

Student Satisfaction Survey Results, AY 2017-2018
New Mexico Highlands University
Office of Institutional Effectiveness and Research

The Student Satisfaction Survey is a state-mandated survey given out to graduating students. In the spring of 2018, the survey was given out to students at our centers, as well as to students during graduation rehearsal on the main campus.

We received 250 completed surveys, completed by 170 females (71.7%) and 67 males (28.3%). Thirteen students (5.2%) skipped the gender question. Respondents included 121 undergraduate students (61.1%) and 77 (38.9%) graduate students. Fifty-two students (20.0%) did not report if they were undergraduate or graduate.

The ethnicity of the respondents is reported below.

Race/Ethnicity	#	%
Black or African American	13	5.4%
American Indian or Alaskan Native	24	10.0%
Asian	5	2.1%
Hispanic/Latino	134	55.8%
Native Hawaiian/Pacific Islander	1	0.4%
White	54	22.5%
Two or More Races	13	5.4%
Non Resident Alien	0	0.0%
Other	0	0.0%
Total	240	

Respondents were for the most part very positive concerning their experiences at NMHU. The table below gives the percent of respondents who answered “Very Satisfied” or “Satisfied” to each question, 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.

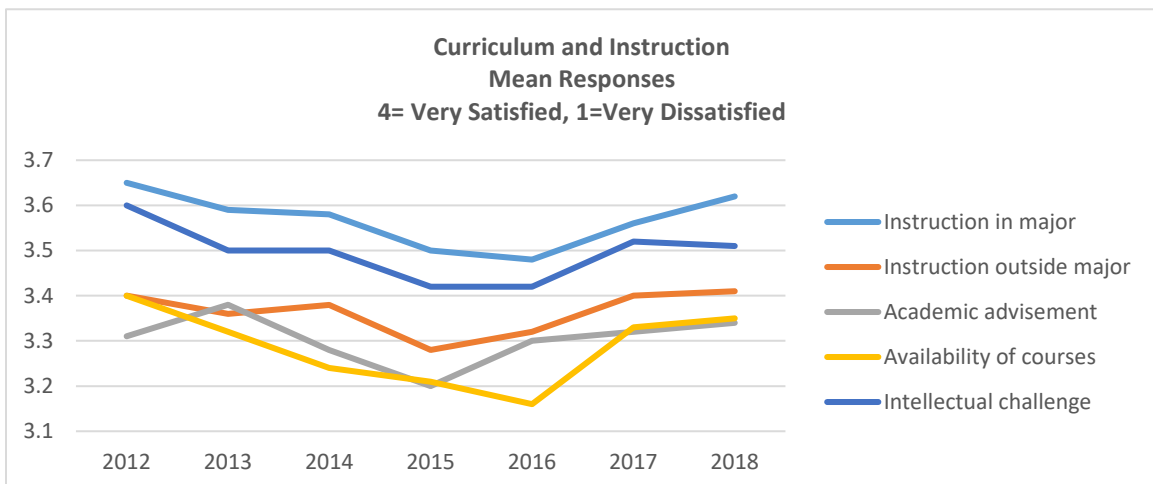
As can be seen in the table below, students are particularly happy with: the quality of the instruction in their majors, contact with faculty outside of class, and the value of their education relative to cost.

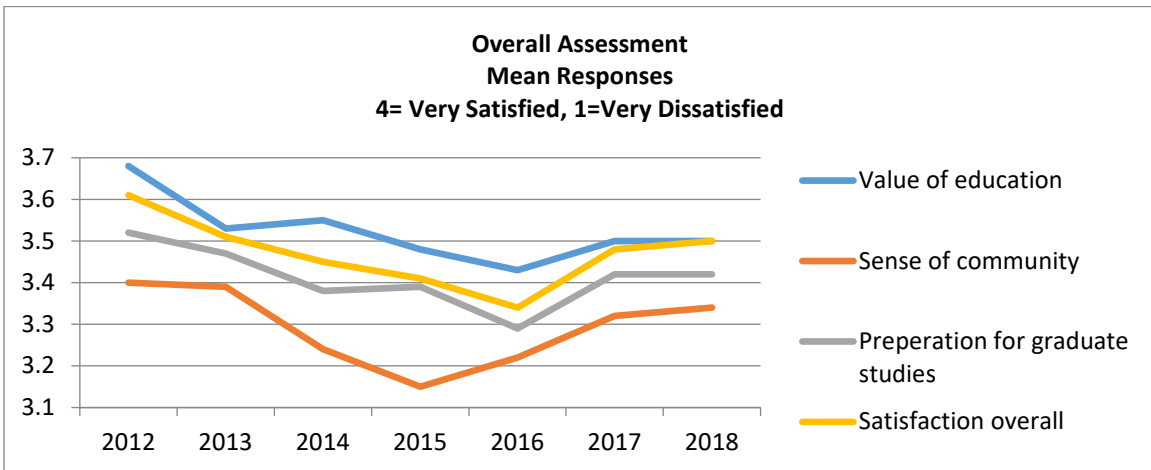
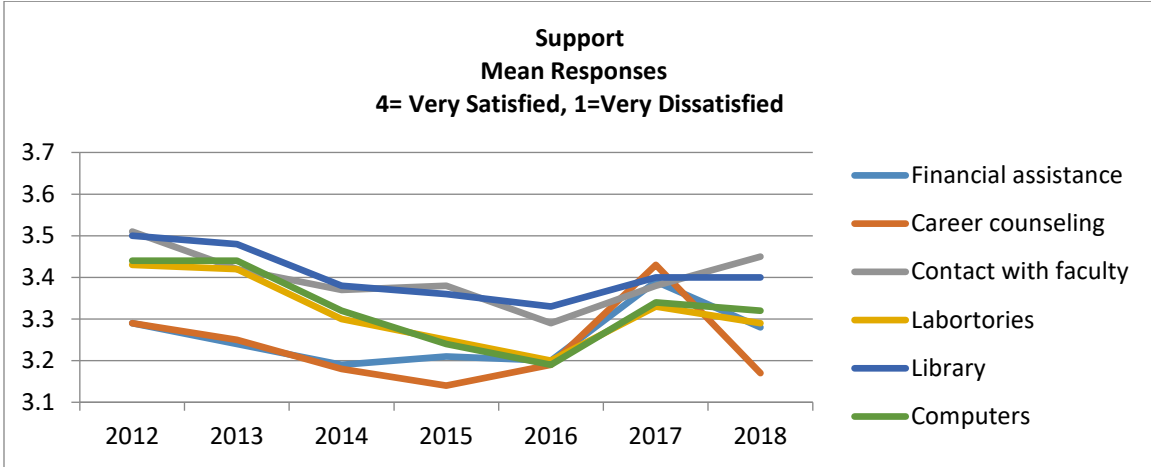
	#	% VS or S	Mean
Curriculum and Instruction			
Quality of instruction in your major	244	97.6%	3.62
Quality of instruction outside your major	214	85.6%	3.41

Quality of academic advisement	217	86.8%	3.34
Availability of courses in your major	223	89.2%	3.35
Quality of intellectual challenge of your program	233	93.2%	3.51
Support			
Adequacy of financial assistance (\$)	208	83.2%	3.28
Quality of career counseling and advisement	197	78.8%	3.17
Contact with faculty outside of class	229	91.6%	3.45
Adequacy of laboratory facilities and equipment	192	76.8%	3.29
Adequacy of library facilities	219	87.6%	3.40
Adequacy of computer facilities	216	86.4%	3.32
Overall Assessment			
Value of your education, relative to cost	237	94.8%	3.50
Your sense of community on campus	211	84.4%	3.34
Your preparation for work or graduate school	232	92.8%	3.42
Your satisfaction with your college experience	232	92.8%	3.50

Ninety-five of the students who responded (46.6%) report that they plan on continuing their education by attending graduate school. Thirty-six students (17.7%) already have a job in their field, and 60 students (29.4%) plan to seek a job in their field.

Overall, 75.8% of those responding report that, if they had to do it over again, they would attend NMHU, with another 19.3% saying that they might attend here, and only 5.4% saying that they definitely would not.





From about 2011, 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.

