



## Student Survey Summary 2017

### INTRODUCTION

This summary provides the results of a survey conducted on behalf of the administration at Northern NM College (NNMC). NNMC is a member of the Higher Learning Commission (HLC). As part of our continuous quality improvement activities, we conduct a web-based survey of current students to collect demographic data and feedback on issues such as campus services, facilities and maintenance, enrollment, student support, NNMC Foundation, and academic support services. The IR office created the survey instrument, managed the data collection process and conducted data analysis. In March of 2017, the IR office sent an email broadcast to all students with an embedded link to the survey via [surveymonkey.com](http://surveymonkey.com). Reminder e-mails were sent between March and April. Thirty-eight percent (38% or 404) of total email recipients (1,063) responded to the survey.

### STUDENT INFORMATION

#### *Demographics*

Most student respondents (40.9%) were 20-29 years old, respectively: (24.8%) of the students were 30-39 years old, (18.3%) were under 20 years old, (8.3%) of the students were 40-49 years old, and (7.8%) of the students were 50-60+ years old. Sixty-nine percent (69.3%) were female, whereas, (30.7%) were male. Sixty-four percent (64.5%) were Hispanic, (16.7%) were White, (12.7%) were Native American, (1.8%) were Black, (1.8%) were Asian, and (2.6%) were other.

#### *Admission Type*

The majority of student students (69.0%) are reportedly Continuing Students. Smaller percentages were Returning Students (11.8%), First-Time College Students (7.4%), Transfer Students (7.1%), and Dual Credit Students (4.4%).

#### *Classification and Class*

Sophomores accounted for (30.8%) of the students and other classes Freshman, Junior, Senior, for (23.5%), (18.4%), and (15.6%) respectively. The remaining were reportedly Dual Credit (5.7%), Alternative Licensure (3.8%), and Non-Degree Seeking (1.9%).



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### *Program Area of Study*

Sixty-six percent (66.1%) indicated they are pursuing a bachelor's degree, (45.8%) an associate's degree, and 8.4% a certificate. Most student responses included the following colleges/departments: Business Administration, Nursing and Health Science, Engineering and Technology, Biology/Chemistry/Environmental Science, Humanities and Social Sciences, and Education. Some student responses included the Fine Arts and Mathematics and Physical Science Departments.

### *Attendance and Admission Type*

Students reported attending NNMC during both the Daytime (82.1 %) and Evening (43.8%); (20.6 %) reported attending through Distance Learning and a proportion of students reported attending over the Weekend (5.0 %). The majority (73.5 %) of students attend NNMC full time and the remaining (20.7%) attend part-time; the remaining (5.6%) attend for personal enrichment or for promotion at work.

### *Reasons for Attending NNMC*

Students reported why they chose NNMC/Northern. Fifty-eight percent (58.4%) reported that NNMC is convenient to work/family. Forty-nine percent (49.4%) reported that NNMC has a program/degree/certificate that I want to pursue. Twenty-five percent (25.4%) reported that NNMC/Northern is less expensive than my other options. Seven percent (7.9%) reported I attended the Summer Bridge Program. Six percent (6.8%) reported that someone in my immediate family attends/works at NNMC/Northern. Five percent (5.8%) reported I attend a fast pace program.



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### STUDENT ENGAGEMENT

*NNMC/Northern is a Place Where...*

Students rated the following statements by choosing from: NA, Strongly Agree, Disagree, Neither Agree or Disagree, Agree, Strongly Agree.

Most students agree with the following statements:

- Other students seem to like me, (53.7%)
- I feel like I belong, (48.8%)
- I make friends easily, (48.5%)

Most students disagree with the following statements:

- I feel awkward and out of place, (39.9%)
- I don't want to go to classes/school, (37.2%)
- I often feel bored, (36.9%)
- I feel lonely, (35.6%)
- I feel like an outsider, (32.1%)

*How many times in the previous two weeks did you...*

Students provided information regarding the frequency in which they participated in specific activities. The frequency choices were: None, 1 time, 2 times, 3 times, 4 times, 5 or more times. Specific activities were provided.

Below are the top responses:

- Access NNMC Website (62%) five or more times
- Use the Campus Library (16%) five or more times
- Miss school (20%) at least one time



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- Use the campus bookstore (19%) at least one time
- Use the campus cafeteria/food (16%) five or more times
- Participate in a student activity (15%) at least one time
- Arrive late for school (14%) at least one time
- Hang out in the commons area (14%) at least two times
- Consult with student advisement (13%) at least one time
- Use the writing center (9%) at least one time
- Skip classes (9%) at least one time
- Utilize campus security (7%) at least one time
- Use the math center (6%) at least one time

### COURSE OFFERINGS

#### *Days and time-frames*

Students provided their recommendations for what days of the week and when classes should be offered. During the week the majority of students prefer courses offerings from 4 pm – 8pm. On weekends, the majority of students prefer course offerings from 8 am – 12 pm.

What days of the week would you like to see more class offerings?				
Answer Options	8 am - 12 pm	12 pm - 4 pm	4 pm - 8 pm	Response Count
Monday	44%	39%	48%	196
Tuesday	42%	45%	49%	199
Wednesday	46%	42%	49%	194
Thursday	44%	44%	50%	193
Friday	48%	37%	49%	163
Saturday	56%	45%	47%	117
Sunday	50%	46%	48%	108
<i>answered question</i>				<b>220</b>
<i>skipped question</i>				<b>184</b>



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### ACADEMIC PREPARATION

Fifty-eight percent (58.0%) of students said they were prepared academically for the next semester, graduation, and for the job market. Following, eighteen percent (18.2%) reported they were very prepared. Thirteen percent (13.5%) reported they were neither prepared or not prepared. Seven percent (7.2%) reported not prepared. Once percent (1.2%) reported very unprepared.

### FOUNDATION

*Awareness, Scholarship Application, Customer Service, Communication*

Sixty-eight percent (68%) of the students responded they are aware of the NNMC Foundation Scholarship Program. Sixty-seven percent (67%) of the students responded that they have not applied for a scholarship. Fifty-eight (58%) stated that they intend to apply for a scholarship. Thirty-six percent (36%) of the students responded the staff are courteous and responsive. When asked how the Foundation can improve its communication with the student body, students recommended they can continue communicating via email and placing notifications on boards and car windows.

### GYMNASIUM

More students responded that they prefer to access the gym mostly from 5 pm – 9 pm, secondly from 5 am – 9 am, Monday through Friday. On weekends, mostly from 5 pm – 9 pm and secondly from 9 am – 1 pm. Most students (49%) utilize the multi-plex (cardio equipment and (30.54%) utilize the weight room. Fewer students (9.58%) utilized the basketball court.

What days and/or times of day would you prefer access to the gym?					
Answer Options	5 am - 9 am	9 am - 1 pm	1 pm - 5 pm	5 pm - 9 pm	Response Count
Monday	23%	13%	15%	48%	171
Tuesday	23%	13%	15%	48%	165
Wednesday	21%	16%	14%	49%	167
Thursday	21%	14%	16%	49%	164
Friday	23%	13%	13%	51%	160
Saturday	21%	26%	15%	37%	145
Sunday	20%	29%	14%	36%	138
<i>answered question</i>					<b>180</b>
<i>skipped question</i>					<b>224</b>



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### COMMUNINCATION

#### *Usefulness*

Eighty-nine percent (89%) of the students responded that they receive most of the information regarding NNMC news and events from email. Students also rated the usefulness of the following sources of communication regarding NNMC news and events: Email (136), Instructors/Advisors (70), Posters/Flyers (38), Other Students (36), Social Media (32), and Publications/Newsletters (28) and TV Monitors (22) were rated extremely useful. Whereas, Calling Campaigns, Student Wide Meetings, and Radio had fewer responses.

Please rate the usefulness of the following sources of communication regarding NNMC news and events.								
Answer Options	Extremely Useful	Useful	Neither Useful nor not Useful	Somewhat Useful	Not Useful	N/A	Rating Average	Response Count
email	54%	38%	4%	3%	2%			253
publications/newsletters	14%	45%	28%	7%	6%			194
posters/flyers	18%	53%	20%	7%	3%			213
instructors/advisors	31%	50%	7%	8%	3%			224
TV monitors	12%	37%	32%	9%	9%			185
calling campaigns	9%	28%	43%	6%	14%			167
other students	17%	48%	23%	8%	4%			213
student-wide meetings	10%	36%	41%	4%	9%			165
social Media: Facebook or twitter	19%	36%	33%	5%	8%			171
radio	12%	29%	39%	10%	11%			152
<i>answered question</i>								<b>258</b>
<i>skipped question</i>								<b>146</b>

#### *Email Broadcasts*

Seventy-three percent (73%) of the students responded with regards to email broadcasts of college news and events being, “about right”. Nineteen percent (19.4%) of the students responded with, “I receive too many emails” and (7.5%) responded with, “ I often miss events from lack of information”.



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### CHALLENGES

Students provided responses regarding their significant challenges. The cost of education (61.6%), time management (47.8%), course Scheduling (43.8%), work responsibilities (36.2%), family responsibilities (30.8%) were the top responses.

Which of the following would you consider significant challenges for you (select all that apply):		
Answer Options	Response Percent	Response Count
Transportation	21.4%	48
Childcare	19.6%	44
Cost of education	61.6%	138
Family responsibilities	30.8%	69
Work responsibilities	36.2%	81
Time management	47.8%	107
Course scheduling	43.8%	98
Housing	10.7%	24
Legal issues	0.9%	2
Maintaining health and wellness	22.3%	50
Feeling supported in your education	15.6%	35
Opportunities for tutoring or peer study groups outside of regular hours	15.6%	35
Academic advisement	15.2%	34
Other (please specify)		8
	<i>answered question</i>	<b>224</b>
	<i>skipped question</i>	<b>180</b>



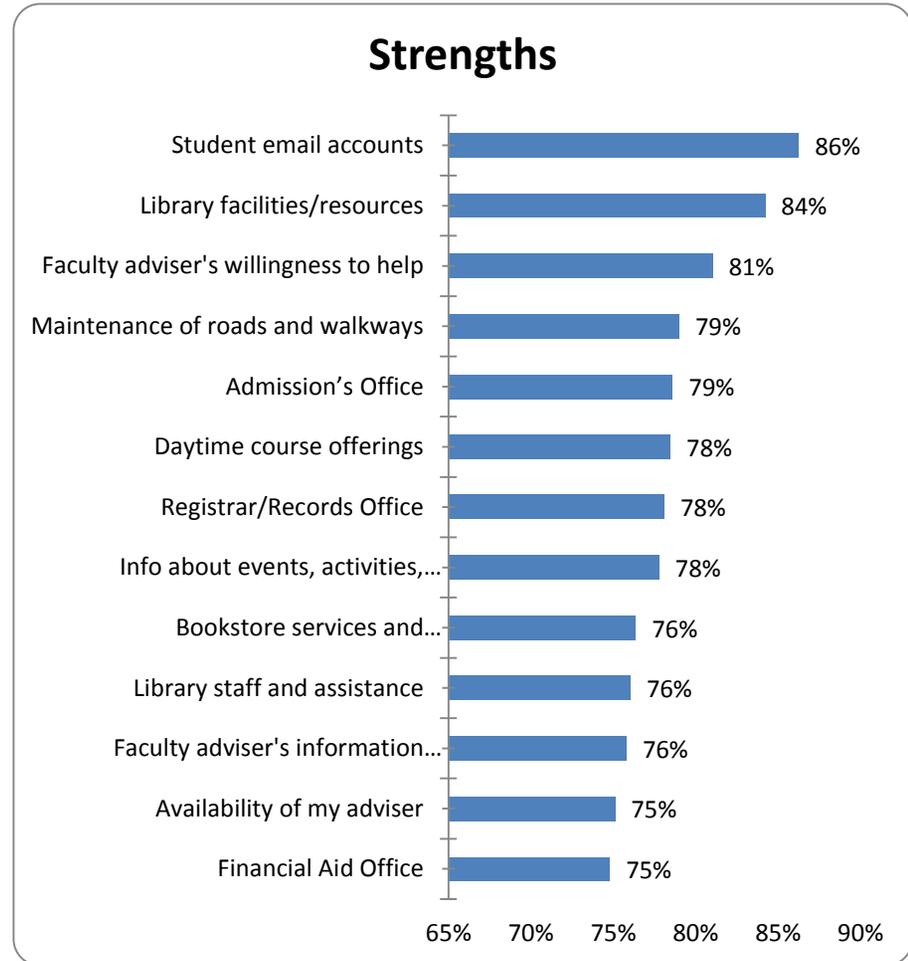
## Student Survey Summary 2017

### STUDENT SATISFACTION

*Campus Services, Maintenance Services, NNMC Enrollment, Student Support, Student Life*

Students were asked to rate specific campus services by choosing from the following ratings: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, Very Dissatisfied, NA.

Provided are the top 13 services for which students are satisfied or very satisfied. These services are strengths.





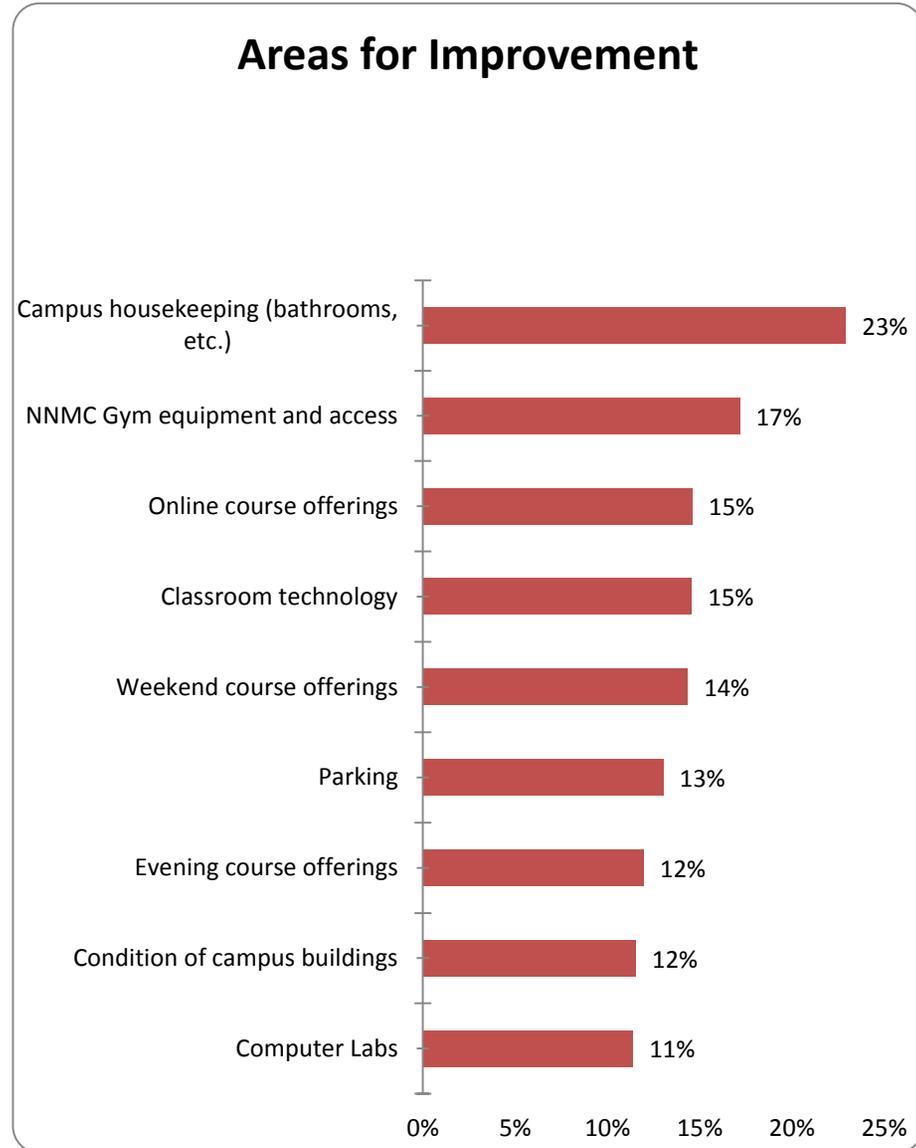
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### STUDENT DISSATISFACTION

*Campus Services, Maintenance Services, NNMC Enrollment, Student Support, Student Life*

Students were asked to rate specific campus services by choosing from the following ratings: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, Very Dissatisfied, NA.

Provided are the top 13 services for which students are Dissatisfied or Very Dissatisfied. These services are areas for improvement.





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### **MOST POSITIVE ASPECTS OF ATTENDING NNMC**

- NNMC is close to home and work.
- The professors love what they do and care about the students.
- The staff is really nice.
- The small class size allows for personal help.

### **LEAST POSITIVE ASPECTS OF ATTENDING NNMC**

- The rising cost of tuition and expenses associated with attending college.
- The limited course offerings.
- The negative publicity.
- Programs no longer being offered.