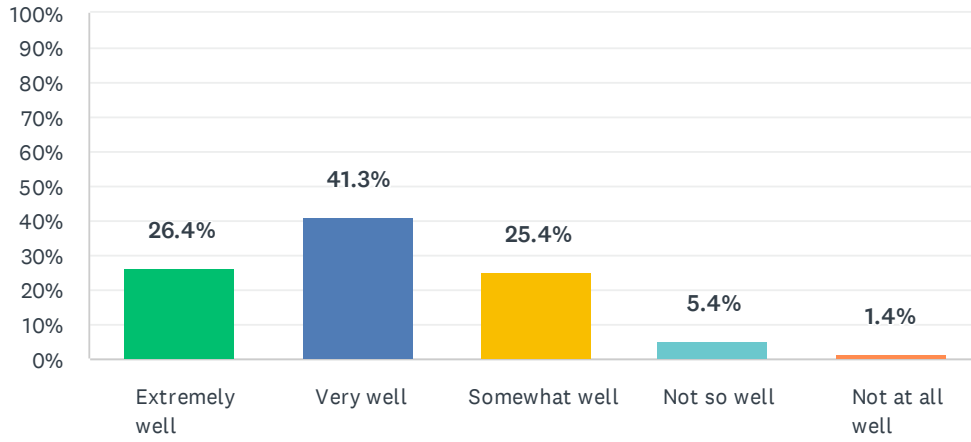


INTRODUCTION:

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](https://www.surveymonkey.com), and several reminder emails were sent. Out of the total email recipients (1,405), 20% or 278 students responded to the survey.

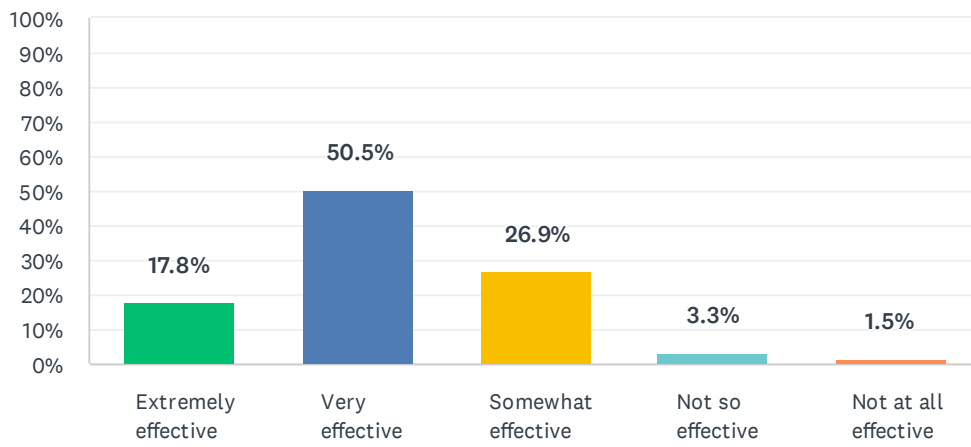
Q1 How well does student services support students at Northern New Mexico College?

Answered: 276 Skipped: 2



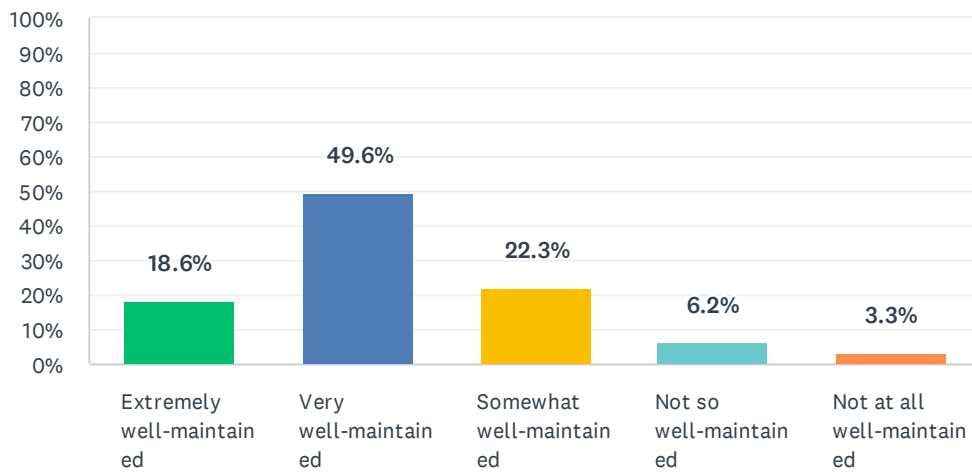
Q2 How effective is the teaching outside your major at this college?

Answered: 275 Skipped: 3



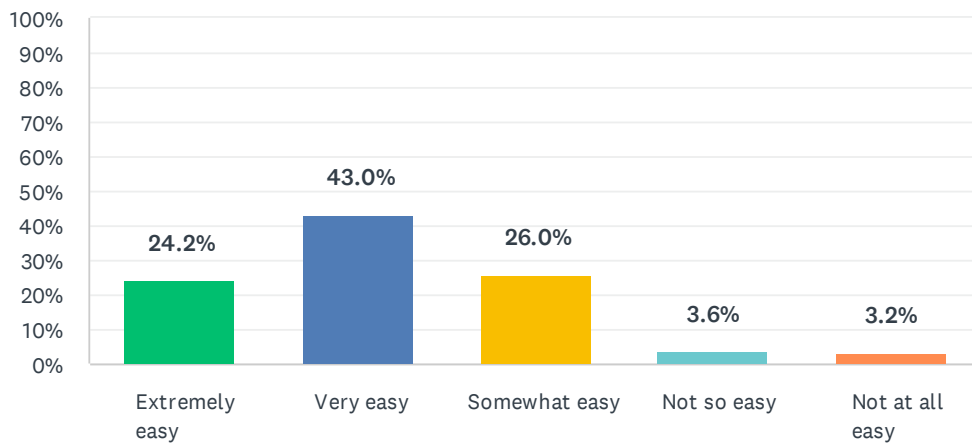
Q3 How well-maintained are the facilities at this college?

Answered: 274 Skipped: 4



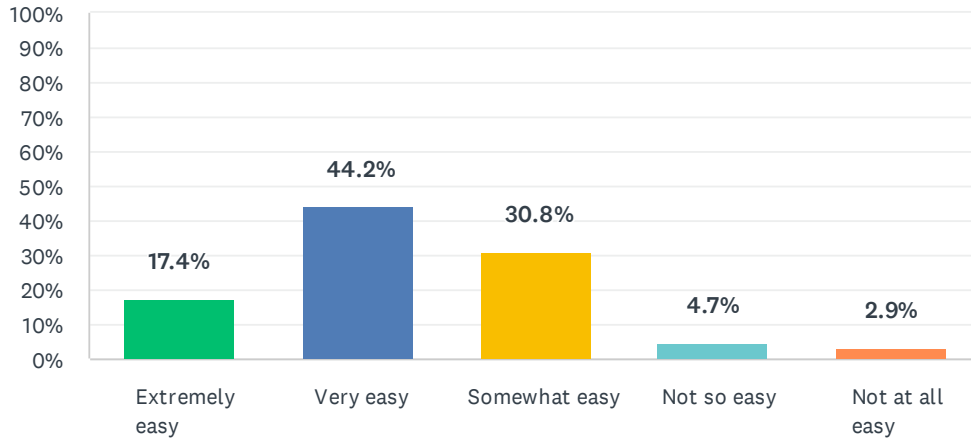
Q4 How easy is it to register for courses at this college?

Answered: 277 Skipped: 1



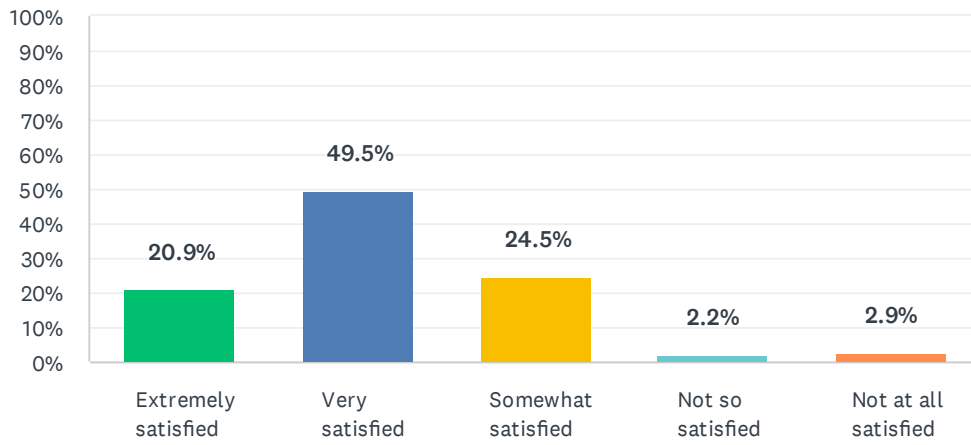
Q5 How easy is it to obtain the resources you need from the college library system?

Answered: 276 Skipped: 2



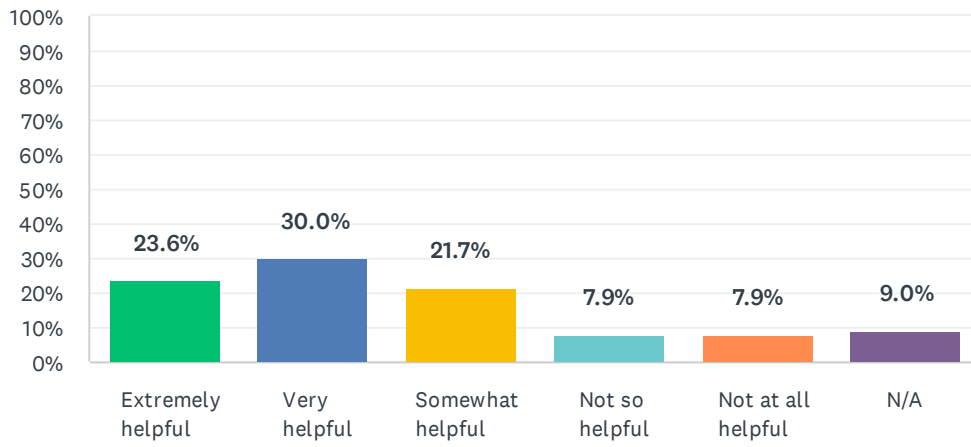
Q6 How satisfied are you with the policies that this college sets?

Answered: 277 Skipped: 1



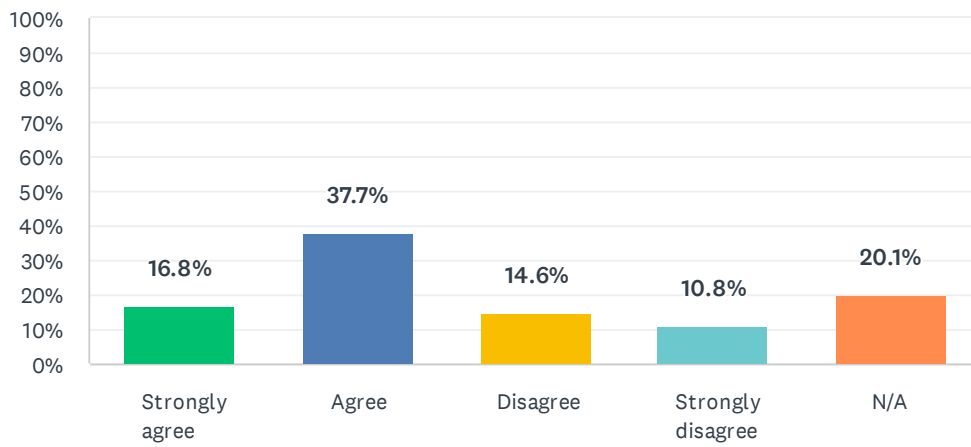
Q7 How helpful is the staff at Financial Aid?

Answered: 267 Skipped: 11



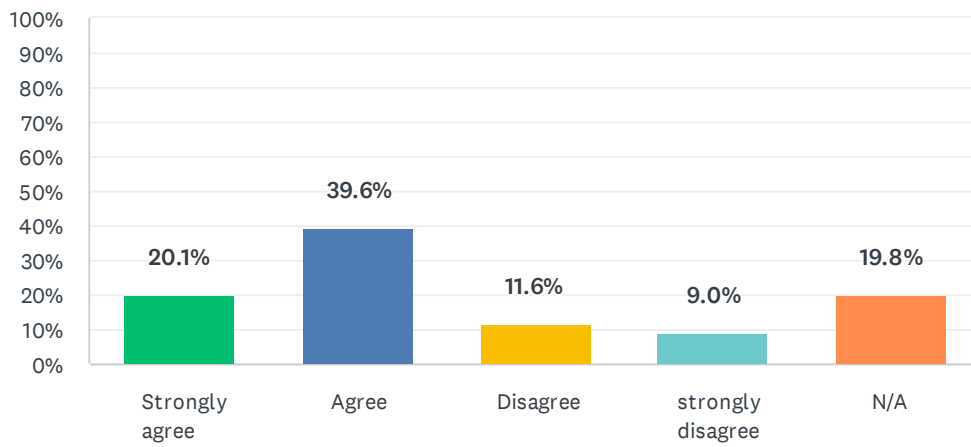
Q8 Financial Aid responded to my voicemail/email timely manner.

Answered: 268 Skipped: 10



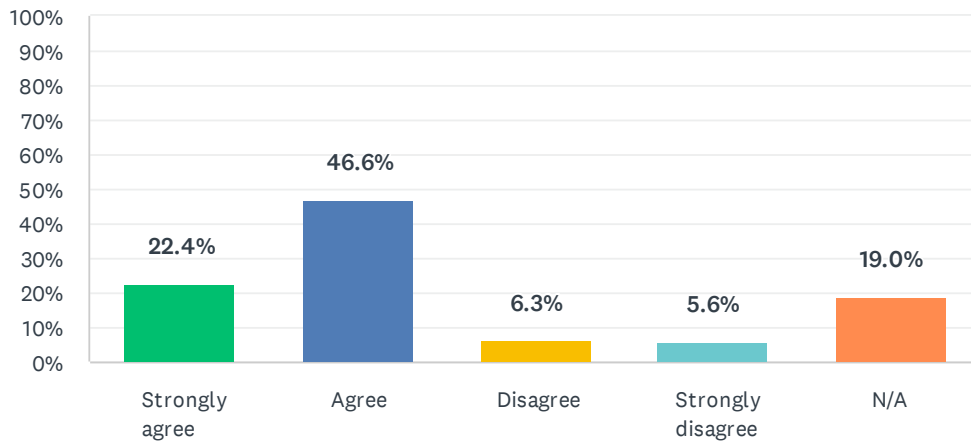
Q9 Financial aid staff showed concern and support.

Answered: 268 Skipped: 10



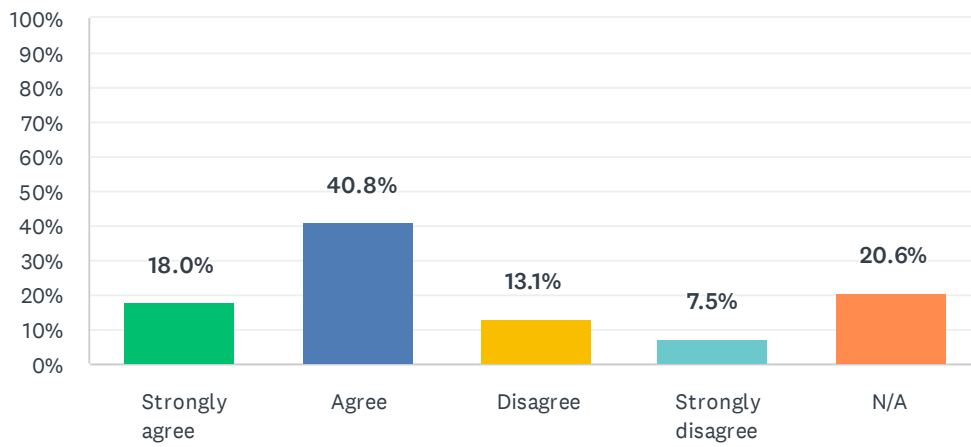
Q10 Financial aid staff was professional.

Answered: 268 Skipped: 10



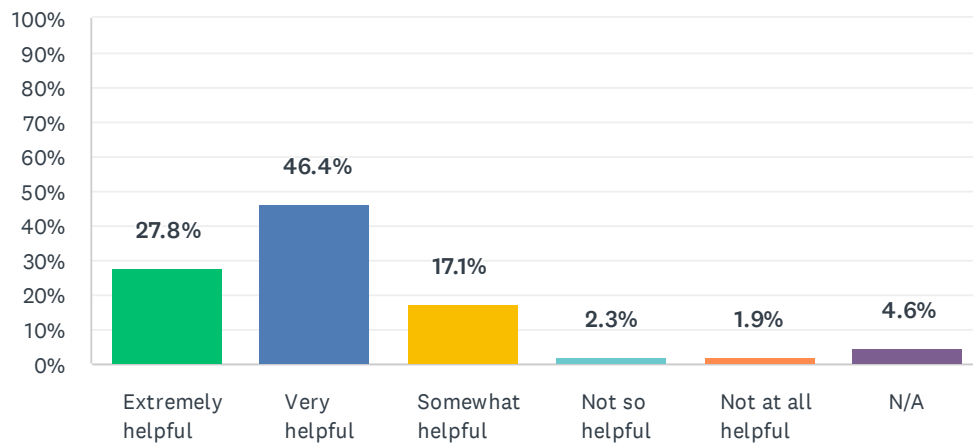
Q11 Financial aid policies are easy to find and understand.

Answered: 267 Skipped: 11



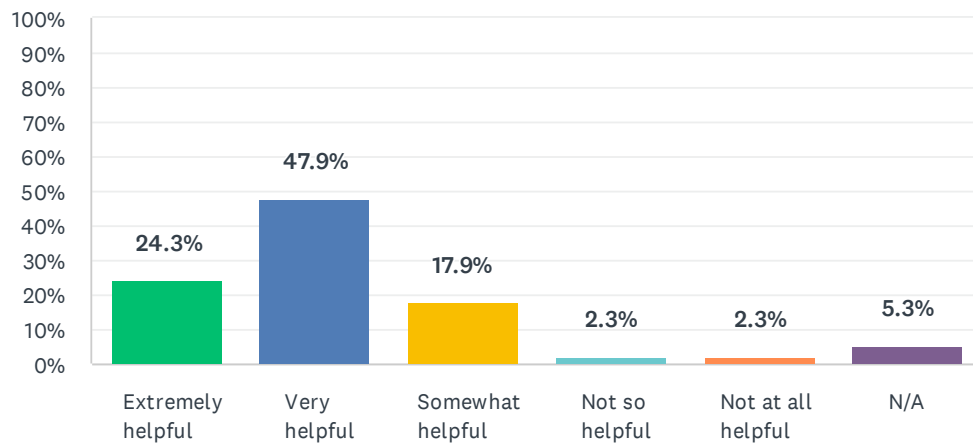
Q12 How helpful is the staff in the Office of Admissions?

Answered: 263 Skipped: 15



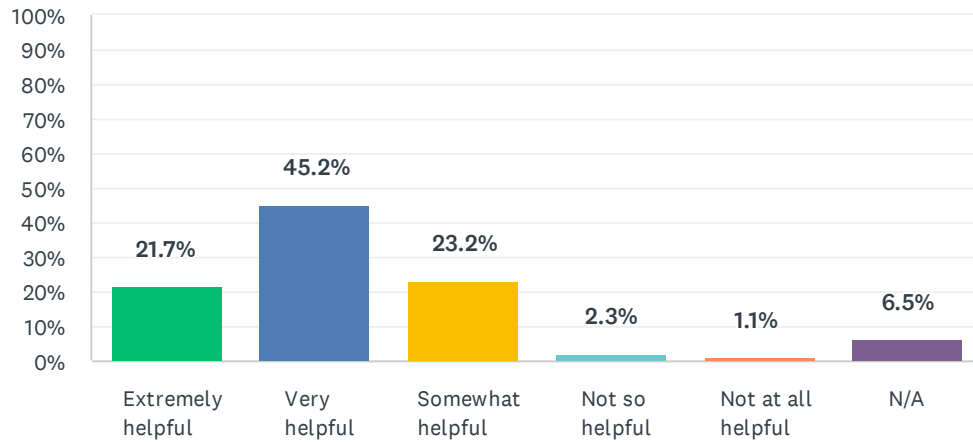
Q13 How helpful is the staff in providing high-quality assistance?

Answered: 263 Skipped: 15



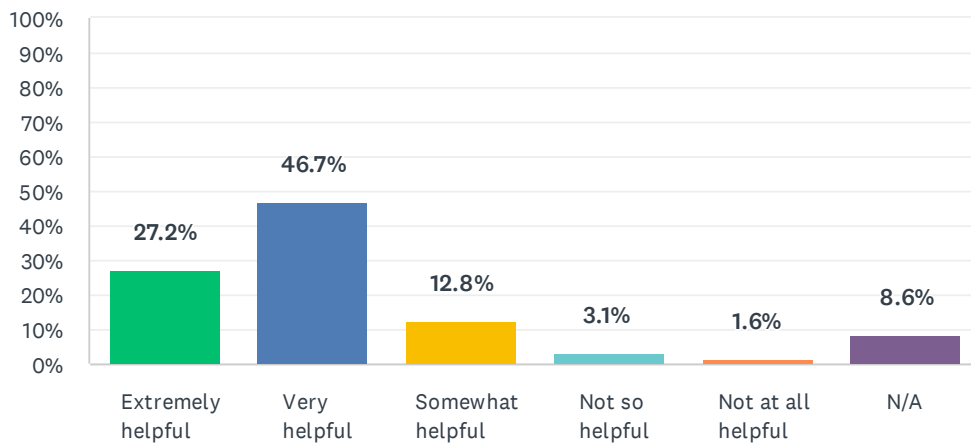
Q14 How helpful is the Office of Admissions in providing accurate information about academic programs and institutional costs?

Answered: 263 Skipped: 15



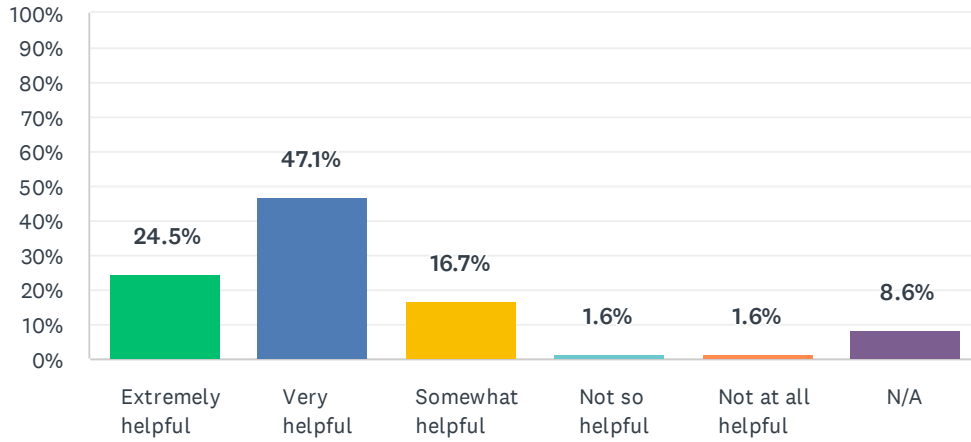
Q15 How helpful is the staff at the Office of the Registrar?

Answered: 257 Skipped: 21



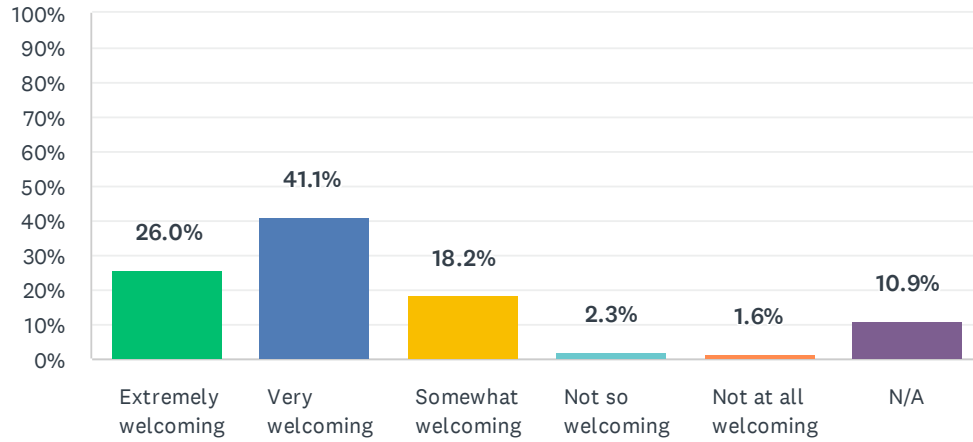
Q16 How helpful is the Office of the Registrar in providing accurate information?

Answered: 257 Skipped: 21



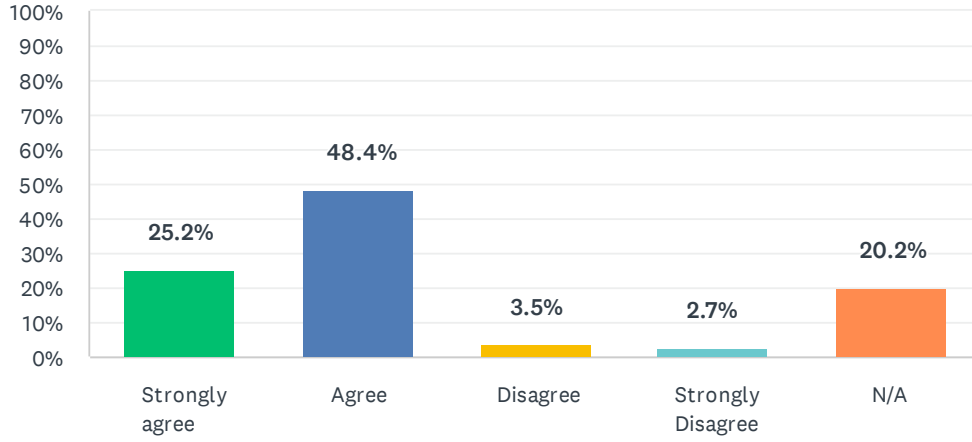
Q17 How welcoming is the Office of the Registrar in providing answers to records-related questions?

Answered: 258 Skipped: 20



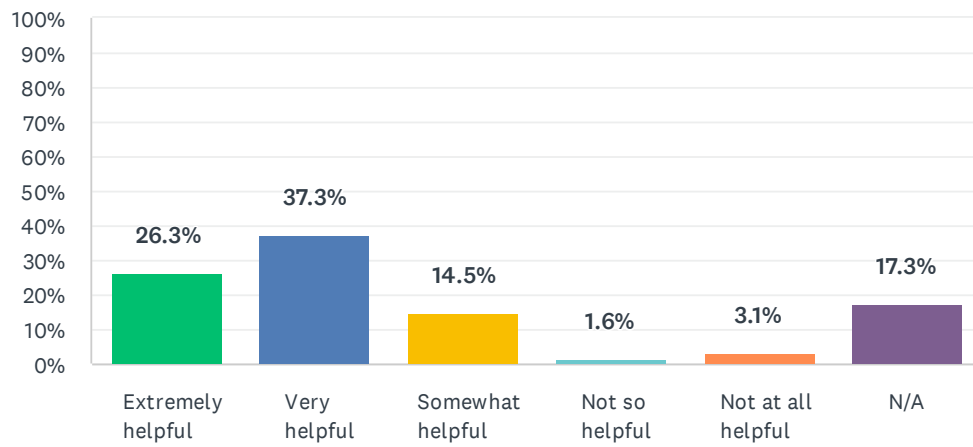
Q18 The Office of the Registrar responded to my email/request in a timely manner.

Answered: 258 Skipped: 20



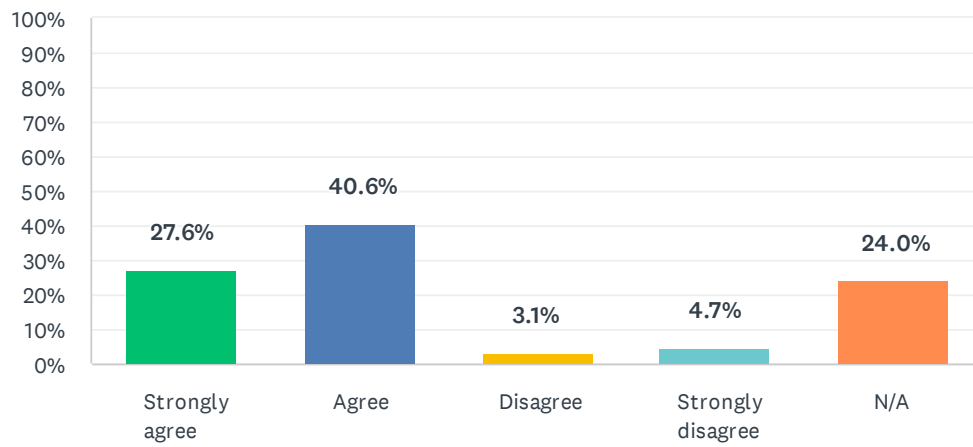
Q19 How helpful is the staff at the Student Advisement Center?

Answered: 255 Skipped: 23



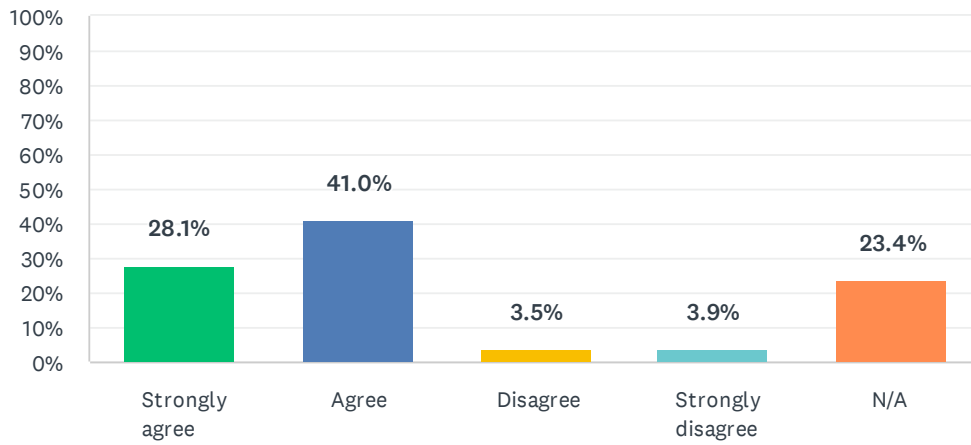
Q20 The first-year advisors have been available when I needed help.

Answered: 254 Skipped: 24



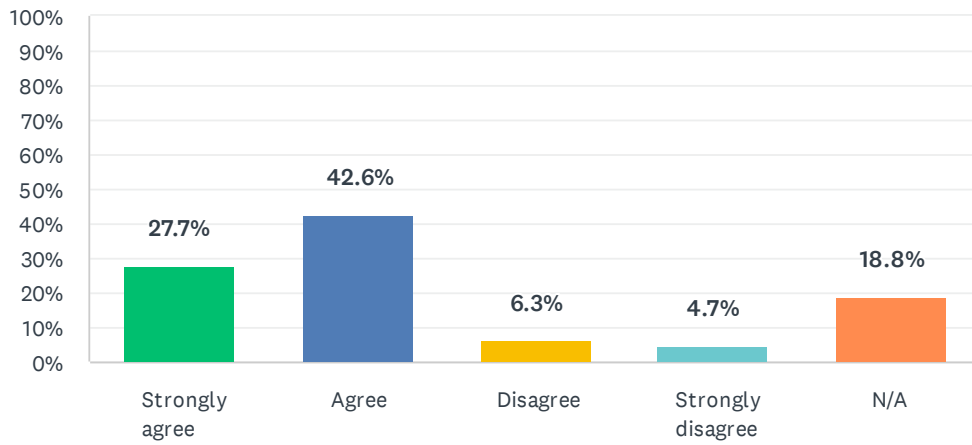
Q21 The first-year advisors have been supportive when I needed help.

Answered: 256 Skipped: 22



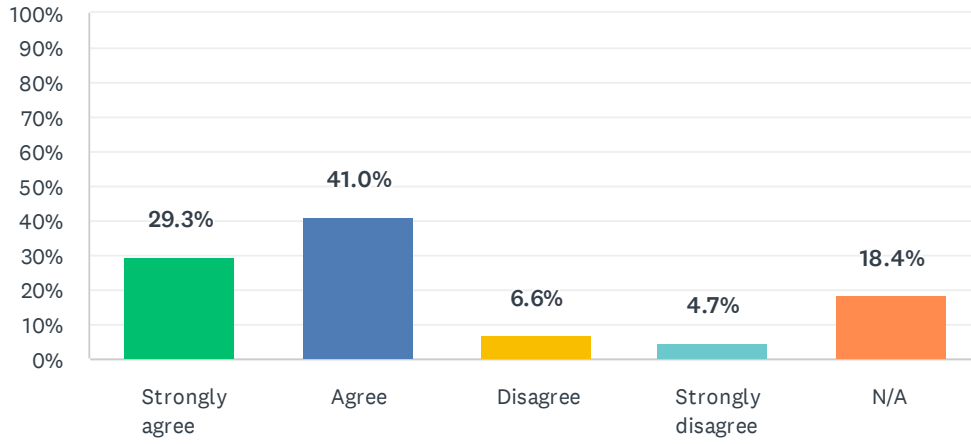
Q22 The advisors have helped me make decisions about my academics.

Answered: 256 Skipped: 22



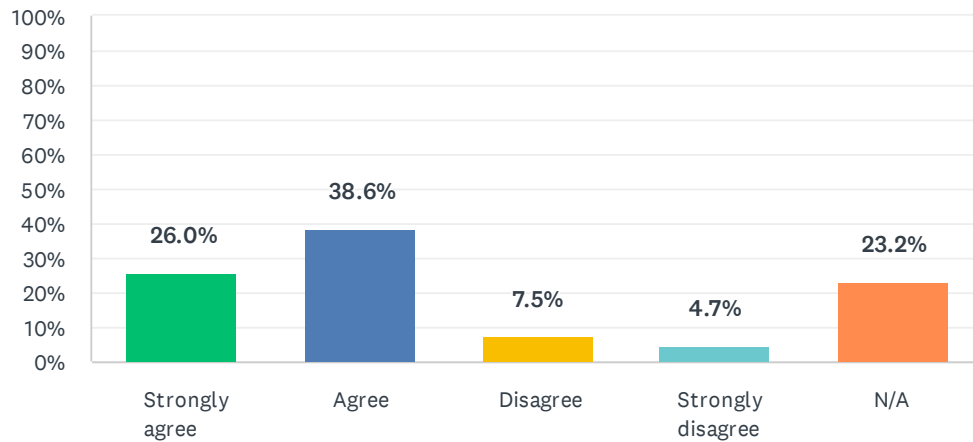
Q23 The advisors have helped me select and understand a program of study or degree plan.

Answered: 256 Skipped: 22



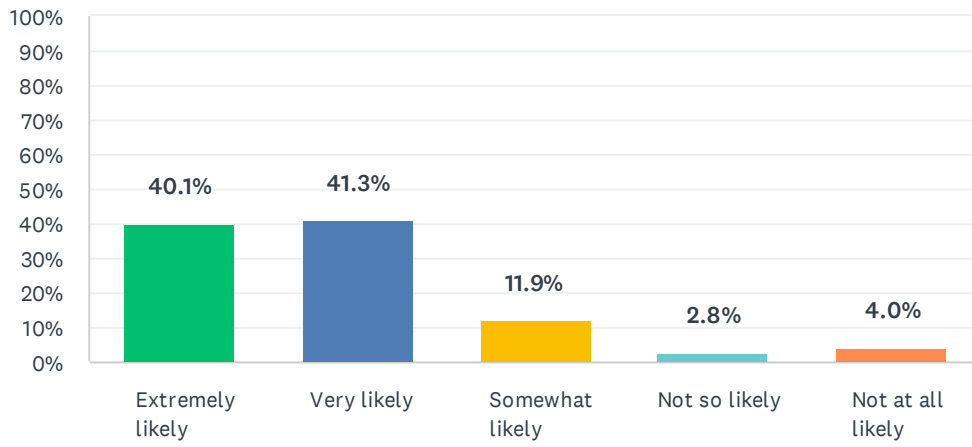
Q24 The advisors have helped me reach out to other campus resources, such as the financial aid office, program advisors, the writing center, the math learning center, online tutoring, the personal counselor, etc.

Answered: 254 Skipped: 24



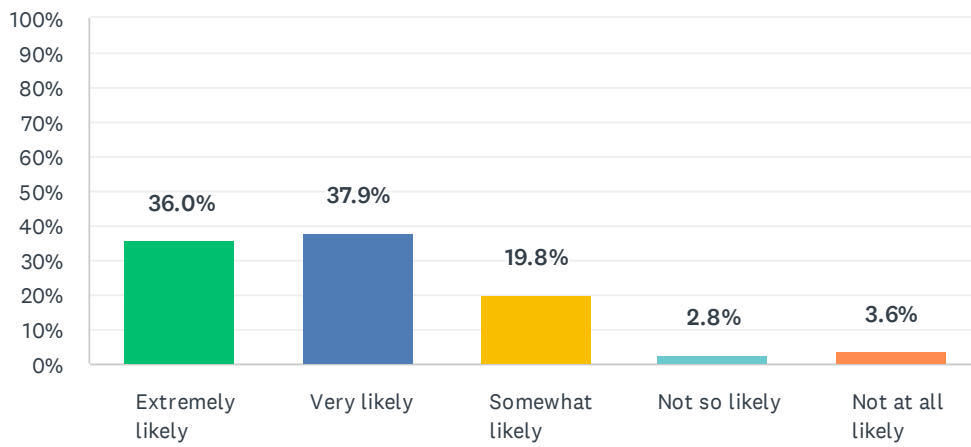
Q25 How likely are you to continue attending this college next year?

Answered: 252 Skipped: 26



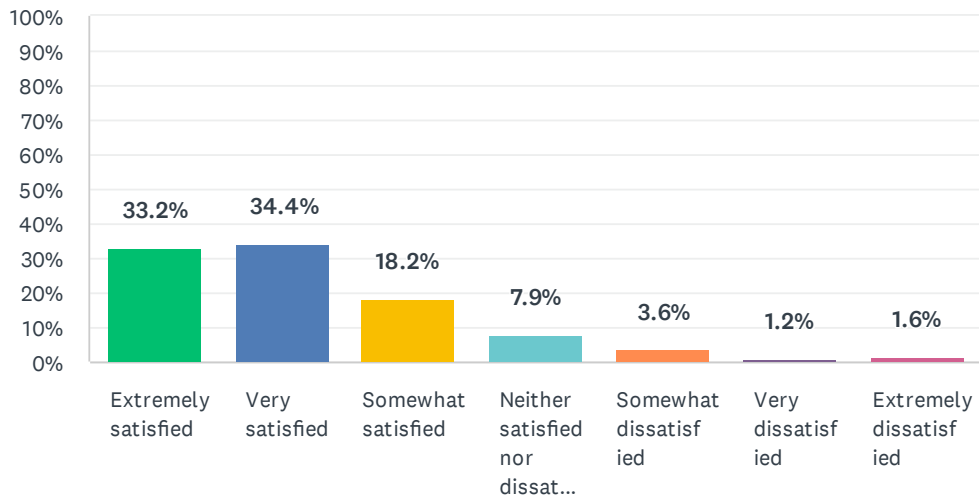
Q26 How likely are you to recommend this college to others?

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%

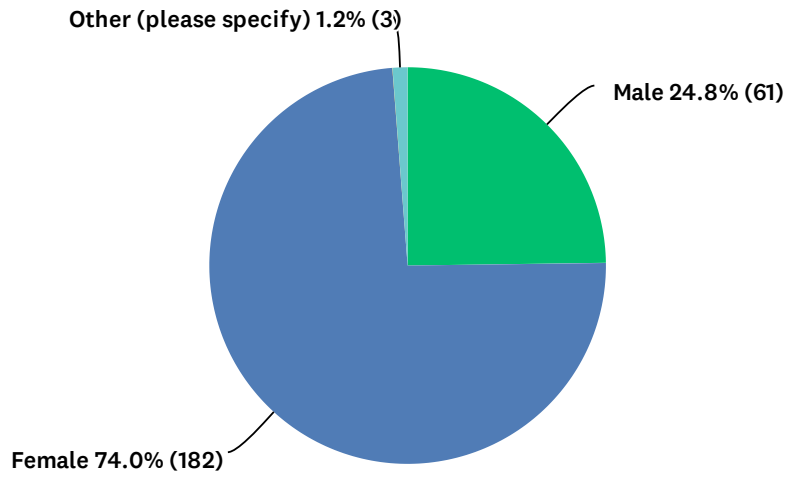
Q28b Please share any of your experiences that will help us to serve our students in the future. **Strength**

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?

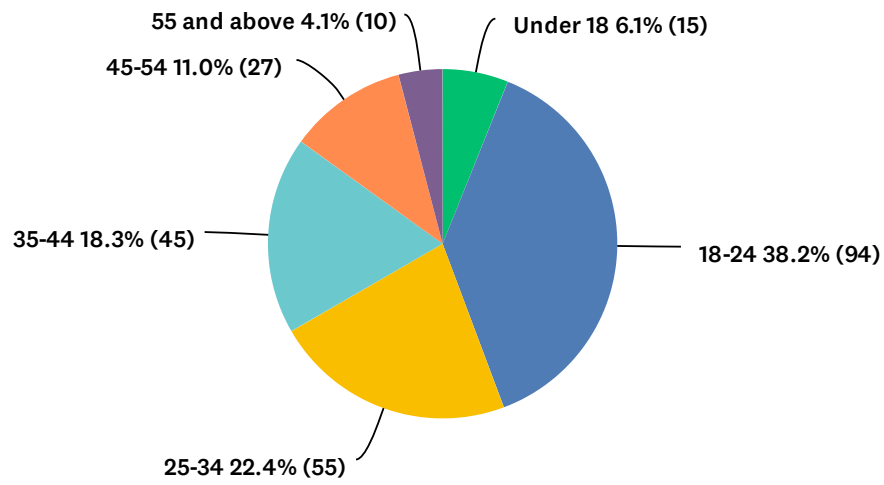
Answered: 246 Skipped: 32



#	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

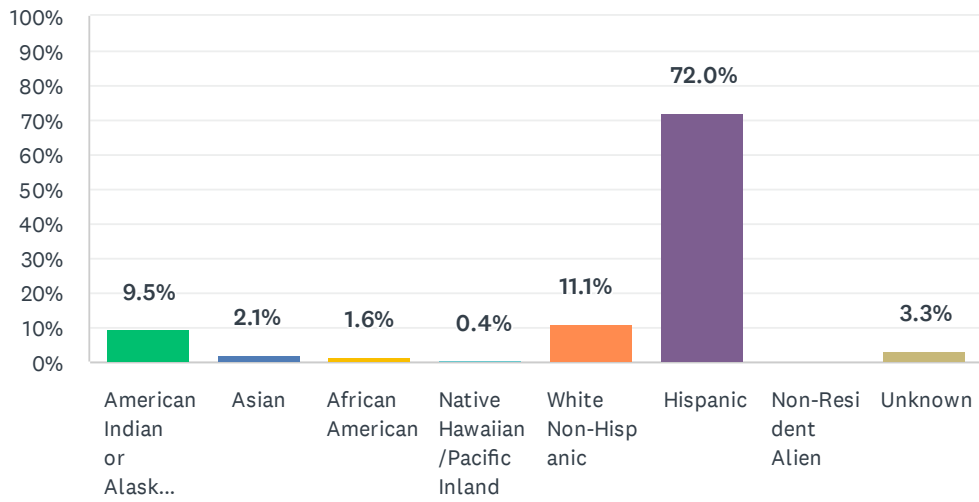
Q30 what is your age?

Answered: 246 Skipped: 32



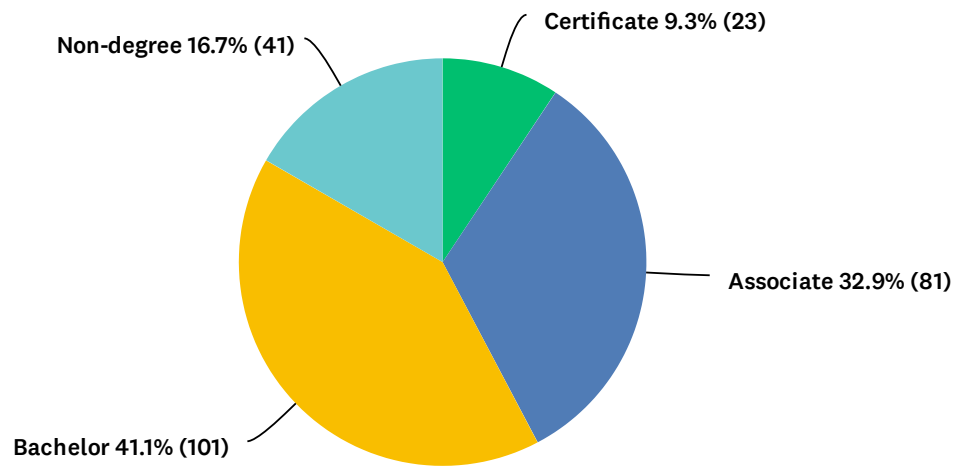
Q31 What is your Race/Ethnicity?

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

