

**2020 Student Satisfaction Survey Summary**  
**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 2020, the survey was administered online to students graduating or planning to graduate in fall 2019, spring 2020, or summer 2020.

Due to the University's response to the COVID-19 pandemic, we were unable to survey our students in-person this year, which negatively impacted the number of students we were able to reach, and is reflected in a lower response rate this year.

Additionally, it was a very difficult year for our students, who had to shift to online classes in the middle of the semester while adjusting to the new "stay at home" orders directed by the Governor.

We received 214 completed surveys, by 163 females (77.3%) and 48 males (22.7%). Three students skipped the gender question. Respondents included 86 undergraduate students (40.4%) and 127 graduate students (59.6%). One student did not indicate if they were an undergraduate or graduate student.

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

<b>Race/Ethnicity</b>	<b>#</b>	<b>%</b>
Black or African American	12	5.7%
American Indian or Alaskan Native	26	12.3%
Asian	8	3.8%
Hispanic/Latino	87	41.0%
Native Hawaiian/Pacific Islander	0	0.0%
White	61	28.8%
Two or More Races	16	7.6%
Non Resident Alien	2	0.9%
Total	212	100%

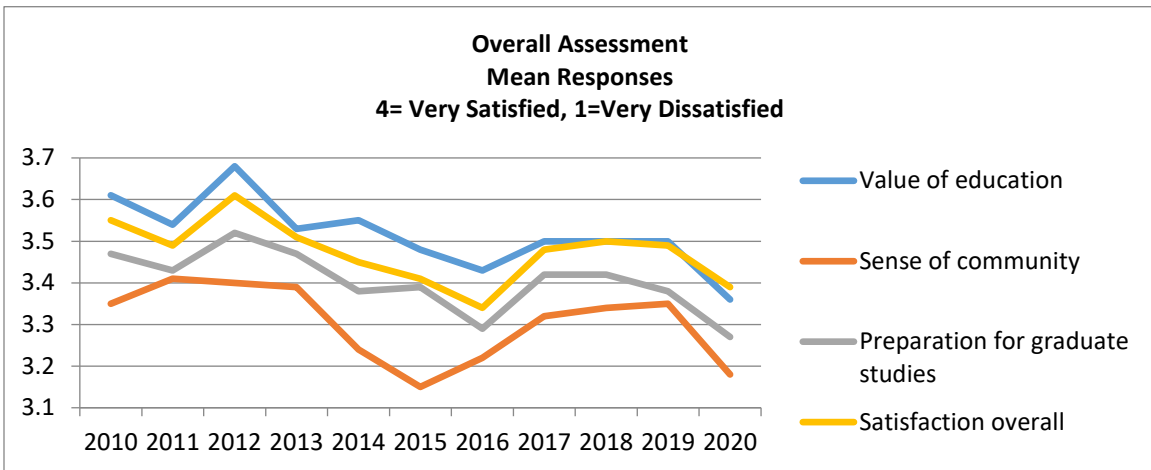
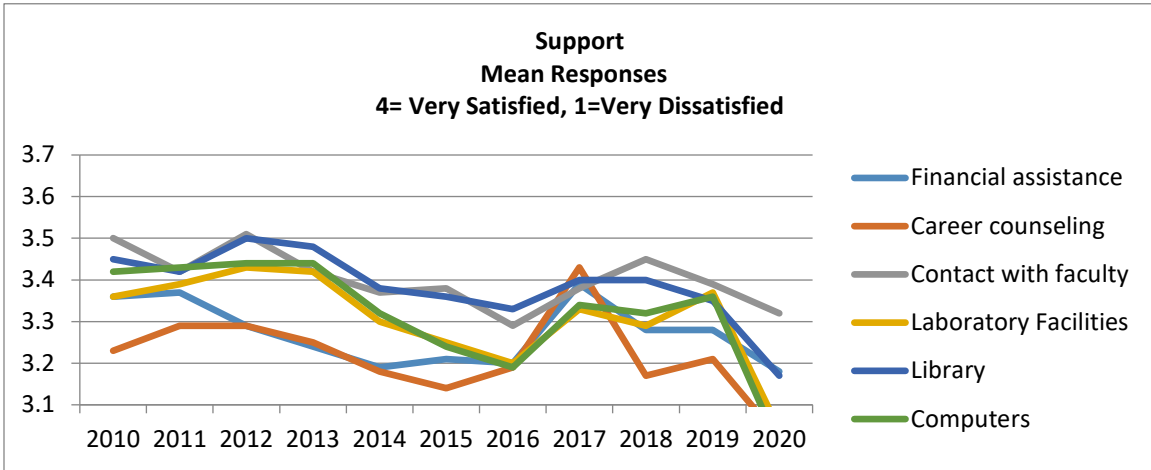
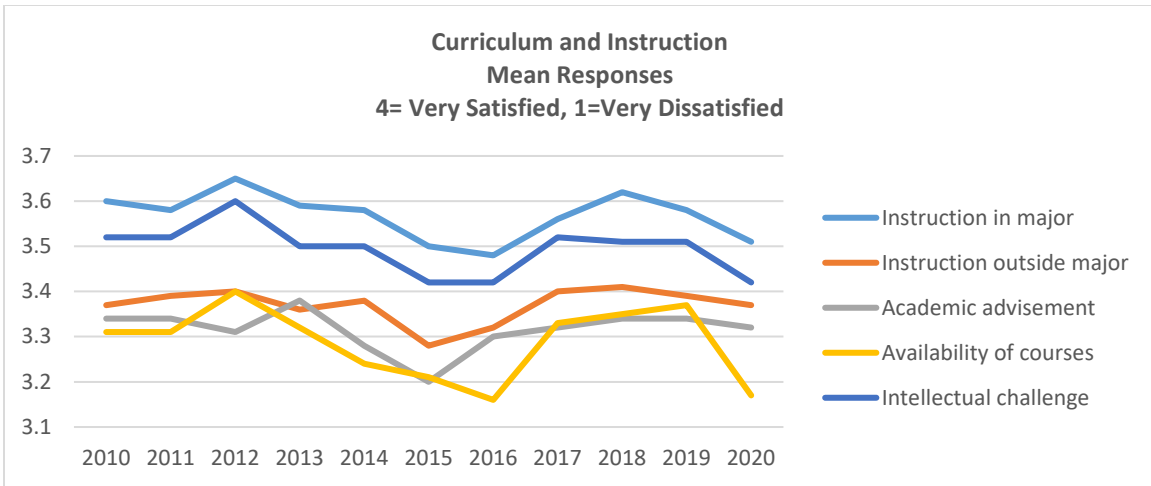
Respondents were for the most part positive concerning their experiences at NMHU, mostly scoring in the 80 and 90 percent range for being very satisfied or satisfied. The table below gives the percent of respondents who answered "Very Satisfied" or "Satisfied" to each question, and the mean response 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.

Reflected in the table below, students were happy with the quality of the instruction in their majors, adequacy of financial assistance, and satisfaction with their college experience. There was a noticeable drop however in all measures compared to last year's survey results.

	#	% VS or S	Mean
<b>Curriculum and Instruction</b>			
Quality of instruction in your major	212	96.7%	3.51
Quality of instruction outside your major	214	95.0%	3.37
Quality of academic advisement	212	90.0%	3.32
Availability of courses in your major	213	85.4%	3.17
Quality of intellectual challenge of your program	213	94.3%	3.42
<b>Support</b>			
Adequacy of financial assistance (\$)	214	82.4%	3.18
Quality of career counseling and advisement	214	80.1%	3.02
Contact with faculty outside of class	214	90.3%	3.32
Adequacy of laboratory facilities and equipment	214	84.4%	3.04
Adequacy of library facilities	211	88.1%	3.17
Adequacy of computer facilities	214	79.9%	3.00
<b>Overall Assessment</b>			
Value of your education, relative to cost	214	90.6%	3.36
Your sense of community on campus	214	85.2%	3.18
Your preparation for work or graduate school	214	91.7%	3.27
Your satisfaction with your college experience	214	95.3%	3.39

Sixty-one of the students who responded (28.9%) reported that they plan on continuing their education by attending graduate school. Fifty-one students (24.2%) already have a job in their field, and 68 students (32.2%) plan to seek a job in their field.

Overall, 80.8% of those responding report that, if they had to do it over again, they would attend NMHU, with another 12.7% saying that they might attend NMHU, and only 6.6% saying that they 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. Over the 11 year span in the chart below, the 214 survey respondents this year is just a little under the average rate—even considering the effects of the pandemic on the University this year. The survey response rate was  $214/519 = 41.2\%$

