

New Mexico Highlands University - SSI			National Four-Year Publics			
Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap Difference
C 12. Financial aid awards are announced to students in time to be helpful in college planning.	6.50	4.55 / 1.84	<b>1.95</b>	6.29	5.04 / 1.69	1.25 -0.49***
57. I seldom get the "run-around" when seeking information on this campus.	6.35	4.48 / 1.96	<b>1.87</b>	6.14	4.84 / 1.80	1.30 -0.36**
42. There are a sufficient number of weekend activities for students.	5.82	3.99 / 1.85	<b>1.83</b>	5.52	4.71 / 1.72	0.81 -0.72***
C 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.38	4.59 / 1.84	<b>1.79</b>	5.99	4.89 / 1.66	1.10 -0.30*
21. The amount of student parking space on campus is adequate.	6.25	4.54 / 1.90	<b>1.71</b>	6.12	3.55 / 2.05	2.57 0.99***
C 17. Adequate financial aid is available for most students.	6.48	4.83 / 1.70	<b>1.65</b>	6.34	5.01 / 1.69	1.33 -0.18
38. There is an adequate selection of food available in the cafeteria.	6.20	4.57 / 1.87	<b>1.63</b>	5.98	4.54 / 1.84	1.44 0.03
11. Billing policies are reasonable.	6.34	4.74 / 1.76	<b>1.60</b>	6.17	4.92 / 1.63	1.25 -0.18
73. Student activities fees are put to good use.	6.28	4.72 / 1.76	<b>1.56</b>	6.14	4.81 / 1.71	1.33 -0.09
C 34. I am able to register for classes I need with few conflicts.	6.59	5.06 / 1.89	<b>1.53</b>	6.52	5.14 / 1.77	1.38 -0.08
83. Campus item: The campus Website accurately reflects student opportunities and experiences available on campus.	6.31	4.84 / 1.77	<b>1.47</b>			
71. Channels for expressing student complaints are readily available.	6.34	4.91 / 1.75	<b>1.43</b>	6.07	4.94 / 1.69	1.13 -0.03
C 69. There is a good variety of courses provided on this campus.	6.59	5.18 / 1.67	<b>1.41</b>	6.39	5.59 / 1.44	0.80 -0.41***
28. Parking lots are well-lighted and secure.	6.33	4.95 / 1.65	<b>1.38</b>	6.12	5.08 / 1.63	1.04 -0.13
C 36. Security staff respond quickly in emergencies.	6.54	5.21 / 1.63	<b>1.33</b>	6.37	5.43 / 1.48	0.94 -0.22
C 5. Financial aid counselors are helpful.	6.46	5.14 / 1.76	<b>1.32</b>	6.20	4.96 / 1.71	1.24 0.18
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.71	4.40 / 1.79	<b>1.31</b>	5.38	4.91 / 1.68	0.47 -0.51***
C 41. There is a commitment to academic excellence on this campus.	6.54	5.26 / 1.56	<b>1.28</b>	6.32	5.51 / 1.41	0.81 -0.25**
10. Administrators are approachable to students.	6.28	5.01 / 1.73	<b>1.27</b>	6.00	5.21 / 1.46	0.79 -0.20*
40. Residence hall regulations are reasonable.	6.15	4.88 / 1.80	<b>1.27</b>	5.82	5.12 / 1.57	0.70 -0.24
60. I generally know what's happening on campus.	6.16	4.89 / 1.68	<b>1.27</b>	5.88	5.09 / 1.61	0.79 -0.20
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	4.95 / 1.57	<b>1.26</b>	6.06	5.24 / 1.52	0.82 -0.29**
49. There are adequate services to help me decide upon a career.	6.45	5.20 / 1.56	<b>1.25</b>	6.24	5.27 / 1.56	0.97 -0.07
59. This institution shows concern for students as individuals.	6.43	5.20 / 1.60	<b>1.23</b>	6.30	5.23 / 1.58	1.07 -0.03

Student Satisfaction Inventory (SSI)

New Mexico Highlands University - SSI				National Four-Year Publics			
Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
4. Admissions staff are knowledgeable.	6.41	5.19	/ 1.59 <b>1.22</b>	6.22	5.26	/ 1.52	0.96 -0.07
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.36	/ 1.56 <b>1.22</b>	6.36	5.35	/ 1.49	1.01 0.01
29. It is an enjoyable experience to be a student on this campus.	6.55	5.33	/ 1.60 <b>1.22</b>	6.33	5.41	/ 1.55	0.92 -0.08
7. The campus is safe and secure for all students.	6.57	5.39	/ 1.49 <b>1.18</b>	6.46	5.59	/ 1.42	0.87 -0.20*
2. The campus staff are caring and helpful.	6.53	5.36	/ 1.59 <b>1.17</b>	6.29	5.35	/ 1.44	0.94 0.01
27. The personnel involved in registration are helpful.	6.50	5.33	/ 1.62 <b>1.17</b>	6.22	5.34	/ 1.51	0.88 -0.01
30. Residence hall staff are concerned about me as an individual.	6.11	4.94	/ 1.64 <b>1.17</b>	5.70	5.03	/ 1.61	0.67 -0.09
47. Faculty provide timely feedback about student progress in a course.	6.52	5.35	/ 1.54 <b>1.17</b>	6.34	5.16	/ 1.55	1.18 0.19
66. Tuition paid is a worthwhile investment.	6.58	5.44	/ 1.60 <b>1.14</b>	6.44	5.24	/ 1.62	1.20 0.20
72. On the whole, the campus is well-maintained.	6.50	5.41	/ 1.53 <b>1.09</b>	6.31	5.71	/ 1.41	0.60 -0.30**
44. Academic support services adequately meet the needs of students.	6.41	5.37	/ 1.58 <b>1.04</b>	6.17	5.36	/ 1.44	0.81 0.01
15. The staff in the health services area are competent.	6.34	5.31	/ 1.48 <b>1.03</b>	6.05	5.37	/ 1.46	0.68 -0.06
53. Faculty take into consideration student differences as they teach a course.	6.40	5.37	/ 1.50 <b>1.03</b>	6.17	5.07	/ 1.59	1.10 0.30**
54. Bookstore staff are helpful.	6.20	5.17	/ 1.79 <b>1.03</b>	5.93	5.59	/ 1.44	0.34 -0.42***
35. The assessment and course placement procedures are reasonable.	6.41	5.40	/ 1.37 <b>1.01</b>	6.23	5.36	/ 1.47	0.87 0.04
80. Campus item: My faculty academic advisor communicates with me effectively.	6.50	5.50	/ 1.69 <b>1.00</b>				
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	5.27	/ 1.51 <b>0.99</b>	6.04	5.25	/ 1.53	0.79 0.02
20. The business office is open during hours which are convenient for most students.	6.33	5.36	/ 1.56 <b>0.97</b>	5.97	5.29	/ 1.46	0.68 0.07
51. This institution has a good reputation within the community.	6.37	5.40	/ 1.53 <b>0.97</b>	6.21	5.62	/ 1.45	0.59 -0.22*
S 16. The instruction in my major field is excellent.	6.73	5.78	/ 1.37 <b>0.95</b>	6.51	5.55	/ 1.41	0.96 0.23*
37. I feel a sense of pride about my campus.	6.04	5.10	/ 1.49 <b>0.94</b>	5.89	5.32	/ 1.60	0.57 -0.22*
S 33. My academic advisor is knowledgeable about requirements in my major.	6.63	5.71	/ 1.68 <b>0.92</b>	6.51	5.67	/ 1.60	0.84 0.04
S 58. The quality of instruction I receive in most of my classes is excellent.	6.66	5.74	/ 1.27 <b>0.92</b>	6.48	5.45	/ 1.42	1.03 0.29**
3. Faculty care about me as an individual.	6.43	5.53	/ 1.42 <b>0.90</b>	6.11	5.18	/ 1.52	0.93 0.35***

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Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference	
	22. Counseling staff care about students as individuals.	6.38	5.48	/ 1.42	<b>0.90</b>	6.08	5.25	/ 1.51 0.83 0.23*
	26. Computer labs are adequate and accessible.	6.38	5.49	/ 1.60	<b>0.89</b>	6.20	5.60	/ 1.43 0.60 -0.11
S	8. The content of the courses within my major is valuable.	6.69	5.81	/ 1.35	<b>0.88</b>	6.54	5.59	/ 1.37 0.95 0.22*
S	55. Major requirements are clear and reasonable.	6.55	5.67	/ 1.30	<b>0.88</b>	6.44	5.54	/ 1.46 0.90 0.13
	77. Campus item: My courses are preparing me to use new technology (other than computers) effectively.	6.26	5.39	/ 1.52	<b>0.87</b>			
	31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.22	5.36	/ 1.55	<b>0.86</b>	5.73	5.54	/ 1.42 0.19 -0.18
	64. New student orientation services help students adjust to college.	6.17	5.31	/ 1.57	<b>0.86</b>	6.01	5.28	/ 1.59 0.73 0.03
	1. Most students feel a sense of belonging here.	5.99	5.14	/ 1.53	<b>0.85</b>	5.83	5.19	/ 1.46 0.64 -0.05
	19. My academic advisor helps me set goals to work toward.	6.34	5.49	/ 1.64	<b>0.85</b>	6.14	5.16	/ 1.74 0.98 0.33**
S	79. Campus item: My staff advisor provides me with accurate information about courses, programs, and requirements.	6.49	5.64	/ 1.46	<b>0.85</b>			
	45. Students are made to feel welcome on this campus.	6.37	5.53	/ 1.45	<b>0.84</b>	6.27	5.52	/ 1.47 0.75 0.01
	50. Class change (drop/add) policies are reasonable.	6.32	5.49	/ 1.46	<b>0.83</b>	6.20	5.50	/ 1.50 0.70 -0.01
S	82. Campus item: Students from different backgrounds feel comfortable here.	6.42	5.59	/ 1.49	<b>0.83</b>			
S	14. My academic advisor is concerned about my success as an individual.	6.50	5.68	/ 1.53	<b>0.82</b>	6.32	5.41	/ 1.67 0.91 0.27*
	61. Adjunct faculty are competent as classroom instructors.	6.37	5.57	/ 1.35	<b>0.80</b>	6.19	5.44	/ 1.43 0.75 0.13
S	67. Freedom of expression is protected on campus.	6.39	5.59	/ 1.40	<b>0.80</b>	6.18	5.59	/ 1.41 0.59 0.00
S	70. Graduate teaching assistants are competent as classroom instructors.	6.39	5.59	/ 1.46	<b>0.80</b>	6.15	5.32	/ 1.51 0.83 0.27*
	62. There is a strong commitment to racial harmony on this campus.	6.33	5.54	/ 1.43	<b>0.79</b>	6.02	5.52	/ 1.44 0.50 0.02
S	6. My academic advisor is approachable.	6.56	5.78	/ 1.51	<b>0.78</b>	6.43	5.61	/ 1.65 0.82 0.17
S	39. I am able to experience intellectual growth here.	6.52	5.74	/ 1.22	<b>0.78</b>	6.42	5.66	/ 1.35 0.76 0.08
	9. A variety of intramural activities are offered.	5.55	4.79	/ 1.72	<b>0.76</b>	5.13	5.30	/ 1.45 <sup>-</sup> 0.17 -0.51***
	46. I can easily get involved in campus organizations.	6.12	5.39	/ 1.48	<b>0.73</b>	5.93	5.42	/ 1.52 0.51 -0.03
	63. Student disciplinary procedures are fair.	6.32	5.59	/ 1.40	<b>0.73</b>	6.11	5.47	/ 1.44 0.64 0.12
S	32. Tutoring services are readily available.	6.56	5.85	/ 1.39	<b>0.71</b>	6.11	5.59	/ 1.44 0.52 0.26*

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Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap Difference
52. The student center is a comfortable place for students to spend their leisure time.	6.15	5.44	/ 1.50 <b>0.71</b>	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 <b>0.70</b>	5.72	5.29	/ 1.47 0.43 0.12
S 68. Nearly all of the faculty are knowledgeable in their field.	6.65	5.98	/ 1.25 <b>0.67</b>	6.50	5.79	/ 1.31 0.71 0.19*
S 18. Library resources and services are adequate.	6.38	5.77	/ 1.23 <b>0.61</b>	6.13	5.68	/ 1.30 0.45 0.09
S 75. Campus item: My courses are preparing me to communicate effectively.	6.45	5.88	/ 1.15 <b>0.57</b>			
S 65. Faculty are usually available after class and during office hours.	6.44	5.88	/ 1.23 <b>0.56</b>	6.32	5.72	/ 1.35 0.60 0.16
S 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 <b>0.56</b>			
S 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 <b>0.51</b>			
76. Campus item: My courses are preparing me to work effectively in teams.	6.31	5.86	/ 1.19 <b>0.45</b>			
78. Campus item: Faculty and staff are willing to interact with me outside of classroom and office.	6.32	5.93	/ 1.16 <b>0.39</b>			
13. Library staff are helpful and approachable.	6.12	5.88	/ 1.11 <b>0.24</b>	5.81	5.66	/ 1.33 0.15 0.22*
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
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		

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Item	Importance Satisfaction / SD	Gap	Importance Satisfaction / SD
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

## 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.

## Student Satisfaction Inventory (SSI)

- 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.)

## 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