1.10	6.56	5.44	1.12	6.70	5.79	0.91
45. I am able to complete most of my enrollment tasks in one location.	6.66	5.68	0.98	6.53	5.49	1.04	6.74	5.95	0.79
46. This institution provides timely responses to student complaints.	6.49	4.72	1.77	6.36	4.41	1.95	6.58	5.03	1.55
47. Bookstore hours are convenient for adult students.	6.21	4.46	1.75	6.21	4.43	1.78	6.24	4.67	1.57
48. I am aware of whom to contact for questions about programs and services.	6.51	4.88	1.63	6.35	4.57	1.78	6.61	5.16	1.45
49. There are sufficient options within my program of study.	6.65	5.19	1.46	6.62	5.07	1.55	6.66	5.36	1.30

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. My advisor helps me apply my academic major to specific career goals.	6.51	4.94	1.57	6.43	4.55	1.88	6.55	5.31	1.24
51. Campus: The reputation of the school played a measurable role in my decision to attend.	6.04	5.24	0.80	5.96	5.27	0.69	6.14	5.32	0.82
52. Campus: I have obtained the ability to read/write/speak critically and analytically from my educational experience.	6.60	5.77	0.83	6.58	5.83	0.75	6.65	5.82	0.83
53. Campus: Sufficient opportunities for graduate assistantships are offered in my program.	6.43	4.80	1.63	6.46	4.80	1.66	6.40	4.96	1.44
54. Campus: Course curriculum materials are adequate to prepare me for related work experience outside of school.	6.71	5.72	0.99	6.69	5.64	1.05	6.73	5.93	0.80
55. Campus: I can apply what I learned through coursework in my job.	6.76	5.89	0.87	6.75	5.86	0.89	6.77	6.06	0.71
56. Campus: There are adequate online courses available within my major.	6.44	4.53	1.91	6.25	3.95	2.30	6.62	5.04	1.58
57. Campus: I have a thorough understanding of my degree requirements.	6.71	5.64	1.07	6.64	5.40	1.24	6.77	5.93	0.84
58. Campus: Elective courses are offered at convenient times for me to take.	6.56	4.59	1.97	6.55	3.97	2.58	6.56	5.20	1.36
59. Campus: The value of the education I receive is excellent.	6.82	5.83	0.99	6.73	5.84	0.89	6.87	5.96	0.91
60. Campus: The courses currently offered during the day, evening, and	6.76	5.10	1.66	6.72	4.97	1.75	6.80	5.27	1.53

Institutional Summary

Items: In Sequential Order

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
weekend formats meet my scheduling needs.									
61. Campus: I feel a strong personal connection to this institution.	6.01	5.06	0.95	5.91	5.11	0.80	6.09	5.09	1.00
62. Campus: I receive adequate professional mentoring from faculty.	6.56	5.25	1.31	6.42	5.16	1.26	6.65	5.42	1.23
63. Campus: Nearly all faculty in my program are knowledgeable about career opportunities.	6.64	5.61	1.03	6.51	5.42	1.09	6.74	5.87	0.87
64. Campus: Faculty provide timely feedback about my progress.	6.66	5.49	1.17	6.67	5.46	1.21	6.66	5.63	1.03
65. Campus: Advising from faculty and staff help prepare the adult learner for the next phase of his/her life/career.	6.62	5.34	1.28	6.53	5.26	1.27	6.67	5.51	1.16
66. Campus: This institution conveniently and effectively provides tutoring services for all students.	6.20	4.68	1.52	6.16	4.57	1.59	6.20	4.93	1.27
67. Campus: The library's website is easy to use.	6.55	5.16	1.39	6.52	4.93	1.59	6.57	5.42	1.15
68. Campus: Students from all ethnic backgrounds are included and supported at this institution.	6.63	5.95	0.68	6.63	5.79	0.84	6.63	6.19	0.44
69. Campus: The institution's email communications give essential information to students in a convenient and helpful manner.	6.42	5.45	0.97	6.33	5.49	0.84	6.48	5.54	0.94
70. Campus: Prior to becoming a student, the institution's website was	6.46	4.67	1.79	6.39	4.45	1.94	6.49	4.92	1.57

Institutional Summary
Items: In Sequential Order

Item	New Mexico Highlands			Day			Evening		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
effective in helping me understand the programs.									
71. Cost as factor in decision to enroll.	6.45			6.34			6.52		
72. Financial aid/scholarship opportunities as factor in decision to enroll.	6.14			6.01			6.28		
73. Academic reputation as factor in decision to enroll.	6.07			6.01			6.11		
74. Size of institution as factor in decision to enroll.	5.49			5.64			5.34		
75. Future employment opportunities as factor in decision to enroll.	6.17			6.16			6.17		
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.34			5.17			5.48		
77. Campus location (close to home/work) as factor in decision to enroll.	6.34			6.41			6.25		
78. Availability of evening/weekend courses as factor in decision to enroll.	6.08			5.64			6.47		
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.80			5.67			5.98		

Institutional Summary

Summary Items

Summary Item	New Mexico Highlands	Day	Evening
So far, how has your college experience met your expectations?	Average: 4.90	Average: 4.81	Average: 5.02
1=Much worse than expected	2%	1%	2%
2=Quite a bit worse than I expected	1%	2%	1%
3=Worse than I expected	8%	10%	6%
4=About what I expected	32%	31%	32%
5=Better than I expected	22%	25%	20%
6=Quite a bit better than I expected	13%	9%	17%
7=Much better than expected	19%	18%	20%
Rate your overall satisfaction with your experience here thus far.	Average: 5.45	Average: 5.40	Average: 5.56
1=Not satisfied at all	1%	2%	1%
2=Not very satisfied	3%	4%	3%
3=Somewhat dissatisfied	8%	5%	10%
4=Neutral	6%	10%	4%
5=Somewhat satisfied	16%	17%	16%
6=Satisfied	35%	36%	36%
7=Very satisfied	26%	24%	28%
All in all, if you had to do it over, would you enroll here again?	Average: 5.78	Average: 5.71	Average: 5.92
1=Definitely not	3%	4%	2%
2=Probably not	2%	4%	2%
3=Maybe not	5%	4%	4%
4=I don't know	7%	8%	8%
5=Maybe yes	11%	10%	12%
6=Probably yes	21%	24%	20%
7=Definitely yes	47%	45%	51%