



HIGHER LEARNING COMMISSION

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March 25, 2016

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Northern New Mexico College's student body through a survey conducted by the Higher Learning Commission in February 2016. The survey was intended to give all students an opportunity to participate in the accreditation process. Their responses may help you identify possible questions for your meetings with faculty, staff, and students during your visit.

The institution's president and accreditation liaison officer are copied on this message. Per HLC policy, prior to the visit the institution may provide the evaluation team and HLC additional information or other data in response to the student survey.

If you have any questions or comments regarding the student survey report, please contact your staff liaison, Steph Brzuzy.

Sincerely,

Higher Learning Commission

CC: Mr. Domingo Sanchez, Interim President
Mrs. Carmella Sanchez, ALO

**Higher Learning Commission
Student Survey Results**

**Northern New Mexico College
(N=90)**

1. Please rate your level of agreement with the following statements:

#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total Responses	Mean
1	I am satisfied with the progress I am making toward completing my degree	6	4	12	25	38	85	4.00
2	Faculty who teach provide helpful instruction	9	0	10	27	42	88	4.06
3	Faculty are available when I need help	9	2	11	25	41	88	3.99
4	Course content is appropriately challenging for my program of study	8	3	8	32	37	88	3.99
5	Faculty who teach are knowledgeable about their subject areas	7	0	7	19	54	87	4.30
6	The school worked with me to identify an academic program that met my goals	10	8	14	18	33	83	3.67
7	An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	7	6	11	18	43	85	3.99
8	An academic advisor was available to help me with questions about my course of study	7	4	10	22	42	85	4.04
9	I was placed at the appropriate course level that matched my academic preparation	6	3	11	29	35	84	4.00
10	When I have non-academic questions, I can reach someone who can help me in a timely way	7	7	15	26	27	82	3.72
11	Courses required to complete my degree are available when I need to take them	14	21	14	21	16	86	3.05
12	The communication I received from the school about the overall enrollment process was clear	11	3	18	29	27	88	3.66
13	Prior to enrollment, I received clear information as to how much my education would cost	14	20	16	18	18	86	3.07
14	Prior to enrollment, a school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	14	13	11	18	22	78	3.27
15	Overall, I am satisfied with my experience at the school	10	5	11	28	33	87	3.79

2. Is there anything else you would like for us to know about your experience at Northern New Mexico College? Please use the space below to write your answer:

- Many of my classes were cancelled due to low enrollment and I in order to graduate I had to do consortium agreements the last two semesters. Very unorganized and I most likely will not be continuing with NNMC for my bachelors.
- The administration should be doing more to support instructors and foster stable mentoring relationships between students and professors, especially where the sciences are concerned. There should be more done about providing undergraduate research opportunities to students, and promoting internships in nearby research facilities like Los Alamos, Sandia Labs, and NCGR. So far, the focus has been on out-of-state internships, which are not very accessible to non-traditional students.
- The scheduling of classes that I need we're not available on times I need them. It would be nice to have them more in evenings for those who work and hopefully they start the BA soon for ECE and schedule the classes after four or weekends since most of us are already teaching it's hard to go to class during working hours. Other than that the teachers are great
- This school pours more money into their own pockets than into student activities, better facilities and degree programs. I would not recommend anyone coming to this school whatsoever. However, the professors are excellent and the education I am receiving is excellent as well. I do believe something fishy is going on in the school. We recently have lost quite a few faculty members who are leaving the institution for unknown reasons. They get up and leave. The money our school is receiving is not being invested into the students or staff. Something needs to be done to help our school flourish and be successful. Every year enrollment goes down. This is my SOS to you folks at Higher Learning Commission. Please do something to help this school. I don't see a bright future for Northern New Mexico College. Please take a close look at this school. Something isn't right, and I know a lot of people feel the same way. Thank You
- Great diversity of friendly peers. Cafeteria offers great choices for lunch.
- Not allow advisors to force instructors to change grades for students who deserved that grade.
- What is the point of having a Veteran Resource Center when no one is there? [...] The business office is rude and do not know what they are doing. They all should be fired!
- The cafe should be cheaper. Honestly, more students and faculty would enjoy breakfast/lunch there more often if the prices were far more reasonable and there was a bigger variety. (Almost like a cafeteria or wide range menu of some sort) College isn't cheap; however, our meals shouldn't add to the problem of an empty wallet. Some students (including myself) live a good distance away from Northern and can't head home to eat or grab fast food everyday due to a tight schedule and obvious health reasons. Packed lunches from home usually spoil by noon and our only options are the vending machines and the cafe. There has been numerous times where I've seen students have a coke and candy bar for lunch. That's not lunch at all! Once kids see prices have been lowered, FAR more students will eat at the cafe and money will most likely maintain the same profit being attained now or profits will increase. Personally I think it's a great idea to lower the prices at the cafe.
- I am hated at northern by staff, because I have a big mouth and I am vocal about what I feel. I feel by doing this survey [PROFESSOR] will put another worthless hold on my account or find some way to screw me over but I feel you guys from higher Ed need to know and know that the [PROFESSOR] will lose your letter of interest [...], you guys should really investigate why she does it and why [PROFESSOR] is working I'm advised when minimum requirement per job description is a bachelors so [...] Why can't normal people get a job there is it because..... I love [PROFESSOR] she will work with you and help you with your schedule. But if you really want to know how stuff goes down I recommend you guys come

undercover as "students" and see how u r treated by [PROFESSOR] and a lot of the staff then I guarantee that u will. Change northern back to a community college






- i have truly enjoyed my experience at Northern
- Instructors should be required to report to class on time and give instructions clearly and promptly. Grading needs to be fair for all students in class and not allowing late students to receive the same grade as those that turn assignments in on time.
- There are some dissatisfying aspects of NNMC: poor organization, students and instructors who are unable to access their classroom at the scheduled time, incomplete websites for online courses, and other very frustrating occurrences. However, for the geographic and demographic region of northern New Mexico, NNMC is desperately needed, and is a very good source of educational resources. So, I am satisfied with my course of study, despite constant minor failures in the organization. Most of my instructors have been very helpful, but one was so distant that she gave us no instruction or feedback for the entire semester. She simply posted some articles online at the beginning of the course with the single instruction: "Respond. Write no more than one page." She was the least involved teacher I ever had in my life. That was dissatisfying. I am glad that she no longer works at NNMC. Overall, it is a good school; but there are obvious internal and organizational problems which can be frustrating and disappointing, and I hope these issues will be addressed and resolved as progress is made.
- You need to make more classes available for single-parent working adults. The online courses are a big help but some of the instructors online do not provide a lot of information to help you succeed in their course. Also, the bookstore should be open either later or earlier so that working students can purchase their books without having to miss work as well.
- I really enjoy the small class size for upper division courses. It becomes a cohesive unit and develop friendship with peers. The professors are in tune with students, and can usually create awesome class discussions.
- The faculty and staff in the engineering department are amazingly knowledgeable and available. They exceed my highest expectation.
- The film and tv program have systematic wide problems. We students spend a great deal of energy arguing with our instructors. Namely [PROFESSOR] and [PROFESSOR]. The perception is they are focused on filling classes with "numbers" to justify a class and a paycheck. They use false advertising to lure students into enrolling in class by stating how we will learn skills..fly drone..produce tv show..and check out camera and gear for our own projects. Once in class is set the instructors focus on their own personal projects...missing class to attend Sundance film festivals...personal documentaries...and their projects. Recently many students band together to complain we do not get access to equipment and our projects were taken away. The excuse? Instructor doesn't have time nor is their confidence we can execute our vision. The instructors have a haughty...condescending attitude...towards us. We've complained and department heads circle the wagons to protect their own so they don't look bad. Everyone focuses on simply looking good via staged photos and live casting sports to maintain leverage and position. Yet it's just an ongoing game because they do not truly care to teach. 4 weeks in and we just got a syllabus. No leadership. Uninspiring
- this is the twenty first century. this institution needs to align and diversify in terms of meeting needs of students from all walks in life. i have advocated for online courses namely (edX, Udacity) to be credit eligible. i have advocated from degree programs to be geared towards getting the students job-ready once they graduate. learning the definition that proves why $(B) \times (0) = 0$ does not get me job-ready or helps me in any way to be able to solve problems in the real world. before getting hired at with the company i work for now, i applied to many places. my resume shows that i am studying math. no interviewer was

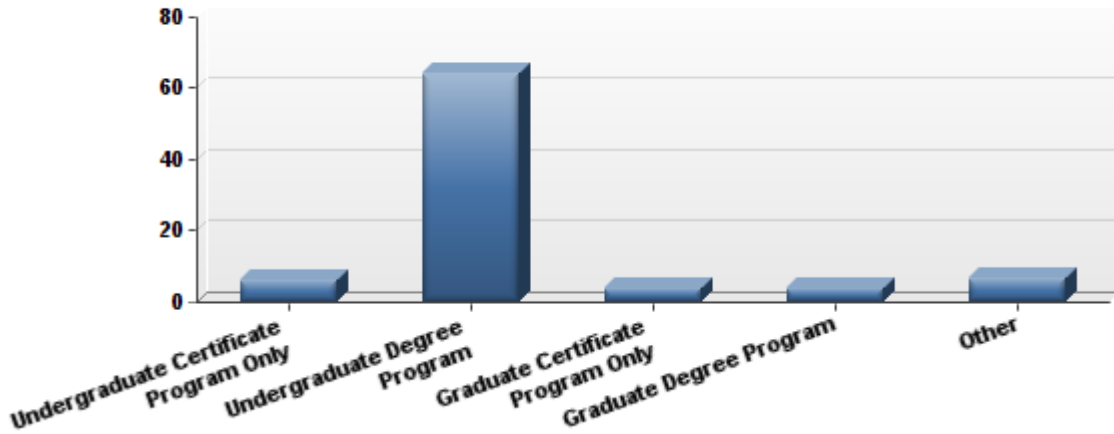
interested in my college degree (Bachelors of Science in Math) they were more interested in what free online computer courses i've been taking on my own. they all knew that in this online courses students are given assignments that resembles real world problems. this institution is lagging and will fail sooner rather than later if proactive measures aren't taken.

- Need to have more classes available. Or have something letting us know what classes are going to be offered and not offered before the next semester
- Since I began school at NNMC I have gone through three advisors. I am on my last semester. They did the best they could in the psychology department but because of the firing of some fantastic professors to prove a point, many students felt the affect both in the classroom and losing our advisors. It is important to understand that the students moral dropped imensly after this incident. This college is fantastic because it's unique in what It has to offer with its culture and professors, including the part time. It's time this school gets back to its roots and honor the teachers who love to teach, respect the unique culture our school has to offer and remeber the community where our roots began are what's important not the dollar signs and big names. We are against GMO testing in our school. We are against the cancelation of community based classes and we are definitely against the insane cost of tuition! Honor your students, honor your teachers, without them there would be no NNMC. Thank you.
- I have gone to six colleges in the past few years and I strongly believe NNMC to be the most friendly and helpful college I have attended and it just keeps getting better. All the staff I have spoken with have believed in the student and their accomplishments. They are fantastic people.
- At the moment I am a first year attendant student. As the years go by I myself shall see and be aware of what more is going on. Thank you!
- I would really enjoy knowing that tuition would stay the same in order to budget appropriately in a manner where I could still support my family and take care of other living costs as family man. One of the major issues I did not agree with was the cutting of the vocational/trade programs. As a person who has lived here all my life and worked with kids from ages 7 to 20 I am totally aware of the lack of resources for our kids, teens, and young adults. I have been lucky enough to have both parents who themselves have masters degrees and see the importance of education. Others are not this lucky and considering the majority of Espanola is under poverty level, these kids really only have trades to rely on. Many people are not cut out for 4 to 6 years of college, they have been influenced by things such as plumbing, wood working, paint and auto body, or music for that matter. We are rich in culture and these trades are what people relate to and feel confident in doing. Thank you for your time.
- I really enjoy the learning atmosphere at Northern New Mexico College. I am proud to say that all of my professors have been extremely helpful and were able to adequately provide me with the knowledge necessary to challenge and broaden my learning capacity. I have learned a lot in my short time at this college.
- Everything is going good For me I've been on the Deans list for 3 Semesters already and I look foward to become on them more.....
- Very rude employees
- Instructors on how they teach need to slow down, provide more help. It is way too fast paced just because they already know information it can be challenging to learn so much information in a short period of time which causes failure or near failure when exams come around. More narrowed information rather than broad would go a long way. Our brains can only handle about 25 minutes of information at a time. Ridiculous to study 600 questions in one month for an exam.

- There is a distinct lack of communication at Northern. The Administration makes decisions without the input of either students or faculty, and only publicize their decisions when it is too late to challenge or inquire about them.
- The overall small class size has been really favorable to me, and the access to lab equipment is really easy and helpful as well.
- what I like most about northern is the class size. The fact that you can have a one to one conversation with your instructor is definitely a good thing. Although because of the small class sizes some classes don't make, furthermore some classes are not available until the next semester.
- The teachers here at NNMC truly care about their students succeeding.
- I feel like there isn't enough communication between offices. I sometimes have to bounce from one office to another to find things out.
- I have had a great experience at Northern and I will continue to recommend it to my family and friends. The Engineering program is great here.
- Don't understand why tuition is continually growing over the years? You can enroll in the same courses at other colleges like Santa Fe for about half the tuition. How come Northern is so expensive?
- Almost none of of my transfer credits applied toward my degree. This has happened to many other students and it's frustrating. Although I love Northern, transferring here set me back almost a year.
- If I hadn't been so far along, I would have transfered because of the greatly increased cost. Classes from Northern don't transfer many places.
- [...] Teacher needs more knowledge. Her teaching skills are not very good, she doesn't elaborate on her lectures; she just reads directly from the book!
- I'd would definitely like for my school to bring back some of the programs that they previously took away this includes welding, body shop, and architecture. This would definitely increase the enrollment at my school.

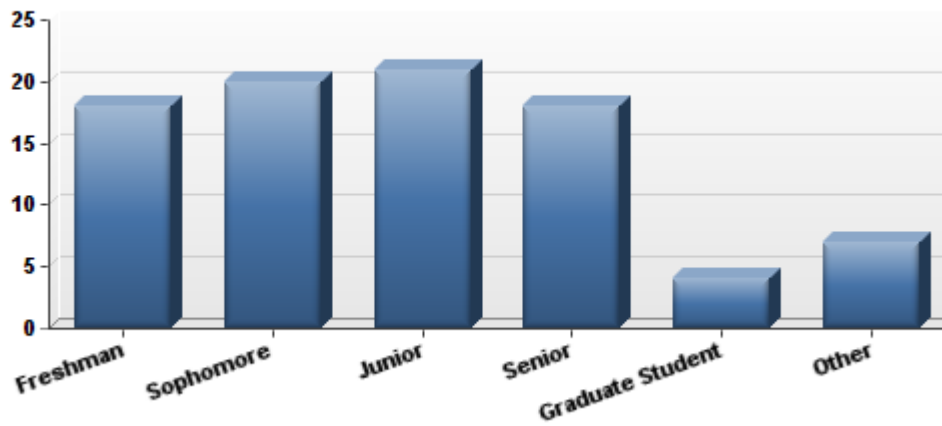
3. What academic program are you currently enrolled in?

Answer		Response	%
Undergraduate Certificate Program Only		6	7%
Undergraduate Degree Program		64	75%
Graduate Certificate Program Only		4	5%
Graduate Degree Program		4	5%
Other		7	8%
Total		85	100%



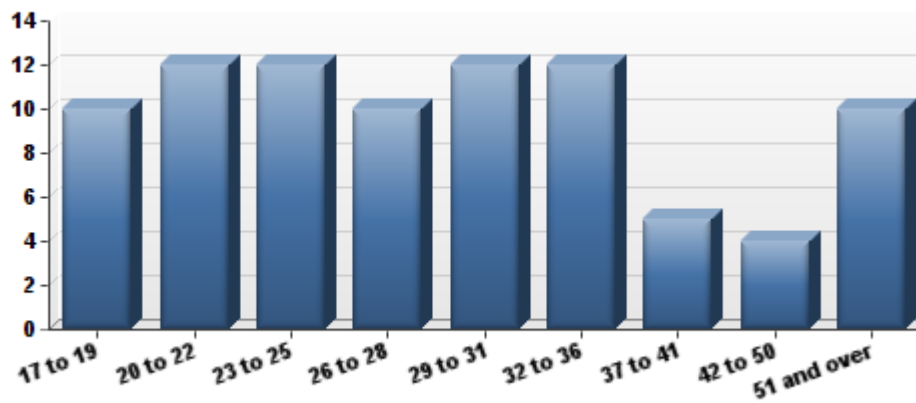
4. What is your student classification?

Answer	Response	%
Freshman	18	20%
Sophomore	20	23%
Junior	21	24%
Senior	18	20%
Graduate Student	4	5%
Other	7	8%
Total	88	100%



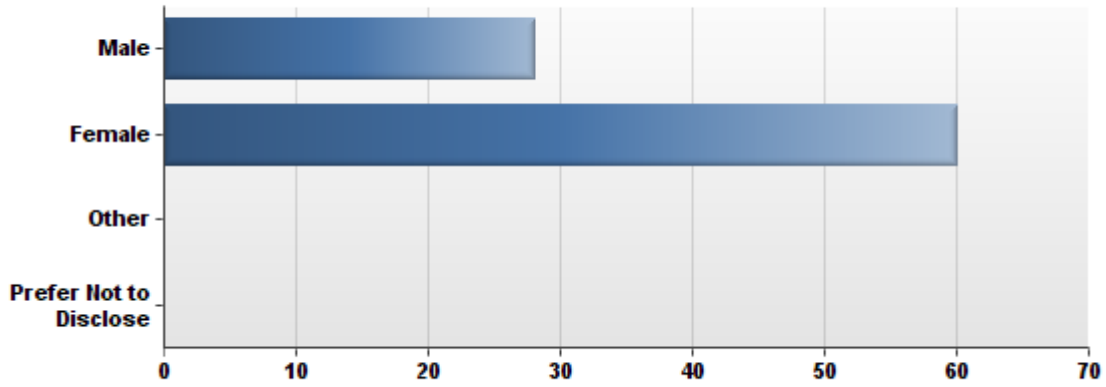
5. What is your current age?

Answer	Response	%
17 to 19	10	11%
20 to 22	12	14%
23 to 25	12	14%
26 to 28	10	11%
29 to 31	12	14%
32 to 36	12	14%
37 to 41	5	6%
42 to 50	4	5%
51 and over	10	11%
Total	87	100%



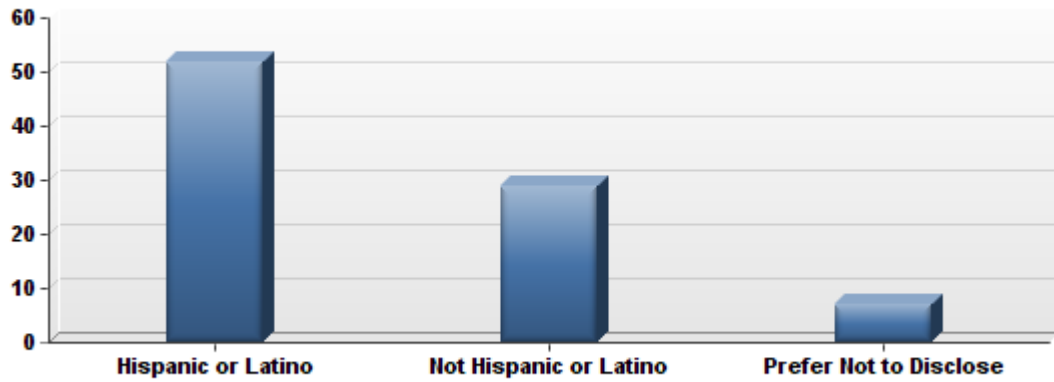
6. What is your gender?

Answer	Response	%
Male	28	32%
Female	60	68%
Other	0	0%
Prefer Not to Disclose	0	0%
Total	88	100%



7. What is your ethnicity?

Answer	Response	%
Hispanic or Latino	52	59%
Not Hispanic or Latino	29	33%
Prefer Not to Disclose	7	8%
Total	88	100%



8. What is your race? (choose all that apply)

Answer	Response	%
American Indian or Alaska Native	16	18%
Asian	2	2%
Black or African American	7	8%
Native Hawaiian or Other Pacific Islander	1	1%
White	54	62%
Prefer Not to Disclose	12	14%

