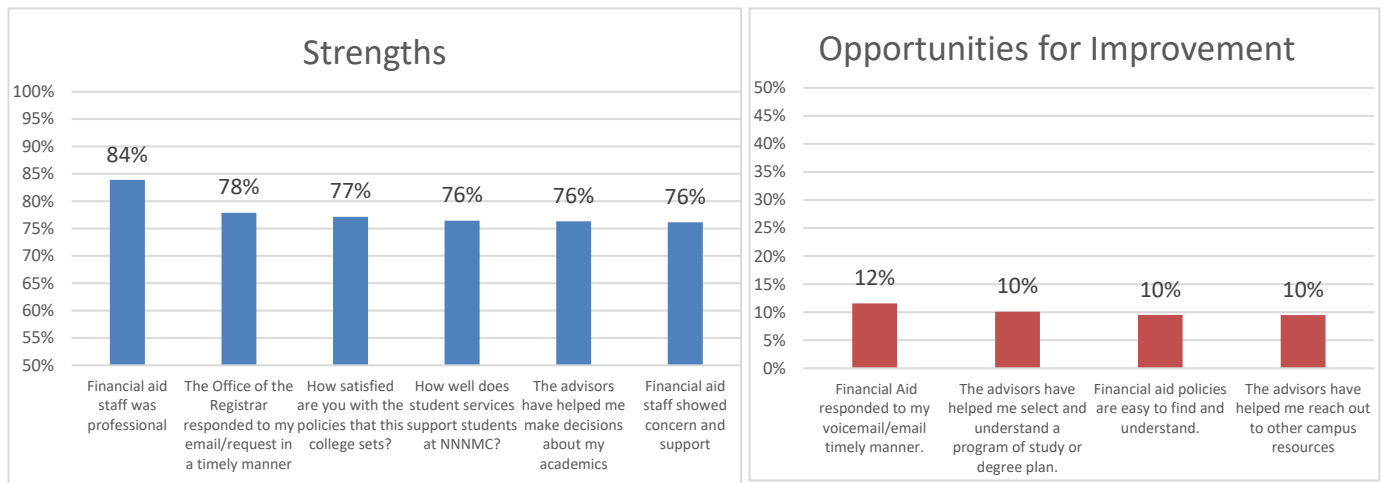


Northern NM College 2023 Student Services Survey

The Student Services Survey at NNMC collects feedback from current students regarding various college services, including facilities, enrollment, support, and academics. The survey was distributed at the beginning of March 2023 and remained open for one month, targeting 1,037 students enrolled that semester. Twenty-two email invitations bounced, leaving a total of 1,015 recipients. Out of these, 247 students responded, resulting in a response rate of 24.3%.

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).

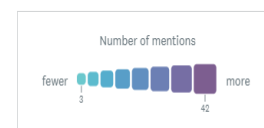
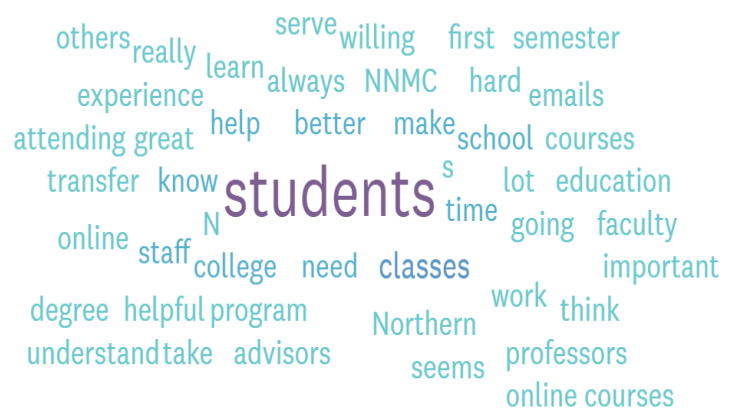


Among the students who completed the survey, 79% indicated they were likely to recommend this college to others. Of the respondents, 75% identified as female and 25% as male. Ethnically, 71% identified as Hispanic, 14% as American Indian, 7% as White Non-Hispanic, and 8% as Other.

In terms of age, 3% were under 18, 43% were aged 18-24, 21% were aged 25-34, 21% were aged 35-44, and 12% were 45 or older. Regarding education levels, 42% pursued a bachelor's degree, 36% an associate degree, 6% sought a certificate, and 16% were non-degree students.

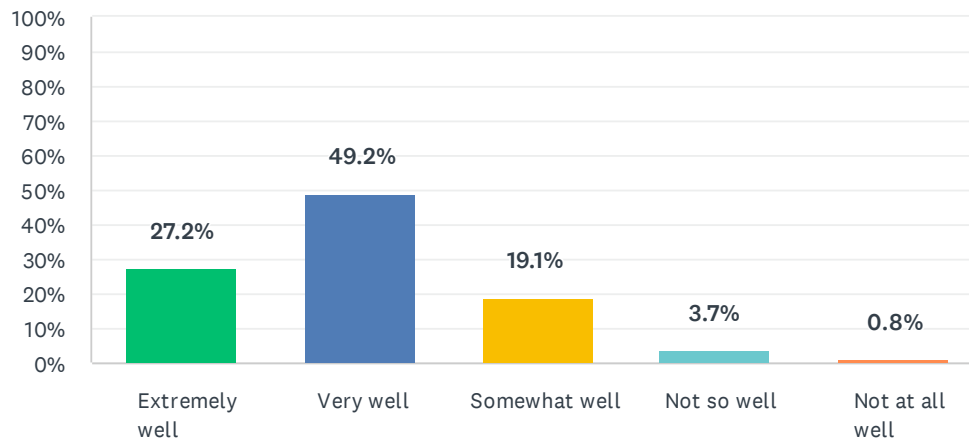
Of the students who completed the survey, 75% enrolled in 16-week (January to May) classes, 48% enrolled in the first 8-week classes (January to March), and 42% enrolled in the second 8-week (March to May) classes.

Appendix A contains the results of each survey question.



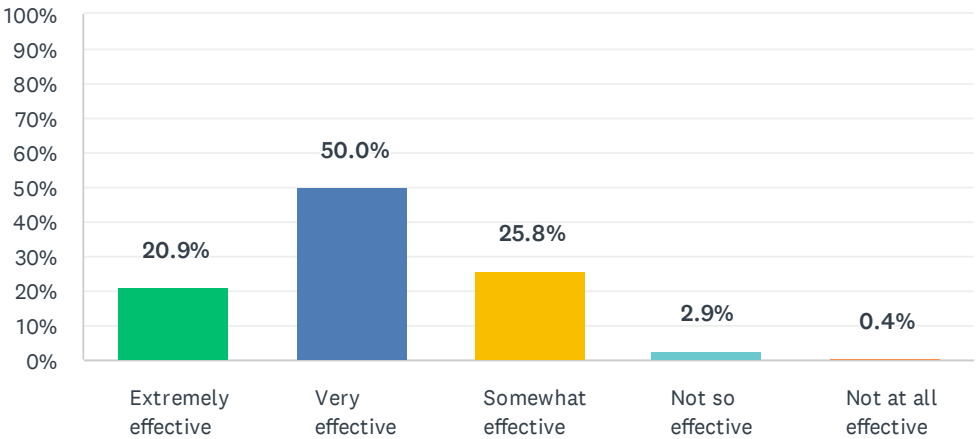
Q1 How well does student services support students at Northern New Mexico College?

Answered: 246 Skipped: 1



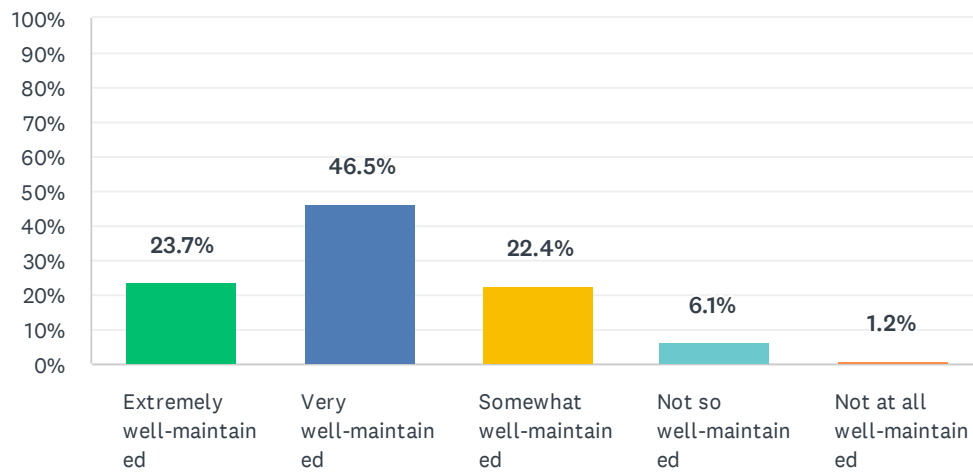
Q2 How effective is the teaching outside your major at this college?

Answered: 244 Skipped: 3



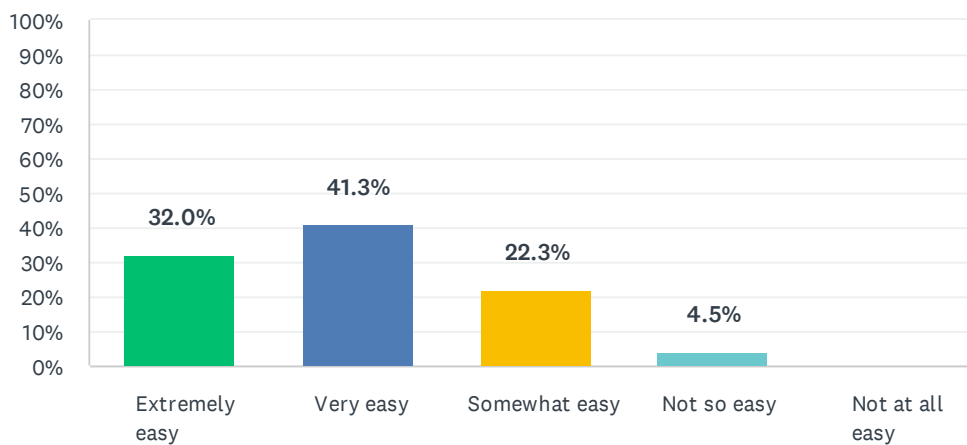
Q3 How well-maintained are the facilities at this college?

Answered: 245 Skipped: 2



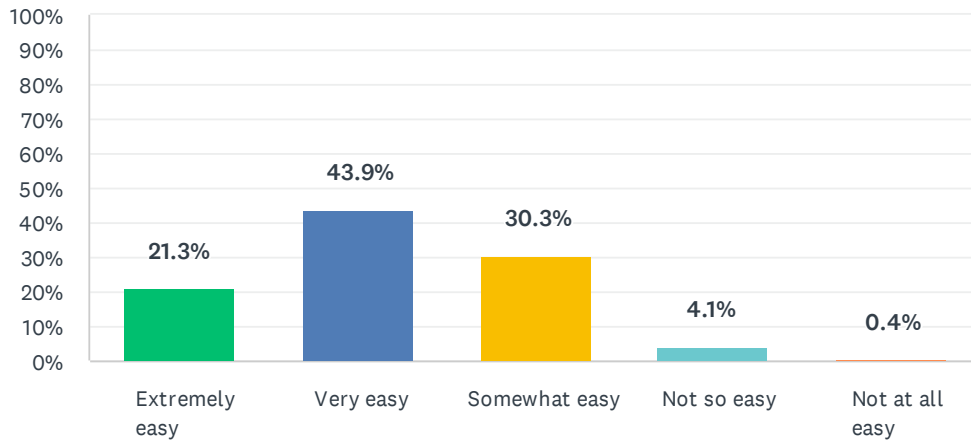
Q4 How easy is it to register for courses at this college?

Answered: 247 Skipped: 0



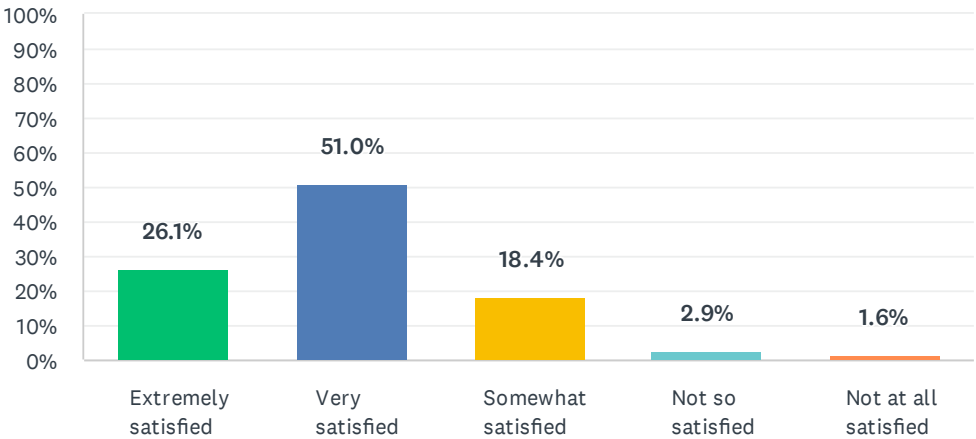
Q5 How easy is it to obtain the resources you need from the college library system?

Answered: 244 Skipped: 3



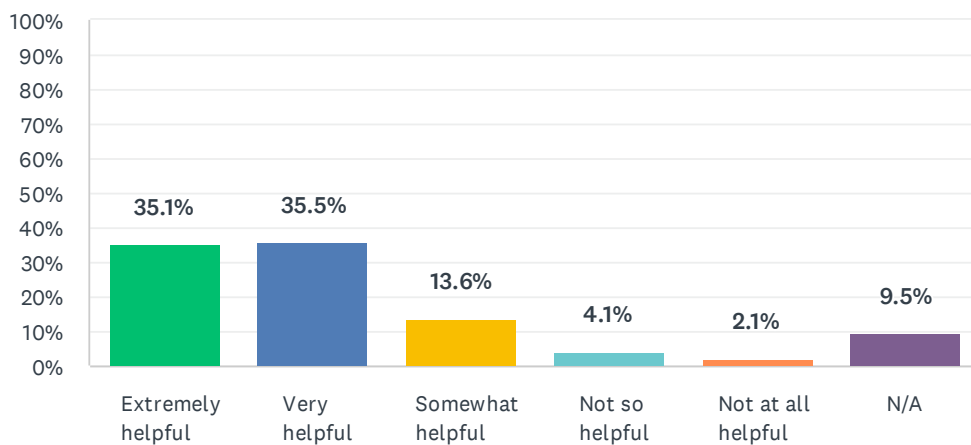
Q6 How satisfied are you with the policies that this college sets?

Answered: 245 Skipped: 2



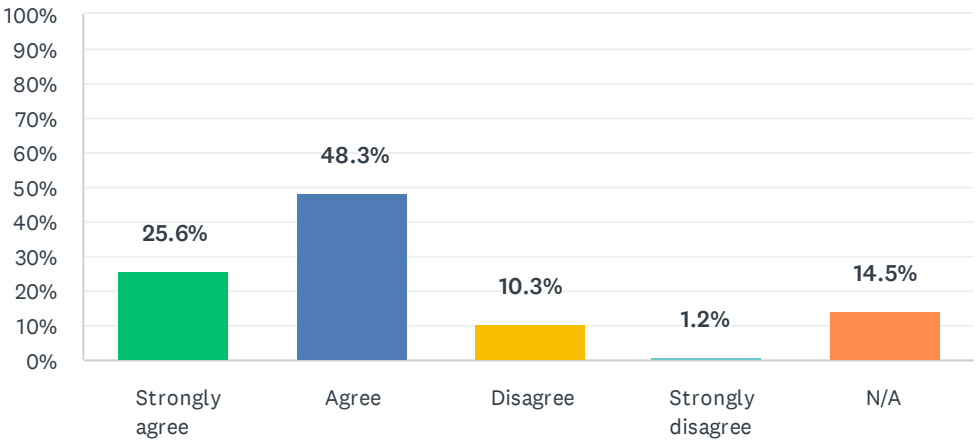
Q7 How helpful is the staff at Financial Aid?

Answered: 242 Skipped: 5



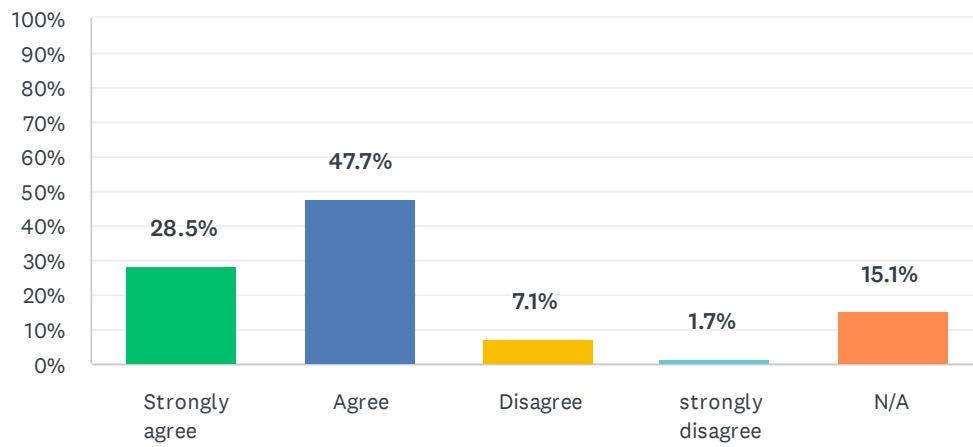
Q8 Financial Aid responded to my voicemail/email timely manner.

Answered: 242 Skipped: 5



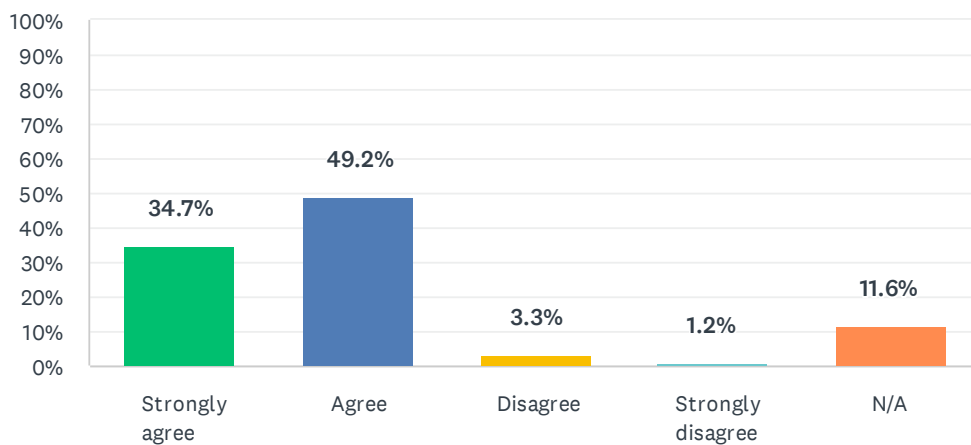
Q9 Financial aid staff showed concern and support.

Answered: 239 Skipped: 8



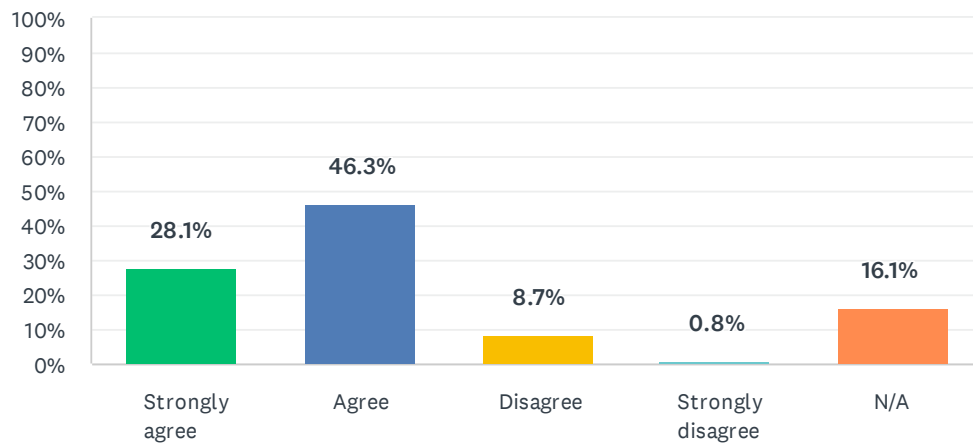
Q10 Financial aid staff was professional.

Answered: 242 Skipped: 5



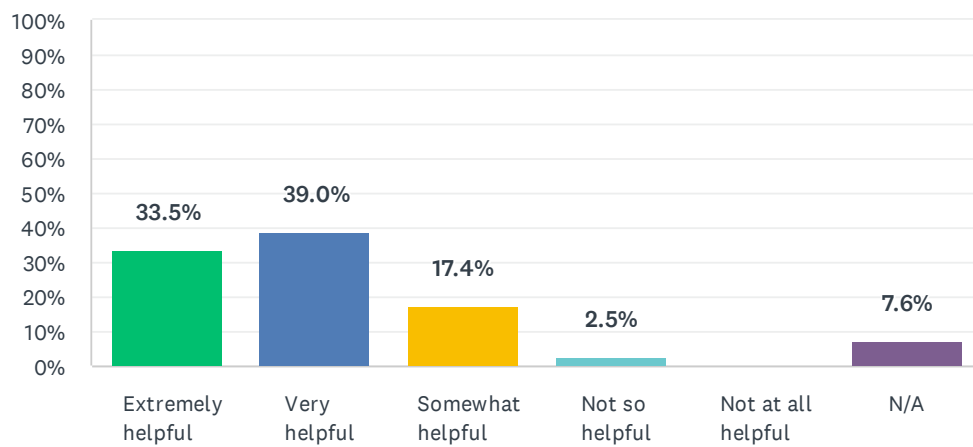
Q11 Financial aid policies are easy to find and understand.

Answered: 242 Skipped: 5



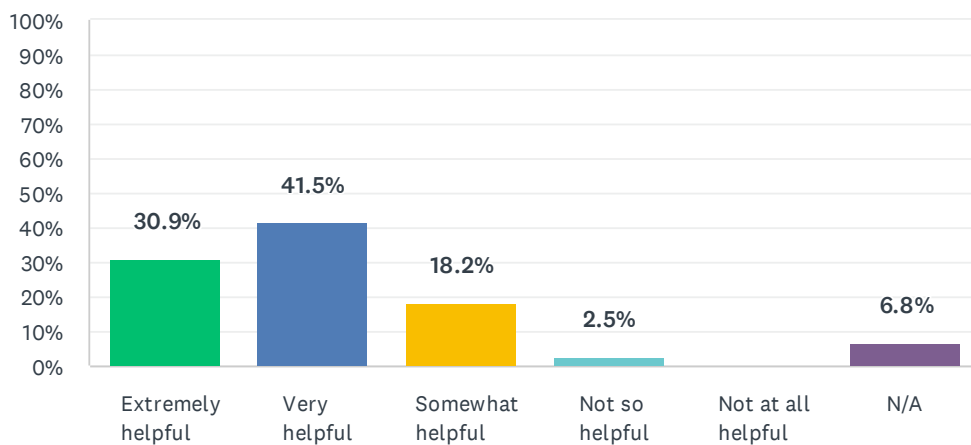
Q12 How helpful is the staff in the Office of Admissions?

Answered: 236 Skipped: 11



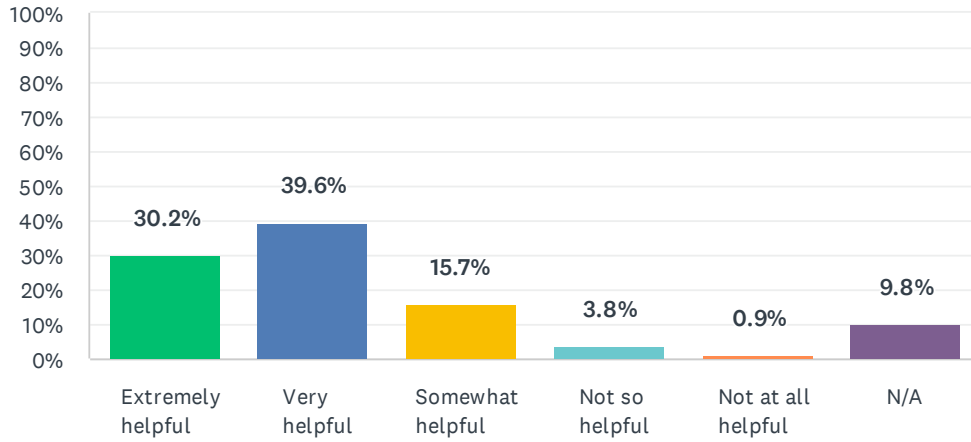
Q13 How helpful is the staff in providing high-quality assistance?

Answered: 236 Skipped: 11



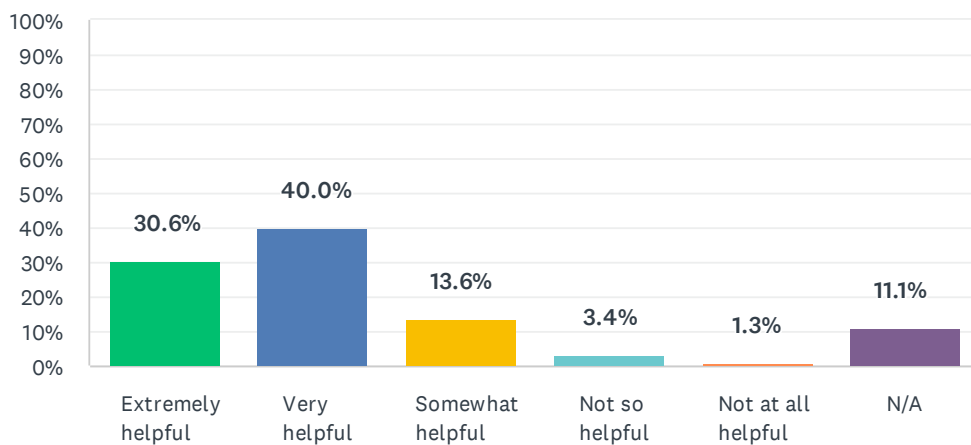
Q14 How helpful is the Office of Admissions in providing accurate information about academic programs and institutional costs?

Answered: 235 Skipped: 12



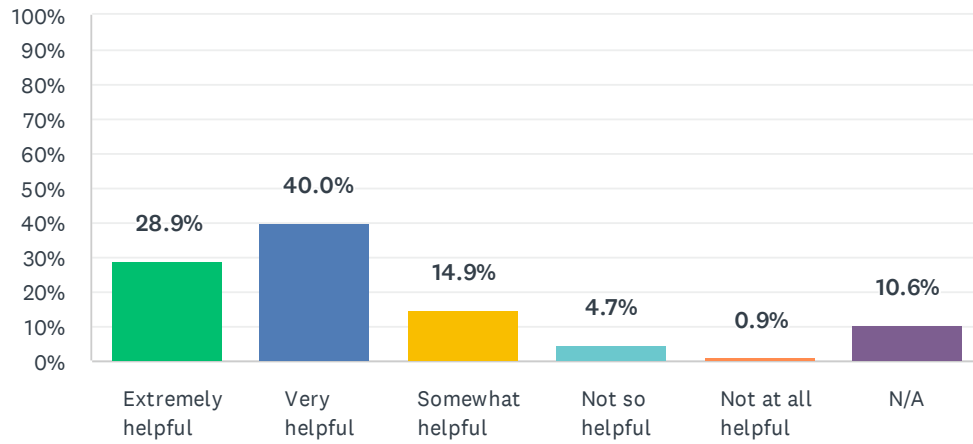
Q15 How helpful is the staff at the Office of the Registrar?

Answered: 235 Skipped: 12



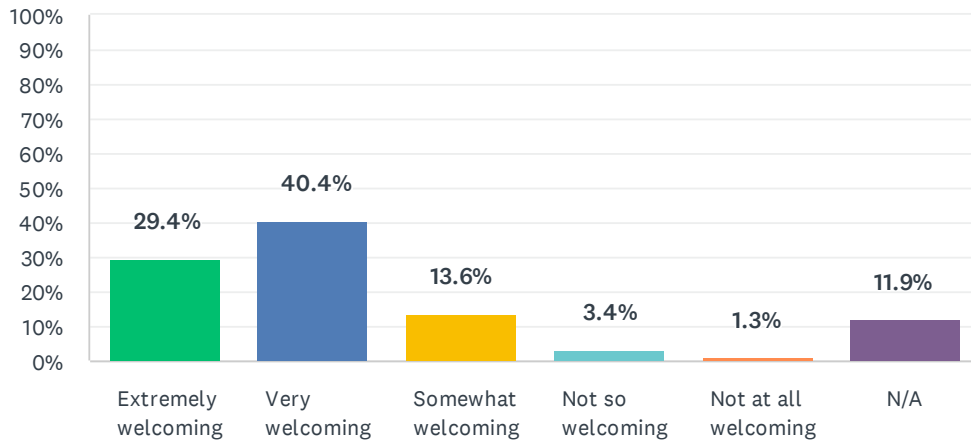
Q16 How helpful is the Office of the Registrar in providing accurate information?

Answered: 235 Skipped: 12



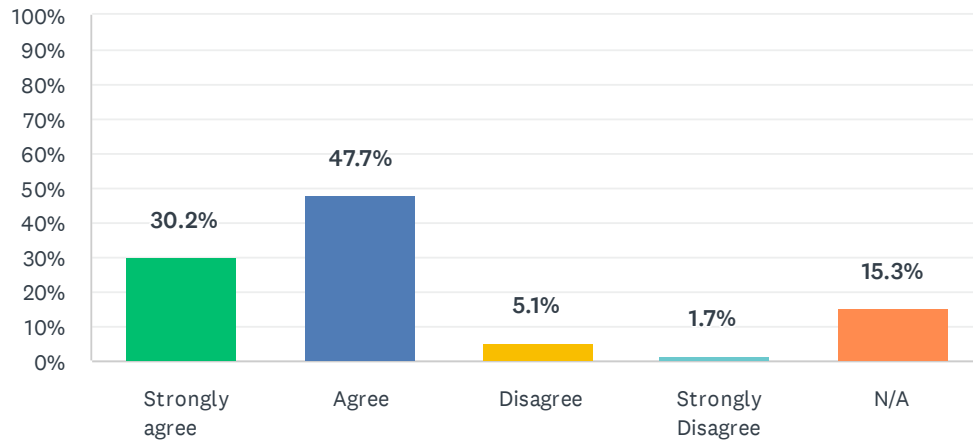
Q17 How welcoming is the Office of the Registrar in providing answers to records-related questions?

Answered: 235 Skipped: 12



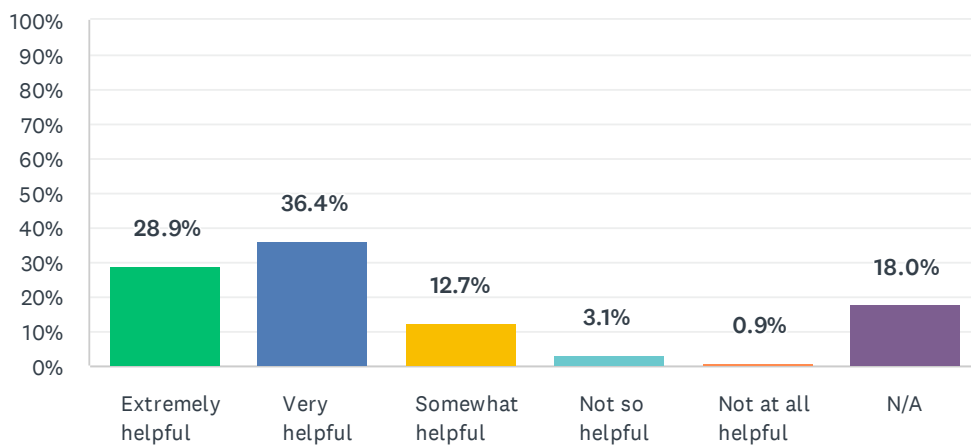
Q18 The Office of the Registrar responded to my email/request in a timely manner.

Answered: 235 Skipped: 12



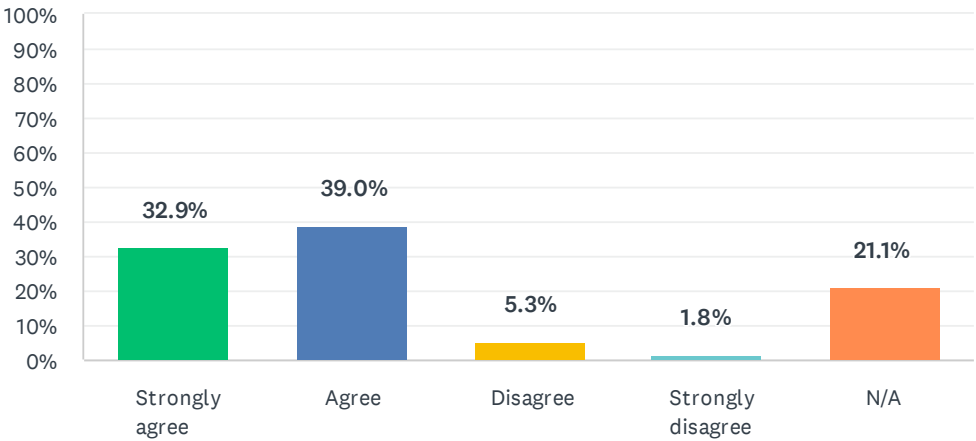
Q19 How helpful is the staff at the Student Advisement Center?

Answered: 228 Skipped: 19



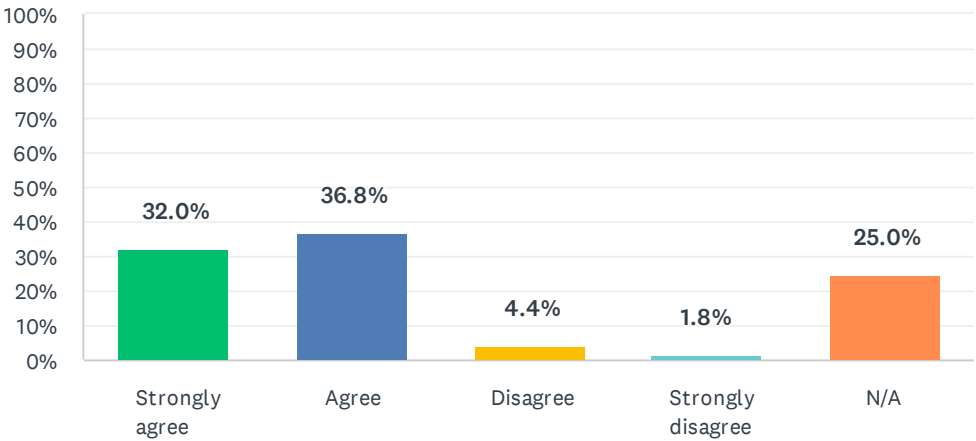
Q20 The first-year advisors have been available when I needed help.

Answered: 228 Skipped: 19



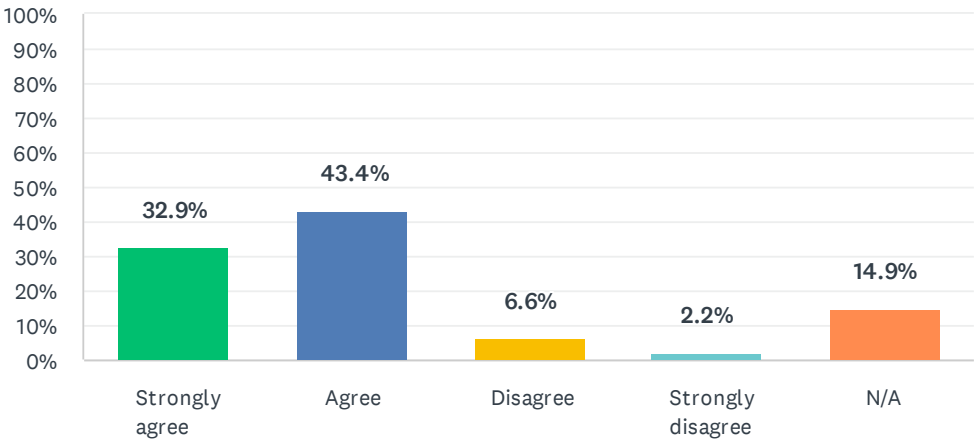
Q21 The first-year advisors have been supportive when I needed help.

Answered: 228 Skipped: 19



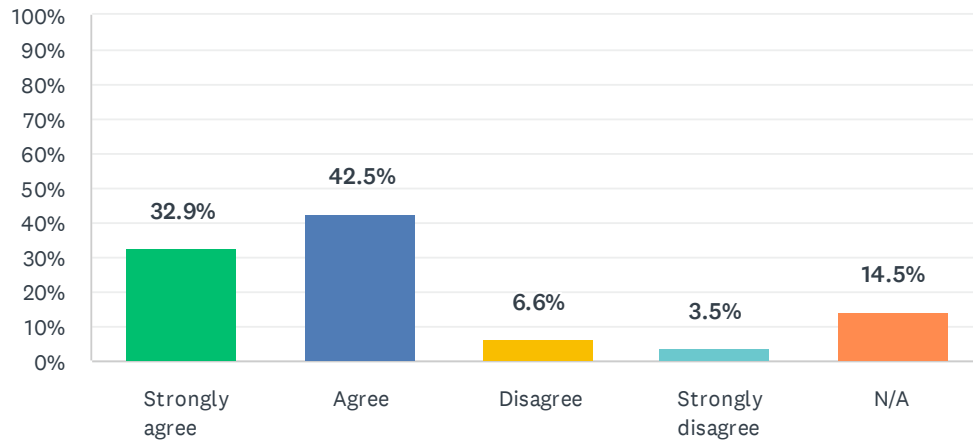
Q22 The advisors have helped me make decisions about my academics.

Answered: 228 Skipped: 19



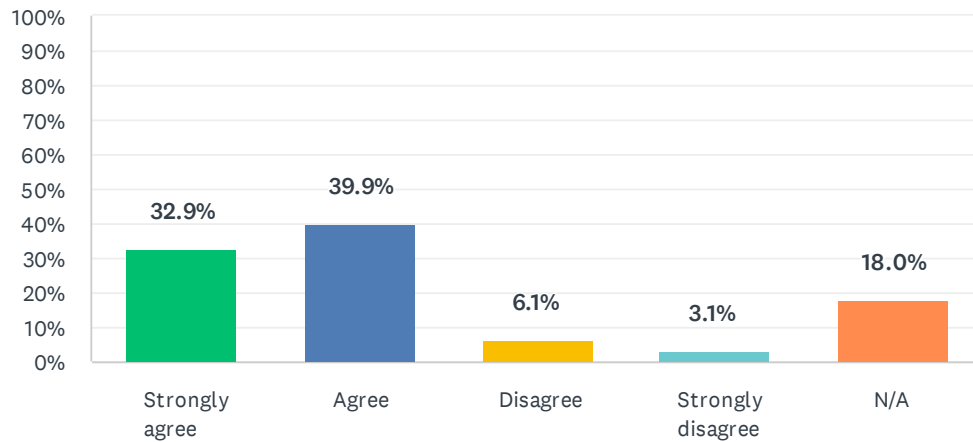
Q23 The advisors have helped me select and understand a program of study or degree plan.

Answered: 228 Skipped: 19



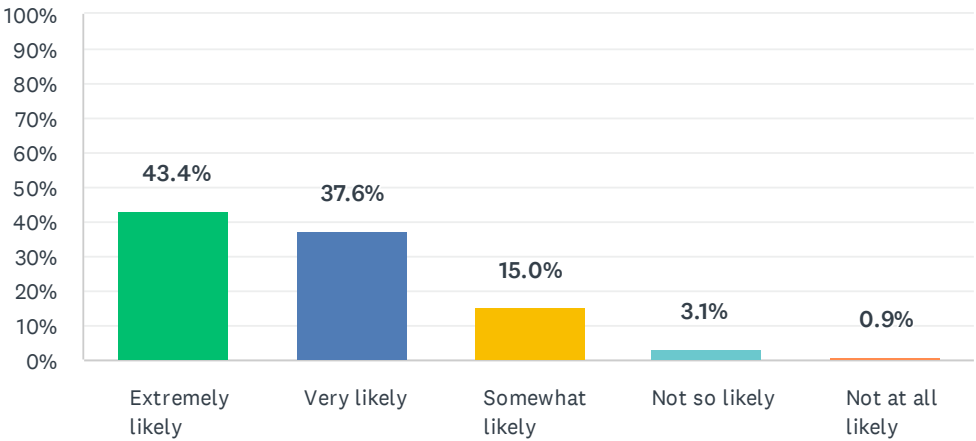
Q24 The advisors have helped me reach out to other campus resources, such as the financial aid office, program advisors, the writing center, the math learning center, online tutoring, the personal counselor, etc.

Answered: 228 Skipped: 19



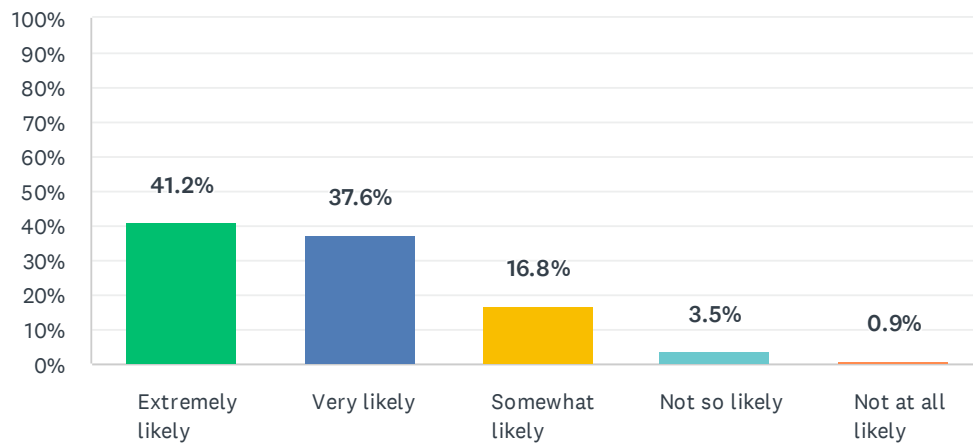
Q25 How likely are you to continue attending this college next year?

Answered: 226 Skipped: 21



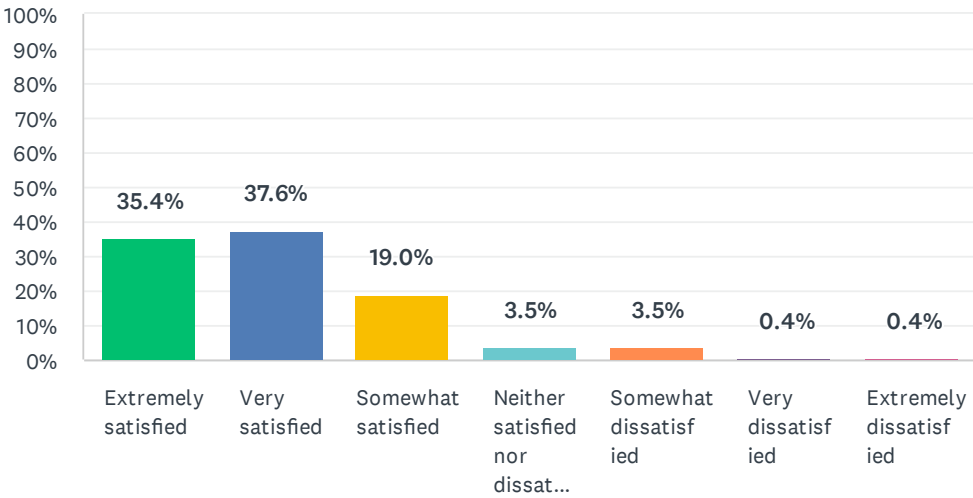
Q26 How likely are you to recommend this college to others?

Answered: 226 Skipped: 21



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

Answered: 226 Skipped: 21



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

Answered (n): 40

Opportunity for Improvement	Percentage of Responses
Need better communication	28%
Lack of faculty/staff support	23%
Need more in-person classes	15%
Offer more related courses	10%
Cafeteria should come back	5%
Need more student areas/community	3%
More classes in the evening	3%
Need to re-evaluate teaching method	3%
Improve diversity and acceptance	3%
More online courses	3%
Overpriced	3%
Need better technology	3%
Need clubs to meet people and make friends	3%

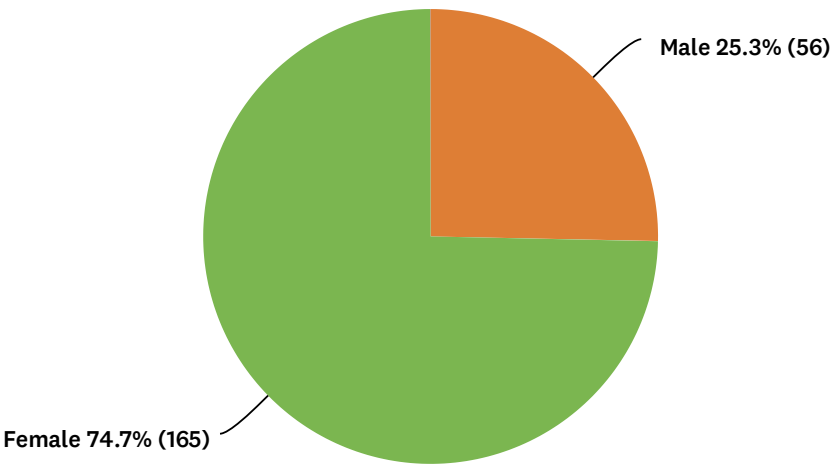
Q28b. Please share any of your experiences that will help us to serve our students in the future. **Strength**

Answered (n): 40

Strength	Percentage of Responses
Supportive faculty/staff	50%
Good overall experience	33%
Online program is great	3%
Useful courses	5%
Effective in-person classes	3%
Financial supportive	3%
Great Infrastructure/Technology	3%
Continue HEP and CAMP programs	3%

Q29 What is your gender?

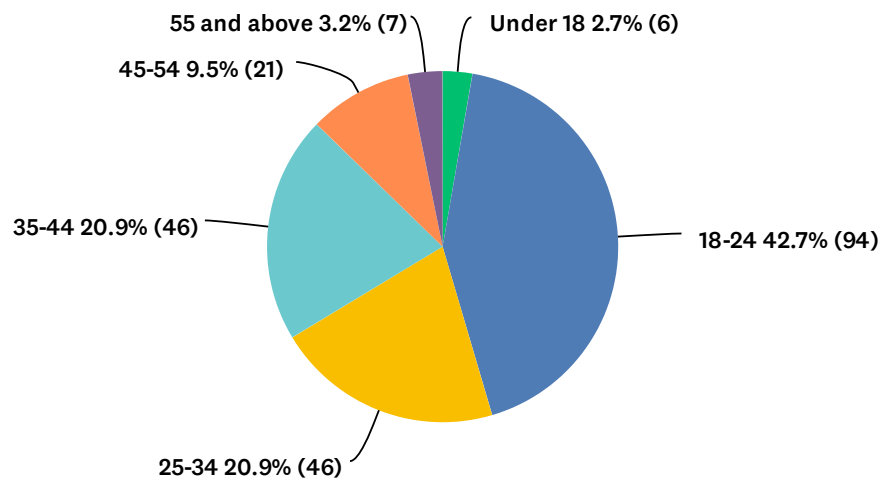
Answered: 221 Skipped: 26



#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

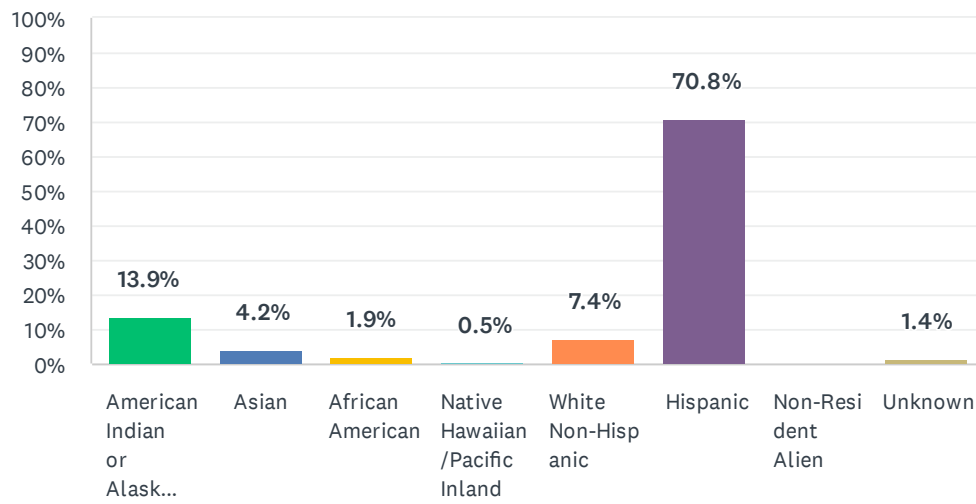
Q30 what is your age?

Answered: 220 Skipped: 27



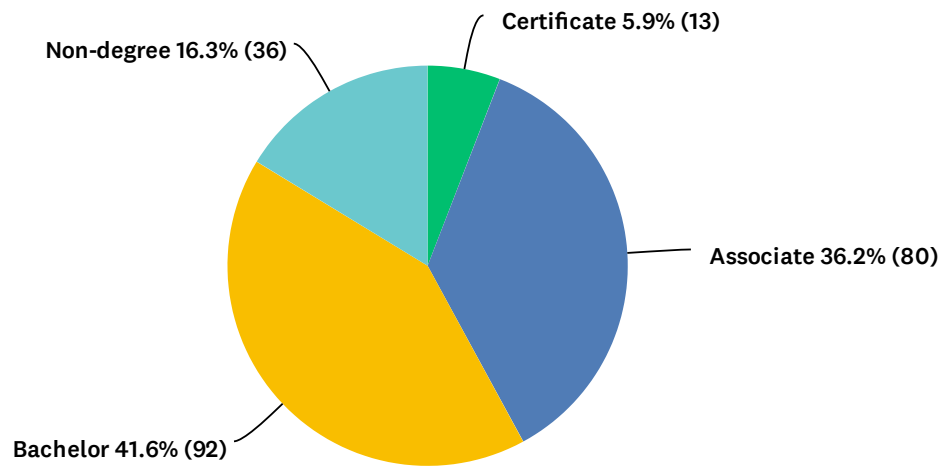
Q31 What is your ethnicity?

Answered: 216 Skipped: 31



Q32 What is your degree level?

Answered: 221 Skipped: 26



Q33 For Spring 2023 semester what type of classes did you enroll in?

Answered: 223 Skipped: 24

