



New Mexico Junior College - Year to Year  
Report - 2/2009

Student Satisfaction Inventory

## Strategic Planning Overview

<b>Strengths and Challenges</b>
<b>Strengths</b>
18. The quality of instruction I receive in most of my classes is excellent.
8. Classes are scheduled at times that are convenient for me.
70. I am able to experience intellectual growth here.
69. There is a good variety of courses provided on this campus.
31. The campus is safe and secure for all students.
58. Nearly all of the faculty are knowledgeable in their fields.
15. I am able to register for classes I need with few conflicts.
5. The personnel involved in registration are helpful.
6. My academic advisor is approachable.
36. Students are made to feel welcome on this campus.
61. Faculty are usually available after class and during office hours.
66. Program requirements are clear and reasonable.
68. On the whole, the campus is well-maintained.
34. Computer labs are adequate and accessible.
43. Class change (drop/add) policies are reasonable.
45. This institution has a good reputation within the community.
39. The amount of student parking space on campus is adequate.
<b>Challenges</b>
18. The quality of instruction I receive in most of my classes is excellent.
52. This school does whatever it can to help me reach my educational goals.
29. Faculty are fair and unbiased in their treatment of individual students.
65. Students are notified early in the term if they are doing poorly in a class.
7. Adequate financial aid is available for most students.
23. Faculty are understanding of students' unique life circumstances.
46. Faculty provide timely feedback about student progress in a course.
20. Financial aid counselors are helpful.
47. There are adequate services to help me decide upon a career.
<b>Trends</b>
<b>Higher Satisfaction vs. Spring 2005</b>
8. Classes are scheduled at times that are convenient for me.
70. I am able to experience intellectual growth here.
69. There is a good variety of courses provided on this campus.
32. My academic advisor is knowledgeable about my program requirements.
15. I am able to register for classes I need with few conflicts.
6. My academic advisor is approachable.
61. Faculty are usually available after class and during office hours.
66. Program requirements are clear and reasonable.
68. On the whole, the campus is well-maintained.
51. There are convenient ways of paying my school bill.
45. This institution has a good reputation within the community.
39. The amount of student parking space on campus is adequate.
<b>Higher Importance vs. Spring 2005</b>
18. The quality of instruction I receive in most of my classes is excellent.

70. I am able to experience intellectual growth here.
52. This school does whatever it can to help me reach my educational goals.
69. There is a good variety of courses provided on this campus.
31. The campus is safe and secure for all students.
32. My academic advisor is knowledgeable about my program requirements.
58. Nearly all of the faculty are knowledgeable in their fields.
6. My academic advisor is approachable.
36. Students are made to feel welcome on this campus.
61. Faculty are usually available after class and during office hours.
65. Students are notified early in the term if they are doing poorly in a class.
16. The college shows concern for students as individuals.
23. Faculty are understanding of students' unique life circumstances.
28. It is an enjoyable experience to be a student on this campus.
46. Faculty provide timely feedback about student progress in a course.
51. There are convenient ways of paying my school bill.
60. Billing policies are reasonable.
45. This institution has a good reputation within the community.
47. There are adequate services to help me decide upon a career.

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Student Satisfaction Inventory

## Institutional Summary

Item	Spring 2009			Spring 2005			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. Most students feel a sense of belonging here.	5.73	5.37 / 1.44	0.36	5.42	5.36 / 1.32	0.06	0.01
2. Faculty care about me as an individual.	6.00	5.40 / 1.50	0.60	5.83	5.51 / 1.30	0.32	-0.11
3. The quality of instruction in the vocational/technical programs is excellent.	6.01	5.29 / 1.45	0.72	5.66	5.25 / 1.34	0.41	0.04
4. Security staff are helpful.	5.85	5.29 / 1.49	0.56	5.62	5.18 / 1.45	0.44	0.11
5. The personnel involved in registration are helpful.	6.26	5.77 / 1.36	0.49	6.14	5.64 / 1.42	0.50	0.13
6. My academic advisor is approachable.	6.25	5.75 / 1.39	0.50	6.03	5.41 / 1.52	0.62	0.34 ***
7. Adequate financial aid is available for most students.	6.20	5.33 / 1.66	0.87	6.21	5.32 / 1.66	0.89	0.01
8. Classes are scheduled at times that are convenient for me.	6.41	5.80 / 1.36	0.61	6.38	5.58 / 1.49	0.80	0.22 *
9. Internships or practical experiences are provided in my degree/certificate program.	5.99	5.07 / 1.56	0.92	5.68	4.63 / 1.55	1.05	0.44 ***
10. Child care facilities are available on campus.	4.60	3.74 / 1.77	0.86	4.72	3.87 / 1.83	0.85	-0.13
11. Security staff respond quickly in emergencies.	6.01	5.13 / 1.40	0.88	5.88	5.03 / 1.39	0.85	0.10
12. My academic advisor helps me set goals to work toward.	6.09	5.25 / 1.65	0.84	5.86	5.05 / 1.64	0.81	0.20
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.03	5.05 / 1.72	0.98	6.03	5.17 / 1.53	0.86	-0.12
14. Library resources and services are adequate.	6.06	5.66 / 1.29	0.40	6.16	5.64 / 1.32	0.52	0.02
15. I am able to register for classes I need with few conflicts.	6.26	5.74 / 1.26	0.52	6.25	5.54 / 1.39	0.71	0.20 *
16. The college shows concern for students as individuals.	6.20	5.45 / 1.51	0.75	6.03	5.40 / 1.38	0.63	0.05
17. Personnel in the Veterans' Services program are helpful.	4.94	4.70 / 1.29	0.24	4.74	4.55 / 1.29	0.19	0.15
18. The quality of instruction I receive in most of my classes is excellent.	6.42	5.60 / 1.45	0.82	6.21	5.55 / 1.32	0.66	0.05
19. This campus provides effective support services for displaced homemakers.	5.42	4.91 / 1.45	0.51	5.22	4.78 / 1.38	0.44	0.13
20. Financial aid counselors are helpful.	6.15	5.34 / 1.69	0.81	6.05	5.44 / 1.51	0.61	-0.10
21. There are a sufficient number of study areas on campus.	6.05	5.63 / 1.30	0.42	5.91	5.32 / 1.47	0.59	0.31 ***
22. People on this campus respect and are supportive of each other.	5.98	5.35 / 1.38	0.63	5.90	5.22 / 1.46	0.68	0.13
23. Faculty are understanding of students' unique life circumstances.	6.19	5.25 / 1.57	0.94	6.03	5.29 / 1.47	0.74	-0.04
24. Parking lots are well-lighted and secure.	6.17	5.53 / 1.42	0.64	6.08	5.38 / 1.47	0.70	0.15
25. My academic advisor is concerned about my success as an individual.	6.11	5.43 / 1.55	0.68	6.01	5.07 / 1.58	0.94	0.36 ***
26. Library staff are helpful and approachable.	5.88	5.43 / 1.39	0.45	5.95	5.42 / 1.38	0.53	0.01
27. The campus staff are caring and helpful.	6.09	5.54 / 1.31	0.55	6.00	5.48 / 1.32	0.52	0.06
28. It is an enjoyable experience to be a student on this campus.	6.19	5.49 / 1.51	0.70	6.03	5.49 / 1.41	0.54	0.00

29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.34 / 1.56	0.89	6.14	5.32 / 1.50	0.82	0.02
30. The career services office provides students with the help they need to get a job.	5.77	5.17 / 1.37	0.60	5.68	4.98 / 1.42	0.70	0.19 *
31. The campus is safe and secure for all students.	6.30	5.66 / 1.29	0.64	6.12	5.61 / 1.25	0.51	0.05
32. My academic advisor is knowledgeable about my program requirements.	6.29	5.56 / 1.50	0.73	6.03	5.22 / 1.64	0.81	0.34 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.76	5.42 / 1.33	0.34	5.63	5.07 / 1.38	0.56	0.35 ***
34. Computer labs are adequate and accessible.	6.18	5.63 / 1.37	0.55	6.06	5.58 / 1.35	0.48	0.05
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.08	5.56 / 1.33	0.52	6.00	5.55 / 1.32	0.45	0.01
36. Students are made to feel welcome on this campus.	6.23	5.68 / 1.37	0.55	6.05	5.56 / 1.32	0.49	0.12
37. Faculty take into consideration student differences as they teach a course.	6.11	5.36 / 1.43	0.75	5.97	5.30 / 1.44	0.67	0.06
38. The student center is a comfortable place for students to spend their leisure time.	5.88	5.52 / 1.31	0.36	5.66	5.11 / 1.45	0.55	0.41 ***
39. The amount of student parking space on campus is adequate.	6.12	5.65 / 1.44	0.47	5.99	5.09 / 1.65	0.90	0.56 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.14	5.39 / 1.53	0.75	6.02	5.20 / 1.59	0.82	0.19
41. Admissions staff are knowledgeable.	6.12	5.56 / 1.26	0.56	6.04	5.48 / 1.34	0.56	0.08
42. The equipment in the lab facilities is kept up to date.	6.09	5.39 / 1.48	0.70	5.93	5.45 / 1.27	0.48	-0.06
43. Class change (drop/add) policies are reasonable.	6.15	5.75 / 1.31	0.40	6.04	5.62 / 1.32	0.42	0.13
44. I generally know what's happening on campus.	5.59	4.73 / 1.65	0.86	5.52	4.93 / 1.48	0.59	-0.20 *
45. This institution has a good reputation within the community.	6.14	5.72 / 1.36	0.42	5.94	5.55 / 1.39	0.39	0.17 *
46. Faculty provide timely feedback about student progress in a course.	6.18	5.40 / 1.48	0.78	5.99	5.43 / 1.32	0.56	-0.03
47. There are adequate services to help me decide upon a career.	6.12	5.30 / 1.44	0.82	5.88	5.17 / 1.42	0.71	0.13
48. Counseling staff care about students as individuals.	6.14	5.47 / 1.44	0.67	5.99	5.39 / 1.40	0.60	0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.44 / 1.32	0.58	5.94	5.29 / 1.37	0.65	0.15
50. Tutoring services are readily available.	6.05	5.52 / 1.37	0.53	6.00	5.39 / 1.49	0.61	0.13
51. There are convenient ways of paying my school bill.	6.16	5.51 / 1.46	0.65	5.94	5.18 / 1.50	0.76	0.33 ***
52. This school does whatever it can to help me reach my educational goals.	6.31	5.43 / 1.42	0.88	6.06	5.28 / 1.43	0.78	0.15
53. The assessment and course placement procedures are reasonable.	6.05	5.54 / 1.31	0.51	5.93	5.33 / 1.34	0.60	0.21 *
54. Faculty are interested in my academic problems.	6.10	5.33 / 1.46	0.77	5.90	5.23 / 1.35	0.67	0.10
55. Academic support services adequately meet the needs of students.	5.99	5.40 / 1.36	0.59	5.86	5.25 / 1.32	0.61	0.15
56. The business office is open during hours which are convenient for most students.	6.06	5.57 / 1.36	0.49	5.98	5.43 / 1.44	0.55	0.14
57. Administrators are approachable to students.	6.06	5.56 / 1.27	0.50	5.92	5.31 / 1.41	0.61	0.25 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.29	5.69 / 1.35	0.60	6.09	5.62 / 1.28	0.47	0.07
59. New student orientation services help							0.22 *

students adjust to college.	5.86	5.44 / 1.36	0.42	5.72	5.22 / 1.49	0.50	
60. Billing policies are reasonable.	6.16	5.53 / 1.37	0.63	5.89	5.36 / 1.38	0.53	0.17
61. Faculty are usually available after class and during office hours.	6.23	5.71 / 1.34	0.52	6.02	5.51 / 1.39	0.51	0.20 *
62. Bookstore staff are helpful.	6.06	5.48 / 1.49	0.58	6.00	5.51 / 1.46	0.49	-0.03
63. I seldom get the "run-around" when seeking information on this campus.	5.98	5.22 / 1.52	0.76	5.94	5.28 / 1.49	0.66	-0.06
64. Nearly all classes deal with practical experiences and applications.	6.09	5.51 / 1.36	0.58	5.90	5.37 / 1.35	0.53	0.14
65. Students are notified early in the term if they are doing poorly in a class.	6.22	5.19 / 1.52	1.03	6.00	5.00 / 1.59	1.00	0.19
66. Program requirements are clear and reasonable.	6.20	5.60 / 1.32	0.60	6.06	5.38 / 1.36	0.68	0.22 **
67. Channels for expressing student complaints are readily available.	5.98	5.18 / 1.50	0.80	5.87	5.06 / 1.52	0.81	0.12
68. On the whole, the campus is well-maintained.	6.19	5.98 / 1.19	0.21	6.05	5.73 / 1.29	0.32	0.25 **
69. There is a good variety of courses provided on this campus.	6.31	5.64 / 1.40	0.67	6.15	5.37 / 1.49	0.78	0.27 **
70. I am able to experience intellectual growth here.	6.33	5.80 / 1.30	0.53	6.13	5.52 / 1.33	0.61	0.28 ***
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.81 / 1.28			5.57 / 1.43		0.24 *
82. Institution's commitment to evening students?		5.68 / 1.37			5.50 / 1.47		0.18
83. Institution's commitment to older, returning learners?		5.62 / 1.39			5.52 / 1.42		0.10
84. Institution's commitment to under-represented populations?		5.61 / 1.35			5.43 / 1.39		0.18
85. Institution's commitment to commuters?		5.49 / 1.48			5.48 / 1.44		0.01
86. Institution's commitment to students with disabilities?		5.73 / 1.36			5.57 / 1.44		0.16
87. Cost as factor in decision to enroll.	6.40			6.23			
88. Financial aid as factor in decision to enroll.	6.01			5.90			
89. Academic reputation as factor in decision to enroll.	5.93			5.72			
90. Size of institution as factor in decision to enroll.	5.19			5.23			
91. Opportunity to play sports as factor in decision to enroll.	4.22			4.29			
92. Recommendations from family/friends as factor in decision to enroll.	5.30			5.16			
93. Geographic setting as factor in decision to enroll.	5.12			5.16			
94. Campus appearance as factor in decision to enroll.	5.42			5.25			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.70			5.52			



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Student Satisfaction Inventory

## Institutional Summary

Scale	Spring 2009			Spring 2005			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
▶ Student Centeredness	6.08	5.51 / 1.13	0.57	5.91	5.43 / 1.11	0.48	0.08
▶ Instructional Effectiveness	6.21	5.49 / 1.08	0.72	6.03	5.39 / 1.06	0.64	0.10
▶ Responsiveness to Diverse Populations		5.66 / 1.19			5.51 / 1.29		0.15
▶ Campus Support Services	5.55	5.02 / 1.11	0.53	5.41	4.86 / 1.15	0.55	0.16 *
▶ Safety and Security	6.09	5.47 / 1.06	0.62	5.94	5.27 / 1.10	0.67	0.20 **
▶ Academic Advising/Counseling	6.19	5.47 / 1.20	0.72	6.00	5.23 / 1.25	0.77	0.24 **
▶ Admissions and Financial Aid	6.05	5.36 / 1.17	0.69	5.99	5.30 / 1.13	0.69	0.06
▶ Academic Services	6.04	5.52 / 1.01	0.52	5.98	5.44 / 1.07	0.54	0.08
▶ Registration Effectiveness	6.18	5.64 / 0.96	0.54	6.07	5.49 / 1.06	0.58	0.15 *
▶ Service Excellence	5.99	5.36 / 1.02	0.63	5.92	5.32 / 1.06	0.60	0.04
▶ Concern for the Individual	6.14	5.42 / 1.20	0.72	6.00	5.34 / 1.13	0.66	0.08
▶ Campus Climate	6.04	5.42 / 1.05	0.62	5.89	5.35 / 1.05	0.54	0.07

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Student Satisfaction Inventory

## Institutional Summary

	Spring 2009	Spring 2005	
<b>Summary</b>			<b>Mean Difference</b>
<b>So far, how has your college experience met your expectations?</b>	4.86	4.87	-0.01
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	6%	6%	
4=About what I expected	39%	37%	
5=Better than I expected	19%	22%	
6=Quite a bit better than I expected	8%	12%	
7=Much better than expected	21%	18%	
<b>Rate your overall satisfaction with your experience here thus far.</b>	5.41	5.46	-0.05
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	5%	5%	
4=Neutral	14%	16%	
5=Somewhat satisfied	17%	14%	
6=Satisfied	33%	36%	
7=Very satisfied	23%	23%	
<b>All in all, if you had to do it over, would you enroll here again?</b>	5.52	5.62	-0.10
1=Definitely not	2%	2%	
2=Probably not	5%	4%	
3=Maybe not	5%	3%	
4=I don't know	10%	12%	
5=Maybe yes	10%	9%	
6=Probably yes	26%	30%	
7=Definitely yes	37%	37%	

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**Spring 2009 Demographics**

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<b>Gender</b>	<b>Educational Goal</b>
<b>Age</b>	<b>Employment</b>
<b>Ethnicity/Race</b>	<b>Current Residence</b>
<b>Current Enrollment Status</b>	<b>Residence Classification</b>
<b>Current Class Load</b>	<b>Disabilities</b>
<b>Class Level</b>	<b>Institution Was My</b>
<b>Current GPA</b>	<b>Institution Question</b>
	<b>Group Code</b>

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**Spring 2005 Demographics**

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<b>Gender</b>	<b>Educational Goal</b>
<b>Age</b>	<b>Employment</b>
<b>Ethnicity/Race</b>	<b>Current Residence</b>
<b>Current Enrollment Status</b>	<b>Residence Classification</b>
<b>Current Class Load</b>	<b>Disabilities</b>
<b>Class Level</b>	<b>Institution Was My</b>
<b>Current GPA</b>	<b>Institution Question</b>
	<b>Group Code</b>

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