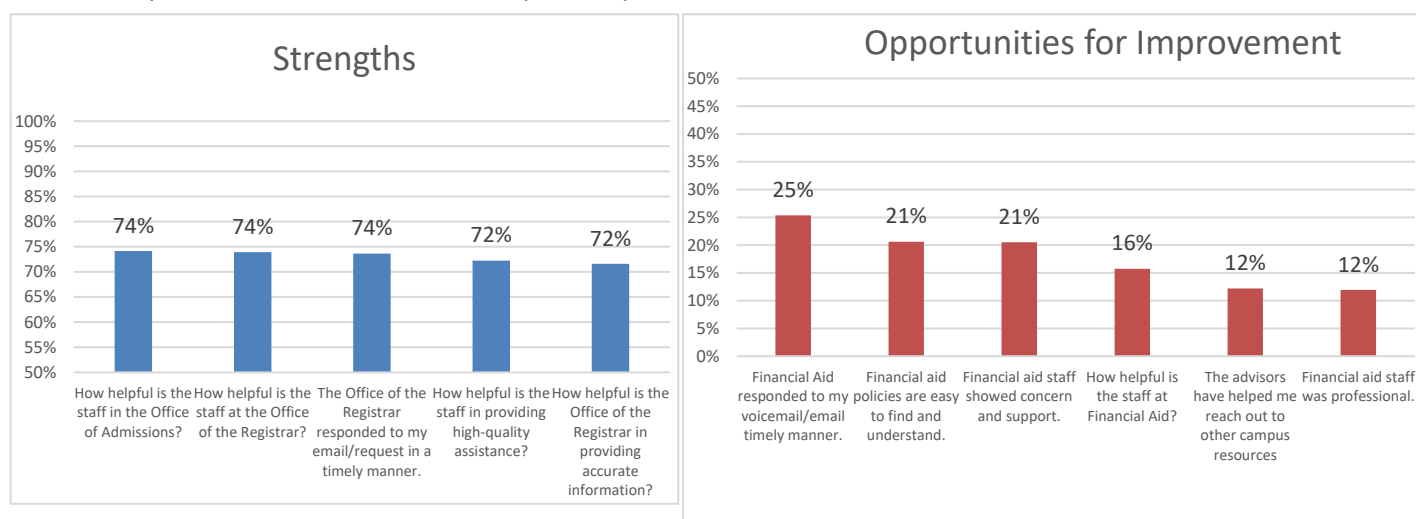


Northern NM College 2024 Student Services Survey

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 November 2024 and remained open for one month, targeting 1,426 students enrolled that semester. Twenty-one email invitations bounced, leaving a total of 1,405 recipients. Out of these, 278 students responded, resulting in a response rate of 19.8%.

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).

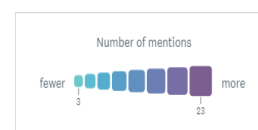
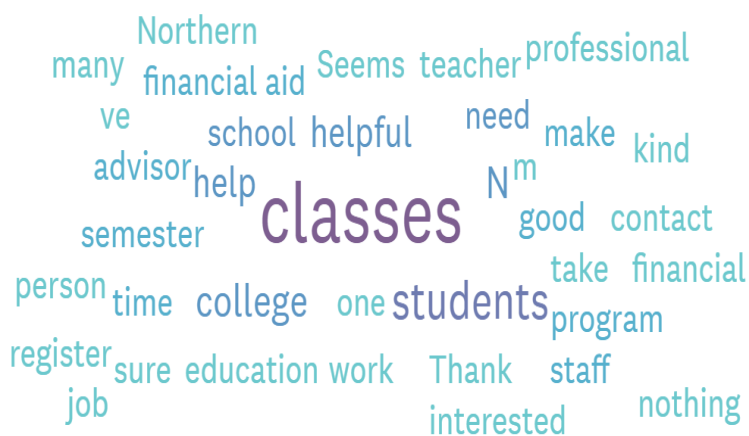


Among the students who completed the survey, 74% indicated they were likely to recommend this college to others. Of the respondents, 74% identified as female, 25% as male and 1% specified other. Ethnically, 72% identified as Hispanic, 9% as American Indian, 11% as White Non-Hispanic, and 8% as Other.

In terms of age, 6% were under 18, 38% were aged 18-24, 22% were aged 25-34, 18% were aged 35-44, and 16% were 45 or older. Regarding education levels, 41% pursued a bachelor's degree, 33% an associate degree, 9% sought a certificate, and 17% were non-degree students.

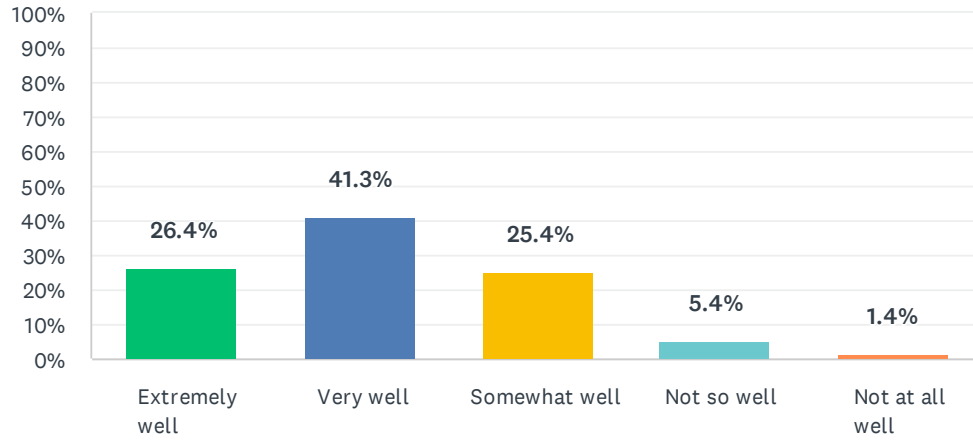
Of the students who completed the survey, 70% enrolled in 16-week (August to December) classes, 49% enrolled in the first 8-week classes (August to October), and 46% enrolled in the second 8-week (October to December) classes.

Appendix A contains the results of each survey question.



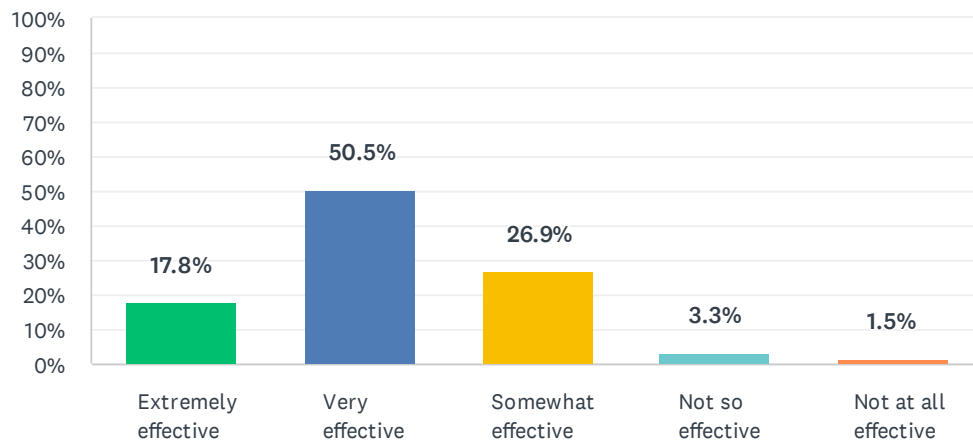
Q1 How well does student services support students at Northern New Mexico College?

Answered: 276 Skipped: 2



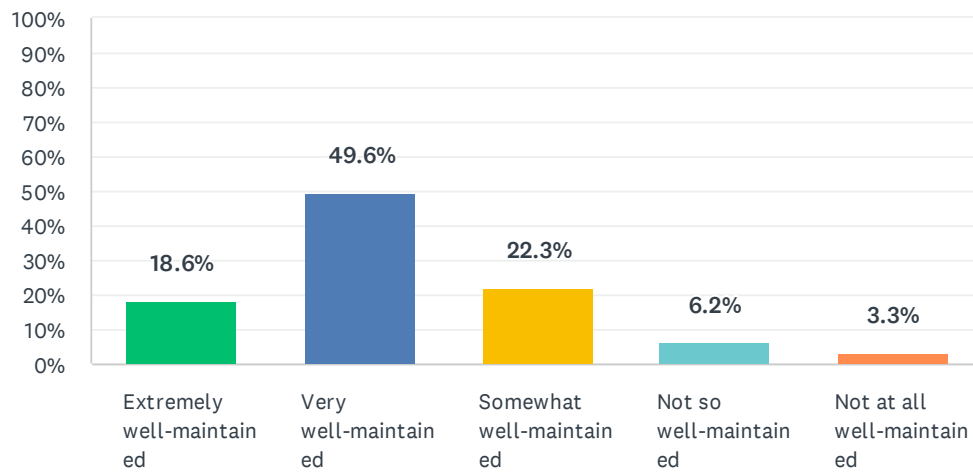
Q2 How effective is the teaching outside your major at this college?

Answered: 275 Skipped: 3



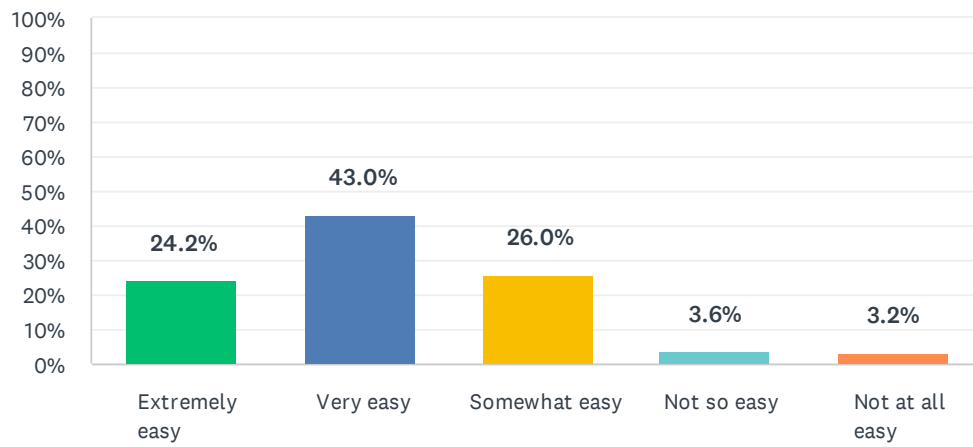
Q3 How well-maintained are the facilities at this college?

Answered: 274 Skipped: 4



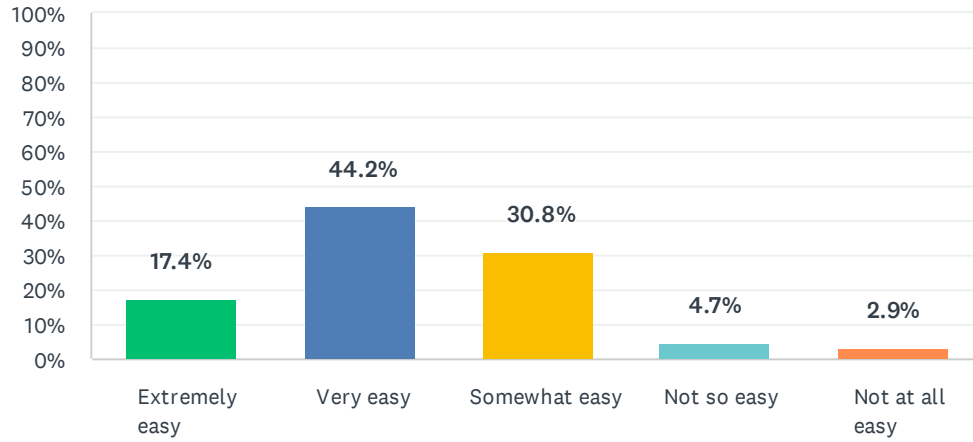
Q4 How easy is it to register for courses at this college?

Answered: 277 Skipped: 1



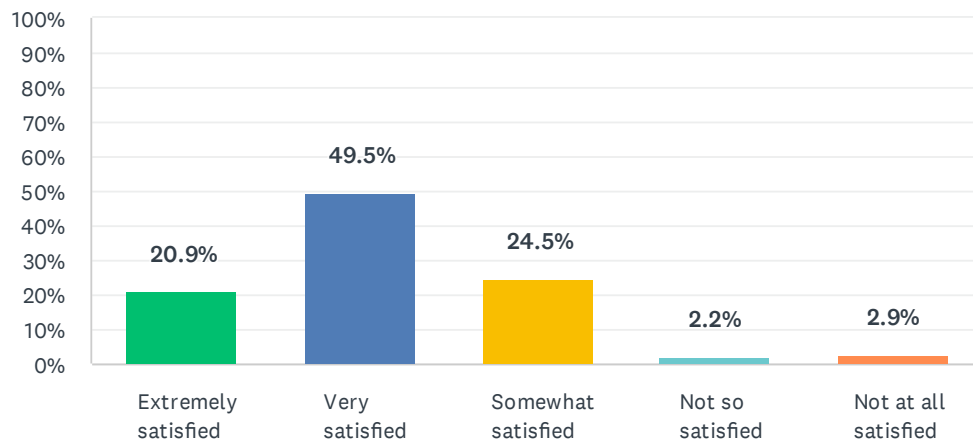
Q5 How easy is it to obtain the resources you need from the college library system?

Answered: 276 Skipped: 2



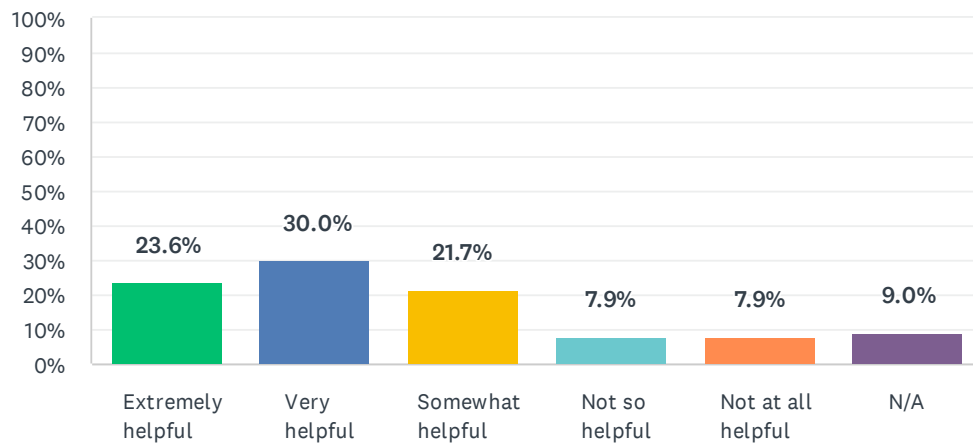
Q6 How satisfied are you with the policies that this college sets?

Answered: 277 Skipped: 1



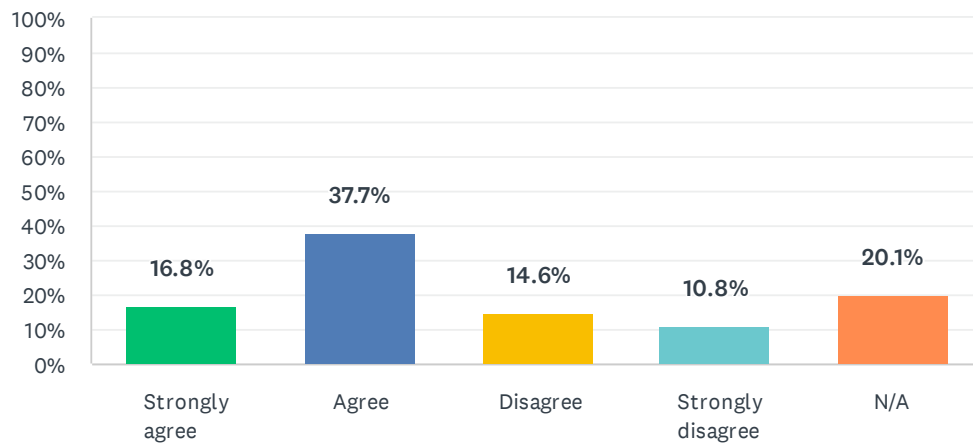
Q7 How helpful is the staff at Financial Aid?

Answered: 267 Skipped: 11



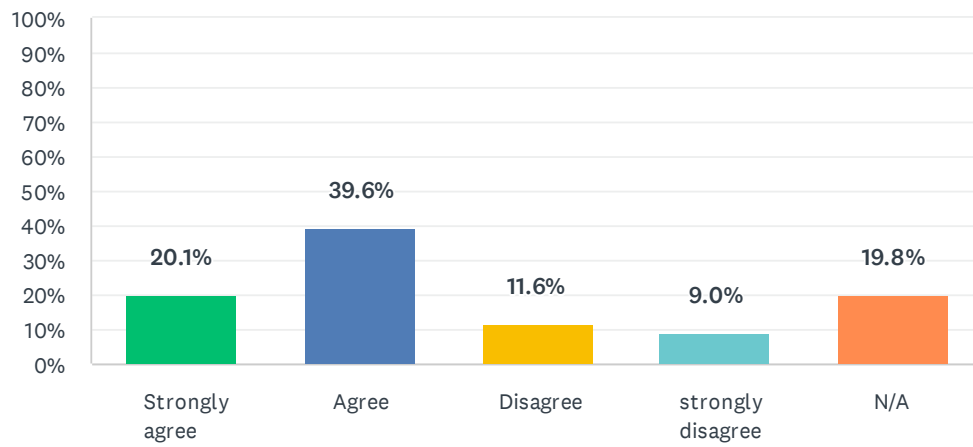
Q8 Financial Aid responded to my voicemail/email timely manner.

Answered: 268 Skipped: 10



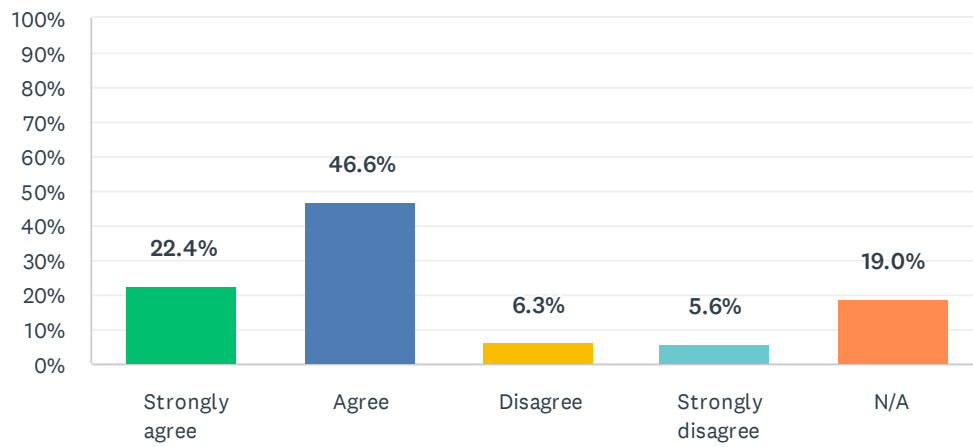
Q9 Financial aid staff showed concern and support.

Answered: 268 Skipped: 10



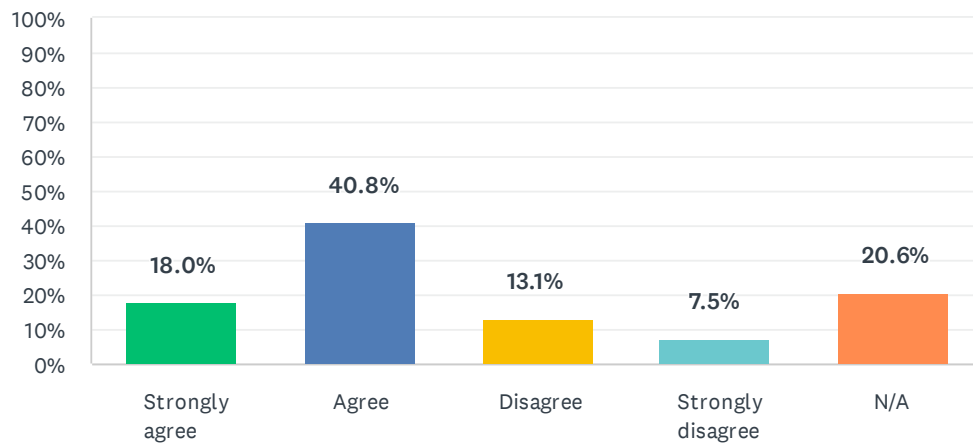
Q10 Financial aid staff was professional.

Answered: 268 Skipped: 10



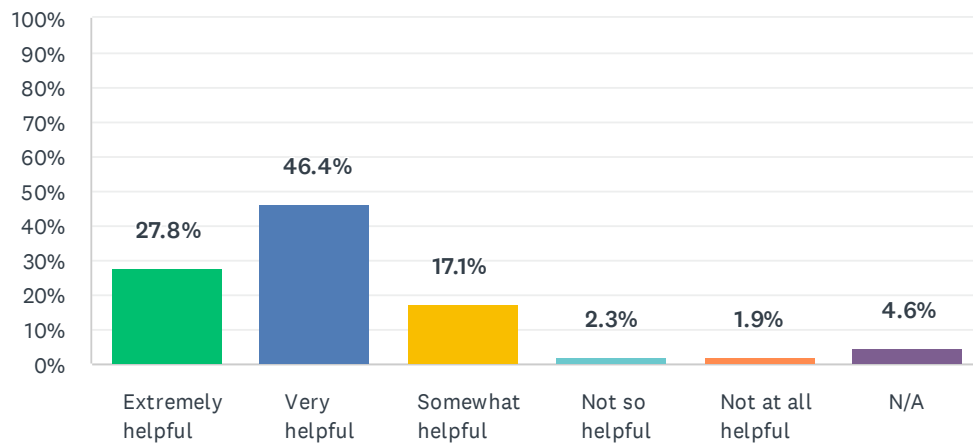
Q11 Financial aid policies are easy to find and understand.

Answered: 267 Skipped: 11



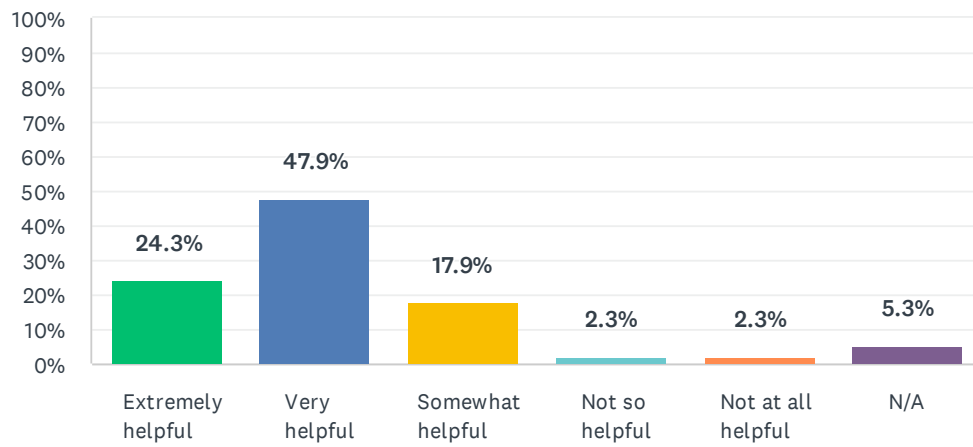
Q12 How helpful is the staff in the Office of Admissions?

Answered: 263 Skipped: 15



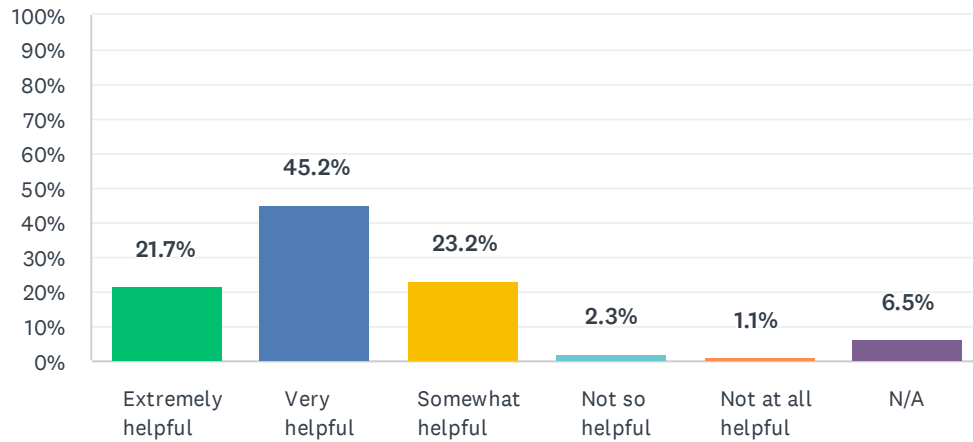
Q13 How helpful is the staff in providing high-quality assistance?

Answered: 263 Skipped: 15



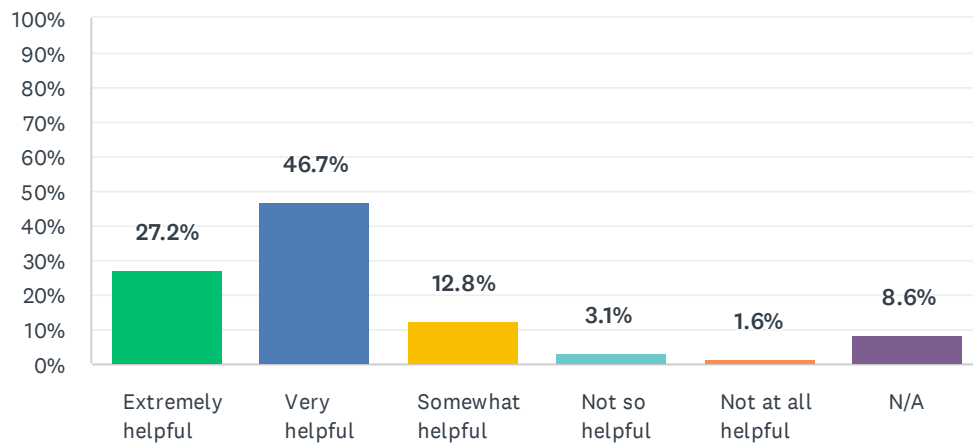
Q14 How helpful is the Office of Admissions in providing accurate information about academic programs and institutional costs?

Answered: 263 Skipped: 15



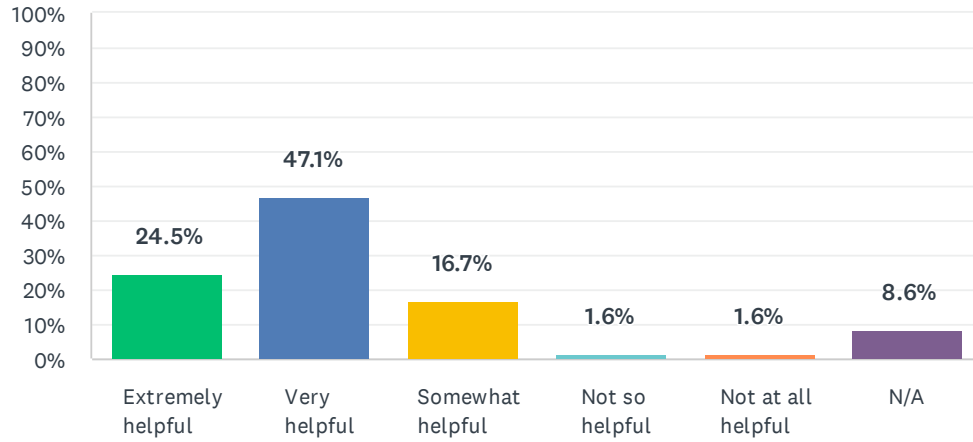
Q15 How helpful is the staff at the Office of the Registrar?

Answered: 257 Skipped: 21



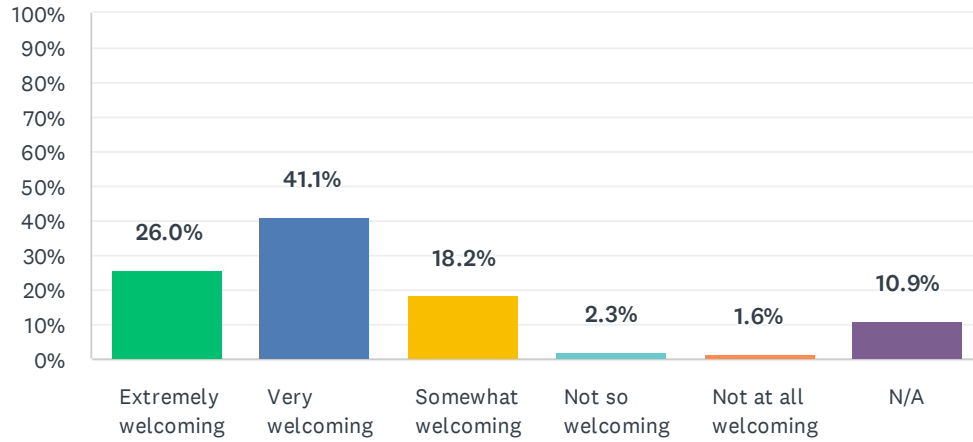
Q16 How helpful is the Office of the Registrar in providing accurate information?

Answered: 257 Skipped: 21



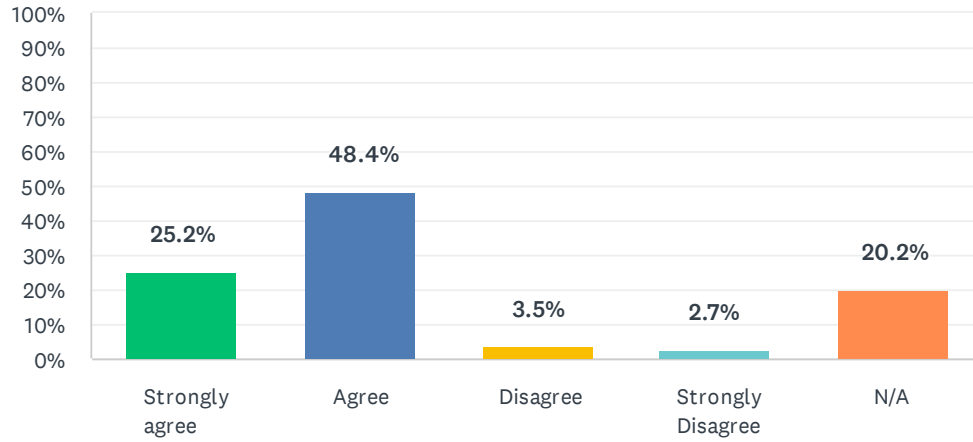
Q17 How welcoming is the Office of the Registrar in providing answers to records-related questions?

Answered: 258 Skipped: 20



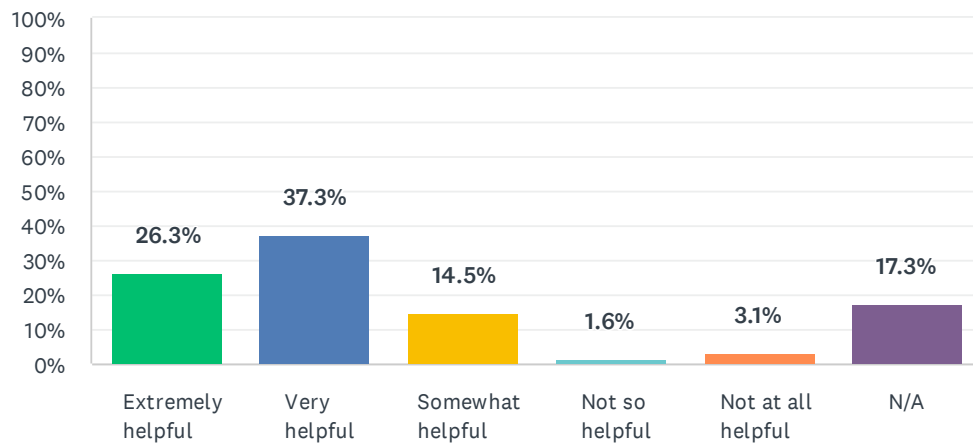
Q18 The Office of the Registrar responded to my email/request in a timely manner.

Answered: 258 Skipped: 20



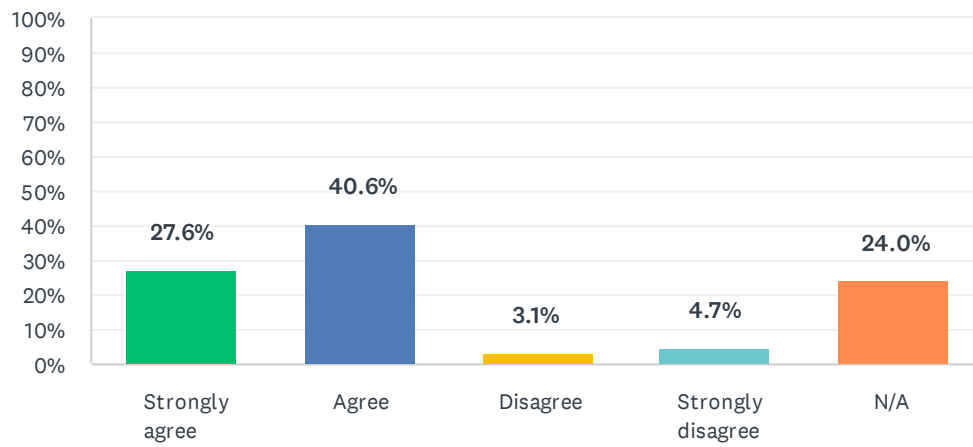
Q19 How helpful is the staff at the Student Advisement Center?

Answered: 255 Skipped: 23



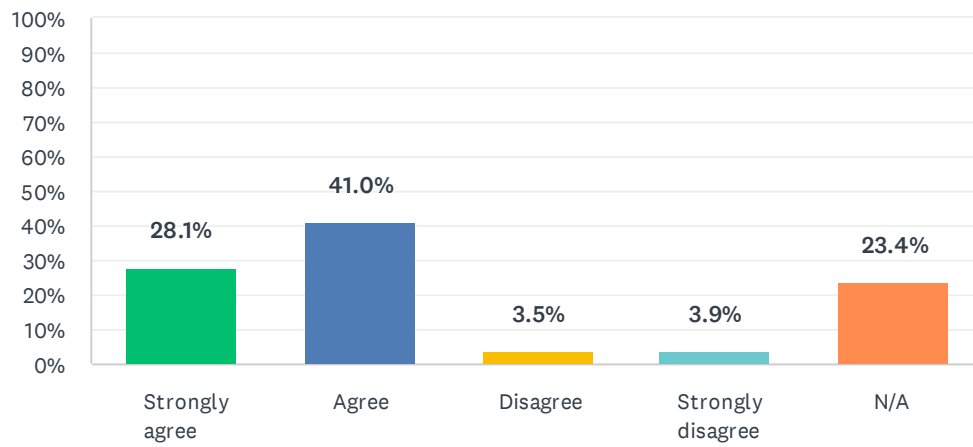
Q20 The first-year advisors have been available when I needed help.

Answered: 254 Skipped: 24



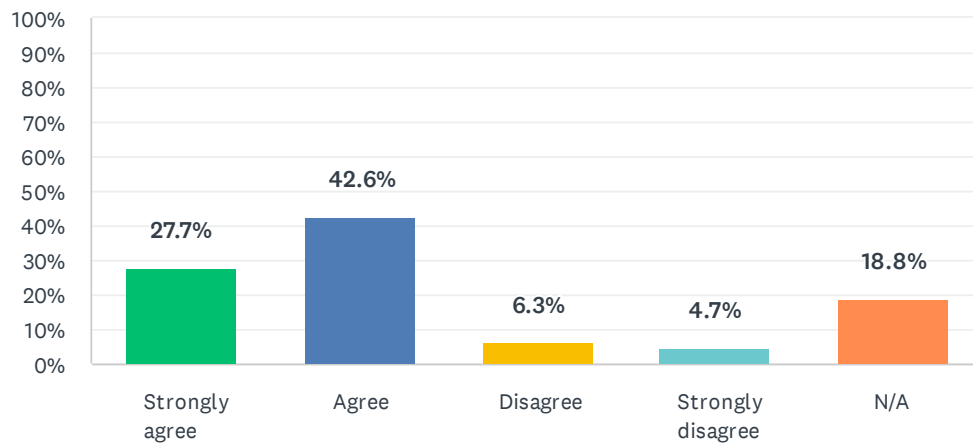
Q21 The first-year advisors have been supportive when I needed help.

Answered: 256 Skipped: 22



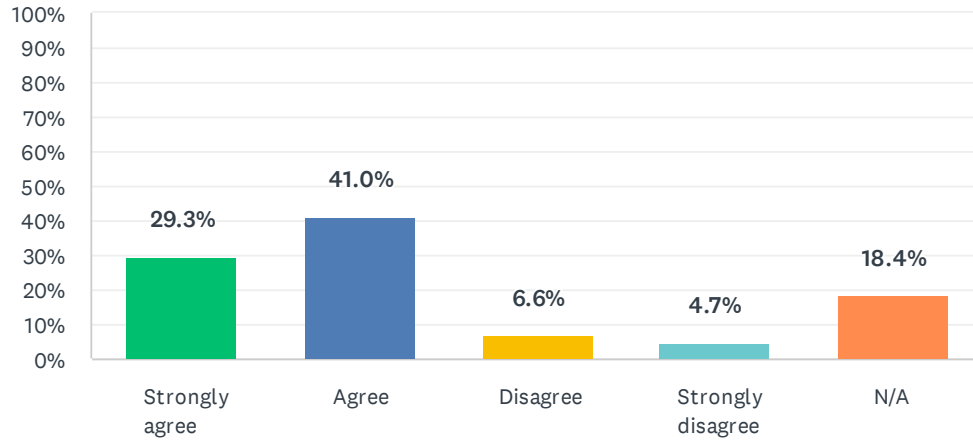
Q22 The advisors have helped me make decisions about my academics.

Answered: 256 Skipped: 22



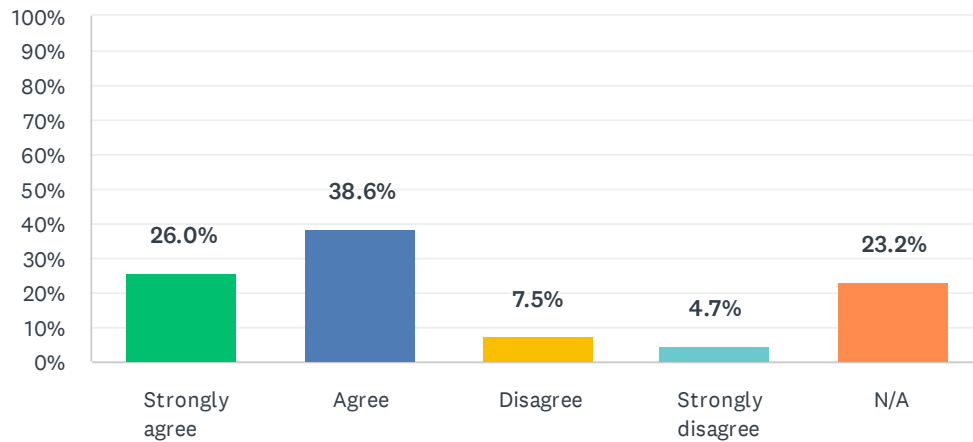
Q23 The advisors have helped me select and understand a program of study or degree plan.

Answered: 256 Skipped: 22



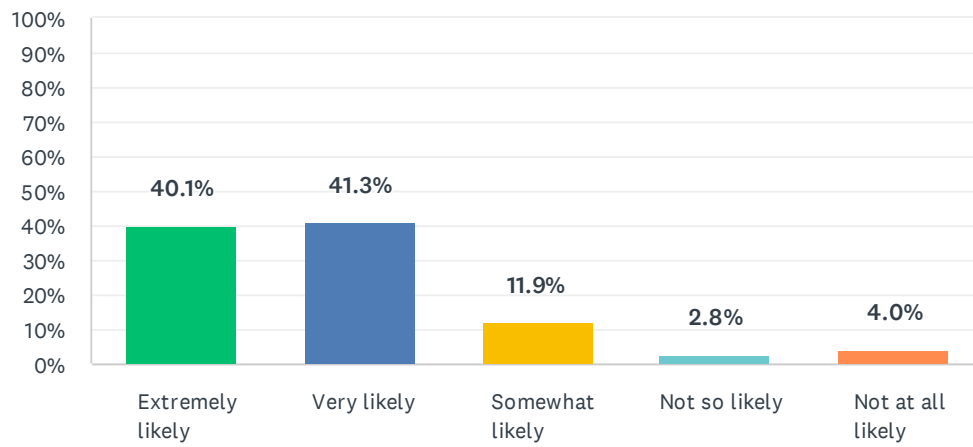
Q24 The advisors have helped me reach out to other campus resources, such as the financial aid office, program advisors, the writing center, the math learning center, online tutoring, the personal counselor, etc.

Answered: 254 Skipped: 24



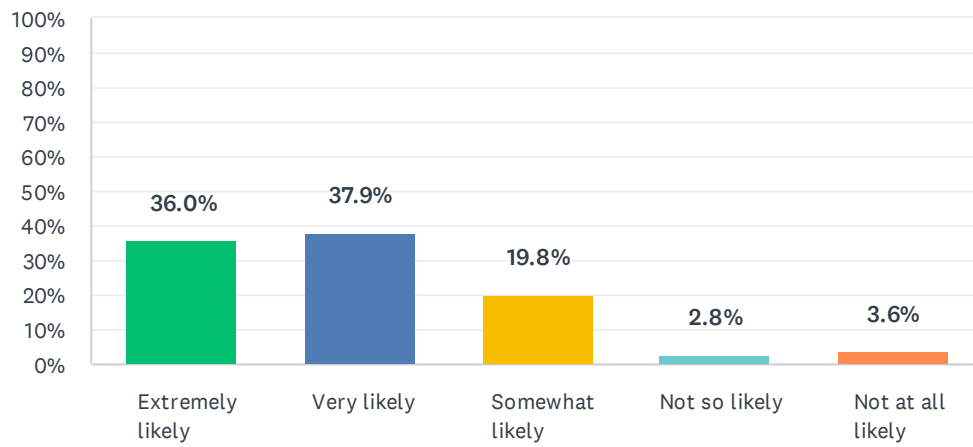
Q25 How likely are you to continue attending this college next year?

Answered: 252 Skipped: 26



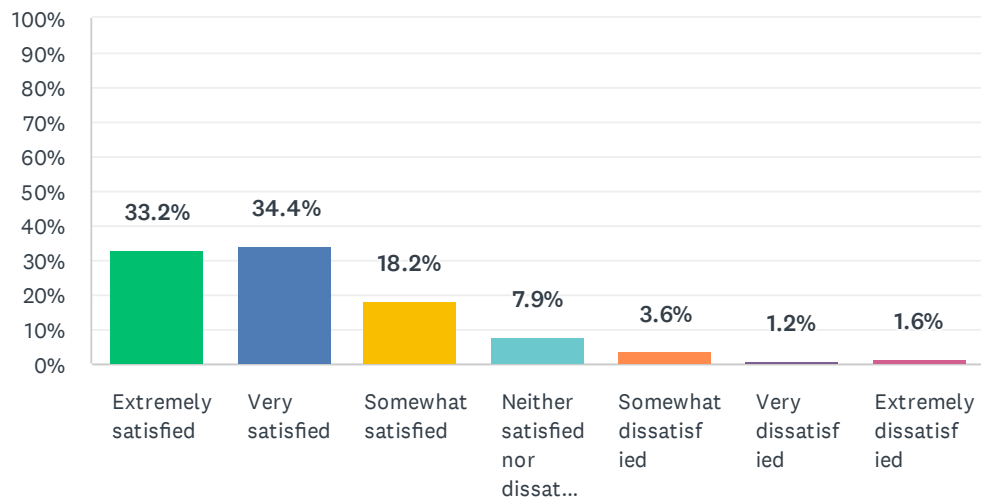
Q26 How likely are you to recommend this college to others?

Answered: 253 Skipped: 25



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

Answered: 253 Skipped: 25



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

Answered (n): 39

Opportunity for Improvement	Percentage
Need more Faculty/Staff support	51%
Need more in-person classes	10%
More places for students to socialize	10%
Need more resources to students	5%
Need better communication	5%
Need better technology	5%
Administration should be more student-oriented	3%
Need more online classes	3%
Offer more related courses	3%
Need more marketing and promotion	3%
Need more evening classes	3%

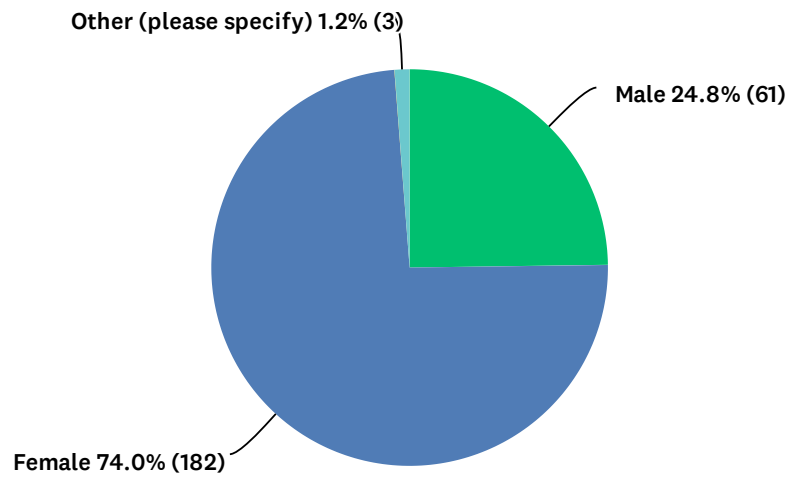
Q28b Please share any of your experiences that will help us to serve our students in the future. **Strength**

Answered (n): 41

Strength	Percentage
Supportive Faculty/Staff	46%
Good overall experience	32%
Useful courses	15%
Online courses are very useful	5%
Fast track courses are so helpful	2%

Q29 What is your gender?

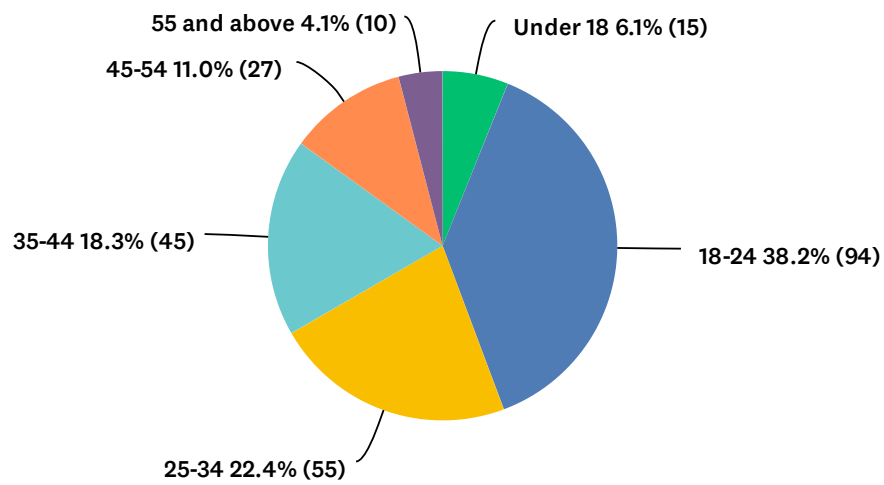
Answered: 246 Skipped: 32



#	OTHER (PLEASE SPECIFY)	DATE
1	non binary	11/13/2024 9:46 PM
2	Trans	11/5/2024 8:51 PM
3	Feline	11/5/2024 9:44 AM

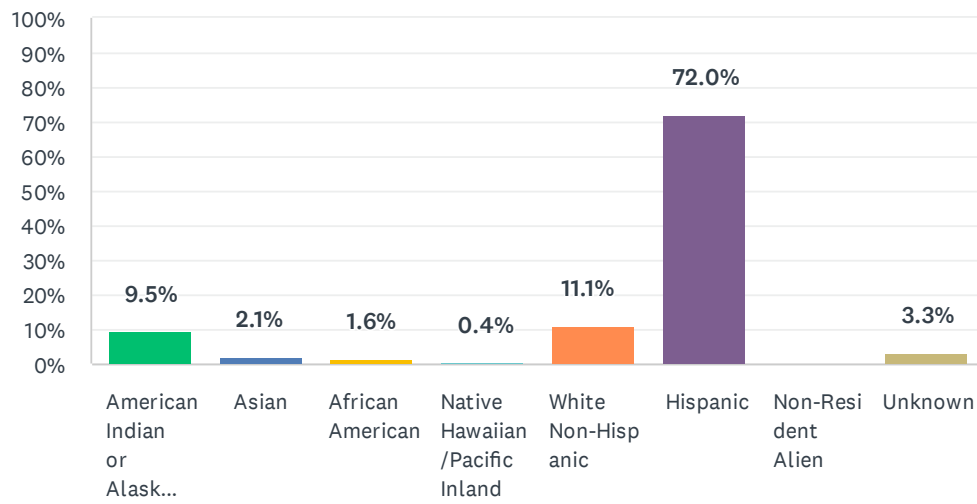
Q30 what is your age?

Answered: 246 Skipped: 32



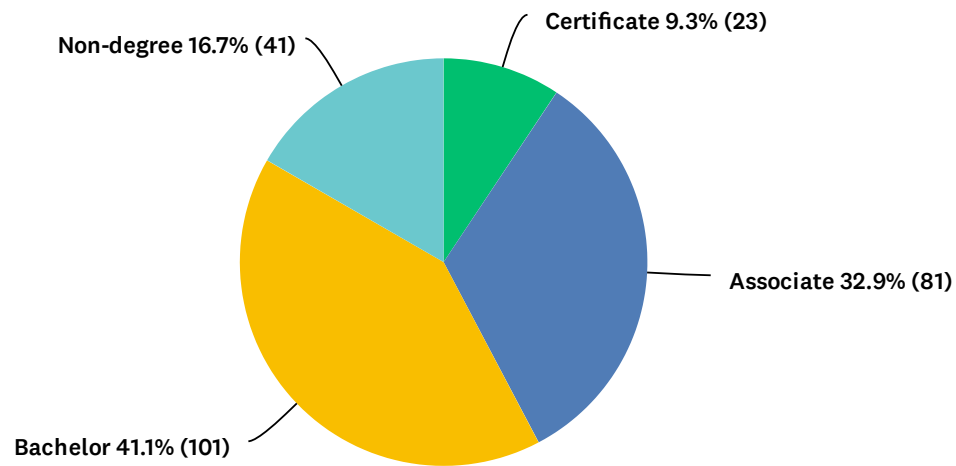
Q31 What is your Race/Ethnicity?

Answered: 243 Skipped: 35



Q32 What is your degree level?

Answered: 246 Skipped: 32



Q33 For Fall 2024 semester, what type of classes did you enroll in?

Answered: 245 Skipped: 33

