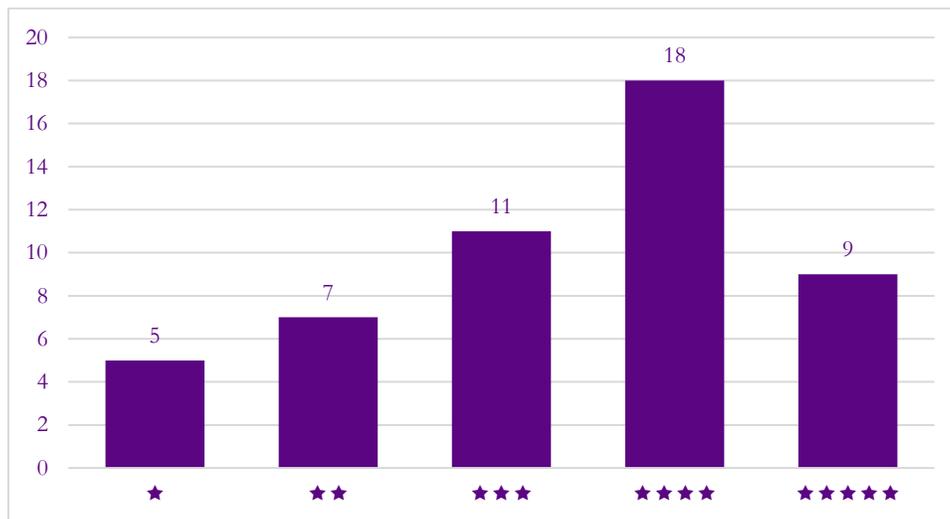




Results Summary

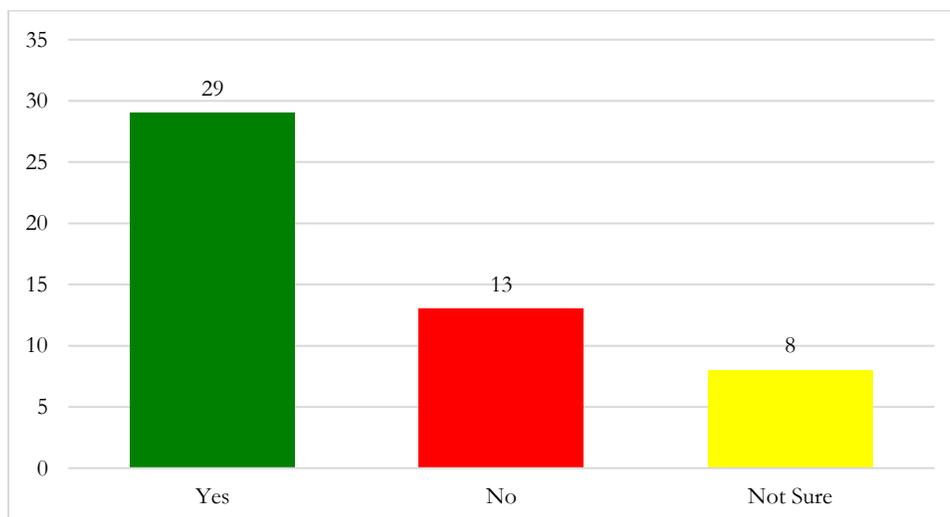
In fall 2019, the Power of Service Team initiated a follow up survey regarding service satisfaction to gather information to measure our performance after launching the Power of Service Initiative in fall 2017. This survey was sent to students by a global email on Tuesday, September 10, 2019. The email was sent to approximately 3,300 student email addresses. Between Tuesday, September 10 and Tuesday, September 17 50 students completed the survey. The survey results are summarized below. Comments from the survey are attached.

Question 1. Rate your overall satisfaction with the services you have obtained to this date as a student at New Mexico Highlands University. (★= not satisfied and ★★★★★= very satisfied)



The average rating from 50 respondents is 3.38 stars on a scale of 1 to 5.

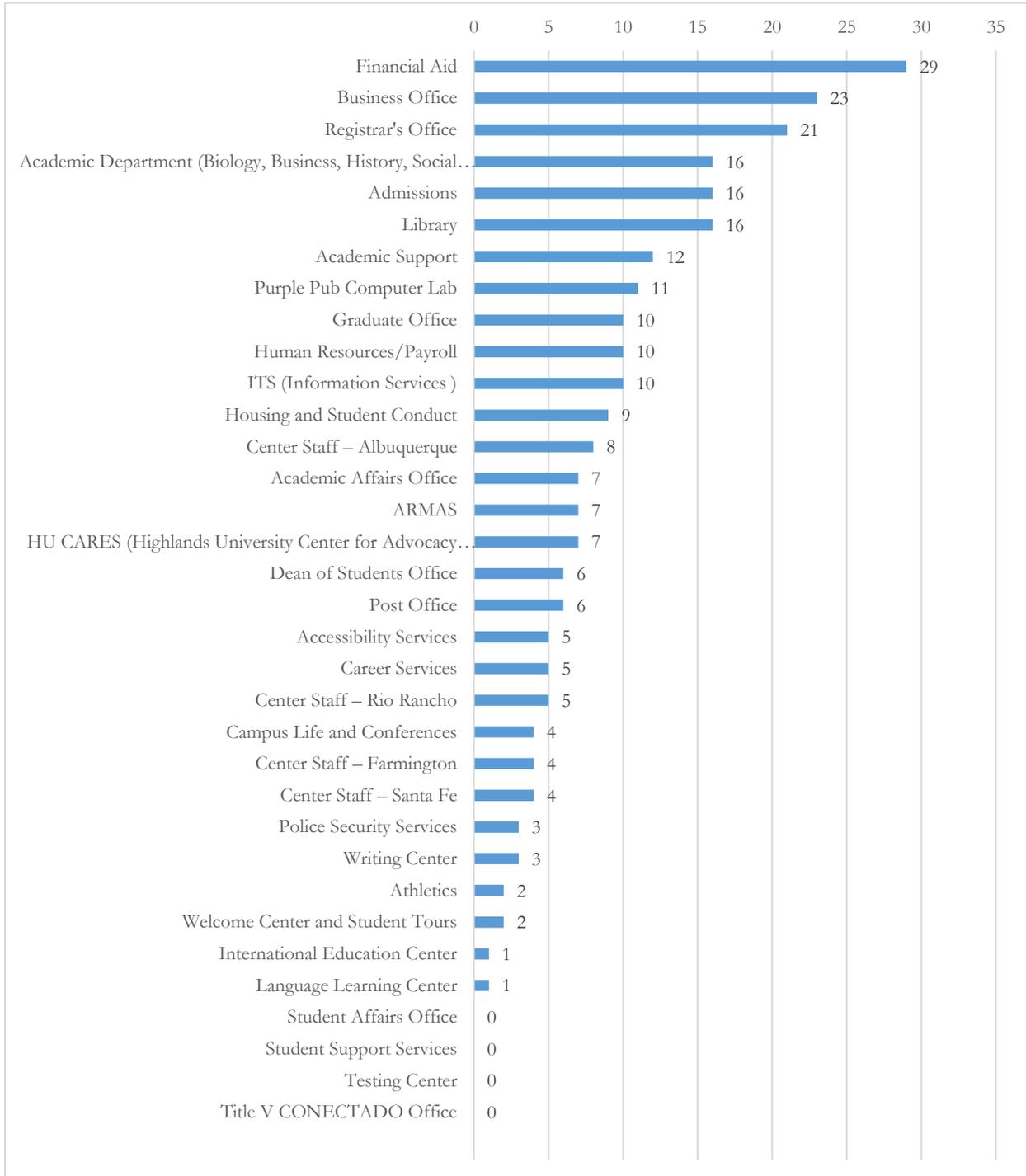
Question 2. Has the service you have obtained to this date at New Mexico Highlands University aligned with our values of excellence, responsiveness, accessibility and diversity?





Results Summary

Question 3. Select the offices/departments/schools with which you have interacted with the most and upon which have based your feedback. Select all that apply.





Results Summary

Power of Service: Customer Service Survey Follow Up for Students Fall 2019
Results Summary

Question 4

New Mexico Highlands University strives to provide the best possible service. If you would like to provide a compliment or suggestions for improvement, please use the comment box below and reference the office or service you received.

- Answered: 33
- Skipped: 17

	Positive Response	
1	Dr. Glover of the Counseling Department is extraordinary; I deeply appreciate her professionalism, compassion and integrity in all she does. Thank you!	9/17/2019 7:55 AM
2	Thank you for your support to the staff at NMHU - Albuquerque location!	9/17/2019 5:02 AM
3	Every employee I have engaged with has been professional and respectful and for the most part has responded in a timely manor. There have been a few times when it has been difficult in reaching someone in a particular office or setting up time with faculty advisors. Overall my experience has been positive.	9/16/2019 5:21 AM
4	Michele Bencomo has been instrumental in assisting me with issues I have had in my journey at NMHU. She is truly an asset to Highlands & she genuinely cares; which shows in her attitude and professionalism.	9/15/2019 8:43 PM
5	No comment at this time, all is good.	9/11/2019 6:35 AM
6	Highlands is Awesome! I highly recommend NMHU! Getting my BA has changed my life!	9/11/2019 4:10 AM
7	I am an online student and I was worried as well as reluctant about starting school because I've never had class that is all online. But it's all so interactive and refreshing. I've had so much help that was easy and quick from the financial aid, IT, registrar's office, and staff. I really appreciate the help from them because I didn't have to worry!	9/11/2019 3:36 AM
8	Professors at the NMHU ABQ campus are wonderful.	9/11/2019 1:59 AM
9	So far the staff at NMHU at Rio Rancho are always very helpful. Laura and Charlie have helped me out a great deal! The librarian Helen Roberts is also great-she is at the Albuquerque campus.	9/10/2019 9:51 AM
10	I enjoy the atmosphere of NMHU. I have usually been able to get help with problems I may be having with student services fairly quickly.	9/10/2019 3:10 AM
11	Staff at the Farmington campus is amazing! They have been helpful since I started taking courses at NMHU.	9/10/2019 2:46 AM
12	The admissions and financial aid offices were very helpful. They did not hesitate to help me register on the last day to take classes.	9/10/2019 2:26 AM



Results Summary

Negative Response		
1	My experience with the financial aid office was that they were pretty unorganized in the direction they were giving me to obtain financial aid, though everyone there was very friendly and courteous. The relationship between the business office, registrar and financial aid is confusing for new students using the Colorado tuition waiver, and the individual offices couldn't seem to tell me basic steps of what would happen next. I did give the financial aid office my direct feedback and they were courteous in accepting it.	9/11/2019 2:09 PM
2	The women who work in the office at the Albuquerque office act like you are bothering them. I am a blind/visually impaired lady. Also the Accessibilities Office mixed my accommodations up with someone else. He also acts as though it is a bother when you contact him to do his job.	9/11/2019 9:02 AM
3	I feel like I'm going to school in a jail cell at the Albuquerque campus none of the classrooms have windows, the bathrooms are usually gross and not stocked with hand soap.	9/10/2019 1:14 PM
4	I don't like how campus services such as the library, the SUB, the pool are catered toward the community and not the students first. The SUB caters to the mentally unstable people who come in and the pool's lap swim hours were cut because of community lessons. Einsteins and the Archuletta gym have been closed and a lot of students go there daily. I'd like for my tuition to go toward the crumbling infrastructure. I'd like for academics to be valued and offered actual scholarships, aid for presenting in conferences, and aid for research and not full rides to every single athlete who could not care the least about academics.	9/10/2019 7:25 AM
5	Really confused as to why the Post Office is currently locked up on the weekends including the central lobby to check said mailboxes.	9/10/2019 5:37 AM
6	It is my feeling that NMHU has not done enough to support students, especially students that are of a lower-income household, which typically would include minorities, especially Hispanic/Latinx students whom Highlands has tried to retain and gain. The issues from low enrollment that resulted in the work-study loss of hours and decrease in pay really turned me off from Highlands, as well as the disenrollment of students who had not paid enough of their tuition.	9/10/2019 4:06 AM
7	Experience with the Graduate office has been very negative. Haven't received calls back to questions, or any real help from them when asked. One part of HU that has been very disheartening!!	9/10/2019 3:04 AM
8	If we call admission office or International office they didn't give us proper information about admission.	9/10/2019 2:54 AM
9	Not happy with the way the bookstore is ran and I personally feel you should replace Sodexo with Aramark bc Sodexo is rude and they dont seem to care about the students at all, not to mention the food is less than desireable.	9/10/2019 2:32 AM



Results Summary

10	The Graduate, Financial Aid and Registrar's offices have, this past year, provided subpar services, especially the Graduate office! They fail at customer service at all levels!	9/10/2019 2:30 AM
11	Homophobic school, nothing you can change here.	9/10/2019 2:21 AM
Constructive Criticism		
1	I would like to suggest that people return phone calls and acknowledge that they received phone calls. Also, quality control could use some work.	9/17/2019 9:51 AM
2	Finical aid should do a better job at explaining cost of attendance and tuition costs to students before they enroll in school that kind of information is hard to find at times.	9/11/2019 12:57 AM
3	I wish the staff, especially student staff, would be better trained in their areas of work. I understand there is a turnover, but I have run into many issues among different offices. For example, I ran into problems knowing what information is needed to COMPLETE financial aid. I got an email saying I've been awarded money and I completed the checklist, but there was still a form I needed filled out that I didn't know about until last minute. Also with housing, there was a lot of confusion about signing up for housing. After talking with the student worker, I did was I was told I needed to do, but then after speaking with the head of housing person, I was directed to do something completely different. It was frustrating as I missed out and had to wait for left-over housing. Also, I received a scholarship check, and I was directed to take it to the financial aid office, as I had last year. I went but was told to go to the cashier's office. I was frustrated because, again, I was directed to do the wrong thing. Lastly, when registering for classes last year, different student staff in the registrar's office told us different days and times. Thanks for all you do, I just think the staff needs better information or better training.	9/10/2019 8:50 AM
4	please please please fix the computers in the ABQ computer lab they are extremely slow logging on and sometimes slow to do just about anything on them.	9/10/2019 7:13 AM
5	Get more students on campus. Bring a new resturant into Las Vegas.	9/10/2019 4:12 AM
6	I suggest giving the student a better discount on the clothing in the shop. It is very expensive for students to afford. Also, have more events with food.	9/10/2019 2:37 AM
7	Do more events, people get bored in this town. Students should have more control. Try to reduce the "small-town politics" on the campus. "People know people" in this town, its a double edge sword.	9/10/2019 2:28 AM
8	I think that more training needs to be provided for people answering phone. I cant tell you how many time i have called various departments on campus and they answer the phone and don't tell you their name and this is frustrating when	9/10/2019 2:24 AM



Results Summary

	i don't know who i am speaking to and have to ask them their name. I know its a small thing but it does make a difference and just all around friendliness. Some students are thousands of miles away from home and we need to make them feel welcomed here. I think that just a simple smile can go a long way and i don't always see that wherever i go. Customer service needs to be enforced!	
	Neutral Response	
1	Financial aid and student loans, communication and front staff knowledge. Along with the notifications sent or not sent online.	9/10/2019 4:48 AM
2	Truth be told, I haven't really been here long, but I find some of the services hit or miss. Initially, I've been kinda introverted to most of the things around me and often only use these services if absolutely necessary. It's likely part of that. I don't really know what a good compliment or suggestion would be. Maybe, in time I'll have something.	9/10/2019 3:22 AM