

# NOEL LEVITZ STUDENT SATISFACTION SURVEY

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2012 Survey Results



## *Main Purposes of Survey:*

Benchmark NMJC student satisfaction against results from colleges throughout the U.S.

Drill down through results to identify opportunities for improvement at NMJC.



## *How to Interpret the Results:*

- The Noel Levitz method –
  - How Important is this issue 1-7
  - Student grade/score for the college 1-7
  - *Mind the gap:* What is the gap between importance and student grade/score?
  - Statistical significance of the measure (\*\*\*)
- Ratings for NMJC
- Ratings for other colleges
- NMJC Conducted survey in 2005, 2009, 2012



## *Key Messages from 2012 Survey:*

- NMJC consistently higher than other colleges
- NMJC has improved since 2005
- Not meeting our own aspirations
  - Lost some ground in specific measures
  - Inconsistency in service performance



## *Opportunities for Improvement:*

- *Minding the Gap (Importance vs. Satisfaction)*
  - Early alert for students
  - Career services (guidance to career opportunities)
  - Academic/Counseling (attention to individuals)
  - Greater institutional support for success
- *Trends (where we lost ground)*
  - Customer service
  - Course variety and scheduling on campus



## *Next Steps:*

- Dr. McCleery has solicited action plans from directors and division leaders
- IE Office will work with departments to evaluate details of the survey results
- IE Office will capture department plans and track outcomes of efforts
- The next Noel Levitz survey will be conducted in 2015



THANK YOU

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**New Mexico Junior College - Year to Year  
Report - 3/2012**



**Strategic Planning Overview**

<b>Strengths and Challenges</b>
<b>Strengths</b>
8. Classes are scheduled at times that are convenient for me.
31. The campus is safe and secure for all students.
18. The quality of instruction I receive in most of my classes is excellent.
15. I am able to register for classes I need with few conflicts.
70. I am able to experience intellectual growth here.
58. Nearly all of the faculty are knowledgeable in their fields.
61. Faculty are usually available after class and during office hours.
68. On the whole, the campus is well-maintained.
36. Students are made to feel welcome on this campus.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
6. My academic advisor is approachable.
43. Class change (drop/add) policies are reasonable.
66. Program requirements are clear and reasonable.
14. Library resources and services are adequate.
34. Computer labs are adequate and accessible.
<b>Challenges</b>
29. Faculty are fair and unbiased in their treatment of individual students.
69. There is a good variety of courses provided on this campus.
52. This school does whatever it can to help me reach my educational goals.
65. Students are notified early in the term if they are doing poorly in a class.
48. Counseling staff care about students as individuals.
25. My academic advisor is concerned about my success as an individual.
32. My academic advisor is knowledgeable about my program requirements.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
7. Adequate financial aid is available for most students.
47. There are adequate services to help me decide upon a career.
<b>Trends</b>
<b>Lower Satisfaction vs. Spring 2009</b>
69. There is a good variety of courses provided on this campus.
5. The personnel involved in registration are helpful.
65. Students are notified early in the term if they are doing poorly in a class.
48. Counseling staff care about students as individuals.
41. Admissions staff are knowledgeable.
25. My academic advisor is concerned about my success as an individual.
32. My academic advisor is knowledgeable about my program requirements.
<b>Higher Importance vs. Spring 2009</b>
51. There are convenient ways of paying my school bill.

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New Mexico Junior College - Year to Year  
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Student Satisfaction Inventory

## Institutional Summary

<u>Item</u>	Spring 2012			Spring 2009			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. Most students feel a sense of belonging here.	5.51	5.31 / 1.39	0.20	5.73	5.37 / 1.44	0.36	-0.06
2. Faculty care about me as an individual.	6.09	5.43 / 1.40	0.66	6.00	5.40 / 1.50	0.60	0.03
3. The quality of instruction in the vocational/technical programs is excellent.	5.92	5.22 / 1.33	0.70	6.01	5.29 / 1.45	0.72	-0.07
4. Security staff are helpful.	5.76	5.14 / 1.56	0.62	5.85	5.29 / 1.49	0.56	-0.15
5. The personnel involved in registration are helpful.	6.31	5.44 / 1.57	0.87	6.26	5.77 / 1.36	0.49	-0.33 **
6. My academic advisor is approachable.	6.22	5.56 / 1.38	0.66	6.25	5.75 / 1.39	0.50	-0.19
7. Adequate financial aid is available for most students.	6.20	5.29 / 1.65	0.91	6.20	5.33 / 1.66	0.87	-0.04
8. Classes are scheduled at times that are convenient for me.	6.49	5.87 / 1.37	0.62	6.41	5.80 / 1.36	0.61	0.07
9. Internships or practical experiences are provided in my degree/certificate program.	5.75	4.82 / 1.61	0.93	5.99	5.07 / 1.56	0.92	-0.25 *
10. Child care facilities are available on campus.	4.20	3.81 / 1.57	0.39	4.60	3.74 / 1.77	0.86	0.07
11. Security staff respond quickly in emergencies.	5.99	4.99 / 1.45	1.00	6.01	5.13 / 1.40	0.88	-0.14
12. My academic advisor helps me set goals to work toward.	6.01	5.14 / 1.62	0.87	6.09	5.25 / 1.65	0.84	-0.11
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.06	5.17 / 1.57	0.89	6.03	5.05 / 1.72	0.98	0.12
14. Library resources and services are adequate.	6.20	5.80 / 1.29	0.40	6.06	5.66 / 1.29	0.40	0.14
15. I am able to register for classes I need with few conflicts.	6.35	5.67 / 1.36	0.68	6.26	5.74 / 1.26	0.52	-0.07
16. The college shows concern for students as individuals.	6.16	5.38 / 1.39	0.78	6.20	5.45 / 1.51	0.75	-0.07
17. Personnel in the Veterans' Services program are helpful.	4.63	4.48 / 1.23	0.15	4.94	4.70 / 1.29	0.24	-0.22 *
18. The quality of instruction I receive in most of my classes is excellent.	6.37	5.65 / 1.28	0.72	6.42	5.60 / 1.45	0.82	0.05
19. This campus provides effective support services for displaced homemakers.	5.15	4.74 / 1.31	0.41	5.42	4.91 / 1.45	0.51	-0.17
20. Financial aid counselors are helpful.	6.07	5.12 / 1.65	0.95	6.15	5.34 / 1.69	0.81	-0.22
21. There are a sufficient number of study areas on campus.	5.98	5.56 / 1.38	0.42	6.05	5.63 / 1.30	0.42	-0.07
22. People on this campus respect and are supportive of each other.	6.01	5.21 / 1.49	0.80	5.98	5.35 / 1.38	0.63	-0.14
23. Faculty are understanding of students' unique life circumstances.	6.14	5.41 / 1.41	0.73	6.19	5.25 / 1.57	0.94	0.16
24. Parking lots are well-lighted and secure.	6.13	5.52 / 1.40	0.61	6.17	5.53 / 1.42	0.64	-0.01
25. My academic advisor is concerned about my success as an individual.	6.21	5.19 / 1.64	1.02	6.11	5.43 / 1.55	0.68	-0.24 *
26. Library staff are helpful and approachable.	6.01	5.44 / 1.46	0.57	5.88	5.43 / 1.39	0.45	0.01
27. The campus staff are caring and helpful.	6.12	5.56 / 1.27	0.56	6.09	5.54 / 1.31	0.55	0.02
28. It is an enjoyable experience to be a student on this campus.	6.23	5.53 / 1.46	0.70	6.19	5.49 / 1.51	0.70	0.04

<b>29. Faculty are fair and unbiased in their treatment of individual students.</b>	6.33	5.37 / 1.50	0.96	6.23	5.34 / 1.56	0.89	0.03
<b>30. The career services office provides students with the help they need to get a job.</b>	5.83	4.89 / 1.48	0.94	5.77	5.17 / 1.37	0.60	-0.28 *
<b>31. The campus is safe and secure for all students.</b>	6.39	5.62 / 1.34	0.77	6.30	5.66 / 1.29	0.64	-0.04
<b>32. My academic advisor is knowledgeable about my program requirements.</b>	6.20	5.31 / 1.59	0.89	6.29	5.56 / 1.50	0.73	-0.25 *
<b>33. Admissions counselors accurately portray the campus in their recruiting practices.</b>	5.73	5.06 / 1.48	0.67	5.76	5.42 / 1.33	0.34	-0.36 ***
<b>34. Computer labs are adequate and accessible.</b>	6.16	5.72 / 1.36	0.44	6.18	5.63 / 1.37	0.55	0.09
<b>35. Policies and procedures regarding registration and course selection are clear and well-publicized.</b>	6.23	5.59 / 1.35	0.64	6.08	5.56 / 1.33	0.52	0.03
<b>36. Students are made to feel welcome on this campus.</b>	6.26	5.64 / 1.33	0.62	6.23	5.68 / 1.37	0.55	-0.04
<b>37. Faculty take into consideration student differences as they teach a course.</b>	6.16	5.32 / 1.42	0.84	6.11	5.36 / 1.43	0.75	-0.04
<b>38. The student center is a comfortable place for students to spend their leisure time.</b>	5.94	5.52 / 1.28	0.42	5.88	5.52 / 1.31	0.36	0.00
<b>39. The amount of student parking space on campus is adequate.</b>	6.10	5.67 / 1.45	0.43	6.12	5.65 / 1.44	0.47	0.02
<b>40. My academic advisor is knowledgeable about the transfer requirements of other schools.</b>	6.20	5.27 / 1.59	0.93	6.14	5.39 / 1.53	0.75	-0.12
<b>41. Admissions staff are knowledgeable.</b>	6.22	5.37 / 1.44	0.85	6.12	5.56 / 1.26	0.56	-0.19 *
<b>42. The equipment in the lab facilities is kept up to date.</b>	6.20	5.48 / 1.36	0.72	6.09	5.39 / 1.48	0.70	0.09
<b>43. Class change (drop/add) policies are reasonable.</b>	6.21	5.60 / 1.38	0.61	6.15	5.75 / 1.31	0.40	-0.15
<b>44. I generally know what's happening on campus.</b>	5.67	4.76 / 1.63	0.91	5.59	4.73 / 1.65	0.86	0.03
<b>45. This institution has a good reputation within the community.</b>	6.13	5.61 / 1.36	0.52	6.14	5.72 / 1.36	0.42	-0.11
<b>46. Faculty provide timely feedback about student progress in a course.</b>	6.14	5.34 / 1.45	0.80	6.18	5.40 / 1.48	0.78	-0.06
<b>47. There are adequate services to help me decide upon a career.</b>	6.15	5.10 / 1.55	1.05	6.12	5.30 / 1.44	0.82	-0.20
<b>48. Counseling staff care about students as individuals.</b>	6.23	5.22 / 1.51	1.01	6.14	5.47 / 1.44	0.67	-0.25 *
<b>49. Admissions counselors respond to prospective students' unique needs and requests.</b>	6.08	5.22 / 1.43	0.86	6.02	5.44 / 1.32	0.58	-0.22 *
<b>50. Tutoring services are readily available.</b>	6.15	5.50 / 1.44	0.65	6.05	5.52 / 1.37	0.53	-0.02
<b>51. There are convenient ways of paying my school bill.</b>	6.36	5.52 / 1.59	0.84	6.16	5.51 / 1.46	0.65	0.01
<b>52. This school does whatever it can to help me reach my educational goals.</b>	6.31	5.29 / 1.48	1.02	6.31	5.43 / 1.42	0.88	-0.14
<b>53. The assessment and course placement procedures are reasonable.</b>	6.11	5.44 / 1.28	0.67	6.05	5.54 / 1.31	0.51	-0.10
<b>54. Faculty are interested in my academic problems.</b>	6.05	5.23 / 1.39	0.82	6.10	5.33 / 1.46	0.77	-0.10
<b>55. Academic support services adequately meet the needs of students.</b>	6.05	5.31 / 1.36	0.74	5.99	5.40 / 1.36	0.59	-0.09
<b>56. The business office is open during hours which are convenient for most students.</b>	6.01	5.45 / 1.39	0.56	6.06	5.57 / 1.36	0.49	-0.12
<b>57. Administrators are approachable to students.</b>	6.06	5.36 / 1.37	0.70	6.06	5.56 / 1.27	0.50	-0.20 *
<b>58. Nearly all of the faculty are knowledgeable in their fields.</b>	6.33	5.76 / 1.22	0.57	6.29	5.69 / 1.35	0.60	0.07
<b>59. New student orientation services help</b>							-0.06

students adjust to college.	5.95	5.38 / 1.39	0.57	5.86	5.44 / 1.36	0.42	
60. Billing policies are reasonable.	6.19	5.45 / 1.48	0.74	6.16	5.53 / 1.37	0.63	-0.08
61. Faculty are usually available after class and during office hours.	6.30	5.83 / 1.26	0.47	6.23	5.71 / 1.34	0.52	0.12
62. Bookstore staff are helpful.	6.12	5.31 / 1.64	0.81	6.06	5.48 / 1.49	0.58	-0.17
63. I seldom get the "run-around" when seeking information on this campus.	6.05	5.11 / 1.58	0.94	5.98	5.22 / 1.52	0.76	-0.11
64. Nearly all classes deal with practical experiences and applications.	6.00	5.35 / 1.30	0.65	6.09	5.51 / 1.36	0.58	-0.16
65. Students are notified early in the term if they are doing poorly in a class.	6.24	4.86 / 1.66	1.38	6.22	5.19 / 1.52	1.03	-0.33 **
66. Program requirements are clear and reasonable.	6.21	5.61 / 1.26	0.60	6.20	5.60 / 1.32	0.60	0.01
67. Channels for expressing student complaints are readily available.	5.98	5.09 / 1.48	0.89	5.98	5.18 / 1.50	0.80	-0.09
68. On the whole, the campus is well-maintained.	6.30	5.92 / 1.21	0.38	6.19	5.98 / 1.19	0.21	-0.06
69. There is a good variety of courses provided on this campus.	6.32	5.43 / 1.54	0.89	6.31	5.64 / 1.40	0.67	-0.21 *
70. I am able to experience intellectual growth here.	6.34	5.65 / 1.45	0.69	6.33	5.80 / 1.30	0.53	-0.15
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?		5.79 / 1.25			5.81 / 1.28		-0.02
82. Institution's commitment to evening students?		5.70 / 1.30			5.68 / 1.37		0.02
83. Institution's commitment to older, returning learners?		5.59 / 1.37			5.62 / 1.39		-0.03
84. Institution's commitment to under-represented populations?		5.42 / 1.37			5.61 / 1.35		-0.19
85. Institution's commitment to commuters?		5.47 / 1.26			5.49 / 1.48		-0.02
86. Institution's commitment to students with disabilities?		5.63 / 1.35			5.73 / 1.36		-0.10
87. Cost as factor in decision to enroll.	6.48			6.40			
88. Financial aid as factor in decision to enroll.	5.96			6.01			
89. Academic reputation as factor in decision to enroll.	5.91			5.93			
90. Size of institution as factor in decision to enroll.	5.18			5.19			
91. Opportunity to play sports as factor in decision to enroll.	4.22			4.22			
92. Recommendations from family/friends as factor in decision to enroll.	5.18			5.30			
93. Geographic setting as factor in decision to enroll.	5.05			5.12			
94. Campus appearance as factor in decision to enroll.	5.43			5.42			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.74			5.70			





New Mexico Junior College - Year to Year  
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Student Satisfaction Inventory

## Institutional Summary

Scale	Spring 2012			Spring 2009			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
<b>▼ Student Centeredness</b>	6.06	5.46 / 1.06	0.60	6.08	5.51 / 1.13	0.57	-0.05
1. Most students feel a sense of belonging here.	5.51	5.31 / 1.39	0.20	5.73	5.37 / 1.44	0.36	-0.06
16. The college shows concern for students as individuals.	6.16	5.38 / 1.39	0.78	6.20	5.45 / 1.51	0.75	-0.07
27. The campus staff are caring and helpful.	6.12	5.56 / 1.27	0.56	6.09	5.54 / 1.31	0.55	0.02
28. It is an enjoyable experience to be a student on this campus.	6.23	5.53 / 1.46	0.70	6.19	5.49 / 1.51	0.70	0.04
36. Students are made to feel welcome on this campus.	6.26	5.64 / 1.33	0.62	6.23	5.68 / 1.37	0.55	-0.04
57. Administrators are approachable to students.	6.06	5.36 / 1.37	0.70	6.06	5.56 / 1.27	0.50	-0.20 *
<b>▼ Instructional Effectiveness</b>	6.22	5.45 / 1.01	0.77	6.21	5.49 / 1.08	0.72	-0.04
2. Faculty care about me as an individual.	6.09	5.43 / 1.40	0.66	6.00	5.40 / 1.50	0.60	0.03
18. The quality of instruction I receive in most of my classes is excellent.	6.37	5.65 / 1.28	0.72	6.42	5.60 / 1.45	0.82	0.05
23. Faculty are understanding of students' unique life circumstances.	6.14	5.41 / 1.41	0.73	6.19	5.25 / 1.57	0.94	0.16
29. Faculty are fair and unbiased in their treatment of individual students.	6.33	5.37 / 1.50	0.96	6.23	5.34 / 1.56	0.89	0.03
37. Faculty take into consideration student differences as they teach a course.	6.16	5.32 / 1.42	0.84	6.11	5.36 / 1.43	0.75	-0.04
46. Faculty provide timely feedback about student progress in a course.	6.14	5.34 / 1.45	0.80	6.18	5.40 / 1.48	0.78	-0.06
54. Faculty are interested in my academic problems.	6.05	5.23 / 1.39	0.82	6.10	5.33 / 1.46	0.77	-0.10
58. Nearly all of the faculty are knowledgeable in their fields.	6.33	5.76 / 1.22	0.57	6.29	5.69 / 1.35	0.60	0.07
61. Faculty are usually available after class and during office hours.	6.30	5.83 / 1.26	0.47	6.23	5.71 / 1.34	0.52	0.12
64. Nearly all classes deal with practical experiences and applications.	6.00	5.35 / 1.30	0.65	6.09	5.51 / 1.36	0.58	-0.16
65. Students are notified early in the term if they are doing poorly in a class.	6.24	4.86 / 1.66	1.38	6.22	5.19 / 1.52	1.03	-0.33 **
66. Program requirements are clear and reasonable.	6.21	5.61 / 1.26	0.60	6.20	5.60 / 1.32	0.60	0.01
69. There is a good variety of courses provided on this campus.	6.32	5.43 / 1.54	0.89	6.31	5.64 / 1.40	0.67	-0.21 *
70. I am able to experience intellectual growth here.	6.34	5.65 / 1.45	0.69	6.33	5.80 / 1.30	0.53	-0.15
<b>▼ Responsiveness to Diverse Populations</b>		5.60 / 1.15			5.66 / 1.19		-0.06
81. Institution's commitment to part-time students?		5.79 / 1.25			5.81 / 1.28		-0.02
82. Institution's commitment to evening students?		5.70 / 1.30			5.68 / 1.37		0.02
83. Institution's commitment to older, returning learners?		5.59 / 1.37			5.62 / 1.39		-0.03
84. Institution's commitment to under-represented populations?		5.42 / 1.37			5.61 / 1.35		-0.19
85. Institution's commitment to commuters?		5.47 / 1.26			5.49 / 1.48		-0.02

<b>86. Institution's commitment to students with disabilities?</b>		5.63 / 1.35			5.73 / 1.36		-0.10
<b>▼Campus Support Services</b>	5.48	4.90 / 1.08	0.58	5.55	5.02 / 1.11	0.53	-0.12
<b>10. Child care facilities are available on campus.</b>	4.20	3.81 / 1.57	0.39	4.60	3.74 / 1.77	0.86	0.07
<b>17. Personnel in the Veterans' Services program are helpful.</b>	4.63	4.48 / 1.23	0.15	4.94	4.70 / 1.29	0.24	-0.22 *
<b>19. This campus provides effective support services for displaced homemakers.</b>	5.15	4.74 / 1.31	0.41	5.42	4.91 / 1.45	0.51	-0.17
<b>30. The career services office provides students with the help they need to get a job.</b>	5.83	4.89 / 1.48	0.94	5.77	5.17 / 1.37	0.60	-0.28 *
<b>38. The student center is a comfortable place for students to spend their leisure time.</b>	5.94	5.52 / 1.28	0.42	5.88	5.52 / 1.31	0.36	0.00
<b>47. There are adequate services to help me decide upon a career.</b>	6.15	5.10 / 1.55	1.05	6.12	5.30 / 1.44	0.82	-0.20
<b>59. New student orientation services help students adjust to college.</b>	5.95	5.38 / 1.39	0.57	5.86	5.44 / 1.36	0.42	-0.06
<b>▼Safety and Security</b>	6.08	5.40 / 1.04	0.68	6.09	5.47 / 1.06	0.62	-0.07
<b>4. Security staff are helpful.</b>	5.76	5.14 / 1.56	0.62	5.85	5.29 / 1.49	0.56	-0.15
<b>11. Security staff respond quickly in emergencies.</b>	5.99	4.99 / 1.45	1.00	6.01	5.13 / 1.40	0.88	-0.14
<b>24. Parking lots are well-lighted and secure.</b>	6.13	5.52 / 1.40	0.61	6.17	5.53 / 1.42	0.64	-0.01
<b>31. The campus is safe and secure for all students.</b>	6.39	5.62 / 1.34	0.77	6.30	5.66 / 1.29	0.64	-0.04
<b>39. The amount of student parking space on campus is adequate.</b>	6.10	5.67 / 1.45	0.43	6.12	5.65 / 1.44	0.47	0.02
<b>▼Academic Advising/Counseling</b>	6.20	5.28 / 1.22	0.92	6.19	5.47 / 1.20	0.72	-0.19 *
<b>6. My academic advisor is approachable.</b>	6.22	5.56 / 1.38	0.66	6.25	5.75 / 1.39	0.50	-0.19
<b>12. My academic advisor helps me set goals to work toward.</b>	6.01	5.14 / 1.62	0.87	6.09	5.25 / 1.65	0.84	-0.11
<b>25. My academic advisor is concerned about my success as an individual.</b>	6.21	5.19 / 1.64	1.02	6.11	5.43 / 1.55	0.68	-0.24 *
<b>32. My academic advisor is knowledgeable about my program requirements.</b>	6.20	5.31 / 1.59	0.89	6.29	5.56 / 1.50	0.73	-0.25 *
<b>40. My academic advisor is knowledgeable about the transfer requirements of other schools.</b>	6.20	5.27 / 1.59	0.93	6.14	5.39 / 1.53	0.75	-0.12
<b>48. Counseling staff care about students as individuals.</b>	6.23	5.22 / 1.51	1.01	6.14	5.47 / 1.44	0.67	-0.25 *
<b>52. This school does whatever it can to help me reach my educational goals.</b>	6.31	5.29 / 1.48	1.02	6.31	5.43 / 1.42	0.88	-0.14
<b>▼Admissions and Financial Aid</b>	6.06	5.21 / 1.18	0.85	6.05	5.36 / 1.17	0.69	-0.15
<b>7. Adequate financial aid is available for most students.</b>	6.20	5.29 / 1.65	0.91	6.20	5.33 / 1.66	0.87	-0.04
<b>13. Financial aid awards are announced to students in time to be helpful in college planning.</b>	6.06	5.17 / 1.57	0.89	6.03	5.05 / 1.72	0.98	0.12
<b>20. Financial aid counselors are helpful.</b>	6.07	5.12 / 1.65	0.95	6.15	5.34 / 1.69	0.81	-0.22
<b>33. Admissions counselors accurately portray the campus in their recruiting practices.</b>	5.73	5.06 / 1.48	0.67	5.76	5.42 / 1.33	0.34	-0.36 ***
<b>41. Admissions staff are knowledgeable.</b>	6.22	5.37 / 1.44	0.85	6.12	5.56 / 1.26	0.56	-0.19 *
<b>49. Admissions counselors respond to prospective students' unique needs and requests.</b>	6.08	5.22 / 1.43	0.86	6.02	5.44 / 1.32	0.58	-0.22 *
<b>▼Academic Services</b>	6.11	5.54 / 0.96	0.57	6.04	5.52 / 1.01	0.52	0.02
<b>14. Library resources and services are adequate.</b>	6.20	5.80 / 1.29	0.40	6.06	5.66 / 1.29	0.40	0.14
<b>21. There are a sufficient number of study areas on campus.</b>	5.98	5.56 / 1.38	0.42	6.05	5.63 / 1.30	0.42	-0.07
<b>26. Library staff are helpful and</b>							0.01

approachable.	6.01	5.44 / 1.46	0.57	5.88	5.43 / 1.39	0.45	
<b>34. Computer labs are adequate and accessible.</b>	6.16	5.72 / 1.36	0.44	6.18	5.63 / 1.37	0.55	0.09
<b>42. The equipment in the lab facilities is kept up to date.</b>	6.20	5.48 / 1.36	0.72	6.09	5.39 / 1.48	0.70	0.09
<b>50. Tutoring services are readily available.</b>	6.15	5.50 / 1.44	0.65	6.05	5.52 / 1.37	0.53	-0.02
<b>55. Academic support services adequately meet the needs of students.</b>	6.05	5.31 / 1.36	0.74	5.99	5.40 / 1.36	0.59	-0.09
<b>▼Registration Effectiveness</b>	6.25	5.54 / 1.01	0.71	6.18	5.64 / 0.96	0.54	-0.10
<b>5. The personnel involved in registration are helpful.</b>	6.31	5.44 / 1.57	0.87	6.26	5.77 / 1.36	0.49	-0.33 **
<b>8. Classes are scheduled at times that are convenient for me.</b>	6.49	5.87 / 1.37	0.62	6.41	5.80 / 1.36	0.61	0.07
<b>15. I am able to register for classes I need with few conflicts.</b>	6.35	5.67 / 1.36	0.68	6.26	5.74 / 1.26	0.52	-0.07
<b>35. Policies and procedures regarding registration and course selection are clear and well-publicized.</b>	6.23	5.59 / 1.35	0.64	6.08	5.56 / 1.33	0.52	0.03
<b>43. Class change (drop/add) policies are reasonable.</b>	6.21	5.60 / 1.38	0.61	6.15	5.75 / 1.31	0.40	-0.15
<b>51. There are convenient ways of paying my school bill.</b>	6.36	5.52 / 1.59	0.84	6.16	5.51 / 1.46	0.65	0.01
<b>56. The business office is open during hours which are convenient for most students.</b>	6.01	5.45 / 1.39	0.56	6.06	5.57 / 1.36	0.49	-0.12
<b>60. Billing policies are reasonable.</b>	6.19	5.45 / 1.48	0.74	6.16	5.53 / 1.37	0.63	-0.08
<b>62. Bookstore staff are helpful.</b>	6.12	5.31 / 1.64	0.81	6.06	5.48 / 1.49	0.58	-0.17
<b>▼Service Excellence</b>	6.04	5.25 / 1.04	0.79	5.99	5.36 / 1.02	0.63	-0.11
<b>5. The personnel involved in registration are helpful.</b>	6.31	5.44 / 1.57	0.87	6.26	5.77 / 1.36	0.49	-0.33 **
<b>22. People on this campus respect and are supportive of each other.</b>	6.01	5.21 / 1.49	0.80	5.98	5.35 / 1.38	0.63	-0.14
<b>26. Library staff are helpful and approachable.</b>	6.01	5.44 / 1.46	0.57	5.88	5.43 / 1.39	0.45	0.01
<b>27. The campus staff are caring and helpful.</b>	6.12	5.56 / 1.27	0.56	6.09	5.54 / 1.31	0.55	0.02
<b>44. I generally know what's happening on campus.</b>	5.67	4.76 / 1.63	0.91	5.59	4.73 / 1.65	0.86	0.03
<b>57. Administrators are approachable to students.</b>	6.06	5.36 / 1.37	0.70	6.06	5.56 / 1.27	0.50	-0.20 *
<b>62. Bookstore staff are helpful.</b>	6.12	5.31 / 1.64	0.81	6.06	5.48 / 1.49	0.58	-0.17
<b>63. I seldom get the "run-around" when seeking information on this campus.</b>	6.05	5.11 / 1.58	0.94	5.98	5.22 / 1.52	0.76	-0.11
<b>67. Channels for expressing student complaints are readily available.</b>	5.98	5.09 / 1.48	0.89	5.98	5.18 / 1.50	0.80	-0.09
<b>▼Concern for the Individual</b>	6.20	5.32 / 1.14	0.88	6.14	5.42 / 1.20	0.72	-0.10
<b>2. Faculty care about me as an individual.</b>	6.09	5.43 / 1.40	0.66	6.00	5.40 / 1.50	0.60	0.03
<b>16. The college shows concern for students as individuals.</b>	6.16	5.38 / 1.39	0.78	6.20	5.45 / 1.51	0.75	-0.07
<b>25. My academic advisor is concerned about my success as an individual.</b>	6.21	5.19 / 1.64	1.02	6.11	5.43 / 1.55	0.68	-0.24 *
<b>29. Faculty are fair and unbiased in their treatment of individual students.</b>	6.33	5.37 / 1.50	0.96	6.23	5.34 / 1.56	0.89	0.03
<b>48. Counseling staff care about students as individuals.</b>	6.23	5.22 / 1.51	1.01	6.14	5.47 / 1.44	0.67	-0.25 *
<b>▼Campus Climate</b>	6.06	5.35 / 1.01	0.71	6.04	5.42 / 1.05	0.62	-0.07
<b>1. Most students feel a sense of belonging here.</b>	5.51	5.31 / 1.39	0.20	5.73	5.37 / 1.44	0.36	-0.06
<b>2. Faculty care about me as an individual.</b>	6.09	5.43 / 1.40	0.66	6.00	5.40 / 1.50	0.60	0.03
<b>16. The college shows concern for students as individuals.</b>	6.16	5.38 / 1.39	0.78	6.20	5.45 / 1.51	0.75	-0.07

<b>22. People on this campus respect and are supportive of each other.</b>	6.01	5.21 / 1.49	0.80	5.98	5.35 / 1.38	0.63	-0.14
<b>27. The campus staff are caring and helpful.</b>	6.12	5.56 / 1.27	0.56	6.09	5.54 / 1.31	0.55	0.02
<b>28. It is an enjoyable experience to be a student on this campus.</b>	6.23	5.53 / 1.46	0.70	6.19	5.49 / 1.51	0.70	0.04
<b>31. The campus is safe and secure for all students.</b>	6.39	5.62 / 1.34	0.77	6.30	5.66 / 1.29	0.64	-0.04
<b>36. Students are made to feel welcome on this campus.</b>	6.26	5.64 / 1.33	0.62	6.23	5.68 / 1.37	0.55	-0.04
<b>44. I generally know what's happening on campus.</b>	5.67	4.76 / 1.63	0.91	5.59	4.73 / 1.65	0.86	0.03
<b>45. This institution has a good reputation within the community.</b>	6.13	5.61 / 1.36	0.52	6.14	5.72 / 1.36	0.42	-0.11
<b>52. This school does whatever it can to help me reach my educational goals.</b>	6.31	5.29 / 1.48	1.02	6.31	5.43 / 1.42	0.88	-0.14
<b>57. Administrators are approachable to students.</b>	6.06	5.36 / 1.37	0.70	6.06	5.56 / 1.27	0.50	-0.20 *
<b>59. New student orientation services help students adjust to college.</b>	5.95	5.38 / 1.39	0.57	5.86	5.44 / 1.36	0.42	-0.06
<b>63. I seldom get the "run-around" when seeking information on this campus.</b>	6.05	5.11 / 1.58	0.94	5.98	5.22 / 1.52	0.76	-0.11
<b>67. Channels for expressing student complaints are readily available.</b>	5.98	5.09 / 1.48	0.89	5.98	5.18 / 1.50	0.80	-0.09

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New Mexico Junior College - Year to Year  
Report - 3/2012



### Institutional Summary

	Spring 2012	Spring 2009	Mean Difference
<b>Summary</b>			
<b>So far, how has your college experience met your expectations?</b>	4.89	4.86	0.03
<b>1=Much worse than expected</b>	1%	1%	
<b>2=Quite a bit worse than I expected</b>	1%	2%	
<b>3=Worse than I expected</b>	8%	6%	
<b>4=About what I expected</b>	34%	39%	
<b>5=Better than I expected</b>	21%	19%	
<b>6=Quite a bit better than I expected</b>	13%	8%	
<b>7=Much better than expected</b>	19%	21%	
<b>Rate your overall satisfaction with your experience here thus far.</b>	5.41	5.41	0.00
<b>1=Not satisfied at all</b>	1%	1%	
<b>2=Not very satisfied</b>	1%	2%	
<b>3=Somewhat dissatisfied</b>	5%	5%	
<b>4=Neutral</b>	13%	14%	
<b>5=Somewhat satisfied</b>	18%	17%	
<b>6=Satisfied</b>	39%	33%	
<b>7=Very satisfied</b>	18%	23%	
<b>All in all, if you had to do it over, would you enroll here again?</b>	5.45	5.52	-0.07
<b>1=Definitely not</b>	3%	2%	
<b>2=Probably not</b>	7%	5%	
<b>3=Maybe not</b>	3%	5%	
<b>4=I don't know</b>	9%	10%	
<b>5=Maybe yes</b>	12%	10%	
<b>6=Probably yes</b>	27%	26%	
<b>7=Definitely yes</b>	35%	37%	

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New Mexico Junior College - Year to Year  
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Student Satisfaction Inventory

### Spring 2012 Demographics

Gender	N	%
Female	259	62.41%
Male	156	37.59%
<b>Total</b>	<b>415</b>	<b>100.00%</b>
No Answer	7	

Age	N	%
18 and under	74	17.83%
19 to 24	260	62.65%
25 to 34	54	13.01%
35 to 44	18	4.34%
45 and over	9	2.17%
<b>Total</b>	<b>415</b>	<b>100.00%</b>
No Answer	7	

Ethnicity/Race	N	%
African-American	20	4.83%
American Indian or Alaskan Native	3	0.72%
Asian or Pacific Islander	5	1.21%
Caucasian/White	145	35.02%
Hispanic	206	49.76%
Other race	22	5.31%
Race - Prefer not to respond	13	3.14%
<b>Total</b>	<b>414</b>	<b>100.00%</b>
No Answer	8	

Current Enrollment Status	N	%
Day	363	91.21%
Evening	32	8.04%
Weekend	3	0.75%
<b>Total</b>	<b>398</b>	<b>100.00%</b>
No Answer	24	

Current Class Load	N	%
Full-time	333	80.63%
Part-time	80	19.37%
<b>Total</b>	<b>413</b>	<b>100.00%</b>
No Answer	9	

Class Level	N	%
1 year or less	213	51.33%
2 years	149	35.90%
3 years	43	10.36%

Educational Goal	N	%
Associate degree	197	49.00%
Vocational/technical program	7	1.74%
Transfer to another institution	128	31.84%
Certification (initial / renewal)	21	5.22%
Self-improvement/pleasure	5	1.24%
Job-related training	12	2.99%
Other educational goal	32	7.96%
<b>Total</b>	<b>402</b>	<b>100.00%</b>
No Answer	20	

Employment	N	%
Full-time off campus	85	20.48%
Part-time off campus	131	31.57%
Full-time on campus	11	2.65%
Part-time on campus	27	6.51%
Not employed	161	38.80%
<b>Total</b>	<b>415</b>	<b>100.00%</b>
No Answer	7	

Current Residence	N	%
Residence hall	88	21.31%
Own house	77	18.64%
Rent room or apt off campus	50	12.11%
Parent's home	173	41.89%
Other residence	25	6.05%
<b>Total</b>	<b>413</b>	<b>100.00%</b>
No Answer	9	

Residence Classification	N	%
In-state	310	74.70%
Out-of-state	72	17.35%
International (not U.S. citizen)	33	7.95%
<b>Total</b>	<b>415</b>	<b>100.00%</b>
No Answer	7	

Disabilities	N	%
Yes - Disability	24	5.80%
No - Disability	390	94.20%
<b>Total</b>	<b>414</b>	<b>100.00%</b>
No Answer	8	

Institution Was My	N	%
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<b>4 or more years</b>	10	2.41%
<b>Total</b>	415	100.00%
<b>No Answer</b>	7	

**Current GPA**

	<b>N</b>	<b>%</b>
<b>No credits earned</b>	22	5.41%
<b>1.99 or below</b>	5	1.23%
<b>2.0 - 2.49</b>	57	14.00%
<b>2.5 - 2.99</b>	116	28.50%
<b>3.0 - 3.49</b>	129	31.70%
<b>3.5 or above</b>	78	19.16%
<b>Total</b>	407	100.00%
<b>No Answer</b>	15	

<b>1st choice</b>	258	62.93%
<b>2nd choice</b>	109	26.59%
<b>3rd choice or lower</b>	43	10.49%
<b>Total</b>	410	100.00%
<b>No Answer</b>	12	

**Institution Question**

	<b>N</b>	<b>%</b>
<b>Campus item - Answer 1</b>	0	0%
<b>Campus item - Answer 2</b>	0	0%
<b>Campus item - Answer 3</b>	0	0%
<b>Campus item - Answer 4</b>	0	0%
<b>Campus item - Answer 5</b>	0	0%
<b>Campus item - Answer 6</b>	0	0%
<b>Total</b>	0	100.00%
<b>No Answer</b>	422	



New Mexico Junior College - Year to Year  
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Student Satisfaction Inventory

### Spring 2009 Demographics

Gender	N	%
Female	262	65.01%
Male	141	34.99%
<b>Total</b>	<b>403</b>	<b>100.00%</b>
No Answer	27	

Age	N	%
18 and under	59	14.60%
19 to 24	238	58.91%
25 to 34	74	18.32%
35 to 44	19	4.70%
45 and over	14	3.47%
<b>Total</b>	<b>404</b>	<b>100.00%</b>
No Answer	26	

Ethnicity/Race	N	%
African-American	29	7.21%
American Indian or Alaskan Native	1	0.25%
Asian or Pacific Islander	7	1.74%
Caucasian/White	161	40.05%
Hispanic	171	42.54%
Other race	23	5.72%
Race - Prefer not to respond	10	2.49%
<b>Total</b>	<b>402</b>	<b>100.00%</b>
No Answer	28	

Current Enrollment Status	N	%
Day	367	93.62%
Evening	24	6.12%
Weekend	1	0.26%
<b>Total</b>	<b>392</b>	<b>100.00%</b>
No Answer	38	

Current Class Load	N	%
Full-time	318	79.30%
Part-time	83	20.70%
<b>Total</b>	<b>401</b>	<b>100.00%</b>
No Answer	29	

Class Level	N	%
1 year or less	211	52.23%
2 years	133	32.92%
3 years	41	10.15%

Educational Goal	N	%
Associate degree	173	43.91%
Vocational/technical program	5	1.27%
Transfer to another institution	101	25.63%
Certification (initial / renewal)	48	12.18%
Self-improvement/pleasure	9	2.28%
Job-related training	9	2.28%
Other educational goal	49	12.44%
<b>Total</b>	<b>394</b>	<b>100.00%</b>
No Answer	36	

Employment	N	%
Full-time off campus	90	22.33%
Part-time off campus	112	27.79%
Full-time on campus	11	2.73%
Part-time on campus	34	8.44%
Not employed	156	38.71%
<b>Total</b>	<b>403</b>	<b>100.00%</b>
No Answer	27	

Current Residence	N	%
Residence hall	76	18.86%
Own house	85	21.09%
Rent room or apt off campus	43	10.67%
Parent's home	162	40.20%
Other residence	37	9.18%
<b>Total</b>	<b>403</b>	<b>100.00%</b>
No Answer	27	

Residence Classification	N	%
In-state	313	77.86%
Out-of-state	64	15.92%
International (not U.S. citizen)	25	6.22%
<b>Total</b>	<b>402</b>	<b>100.00%</b>
No Answer	28	

Disabilities	N	%
Yes - Disability	25	6.20%
No - Disability	378	93.80%
<b>Total</b>	<b>403</b>	<b>100.00%</b>
No Answer	27	

Institution Was My	N	%
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<b>4 or more years</b>	19	4.70%
<b>Total</b>	404	100.00%
<b>No Answer</b>	26	

**Current GPA**

	<b>N</b>	<b>%</b>
<b>No credits earned</b>	44	11.20%
<b>1.99 or below</b>	5	1.27%
<b>2.0 - 2.49</b>	45	11.45%
<b>2.5 - 2.99</b>	92	23.41%
<b>3.0 - 3.49</b>	123	31.30%
<b>3.5 or above</b>	84	21.37%
<b>Total</b>	393	100.00%
<b>No Answer</b>	37	

<b>1st choice</b>	270	67.00%
<b>2nd choice</b>	83	20.60%
<b>3rd choice or lower</b>	50	12.41%
<b>Total</b>	403	100.00%
<b>No Answer</b>	27	

**Institution Question**

	<b>N</b>	<b>%</b>
<b>Campus item - Answer 1</b>	0	0.00%
<b>Campus item - Answer 2</b>	0	0.00%
<b>Campus item - Answer 3</b>	1	100.00%
<b>Campus item - Answer 4</b>	0	0.00%
<b>Campus item - Answer 5</b>	0	0.00%
<b>Campus item - Answer 6</b>	0	0.00%
<b>Total</b>	1	100.00%
<b>No Answer</b>	429	

**Group Code**

	<b>N</b>	<b>%</b>
<b>0034</b>	1	100.00%
<b>Total</b>	1	100.00%
<b>No Answer</b>	429	



Student Satisfaction Inventory

**New Mexico Junior College - 3/2012**  
**Strategic Planning Overview**

<b>Strengths and Challenges</b>
<b>Strengths</b>
8. Classes are scheduled at times that are convenient for me.
31. The campus is safe and secure for all students.
18. The quality of instruction I receive in most of my classes is excellent.
15. I am able to register for classes I need with few conflicts.
70. I am able to experience intellectual growth here.
58. Nearly all of the faculty are knowledgeable in their fields.
61. Faculty are usually available after class and during office hours.
68. On the whole, the campus is well-maintained.
36. Students are made to feel welcome on this campus.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
6. My academic advisor is approachable.
43. Class change (drop/add) policies are reasonable.
66. Program requirements are clear and reasonable.
14. Library resources and services are adequate.
34. Computer labs are adequate and accessible.
<b>Challenges</b>
29. Faculty are fair and unbiased in their treatment of individual students.
69. There is a good variety of courses provided on this campus.
52. This school does whatever it can to help me reach my educational goals.
65. Students are notified early in the term if they are doing poorly in a class.
48. Counseling staff care about students as individuals.
25. My academic advisor is concerned about my success as an individual.
32. My academic advisor is knowledgeable about my program requirements.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
7. Adequate financial aid is available for most students.
47. There are adequate services to help me decide upon a career.
<b>Benchmarks</b>
<b>Higher Satisfaction vs. National Community Colleges</b>
8. Classes are scheduled at times that are convenient for me.
15. I am able to register for classes I need with few conflicts.
61. Faculty are usually available after class and during office hours.
68. On the whole, the campus is well-maintained.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
6. My academic advisor is approachable.
14. Library resources and services are adequate.
16. The college shows concern for students as individuals.
34. Computer labs are adequate and accessible.
<b>Lower Satisfaction vs. National Community Colleges</b>
69. There is a good variety of courses provided on this campus.
<b>Higher Importance vs. National Community Colleges</b>
51. There are convenient ways of paying my school bill.
48. Counseling staff care about students as individuals.

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New Mexico Junior College - 3/2012  
**Institutional Summary**

Student Satisfaction Inventory

Item	New Mexico Junior College			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. Most students feel a sense of belonging here.	5.51	5.31 / 1.39	0.20	5.51	5.31 / 1.39	0.20	0.00
2. Faculty care about me as an individual.	6.09	5.43 / 1.40	0.66	5.98	5.37 / 1.42	0.61	0.06
3. The quality of instruction in the vocational/technical programs is excellent.	5.92	5.22 / 1.33	0.70	6.05	5.39 / 1.35	0.66	-0.17 *
4. Security staff are helpful.	5.76	5.14 / 1.56	0.62	5.61	5.01 / 1.57	0.60	0.13
5. The personnel involved in registration are helpful.	6.31	5.44 / 1.57	0.87	6.20	5.34 / 1.58	0.86	0.10
6. My academic advisor is approachable.	6.22	5.56 / 1.38	0.66	6.24	5.40 / 1.63	0.84	0.16 *
7. Adequate financial aid is available for most students.	6.20	5.29 / 1.65	0.91	6.25	5.21 / 1.70	1.04	0.08
8. Classes are scheduled at times that are convenient for me.	6.49	5.87 / 1.37	0.62	6.45	5.48 / 1.51	0.97	0.39 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.75	4.82 / 1.61	0.93	5.92	4.98 / 1.58	0.94	-0.16
10. Child care facilities are available on campus.	4.20	3.81 / 1.57	0.39	4.56	4.46 / 1.65	0.10	-0.65 ***
11. Security staff respond quickly in emergencies.	5.99	4.99 / 1.45	1.00	5.96	4.99 / 1.47	0.97	0.00
12. My academic advisor helps me set goals to work toward.	6.01	5.14 / 1.62	0.87	6.04	5.03 / 1.72	1.01	0.11
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.06	5.17 / 1.57	0.89	6.10	4.93 / 1.71	1.17	0.24 **
14. Library resources and services are adequate.	6.20	5.80 / 1.29	0.40	6.16	5.64 / 1.35	0.52	0.16 *
15. I am able to register for classes I need with few conflicts.	6.35	5.67 / 1.36	0.68	6.37	5.40 / 1.55	0.97	0.27 ***
16. The college shows concern for students as individuals.	6.16	5.38 / 1.39	0.78	6.11	5.12 / 1.55	0.99	0.26 ***
17. Personnel in the Veterans' Services program are helpful.	4.63	4.48 / 1.23	0.15	4.77	4.62 / 1.39	0.15	-0.14
18. The quality of instruction I receive in most of my classes is excellent.	6.37	5.65 / 1.28	0.72	6.43	5.59 / 1.35	0.84	0.06
19. This campus provides effective support services for displaced homemakers.	5.15	4.74 / 1.31	0.41	5.17	4.78 / 1.40	0.39	-0.04
20. Financial aid counselors are helpful.	6.07	5.12 / 1.65	0.95	6.12	5.06 / 1.70	1.06	0.06
21. There are a sufficient number of study areas on campus.	5.98	5.56 / 1.38	0.42	6.02	5.41 / 1.51	0.61	0.15 *
22. People on this campus respect and are supportive of each other.	6.01	5.21 / 1.49	0.80	5.98	5.30 / 1.41	0.68	-0.09
23. Faculty are understanding of students' unique life circumstances.	6.14	5.41 / 1.41	0.73	6.15	5.24 / 1.52	0.91	0.17 *
24. Parking lots are well-lighted and secure.	6.13	5.52 / 1.40	0.61	6.14	5.14 / 1.64	1.00	0.38 ***
25. My academic advisor is concerned about my success as an individual.	6.21	5.19 / 1.64	1.02	6.13	5.05 / 1.71	1.08	0.14
26. Library staff are helpful and approachable.	6.01	5.44 / 1.46	0.57	5.98	5.57 / 1.38	0.41	-0.13
27. The campus staff are caring and helpful.	6.12	5.56 / 1.27	0.56	6.08	5.46 / 1.34	0.62	0.10

<b>28. It is an enjoyable experience to be a student on this campus.</b>	6.23	5.53 / 1.46	0.70	6.16	5.52 / 1.43	0.64	0.01
<b>29. Faculty are fair and unbiased in their treatment of individual students.</b>	6.33	5.37 / 1.50	0.96	6.26	5.39 / 1.49	0.87	-0.02
<b>30. The career services office provides students with the help they need to get a job.</b>	5.83	4.89 / 1.48	0.94	5.91	4.96 / 1.48	0.95	-0.07
<b>31. The campus is safe and secure for all students.</b>	6.39	5.62 / 1.34	0.77	6.32	5.59 / 1.35	0.73	0.03
<b>32. My academic advisor is knowledgeable about my program requirements.</b>	6.20	5.31 / 1.59	0.89	6.31	5.36 / 1.65	0.95	-0.05
<b>33. Admissions counselors accurately portray the campus in their recruiting practices.</b>	5.73	5.06 / 1.48	0.67	5.80	5.14 / 1.44	0.66	-0.08
<b>34. Computer labs are adequate and accessible.</b>	6.16	5.72 / 1.36	0.44	6.20	5.56 / 1.46	0.64	0.16 *
<b>35. Policies and procedures regarding registration and course selection are clear and well-publicized.</b>	6.23	5.59 / 1.35	0.64	6.18	5.44 / 1.44	0.74	0.15 *
<b>36. Students are made to feel welcome on this campus.</b>	6.26	5.64 / 1.33	0.62	6.17	5.59 / 1.36	0.58	0.05
<b>37. Faculty take into consideration student differences as they teach a course.</b>	6.16	5.32 / 1.42	0.84	6.08	5.23 / 1.46	0.85	0.09
<b>38. The student center is a comfortable place for students to spend their leisure time.</b>	5.94	5.52 / 1.28	0.42	5.72	5.25 / 1.47	0.47	0.27 ***
<b>39. The amount of student parking space on campus is adequate.</b>	6.10	5.67 / 1.45	0.43	6.20	4.40 / 2.01	1.80	1.27 ***
<b>40. My academic advisor is knowledgeable about the transfer requirements of other schools.</b>	6.20	5.27 / 1.59	0.93	6.18	5.13 / 1.66	1.05	0.14
<b>41. Admissions staff are knowledgeable.</b>	6.22	5.37 / 1.44	0.85	6.18	5.40 / 1.44	0.78	-0.03
<b>42. The equipment in the lab facilities is kept up to date.</b>	6.20	5.48 / 1.36	0.72	6.14	5.45 / 1.42	0.69	0.03
<b>43. Class change (drop/add) policies are reasonable.</b>	6.21	5.60 / 1.38	0.61	6.13	5.47 / 1.46	0.66	0.13
<b>44. I generally know what's happening on campus.</b>	5.67	4.76 / 1.63	0.91	5.56	5.00 / 1.53	0.56	-0.24 **
<b>45. This institution has a good reputation within the community.</b>	6.13	5.61 / 1.36	0.52	6.06	5.64 / 1.36	0.42	-0.03
<b>46. Faculty provide timely feedback about student progress in a course.</b>	6.14	5.34 / 1.45	0.80	6.21	5.29 / 1.49	0.92	0.05
<b>47. There are adequate services to help me decide upon a career.</b>	6.15	5.10 / 1.55	1.05	6.07	5.20 / 1.49	0.87	-0.10
<b>48. Counseling staff care about students as individuals.</b>	6.23	5.22 / 1.51	1.01	6.06	5.19 / 1.54	0.87	0.03
<b>49. Admissions counselors respond to prospective students' unique needs and requests.</b>	6.08	5.22 / 1.43	0.86	5.99	5.18 / 1.47	0.81	0.04
<b>50. Tutoring services are readily available.</b>	6.15	5.50 / 1.44	0.65	6.04	5.47 / 1.45	0.57	0.03
<b>51. There are convenient ways of paying my school bill.</b>	6.36	5.52 / 1.59	0.84	6.18	5.51 / 1.47	0.67	0.01
<b>52. This school does whatever it can to help me reach my educational goals.</b>	6.31	5.29 / 1.48	1.02	6.23	5.25 / 1.49	0.98	0.04
<b>53. The assessment and course placement procedures are reasonable.</b>	6.11	5.44 / 1.28	0.67	6.05	5.34 / 1.43	0.71	0.10
<b>54. Faculty are interested in my academic problems.</b>	6.05	5.23 / 1.39	0.82	6.04	5.19 / 1.48	0.85	0.04
<b>55. Academic support services adequately meet the needs of students.</b>	6.05	5.31 / 1.36	0.74	6.03	5.29 / 1.39	0.74	0.02
<b>56. The business office is open during hours which are convenient for most students.</b>	6.01	5.45 / 1.39	0.56	6.05	5.40 / 1.44	0.65	0.05

<b>57. Administrators are approachable to students.</b>	6.06	5.36 / 1.37	0.70	6.04	5.30 / 1.47	0.74	0.06
<b>58. Nearly all of the faculty are knowledgeable in their fields.</b>	6.33	5.76 / 1.22	0.57	6.34	5.68 / 1.33	0.66	0.08
<b>59. New student orientation services help students adjust to college.</b>	5.95	5.38 / 1.39	0.57	5.84	5.27 / 1.48	0.57	0.11
<b>60. Billing policies are reasonable.</b>	6.19	5.45 / 1.48	0.74	6.09	5.37 / 1.46	0.72	0.08
<b>61. Faculty are usually available after class and during office hours.</b>	6.30	5.83 / 1.26	0.47	6.22	5.62 / 1.37	0.60	0.21 **
<b>62. Bookstore staff are helpful.</b>	6.12	5.31 / 1.64	0.81	6.05	5.59 / 1.47	0.46	-0.28 ***
<b>63. I seldom get the "run-around" when seeking information on this campus.</b>	6.05	5.11 / 1.58	0.94	6.06	5.09 / 1.65	0.97	0.02
<b>64. Nearly all classes deal with practical experiences and applications.</b>	6.00	5.35 / 1.30	0.65	6.09	5.42 / 1.37	0.67	-0.07
<b>65. Students are notified early in the term if they are doing poorly in a class.</b>	6.24	4.86 / 1.66	1.38	6.18	4.90 / 1.73	1.28	-0.04
<b>66. Program requirements are clear and reasonable.</b>	6.21	5.61 / 1.26	0.60	6.28	5.53 / 1.39	0.75	0.08
<b>67. Channels for expressing student complaints are readily available.</b>	5.98	5.09 / 1.48	0.89	5.94	4.90 / 1.63	1.04	0.19 *
<b>68. On the whole, the campus is well-maintained.</b>	6.30	5.92 / 1.21	0.38	6.20	5.79 / 1.31	0.41	0.13 *
<b>69. There is a good variety of courses provided on this campus.</b>	6.32	5.43 / 1.54	0.89	6.32	5.62 / 1.41	0.70	-0.19 **
<b>70. I am able to experience intellectual growth here.</b>	6.34	5.65 / 1.45	0.69	6.34	5.74 / 1.32	0.60	-0.09
<b>71. Campus item 1</b>							
<b>72. Campus item 2</b>							
<b>73. Campus item 3</b>							
<b>74. Campus item 4</b>							
<b>75. Campus item 5</b>							
<b>76. Campus item 6</b>							
<b>77. Campus item 7</b>							
<b>78. Campus item 8</b>							
<b>79. Campus item 9</b>							
<b>80. Campus item 10</b>							
<b>81. Institution's commitment to part-time students?</b>		5.79 / 1.25			5.62 / 1.37		0.17 *
<b>82. Institution's commitment to evening students?</b>		5.70 / 1.30			5.52 / 1.43		0.18 *
<b>83. Institution's commitment to older, returning learners?</b>		5.59 / 1.37			5.58 / 1.40		0.01
<b>84. Institution's commitment to under-represented populations?</b>		5.42 / 1.37			5.40 / 1.39		0.02
<b>85. Institution's commitment to commuters?</b>		5.47 / 1.26			5.40 / 1.46		0.07
<b>86. Institution's commitment to students with disabilities?</b>		5.63 / 1.35			5.53 / 1.41		0.10
<b>87. Cost as factor in decision to enroll.</b>	6.48			6.32			
<b>88. Financial aid as factor in decision to enroll.</b>	5.96			5.99			
<b>89. Academic reputation as factor in decision to enroll.</b>	5.91			5.85			
<b>90. Size of institution as factor in decision to enroll.</b>	5.18			5.19			
<b>91. Opportunity to play sports as factor in decision to enroll.</b>	4.22			3.58			
<b>92. Recommendations from family/friends as factor in decision to enroll.</b>	5.18			4.92			

<b>93. Geographic setting as factor in decision to enroll.</b>	5.05			5.47			
<b>94. Campus appearance as factor in decision to enroll.</b>	5.43			5.23			
<b>95. Personalized attention prior to enrollment as factor in decision to enroll.</b>	5.74			5.39			

National Group Means are based on 186038 records

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New Mexico Junior College - 3/2012  
**Institutional Summary**

Student Satisfaction Inventory

Scale	New Mexico Junior College			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
▼ Student Centeredness	6.06	5.46 / 1.06	0.60	6.01	5.39 / 1.15	0.62	0.07
1. Most students feel a sense of belonging here.	5.51	5.31 / 1.39	0.20	5.51	5.31 / 1.39	0.20	0.00
16. The college shows concern for students as individuals.	6.16	5.38 / 1.39	0.78	6.11	5.12 / 1.55	0.99	0.26 ***
27. The campus staff are caring and helpful.	6.12	5.56 / 1.27	0.56	6.08	5.46 / 1.34	0.62	0.10
28. It is an enjoyable experience to be a student on this campus.	6.23	5.53 / 1.46	0.70	6.16	5.52 / 1.43	0.64	0.01
36. Students are made to feel welcome on this campus.	6.26	5.64 / 1.33	0.62	6.17	5.59 / 1.36	0.58	0.05
57. Administrators are approachable to students.	6.06	5.36 / 1.37	0.70	6.04	5.30 / 1.47	0.74	0.06
▼ Instructional Effectiveness	6.22	5.45 / 1.01	0.77	6.21	5.42 / 1.08	0.79	0.03
2. Faculty care about me as an individual.	6.09	5.43 / 1.40	0.66	5.98	5.37 / 1.42	0.61	0.06
18. The quality of instruction I receive in most of my classes is excellent.	6.37	5.65 / 1.28	0.72	6.43	5.59 / 1.35	0.84	0.06
23. Faculty are understanding of students' unique life circumstances.	6.14	5.41 / 1.41	0.73	6.15	5.24 / 1.52	0.91	0.17 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.33	5.37 / 1.50	0.96	6.26	5.39 / 1.49	0.87	-0.02
37. Faculty take into consideration student differences as they teach a course.	6.16	5.32 / 1.42	0.84	6.08	5.23 / 1.46	0.85	0.09
46. Faculty provide timely feedback about student progress in a course.	6.14	5.34 / 1.45	0.80	6.21	5.29 / 1.49	0.92	0.05
54. Faculty are interested in my academic problems.	6.05	5.23 / 1.39	0.82	6.04	5.19 / 1.48	0.85	0.04
58. Nearly all of the faculty are knowledgeable in their fields.	6.33	5.76 / 1.22	0.57	6.34	5.68 / 1.33	0.66	0.08
61. Faculty are usually available after class and during office hours.	6.30	5.83 / 1.26	0.47	6.22	5.62 / 1.37	0.60	0.21 **
64. Nearly all classes deal with practical experiences and applications.	6.00	5.35 / 1.30	0.65	6.09	5.42 / 1.37	0.67	-0.07
65. Students are notified early in the term if they are doing poorly in a class.	6.24	4.86 / 1.66	1.38	6.18	4.90 / 1.73	1.28	-0.04
66. Program requirements are clear and reasonable.	6.21	5.61 / 1.26	0.60	6.28	5.53 / 1.39	0.75	0.08
69. There is a good variety of courses provided on this campus.	6.32	5.43 / 1.54	0.89	6.32	5.62 / 1.41	0.70	-0.19 **
70. I am able to experience intellectual growth here.	6.34	5.65 / 1.45	0.69	6.34	5.74 / 1.32	0.60	-0.09
▼ Responsiveness to Diverse Populations		5.60 / 1.15			5.51 / 1.25		0.09
81. Institution's commitment to part-time students?		5.79 / 1.25			5.62 / 1.37		0.17 *
82. Institution's commitment to evening students?		5.70 / 1.30			5.52 / 1.43		0.18 *
83. Institution's commitment to older, returning learners?		5.59 / 1.37			5.58 / 1.40		0.01

<b>84. Institution's commitment to under-represented populations?</b>		5.42 / 1.37			5.40 / 1.39		0.02
<b>85. Institution's commitment to commuters?</b>		5.47 / 1.26			5.40 / 1.46		0.07
<b>86. Institution's commitment to students with disabilities?</b>		5.63 / 1.35			5.53 / 1.41		0.10
<b>▼Campus Support Services</b>	5.48	4.90 / 1.08	0.58	5.50	4.98 / 1.18	0.52	-0.08
<b>10. Child care facilities are available on campus.</b>	4.20	3.81 / 1.57	0.39	4.56	4.46 / 1.65	0.10	-0.65 ***
<b>17. Personnel in the Veterans' Services program are helpful.</b>	4.63	4.48 / 1.23	0.15	4.77	4.62 / 1.39	0.15	-0.14
<b>19. This campus provides effective support services for displaced homemakers.</b>	5.15	4.74 / 1.31	0.41	5.17	4.78 / 1.40	0.39	-0.04
<b>30. The career services office provides students with the help they need to get a job.</b>	5.83	4.89 / 1.48	0.94	5.91	4.96 / 1.48	0.95	-0.07
<b>38. The student center is a comfortable place for students to spend their leisure time.</b>	5.94	5.52 / 1.28	0.42	5.72	5.25 / 1.47	0.47	0.27 ***
<b>47. There are adequate services to help me decide upon a career.</b>	6.15	5.10 / 1.55	1.05	6.07	5.20 / 1.49	0.87	-0.10
<b>59. New student orientation services help students adjust to college.</b>	5.95	5.38 / 1.39	0.57	5.84	5.27 / 1.48	0.57	0.11
<b>▼Safety and Security</b>	6.08	5.40 / 1.04	0.68	6.05	5.03 / 1.20	1.02	0.37 ***
<b>4. Security staff are helpful.</b>	5.76	5.14 / 1.56	0.62	5.61	5.01 / 1.57	0.60	0.13
<b>11. Security staff respond quickly in emergencies.</b>	5.99	4.99 / 1.45	1.00	5.96	4.99 / 1.47	0.97	0.00
<b>24. Parking lots are well-lighted and secure.</b>	6.13	5.52 / 1.40	0.61	6.14	5.14 / 1.64	1.00	0.38 ***
<b>31. The campus is safe and secure for all students.</b>	6.39	5.62 / 1.34	0.77	6.32	5.59 / 1.35	0.73	0.03
<b>39. The amount of student parking space on campus is adequate.</b>	6.10	5.67 / 1.45	0.43	6.20	4.40 / 2.01	1.80	1.27 ***
<b>▼Academic Advising/Counseling</b>	6.20	5.28 / 1.22	0.92	6.17	5.20 / 1.33	0.97	0.08
<b>6. My academic advisor is approachable.</b>	6.22	5.56 / 1.38	0.66	6.24	5.40 / 1.63	0.84	0.16 *
<b>12. My academic advisor helps me set goals to work toward.</b>	6.01	5.14 / 1.62	0.87	6.04	5.03 / 1.72	1.01	0.11
<b>25. My academic advisor is concerned about my success as an individual.</b>	6.21	5.19 / 1.64	1.02	6.13	5.05 / 1.71	1.08	0.14
<b>32. My academic advisor is knowledgeable about my program requirements.</b>	6.20	5.31 / 1.59	0.89	6.31	5.36 / 1.65	0.95	-0.05
<b>40. My academic advisor is knowledgeable about the transfer requirements of other schools.</b>	6.20	5.27 / 1.59	0.93	6.18	5.13 / 1.66	1.05	0.14
<b>48. Counseling staff care about students as individuals.</b>	6.23	5.22 / 1.51	1.01	6.06	5.19 / 1.54	0.87	0.03
<b>52. This school does whatever it can to help me reach my educational goals.</b>	6.31	5.29 / 1.48	1.02	6.23	5.25 / 1.49	0.98	0.04
<b>▼Admissions and Financial Aid</b>	6.06	5.21 / 1.18	0.85	6.08	5.16 / 1.23	0.92	0.05
<b>7. Adequate financial aid is available for most students.</b>	6.20	5.29 / 1.65	0.91	6.25	5.21 / 1.70	1.04	0.08
<b>13. Financial aid awards are announced to students in time to be helpful in college planning.</b>	6.06	5.17 / 1.57	0.89	6.10	4.93 / 1.71	1.17	0.24 **
<b>20. Financial aid counselors are helpful.</b>	6.07	5.12 / 1.65	0.95	6.12	5.06 / 1.70	1.06	0.06
<b>33. Admissions counselors accurately portray the campus in their recruiting practices.</b>	5.73	5.06 / 1.48	0.67	5.80	5.14 / 1.44	0.66	-0.08
<b>41. Admissions staff are knowledgeable.</b>	6.22	5.37 / 1.44	0.85	6.18	5.40 / 1.44	0.78	-0.03



<b>49. Admissions counselors respond to prospective students' unique needs and requests.</b>	6.08	5.22 / 1.43	0.86	5.99	5.18 / 1.47	0.81	0.04
<b>▼Academic Services</b>	6.11	5.54 / 0.96	0.57	6.08	5.49 / 1.06	0.59	0.05
<b>14. Library resources and services are adequate.</b>	6.20	5.80 / 1.29	0.40	6.16	5.64 / 1.35	0.52	0.16 *
<b>21. There are a sufficient number of study areas on campus.</b>	5.98	5.56 / 1.38	0.42	6.02	5.41 / 1.51	0.61	0.15 *
<b>26. Library staff are helpful and approachable.</b>	6.01	5.44 / 1.46	0.57	5.98	5.57 / 1.38	0.41	-0.13
<b>34. Computer labs are adequate and accessible.</b>	6.16	5.72 / 1.36	0.44	6.20	5.56 / 1.46	0.64	0.16 *
<b>42. The equipment in the lab facilities is kept up to date.</b>	6.20	5.48 / 1.36	0.72	6.14	5.45 / 1.42	0.69	0.03
<b>50. Tutoring services are readily available.</b>	6.15	5.50 / 1.44	0.65	6.04	5.47 / 1.45	0.57	0.03
<b>55. Academic support services adequately meet the needs of students.</b>	6.05	5.31 / 1.36	0.74	6.03	5.29 / 1.39	0.74	0.02
<b>▼Registration Effectiveness</b>	6.25	5.54 / 1.01	0.71	6.19	5.44 / 1.05	0.75	0.10
<b>5. The personnel involved in registration are helpful.</b>	6.31	5.44 / 1.57	0.87	6.20	5.34 / 1.58	0.86	0.10
<b>8. Classes are scheduled at times that are convenient for me.</b>	6.49	5.87 / 1.37	0.62	6.45	5.48 / 1.51	0.97	0.39 ***
<b>15. I am able to register for classes I need with few conflicts.</b>	6.35	5.67 / 1.36	0.68	6.37	5.40 / 1.55	0.97	0.27 ***
<b>35. Policies and procedures regarding registration and course selection are clear and well-publicized.</b>	6.23	5.59 / 1.35	0.64	6.18	5.44 / 1.44	0.74	0.15 *
<b>43. Class change (drop/add) policies are reasonable.</b>	6.21	5.60 / 1.38	0.61	6.13	5.47 / 1.46	0.66	0.13
<b>51. There are convenient ways of paying my school bill.</b>	6.36	5.52 / 1.59	0.84	6.18	5.51 / 1.47	0.67	0.01
<b>56. The business office is open during hours which are convenient for most students.</b>	6.01	5.45 / 1.39	0.56	6.05	5.40 / 1.44	0.65	0.05
<b>60. Billing policies are reasonable.</b>	6.19	5.45 / 1.48	0.74	6.09	5.37 / 1.46	0.72	0.08
<b>62. Bookstore staff are helpful.</b>	6.12	5.31 / 1.64	0.81	6.05	5.59 / 1.47	0.46	-0.28 ***
<b>▼Service Excellence</b>	6.04	5.25 / 1.04	0.79	5.99	5.29 / 1.09	0.70	-0.04
<b>5. The personnel involved in registration are helpful.</b>	6.31	5.44 / 1.57	0.87	6.20	5.34 / 1.58	0.86	0.10
<b>22. People on this campus respect and are supportive of each other.</b>	6.01	5.21 / 1.49	0.80	5.98	5.30 / 1.41	0.68	-0.09
<b>26. Library staff are helpful and approachable.</b>	6.01	5.44 / 1.46	0.57	5.98	5.57 / 1.38	0.41	-0.13
<b>27. The campus staff are caring and helpful.</b>	6.12	5.56 / 1.27	0.56	6.08	5.46 / 1.34	0.62	0.10
<b>44. I generally know what's happening on campus.</b>	5.67	4.76 / 1.63	0.91	5.56	5.00 / 1.53	0.56	-0.24 **
<b>57. Administrators are approachable to students.</b>	6.06	5.36 / 1.37	0.70	6.04	5.30 / 1.47	0.74	0.06
<b>62. Bookstore staff are helpful.</b>	6.12	5.31 / 1.64	0.81	6.05	5.59 / 1.47	0.46	-0.28 ***
<b>63. I seldom get the "run-around" when seeking information on this campus.</b>	6.05	5.11 / 1.58	0.94	6.06	5.09 / 1.65	0.97	0.02
<b>67. Channels for expressing student complaints are readily available.</b>	5.98	5.09 / 1.48	0.89	5.94	4.90 / 1.63	1.04	0.19 *
<b>▼Concern for the Individual</b>	6.20	5.32 / 1.14	0.88	6.11	5.23 / 1.22	0.88	0.09
<b>2. Faculty care about me as an individual.</b>	6.09	5.43 / 1.40	0.66	5.98	5.37 / 1.42	0.61	0.06
<b>16. The college shows concern for students as individuals.</b>	6.16	5.38 / 1.39	0.78	6.11	5.12 / 1.55	0.99	0.26 ***
<b>25. My academic advisor is concerned</b>	6.21	5.19 / 1.64	1.02	6.13	5.05 / 1.71	1.08	0.14

<b>about my success as an individual.</b>							
<b>29. Faculty are fair and unbiased in their treatment of individual students.</b>	6.33	5.37 / 1.50	0.96	6.26	5.39 / 1.49	0.87	-0.02
<b>48. Counseling staff care about students as individuals.</b>	6.23	5.22 / 1.51	1.01	6.06	5.19 / 1.54	0.87	0.03
<b>▼Campus Climate</b>	6.06	5.35 / 1.01	0.71	6.01	5.32 / 1.08	0.69	0.03
<b>1. Most students feel a sense of belonging here.</b>	5.51	5.31 / 1.39	0.20	5.51	5.31 / 1.39	0.20	0.00
<b>2. Faculty care about me as an individual.</b>	6.09	5.43 / 1.40	0.66	5.98	5.37 / 1.42	0.61	0.06
<b>16. The college shows concern for students as individuals.</b>	6.16	5.38 / 1.39	0.78	6.11	5.12 / 1.55	0.99	0.26 ***
<b>22. People on this campus respect and are supportive of each other.</b>	6.01	5.21 / 1.49	0.80	5.98	5.30 / 1.41	0.68	-0.09
<b>27. The campus staff are caring and helpful.</b>	6.12	5.56 / 1.27	0.56	6.08	5.46 / 1.34	0.62	0.10
<b>28. It is an enjoyable experience to be a student on this campus.</b>	6.23	5.53 / 1.46	0.70	6.16	5.52 / 1.43	0.64	0.01
<b>31. The campus is safe and secure for all students.</b>	6.39	5.62 / 1.34	0.77	6.32	5.59 / 1.35	0.73	0.03
<b>36. Students are made to feel welcome on this campus.</b>	6.26	5.64 / 1.33	0.62	6.17	5.59 / 1.36	0.58	0.05
<b>44. I generally know what's happening on campus.</b>	5.67	4.76 / 1.63	0.91	5.56	5.00 / 1.53	0.56	-0.24 **
<b>45. This institution has a good reputation within the community.</b>	6.13	5.61 / 1.36	0.52	6.06	5.64 / 1.36	0.42	-0.03
<b>52. This school does whatever it can to help me reach my educational goals.</b>	6.31	5.29 / 1.48	1.02	6.23	5.25 / 1.49	0.98	0.04
<b>57. Administrators are approachable to students.</b>	6.06	5.36 / 1.37	0.70	6.04	5.30 / 1.47	0.74	0.06
<b>59. New student orientation services help students adjust to college.</b>	5.95	5.38 / 1.39	0.57	5.84	5.27 / 1.48	0.57	0.11
<b>63. I seldom get the "run-around" when seeking information on this campus.</b>	6.05	5.11 / 1.58	0.94	6.06	5.09 / 1.65	0.97	0.02
<b>67. Channels for expressing student complaints are readily available.</b>	5.98	5.09 / 1.48	0.89	5.94	4.90 / 1.63	1.04	0.19 *

National Group Means are based on 186038 records

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New Mexico Junior College - 3/2012  
**Institutional Summary**

Student Satisfaction Inventory

	<b>New Mexico Junior College</b>	<b>National Community Colleges</b>	
<b>Summary</b>			<b>Mean Difference</b>
<b>So far, how has your college experience met your expectations?</b>	4.89	4.81	0.08
<b>1=Much worse than expected</b>	1%	1%	
<b>2=Quite a bit worse than I expected</b>	1%	1%	
<b>3=Worse than I expected</b>	8%	6%	
<b>4=About what I expected</b>	34%	37%	
<b>5=Better than I expected</b>	21%	25%	
<b>6=Quite a bit better than I expected</b>	13%	12%	
<b>7=Much better than expected</b>	19%	15%	
<b>Rate your overall satisfaction with your experience here thus far.</b>	5.41	5.46	-0.05
<b>1=Not satisfied at all</b>	1%	1%	
<b>2=Not very satisfied</b>	1%	2%	
<b>3=Somewhat dissatisfied</b>	5%	5%	
<b>4=Neutral</b>	13%	11%	
<b>5=Somewhat satisfied</b>	18%	17%	
<b>6=Satisfied</b>	39%	40%	
<b>7=Very satisfied</b>	18%	20%	
<b>All in all, if you had to do it over, would you enroll here again?</b>	5.45	5.72	-0.27 ***
<b>1=Definitely not</b>	3%	2%	
<b>2=Probably not</b>	7%	4%	
<b>3=Maybe not</b>	3%	3%	
<b>4=I don't know</b>	9%	8%	
<b>5=Maybe yes</b>	12%	10%	
<b>6=Probably yes</b>	27%	31%	
<b>7=Definitely yes</b>	35%	39%	

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New Mexico Junior College - 3/2012

Student Satisfaction Inventory

**Demographics**

<b>Gender</b>	<b>N</b>	<b>%</b>
Female	259	62.41%
Male	156	37.59%
<b>Total</b>	<b>415</b>	<b>100.00%</b>
No Answer	7	

<b>Age</b>	<b>N</b>	<b>%</b>
18 and under	74	17.83%
19 to 24	260	62.65%
25 to 34	54	13.01%
35 to 44	18	4.34%
45 and over	9	2.17%
<b>Total</b>	<b>415</b>	<b>100.00%</b>
No Answer	7	

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>
African-American	20	4.83%
American Indian or Alaskan Native	3	0.72%
Asian or Pacific Islander	5	1.21%
Caucasian/White	145	35.02%
Hispanic	206	49.76%
Other race	22	5.31%
Race - Prefer not to respond	13	3.14%
<b>Total</b>	<b>414</b>	<b>100.00%</b>
No Answer	8	

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>
Day	363	91.21%
Evening	32	8.04%
Weekend	3	0.75%
<b>Total</b>	<b>398</b>	<b>100.00%</b>
No Answer	24	

<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Full-time	333	80.63%
Part-time	80	19.37%
<b>Total</b>	<b>413</b>	<b>100.00%</b>
No Answer	9	

<b>Class Level</b>	<b>N</b>	<b>%</b>
1 year or less	213	51.33%
2 years	149	35.90%
3 years	43	10.36%

<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Associate degree	197	49.00%
Vocational/technical program	7	1.74%
Transfer to another institution	128	31.84%
Certification (initial / renewal)	21	5.22%
Self-improvement/pleasure	5	1.24%
Job-related training	12	2.99%
Other educational goal	32	7.96%
<b>Total</b>	<b>402</b>	<b>100.00%</b>
No Answer	20	

<b>Employment</b>	<b>N</b>	<b>%</b>
Full-time off campus	85	20.48%
Part-time off campus	131	31.57%
Full-time on campus	11	2.65%
Part-time on campus	27	6.51%
Not employed	161	38.80%
<b>Total</b>	<b>415</b>	<b>100.00%</b>
No Answer	7	

<b>Current Residence</b>	<b>N</b>	<b>%</b>
Residence hall	88	21.31%
Own house	77	18.64%
Rent room or apt off campus	50	12.11%
Parent's home	173	41.89%
Other residence	25	6.05%
<b>Total</b>	<b>413</b>	<b>100.00%</b>
No Answer	9	

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	310	74.70%
Out-of-state	72	17.35%
International (not U.S. citizen)	33	7.95%
<b>Total</b>	<b>415</b>	<b>100.00%</b>
No Answer	7	

<b>Disabilities</b>	<b>N</b>	<b>%</b>
Yes - Disability	24	5.80%
No - Disability	390	94.20%
<b>Total</b>	<b>414</b>	<b>100.00%</b>
No Answer	8	

<b>Institution Was My</b>	<b>N</b>	<b>%</b>

<b>4 or more years</b>	10	2.41%
<b>Total</b>	415	100.00%
<b>No Answer</b>	7	

**Current GPA**

	<b>N</b>	<b>%</b>
<b>No credits earned</b>	22	5.41%
<b>1.99 or below</b>	5	1.23%
<b>2.0 - 2.49</b>	57	14.00%
<b>2.5 - 2.99</b>	116	28.50%
<b>3.0 - 3.49</b>	129	31.70%
<b>3.5 or above</b>	78	19.16%
<b>Total</b>	407	100.00%
<b>No Answer</b>	15	

<b>1st choice</b>	258	62.93%
<b>2nd choice</b>	109	26.59%
<b>3rd choice or lower</b>	43	10.49%
<b>Total</b>	410	100.00%
<b>No Answer</b>	12	

**Institution Question**

	<b>N</b>	<b>%</b>
<b>Campus item - Answer 1</b>	0	0%
<b>Campus item - Answer 2</b>	0	0%
<b>Campus item - Answer 3</b>	0	0%
<b>Campus item - Answer 4</b>	0	0%
<b>Campus item - Answer 5</b>	0	0%
<b>Campus item - Answer 6</b>	0	0%
<b>Total</b>	0	100.00%
<b>No Answer</b>	422	