INTRODUCTION:

This report contains the findings of a survey conducted on behalf of the administration of Northern NM College (NNMC). The survey aimed to collect demographic data and feedback from current students on various services provided by the campus, including facilities and maintenance, enrollment, student support, and academic support services. The IR office created the survey instrument, managed the data collection process, and conducted data analysis. The survey was conducted between 11/5/2024 and 11/25/2024, and was sent to all students by email via surveymonkey.com, and several reminder emails were sent. Out of the total email recipients (1,405), 20% or 278 students responded to the survey.

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

Answered: 276 Skipped: 2

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%



Extremely well

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| 41.3% |
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| 26.4% |  | 25.4% |
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|  |  |  | 5.4% 1.4% |
|  |  |  |  |





Very well Somewhat well Not so well Not at all

well

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

Answered: 275 Skipped: 3

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%



Extremely eﬀective

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| --- |
|  |
|  |
|  |
| 50.5% |
|  |
|  |  |  |
|  | 26.9% |
| 17.8% |  |
|  |  |  |
|  |  |  |  | 3.3% 1.5% |
|  |  |  |  |



Very eﬀective



Somewhat eﬀective

Not so eﬀective



Not at all eﬀective

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

Answered: 274 Skipped: 4

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely well-maintain ed

49.6%

 22.3%

6.2%

3.3%

18.6%

Very

well-maintain ed

Somewhat well-maintain ed

Not so

well-maintain ed

Not at all well-maintain ed

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

Answered: 277 Skipped: 1

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely easy

|  |
| --- |
|  |
|  |
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|  |
| 43.0% |
|  |
| 24.2% |  | 26.0% |
|  |  |
|  |  |  |  |  |  |
|  |  |  |  3.6% 3.2%  |
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Very easy Somewhat easy Not so easy Not at all

easy

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

Answered: 276 Skipped: 2

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%



Extremely easy

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| --- |
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|  |
| 44.2% |
|  |
|  |  | 30.8% |
|  |  |
| 17.4% |  |  |  |
|  |  |  |  |  4.7% 2.9%  |
|  |  |  |



Very easy Somewhat easy Not so easy Not at all

easy

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

Answered: 277 Skipped: 1

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely satisﬁed

49.5%

24.5%

 2.2% 2.9%

20.9%

Very satisﬁed

Somewhat satisﬁed

Not so satisﬁed

Not at all satisﬁed

# Q7 How helpful is the staff at Financial Aid?

Answered: 267 Skipped: 11

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely helpful

23.6%

30.0%

21.7%

7.9%

7.9%

9.0%

Very helpful

Somewhat helpful

Not so helpful

Not at all helpful

N/A

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

Answered: 268 Skipped: 10

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

37.7%

14.6%

20.1%

10.8%

16.8%

Agree Disagree Strongly disagree

N/A

# Q9 Financial aid staff showed concern and support.

Answered: 268 Skipped: 10

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%



Strongly agree

|  |
| --- |
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|  |
| 39.6% |
|  |
| 20.1% |  | 19.8% |
|  | 11.6% 9.0% |
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|  |  |  |  |  |  |  |  |





Agree Disagree strongly disagree



N/A

# Q10 Financial aid staff was professional.

Answered: 268 Skipped: 10

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

46.6%

19.0%

5.6%

6.3%

22.4%

Agree Disagree Strongly disagree

N/A

# Q11 Financial aid policies are easy to find and understand.

Answered: 267 Skipped: 11

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

40.8%

20.6%

13.1%

7.5%

18.0%

Agree Disagree Strongly disagree

N/A

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

Answered: 263 Skipped: 15

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely helpful

46.4%

17.1%

2.3%

1.9%

4.6%

27.8%

Very helpful

Somewhat helpful

Not so helpful

Not at all helpful

N/A

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

Answered: 263 Skipped: 15

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely helpful

47.9%

17.9%

2.3%

2.3%

5.3%

24.3%

Very helpful

Somewhat helpful

Not so helpful

Not at all helpful

N/A

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

Answered: 263 Skipped: 15

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely helpful

45.2%

21.7%

 23.2%

2.3%

1.1%

6.5%

Very helpful

Somewhat helpful

Not so helpful

Not at all helpful

N/A

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

Answered: 257 Skipped: 21

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely helpful

46.7%

27.2%

12.8%

3.1%

8.6%

1.6%

Very helpful

Somewhat helpful

Not so helpful

Not at all helpful

N/A

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

Answered: 257 Skipped: 21

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely helpful

47.1%

24.5%

16.7%

8.6%

1.6%

1.6%

Very helpful

Somewhat helpful

Not so helpful

Not at all helpful

N/A

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

Answered: 258 Skipped: 20

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely welcoming

41.1%

26.0%

18.2%

10.9%

2.3%

1.6%

Very welcoming

Somewhat welcoming

Not so welcoming

Not at all welcoming

N/A

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

Answered: 258 Skipped: 20

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

48.4%

20.2%

2.7%

3.5%

25.2%

Agree Disagree Strongly Disagree

N/A

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

Answered: 255 Skipped: 23

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely helpful

37.3%

26.3%

14.5%

17.3%

1.6%

3.1%

Very helpful

Somewhat helpful

Not so helpful

Not at all helpful

N/A

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

Answered: 254 Skipped: 24

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

40.6%

24.0%

4.7%

3.1%

27.6%

Agree Disagree Strongly disagree

N/A

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

Answered: 256 Skipped: 22

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

41.0%

 23.4%

3.9%

3.5%

28.1%

Agree Disagree Strongly disagree

N/A

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

Answered: 256 Skipped: 22

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

42.6%

18.8%

4.7%

6.3%

27.7%

Agree Disagree Strongly disagree

N/A

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

Answered: 256 Skipped: 22

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

41.0%

29.3%

18.4%

4.7%

6.6%

Agree Disagree Strongly disagree

N/A

# 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

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Strongly agree

38.6%

 23.2%

4.7%

7.5%

26.0%

Agree Disagree Strongly disagree

N/A

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

Answered: 252 Skipped: 26

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%



Extremely likely

|  |
| --- |
|  |
|  |
|  |
|  |
| 40.1% 41.3% |
|  |
|  |  |  |  |  |
|  |  |  11.9%  2.8% 4.0%  |
|  |  |
|  |  |  |  |  |



Very likely Somewhat likely

Not so likely Not at all likely

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

Answered: 253 Skipped: 25

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely likely

36.0%

37.9%

19.8%

 2.8% 3.6%

Very likely Somewhat likely

Not so likely Not at all likely

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

Answered: 253 Skipped: 25

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Extremely satisﬁed

33.2%

34.4%

18.2%

7.9%

3.6%

1.2%

1.6%

Very satisﬁed

Somewhat satisﬁed

Neither satisﬁed nor dissat...

Somewhat dissatisf ied

Very dissatisf ied

Extremely dissatisf ied

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

Answered (n): 39



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

**Answered (n): 41**

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# Q29 What is your gender?

Answered: 246 Skipped: 32

Other (please specify) 1.2% (3)

Male 24.8% (61)

Female 74.0% (182)

|  |  |  |
| --- | --- | --- |
| **#** | **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

55 and above 4.1% (10)

45-54 11.0% (27)

35-44 18.3% (45)

Under 18 6.1% (15)

18-24 38.2% (94)

25-34 22.4% (55)

# Q31 What is your Race/Ethnicity?

Answered: 243 Skipped: 35

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%



American Indian

|  |
| --- |
|  |
|  72.0%  |
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|  |  |
|  |  |
|  |  |
|  | 9.5% |  |  |  | 11.1% |  |  |
|  |  | 2.1% | 1.6% | 0.4% |  |  | 3.3% |
|  |  |  |  |  |  |

or Alask...



Asian African American



Native Hawaiian

/Paciﬁc Inland



White Non-Hisp anic

Hispanic Non-Resi

dent Alien

Unknown

# Q32 What is your degree level?

Answered: 246 Skipped: 32

Non-degree 16.7% (41)

Certiﬁcate 9.3% (23)

Associate 32.9% (81)

Bachelor 41.1% (101)

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

Answered: 245 Skipped: 33

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%



16-week classes (August to December)

|  |
| --- |
|  |
| 70.2% |
|  |
|  |  | 49.4% |
|  | 45.7% |
|  |  |  |  |
|  |  |  |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |



First 8-week classes (August to October)

Second 8-week classes (October to December)