

Northern New Mexico College DRAFT

NOEL-LEVITZ STUDENT SATISFACTION INVENTORY™ (FORM B) Four-Year College and University Version

Following are the results from the STUDENT SATISFACTION INVENTORY Form B (or the SSI). The SSI was administered in Spring 2012 to a sample of 465 students. Surveys were conducted in the classrooms by staff.

Section #1 - Items 1 – 63. Students rate each question on two scales: Importance and Satisfaction.

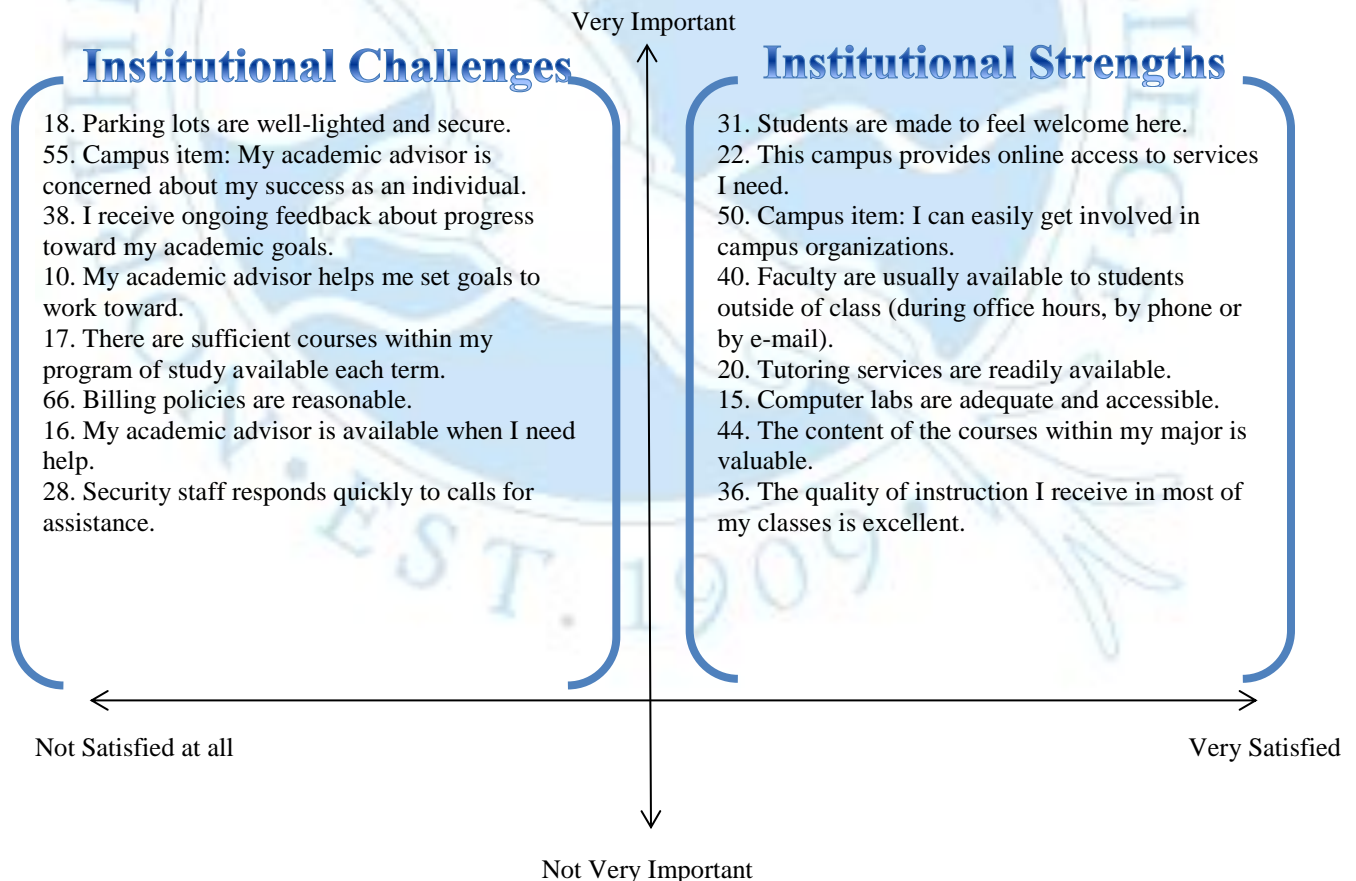
For importance scores, the values are as follows:

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important
- 0 - does not apply

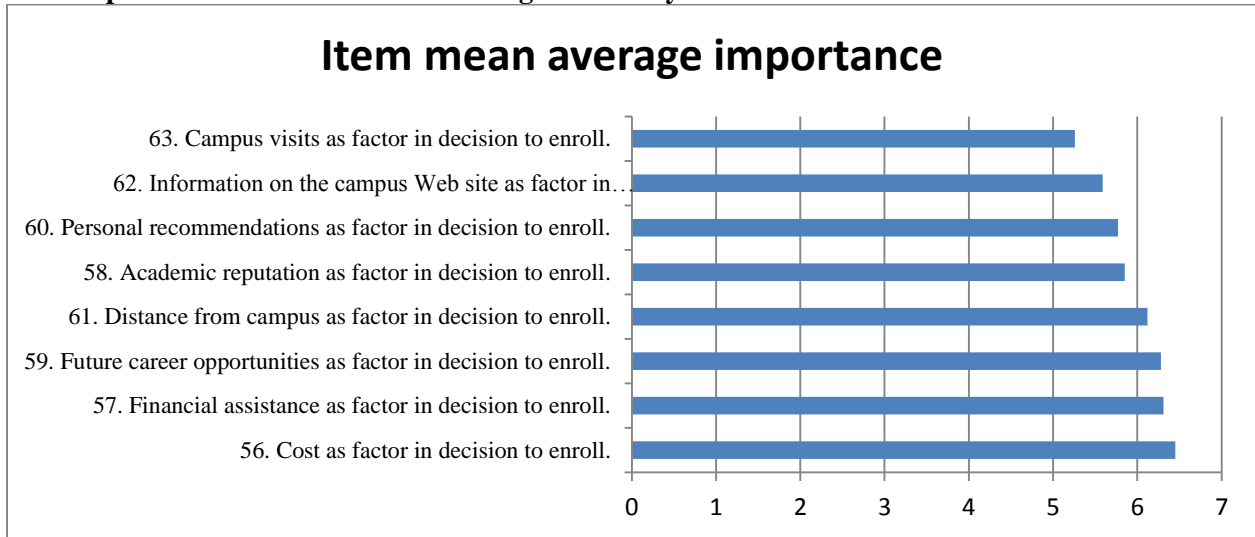
For satisfaction scores, the values are as follows:

- 1 - not satisfied at all
- 2 - not very satisfied
- 3 - somewhat dissatisfied
- 4 - neutral
- 5 - somewhat satisfied
- 6 - satisfied
- 7 - very satisfied
- 0 - not available / not used

Institutional Strengths and Challenges are determined as the top/bottom quartiles of student satisfaction for the top half of items ranked as level of importance. NNMC results are depicted below, followed by individual question results.



How important were each of the following factors in your decision to enroll here?



Findings from the Student Satisfaction Inventory™ are automatically compared to national standards by institution type on the following scales.

- **Academic Advising Effectiveness** (also called Academic Advising and Counseling Effectiveness) assesses the academic advising program, evaluating advisors and counselors on their knowledge, competence, approachability, and personal concern for students.
- **Campus Climate** evaluates how the institution promotes a sense of campus pride and belonging.
- **Campus Support Services** assesses the quality of support programs and services.
- **Instructional Effectiveness** measures students' academic experiences, the curriculum, and the campus's commitment to academic excellence.
- **Admissions and Financial Aid Effectiveness** measures the competence of admissions counselors, along with students' perceptions of the financial aid programs.
- **Registration Effectiveness** assesses registration and billing, including how smooth the registration process is.
- **Safety and Security** measures the campus' responsiveness to students' personal safety and security.
- **Student Centeredness** measures the institution's attitude toward students and the extent to which they feel welcome and valued.
- **Campus Life**, assesses the effectiveness of student life programs offered by the institution, ranging from athletics to residence life. This scale also assesses campus policies and procedures to determine students' perceptions of their rights and responsibilities.

<i>Text for the items</i>	<i>Item mean average importance</i>	<i>Item mean average satisfaction</i>	<i>Item calculated performance gap</i>	<i>Standard deviation for satisfaction</i>	<i>Number of responses to the item</i>
Student Centeredness	6.23	4.91	1.32	1.24	465
Campus Life	5.75	4.61	1.14	1.3	456
Instructional Effectiveness	6.36	5.24	1.12	1.08	465
Recruitment and Financial Aid Effectiveness	6.09	4.79	1.3	1.29	461
Campus Services	6.23	5.12	1.11	1.09	465
Academic Advising Effectiveness	6.32	4.87	1.45	1.49	461
Registration Effectiveness	6.35	5	1.35	1.24	464
Safety and Security	6.31	4.56	1.75	1.31	464
Campus Climate	6.27	5.1	1.17	1.16	465

Section #2 – Summary items 1 - 3

	<i>Item mean average</i>	<i>Standard deviation</i>	<i>Number of responses to the item</i>
1. So far, how has your college experience met your expectations? 1 - Much worse than I expected 2 - Quite a bit worse than I expected 3 - Worse than I expected 4 - About what I expected 5 - Better than I expected 6 - Quite a bit better than I expected 7 - Much better than I expected	4.82	1.35	461
2. Rate your overall satisfaction with your experience here thus far. 1 - Not satisfied at all 2 - Not very satisfied 3 - Somewhat dissatisfied 4 - Neutral 5 - Somewhat satisfied 6 - Satisfied 7 - Very satisfied	5.28	1.32	460
3. All in all, if you had it to do over again, would you enroll here? 1 - Definitely not 2 - Probably not 3 - Maybe not 4 - I don't know 5 - Maybe yes 6 - Probably yes 7 - Definitely yes	5.5	1.56	459

Section #3 - Demographic Items

Gender (n=462)

Female =279

Male = 182

Age (n=447)

18 and under=47

19 to 24=236

25 to 34=76

35 to 44=55

45 and over=32

Ethnicity / Race (n=463)

Alaskan Native=1

American Indian=44

Asian=3

Black/African-American=8

Hispanic or Latino (and Puerto Rican)=318

Native Hawaiian or Pacific Islander=3

White/Caucasian=52

Multi-racial=17

Other race=11

Current Enrollment Status (n=460)

Day=334

Evening=98

Weekend=12

Current Class Load (n=458)

Full-time=361

Part-time=96

Class Level (n=460)

Freshman=174

Sophomore=128

Junior=72

Senior=43

Special Student=1

Graduate / Professional=9

Other class level=31

Current GPA (n=450)

No credits earned=23

1.99 or below=10

2.0 - 2.49=50

2.5 - 2.99=81

3.0 - 3.49=151

3.5 or above=134

Educational Goal (n=460)

Associate degree=147

Bachelor's degree=216

Master's degree=39

Doctorate or professional degree=13

Certification (initial or renewal)=10

Self-improvement / pleasure=5

Job-related training=2

Other educational goal=21

Employment (n=462)

Full-time off campus=119

Part-time off campus=129

Full-time on campus=7

Part-time on campus=21

Not employed=184

Current Residence (n=459)

Residence hall=1

Fraternity / Sorority=0

Own house=146

Rent room or apartment off campus=91

Parent's home=181

Other residence=37

Residence Classification (n=456)

In-state=438

Out-of-state=9

International (not U.S. citizen)=8

When I entered this institution, it was my (n=454):

1st choice=292

2nd choice=96

3rd choice or lower=65

Did Transfer Here (n=455)

Yes transferred here=93

No did not transfer here=361

Plan to Transfer (n=459)

Yes, I plan to transfer=188

No, I do not plan to transfer=270

Organizational membership (n=456)

No organizational membership=372

One or two organizational memberships=80

Three or four organizational memberships=3

Five or more organizational memberships=0

Primary Tuition Source (n=455)

DRAFT

Scholarships=58
 Financial aid=249
 Family contributions=19
 Self support=81
 Other tuition source=33

Major code (see table)

Espanola=86
 LANL=47
 Santa Fe=56
 Other northern NM community=62
 Other NM community outside of northern NM=32
 Out of State=60

Where do you intend to seek employment after you graduate from NNMC?

NNMC Major	N	NNMC Major	N
Not specified	75	Massage Therapy	4
Nursing (ADN)	58	Music/Jazz Studies	4
Radiologic Technology	35	Natural Range Ecology/Pre-Forestry-AAS	4
Business Administration - Bachelor of BA	22	Office Administration	4
Elementary Education-BA	22	Pre-Engineering	4
Psychology	21	Software Engineering - AE	4
Environmental Science - Bachelor of Science	16	Wildland Fire Science	4
General Studies	14	Allied Health	3
Mechanical Engineering	14	Biology-Associate	3
Film and Digital Media Arts	13	Computer-Aided Drafting-Gen	3
Information Engineering Tech-BE	12	Cosmetology/Barbering	3
Biology-Bachelor of Science	11	Humanities	3
Early Childhood Education	10	Information Engineering Tech-AE	3
Accounting	9	Radiation Protection	3
Alternative Licensure Program	9	Dance	2
Business Administration -AA	8	Mathematics	2
RN to BSN	8	Science	2
Integrative Health Studies	7	Software Engineering - BE	2
Welding Technology	7	Environmental Science - AAS	1
Criminal Justice	6	Information Engineering Tech-Grad Cert	1
Human Services	6	Plumbing	1
Art	5	Practical Nurse	1
Auto Body Repair	4	Renewable Energy	1
Automotive Technology	4	Spanish Colonial Furniture Making	1
Electrical Technology	4	Substance Abuse Counselor	1
Elementary Education-AA	4		