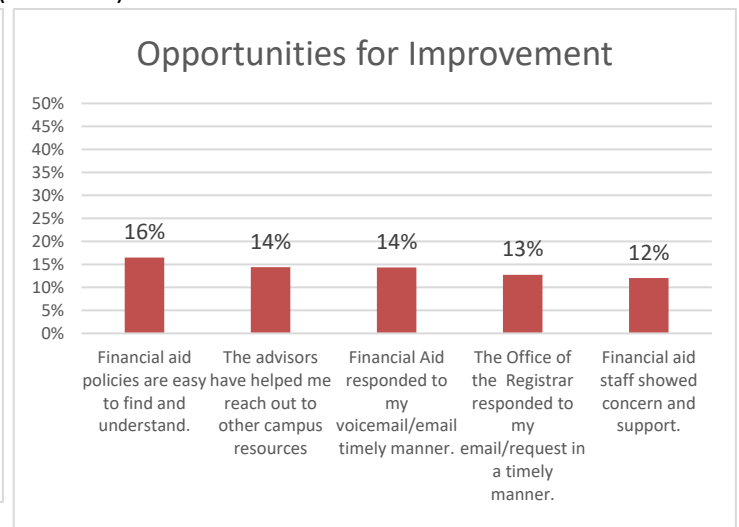


Strengths were identified based on responses indicating high satisfaction and effectiveness, while opportunities for improvement were derived from responses that showed dissatisfaction or ineffectiveness. Also included is a word cloud of student feedback for better serving students in the future. This qualitative feedback has been categorized into strengths and opportunities for improvement, as seen in questions 28 (b) and 28 (a), respectively (attached).

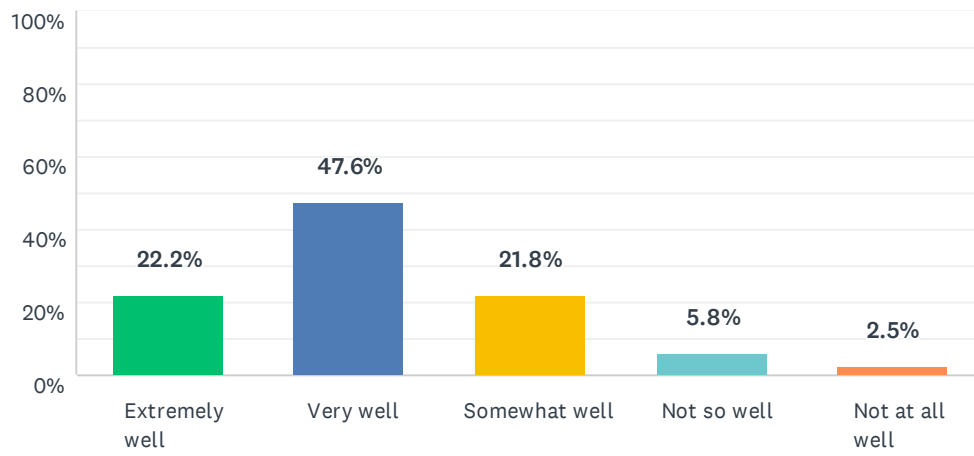


In terms of age, 6% were under 18, 42% were aged 18-24, 25% were aged 25-34, 16% were aged 35-44, and 11% were 45 or older. Regarding education levels, 42% pursued a bachelor's degree, 35% an associate degree, 6% sought a certificate, and 17% were non-degree students.

A word cloud visualization of student feedback comments. The words are arranged in a circular pattern, with their size corresponding to the number of mentions. The most prominent words, shown in the largest font, are "students", "help", "need", "college", "one", "helpful", "offered", "amazing", "good", "courses", "provide", "program", "classes", "want", "online", "really", "advisors", "helpful", "campus", "information", "Thank", "going", "will", "take", "many", "business", "staff", "department", "N", "told", "experience", "reach", "everything", "learning", "instructors", "think", "individual", "fasfa", "teachers", "emails", "keep", "questions", "great", "make", "services", "make", "services", "make", "services". The words are colored in shades of blue and green, with a gradient from light blue to dark green. The word "students" is the largest and most central, followed by "help" and "need". Other words like "college", "one", "helpful", "offered", "amazing", "good", "courses", "provide", "program", "classes", "want", "online", "really", "advisors", "helpful", "campus", "information", "Thank", "going", "will", "take", "many", "business", "staff", "department", "N", "told", "experience", "reach", "everything", "learning", "instructors", "think", "individual", "fasfa", "teachers", "emails", "keep", "questions", "great", "make", "services", "make", "services", "make", "services" are also visible.

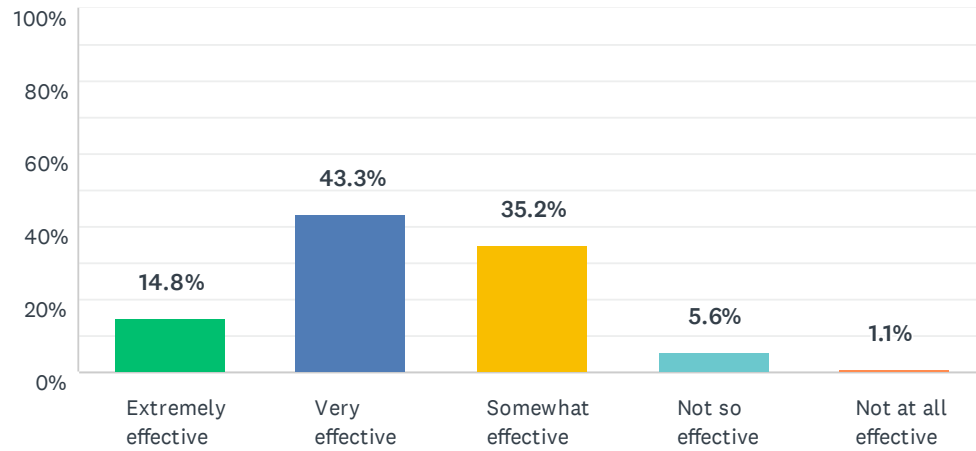
Q1 How well does student services support students at Northern New Mexico College?

Answered: 275 Skipped: 0



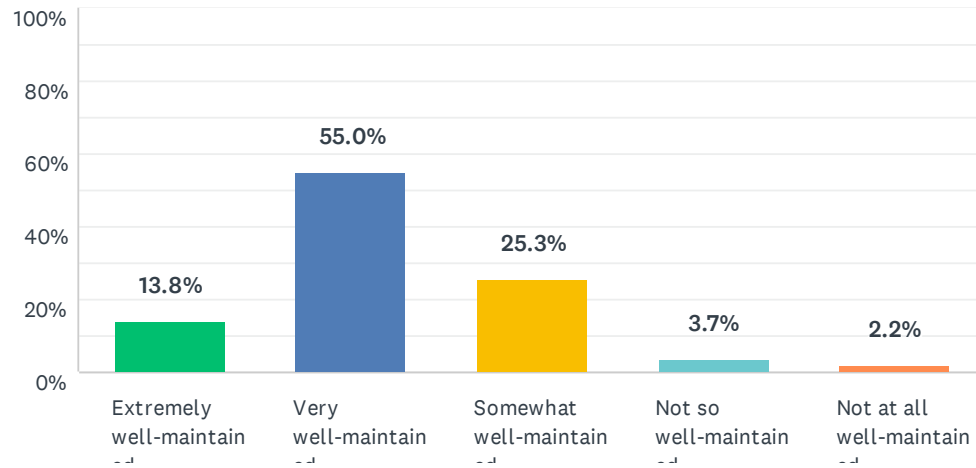
Q2 How effective is the teaching outside your major at this college?

Answered: 270 Skipped: 5



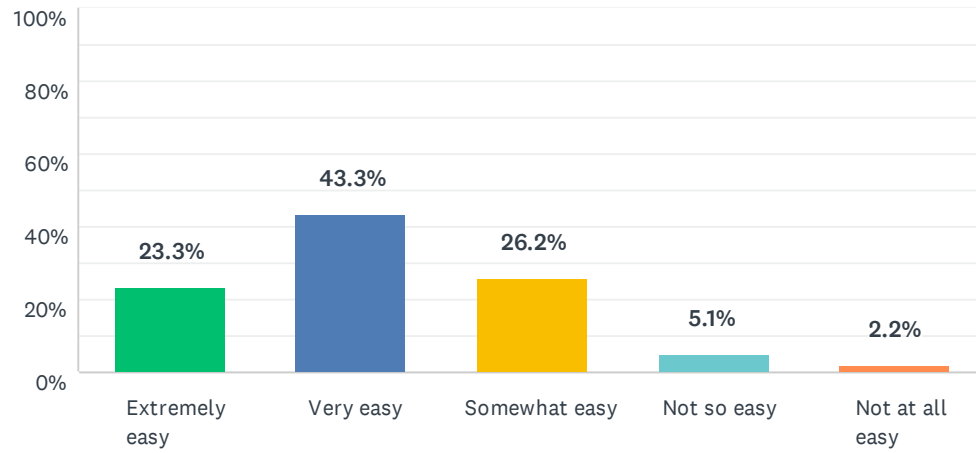
Q3 How well-maintained are the facilities at this college?

Answered: 269 Skipped: 6



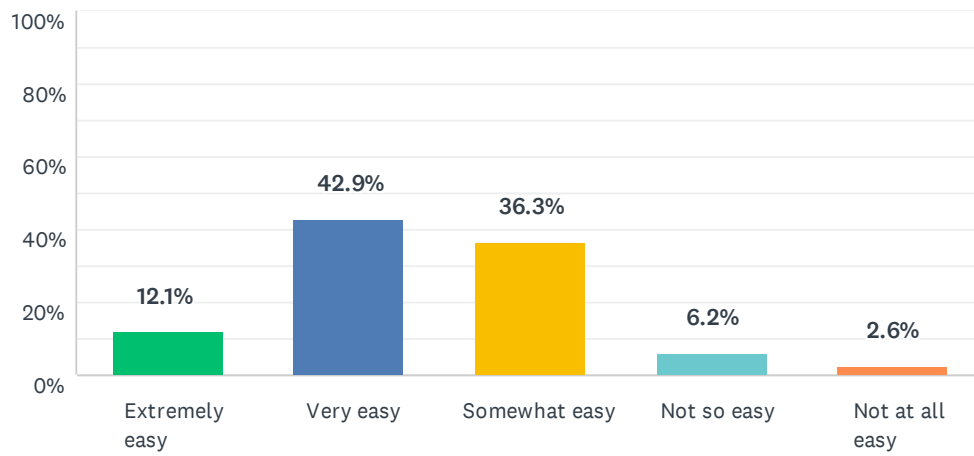
Q4 How easy is it to register for courses at this college?

Answered: 275 Skipped: 0



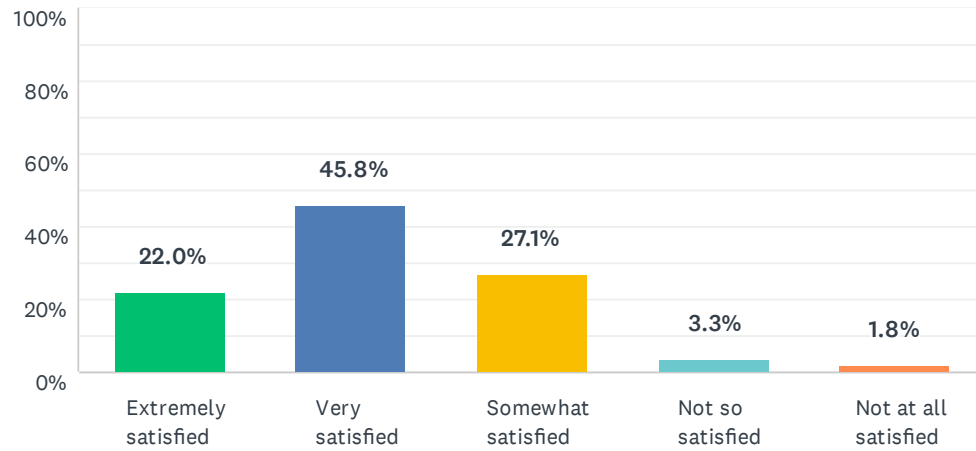
Q5 How easy is it to obtain the resources you need from the college library system?

Answered: 273 Skipped: 2



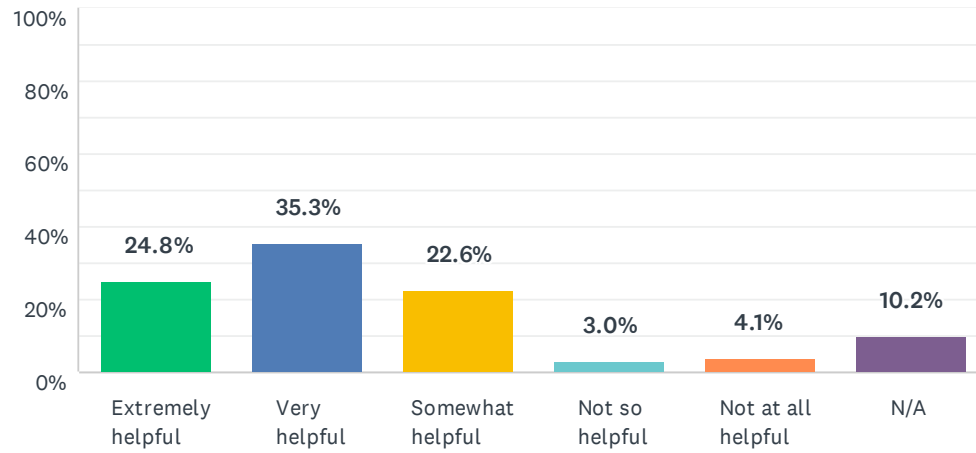
Q6 How satisfied are you with the policies that this college sets?

Answered: 273 Skipped: 2



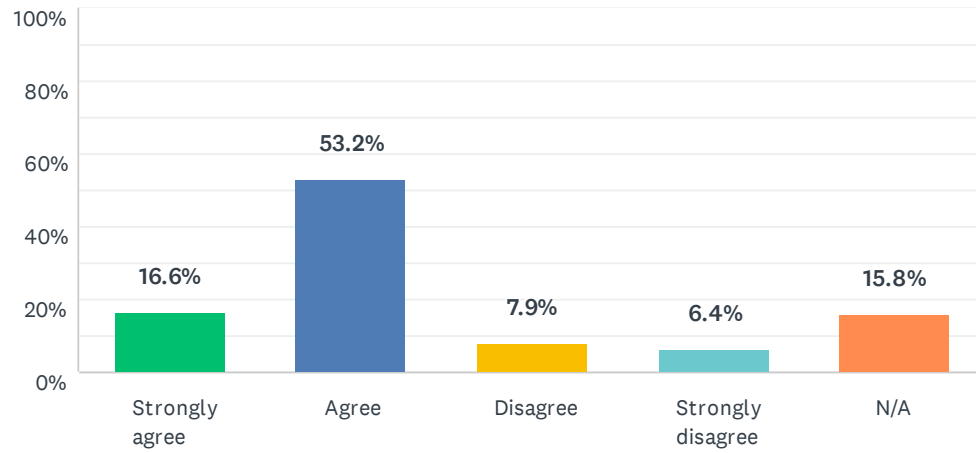
Q7 How helpful is the staff at Financial Aid?

Answered: 266 Skipped: 9



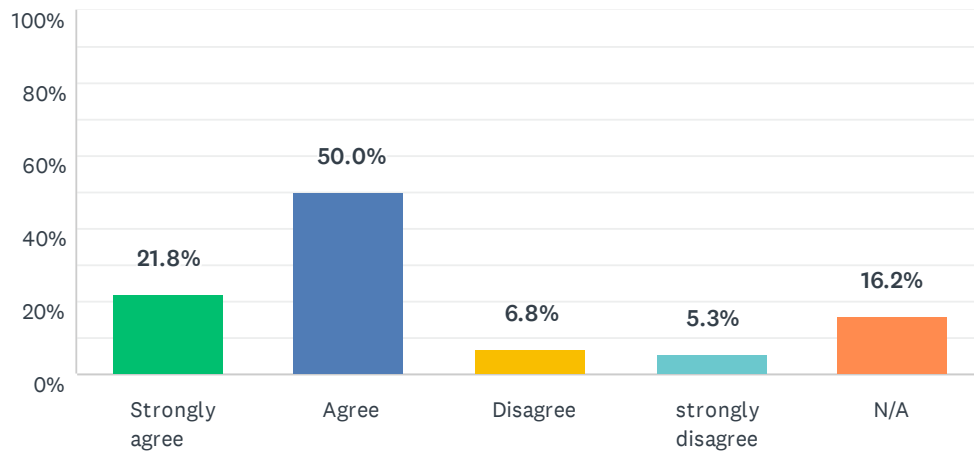
Q8 Financial Aid responded to my voicemail/email timely manner.

Answered: 265 Skipped: 10



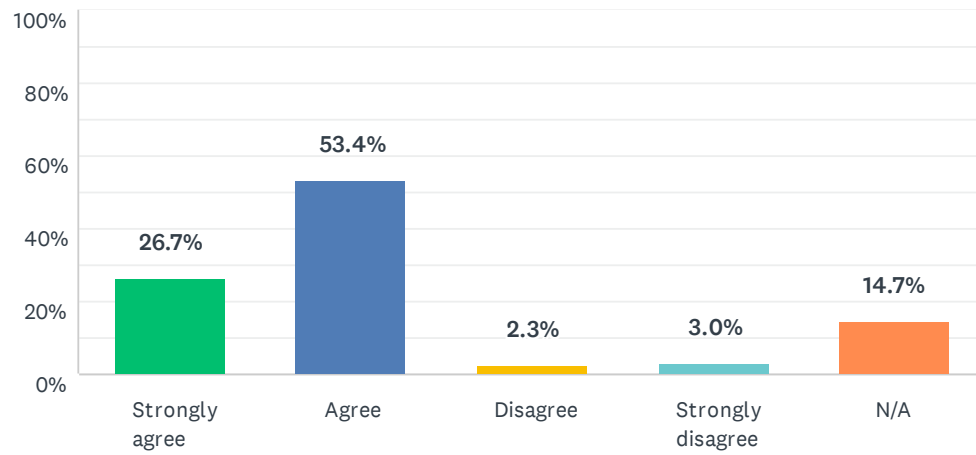
Q9 Financial aid staff showed concern and support.

Answered: 266 Skipped: 9



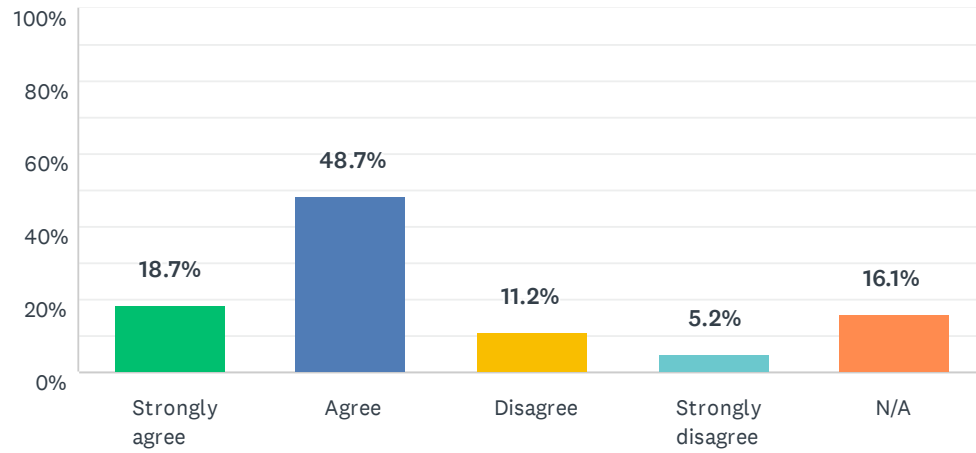
Q10 Financial aid staff was professional.

Answered: 266 Skipped: 9



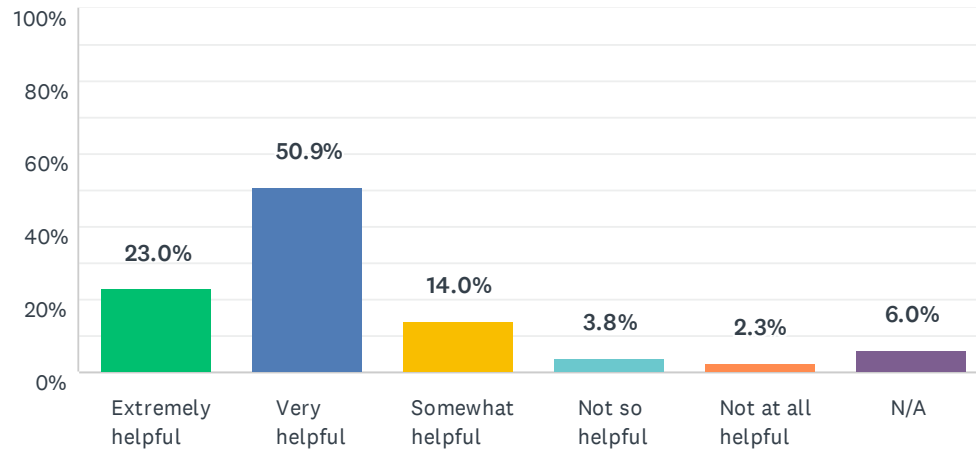
Q11 Financial aid policies are easy to find and understand.

Answered: 267 Skipped: 8



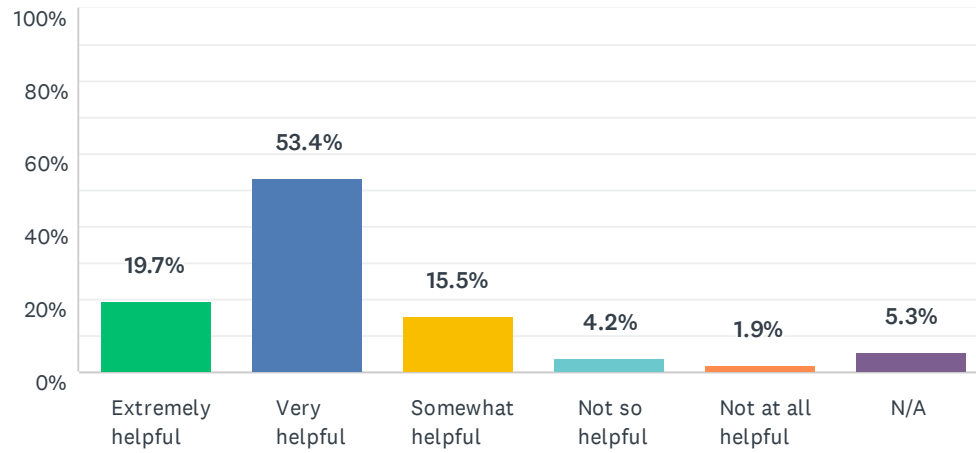
Q12 How helpful is the staff in the Office of Admissions?

Answered: 265 Skipped: 10



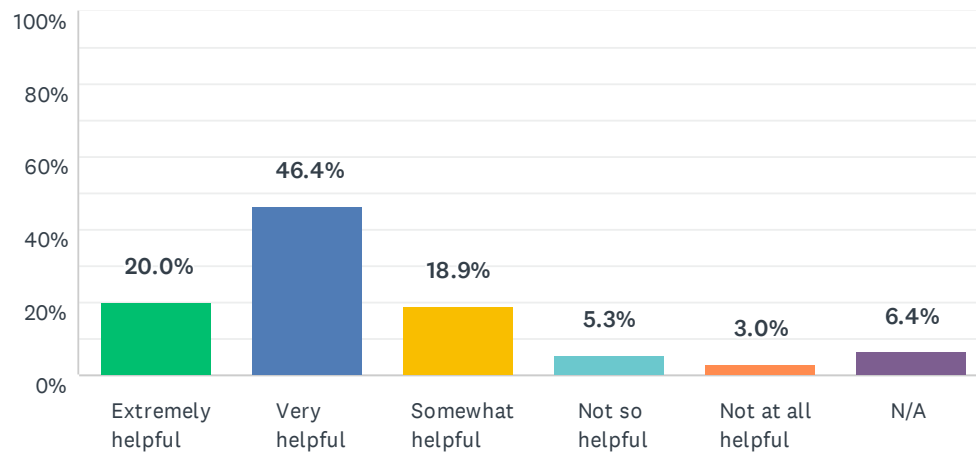
Q13 How helpful is the staff in providing high-quality assistance?

Answered: 264 Skipped: 11



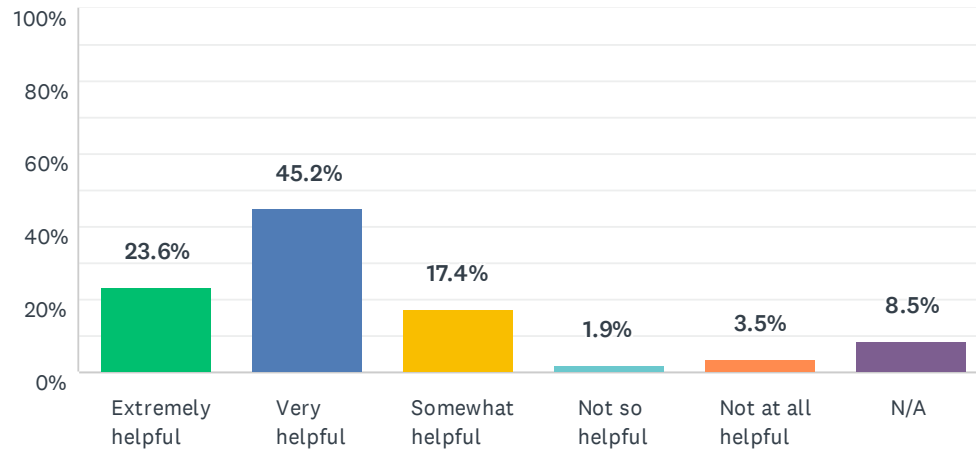
Q14 How helpful is the Office of Admissions in providing accurate information about academic programs and institutional costs?

Answered: 265 Skipped: 10



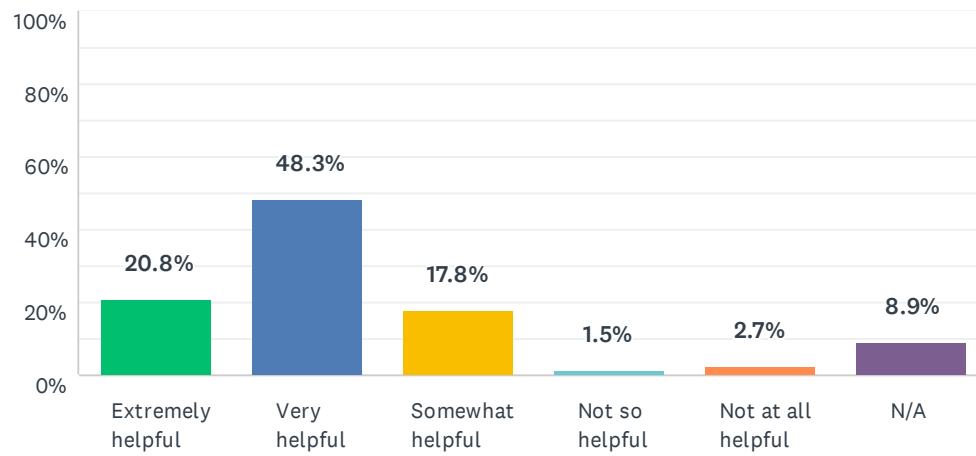
Q15 How helpful is the staff at the Office of the Registrar?

Answered: 259 Skipped: 16



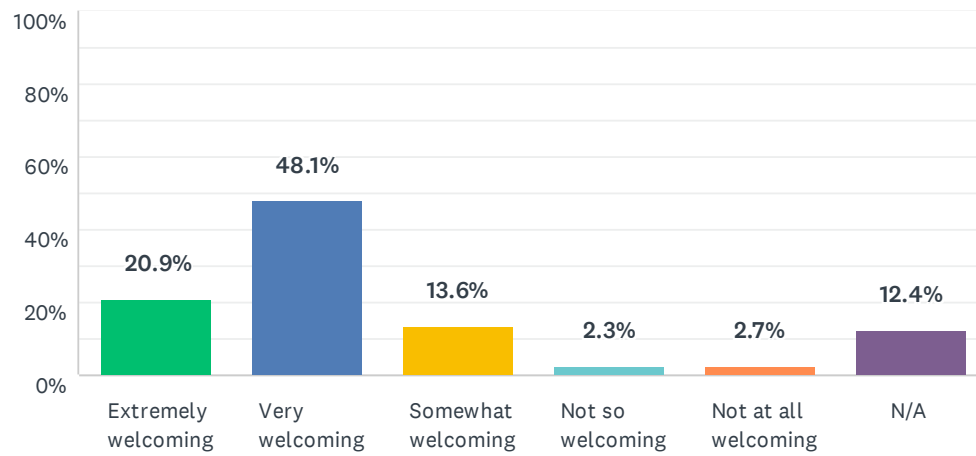
Q16 How helpful is the Office of the Registrar in providing accurate information?

Answered: 259 Skipped: 16



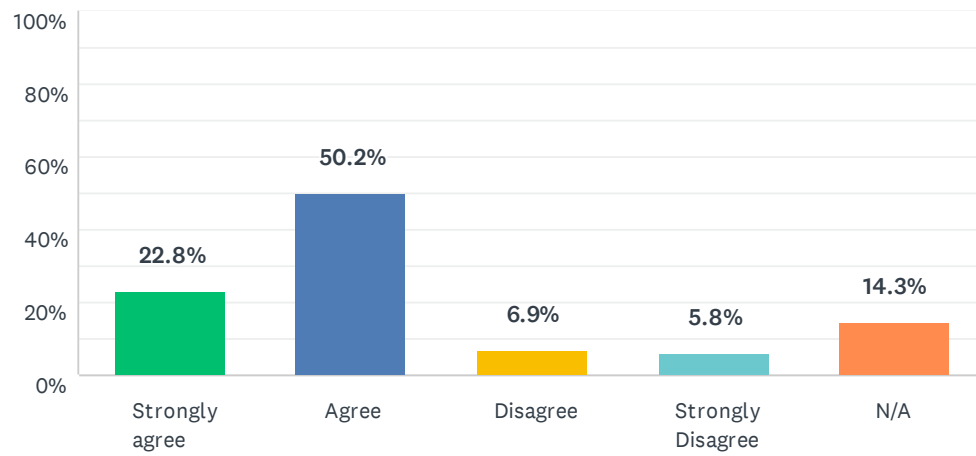
Q17 How welcoming is the Office of the Registrar in providing answers to records-related questions?

Answered: 258 Skipped: 17



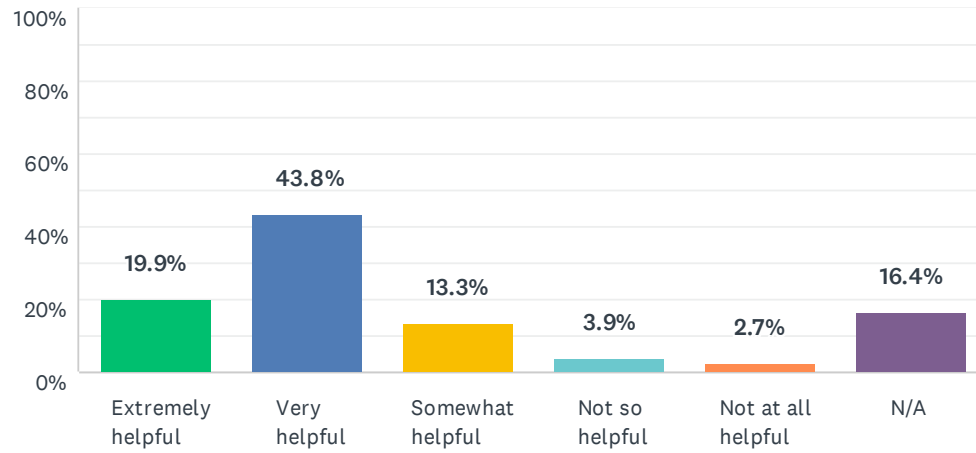
Q18 The Office of the Registrar responded to my email/request in a timely manner.

Answered: 259 Skipped: 16



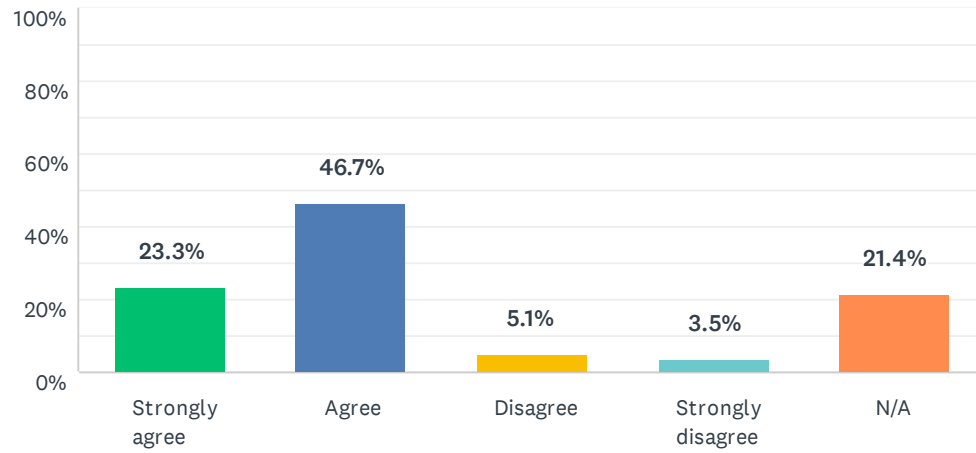
Q19 How helpful is the staff at the Student Advisement Center?

Answered: 256 Skipped: 19



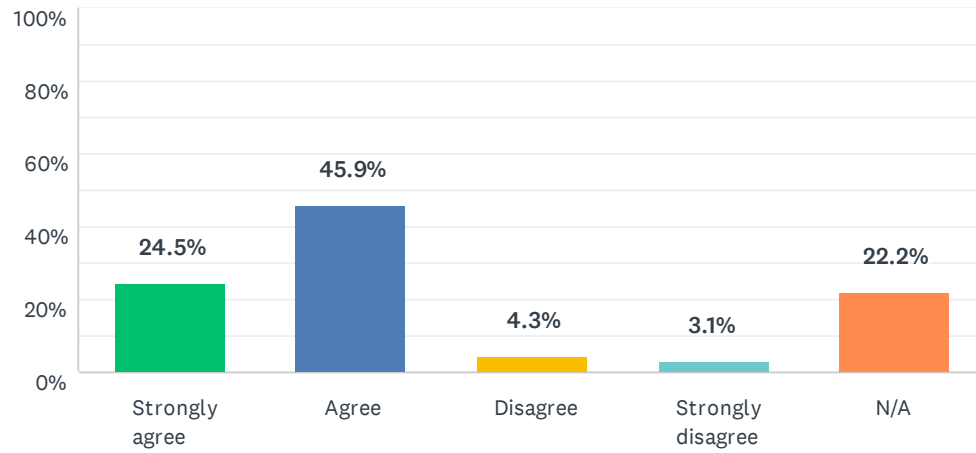
Q20 The first-year advisors have been available when I needed help.

Answered: 257 Skipped: 18



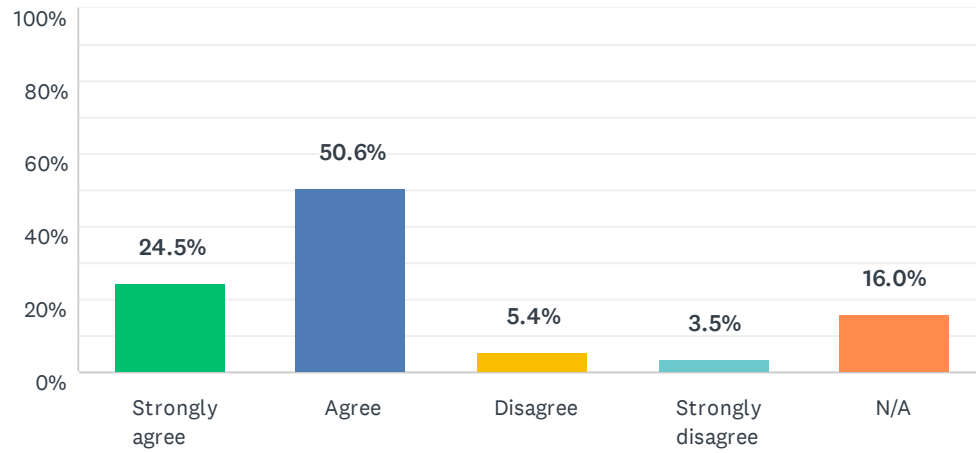
Q21 The first-year advisors have been supportive when I needed help.

Answered: 257 Skipped: 18



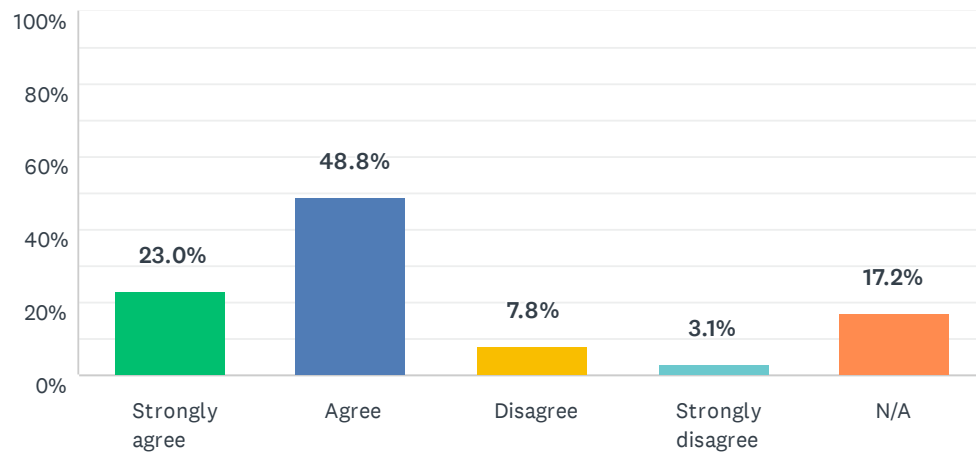
Q22 The advisors have helped me make decisions about my academics.

Answered: 257 Skipped: 18



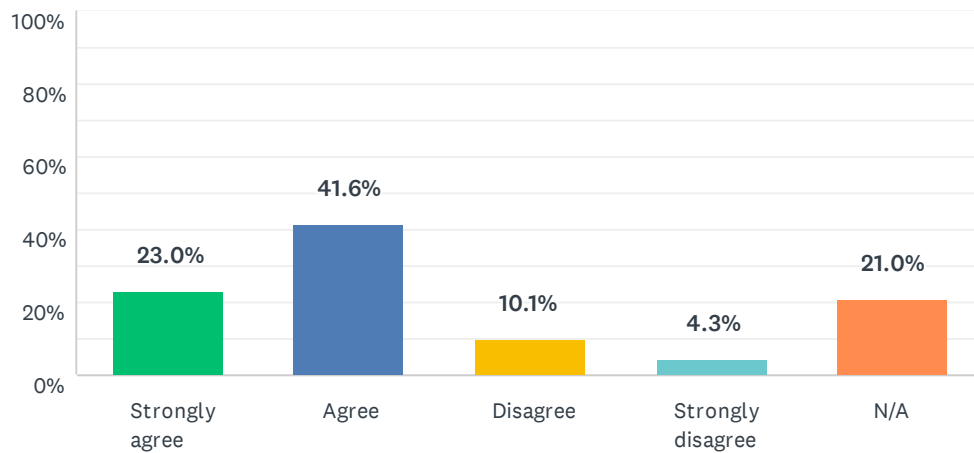
Q23 The advisors have helped me select and understand a program of study or degree plan.

Answered: 256 Skipped: 19



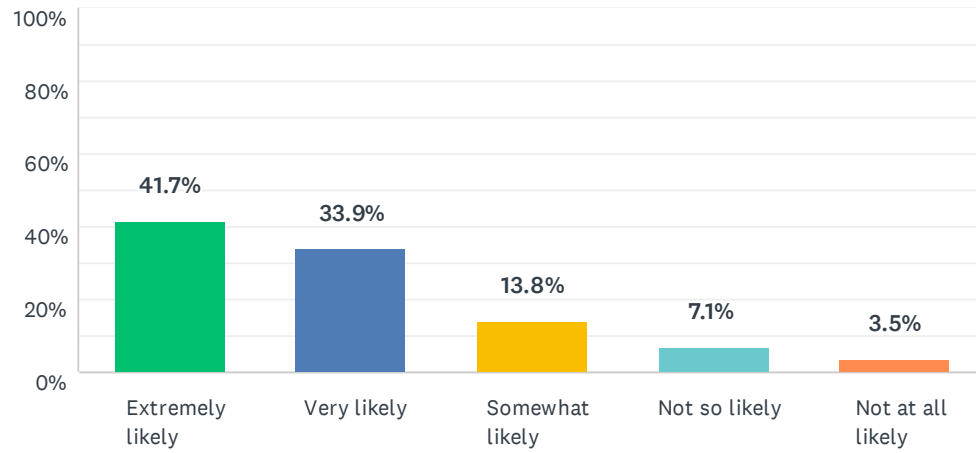
Q24 The advisors have helped me reach out to other campus resources, such as the financial aid office, program advisors, the writing center, the math learning center, online tutoring, the personal counselor, etc.

Answered: 257 Skipped: 18



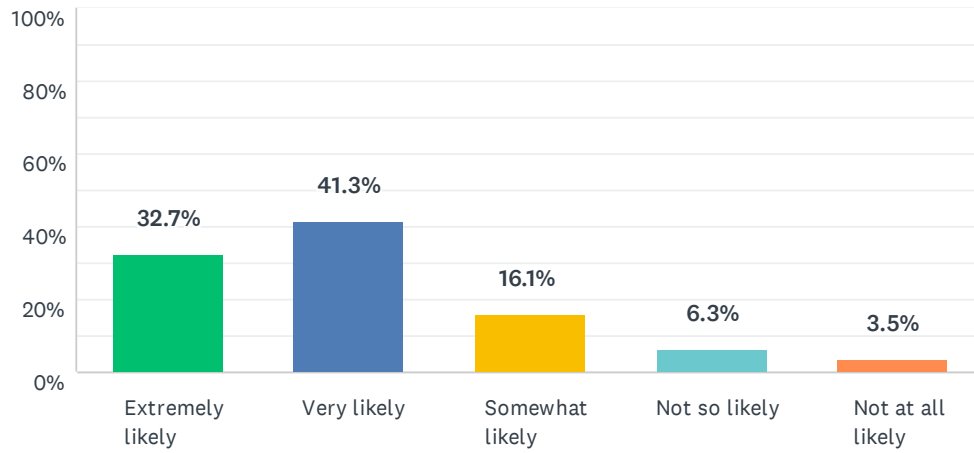
Q25 How likely are you to continue attending this college next year?

Answered: 254 Skipped: 21



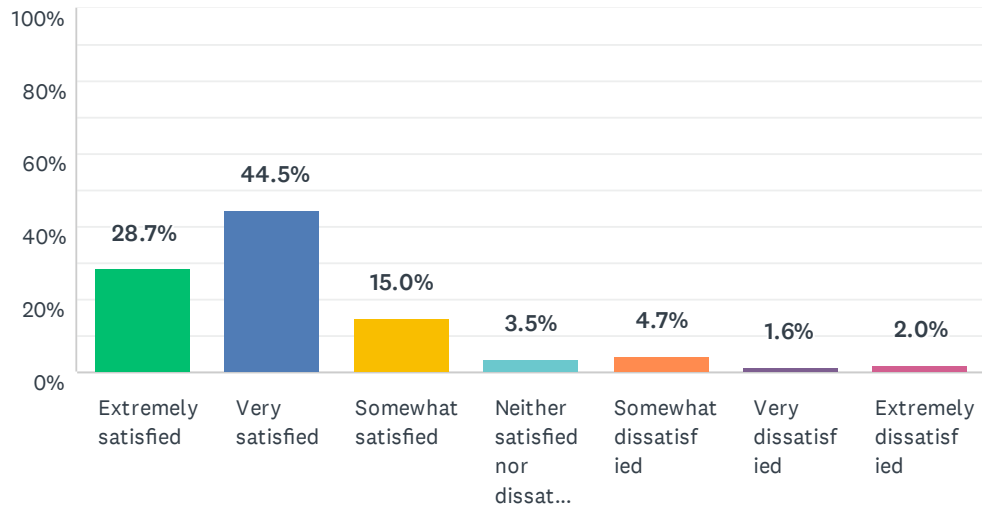
Q26 How likely are you to recommend this college to others?

Answered: 254 Skipped: 21



Q27 Overall, are you satisfied with your experience at this college?

Answered: 254 Skipped: 21



Q28a. Please share any of your experiences that will help us
to serve our students in the future

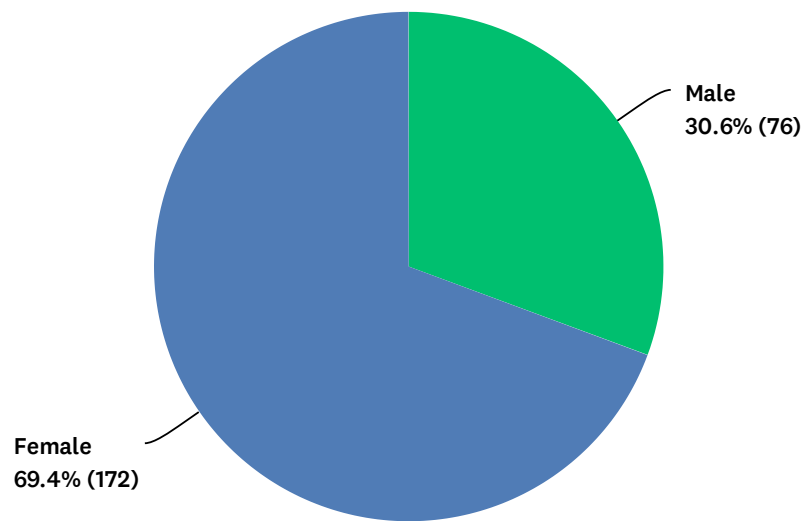
Opportunity for Improvement	Count	Percentage
Lack of faculty/staff support	13	35.1%
Need for better technology	8	21.6%
Need for better communication	5	13.5%
Difficulty with online learning	4	10.8%
Need to reopen campus	2	5.4%
Suggestion for survey design	2	5.4%
Difficulty with 8 week courses	1	2.7%
Need more short term courses	1	2.7%
Need for better infrastructure	1	2.7%
Grand Total	37	100.0%

Q28b. Please share any of your experiences that will help us to serve our students in the future

Strength	Count	Percentage
Very supportive faculty/staff	20	54.1%
Good overall experiences	7	18.9%
Designed and offered very useful courses	5	13.5%
Great infrastructure	4	10.8%
Keep campus close for Fall 2021	1	2.7%
Grand Total	37	100.0%

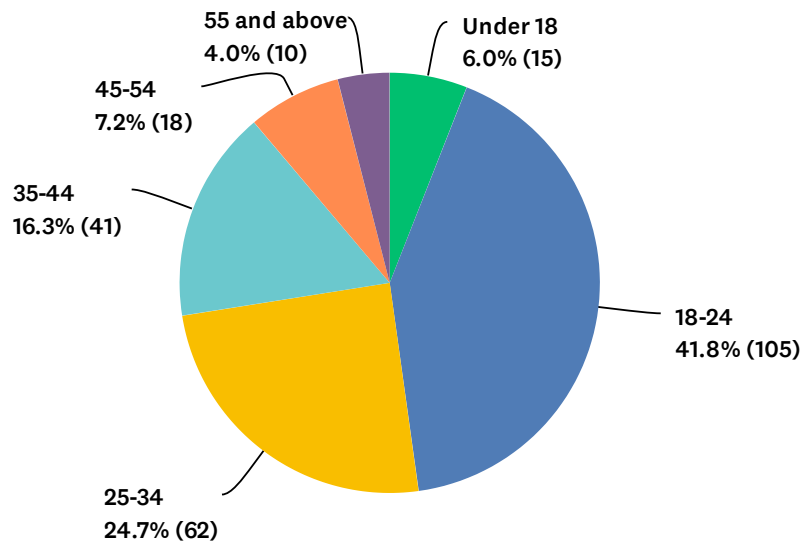
Q29 What is your gender?

Answered: 248 Skipped: 27



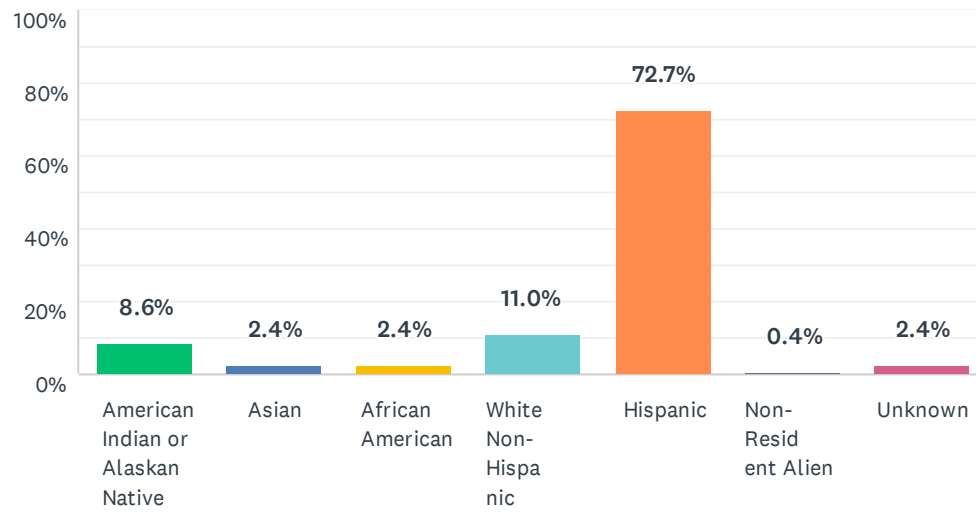
Q30 what is your age?

Answered: 251 Skipped: 24



Q31 What is your ethnicity?

Answered: 245 Skipped: 30



Q32 What is your degree level?

Answered: 250 Skipped: 25

