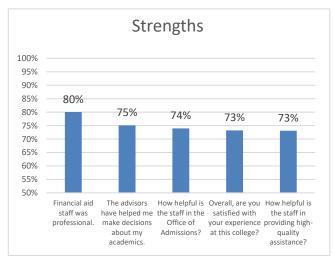
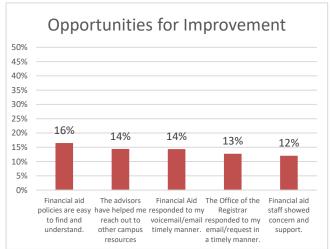
Northern NM College 2021 Student Services Survey

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 end of March 2021 and remained open for one month, targeting 1,112 students enrolled that semester. Four email invitations bounced, leaving a total of 1,108 recipients. Out of these, 275 students responded, resulting in a response rate of 24.8%.

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, 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, 69% identified as female and 31% as male. Ethnically, 73% identified as Hispanic, 11% as White Non-Hispanic, 9% as American Indian, and 7% as Other.

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.

Appendix A contains the results of each survey question.

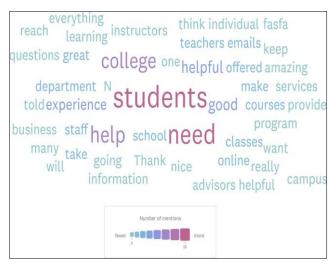
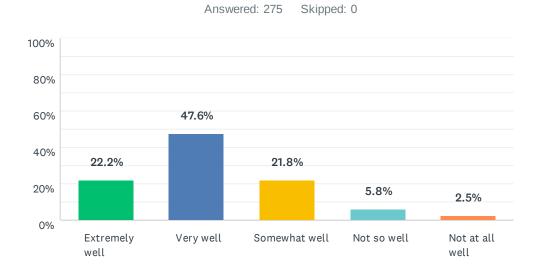


Fig: Word cloud of student feedback for improving services

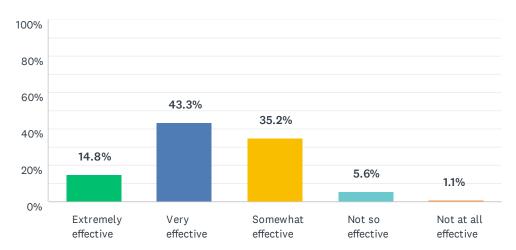
Appendix A STUDENT SERVICES SURVEY

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

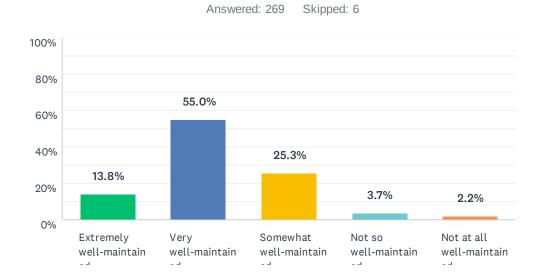


Q2 How effective is the teaching outside your major at this college?

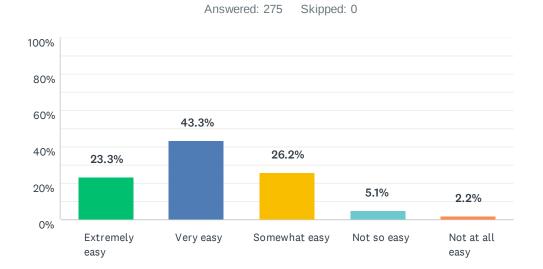




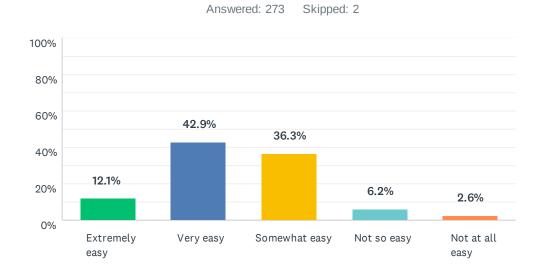
Q3 How well-maintained are the facilities at this college?



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

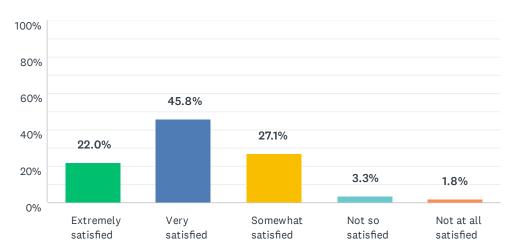


Q5 How easy is it to obtain the resources you need from the college library system?



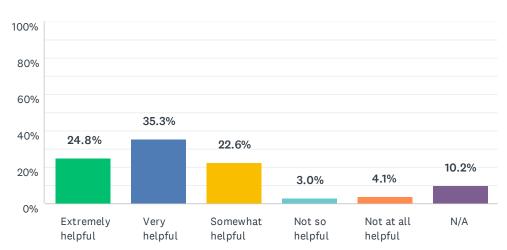
Q6 How satisfied are you with the policies that this college sets?



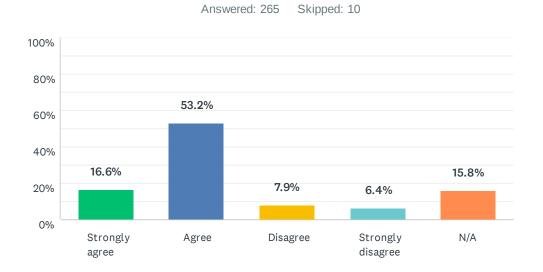


Q7 How helpful is the staff at Financial Aid?

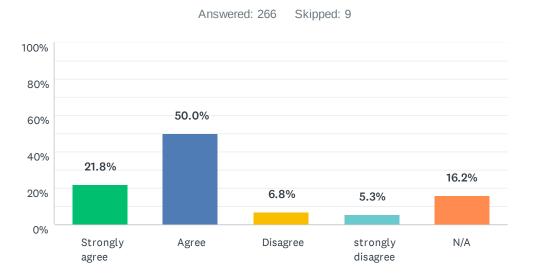




Q8 Financial Aid responded to my voicemail/email timely manner.

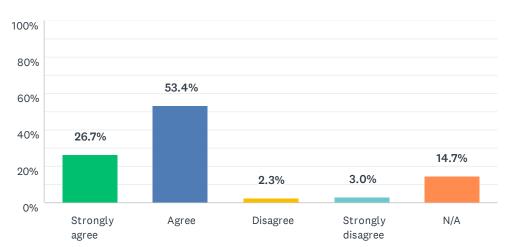


Q9 Financial aid staff showed concern and support.

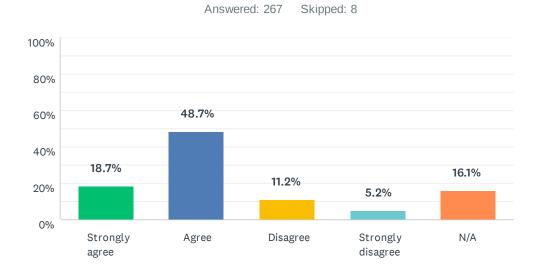


Q10 Financial aid staff was professional.

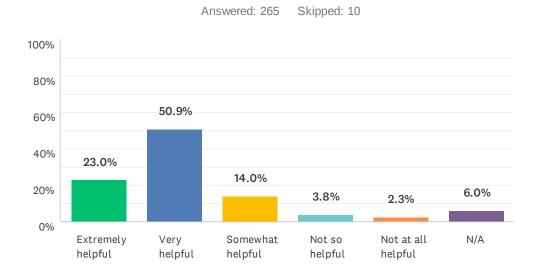




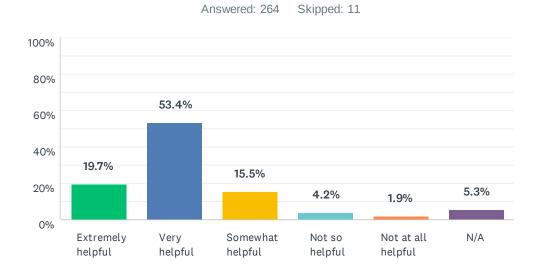
Q11 Financial aid policies are easy to find and understand.



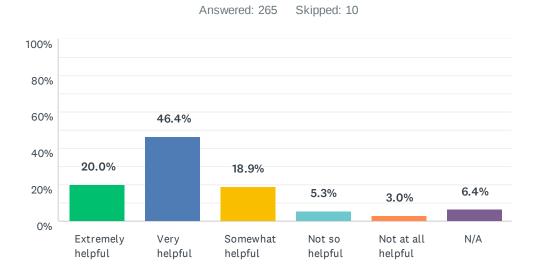
Q12 How helpful is the staff in the Office of Admissions?



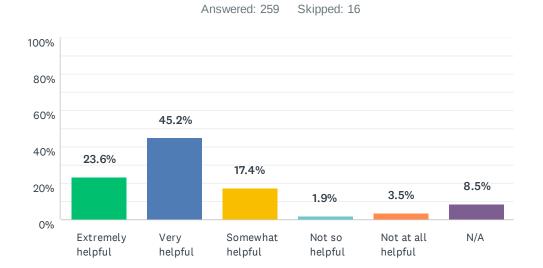
Q13 How helpful is the staff in providing high-quality assistance?



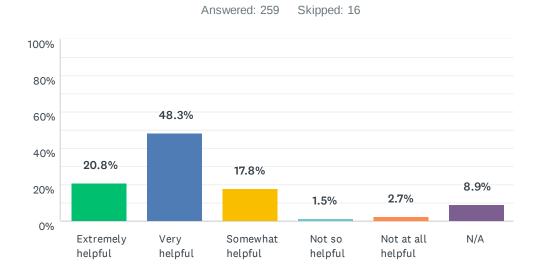
Q14 How helpful is the Office of Admissions in providing accurate information about academic programs and institutional costs?



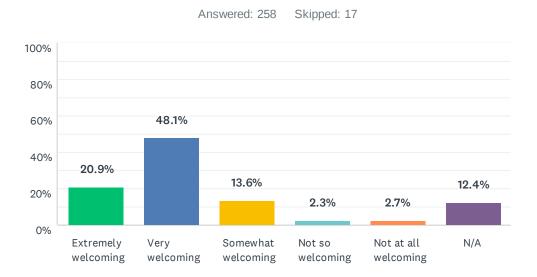
Q15 How helpful is the staff at the Office of the Registrar?



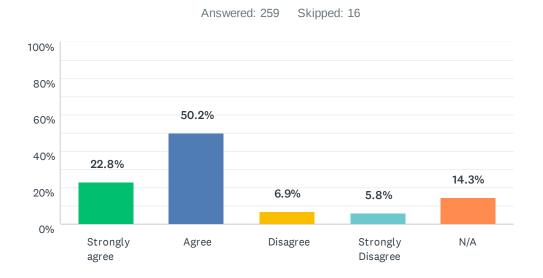
Q16 How helpful is the Office of the Registrar in providing accurate information?



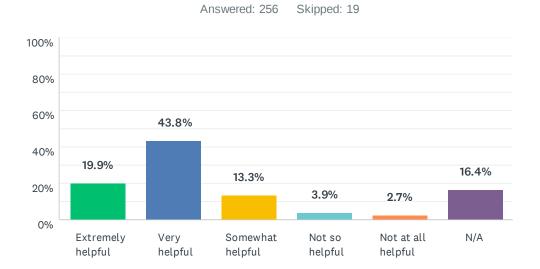
Q17 How welcoming is the Office of the Registrar in providing answers to records-related questions?



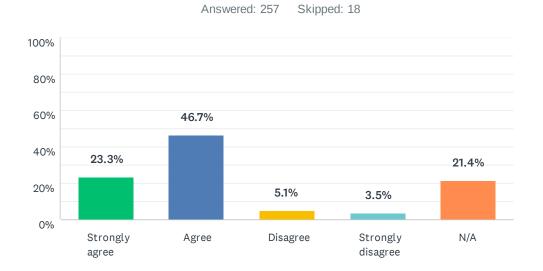
Q18 The Office of the Registrar responded to my email/request in a timely manner.



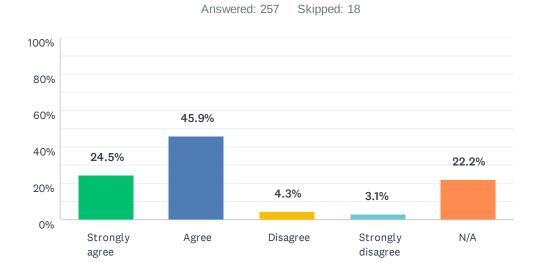
Q19 How helpful is the staff at the Student Advisement Center?



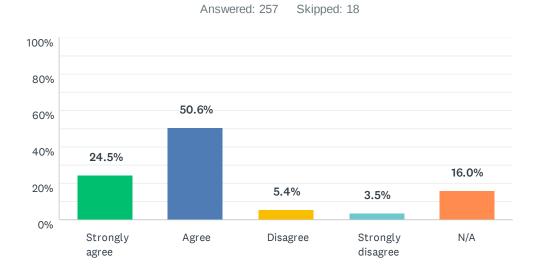
Q20 The first-year advisors have been available when I needed help.



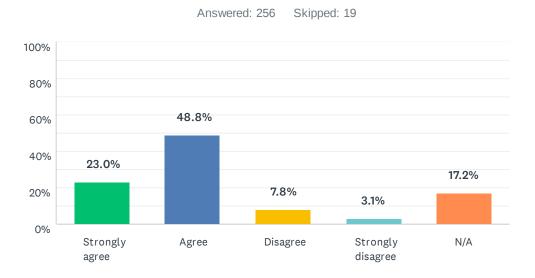
Q21 The first-year advisors have been supportive when I needed help.



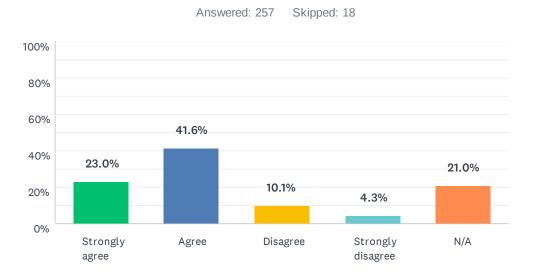
Q22 The advisors have helped me make decisions about my academics.



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

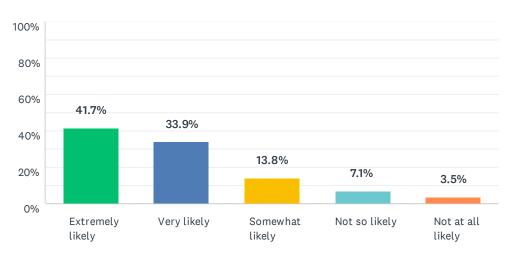


Q24 The advisors have helped me reach out to other campus resources, such as the financial aid office, program advisors, the writing center, the math learning center, online tutoring, the personal counselor, etc.



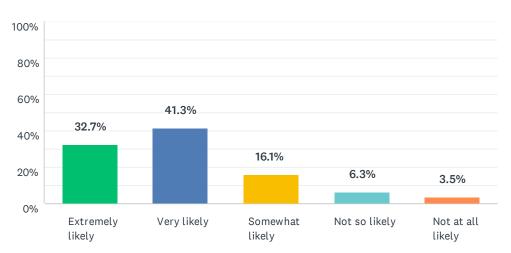
Q25 How likely are you to continue attending this college next year?



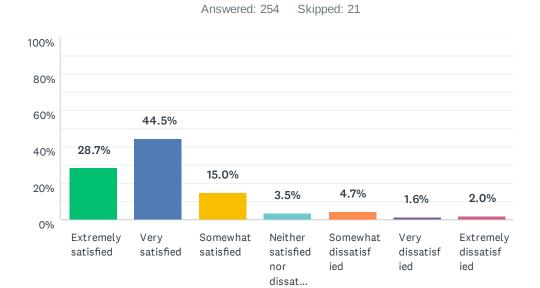


Q26 How likely are you to recommend this college to others?





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



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

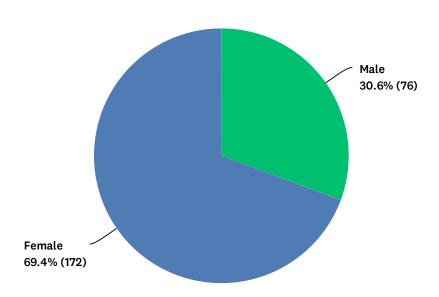
Opportunity for Improvement	Count	Percentage
Lack of faculty/staff support	13	35.1%
Need for better technology	8	21.6%
Need for better communication	5	13.5%
Difficulty with online learning	4	10.8%
Need to reopen campus	2	5.4%
Suggestion for survey design	2	5.4%
Difficulty with 8 week courses	1	2.7%
Need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

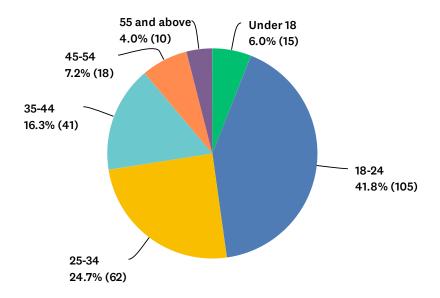
Q29 What is your gender?

Answered: 248 Skipped: 27



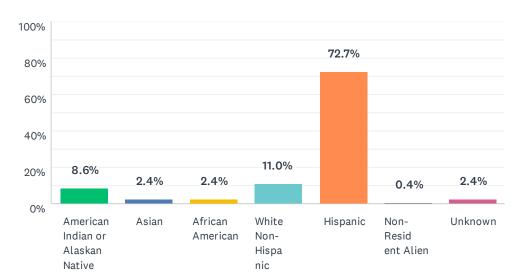
Q30 what is your age?

Answered: 251 Skipped: 24



Q31 What is your ethnicity?

Answered: 245 Skipped: 30



Q32 What is your degree level?

Answered: 250 Skipped: 25

