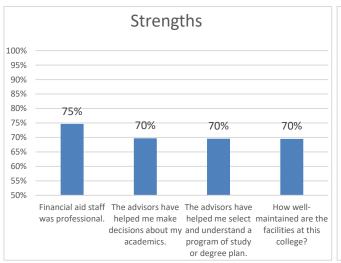
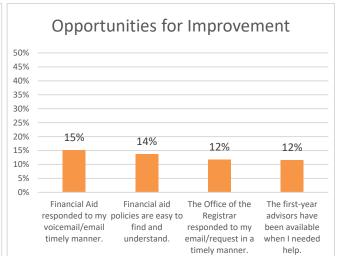
Northern NM College 2022 Student Services Survey

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 February 2022 and remained open for one month, targeting 926 students enrolled that semester. Twenty-one email invitations bounced, leaving a total of 905 recipients. Out of these, 233 students responded, resulting in a response rate of 25.7%.

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, 71% indicated they were likely to recommend this college to others. Of the respondents, 70% identified as female and 30% as male. Ethnically, 71% identified as Hispanic, 13% as American Indian, 8% as White Non-Hispanic, and 8% as Other.

In terms of age, 10% were under 18, 38% were aged 18-24, 21% were aged 25-34, 19% were aged 35-44, and 12% were 45 or older. Regarding education levels, 39% pursued a bachelor's degree, 31% an associate degree, 7% sought a certificate, and 23% were non-degree students.

Appendix A contains the results of each survey question.

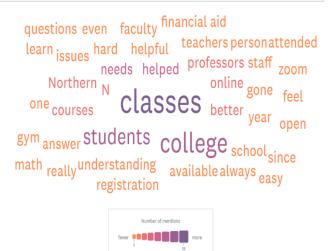
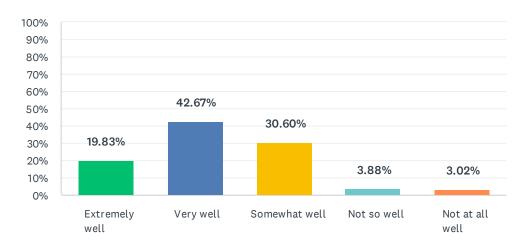


Fig: Word cloud of student feedback for improving services

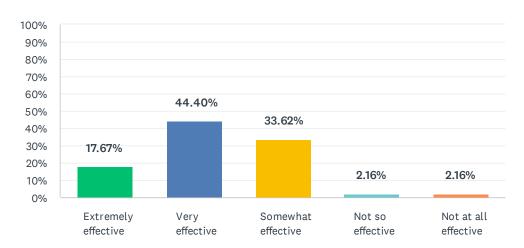
Q1 How well does student services support students at Northern New Mexico College?





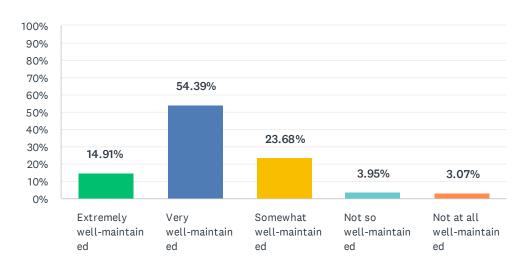
Q2 How effective is the teaching outside your major at this college?

Answered: 232 Skipped: 1



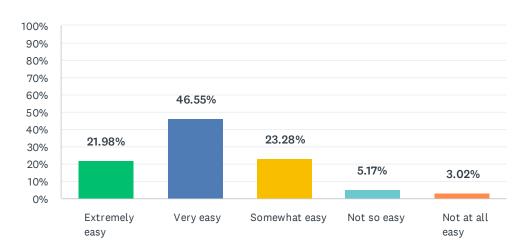
Q3 How well-maintained are the facilities at this college?

Answered: 228 Skipped: 5



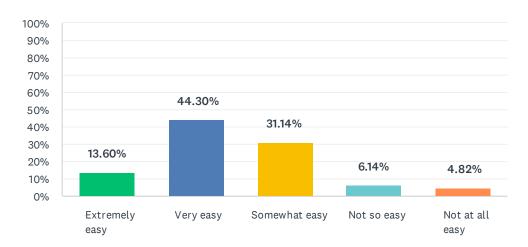
Q4 How easy is it to register for courses at this college?

Answered: 232 Skipped: 1



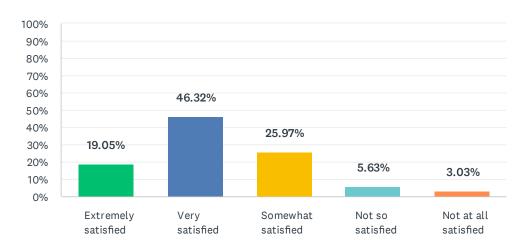
Q5 How easy is it to obtain the resources you need from the college library system?





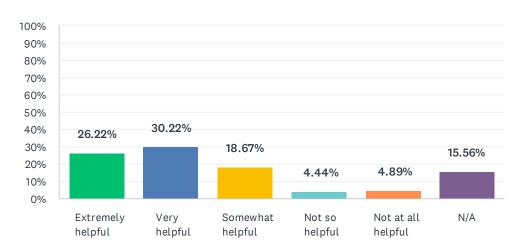
Q6 How satisfied are you with the policies that this college sets?

Answered: 231 Skipped: 2



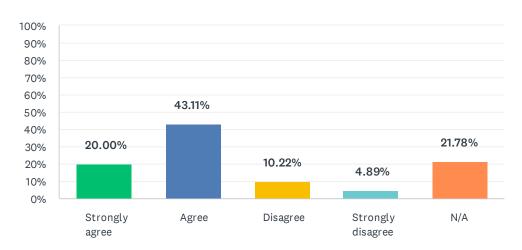
Q7 How helpful is the staff at Financial Aid?

Answered: 225 Skipped: 8



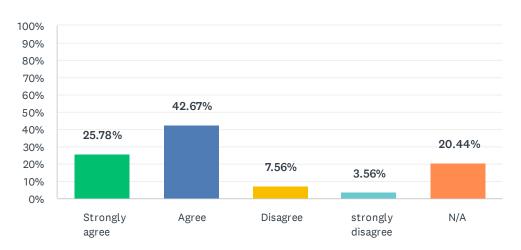
Q8 Financial Aid responded to my voicemail/email timely manner.

Answered: 225 Skipped: 8



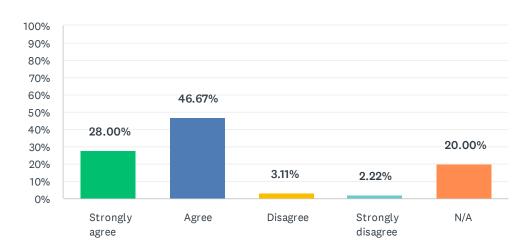
Q9 Financial aid staff showed concern and support.

Answered: 225 Skipped: 8



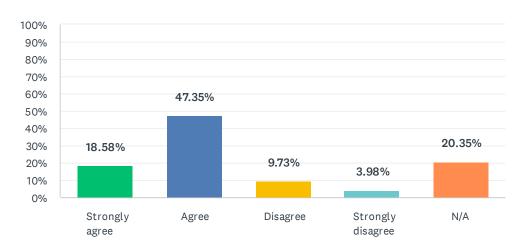
Q10 Financial aid staff was professional.

Answered: 225 Skipped: 8



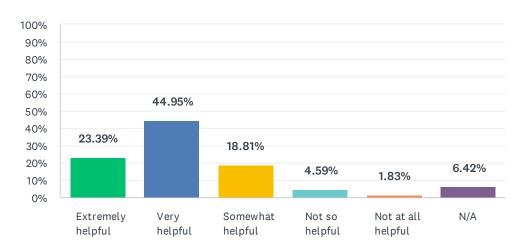
Q11 Financial aid policies are easy to find and understand.

Answered: 226 Skipped: 7



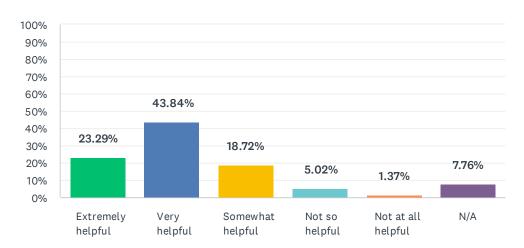
Q12 How helpful is the staff in the Office of Admissions?

Answered: 218 Skipped: 15



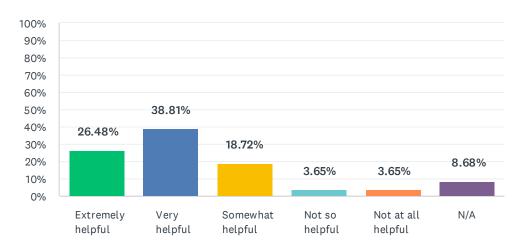
Q13 How helpful is the staff in providing high-quality assistance?

Answered: 219 Skipped: 14



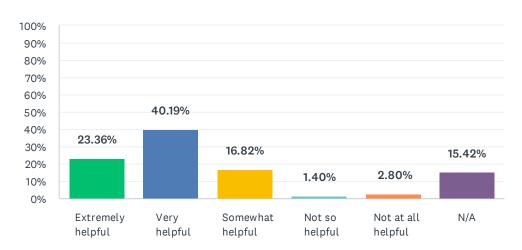
Q14 How helpful is the Office of Admissions in providing accurate information about academic programs and institutional costs?





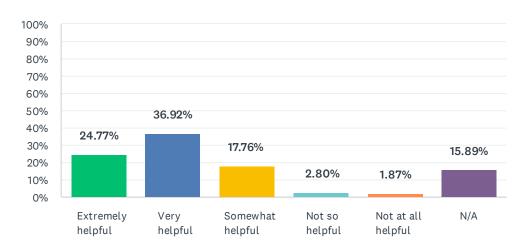
Q15 How helpful is the staff at the Office of the Registrar?

Answered: 214 Skipped: 19



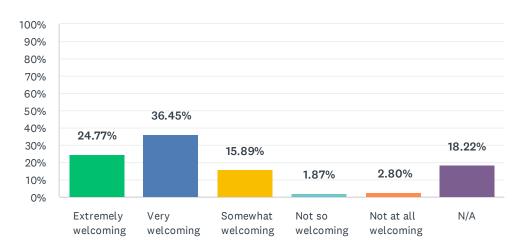
Q16 How helpful is the Office of the Registrar in providing accurate information?

Answered: 214 Skipped: 19



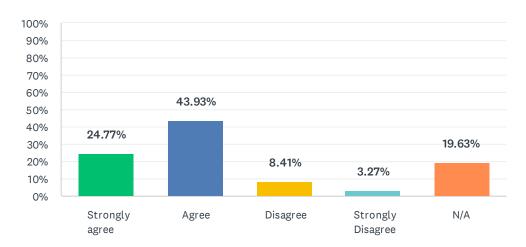
Q17 How welcoming is the Office of the Registrar in providing answers to records-related questions?





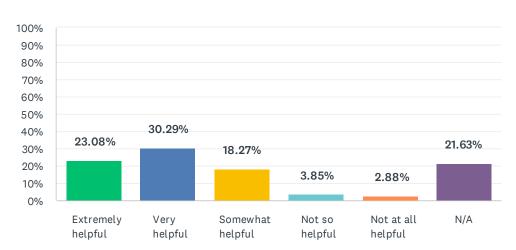
Q18 The Office of the Registrar responded to my email/request in a timely manner.

Answered: 214 Skipped: 19



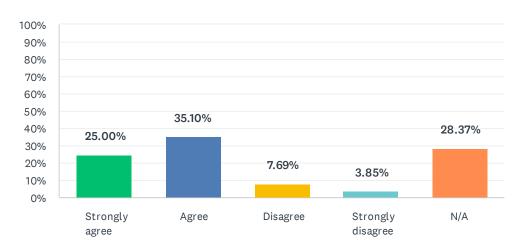
Q19 How helpful is the staff at the Student Advisement Center?





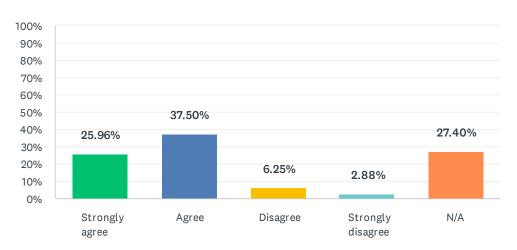
Q20 The first-year advisors have been available when I needed help.





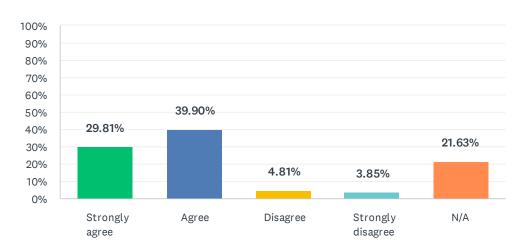
Q21 The first-year advisors have been supportive when I needed help.





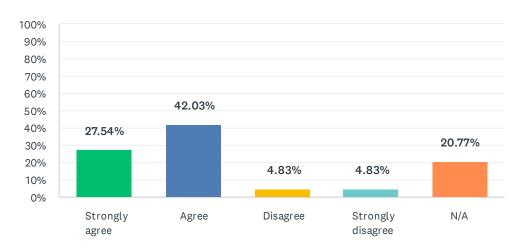
Q22 The advisors have helped me make decisions about my academics.



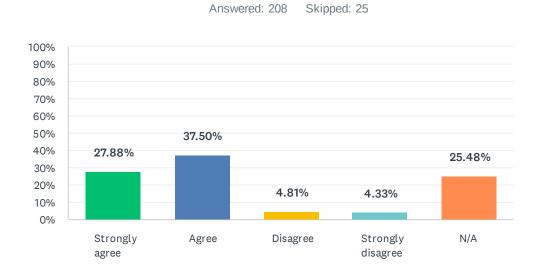


Q23 The advisors have helped me select and understand a program of study or degree plan.



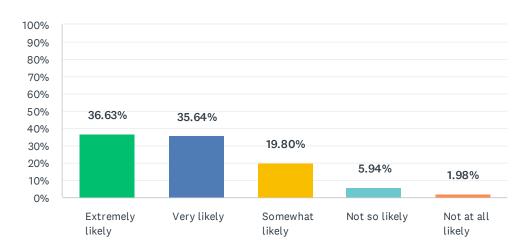


Q24 The advisors have helped me reach out to other campus resources, such as the financial aid office, program advisors, the writing center, the math learning center, online tutoring, the personal counselor, etc.



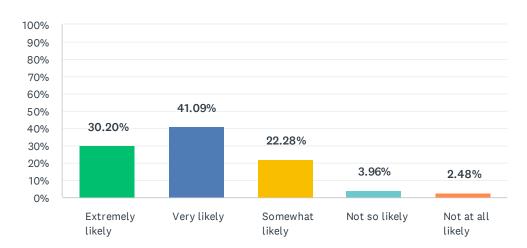
Q25 How likely are you to continue attending this college next year?

Answered: 202 Skipped: 31



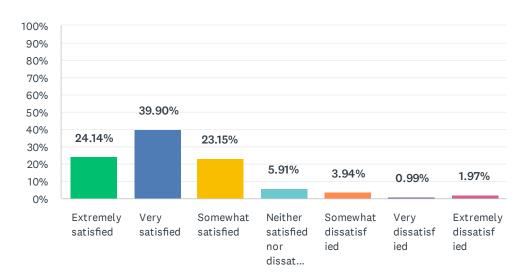
Q26 How likely are you to recommend this college to others?

Answered: 202 Skipped: 31



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

Answered: 203 Skipped: 30



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

Answered(n) excluding NA: 37 Skipped: 161

Opportunity for Improvement	Percentage of responses	
Need for better communication	32%	
Lack of Faculty/Staff Support	30%	
Need for better technology	11%	
Need to be more in person classes	8%	
Need to open library	5%	
Shortage of staffs	3%	
Lack of hands on subject related projects	3%	
Lack of offering related courseses	3%	
Difficulty with 8-week courses	3%	
Need a better representation of student body	3%	

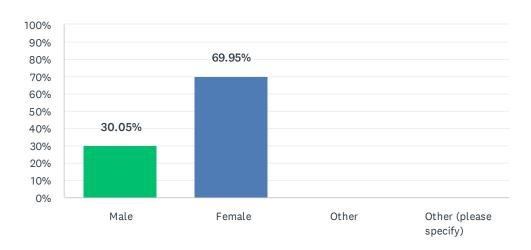
Q28b Please share any of your experiences that will help us to serve our students in the future : Strength

Answered(n) excluding NA: 31 Skipped: 161

Strength	Count of Responses	
Very supportive faculty/staff	68%	
Good overall experiences	13%	
Great Infrastructure/Technology	10%	
Convenient and quick 8-week courses 3%		
Most cost effective in the State	3%	
Great online class experience 3%		

Q29 What is your gender?

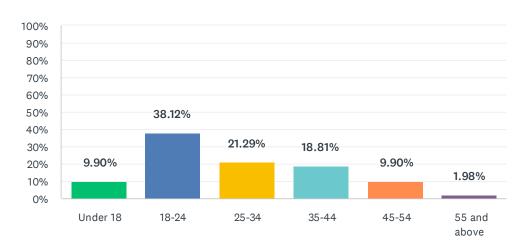
Answered: 203 Skipped: 30



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

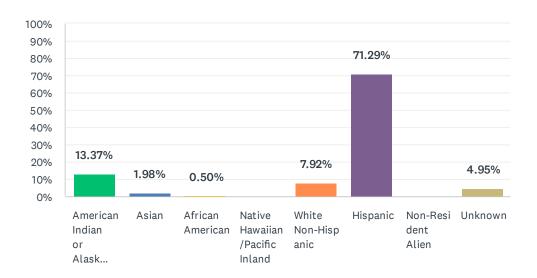
Q30 what is your age?

Answered: 202 Skipped: 31



Q31 What is your ethnicity?

Answered: 202 Skipped: 31



Q32 What is your degree level?

Answered: 204 Skipped: 29

