

**Student Satisfaction Survey Results, AY 2016-2017**  
**Office of Institutional Effectiveness and Research**

The Student Satisfaction Survey is a state-mandated survey given out to graduating students. In the spring of 2017, the survey was given out to students as they completed their degree check, and to students during graduation rehearsal.

We received 436 completed surveys, 278 females (63.8%) and 112 males (25.7%). Forty-six students (10.6%) chose not to report gender. Respondents included 195 undergraduate students (44.7%) and 146 (33.5%) graduate students. Ninety-five students (21.8%) did not report if they were undergraduate or graduate.

The ethnicity of the respondents is reported below.

African American	29	6.8%
Native American	25	5.9%
Asian	13	3.1%
Hispanic	229	54.0%
Hawaiian/Pacific Islander	3	0.7%
White	92	21.7%
Two or More	24	5.7%
Non-Resident	3	0.7%
Unknown	6	1.4%
Total	424	

Respondents were very positive concerning their experiences at NMHU. The table below gives the percent of respondents who answered “Very Satisfied” or “Satisfied” to each answer and the mean response on a 4-point scale (with 4 being “Very Satisfied” and 1 being “Very Dissatisfied”). “Does Not Apply” and missing responses are not included in the calculations.

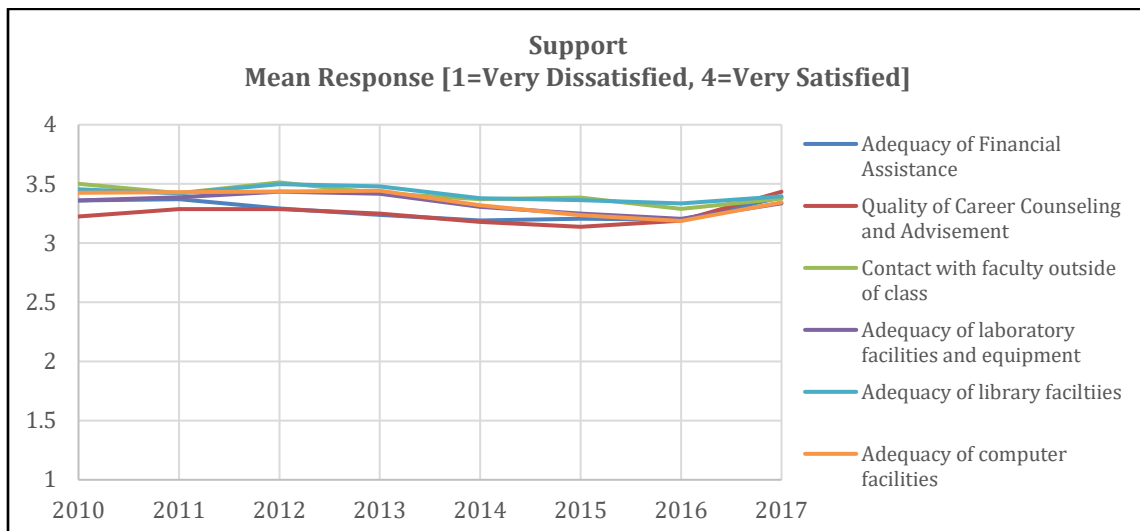
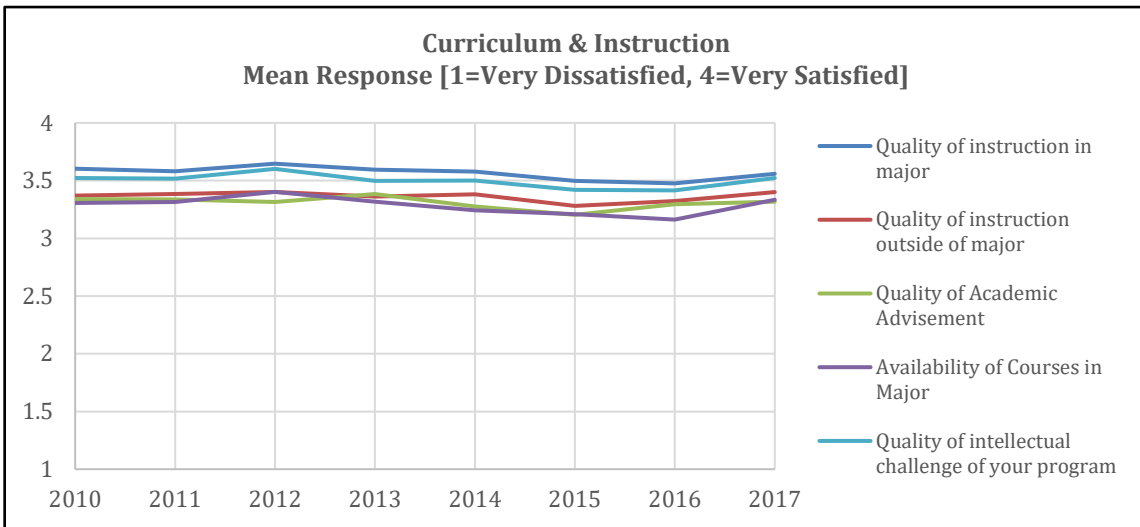
As can be seen, students are particularly happy with the quality of the instruction at Highlands, the instruction in their major and the value of their education relative to cost.

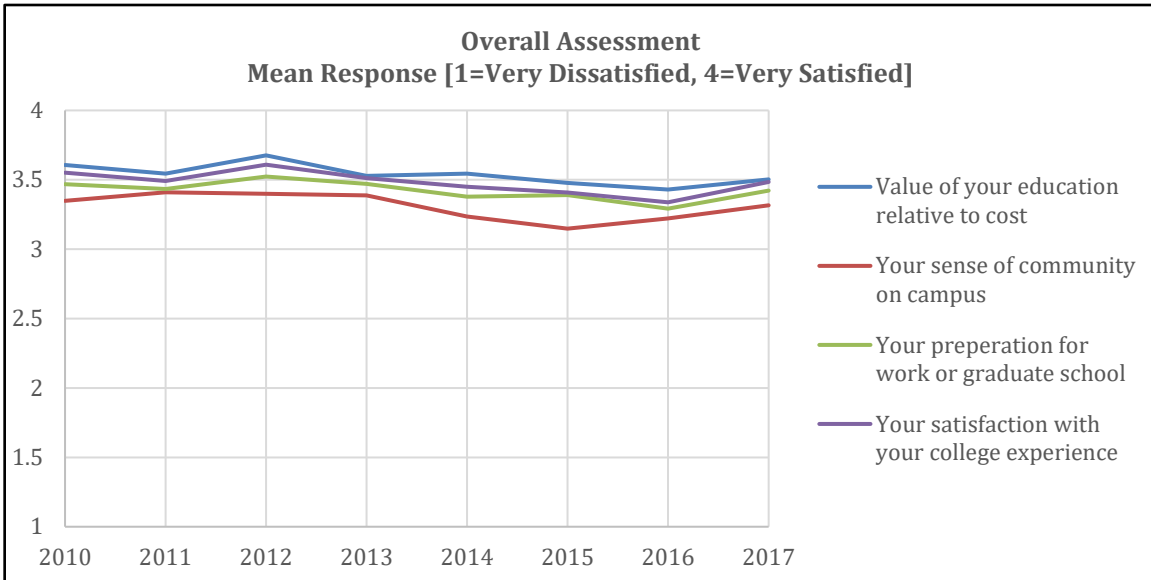
	#	% VS or S	Mean
<b>Curriculum and Instruction</b>			
Quality of instruction in your major	422	97.2%	3.56
Quality of instruction outside your major	360	94.7%	3.40
Quality of academic advisement	370	87.1%	3.32
Availability of courses in your major	383	89.1%	3.33
Quality of intellectual challenge of your program	412	96.0%	3.52
<b>Support</b>			
Adequacy of financial assistance (\$)	301	92.3%	3.39
Quality of career counseling and advisement	262	93.9%	3.43
Contact with faculty outside of class	383	91.6%	3.38
Adequacy of laboratory facilities and equipment	317	90.6%	3.33

Adequacy of library facilities	360	92.5%	3.40
Adequacy of computer facilities	347	89.4%	3.34
<b>Overall Assessment</b>			
Value of your education, relative to cost	410	95.6%	3.50
Your sense of community on campus	336	87.3%	3.32
Your preparation for work or graduate school	383	93.0%	3.42
Your satisfaction with your college experience	405	95.7%	3.48

One hundred twenty-eight (128) of the students who responded (34.2%) report that they plan on continuing their education with a graduate degree. Ninety-five students (25.4%) already have a job in their field, and 69 students (18.4%) plan to seek a job.

Overall, 77.4% of those responding report that, if they had to do it over again, they would attend NMHU, with another 14.0% saying that they might attend here, and only 8.6% saying that they definitely would not.





Over the past several years the number of respondents to this survey had a decreasing trend. In 2017, an aggressive effort to encourage greater participation, particularly at the centers, resulted in a substantial increase (87%) from 2016.

