

Student Satisfaction Survey Summary, AY 2018-2019
Office of Institutional Effectiveness and Research

The Student Satisfaction Survey is administered to graduating students every year to elicit feedback regarding their experience at the University. In the spring of 2019, the survey was delivered to students at our centers (by both link and hardcopy), as well as in-person to students during graduation rehearsal on the main campus, and at the ABQ/Rio Rancho graduation ceremony.

We received 292 completed surveys, by 200 females (73.5%) and 72 males (26.5%). Twenty students (6.9%) skipped the gender question. Respondents included 132 undergraduate students (54.3%) and 111 graduate students (45.7%). Thirty-nine students (13.4%) did not indicate if they were undergraduate or graduate students.

Of those that responded, the ethnicity of the students is reported below.

Race/Ethnicity	#	%
Black or African American	13	4.6%
American Indian or Alaskan Native	39	13.9%
Asian	8	2.9%
Hispanic/Latino	127	45.4%
Native Hawaiian/Pacific Islander	1	0.4%
White	61	21.8%
Two or More Races	29	10.7%
Non Resident Alien	0	0.0%
Other	2	0.7%
Total	280	

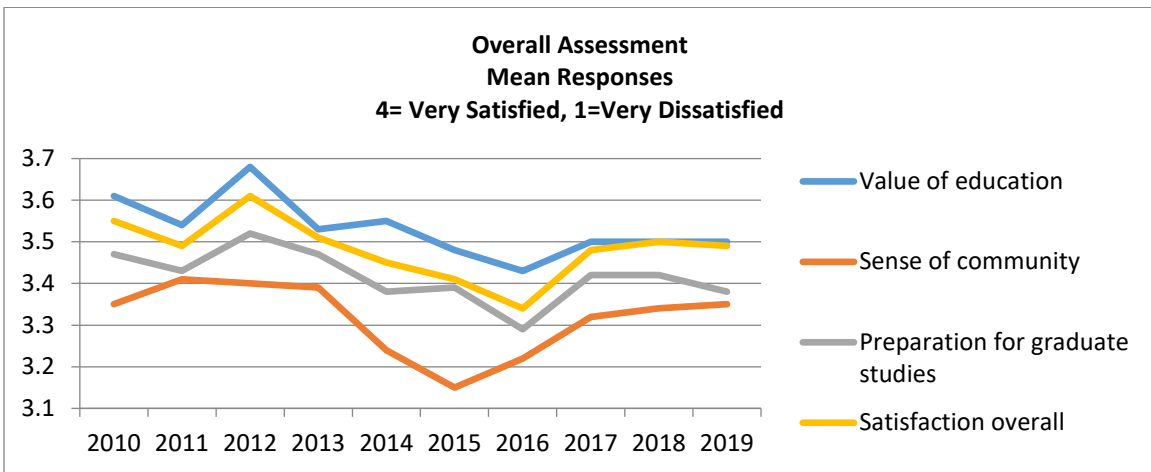
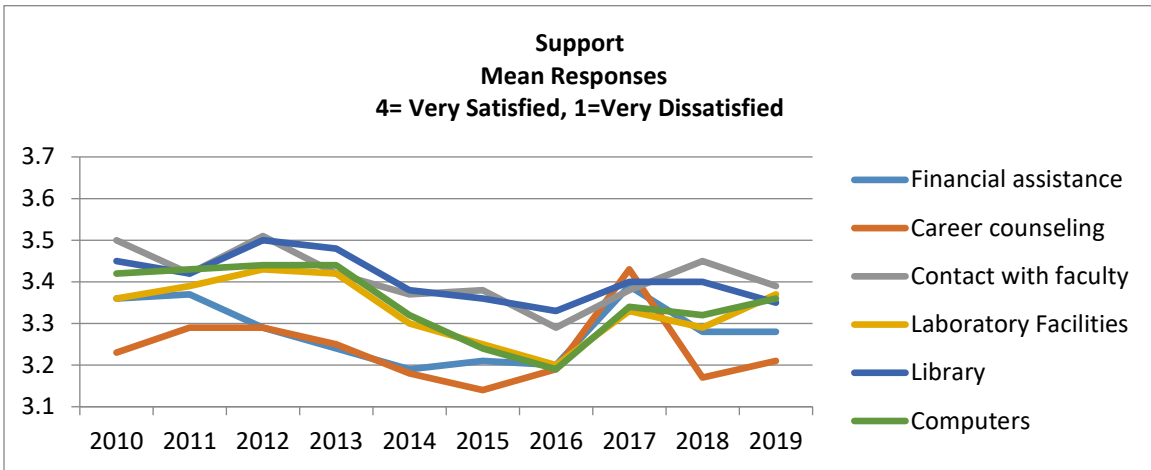
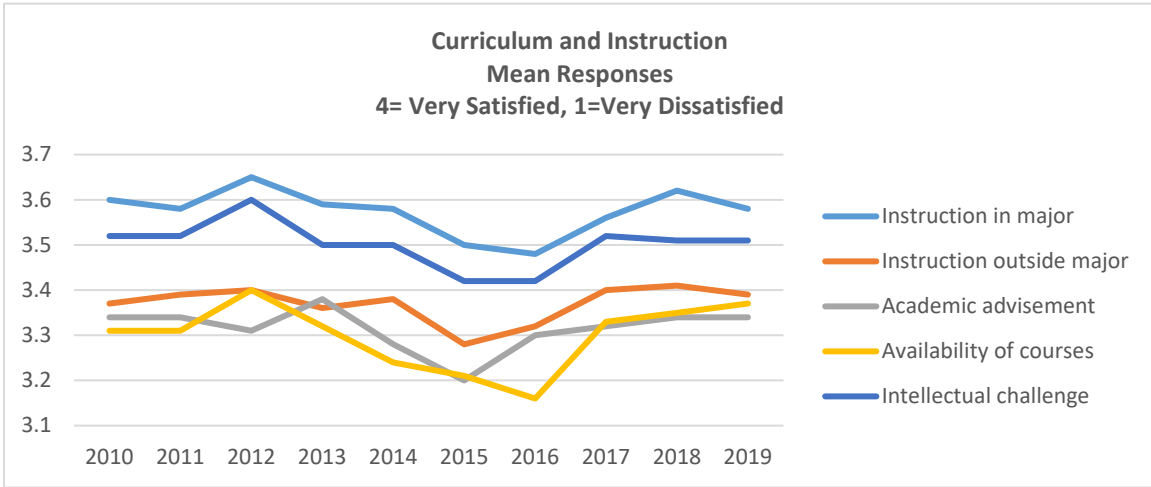
Respondents were for the most part very positive concerning their experiences at NMHU. The table below gives the percent of respondents who answered “Very Satisfied” or “Satisfied” to each question, and the mean response on a 4-point scale (with 4 being “Very Satisfied” and 1 being “Very Dissatisfied”).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

As can be seen in the table below, students were particularly happy with the quality of the instruction in their majors, contact with faculty outside of class, and satisfaction with their college experience.

	#	% VS or S	Mean
Curriculum and Instruction			
Quality of instruction in your major	279	97.2%	3.58
Quality of instruction outside your major	242	85.5%	3.39
Quality of academic advisement	250	87.7%	3.34
Availability of courses in your major	258	90.2%	3.37
Quality of intellectual challenge of your program	270	94.1%	3.51
Support			
Adequacy of financial assistance (\$)	239	84.2%	3.28
Quality of career counseling and advisement	218	77.3%	3.21
Contact with faculty outside of class	251	88.1%	3.39
Adequacy of laboratory facilities and equipment	200	70.9%	3.37
Adequacy of library facilities	223	78.8%	3.35
Adequacy of computer facilities	228	80.6%	3.36
Overall Assessment			
Value of your education, relative to cost	270	95.4%	3.50
Your sense of community on campus	227	80.8%	3.35
Your preparation for work or graduate school	250	89.0%	3.38
Your satisfaction with your college experience	276	97.5%	3.49

Ninety of the students who responded (37.8%) reported that they plan on continuing their education by attending graduate school. Sixty-three students (26.5%) already have a job in their field, and 45 students (18.9%) plan to seek a job in their field.

Overall, 76.3% of those responding report that, if they had to do it over again, they would attend NMHU, with another 19.8% saying that they might attend here, and only 4% saying that they definitely would not.



Between 2011 and 2014, 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. There were 481 students in the spring semester of 2019 graduating with a degree. The survey response rate was $292/481 = 60.7\%$

