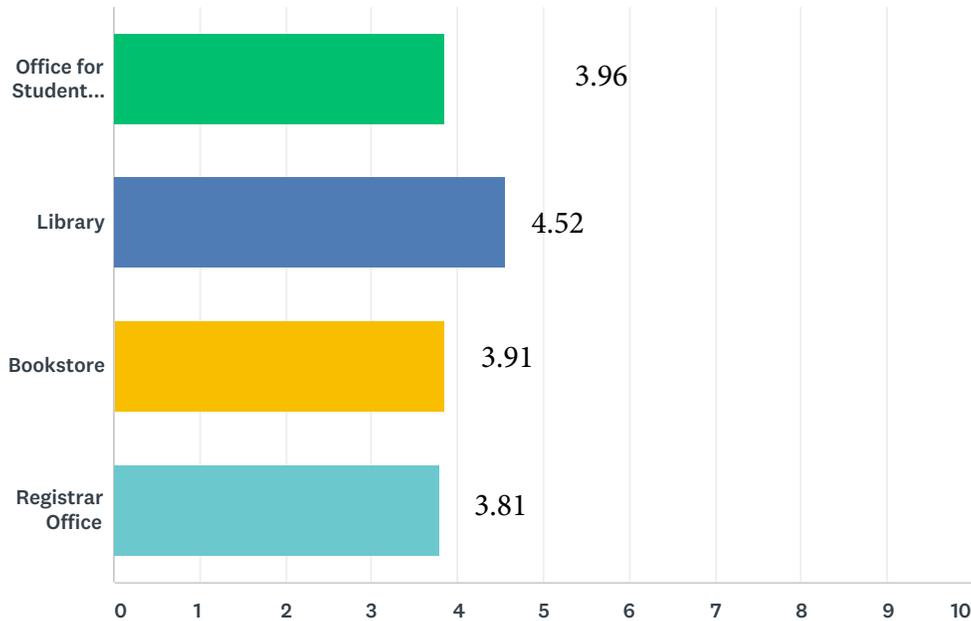


NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

Q1 Overall, how satisfied or dissatisfied are you with the services you received from the following Tech student support service units:

Answered: 287 Skipped: 2



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	I HAVE NOT UTILIZED THIS SERVICE AT TECH	TOTAL	WEIGHTED AVERAGE
Office for Student Learning (OSL)	25.78% 74	34.49% 99	6.62% 19	8.01% 23	2.09% 6	23.00% 66	287	3.96
Library	57.34% 164	29.72% 85	5.59% 16	1.05% 3	0.35% 1	5.94% 17	286	4.52
Bookstore	33.80% 96	30.28% 86	17.25% 49	9.51% 27	2.11% 6	7.04% 20	284	3.91
Registrar Office	31.47% 90	33.22% 95	14.34% 41	12.59% 36	3.50% 10	4.90% 14	286	3.81

#	COMMENTS FOR "OFFICE FOR STUDENT LEARNING (OSL)"	DATE
1	It takes so long to get help. They are likely not very busy for a lot of the time but when test corrections come they are overly busy.	10/17/2018 1:44 PM
2	Most students who work there are unhelpful and disinterested. Many times I've gone and have received incorrect information.	10/17/2018 8:43 AM
3	Not enough people working with a wide range of knowledge for each course	10/17/2018 6:21 AM
4	I don't go that often anymore but when I used to go a lot, it would often take tutors a while to help me after I walked in. I've also had instances where I've gone to get help and the answers that I'm given are wrong.	10/17/2018 5:07 AM
5	There need to be more high level math tutors	10/16/2018 7:26 PM

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6	Times offered for most of my classes conflict with my classes.	10/16/2018 7:20 PM
7	Not very much room in the osl and not easily marked.	10/16/2018 6:30 PM
8	It is hit or miss whether or not I get a tutor that can actually help me. The only times I have gotten good tutors are when I have gone close to closing time.	10/16/2018 4:03 PM
9	I have not used the OSL	10/16/2018 3:55 PM
10	Great place to get help with homework	10/11/2018 1:59 PM
11	As part of my graduate contract as a TA, in the past, I used to help students there. I thought that everything there was very much right on spot, and valuable to students.	10/11/2018 1:31 PM
12	The tutors are rude and make you feel bad for not understanding the material that you are trying to get help on.	10/11/2018 12:12 PM
13	Tutors were underqualified	10/10/2018 8:41 PM
14	Whenever I go for homework help for any math class they have always helped me get the wrong answer.	10/10/2018 9:27 AM
15	Gets to be somewhat crowded then you have to wait extended amounts of time just to get help	10/9/2018 5:31 PM
16	Not useful after 200 level classes	10/9/2018 12:56 PM
17	Very helpful in early semesters of tech	10/9/2018 12:48 PM
18	I wish there were more volunteers, but so far the wait hasn't been too long. I respect the people that are there though.	10/9/2018 11:51 AM
19	They have been very helpful in all subjects	10/9/2018 11:31 AM
20	There are not enough tutors sometimes	10/9/2018 10:38 AM
21	I rarely if ever go to the OSL personally	10/9/2018 10:13 AM
22	Osl Is a great place to studyup some 300 level course. Wish they offered help for higher level	10/9/2018 9:56 AM
23	Always packed and can't get anytime with tutors	10/9/2018 9:54 AM
24	Does not offer tutoring for harder earth science classes	10/8/2018 10:27 PM
25	Sometimes you get someone that knows what they're talking about. Other times you get someone that couldn't explain something to save their life.	10/8/2018 4:24 PM
26	Sometimes you can find a tutor that can actually help and explain things to you. Other times there will be people that don't know what they're doing or can't explain how to do something.	10/8/2018 4:09 PM
27	Sometimes the problems I have trouble on stump the tutors as well. Usually this happens when the book makes a typo or something.	10/8/2018 3:30 PM
28	This program is excellent. Hope it expands and enlists more tutors for upper division courses.	10/8/2018 1:56 PM
29	Could benefit from tutors for higher level classes	10/8/2018 1:23 PM
30	Wait time is too long	10/8/2018 12:22 PM
31	The OSL has been an amazing resource during my time here at Tech. I've gone in to get tutoring on calculus and physics.	10/8/2018 11:51 AM
32	I've had to wait before	10/8/2018 11:20 AM
33	This space is for tutoring but a space more for teaching and just extra teaching would be nice	10/8/2018 11:14 AM
34	I only used it once and it was not helpful, therefore I never used it again	10/8/2018 11:10 AM
35	In the times I have gone for help it had been okay. Getting help and clarification took longer than I would have wanted a few times. but it was good help.	10/8/2018 10:43 AM
36	Not really that useful once you get past the 200 level classes.	10/8/2018 10:42 AM
37	Don't always get help have to elbow people to get actual help from the tutor because there are so many	10/8/2018 10:16 AM
38	just tell me what I already know, don't really help me figure out what I'm doing wrong	10/8/2018 10:13 AM
39	I think they could use more space, probably just one more room of space.	10/8/2018 10:11 AM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

40	Had trouble getting help with tutoring for physics 1	10/8/2018 10:09 AM
41	I've only used the OSL for one class, but they weren't able to help me. This is more the instructor's fault than the OSL, but it was unfortunate that they couldn't help with the intensely difficult homework problems	10/8/2018 9:55 AM
42	It is a good service, but it does become less helpful during Junior and Senior years	10/8/2018 9:53 AM
43	Not enough workers, sit in there for an hour before getting any help usually.	10/8/2018 9:48 AM
44	Tutors are friendly and helpful. Just a little too crowded sometimes.	10/8/2018 9:48 AM
45	OSL is vital to student success. There have been several times when there have not been enough tutors for the amount of students. Since the OSL prevents underclassmen from dropping out, more tutors would be great!	10/8/2018 9:48 AM
46	GIVE THEM MORE FUNDING	10/8/2018 9:41 AM
47	Often can't help solve probblems	10/8/2018 9:34 AM
48	Tutors cannot solve problems I need help with	10/8/2018 9:29 AM
49	For the most part, I really like the OSL. Except somtimes it is very crowded and hard to work with a tutor.	10/8/2018 9:19 AM
50	Not always the friendliest. Tutors come off as annoyed almost every time I've been in. It is convenient for getting help with just about any class and I enjoy the hours of availability.	10/8/2018 9:05 AM
51	The facilities are too small and often crowded	10/8/2018 9:04 AM
52	Sometimes no one knows how to solve the problems I have. For the most part, the tutors are very helpful.	10/8/2018 9:01 AM
53	Tutors are helpful but the room is often overfilled with few tutors	10/8/2018 8:53 AM
54	For classes with a lot of students (Math 131 for example) there was only one tutor with a room full of students so getting help was not easy	10/8/2018 8:51 AM
55	While I do receive help, there is not enough tutors in 400 level classes	10/8/2018 8:40 AM
56	Unqualified tutors	10/8/2018 8:30 AM
57	I tried once several years back and it was horrible. I've heard that it has greatly improved, but I'm a graduate student now.	10/8/2018 8:27 AM
58	It is a little difficult to figure out when tutors can help with 200-300 level classes	10/8/2018 8:26 AM
59	I always ended up answering other peoples questions when I would go.	10/8/2018 8:21 AM
60	Higher unqualified tutors	10/8/2018 8:16 AM
#	COMMENTS FOR "LIBRARY"	DATE
1	The library is very nice, useful, and helpful	10/17/2018 1:44 PM
2	Honestly should be open later than it is on friday	10/17/2018 1:19 PM
3	Great study space. Only con, not enough study rooms.	10/17/2018 6:21 AM
4	Long hours and quiet place to work	10/16/2018 7:39 PM
5	I would like to have a larger fiction section: all other parts are satisfactory	10/16/2018 7:26 PM
6	Wish there were a few more fictional books	10/16/2018 4:11 PM
7	There are always computers out of order	10/16/2018 4:03 PM
8	Functional for printing, although there are often problems with the computers.	10/16/2018 4:02 PM
9	Works as any library should.	10/11/2018 1:31 PM
10	Once I wanted to loan book from library, I can't find the book for creating online book loan request, but when I went to library, the staff found that book for me, I don't why.	10/11/2018 12:52 PM
11	The library closes at weird hours. The library should be open longer on ALL days of the week.	10/11/2018 12:12 PM
12	The library is awesome. The free coffee and ample working space makes it an oasis on campus.	10/11/2018 11:48 AM

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13	The online system is a little confusing and it's a little ridiculous that you only get a few hours with rental things, when you get too involved in studying then realizing that you're past your time and now stressed about things other than studying but other than that its a great place to study	10/9/2018 5:31 PM
14	I have not used the library servies much but when I have the staff and facilities have been excellent.	10/9/2018 3:34 PM
15	Needs a bigger and better labeled fiction section.	10/9/2018 12:31 PM
16	There are not enough computers to work on as well as enough plugs to connect our computers. Also very insatisfied with the printers, always hard to find a printer that works	10/9/2018 11:53 AM
17	I love the library. It's my favorite place. The workers are so sweet and they are always there to help.	10/9/2018 11:51 AM
18	Very satisfied. Provided all expected services with hospitable hosts	10/9/2018 10:13 AM
19	Excellent. I Recommend a minifridge for coffee creamer and bringing back the cafe.	10/8/2018 1:56 PM
20	Only use it for computer access	10/8/2018 12:31 PM
21	Lots of good resources for research. Also movies (documentaries) that can be borrowed .	10/8/2018 11:57 AM
22	Understandably the library closes at midnight, but I wish the library could stay open later on fridays and Saturday's.	10/8/2018 11:51 AM
23	I'm there almost all the time. Comforting and refreshing space to study and do homework	10/8/2018 11:10 AM
24	great people, great service...only issue is with ITC support of computers and printers in library	10/8/2018 10:13 AM
25	My only issues are that the printers/computers go down fairly often, but I don't think that's their fault. It also doesn't make sense why students are charged to use the copy machine, if they can just scan and print as many copies as they want of their documents for free.	10/8/2018 9:55 AM
26	Sometimes later hours would be helpful, would like a more obvious section for novels	10/8/2018 9:53 AM
27	Open until midnight is very useful, but usually open later than I'd like though.	10/8/2018 9:48 AM
28	I don't usually use the library too much.	10/8/2018 9:48 AM
29	The library closes too early on Fridays and Saturdays. Also there are not blinds on the upstairs windows which makes using the tables near them with a group of two or more people impossible. There are already very limited seating options for groups and having four tables that can be used because then two people have to sit in the hot sun.	10/8/2018 9:48 AM
30	GIVE THEM MORE FUNDING	10/8/2018 9:41 AM
31	Half the computers don't work though.	10/8/2018 9:37 AM
32	Sometimes the printer and computers are not working	10/8/2018 9:19 AM
33	Disorganized, doesn't clearly note variations in hours, and generally hours are not always useful	10/8/2018 8:42 AM
34	Good coffee, friendly service. It would be great if thw hours could be extended past midnight, but otherwise awesome.	10/8/2018 8:27 AM
35	I like the minigolf activity they put on	10/8/2018 8:26 AM
36	I like that there is printing and free coffee	10/8/2018 8:23 AM
37	Could they have more hours? Most colleges the library is open 24/7 so Saturday mornings feel like they should at least be included	10/8/2018 8:22 AM
#	COMMENTS FOR "BOOKSTORE"	DATE
1	Wish there were a wider selection of NMT stuff to show off my school pride.	10/17/2018 1:44 PM
2	Books are... Expensive.	10/17/2018 10:03 AM
3	They are so helpful at the bookstore!	10/17/2018 8:19 AM
4	Only been in once; friendly cashier and others offered to help me find things. Great merchandise.	10/17/2018 6:33 AM
5	As with any school bookstore, the books are overpriced.	10/16/2018 7:26 PM
6	Did not have all of my books at year beginning	10/16/2018 6:36 PM
7	Kind of expensive.	10/16/2018 6:30 PM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

8	books are too expensive	10/16/2018 4:41 PM
9	The owner is a chauvinist pic	10/16/2018 4:04 PM
10	Really expensive clothes	10/16/2018 4:03 PM
11	I'm able to purchase books here. It works just as it should.	10/16/2018 4:02 PM
12	Always very friendly and helpful	10/16/2018 3:55 PM
13	The bookstore owner is an incredibly sexist individual.	10/11/2018 1:31 PM
14	The staff is awesome, they have good ideas about what the students are interested in.	10/11/2018 12:12 PM
15	The staff are so friendly and willing to help.	10/11/2018 11:48 AM
16	When you go in they hound you to buy more stuff and so I typically avoid it. It's also far more expensive than other places.	10/10/2018 9:27 AM
17	As all book stores, a little pricey, but the people who work there are great people	10/9/2018 5:31 PM
18	My wife's books were not found in the bookstore. There was this whole disaster while interacting with Person and the bookstore.	10/9/2018 1:46 PM
19	Most merchandise is aimed towards first responders	10/9/2018 12:56 PM
20	Very friendly and helpful staff (just expensive stuff)	10/9/2018 12:48 PM
21	Wouldn't let me use a coupon on books which is the only thing I buy there	10/9/2018 12:06 PM
22	Very high prices for supplies and books even if you rent them	10/9/2018 11:53 AM
23	Textbooks are expensive. That's the only reason.	10/9/2018 11:51 AM
24	Textbooks are so overpriced here it's ridiculous. I never shop for textbooks here since there are far better online services for either renting or buying used books.	10/9/2018 11:02 AM
25	Overpriced	10/9/2018 10:38 AM
26	Overpriced items	10/9/2018 10:13 AM
27	Pricing is significantly marked up compared to other sources. Offer less than \$10 to buy back books that cost several hundred dollars, if they offer to buy back at all.	10/9/2018 10:07 AM
28	I keep seeing a lot of cool shirts around campus but none of those ones are my size.	10/8/2018 10:28 PM
29	The people are always nice and everything is always stocked. However, things can be a little expensive.	10/8/2018 4:09 PM
30	They overprice books. But I highly doubt anything as simple as a survey will change that.	10/8/2018 3:30 PM
31	Friendly. Could use a product suggestion box.	10/8/2018 1:56 PM
32	Too expensive	10/8/2018 1:00 PM
33	OVERPRICED, never have consistent merchandise	10/8/2018 11:15 AM
34	Everything is way too expensive	10/8/2018 11:14 AM
35	Once, I rented a workbook from them. I got it in late and had to pay for not only the full price of buying the workbook, but also had to pay them full price for another workbook (I didn't get a second book they just charged me for another one) because they "didn't have it when other students came in so it's an extra fee". They did not tell me this would happen and I was very upset.	10/8/2018 11:12 AM
36	Pretty nice people. Little overpriced, that's why I'm not very satisfied	10/8/2018 11:10 AM
37	Pearson sucks at distributing books	10/8/2018 11:05 AM
38	Alot of the merchandise is overpriced. Also more geared towards first responders than students.	10/8/2018 10:42 AM
39	The employees are helpful, but I was not notified when a prepaid textbook came in.	10/8/2018 10:23 AM
40	Kinda expensive and limited	10/8/2018 10:16 AM
41	Books extensive but occasional snacks good.	10/8/2018 10:16 AM
42	They don't price match on used textbooks, so I can't afford to buy them from them most of the time	10/8/2018 10:13 AM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

43	Prices are inflated on almost everything. The "Price Match" policy has way too many exceptions and is only available for a short period of time each semester. However, the staff are very nice and a lot of the items are nice (but still overpriced).	10/8/2018 9:55 AM
44	no complaints, but I still get most of my books from amazon, I mainly get food at the bookstore	10/8/2018 9:53 AM
45	Overpriced food and books we can't spend our Tech Dollars in. How could you not spend 'Tech Dollars' in THE 'Tech Store'. Also a piss poor return policy.	10/8/2018 9:48 AM
46	Scott and BJ work hard and do a good job. People sometimes stop in just to say hello. All of the staff is easy to get along with and are helpful when asked.	10/8/2018 9:48 AM
47	Most employees are friendly and helpful. However, myself and other students have been in the library on different occasions when employees were gossiping about tech students. This behavior is beyond unprofessional and unsettling since this gossip can (and has already) started rumors.	10/8/2018 9:48 AM
48	Get rid of them.	10/8/2018 9:41 AM
49	They sometimes don't have needed books.	10/8/2018 9:39 AM
50	I don't really buy things there.	10/8/2018 9:37 AM
51	Overpriced and did not have books in stock	10/8/2018 9:29 AM
52	Too expensive	10/8/2018 9:04 AM
53	Everyone at the bookstore is helpful	10/8/2018 8:51 AM
54	Kind of over priced	10/8/2018 8:30 AM
55	I don't have more nmt apparel since it is so expensive	10/8/2018 8:26 AM
56	Everything other than snack is expensive	10/8/2018 8:24 AM
57	Clothing is expensive, and had to bring back crew necks	10/8/2018 8:23 AM
58	Beautiful store and great happy workers	10/8/2018 8:21 AM
59	Prices are too high.	10/8/2018 8:16 AM
#	COMMENTS FOR "REGISTRAR OFFICE"	DATE
1	Often cannot solve a given problem or get information wrong, even on a degree audit	10/19/2018 9:04 AM
2	It seems that I have always got a run around here. I have had to go back and fix things or bring a single paper and so forth.	10/17/2018 1:44 PM
3	Errors in degree audit	10/17/2018 1:19 PM
4	The registrar's full time staff is very helpful, but the students they hire rarely know what they're talking about, but they'll pretend they do, instead of admitting that they don't know and seeking help. The times I've only been able to talk to students at the registrar's have sent me into doing circus tricks around campus trying to find the correct information.	10/17/2018 8:43 AM
5	For me, registering for classes (community ed) is super simple due to the staff at registrars office.	10/17/2018 8:19 AM
6	Not Friendly and easy to work with	10/17/2018 6:50 AM
7	For in-person interactions: lack of concern for privacy/dignity (e.g. fellow students processing withdrawal forms, etc.); assumes right to personal information despite having other resources for its tax verification purposes (e.g. social security cards should NOT be copied and kept on file); unable to handle off-norm situations/concerns; dismissive and/or poorly trained	10/17/2018 6:33 AM
8	They were quite helpful with my scholarship. I don't know what else they do.	10/16/2018 7:26 PM
9	Always a chore going to second floor of Fidel.	10/16/2018 6:30 PM
10	The students that were there to help me did not seem like they knew what they were doing	10/16/2018 4:03 PM
11	Not enough experience to make a definite answer.	10/16/2018 4:02 PM
12	Were not helpful when I called to try and get some documents needed. All I basically got was a very dry "sorry" and a shrug over the phone. Will have to figure things out myself since this department doesn't seem to be able to help.	10/16/2018 1:30 PM
13	There have been numerous times the registrars office has lost transcripts of current students and blocked them from registering for classes until the student gets the new transcripts	10/13/2018 1:48 PM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

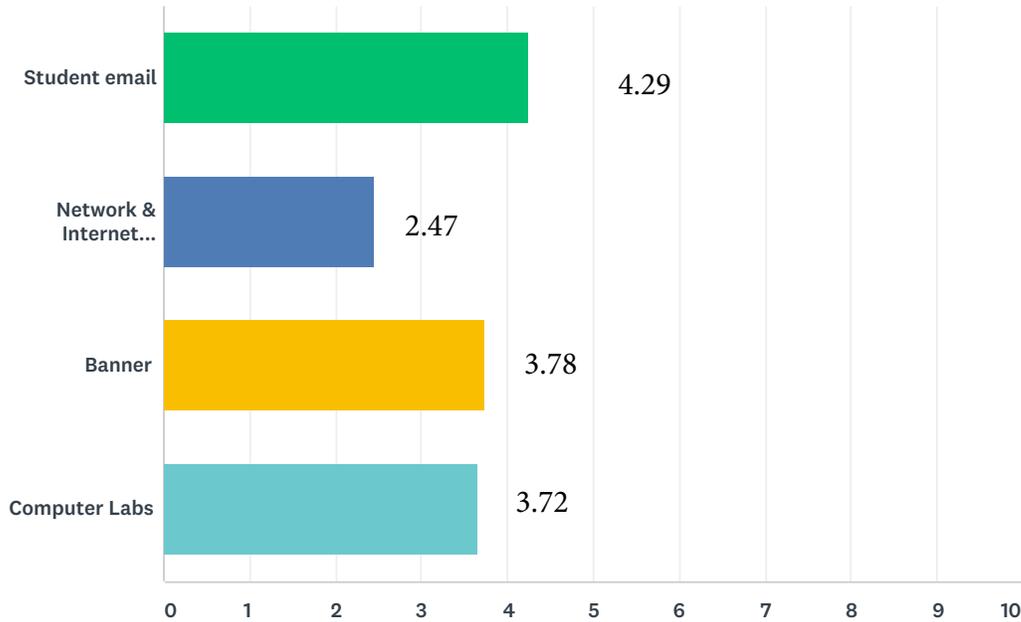
14	Speaking directly to the registrar sometimes is way harder than speaking to President Wells, or to any of the Vice Presidents. And, it's not because of her, but because of whoever is attending the public, in general, can feel like their job is too important.	10/11/2018 1:31 PM
15	Some of the staff (not student workers) at the registrar's office are incredibly rude and unhelpful.	10/11/2018 11:48 AM
16	a little disorganized in my personal opinion, but helpful whenever I need them	10/9/2018 5:31 PM
17	It's been a while but they have been EXTREMELY helpful.	10/9/2018 3:34 PM
18	They are great!!	10/9/2018 12:06 PM
19	No qualms about them.	10/9/2018 11:51 AM
20	It is difficult to get back in your room if you lose your card on the weekend	10/9/2018 11:37 AM
21	I rarely if ever go to the registrar's office personally	10/9/2018 10:13 AM
22	Sometimes uninformed of their own policies on updating student records, but somewhat responsive after multiple requests.	10/9/2018 10:07 AM
23	The Registrar's Office service members have explained to me how to change my grade and add classes. They are very useful, although I did talk to one person who didn't know that the Putnam Math Competition was being offered as a class.	10/8/2018 3:30 PM
24	Can be difficult to get things done at this office. Time spent in the office varies significantly with whoever is in the office.	10/8/2018 1:23 PM
25	They are very slow to act especially when I need something done immediately like a degree audit	10/8/2018 12:41 PM
26	Only used it to get a new ID, and the process was quick and easy	10/8/2018 12:31 PM
27	some of the staff (not student workers) are very rude	10/8/2018 11:15 AM
28	The girl with the colored hair gave me a very dirty look once and was being very judgmental about my being on academic probation	10/8/2018 11:14 AM
29	Always on point to help	10/8/2018 11:10 AM
30	Known people who have paid for classes and never enrolled in them	10/8/2018 10:16 AM
31	Each time I've needed help from the Registrar's Office, I either got what I needed or was pointed in the right direction to do so	10/8/2018 9:55 AM
32	I've had no major problems	10/8/2018 9:53 AM
33	Filled with people who do not do work until the very last possible moment, do not tell students over VERY SERIOUS TOPICS like how they will be disenrolled giving them one day to do something about it, then not being in the office to make a payment plan. Fire that woman who works in the back right offices past the cashiers, the one who is the only person who can make payment plans. She is by far one of the worst workers at this school, she is lazy and horrible at her job, and has made a mistake like that for the last 3 years in a row!	10/8/2018 9:48 AM
34	Employees are not the most friendly to students. Myself and others have been turned away when we had questions because even though there were no students in the office at the time we could not be helped because we were "not their priority". This has lead to missed graduation deadlines.	10/8/2018 9:48 AM
35	Fire _____ already	10/8/2018 9:41 AM
36	The academic warning process is overly complicated.	10/8/2018 9:39 AM
37	Seemed to be one of the better kept offices, until the old registrar left. I'm not sure how much confidence I have in a student running such an important office.	10/8/2018 9:37 AM
38	Rude	10/8/2018 9:32 AM
39	Some of the staff in the office are rude and make it seem like students are bothering them	10/8/2018 9:19 AM
40	Elaine is great with solving issues and helping students get back on track.	10/8/2018 9:05 AM
41	Literally every other university has digitized the registration process. Registering for courses is ridiculously tedious.	10/8/2018 8:42 AM

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42	The Registrar Office is a garbage fire. They don't know anything, so they send you running all over the place on wild goose chases instead of doing their job. There seem to be a lot of them, but most of them seem to be "on break" whenever anyone asks them anything. If I'm ever sent to the Registrar I try to find the actual source instead: academic affairs, graduate student office, financial aid, etc, because the Registrar wil make me wait at least 30 min before anyone can talk to me, and then I waste more time following their directions. The most USELESS branch of NMT.	10/8/2018 8:27 AM
43	my Undergraduate had the final exam schedule on the course catalog. Likewise the course catalog should be out by June. Unacceptable	10/8/2018 8:22 AM
44	All I hear is trash talk about the registrars	10/8/2018 8:21 AM
45	I have never left he registrar office being helped.	10/8/2018 8:16 AM

Q2 Overall, how satisfied or dissatisfied are you with the services you received from the following Information, Technology & Communication (ITC) areas:

Answered: 287 Skipped: 2



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	I HAVE NOT UTILIZED THIS SERVICE AT TECH	TOTAL	WEIGHTED AVERAGE
Student email	53.33% 152	28.77% 82	11.23% 32	3.16% 9	2.46% 7	1.05% 3	285	4.29
Network & Internet Service	7.32% 21	20.56% 59	13.59% 39	27.53% 79	30.31% 87	0.70% 2	287	2.47
Banner	25.26% 72	34.74% 99	23.51% 67	8.07% 23	2.11% 6	6.32% 18	285	3.78
Computer Labs	29.62% 85	29.27% 84	15.33% 44	12.89% 37	4.88% 14	8.01% 23	287	3.72

#	COMMENTS FOR "STUDENT EMAIL"	DATE
1	much better since the switch to gmail	10/19/2018 9:04 AM
2	I don't like that it puts canvas notification in the primary inbox	10/17/2018 3:08 PM
3	I am glad that we moved to gmail. But I have had trouble logging in and receiving emails often.	10/17/2018 1:44 PM
4	Sometimes the email will delay messages. I will get an email up to two days late.	10/15/2018 11:12 PM
5	Much better now than before, when everything was black-listed, and spam mail was rampant.	10/11/2018 1:31 PM
6	Unable to assist with problem	10/10/2018 8:41 PM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

7	Two Factor Authentication (TFA) needs to be enabled on our Google Accounts. We are a tech school and we are not even using the best security practices available for our emails. But I do like Team Drives associated with our emails. Those are awesome!	10/9/2018 1:46 PM
8	Useful but why does it have to be so long?	10/9/2018 12:48 PM
9	that is the most stupid format you can have for student email	10/8/2018 2:21 PM
10	activate google inbox so i don't have two email apps	10/8/2018 11:11 AM
11	Always reliable	10/8/2018 11:10 AM
12	I've had no email issues since I came to Tech in Fall 2016	10/8/2018 10:13 AM
13	I am so glad they went with a Google system	10/8/2018 10:11 AM
14	Didn't get an important email when needed	10/8/2018 10:09 AM
15	Aside from the accidental school-wide group chat, no problems with email so far.	10/8/2018 9:55 AM
16	I've had some issues with using email from the mobile gmail app before	10/8/2018 9:53 AM
17	Fail to send out emails on time, continue to have mass email mistakes of putting everyone's name visible on an email, never responds to emails except for the people in residential life.	10/8/2018 9:48 AM
18	It is what it is. Not too much to complain about. It gets the job done.	10/8/2018 9:48 AM
19	Using gmail is great!	10/8/2018 9:48 AM
20	don't like the name conventions.	10/8/2018 9:21 AM
21	Since switching over to gmail it's been really reliable and easy to use.	10/8/2018 8:27 AM
22	Works nicely, sometimes annoying how long student.nmt.edu is to type	10/8/2018 8:26 AM
23	Since we moved to gmail	10/8/2018 8:21 AM
24	Would be helpful if they covered information other than how to fix problems with school stuff	10/8/2018 8:19 AM
#	COMMENTS FOR "NETWORK & INTERNET SERVICE"	DATE
1	leagues better than socorro internet, but reliability and bandwidth is still an issue	10/19/2018 9:04 AM
2	The network transfers info at 100Mbps. 1Gbps is the new standard since 10 years ago.	10/17/2018 9:17 PM
3	Service isn't reliable	10/17/2018 3:08 PM
4	The connections are fast. The login system is troublesome.	10/17/2018 1:44 PM
5	I get 1.9 mbps and it crashes constantly	10/17/2018 12:38 PM
6	Speeds seem slow compared to how well connected our school is.	10/17/2018 11:39 AM
7	Frequent internet drop outs, issues connecting, so so so so slow.	10/17/2018 11:31 AM
8	wireless is so hard to receive around campus.	10/17/2018 8:19 AM
9	slow at times, slow to connect	10/17/2018 6:50 AM
10	The Help Desk has set a new standard for what it means to be professional without being cold or unapproachable. They are so knowledgeable and helpful and actually fun to work with. They've never failed to solve any problem I've had with tech at campus.	10/17/2018 6:33 AM
11	Internet service isn't always running well.	10/17/2018 6:21 AM
12	The wifi can be spotty sometimes	10/17/2018 5:07 AM
13	How do we still have this bad of internet here at a tech school that is trying to promote a pro gamer enviroment. Some times I can't even connect to the wifi or ethernet, and along with the fact that they don't use encryption for the login page for the internet locks me out of using some of my devices with the network if they don't support the auth system (wpa enterprise) and enforce encrypted webpages like all services should.	10/16/2018 10:43 PM
14	Sometimes have internet problems	10/16/2018 7:39 PM
15	The internet randomly cuts out, but is overall functional	10/16/2018 7:26 PM
16	Have a hard time with internet connection in Workman, the library and Fidel. Have to keep logging in.	10/16/2018 7:20 PM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

17	Occasionally does not allow me onto pages other than canvas	10/16/2018 6:36 PM
18	Sometimes goes out, not always consistent.	10/16/2018 6:30 PM
19	The speeds are very poor. The connection through ethernet port at Altamirano is unstable and the WiFi on campus is spotty.	10/16/2018 6:23 PM
20	internet slow or not working	10/16/2018 6:06 PM
21	Often drops connection, is slow, as well as other issues	10/16/2018 5:51 PM
22	The internet on campus, especially in the dorms, is so garbage and slow. Fucking fix it	10/16/2018 5:22 PM
23	my mac often don't get registered on the internet. same is my phone. it just doesn't get connected lots of time	10/16/2018 5:11 PM
24	internet is slow and down often	10/16/2018 4:41 PM
25	Internet isn't reliable	10/16/2018 4:11 PM
26	It is always dropping on campus.	10/16/2018 4:06 PM
27	THE INTERNET IS THE WORST I HAVE EVER ENCOUNTERED and I never seem to get a signal on my phone	10/16/2018 4:03 PM
28	Often and randomly stops working	10/16/2018 4:02 PM
29	I had ferw problems to get internet	10/16/2018 4:00 PM
30	The internet on the campus is a joke, and as an RA we have told ITC repeatedly and nothing has changed	10/16/2018 3:53 PM
31	I will be connected and disconnected randomly. I have to resubmit my credentials multiple times, there has to be a way to improve or change this system.	10/16/2018 1:30 PM
32	Often the internet will not connect or will run very very slowly.	10/15/2018 11:12 PM
33	Network in Alta apartment very bad this semester also in some buildings is bad.	10/11/2018 3:52 PM
34	NMT increased the Technology support fee from \$75, to more than \$200. Wi-fi still drops constantly during the day. If this is because a lot of people are gaming, then the streaming quota can easily be limited, if the IT people actually DO KNOW what they are doing.	10/11/2018 1:31 PM
35	Connections off campus are horrible (DWA), completely deplorable, unreliable. Folks at ITC try to be helpful but their intervention does not solve all issues. Also internet does not work/ is spotty in some buildings. I often wonder if this this a school that focuses on "technology". These issues should be easy to fix!!	10/11/2018 12:13 PM
36	The internet sucks, there is no wifi at some parts of the school. If you happen to get wifi then you get very few bars. It's weird that they get better wifi at MRO.	10/11/2018 12:12 PM
37	It's spotty, but better than it used to be.	10/11/2018 11:48 AM
38	Unable to assist	10/10/2018 8:41 PM
39	Internet is iffy	10/10/2018 8:01 PM
40	It's none existent in some building and most of the time doesn't work	10/10/2018 9:27 AM
41	The facilities can be taken for granted (this is good) and the services have not been needed.	10/9/2018 3:34 PM
42	wifi connection drops randomly on phone	10/9/2018 3:19 PM
43	Wifi has been getting better. They need to finish the transition to the new system though. I do not like how ITC is trying to control all the departments. The CS department has better people working on our infrastructure, and we need the freedom to provide the resources to the students. ITC is a constant barrier to making our networks better.	10/9/2018 1:46 PM
44	Connectivity drops randomly	10/9/2018 12:57 PM
45	The internet is really bad all the time. Please fix it	10/9/2018 12:56 PM
46	Sometimes frustrating but not bad	10/9/2018 12:48 PM
47	Slow as a snail in ointment	10/9/2018 12:31 PM
48	Always having trouble to connect	10/9/2018 11:53 AM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

49	I am frequently kicked out of the network and it shows as unavailable more frequently.	10/9/2018 11:51 AM
50	There is occasionally an issue logging into the unencrypted service	10/9/2018 11:37 AM
51	The WiFi in the beginning of the year was a pain	10/9/2018 11:31 AM
52	I'm still surprised that we cannot have reliable fast internet even though we are a tech school. The internet is unreliable because it comes in and out and is sometimes slower than usual. Of course there will be busy traffics with a lot of students using the internet but there are mesh networks that could allow for more users to be on at once. I don't know too much about large networked internet, but maybe invest more here. Also the printers are also sometimes unusable even though we spend money for every page of paper we print out.	10/9/2018 11:02 AM
53	Very slow	10/9/2018 10:38 AM
54	Wireless is unreliable	10/9/2018 10:34 AM
55	Tends to be very inconsistent	10/9/2018 10:13 AM
56	Login services use outdated security certificates and protocols. Browsers will often refuse to load the login page due to security risks.	10/9/2018 10:07 AM
57	The internet is very slow this year unlike previous semesters. To spite raising the technology fee	10/9/2018 9:56 AM
58	Internet is trash	10/9/2018 9:54 AM
59	Slow internet	10/9/2018 9:08 AM
60	Never takes my password for the encrypted	10/8/2018 10:27 PM
61	The same issues have persisted for the FOUR years I have attended NMT. This issue simply must be resolved!	10/8/2018 5:50 PM
62	Wi-Fi disconnects frequently when moving from one building to another.	10/8/2018 3:30 PM
63	The Wifi cuts out in West	10/8/2018 2:19 PM
64	Service is still slow and buggy. Large files often time out and are impossible to download.	10/8/2018 1:56 PM
65	Devices sometimes randomly cannot connect	10/8/2018 1:47 PM
66	Internet has a lot of lag and has been down a lot recently. Further the artificial caps put on the system make it hard to access large files using the internet	10/8/2018 1:23 PM
67	have to reenter login on the encrypted every few days, need to type out pin and I'd withing stupid short time limit	10/8/2018 1:13 PM
68	The internet connection is unstable, comes and goes all the time and causes me trouble when trying to do homework	10/8/2018 12:41 PM
69	WiFi can be janky at times	10/8/2018 12:32 PM
70	Wifi networks sometimes take a while to connect to	10/8/2018 12:31 PM
71	Reliability is not good	10/8/2018 12:22 PM
72	Connection drops often in residential halls.	10/8/2018 12:19 PM
73	The internet is incredibly inconsistent and all of my devices have difficulty connecting to it on a normal basis.	10/8/2018 12:15 PM
74	Internet can be too slow sometimes	10/8/2018 12:00 PM
75	I would hope that a university geared towards engineering degrees would have a pristine network, however that is not the case here at Tech. Often times I'm disconnected, unable to reconnect, or pages refuse to load. There are several networks to connect to, which is very confusing, even for someone who may understand how these systems work. ITC needs to undergo a process of upgrading the entire network here at tech, it's ridiculous.	10/8/2018 11:51 AM
76	Not realizable but helpful	10/8/2018 11:10 AM
77	Connectivity issues and does not work well with Windows 10	10/8/2018 11:05 AM
78	Super buggy and spotty service	10/8/2018 11:05 AM
79	Wifi disconnects quiet often	10/8/2018 11:05 AM

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80	If you work here and use the internet then no explanation is needed. It is shit. Please fix our internet.	10/8/2018 10:42 AM
81	It's usually not slow, but will cut in and out semi-regularly	10/8/2018 10:23 AM
82	Wifi on campus is spotty	10/8/2018 10:16 AM
83	We get charged 200 bucks and it's worse than last semester. I've used over half my data plan this month alone because it keeps cutting out and this was never a problem before.	10/8/2018 10:16 AM
84	It's often difficult to get on or stay on the wifi in certain buildings on Campus, especially Workman	10/8/2018 10:13 AM
85	The wifi is garbage here at the school, especially in the Ulta apartments	10/8/2018 10:09 AM
86	Can be spotty throughout different times of the day and many times doesn't have a very strong connection. Being from a STEM school one would think that internet services would be better for students and staff.	10/8/2018 10:04 AM
87	hard to get wifi connection on laptop in library specifically	10/8/2018 10:03 AM
88	I still cannot login to my computer lab MSEC 345!!	10/8/2018 10:01 AM
89	Never seems to work	10/8/2018 9:58 AM
90	Any connections issues I've had were more my devices' faults than the WiFi. It does have an issue of slowing down a lot around South Hall though.	10/8/2018 9:55 AM
91	I've had a large number of connectivity problems over the years, far more than should be expected from a tech school (When I lived in alta, there were times that I spent over an hour over the day just trying to connect). Additionally, the number of times the internet has gone down has been ridiculous. Finally, even when it's working, it tends to be quite slow.	10/8/2018 9:53 AM
92	Although it has gotten better, the internet is terrible, especially for the thousands of students who are forced to pay it, the new password requirements are terribly complex, the internet is slow, half the computers on campus dont work. My \$10 shared a month cost to century link provides horrible service, that is still better than yours. I moved off campus because of the sole reason that my Xbox One and 360 could not connect to the school's internet last semester. When going to the help desk they told me that it doesnt work and that they know, but arent going to do anything about it. I even had my whole account for the computers freeze up, and resulted in me being at the help desk for 4 hours while we completely deleted everything I had saved on the computers to get my account working again. Absolutely horrible service!	10/8/2018 9:48 AM
93	network limitations such as speed throttling is a pain. Some assignments require us to download large things such as the java developer toolkit. This too far too long and cut into time that could have been spent on homework, for example	10/8/2018 9:48 AM
94	Connecting to the internet is time consuming. It takes a long time EVERY time you try to access it. It barely works on the majority of campus and makes completing assignments difficult and frustrating.	10/8/2018 9:48 AM
95	like a 3rd of the computers in the library don't work and a lot of the others have broken audio jacks or screen damage.	10/8/2018 9:41 AM
96	The internet is absolutely awful in the dorms. Constant connectivity issues and very low speeds. I can't even connect to the internet in half the classrooms.	10/8/2018 9:37 AM
97	Good enough, needs better coverage inside buildings	10/8/2018 9:29 AM
98	no eduroam	10/8/2018 9:21 AM
99	The network is not always unreliable but for as "big" as our school is and with the word technology in our name I would assume our network would be faster and something to brag about.	10/8/2018 9:07 AM
100	I have heard a lot on campus about the WiFi being terrible but I haven't had any problems other than my PlayStation being difficult to connect to WiFi and apparently doesn't like the WiFi because it will freeze and not work anymore. I've gone through two playstations that freeze up while under the WiFi here but work fine when taken back to my hometown. I have not been able to connect my printer to the WiFi this year but it connected last year (with difficulty).	10/8/2018 9:05 AM
101	The internet service is awful. I constantly have to resign in, and sometimes I can connect at all for hours.	10/8/2018 9:02 AM
102	Connection quality and connectivity is not reliable	10/8/2018 8:53 AM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

103	The WiFi connections on campus suck	10/8/2018 8:51 AM
104	Internet connection has gotten better within the last year, but overall, it is still slow and occasionally goes down.	10/8/2018 8:42 AM
105	The speed stutters in bad times	10/8/2018 8:40 AM
106	It could be generally more reliable.	10/8/2018 8:35 AM
107	Not always dependable	10/8/2018 8:30 AM
108	When it works it's great. But it's often down or crappy for inexplicable reasons. Could use some work.	10/8/2018 8:27 AM
109	The internet barely works sometimes and the Ethernet is difficult to get set up on certain computers	10/8/2018 8:26 AM
110	The current system for work orders is ridiculous. There is no understanding of how quickly something needs to be done and no information as to how quickly it can be done.	10/8/2018 8:24 AM
111	Thank you for upgrading	10/8/2018 8:23 AM
112	ITC causes me pain	10/8/2018 8:22 AM
113	ITC is a bunch of fascists. My department should not have to pay them directly for service, they should get paid enough to do	10/8/2018 8:21 AM
114	Some connections to internet are difficult to establish	10/8/2018 8:21 AM
115	Highly unreliable, difficult to feel confidence in reliable connectivity	10/8/2018 8:16 AM
#	COMMENTS FOR "BANNER"	DATE
1	it....works	10/19/2018 9:04 AM
2	This system has been so much trouble for me. It kicks me out and will not accept passwords. I have had to change my password multiple times in a single day multiple times.	10/17/2018 1:44 PM
3	Old and outdated.	10/17/2018 11:39 AM
4	Dated interface; parts don't work at all anymore (e.g. updating personal contact information). Student records and other information seems to be getting and being kept updated more timely these days, though. I've also noticed improvements in link descriptions which has helped navigation.	10/17/2018 6:33 AM
5	clunky and not very well organized. literally pissed someone off enough to make another website to avoid using it.	10/16/2018 5:51 PM
6	It looks bad and it is kind of confusing	10/16/2018 4:03 PM
7	The user interface is very outdated and unintuitive.	10/11/2018 11:48 AM
8	Such a old piece of software that requires nasty hacks to make it work. Please start the process to replace it with something that actually works.	10/9/2018 1:46 PM
9	I use the 3rd party beanweb for a better UI	10/9/2018 12:57 PM
10	No problems	10/9/2018 11:51 AM
11	Haven't used it enough but signing up for classes should be more user friendly	10/9/2018 11:31 AM
12	Could be updated	10/9/2018 9:54 AM
13	On Banweb, one of the only problems I have is that the Class Schedule page does not list the classes offered for each subject on separate webpages. It would be convenient if it did this, so I could show someone the course listings for a particular discipline simply by copying a URL.	10/8/2018 3:30 PM
14	Software is good, but the smallest of overrides shouldnt take paper forms and a pile of signatures.	10/8/2018 1:56 PM
15	Hard to find information occasionally. Needs better routing.	10/8/2018 1:23 PM
16	UI is bad	10/8/2018 12:22 PM
17	Can be confusing to navigate	10/8/2018 12:19 PM
18	Outdated and a bit confusing.	10/8/2018 12:15 PM

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19	Banner does what it needs to do, however it's very functional and not user friendly. I understand a lot of universities use services like banner, but some care should be taken to make these services not just functional but also easy to navigate and understand.	10/8/2018 11:51 AM
20	Very useful	10/8/2018 11:10 AM
21	Banner is very out of date compared to other schools. Students should be able to request a degree audit directly through Banweb and receive it within minutes instead of having to submit a request to the Registrar's office and wait up to a month. The Staff side of banner is also very user-unfriendly in many screens. Very specific conditions need to be met for almost any command, but for many of them, those conditions are unnecessarily strict.	10/8/2018 9:55 AM
22	The layout of banweb feels like something from a decade ago. Things are not laid out well, and signing up for classes tends to be difficult to do quickly, which can be crucial to get into needed classes (particularly if the professor doesn't sign overrides). beanweb.us tends to work better in that regard, and it's not even official	10/8/2018 9:53 AM
23	It gets the job done. It would be nice if banweb had a better categorization structure.	10/8/2018 9:48 AM
24	I keep getting locked out.	10/8/2018 9:39 AM
25	Could use a UI overhaul	10/8/2018 9:29 AM
26	Banner works well, there is no need to update it. It does what it's meant for extremely well.	10/8/2018 9:07 AM
27	This is actually pretty standard and fine	10/8/2018 8:42 AM
28	The displays of information could be more readable. It is hard to find information within student accounts or to understand what happened because the formatting is poor and the line items have names that are not intuitive.	10/8/2018 8:35 AM
29	Easy to find stuff once you know where everything is.	10/8/2018 8:27 AM
30	Has been useful	10/8/2018 8:26 AM
31	I find the account data contained in Banner very difficult to understand	10/8/2018 8:24 AM
32	It works	10/8/2018 8:21 AM
33	Please upgrade to banner 9	10/8/2018 8:13 AM
#	COMMENTS FOR "COMPUTER LABS"	DATE
1	login times are still very long	10/19/2018 9:04 AM
2	I can't remember my password. it is too long. I can't work with the remote services. I am unproductive, I am pissed.	10/17/2018 9:17 PM
3	The login process is a pain. It should be the same for all our tech logins across the board.	10/17/2018 1:44 PM
4	Have not been able to log in since the Labs transition happened. Help desk wanted to charge me to reset my password?	10/17/2018 11:39 AM
5	always slow logging in	10/17/2018 6:50 AM
6	Some of the computers in Speare haven't worked all term; not a big issue since it's never full, but still peculiar.	10/17/2018 6:33 AM
7	Printers sometimes do not work or have paper	10/16/2018 11:12 PM
8	The linux needs to be improved	10/16/2018 10:43 PM
9	Have many different software options to choose from	10/16/2018 7:39 PM
10	They should be open all the time.	10/16/2018 7:26 PM
11	Printers don't work anywhere except Fidel and library.	10/16/2018 6:30 PM
12	printers broken often	10/16/2018 6:06 PM
13	semi often have issues with printers other than that they usually work well	10/16/2018 5:51 PM
14	It takes awhile to print things in the fidel and gold printers	10/16/2018 4:06 PM
15	Fidel lab is always locked on the weekends although the sign says it should be open	10/16/2018 4:02 PM
16	always have trouble log in	10/11/2018 3:52 PM

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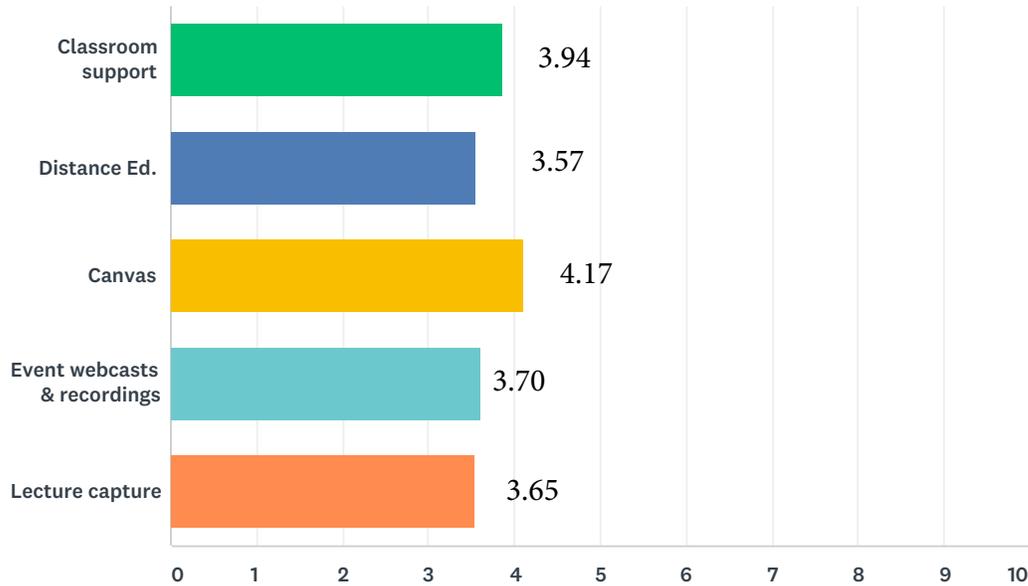
17	Much better now than before, especially making their use available 24/7. Making these resources publicly available is still not well done, at all.	10/11/2018 1:31 PM
18	In the CS department computer lab213, there are lots of compter out of service and some computers locked by others account and can't switch user	10/11/2018 12:52 PM
19	I appreciate the amount of computers available for student use, however the machines are slow.	10/11/2018 12:12 PM
20	They are often filthy (the EES one at least) - they need to be cleaned more often.	10/11/2018 11:48 AM
21	sometimes the printers don't work; they sometimes don't have paper	10/11/2018 10:14 AM
22	can only ever log into windows and the making a new password every semester is getting annoying	10/9/2018 5:31 PM
23	A necessary evil.	10/9/2018 3:34 PM
24	Just wish that Fidel had a place with paper so we could restock	10/9/2018 11:51 AM
25	Sometimes the lab in Fidel is locked before the time says that it closes	10/9/2018 11:31 AM
26	Printers aren't always readily fixed or working and sometim s paper runs out. Need more students aware to call the help desk to get issues fixed	10/9/2018 9:53 AM
27	always get sick when I use the public computers	10/8/2018 10:27 PM
28	The new Academic Labs login system is AWFUL because it requires longer passwords (which apparently expire after 6 months)--see xkcd.com/936 for why I am against this--and discriminates against non-QWERTY keyboard users by forcing QWERTY to be the default layout option and resetting the keyboard to QWERTY each time a new application or browser tab (!) is opened.	10/8/2018 3:30 PM
29	Mishmash of software versions causes problems. And some policies simply lack common sense.	10/8/2018 1:56 PM
30	Printers need to be updated and kept stocked more regularly	10/8/2018 1:23 PM
31	I have made second trips to ITC for help with my lab login and each time I have been there there was nobody qualified to assist me.	10/8/2018 12:41 PM
32	Printers often time don't work	10/8/2018 12:41 PM
33	Having some computer labs with printers open 24 hrs would be extremely helpful	10/8/2018 12:32 PM
34	I love having access to Windows and Linux, and all the computers I've used are reasonably powerful.	10/8/2018 12:31 PM
35	Not all computer labs have printers.	10/8/2018 12:15 PM
36	They are helpful, but too slow to load. The programs they have are useful	10/8/2018 11:10 AM
37	In fidel they lock earlier then whats posted	10/8/2018 10:16 AM
38	The computer labs in Speare need to be open to students 24-7 as they're the only computers with all the programs that we need for our classes on campus	10/8/2018 10:13 AM
39	The paper isn't stocked as much as it should be.	10/8/2018 10:11 AM
40	Fidel labs are not always open during posted hours. Also, not all the computers in Fidel have the fidel printer set up which make it inconvenient.	10/8/2018 10:04 AM
41	password needs to be changed without notification	10/8/2018 10:03 AM
42	Please fix msec 345 computers	10/8/2018 10:01 AM
43	The printers are always malfunctioning	10/8/2018 9:57 AM
44	Maybe add staplers to the one in Fidel if you don't think they'll be stolen?	10/8/2018 9:55 AM
45	Most of the time they are fine, but it can be annoying that there is not a printer in every one	10/8/2018 9:53 AM
46	Nothing ever works, horrible system, computers break, horrible password requirements update.	10/8/2018 9:48 AM
47	Computer labs are nice. They are a necessity here for many students. Itc manages them well.	10/8/2018 9:48 AM
48	Need more access to after hours. Printers are usually not working or out of ink and paper causing students to run around campus to try and print their assignments.	10/8/2018 9:48 AM
49	ITC doesn't care to fix the computers or printers and it shows.	10/8/2018 9:41 AM

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50	Again, half the computers are broken in the library.	10/8/2018 9:37 AM
51	slow, out of date, poor management	10/8/2018 9:21 AM
52	A lot of computers are not up to date, and have all sorts of odd issues from missing font support, to certain programs not being installed properly.	10/8/2018 8:42 AM
53	It's kind of bad when all the computer labs I use have been ripped out of my building. Makes it somewhat inconvenient.	10/8/2018 8:27 AM
54	There is a dorm that has a computer lab with 0/4 functioning computers. It has been over 7 weeks and they still have not fixed them	10/8/2018 8:26 AM
55	Equipment is outdated and i need the different passwords to login to different computer labs on campus. I do like that the software i need is on most computers though	10/8/2018 8:23 AM
56	For a tech school around ~40% of our computers are ancient	10/8/2018 8:22 AM
57	My computer is better, the lab computers feel sluggish	10/8/2018 8:21 AM
58	Torres computer lab has been down for multiple weeks	10/8/2018 8:21 AM
59	Old computers. Once had a class in a computer lab in Speare. Could not hear my professor due to the computer fans.	10/8/2018 8:18 AM
60	Some are okay, others feel run-down and not maintained	10/8/2018 8:16 AM

Q3 Overall, how satisfied or dissatisfied are you with the services you received from the following Academic Center for Technology (ACT) areas:

Answered: 287 Skipped: 2



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	I HAVE NOT UTILIZED THIS SERVICE AT TECH	TOTAL	WEIGHTED AVERAGE
Classroom support	22.38% 64	28.67% 82	17.48% 50	3.15% 9	1.05% 3	27.27% 78	286	3.94
Distance Ed.	9.86% 28	10.56% 30	14.44% 41	3.87% 11	1.76% 5	59.51% 169	284	3.57
Canvas	43.51% 124	37.54% 107	10.88% 31	4.21% 12	2.46% 7	1.40% 4	285	4.17
Event webcasts & recordings	12.54% 36	19.16% 55	14.29% 41	5.92% 17	0.70% 2	47.39% 136	287	3.70
Lecture capture	16.14% 46	17.19% 49	13.68% 39	7.37% 21	2.46% 7	43.16% 123	285	3.65

#	COMMENTS FOR "CLASSROOM SUPPORT"	DATE
1	They have been quick to come help when we have had problems.	10/17/2018 1:44 PM
2	some presenters are bad	10/11/2018 3:52 PM
3	Very few smart classrooms. All classrooms should be smart classrooms, with recording capabilities, and smart ink. For the cost of the technology support fee, I think NMT can afford it.	10/11/2018 1:31 PM
4	Every instructor seems to struggle with the facilities and clicker support should just work.	10/9/2018 3:34 PM
5	Maybe I have used this, but I don't recognize the name.	10/8/2018 3:30 PM

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6	The dry erase marker shortage is a problem. And computers dont always work.	10/8/2018 1:56 PM
7	Usually have to be added to canvas courses manually	10/8/2018 12:22 PM
8	I have no idea what this is about	10/8/2018 11:10 AM
9	Except for my Calc 1 lab TA.	10/8/2018 10:23 AM
10	Poor audio, camera fails to follow the lecturer sometimes	10/8/2018 9:41 AM
11	What is this	10/8/2018 9:29 AM
12	Projection issues are more of a rule than an exception	10/8/2018 8:42 AM
13	Prompt service. There's just some bugs in systems that they can only hold at bay, not fix.	10/8/2018 8:27 AM
#	COMMENTS FOR "DISTANCE ED."	DATE
1	troubleshooting is hard for them... and issues tend to not get resolved anyway.	10/19/2018 9:04 AM
2	N/A	10/16/2018 6:36 PM
3	I do not use Distance Ed	10/16/2018 3:55 PM
4	so convenient!	10/11/2018 3:52 PM
5	My Physics class always has problems with iclickers	10/10/2018 9:27 AM
6	No experience with this	10/8/2018 1:56 PM
7	Cameras occasionally shut down	10/8/2018 1:23 PM
8	Never used	10/8/2018 11:20 AM
9	Never used it	10/8/2018 11:10 AM
10	Video accompanying Lecture recordings dont zoom/move well	10/8/2018 10:16 AM
11	I am not in distance ed but my class is recorded for those who are in distance ed and those recordings help me.	10/8/2018 9:48 AM
12	I think it would be very beneficial if Tech considered offering online classes over the summer. Majority of students have internships and jobs to work over summer and cannot afford to remain on campus. I personally work over summer to be able to pay tuition of the following semester so I cannot remain on campus to retake or get ahead on classes.	10/8/2018 9:05 AM
13	Weird audio and poor user interface	10/8/2018 8:22 AM
#	COMMENTS FOR "CANVAS"	DATE
1	better than moodle!	10/19/2018 9:04 AM
2	The notifications post too often	10/17/2018 3:08 PM
3	Canvas is useful.	10/17/2018 1:44 PM
4	Curtis is wonderful and prompt at helping with Canvas issues.	10/17/2018 11:39 AM
5	This is just another things to pay attention to.	10/17/2018 8:19 AM
6	Curtis Warren is phenomenal. Highly responsive and diligent. If not for him, I wouldn't have been able to participate in any of my classes in Canvas for this and my previous terms.	10/17/2018 6:33 AM
7	It works as a sort of agenda	10/16/2018 7:39 PM
8	Calc 2 had my grade wrong until the day AFTER the grade option deadline. Also, it has no mobile capacity or security.	10/16/2018 7:26 PM
9	Depends on the professor but usually works well	10/16/2018 5:51 PM
10	My previous experience has been satisfactory	10/16/2018 3:55 PM
11	Better than Moodle.	10/11/2018 1:31 PM
12	Some teachers don't know how to use it and seem to refuse to learn, which makes my job as a student harder	10/10/2018 9:27 AM
13	Biggest problem is the faculty inability to use it well.	10/9/2018 3:34 PM

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14	There are still security problems (client side security) with Canvas. But I am glad that most classes are using it.	10/9/2018 1:46 PM
15	Wish teachers used this more universally or consistently	10/9/2018 12:57 PM
16	Hard to dissable notifications	10/9/2018 12:31 PM
17	Not all professors use it	10/9/2018 11:53 AM
18	Hasn't given me problems	10/9/2018 11:51 AM
19	Most issues with Canvas come with how instructors use it. My biggest complaint is that some professors will weight grades differently than they are shown on Canvas.	10/9/2018 10:07 AM
20	When teachers grade things awkwardly it can effect my progress grade.	10/8/2018 10:28 PM
21	Setting up my weekly schedule would be so much harder without Canvas.	10/8/2018 3:30 PM
22	Works well. Wish some profs and TAs would be more punctual in keeping their courses updated.	10/8/2018 1:56 PM
23	Not all professors use canvas because of lack of support the school gives on how to use it effectively	10/8/2018 12:19 PM
24	Nice to check what homework I need to go	10/8/2018 11:57 AM
25	The way canvas is utilized here at Tech is definitely better than previous institutions I've been at. That being said I still utilize other services to keep in contact with my professors and peers because canvas's resources for this function aren't utilized very well, other than classroom announcements.	10/8/2018 11:51 AM
26	Some professors don't use it at it's full potential and randomly make changes to the class that are not reflected on canvas.	10/8/2018 11:10 AM
27	Can't turn things in on chrome browser caused me a late day.	10/8/2018 10:16 AM
28	I wish it would let us personalize our pages and post our own picture	10/8/2018 10:13 AM
29	No problems with canvas other than some professors not really knowing how to use it.	10/8/2018 9:55 AM
30	Overall not bad, but some professors still don't use it	10/8/2018 9:53 AM
31	Good system, only issue is half the teachers dont yee it, or use it well, make it to where all the teachers are forced to use it please.	10/8/2018 9:48 AM
32	Canvas could be better. It is annoying to have to forward all of the canvas messages just to make sure I do not miss them. Some professors don't use canvas enough. It is nice to have all my school related stuff in one place.	10/8/2018 9:48 AM
33	Not great.	10/8/2018 9:41 AM
34	Needs more widespread adoption	10/8/2018 9:29 AM
35	shells grow out of control	10/8/2018 9:21 AM
36	Not dissatisfied at canvas itself, but the lack of teachers who use it and have no idea how to utilize it.1	10/8/2018 9:07 AM
37	Not every professor uses canvas	10/8/2018 8:51 AM
38	Seems to work okay - adding students/TAs is more time consuming than it should be	10/8/2018 8:42 AM
39	Big improvement	10/8/2018 8:27 AM
40	Not all of my professors use it, or don't use it properly. As in, they post some things but not grades	10/8/2018 8:24 AM
41	If all professors used Canvas, it would be better due to student convenience.	10/8/2018 8:18 AM
42	When professors use it, it makes tracking classes much easier	10/8/2018 8:16 AM
#	COMMENTS FOR "EVENT WEBCASTS & RECORDINGS"	DATE
1	I use these all the time for homework!	10/17/2018 1:44 PM
2	N/A	10/16/2018 6:36 PM
3	Not a lot of teachers actually record their lectures which is frustrating when you know they have the option but choose not to. Recorded lectures are helpful for when you're sick, studying, or doing homework.	10/10/2018 9:27 AM

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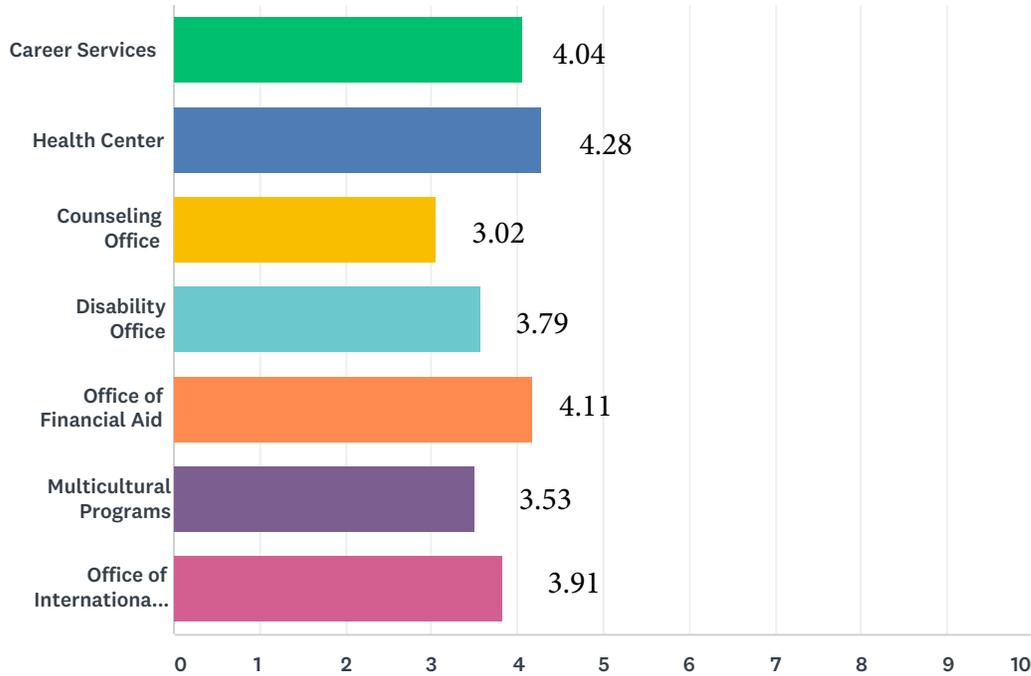
4	The one time I took a class using the system it totally failed.	10/9/2018 3:34 PM
5	Bad quality of sound	10/9/2018 11:53 AM
6	Need more of this	10/8/2018 1:56 PM
7	Never have seen anywhere to access these	10/8/2018 11:14 AM
8	Never heard of these ones	10/8/2018 11:10 AM
9	Never utilized.	10/8/2018 9:48 AM
10	I don't know how to utilize this.	10/8/2018 9:39 AM
11	it'd be nice to be able to export to youtube.	10/8/2018 9:21 AM
12	Sometimes the audio on recordings does not work	10/8/2018 9:19 AM
13	Mostly works. This semester I'm taking a course that has this as something you can review with and there are technical issues with it.	10/8/2018 8:42 AM
#	COMMENTS FOR "LECTURE CAPTURE"	DATE
1	Super useful	10/17/2018 1:44 PM
2	sometimes missing the board/written content	10/17/2018 6:50 AM
3	If it was universally used I would be very happy. As it stands, the only teacher that uses it seems to be Ballou.	10/16/2018 7:26 PM
4	N/A	10/16/2018 6:36 PM
5	We need better microphones. Sometimes if someone in the classroom is shuffling papers it overpowers what the professor is saying.	10/16/2018 4:06 PM
6	I have not used Lecture capture	10/16/2018 3:55 PM
7	Some lecturers explain the topic well but a few of them don't	10/11/2018 8:23 AM
8	Not a lot of teachers actually record their lectures which is frustrating when you know they have the option but choose not to. Recorded lectures are helpful for when you're sick, studying, or doing homework	10/10/2018 9:27 AM
9	Audio is sometimes bad	10/9/2018 12:56 PM
10	I was told it would be a pain to do	10/9/2018 12:37 PM
11	Playback very slow, laggy	10/8/2018 10:27 PM
12	Need more of this.	10/8/2018 1:56 PM
13	Can be hard to see work written on white/black boards	10/8/2018 1:23 PM
14	Trying to use Adobe Connect was painful on a slower connection- lots of stuttering, and the scrubbing bar wasn't very accurate.	10/8/2018 12:31 PM
15	Most professors don't use this	10/8/2018 12:22 PM
16	I believe not enough professors capture their lectures. At least to keep them for one week would be nice	10/8/2018 11:14 AM
17	Sometimes the recordings start late and I miss class content	10/8/2018 11:12 AM
18	Only once a teacher used it. It was a nightmare	10/8/2018 11:10 AM
19	Jot sure what this is	10/8/2018 10:42 AM
20	Sound is okay but video isnt good	10/8/2018 10:16 AM
21	mic was spotty throughout lectures and over the semester. not great clarity of the voice	10/8/2018 10:03 AM
22	There have been times where it's been difficult to access class recordings as a non-distance student in a non-distance/distance class	10/8/2018 9:53 AM
23	I wish that teachers would use this, but none of them ever do!	10/8/2018 9:48 AM
24	sound is often an issue, not 100% reliable that it will work	10/8/2018 9:21 AM

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25	Only certain classrooms use this feature and sadly none of my classes do. If I ever miss, or want to go back to review a lecture I simply cannot. I'm convinced a couple of my professors are proud of this though since they ban recording devices in general.	10/8/2018 9:07 AM
26	Cameras don't work in some rooms where their usage is needed	10/8/2018 8:53 AM
27	Not sure what the difference between webcase/recordings and lecture capture are, but same as above	10/8/2018 8:42 AM
28	Pretty good	10/8/2018 8:27 AM
29	I like that this is available, and I will use it if I ever miss class	10/8/2018 8:26 AM

Q4 Overall, how satisfied or dissatisfied are you with the services you received from the following Tech student support service units:

Answered: 286 Skipped: 3



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	I HAVE NOT UTILIZED THIS SERVICE AT TECH	TOTAL	WEIGHTED AVERAGE
Career Services	24.21% 69	18.60% 53	15.09% 43	1.75% 5	1.05% 3	39.30% 112	285	4.04
Health Center	42.61% 121	16.55% 47	9.86% 28	2.82% 8	2.11% 6	26.06% 74	284	4.28
Counseling Office	11.58% 33	7.72% 22	9.47% 27	3.86% 11	12.98% 37	54.39% 155	285	3.02
Disability Office	9.44% 27	5.59% 16	10.14% 29	1.40% 4	0.70% 2	72.73% 208	286	3.79
Office of Financial Aid	29.72% 85	31.12% 89	13.64% 39	2.80% 8	0.70% 2	22.03% 63	286	4.11
Multicultural Programs	6.67% 19	4.91% 14	11.58% 33	1.05% 3	1.75% 5	74.04% 211	285	3.53
Office of International & Exchange Programs	10.88% 31	4.21% 12	9.82% 28	0.70% 2	0.70% 2	73.68% 210	285	3.91

#	COMMENTS FOR "CAREER SERVICES"	DATE
1	They were helpful.	10/17/2018 1:44 PM

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2	Career fair is awesome!	10/17/2018 11:39 AM
3	Never used	10/17/2018 5:07 AM
4	Career fair is great. I haven't seen them do anything else.	10/16/2018 7:26 PM
5	I have not used Career Services	10/16/2018 3:55 PM
6	Very unhelpful in finding any job whatsoever	10/10/2018 9:27 AM
7	I appreciate that Tech invites companies to come here to campus so that we don't need to go to large conferences and have to spend money to attend.	10/9/2018 11:02 AM
8	They gave me useful, easy-to-follow information on how to behave at Career Fair.	10/8/2018 3:30 PM
9	Never used	10/8/2018 1:56 PM
10	Michael and his staff are support helpful	10/8/2018 11:10 AM
11	I've had my resume reviewed several times with useful feedback. When I've gone in asking about available jobs that aren't on the website, I'm just told to check the website where they already aren't.	10/8/2018 9:55 AM
12	I've had quite a bit of help with getting my resume/cover letters looked at	10/8/2018 9:53 AM
13	Employees are friendly, supportive, and highly knowledgeable. I have received a lot of assistance from them which has lead to jobs.	10/8/2018 9:48 AM
14	Needs more opportunities to find summer work than just handshake	10/8/2018 9:29 AM
15	Never have enough to time to make it.	10/8/2018 9:04 AM
16	There seems to be a lack of career options for my field; Geology	10/8/2018 8:42 AM
17	Good workshops	10/8/2018 8:27 AM
18	Michael has really helped a lot	10/8/2018 8:27 AM
#	COMMENTS FOR "HEALTH CENTER"	DATE
1	They helped me out when I had strep.	10/17/2018 1:44 PM
2	Helps out a lot when my usual physician is an hour away.	10/17/2018 6:21 AM
3	Never been	10/17/2018 5:07 AM
4	I don't utilize it but have to pay for it. Even if I get a flu shot there it's not worth it.	10/16/2018 6:30 PM
5	They have always been very helpful	10/16/2018 4:41 PM
6	Friendly and helpful with all of my health needs	10/12/2018 11:20 AM
7	Much better now that they hired permanent school nurses.	10/11/2018 1:31 PM
8	It was unexcusable that Tech did not have a candidate immediately after the last nurse retired.	10/11/2018 11:48 AM
9	Everyone is so nice and caring	10/10/2018 9:27 AM
10	So glad to have a school nurse again!	10/9/2018 1:46 PM
11	Previous nurse didn't seem as knowledgeable as she could have been with my knee injury	10/9/2018 12:48 PM
12	Please don't use air fresheners/perfumes in the health center as some students are allergic.	10/8/2018 10:40 PM
13	the women at the health center are hot	10/8/2018 10:27 PM
14	Better if this school can provide health insurance to grad students, (international). Other schools do. I don't understand how NMT get away with the law by not providing health care to its employers	10/8/2018 2:21 PM
15	Never used	10/8/2018 1:56 PM
16	Always helpful. Sad they don't open on weekends	10/8/2018 11:10 AM
17	Nurse is very helpful and can work with students to find cheaper medication.	10/8/2018 10:16 AM
18	I have heard others say that the service is not that great.	10/8/2018 10:04 AM

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19	Only used once, but she was very helpful. Only issue was that when I needed an xray of my ankle, the cost of that still fell entirely on me. It would be helpful to possibly work out with the hospital that if a test ordered from them, then to lower the cost for students (we tend to be poor).	10/8/2018 9:53 AM
20	Not a real health professional.	10/8/2018 9:48 AM
21	Good staff. Friendly. Helpful.	10/8/2018 9:48 AM
22	Friendly and nonjudgmental staff. They are very great at creating a safe space and answering questions.	10/8/2018 9:48 AM
23	The old nurse didn't seem to interested in helping me out.	10/8/2018 9:37 AM
24	Rude	10/8/2018 9:32 AM
25	Have been incorrectly diagnosed which lead to worse symptoms and not recovering	10/8/2018 9:19 AM
26	Love the free flu shots	10/8/2018 9:04 AM
27	I've gotten seen and helped very quickly every time	10/8/2018 8:51 AM
28	Very convenient	10/8/2018 8:27 AM
#	COMMENTS FOR "COUNSELING OFFICE"	DATE
1	Terrible office the only advice was that "Maybe tech isnt for you" but i am graduating in May with honors and have many job offers. Maybe find new advice. Will never go back.	10/17/2018 1:19 PM
2	Fast service but counsellor minimized problems and talked about themselves the entire time.	10/17/2018 11:31 AM
3	Love my therapist	10/17/2018 6:21 AM
4	N/A	10/16/2018 6:36 PM
5	I don't utilize it, and shouldn't have to pay for it.	10/16/2018 6:30 PM
6	Have not been helpful most times	10/16/2018 6:06 PM
7	I have not used Counseling Services	10/16/2018 3:55 PM
8	They need more training in LGBT, gender, and race related issues to support a diverse population with diverse problems.	10/13/2018 1:48 PM
9	I have heard very extreme accounts of the counselors incapability to professionally and effectively address concern in the following areas: alcohol use, family relationships, and mental health. These stories, especially those regarding mental health make me unwilling to ever use the counseling office for any needs I may have in the future. Something needs to be done to rectify this. I recommend a professional evaluation of the campus counselors by an outside source and an evaluation of these surveys.	10/12/2018 11:20 AM
10	This is the greatest example of a service being offered in the most LOUSY and mediocre way possible, just to excuse that at least the service is "available".	10/11/2018 1:31 PM
11	The anti-abortion propaganda in the office needs to go.	10/11/2018 11:48 AM
12	Sessions unhelpful. Bad reputation on campus. Will probably never go there again.	10/11/2018 10:14 AM
13	Both counselors are awful. They down play what you feel and throw pills at you. I also was threatened with in patient care if I talked about my problems.	10/10/2018 9:27 AM
14	Very poor personal interactions with the counselor I interacted with	10/9/2018 12:57 PM
15	Counselor was very rude on condescending on first meeting. Have not returned	10/9/2018 10:13 AM
16	I went there to talk about my insomnia, but I only talked for about 5 min while the therapist took up the other 45 min. On top of that, she told me to take a multivitamin for my insomnia. I left there feeling angry and stupid. I'm never going back no matter what happens.	10/8/2018 4:24 PM
17	I went there to talk about having insomnia but only talked for about 5 min while the therapist took up the other 45 min. On top of that she told me to take a multivitamin for my insomnia. I left that office feeling angry and stupid. I'm never going back no matter what.	10/8/2018 4:09 PM

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18	Terrible service. Not enough counselors to deal with the amount of Techies that need help. Focus on symptom treatment instead of finding the root cause of problems, leaving many techies not satisfied and still having major problems. Further, the advice given is often terrible and lacking in actual substance. Hate recommending this office to other students and instead encourage students to find outside help since these counselors do not actually help. Staying at home drinking is a better plan then seeking their help.	10/8/2018 1:23 PM
19	I aint no bitch	10/8/2018 12:53 PM
20	As a former RA I have referred people to the counseling office and a majority of them have come back to me stating that it wasn't helpful and many have even claimed that ----- has made very discriminatory and insensitive remarks toward male students on campus during counseling sessions	10/8/2018 12:41 PM
21	Helpful for general cases. Female counselors do not appeal to Male audience or just doesnt create a deep connection	10/8/2018 12:19 PM
22	Never used it	10/8/2018 12:00 PM
23	Never had to use it	10/8/2018 11:10 AM
24	There needs to be a change in employment. I went there once asking for help with lack of motivation and drive and got to told to just try harder. Then after that got told maybe I should just accept the lack of drive and just go on with life. That is the shittest help i ever got. That akin to saying just do better or fuck it.	10/8/2018 11:05 AM
25	The Counseling Office is probably the worst campus experience I've had. I was depressed and having various anxiety events as a result of a very specific stimulus. After multiple sessions, I had explained what I believe to be the event causing the anxiety as well as my own lack of self worth. I was hypercritical of people, particularly myself, based on certain standards, and I felt that, with my lack of performance, my existence was not needed. I believe I received something to the effect of "you need to check your white privilege; you wouldn't even be here to complain if you didn't have those privileges afforded to you; how are other people supposed to compare to your standard?" I had just been told that it's my fault for being depressed because of these standards, I should fix them, and that my sessions were ultimately unproductive, at the place where I went to seek help in re-evaluating these standards. I wasn't exactly kicked out, but it was strongly suggested that I, someone who does not believe that they should continue to live, return to counseling as it is probably a lost cause. That was in the fall. In the spring, my conditioned worsened, I had more anxiety than before, and I was too depressed to attend many courses. I talked to a new counselor, and she was a bit all over the place. After my last experience, I found it harder to open up about things, and the counselor did not do anything to compensate, assuming that any rational person would simply walk in, knowing what all the problems are, and describe them. There was some cursory procedure done after I had self-harmed to calm myself from panic and I had mentioned thoughts of suicide, but nothing to actually stop it from happening again. I understand that I am supposed to cooperate, but I also expect them to understand that if it was that simple, I wouldn't be there. I recall some exercise about thinking up places I feel safe, where I struggled to think of a second one, the first place being the one I harmed myself in. I also had a "imaginary" girlfriend, or a "waifu" as most people call them. She was a fictitious character that I loved more than anything in the real world, and I would sleep up to 20 hours a day to dream and be with her in my head, but no productive suggestions were created in regards to this either. Ultimately, I overcame these temporary issues in my life, but not until after I had started to fail all of my courses, dropped counseling, and had a much more serious encounter with suicidal thoughts. At best, counseling was a waste of my time that I could have better spent re-watching a particularly inspirational cartoon. At worst, it was counterproductive and lessened my self worth in that time as not even the people who are paid to care would care if I died beyond their job they're not even that interested in.	10/8/2018 10:51 AM
26	Bad.	10/8/2018 10:16 AM
27	Focuses on fixing the symptoms rather than talking about the problem. Have told my friends that they might not belong at Tech. Told me that I am happy and that there is no problem. They spoke most of the session and didn't allow me to elaborate why I was in their office. When I was an RA, I would send my residents and they would come back worse, defeated, and did not find the counseling office useful nor beneficial.	10/8/2018 10:11 AM
28	I have heard others say that the service is not that great.	10/8/2018 10:04 AM

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29	I went in once because I had a very serious personal situation going on and was having great difficulty struggling in class. The advice I got about the personal situation was "Get over it" and "You don't have any power over it, so stop worrying about it." I didn't return.	10/8/2018 9:55 AM
30	I have not used this office even when I in a really bad place a few years back, mainly due to reputation and knowing some people who found things worse after going. I have heard plenty of stories saying that some information about students who went there got out, and that there are plenty of times where they just say something along the lines of "It happens, just try to deal with it." As such, even when I was at my lowest lows, I did not even consider it, and I never will as it is. Which is really bad considering that I am not alone and there is a high depression rate at this school.	10/8/2018 9:53 AM
31	I have not gone to them because my friends have had such a bad experience with her. I would like to get counseling over things, but this alone has stopped me from wanting to, I've never heard anything good about her.	10/8/2018 9:48 AM
32	The counselor lady didn't seem to actually listen to me.	10/8/2018 9:39 AM
33	My roommate cut herself and I literally never heard from them nor did they attempt to contact her. Reported it reslife and barely even heard back from them.	10/8/2018 9:37 AM
34	Told me my problems weren't big enough that receive counseling... I was having panic attacks	10/8/2018 9:32 AM
35	It is difficult to schedule a time when the counselor	10/8/2018 9:19 AM
36	I will be seeking off campus counseling because I feel like I am not getting the help that I need.	10/8/2018 9:05 AM
37	I have not used this service because I've heard negative things about it.	10/8/2018 9:02 AM
38	I went once with anxiety problems and they were no help. They told me to download an app and that will help. I feel like I can't go into the counseling center for help	10/8/2018 8:51 AM
39	It's an alright service , i feel like it could do better	10/8/2018 8:30 AM
40	They did not provide my friend the help they need . And if they couldn't do that I don't feel comfortable going with them.	10/8/2018 8:24 AM
41	Was turned away due to having recived counseling elsewhere before.	10/8/2018 8:18 AM
#	COMMENTS FOR "DISABILITY OFFICE"	DATE
1	Theresa is so nice though.	10/16/2018 11:12 PM
2	N/A	10/16/2018 6:36 PM
3	I have not used the Disability Office	10/16/2018 3:55 PM
4	They do an amazing job!	10/11/2018 12:01 PM
5	Accessibility issues are very much present on campus and disability services is not even aware of many of them or addressing them. The online information is not very clear when attempting to get accommodations.	10/8/2018 10:40 PM
6	Contrary to the statistical probability, I do not have Autism	10/8/2018 12:53 PM
7	Never used it	10/8/2018 12:00 PM
8	Never used it	10/8/2018 11:10 AM
9	They helped me so much with everything from test to classes and so on. Amazing	10/8/2018 11:05 AM
10	Theresa is amazing	10/8/2018 10:11 AM
11	Love theresa	10/8/2018 9:32 AM
#	COMMENTS FOR "OFFICE OF FINANCIAL AID"	DATE
1	Andrea Dyjak, for instance, has gone above, beyond and way out of her way to help with scholarships and financial aid options, even when not solicited. I can tell this office is looking out for my best interests and wanting to help however possible.	10/17/2018 6:33 AM
2	Quick to help when walking through the door	10/17/2018 6:21 AM
3	Kenny seems to be the only one who has the answers to things. Kenny is great though!	10/16/2018 11:12 PM
4	I have not used Financial Aid services	10/16/2018 3:55 PM

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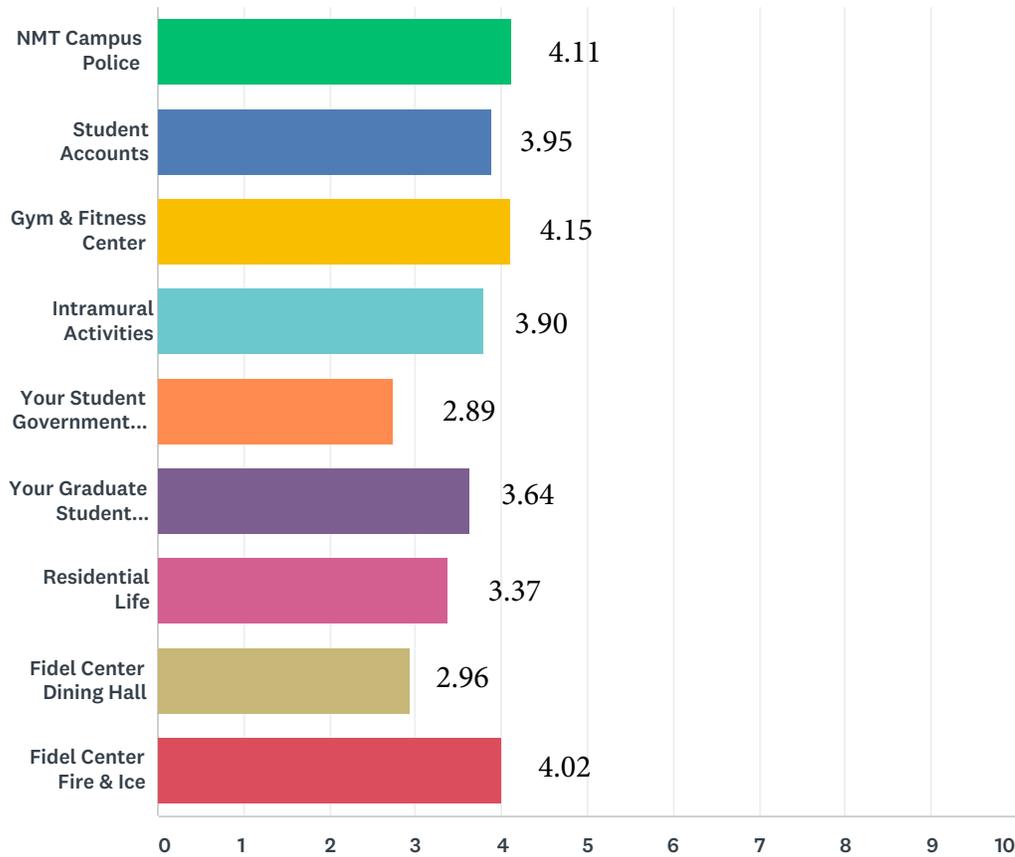
5	Very helpful	10/10/2018 9:27 AM
6	No problems	10/9/2018 11:51 AM
7	Never used	10/8/2018 1:56 PM
8	I always get email responses from them quickly	10/8/2018 12:31 PM
9	Most workers don't seem to care	10/8/2018 12:22 PM
10	Kenny and his staff always helpful	10/8/2018 11:10 AM
11	They are always willing to help and explain things to people.	10/8/2018 10:04 AM
12	I love walking into Financial Aid - everyone is so nice and always willing to help.	10/8/2018 9:57 AM
13	Gotten the help I needed immediately each time I've gone in.	10/8/2018 9:55 AM
14	If this is the back right room past the cashier then I hate them, and if they are the back-left office, then chance this rating to somewhat satisfied.	10/8/2018 9:48 AM
15	They've always helped me whenever I had questions for them	10/8/2018 9:19 AM
16	Financial Aid has told me conflicting things before, causing me to lose a scholarship. Otherwise, they've been useful. Just always triple-check things yourself because no one on campus has a bigger investment in you than you.	10/8/2018 8:27 AM
17	Professional and effective	10/8/2018 8:22 AM

#	COMMENTS FOR "MULTICULTURAL PROGRAMS "	DATE
1	N/A	10/16/2018 6:36 PM
2	I would like to see more advertisement for these programs around campus. I have never heard of it, but it sounds interesting.	10/16/2018 5:22 PM
3	I have not used Multicultural Programs	10/16/2018 3:55 PM
4	There is such a thing? Never heard of it.	10/11/2018 1:31 PM
5	Wish they would use the money to fix the internet and update some of the labs.	10/8/2018 1:56 PM
6	I'm only white so.....	10/8/2018 12:53 PM
7	I'm foreign but never was approached by this office	10/8/2018 11:10 AM
8	Didn't know this was a thing.	10/8/2018 9:37 AM

#	COMMENTS FOR "OFFICE OF INTERNATIONAL & EXCHANGE PROGRAMS"	DATE
1	N/A	10/16/2018 6:36 PM
2	Very helpful and always willing to help	10/16/2018 4:00 PM
3	Not used	10/16/2018 3:55 PM
4	Micheal is the best faculty ever!	10/11/2018 3:52 PM
5	People working there are awesome and kind.	10/11/2018 2:48 PM
6	Simple as this: Michael Voegerl is amazing. Nothing else to add.	10/11/2018 1:31 PM
7	Michael and his staff are awesome.	10/11/2018 11:48 AM
8	seems like they only work with one group, its a great group but doesn't offer the type of places I would like to go	10/9/2018 5:31 PM
9	They try their best	10/8/2018 2:21 PM
10	Never used	10/8/2018 1:56 PM
11	Same about this one	10/8/2018 11:10 AM
12	Helpful with exchange programs! They also have great events and are very supportive of all students.	10/8/2018 9:48 AM
13	I didnt know we had this	10/8/2018 9:29 AM

Q5 Overall, how satisfied or dissatisfied are you with the services you received from the following Tech student support service units:

Answered: 287 Skipped: 2



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	I HAVE NOT UTILIZED THIS SERVICE AT TECH	TOTAL	WEIGHTED AVERAGE
NMT Campus Police	34.84% 100	21.95% 63	11.15% 32	4.18% 12	2.44% 7	25.44% 73	287	4.11
Student Accounts	23.94% 68	28.52% 81	21.48% 61	2.46% 7	0.35% 1	23.24% 66	284	3.95
Gym & Fitness Center	39.51% 113	25.52% 73	12.24% 35	5.94% 17	1.05% 3	15.73% 45	286	4.15
Intramural Activities	15.73% 45	11.19% 32	12.94% 37	3.15% 9	0.35% 1	56.64% 162	286	3.90
Your Student Government Association (SGA)	8.77% 25	12.98% 37	17.54% 50	13.33% 38	12.28% 35	35.09% 100	285	2.89

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Your Graduate Student Association (GSA)	7.69% 22	6.64% 19	15.73% 45	1.05% 3	0.35% 1	68.53% 196	286	3.64
Residential Life	18.31% 52	22.18% 63	19.72% 56	9.51% 27	9.86% 28	20.42% 58	284	3.37
Fidel Center Dining Hall	12.98% 37	22.46% 64	17.19% 49	24.56% 70	13.68% 39	9.12% 26	285	2.96
Fidel Center Fire & Ice	32.63% 93	35.79% 102	11.93% 34	5.61% 16	2.46% 7	11.58% 33	285	4.02

#	COMMENTS FOR "NMT CAMPUS POLICE"	DATE
1	one officer tells you one thing the other tell you the opposite, thus not knowing good or bad. confusing.	10/17/2018 9:17 PM
2	For special projects I have worked on the police have been very helpful in making the process easier.	10/17/2018 1:44 PM
3	Always there when I need them, and provide more services than I expected! Wonderful to have them around.	10/17/2018 11:39 AM
4	Although I haven't interacted with them directly, I always appreciate seeing them around campus and also the recent notices about safety that the Chief of Police has emailed. They are always friendly and wave back and make me feel safe at Tech.	10/17/2018 6:33 AM
5	Campo, my lord and savior	10/17/2018 6:21 AM
6	They're great	10/16/2018 7:26 PM
7	They were very helpful	10/16/2018 5:11 PM
8	always helped me open my car when I lock my keys in	10/16/2018 4:41 PM
9	Got a lot of "I don't know" to questions that I feel campo should definitely have	10/16/2018 1:30 PM
10	Latest Fire and Safety report is a fairy-tale to make NMT look good. Terrible hypocrisy.	10/11/2018 1:31 PM
11	The dispatchers are pretty rude sometimes.	10/11/2018 11:48 AM
12	,	10/10/2018 8:41 PM
13	Besides the fact that at least one officer has been inappropriate with students, they have never really helped me when asked.	10/10/2018 9:27 AM
14	I love our officers! They are approachable, and understandable. They take care of us.	10/9/2018 1:46 PM
15	Very friendly and helpful with a wide variety of situations	10/9/2018 12:48 PM
16	Response times are not bad but more security features on campus would be better.	10/8/2018 1:23 PM
17	I have found that campus police has always been professional. Detective lucero always responds in a timely fashion and exhibits unparalleled professionalism. I feel the same way about sergeants Sweeney and Carter	10/8/2018 12:41 PM
18	The officers are so friendly and the best!	10/8/2018 11:12 AM
19	Always there helping	10/8/2018 11:10 AM
20	Fast responses when needed. However they are not welcoming when a student goes to their building and ring the doorbell.	10/8/2018 10:11 AM
21	Campus police are pretty friendly, and there's at least one in sight at almost all times.	10/8/2018 9:55 AM
22	I lost about \$1200 worth of video games, and I went in and told them who I thought took it, and they said they would accompany the RA during room inspections, but they didn't! As much as I respect police and what they do, just tell me you wont do it instead of fucking lying to my face and giving me hope. I spent so much time and effort in that and they did nothing.	10/8/2018 9:48 AM

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23	They do not help students in the reporting process and do not take reports seriously. They never follow up with the student after they "investigate" reports. However, they are great at events! Sergeant Carter is very friendly and great with students.	10/8/2018 9:48 AM
24	Campo is nice, they do look out for students' wellbeing	10/8/2018 9:41 AM
25	Petty crime by townies seems pretty common on campus.	10/8/2018 9:37 AM
26	One of the cops sexually harassed a female student and still works here	10/8/2018 9:32 AM
27	They are very slow at responding to calls that are non-emergencies	10/8/2018 9:19 AM
28	VERY responsive	10/8/2018 8:27 AM
29	Wrote a report claiming they talked to me when they never did.	10/8/2018 8:16 AM
30	Very helpful every time I've needed their assistance	10/8/2018 8:16 AM
#	COMMENTS FOR "STUDENT ACCOUNTS"	DATE
1	Not sure to what accounts this is referring...	10/17/2018 6:33 AM
2	Experience with third-party payments can be complicated.	10/8/2018 1:56 PM
3	I wish my task bar pins would sync, like they did before switching to the current Id based login	10/8/2018 1:13 PM
4	Seems very disorganized and unhelpful sometimes	10/8/2018 12:41 PM
5	I've had to request their help and work with them. Camille always helpful	10/8/2018 11:10 AM
6	They are not always nice when I come in.	10/8/2018 10:04 AM
7	What does this mean, what accounts there are like 6 or 7	10/8/2018 9:41 AM
8	Not open noon to 1p	10/8/2018 9:10 AM
9	Seems fine. Wish there were ways to pay these things more easily online	10/8/2018 8:42 AM
10	Friendly people who might not always have the answer, but will find it for you. Registrar could learn a lot here.	10/8/2018 8:27 AM
#	COMMENTS FOR "GYM & FITNESS CENTER"	DATE
1	Variety of different machines to choose from	10/16/2018 7:39 PM
2	Need more machines	10/16/2018 7:02 PM
3	There is instructor at the gym	10/16/2018 5:11 PM
4	Rock climbing gym has high traffic and low funding outside of the tech climbing club	10/13/2018 1:48 PM
5	There needs to be more equipment available, generally there is no room to exercise because the amount of people is greater than the amount of equipment.	10/11/2018 12:12 PM
6	Old instruments	10/9/2018 11:53 AM
7	It's great there are so many machines	10/9/2018 11:51 AM
8	Needs to be updated	10/9/2018 9:54 AM
9	The weight room is not accessible to someone with a disability which makes paying the fees a waste. Going up and down a steep set of stairs is just not feasible at times and for some with disabilities weight lifting can be part of a treatment plan.	10/8/2018 10:40 PM
10	Never used	10/8/2018 1:56 PM
11	Very small and old	10/8/2018 12:32 PM
12	Dont know what services the gym offers outside from it being there	10/8/2018 12:19 PM
13	They have a good weightroom	10/8/2018 11:57 AM
14	A lot of the equipment is run-down and dirty. Some new equipment would be a good addition.	10/8/2018 11:21 AM
15	old equipment, cramped conditions	10/8/2018 11:15 AM
16	Worked for the, and used their resources. Perfect place for everyone	10/8/2018 11:10 AM
17	The gym is perfect the way it is. No need to waste money, that could go to support struggling departments, on a new gym.	10/8/2018 11:09 AM

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18	I love the equipment offered and have a good time working out.	10/8/2018 10:04 AM
19	Need a climbing gym, the current one is garbage	10/8/2018 10:01 AM
20	Plenty of equipment available at almost all times. If a little bit larger population of the school web to the gym consistently, however, the facility might be a little too small	10/8/2018 9:55 AM
21	The school needs to build a bigger gym and replace a lot of the equipment. It's really old.	10/8/2018 9:41 AM
22	ventilation is an issue, some equipment could use an update, but generally OK	10/8/2018 9:21 AM
23	Need better facilities	10/8/2018 9:10 AM
24	The gym needs some love. I'm no health nut, but an expansion later on or more treadmills seem to be what it needs most. However there is no room.	10/8/2018 9:07 AM
25	It could use an upgrade or remodel but I like what's offered and the amount of students that use it	10/8/2018 9:05 AM
26	Old facility	10/8/2018 9:04 AM
27	Needs to be updated, and thoroughly cleaned	10/8/2018 8:42 AM
28	Good gym with good atmosphere, but really could use updated equipment and weights. The benches should be updated to Texas Strength System competitive benches as the ones currently in the gym are dangerous (I've injured myself on 3 separate occasions). Amount of spinning equipment could be reduced to make space as very rarely are all~6 used at once.	10/8/2018 8:26 AM
29	The gym is cramped and small. I wish it were bigger with more weight machines.	10/8/2018 8:24 AM
30	Has all the essentials but with an old, run-down vibe. Will be better once the new gym is made.	10/8/2018 8:18 AM
#	COMMENTS FOR "INTRAMURAL ACTIVITIES"	DATE
1	I have not been involved	10/16/2018 3:55 PM
2	Could include flag football intramural	10/16/2018 3:52 PM
3	I love it. Volleyball is my favorite	10/9/2018 11:51 AM
4	Never used	10/8/2018 1:56 PM
5	There isn't information readily accessible.	10/8/2018 12:41 PM
6	Amazing stuff	10/8/2018 11:10 AM
7	Played on a dodgeball team before. I had a great time, but it was short lived and somewhat unorganized.	10/8/2018 9:55 AM
8	The intramural director will sit behind teams at tournaments and talk poorly about one of the teams playing so that team can hear everything she is saying. Threats to personal safety are not addressed and nether is harassment.	10/8/2018 9:48 AM
9	The lady who runs intramurals is very rude and acts as if she hates her job	10/8/2018 8:22 AM
#	COMMENTS FOR "YOUR STUDENT GOVERNMENT ASSOCIATION (SGA)"	DATE
1	How can the SGA be so bad? We pay them a lot of money and they can't do basic things like know how to manage clubs, bring enough printouts to the required infosession, or even have their own election? Seriously, they are so bad. I wish they would go away. I'd rather not be represented than have them representing me.	10/17/2018 11:39 AM
2	Nulling the results of the Spring 2018 election due to two defeated candidates demonstrates a blatant disregard of the election process and the students who participated in that election.	10/17/2018 8:49 AM
3	They suck with money, but they aren't horrible.	10/16/2018 7:26 PM
4	Do not seem to follow policies and seem corrupt	10/16/2018 6:06 PM
5	They never advertise anything and too many people getting away with theft etc	10/16/2018 4:41 PM
6	I am not involved	10/16/2018 3:55 PM
7	Getting things done	10/16/2018 1:30 PM
8	Slow start but once up and running doing ok.	10/15/2018 11:12 PM
9	Recent disorganization with the reelection	10/13/2018 1:48 PM

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10	Immature, spoiled children with access to large sums of money, and governmental privileges. It has been tainted by scandalous corruption for many years.	10/11/2018 1:31 PM
11	Don't respond in a reasonable amount of time	10/11/2018 10:14 AM
12	Club funding is way to low	10/10/2018 8:01 PM
13	I hope they get better, but they are just useless. I'm hoping for better communication with clubs, and for more sensible, logical forms. Like, they have clubs fill out so many forms that they themselves should be filling out (like the form that requires clubs to attach a blank piece of paper for the SGA to do their job)	10/9/2018 1:46 PM
14	I dont know what they do.	10/9/2018 12:56 PM
15	Too much drama	10/9/2018 12:06 PM
16	I'm the secretary for the VP and I, so far, have no complains	10/9/2018 11:51 AM
17	I am a grad.	10/8/2018 2:21 PM
18	Their drama entertains me	10/8/2018 1:56 PM
19	Needs more students to care about it to actually make a difference on campus.	10/8/2018 1:23 PM
20	Dont seem to act as a liaison between students and the tech government	10/8/2018 12:19 PM
21	They seem rather disorganized and there appears to be a fundamental lack of communication between the members.	10/8/2018 12:15 PM
22	Work for them, so they are cool	10/8/2018 11:10 AM
23	Disband. Go communist	10/8/2018 11:02 AM
24	What do they even do. Like seriously no one knows what they ever do. So why do we pay them so much????	10/8/2018 10:42 AM
25	I don't know what they do	10/8/2018 10:16 AM
26	They usually get my club the money we need, but they always seem to be in disarray and unorganized, even without including the presidential re-election situation.	10/8/2018 9:55 AM
27	There is quite a bit of sh\$t that goes on there, and the current financial officer is not very good.	10/8/2018 9:53 AM
28	Un-needed censorship.	10/8/2018 9:48 AM
29	They don't ever seem to do much. The chief financial officer also cut club budgets heavily, limiting the activities clubs can sponsor.	10/8/2018 9:48 AM
30	Instead of using funds for the students they just gave it to themselves. The SGA already gets paid for hours they are not in the office to compensate them for their out of office work time. Plus the salaries are already very generous for student workers. Recently, student body input has not been considered or even asked for. The SGA is using the SGA for their personal use rather than providing for the student body. The SGA/SAB advisors use SGA money for what they want and not what the student body wants. When was the last time the SAB asked students what they would like to see in events? When was the last time the SGA had surveys after events or just at any point asking the student body to review and give suggestions off/for the SGA?	10/8/2018 9:48 AM
31	The SGA is garbage and it's been garbage the entire time the entire time I've been enrolled here.	10/8/2018 9:41 AM
32	Never been particularly good and I didn't know it was still even a thing.	10/8/2018 9:37 AM
33	There is too much internal drama that most things never get done	10/8/2018 9:19 AM
34	The whole SGA is a mess and it's not very good for the students	10/8/2018 8:51 AM
35	Very disorganized. I was the treasurer for a club last year and co-paid for hotels we budgeted for in advance. There was a paperwork mess I had to work through to use our club's own money to reimburse that expense. It took months for someone to do their job, at which point they demanded I write a statement for why the paperwork was late (What the hell) and then another month for them to approve the statement. Many of our officers have had issues since our budgeting moved to be covered with the SGA.	10/8/2018 8:42 AM
36	These guys seriously need to get their shit together	10/8/2018 8:40 AM
37	Another garbage fire, but this one's full of entitled brats who think I care about their tantrums over scantily clad women.	10/8/2018 8:27 AM

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38	I'm not sure what they do.	10/8/2018 8:24 AM
#	COMMENTS FOR "YOUR GRADUATE STUDENT ASSOCIATION (GSA)"	DATE
1	GSA on the other hand is very good. They are well organized, helpful, and awesome.	10/17/2018 11:39 AM
2	Not even sure there's participation	10/16/2018 1:30 PM
3	They work much better than the SGA, and they don't get paid. Maybe it's correlated.	10/11/2018 1:31 PM
4	Never met, but they seem pretty active	10/8/2018 1:56 PM
5	Didn't know this existed until right now	10/8/2018 11:10 AM
6	The GSA wants to improve the NMT community for all students and asks for undergraduate input.	10/8/2018 9:48 AM
7	I only attempted to interact with the GSA my first year. I signed up for two different volunteer events - one I was given the wrong time and showed up too late (and I have the email to prove the wrong time), the second I showed up on time (early in fact) but they had already left. Both incidences wasted my time, so I have not bothered with the GSA since.	10/8/2018 8:42 AM
8	The GSA offer travel support for research conferences, but bases the support primarily on 'volunteer points.' Support awards for reseach-related travel should be based primarily upon the quality of research, not how social or how much 'spare time' a student has. I cannot support this organization in any way for this reason and wish I could withdraw any monies that are taken from me for it.	10/8/2018 8:35 AM
9	I actually learn about what's going on on campus and what I can do!	10/8/2018 8:27 AM
#	COMMENTS FOR "RESIDENTIAL LIFE"	DATE
1	The Residential life is slow to fix some problems.	10/17/2018 3:08 PM
2	Mitch is always willing to help in any way he can.	10/16/2018 11:12 PM
3	Just turn on our heat and fix our leaks	10/16/2018 10:43 PM
4	Meh.	10/16/2018 7:26 PM
5	Not very organized	10/16/2018 6:06 PM
6	Usually gets back to me in a reasonable amount of time, sometimes takes longer to get someone out here	10/16/2018 5:51 PM
7	Seems like there are only a handful of RA who are actually passionate about doing their job right	10/16/2018 4:03 PM
8	If students are gonna be hired as RAs, then it is important to actually make sure they are qualified. Both ___ and ___ do a very lousy job at choosing their RAs.	10/11/2018 1:31 PM
9	Fixing small issues often take too long	10/11/2018 12:13 PM
10	not very helpful when questions arise	10/11/2018 10:14 AM
11	The RA's are very nice and i appreciate them	10/9/2018 11:51 AM
12	I had roaches in my room. I emailed res life but the never replied or came to spray. I ended up having to spray my own room.	10/8/2018 4:24 PM
13	I had roaches in room. When I emailed them about it they never replied or came to spray. I can't stand roaches. I ended up having to spray my room. It's just frustrating that I paid a lot of money for my dorm room and I have roaches.	10/8/2018 4:09 PM
14	Always avoided.	10/8/2018 1:56 PM
15	The Resident Assistants are typically not bad people but lack any form of good and consistent training leading to wild differences in enforcement of policies. Res Life has many policies that do not make sense and tend to hurt students more. Examples: all mold, including black mold, is considered to be the student's fault and charge the student to clean it, even when the mold is quite clearly not the student's fault. Another is fish, they are nice and make no problems but are banned for some reason. The buildings tend to have problems that just aren't addressed leading to actual safety concerns. Example: Torres third floor having the concrete literally wear away to dust. As well, the professional staff can be quite terrible when dealing with student concerns and tend to ignore any concerns brought up to them. The staff also have a poor concept of what activities students would actually find interesting and instead make the RAs do pointless work that doesn't help anyone.	10/8/2018 1:23 PM

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16	I think redline unjustifiably receives a lot of vitriol. The people there really care about the residents and work day and night to provide a good on campus housing experience	10/8/2018 12:41 PM
17	Lots of the stuff that RAs are supposed to do such as programs and take-to can be pointless and should be changed	10/8/2018 12:09 PM
18	Somehow annoying, that's why I moved out of campus	10/8/2018 11:10 AM
19	Room inspections were annoying	10/8/2018 10:16 AM
20	Students with the knowledge and experience to cleanly and tactfully fix things like the broken chair in their room should be allowed to do so without waiting 6 months for the work order to go through. (Real timeline)	10/8/2018 9:55 AM
21	Very expensive, forced meal plan at the worst catering service I have ever seen. Awful response for roommate disputes, lied to me that my mountain springs room would have outside storage (it was a server room or something else) while I still paid the rest as everyone else who had it. Charged me when my roommate got so sick that he left school at the end of the year, forced me to either pay a super single fee, or pay a fee for the upcharged room I would be moving into, told me it was 'unfair' that my roommate left and i got to keep the room. THE ROOM WAS PAID FOR ALREADY AND HE DID NOT GET A REFUND ON HIS ROOM!! DONT BE GREEDY ASSHOLES AND COME CHARGE ME FOR AN ALREADY PAID FOR ROOM! Main reason I moved out, other than shitty internet, lies, and forced shitty food.	10/8/2018 9:48 AM
22	There is a huge disregard for residents emotional well being and safety. They never question the RAs even when there are bullying, harassment, or sexual assault/abuse allegations. When residents reach out to the higher ups in Res Life they are shut down. When there are complaints on cleanliness and maintenance nothing changes until the start of a new academic year and it lasts for a month tops. I feel safer living off campus than I did on campus. If my safety was threatened I was told I had to move even though the threat was a non resident. They care more about nonresident than their residents.	10/8/2018 9:48 AM
23	Fire _____.	10/8/2018 9:41 AM
24	None of issues I've reported have been fixed (this is the second year with the same issues)	10/8/2018 9:05 AM
25	I worked as an RA. The adult staff are lazy and do not really care about the students. More can be done. I suggest hiring some passionate people who want to help college kids have a nice time living on campus and not cover up how many students here are depressed.	10/8/2018 8:27 AM
26	Moved me out of my dorm without cause.	10/8/2018 8:16 AM
#	COMMENTS FOR "FIDEL CENTER DINING HALL"	DATE
1	some worker/s don't like me and tell me i can't be there.	10/17/2018 9:17 PM
2	On weekends I can't eat until 11am	10/17/2018 12:38 PM
3	When there are a lot of people at Charwells, its really hard to navigate between the closely packed tables.	10/17/2018 11:31 AM
4	Expensive for low quality food	10/17/2018 10:03 AM
5	Prices are ridiculous for the quality of the food.	10/17/2018 8:43 AM
6	Don't eat there	10/17/2018 5:07 AM
7	The tables are nice. Chartwells could still improve, but its progress! Wish it was open past 7 though.	10/16/2018 11:12 PM
8	Bad food consistently	10/16/2018 10:43 PM
9	Okay place to enjoy a meal	10/16/2018 7:39 PM
10	Not consistent. Sometimes great, sometimes awful	10/16/2018 7:26 PM
11	Sometimes undercooked and have gotten food poison	10/16/2018 6:36 PM
12	Food is usually bad and is often so crowded I would avoid it all together if I could	10/16/2018 5:51 PM
13	The food is bad. It is just frozen and reheated food. I want fresh and organic food.	10/16/2018 4:06 PM
14	Very few vegan options	10/16/2018 4:04 PM
15	Everything is oversalted	10/16/2018 4:03 PM

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16	High prices, low quality food at times. Very few vegan options for lunch and dinner. ZERO vegan options for breakfast.	10/11/2018 1:31 PM
17	Not enough variety. Vegetarian must be pulling their hair out!	10/11/2018 12:13 PM
18	Crappy food in general.	10/11/2018 12:12 PM
19	I highly appreciate the variety of vegan options. I would like to see more allergen free (egg, dairy free)/ vegan desserts and/or cookies.	10/11/2018 11:48 AM
20	Little to no available fresh fruit, bad New Mexican food, not open early on weekends.	10/10/2018 8:41 PM
21	There are not a lot of vegetarian options	10/10/2018 9:27 AM
22	doesn't always taste that great, doesn't always seem that healthy, and the food quality is very low	10/9/2018 5:31 PM
23	Bad food	10/9/2018 12:56 PM
24	It would be nice if the hours went to 9, or at least 8 with it not stopping half an hour early	10/9/2018 12:37 PM
25	Expensive; wish they had discounts for students, work study	10/9/2018 11:53 AM
26	The food is also overpriced considering they reuse food. I figure if I'm going to pay \$10 a plate, I have better food instead of frozen fast food burgers and mediocre food (such as pasta that's not entirely cooked or overcooked). Even the salads sometimes have left over dirt so even the greens are not entirely cleaned.	10/9/2018 11:02 AM
27	It is the same food everyday	10/9/2018 10:38 AM
28	Seems understaffed. Often unable to have food ready to serve by the time serving hours begin.	10/9/2018 10:07 AM
29	It's expensive	10/9/2018 9:54 AM
30	Food is ass	10/9/2018 9:08 AM
31	If you call them food! sigh	10/8/2018 2:21 PM
32	Food is good on Monday. Wish it wasn't a hit or miss on slower days. Also wish the tea was closer to the dining area. Lot of walking in general with a cane.	10/8/2018 1:56 PM
33	Needs better food and lower prices for students. It is ridiculous that students on a meal plan pay more per meal than students who just walk up and pay each meal individually.	10/8/2018 1:23 PM
34	Food is not the greatest for how much it costs	10/8/2018 1:00 PM
35	Good quality is low	10/8/2018 12:22 PM
36	They rarely label major 8 allergens	10/8/2018 12:19 PM
37	Wish they repeated the good stuff more	10/8/2018 11:20 AM
38	Very pricey for the food not being great	10/8/2018 11:12 AM
39	Place is nice, chart wells makes it disgusting	10/8/2018 11:10 AM
40	I think that it would be nice to have a change from burgers and fries during lunch time.	10/8/2018 10:43 AM
41	Foods bad....	10/8/2018 10:42 AM
42	Should stay open later and offer new yummy dishes	10/8/2018 10:16 AM
43	Shouldn't have to wait in line at Fire & Ice to purchase a meal, should be able to do so at registers in cafeteria	10/8/2018 10:13 AM
44	The dining hall is nice, Chartwells could improve more.	10/8/2018 10:11 AM
45	They don't have many options for vegans and vegetarians. The quality of food can vary by dish but mostly food tends to be bland. I do not like that breakfast always has the same things. Recently, flies have been seen to hang around the tables which questions cleanliness of area. Leftovers from the weeks are served on weekends which can make food unappealing. During the start of lunch, food is not put out and ready until 20 or 30 minutes past opening time.	10/8/2018 10:04 AM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

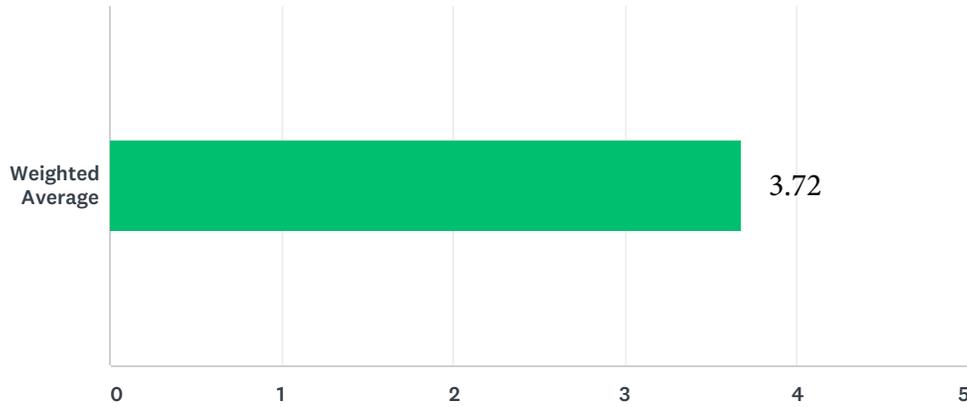
46	The food isn't high enough quality for the price of the meal plans (which are required if you live in the dorms). Cheapest plan comes out to \$10.90 per meal if you subtract out the Tech dollars. You get a better price per meal with the unlimited plan, but it's not worth the extra \$400. Chartwells' monopoly on the food sales on campus is also an awful idea. No one is allowed to sell food on campus without Chartwells' permission, even with proper safety and licenses. That policy needs to be changed. The Chef's Table is great.	10/8/2018 9:55 AM
47	Food sucks, I went to the apartments as soon as I could mainly to get away from needing to eat chartwells	10/8/2018 9:53 AM
48	I could eat at McDonalds every day for a meal that costs less money, and is healthier. Your food is straight garbage, I hate it, it's another big reason why I moved off campus and tell others to not go into housing either. You lose so much business off of this. I have gotten sick from food multiple times, the food tastes like dog shit. I have no amount of time or effort to explain how much hate I have for Chartwells.	10/8/2018 9:48 AM
49	Staff is great.	10/8/2018 9:48 AM
50	Chartwells cares about cutting their costs and not student health. It's also ridiculous that we're not allowed to have bake sales anymore because Charthell's considers that "competition"	10/8/2018 9:41 AM
51	The food is overpriced, and the veggies become unappetizing mid semester.	10/8/2018 9:39 AM
52	Disgusting	10/8/2018 9:32 AM
53	Gross and overpriced	10/8/2018 9:29 AM
54	I live in the mountain springs apartments with full kitchen and am still required to pay a meal plan (have hardly used either year of being here) Considering moving completely off campus to get out of meal plan like a lot of other students. Food is decent but stays the same and is really easy to get tired of.	10/8/2018 9:05 AM
55	There needs to be more catering options.	10/8/2018 8:42 AM
56	Chartwells could use more options. Also the rice is terrible	10/8/2018 8:40 AM
57	I've gotten food poisoning so many times from Chartwells. I hear its improved, though.	10/8/2018 8:27 AM
58	Food isn't wonderful, but it works	10/8/2018 8:26 AM
59	The food is bad that's why I moved off campus. Why would I want to pay an extra 2grand for bad food when I can eat cereal 3 times a day and it be cheaper than chartwells food? I'm	10/8/2018 8:24 AM
60	could vary breakfast more often	10/8/2018 8:21 AM
61	The quality of food is usually fine, the dining room itself is very cramped and often filthy. Flies have begun appearing all over the dining room and it is generally unpleasant to eat there.	10/8/2018 8:16 AM
#	COMMENTS FOR "FIDEL CENTER FIRE & ICE"	DATE
1	Need more strawberries for smoothies!	10/17/2018 11:39 AM
2	They are often understaffed, but always friendly and make the best coffees. Better than other Starbucks cafés I've visited!	10/17/2018 6:33 AM
3	It can take a while to get serviced depending on who's working	10/17/2018 5:07 AM
4	Closes at weird times of the day, not convenient sometimes.	10/16/2018 11:12 PM
5	Nice to get coffee in the morning	10/16/2018 7:39 PM
6	Great service, great food.	10/16/2018 7:26 PM
7	I'm happy they have more dairy alternatives than soy milk now	10/16/2018 7:02 PM
8	Espresso is great!!	10/16/2018 6:36 PM
9	Quick and kind service	10/16/2018 5:51 PM
10	Wonderful!	10/16/2018 5:03 PM
11	Friendly staff for the most part and also very tasty	10/16/2018 1:30 PM
12	they are not open like they used to be all the time. They take breaks at what seems like peak hours and several times this semester I go to get coffee and it is closed or the person is on break.	10/15/2018 11:12 PM
13	Baristas are seldom well-trained to do their job.	10/11/2018 1:31 PM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

14	Put a tip jar out for the baristas!	10/11/2018 11:48 AM
15	I love their strawberry smoothies.	10/9/2018 1:46 PM
16	Slow service	10/9/2018 12:56 PM
17	Mango smoothies are awful (the rest are great) and some employees don't make great espresso drinks	10/9/2018 12:48 PM
18	Expensive	10/9/2018 11:53 AM
19	The strawberry smoothies are so good!! I love them! Please never get rid of them	10/9/2018 11:51 AM
20	Expensive	10/9/2018 10:38 AM
21	Fire and Ice used to be a very social place, now is not	10/8/2018 10:27 PM
22	They are not open during the hours of operation that are posted.	10/8/2018 2:56 PM
23	Why they can't make it a real starbuck and be little bit faster	10/8/2018 2:21 PM
24	Knockoff starbucks is nice.	10/8/2018 1:56 PM
25	Really good baristas and fun atmosphere	10/8/2018 1:23 PM
26	Never been	10/8/2018 11:20 AM
27	Somehow better than chartwells, maybe because no body would buy anything I g	10/8/2018 11:10 AM
28	They take a long time to serve customers	10/8/2018 10:42 AM
29	Its kinda expensive as well	10/8/2018 10:16 AM
30	Long lines, understaffed, not enough registers	10/8/2018 10:13 AM
31	Workers there are always nice and make drinks quickly.	10/8/2018 10:04 AM
32	have more than one person working at busy times of the day	10/8/2018 10:03 AM
33	Sometimes don't have food for sale	10/8/2018 9:58 AM
34	Hours could be expanded	10/8/2018 9:53 AM
35	Only real place to spend tech dollars, staff are usually very rude, manager is a complete cock.	10/8/2018 9:48 AM
36	Staff is great food decent.	10/8/2018 9:48 AM
37	It's ok, would be better if the packaged salads and sandwiches were NOT provided by chartwells	10/8/2018 9:41 AM
38	They burn the coffee	10/8/2018 9:29 AM
39	often understaffed during peak hours.	10/8/2018 9:21 AM
40	More staff to help move the line faster	10/8/2018 9:19 AM
41	I use fire and ice more than the cafeteria and would enjoy a larger selection of food items but overall I like the variety of pastries.	10/8/2018 9:05 AM
42	Most products their are strictly luxury items yet tech dollars are required in meal plan	10/8/2018 8:53 AM
43	It's a coffee shop. Good drinks that are a bit pricey.	10/8/2018 8:27 AM
44	Runs smoothly	10/8/2018 8:26 AM
45	It would help to have separate lines for coffee drinkers and those wanting fru fru drinks. You can wait for 10 mins while people ahead of you get their specialty drinks.	10/8/2018 8:24 AM
46	I wish offerings were labeled, especially for dietary restrictions.	10/8/2018 8:21 AM

Q6 When needed, NMT Campus Police respond quickly in emergencies.

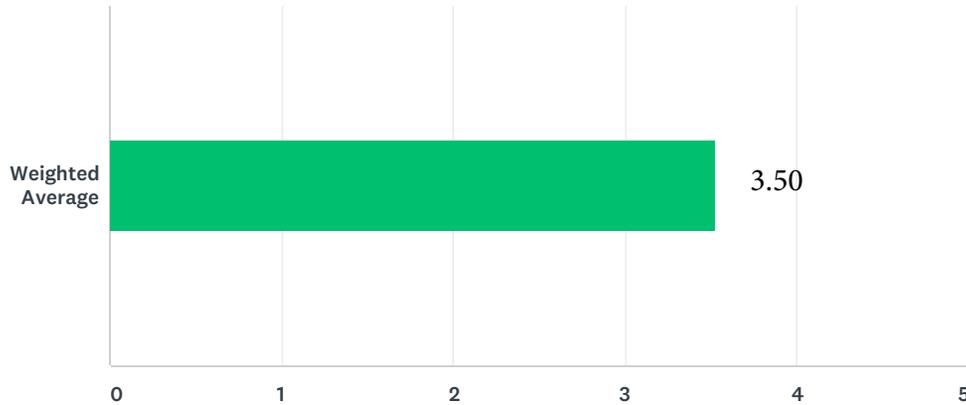
Answered: 262 Skipped: 27



ANSWER CHOICES	RESPONSES	
Strongly agree	21.37%	56
Agree	34.73%	91
Neither agree nor disagree	39.69%	104
Disagree	3.44%	9
Strongly disagree	0.76%	2
TOTAL		262

Q7 Tech is committed to all under-represented populations.

Answered: 262 Skipped: 27



ANSWER CHOICES	RESPONSES
Strongly agree	16.79% 44
Agree	29.01% 76
Neither agree nor disagree	43.51% 114
Disagree	8.40% 22
Strongly disagree	2.29% 6
TOTAL	262

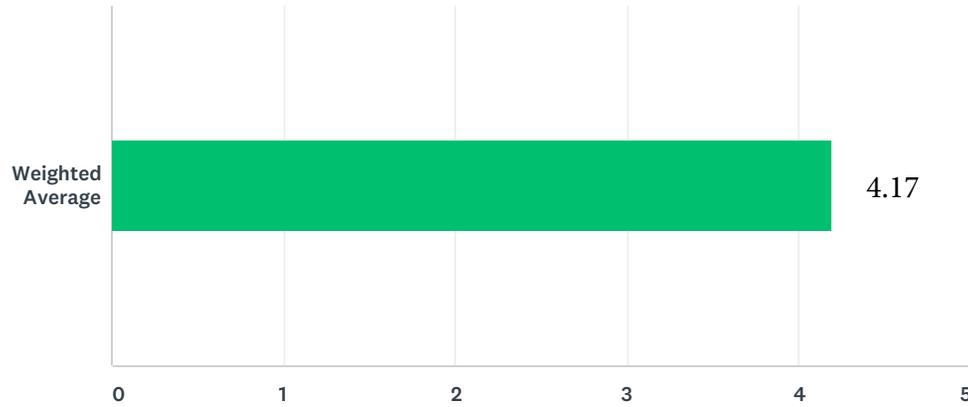
#	PLEASE EXPLAIN YOUR ANSWER IF INTERESTED	DATE
1	I don't think any population is underrepresented. This is an invalid question. You have to represent yourself by your own achievements, not by your outward characteristics.	10/17/2018 8:55 AM
2	I'm actually not sure there really ARE "under-represented" populations at this point...	10/17/2018 6:58 AM
3	Large amounts of diversity at this school	10/16/2018 7:42 PM
4	I'm a white male.	10/16/2018 7:37 PM
5	Don't push to represent what does not naturally occur.	10/16/2018 6:03 PM
6	NMT has tons of racist faculty, starting with _____.	10/16/2018 4:08 PM
7	I have not been approached by anyone and I am definitely a minority here	10/16/2018 4:06 PM
8	The inclusion center would be a significant improvement in this area. Most of the support comes from clubs, student, and faculty.	10/13/2018 2:05 PM
9	NMT tries, but fails terribly at it.	10/11/2018 1:38 PM
10	Some small groups (esp. hearing and vision impaired) seem to fall through the cracks.	10/9/2018 3:39 PM
11	Seriously? Give more care about education than their ethnicity please.	10/9/2018 2:26 PM
12	Need an I don't know button	10/9/2018 12:10 PM
13	Although I haven't joined any clubs that relate to this topic, I always here about clubs that are directed towards these populations	10/9/2018 11:56 AM
14	I don't know enough about this to answer the question	10/9/2018 10:37 AM
15	Not as diverse such as Native American population	10/9/2018 9:57 AM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

16	Tech represents the demographics of New Mexico almost perfectly and has a large hispanic student body. Its not broke, don't try to "fix" it. Please don't introduce racial quotas or any other nonsense to "diversify" it further.	10/8/2018 2:18 PM
17	I even think to committed sometimes	10/8/2018 12:46 PM
18	No idea	10/8/2018 12:35 PM
19	our school is centered around white-affluent makes with few opportunities given to even members of the local socorro community	10/8/2018 11:16 AM
20	I'm under represented and was never helped or approached	10/8/2018 11:16 AM
21	I have not noticed anything contrary to this.	10/8/2018 11:15 AM
22	Tech's enforcement of Title 9 policies has been lacking	10/8/2018 11:00 AM
23	I'm not sure what exactly this is asking, but Tech and the population here seem to welcome everyone.	10/8/2018 10:27 AM
24	When you give minorities special treatment, that's still segregating, unfair to others.	10/8/2018 10:02 AM
25	Under-represented populations are often discriminated and forgotten about	10/8/2018 9:52 AM
26	I'm a straight white male it's not my place to say	10/8/2018 9:35 AM
27	Girls are treated like trash here	10/8/2018 9:34 AM
28	"Under-represented" is a weirs phrase. But NMT has a LOT of international students. Most I know are from India or Africa.	10/8/2018 8:32 AM
29	Need health insurance options	10/8/2018 8:29 AM

Q8 Library staff are knowledgeable and supportive.

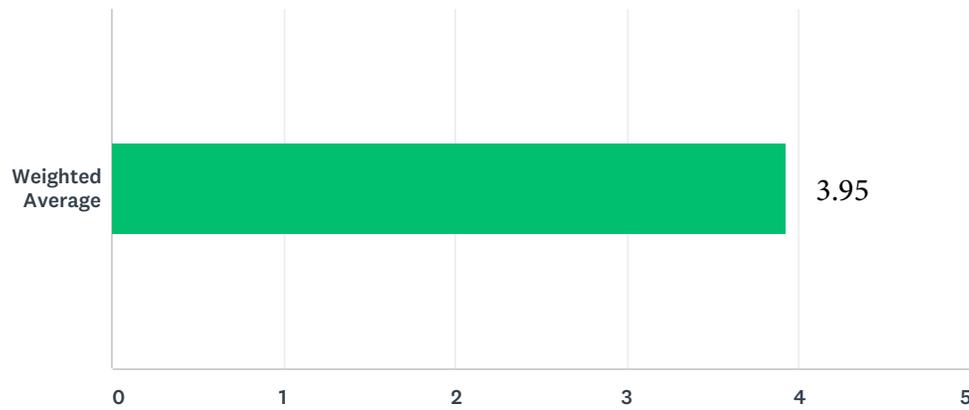
Answered: 263 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly agree	37.26%	98
Agree	44.11%	116
Neither agree nor disagree	17.49%	46
Disagree	1.14%	3
Strongly disagree	0.00%	0
TOTAL		263

Q9 My academic advisor is concerned about my personal success.

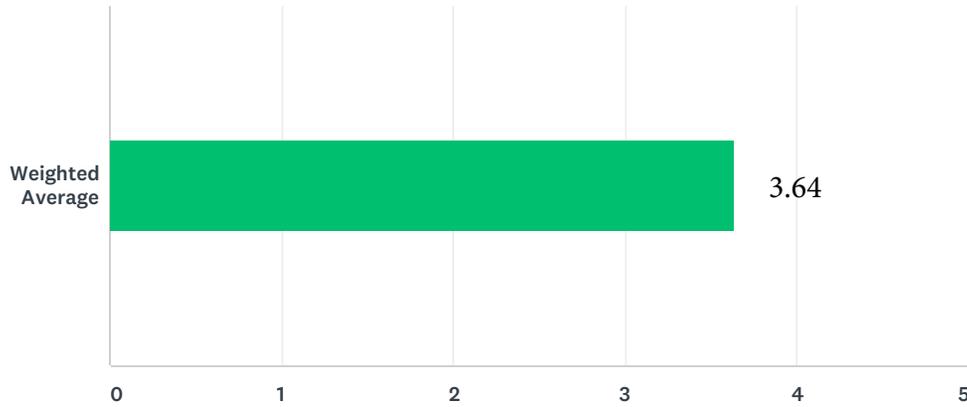
Answered: 264 Skipped: 25



ANSWER CHOICES	RESPONSES	
Strongly agree	39.77%	105
Agree	30.30%	80
Neither agree nor disagree	18.56%	49
Disagree	7.20%	19
Strongly disagree	4.17%	11
TOTAL		264

Q10 Computer labs are adequately equipped and readily available.

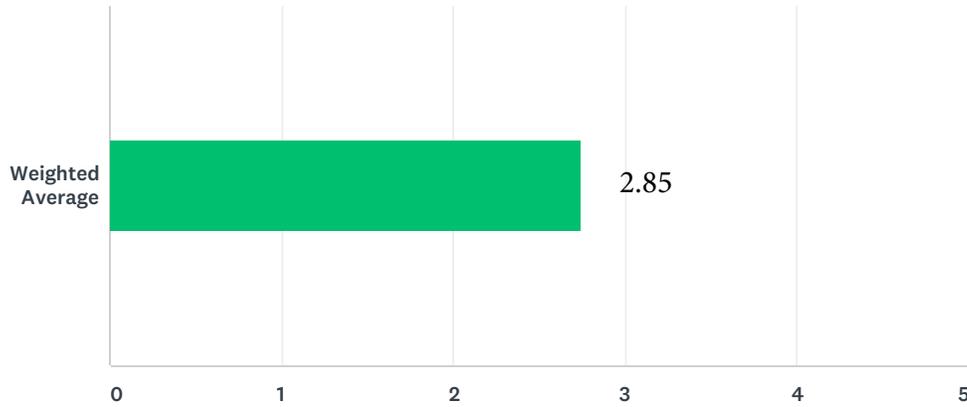
Answered: 263 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly agree	21.29%	56
Agree	41.44%	109
Neither agree nor disagree	20.53%	54
Disagree	13.31%	35
Strongly disagree	3.42%	9
TOTAL		263

Q11 I can find the information I need from the Tech web site

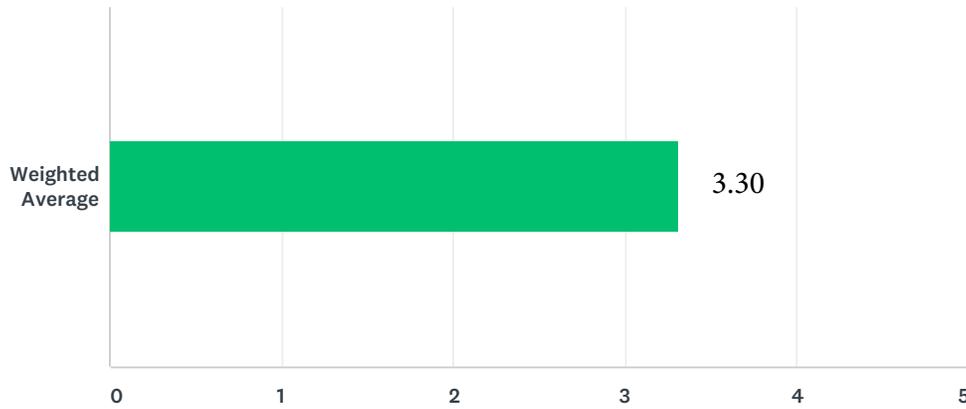
Answered: 264 Skipped: 25



ANSWER CHOICES	RESPONSES	
Strongly agree	9.09%	24
Agree	26.14%	69
Neither agree nor disagree	22.35%	59
Disagree	25.38%	67
Strongly disagree	17.05%	45
TOTAL		264

Q12 New student orientation helped me to navigate and adjust to campus.

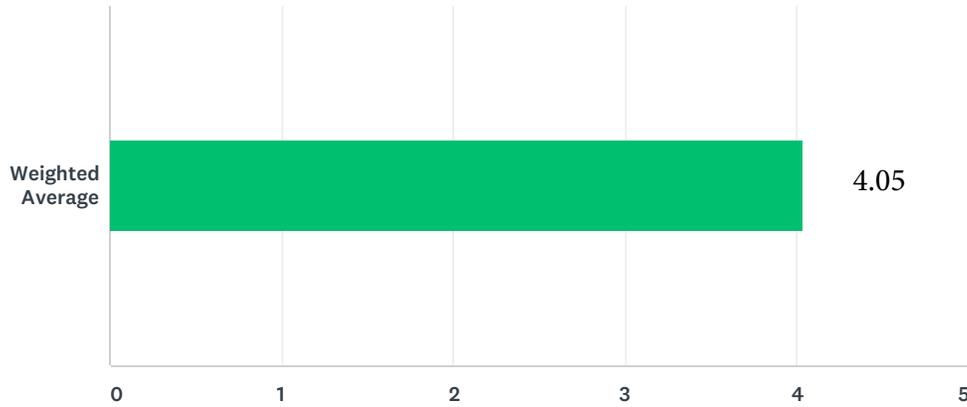
Answered: 263 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly agree	11.41%	30
Agree	33.84%	89
Neither agree nor disagree	34.98%	92
Disagree	13.31%	35
Strongly disagree	6.46%	17
TOTAL		263

Q13 Library resources and support services are adequate.

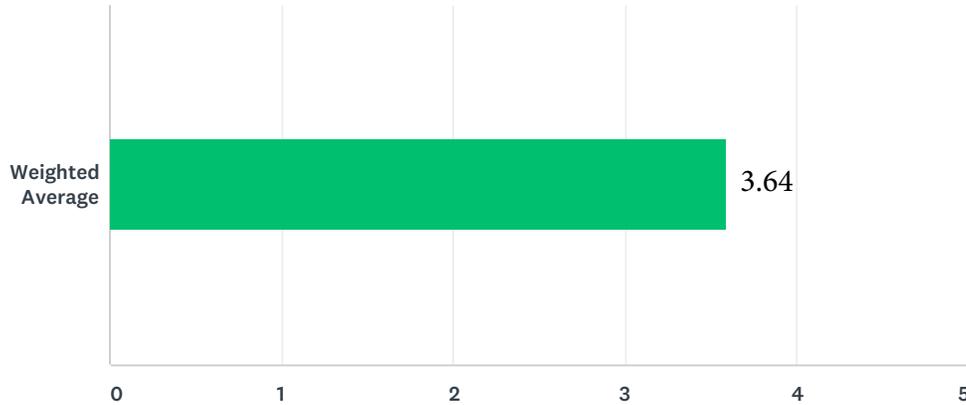
Answered: 264 Skipped: 25



ANSWER CHOICES	RESPONSES	
Strongly agree	28.79%	76
Agree	50.00%	132
Neither agree nor disagree	19.32%	51
Disagree	1.14%	3
Strongly disagree	0.76%	2
TOTAL		264

Q14 The Tech campus is easily accessible for individuals with different abilities.

Answered: 263 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly agree	15.59%	41
Agree	44.87%	118
Neither agree nor disagree	29.66%	78
Disagree	8.37%	22
Strongly disagree	1.52%	4
TOTAL		263

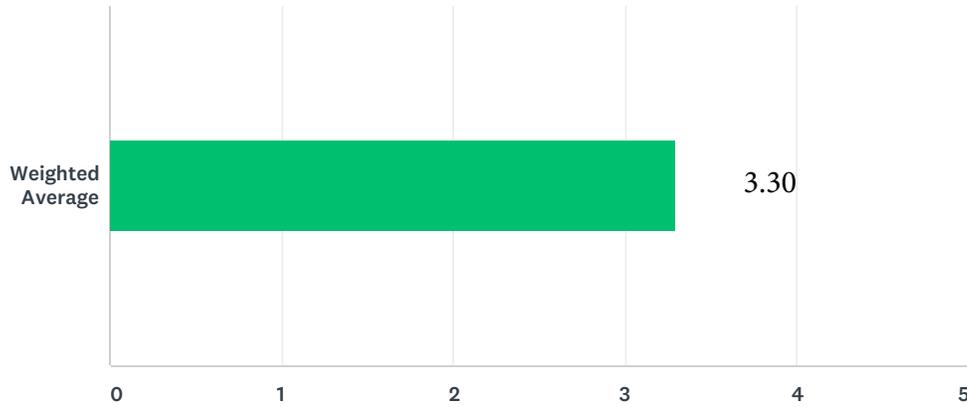
#	PLEASE EXPLAIN IF INTERESTED	DATE
1	Most buildings are accessible for individuals with different abilities	10/17/2018 8:30 AM
2	not-applicable	10/17/2018 6:58 AM
3	I have no disabilities.	10/16/2018 7:37 PM
4	n/a	10/16/2018 6:03 PM
5	The gym is not completely accessible and there may be other problems I have not considered around campus	10/13/2018 2:05 PM
6	NMT seems to be a nerd/geek-oriented campus, assuming most, or all of its student population belongs exactly to that demographic.	10/11/2018 1:38 PM
7	A lot of the handicap buttons for the doors don't work	10/11/2018 12:16 PM
8	Most building are not very accessible for those who are not fully abled	10/10/2018 9:30 AM
9	Mixed. Mobility impairment is good. Learning disabilities pretty good. Sensory ... not.	10/9/2018 3:39 PM
10	Like what? Flying vs burrowing? "Different abilities"? What does that even mean? I think you are trying to be Politically Correct too much...	10/9/2018 2:26 PM
11	Funds really need to be directed towards this area to update the campus. A building being "historical" should not stop a student from being able to enter it. Disability entrances could also be better labeled. For those allergic to cigarette smoke the smoking policy should be enforced so someone can enter a building without risking an allergic reaction.	10/8/2018 10:50 PM
12	Certain buildings have some quirks, unexpected changes in sidewalks, watering the sidewalks with the sprinklers	10/8/2018 3:29 PM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

13	The rooms in Weir need to be renumbered and new signs made. Trayless cafeteria is challenging when using a cane or wheelchair. Torres' handicapped and motorcycle parking spaces should trade positions. Library parking lot is difficult to travel across because of its poor condition.	10/8/2018 2:18 PM
14	Needs more accessibility sometimes. As well the smoking radius needs to be expanded and enforced around buildings to provide better air for students.	10/8/2018 1:31 PM
15	No opinion	10/8/2018 12:35 PM
16	Try getting by with crutches or any invisible disability	10/8/2018 12:22 PM
17	Uneven and ill-maintained sidewalks, sprinklers "watering" the sidewalks making them slippery	10/8/2018 11:20 AM
18	we have a ridiculous ramp for fidel it sucks for wheelchair users or those with difficulty walking	10/8/2018 11:16 AM
19	I don't notice anything contrary to this at all.	10/8/2018 11:15 AM
20	This school is skating on ADA compliance. The elevators are slow and sketch, and the handicap doors don't work in several buildings.	10/8/2018 11:00 AM
21	Many residential halls don't have elevators	10/8/2018 10:34 AM
22	I think so, but this question applies to neither me nor my friends to my knowledge, so I'm not sure.	10/8/2018 10:27 AM
23	Lots of automatic doors do not work correctly.	10/8/2018 10:02 AM
24	Question seems too vague.	10/8/2018 9:44 AM
25	I have no real experience with this.	10/8/2018 9:42 AM
26	I don't know	10/8/2018 9:35 AM
27	n/a	10/8/2018 9:24 AM
28	I don't think Tech campus is very accessible for individuals in wheelchairs.	10/8/2018 8:23 AM

Q15 Tech has procedures in place for students to express complaints.

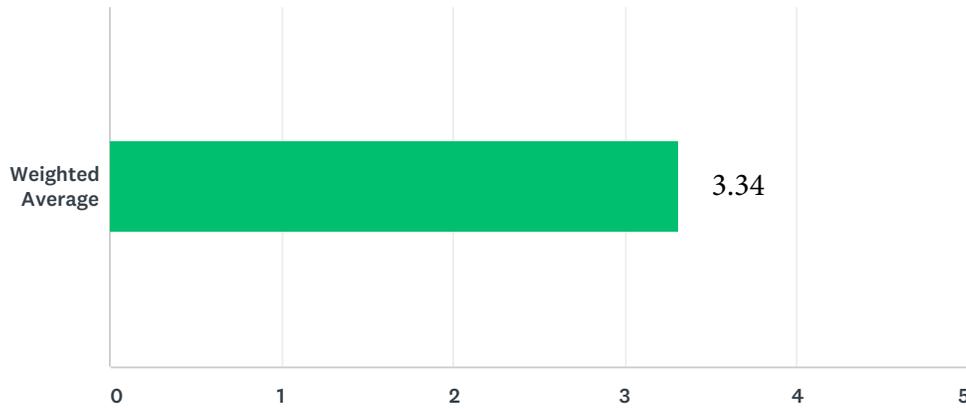
Answered: 264 Skipped: 25



ANSWER CHOICES	RESPONSES	
Strongly agree	12.88%	34
Agree	33.33%	88
Neither agree nor disagree	29.55%	78
Disagree	19.70%	52
Strongly disagree	4.55%	12
TOTAL		264

Q16 Career services at Tech are adequate to help me decide on a career.

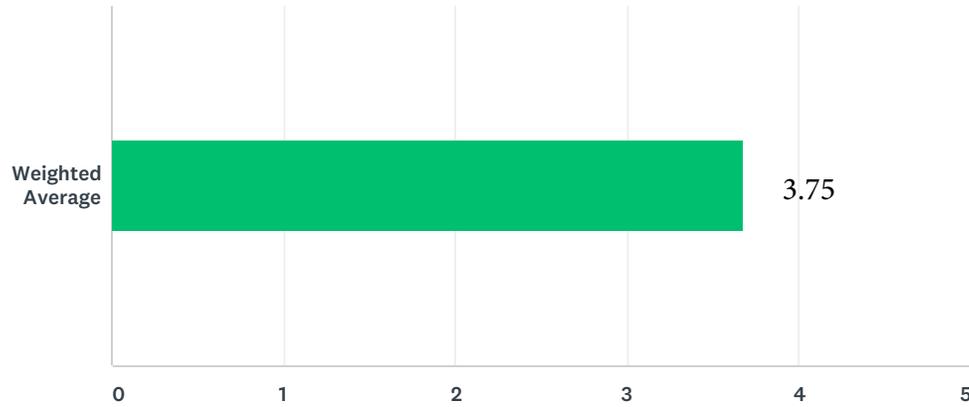
Answered: 263 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly agree	10.27%	27
Agree	28.14%	74
Neither agree nor disagree	50.19%	132
Disagree	8.37%	22
Strongly disagree	3.04%	8
TOTAL		263

Q17 Tech has reasonable policies in place to change classes (add/drop).

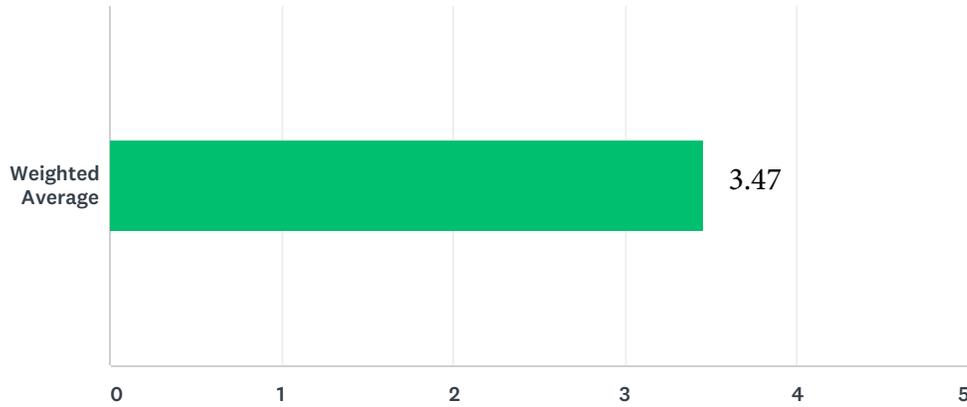
Answered: 263 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly agree	19.77%	52
Agree	50.57%	133
Neither agree nor disagree	18.25%	48
Disagree	8.75%	23
Strongly disagree	2.66%	7
TOTAL		263

Q18 Tech's tutoring services meet my needs as a student.

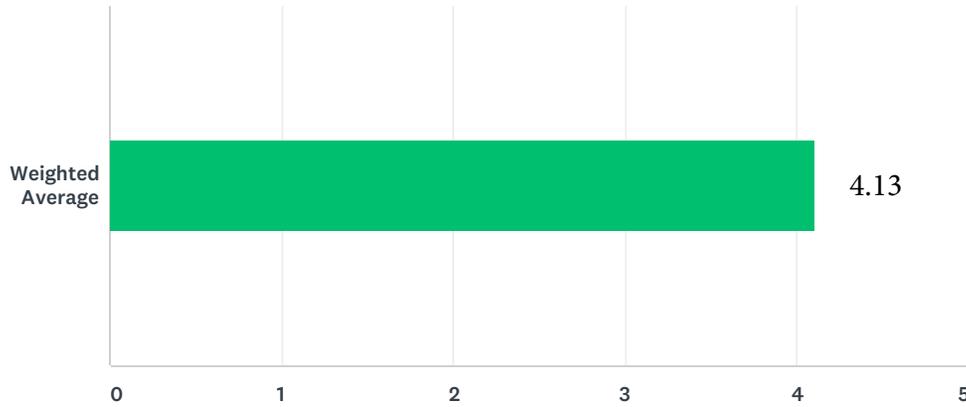
Answered: 262 Skipped: 27



ANSWER CHOICES	RESPONSES	
Strongly agree	14.50%	38
Agree	37.02%	97
Neither agree nor disagree	34.35%	90
Disagree	9.92%	26
Strongly disagree	4.20%	11
TOTAL		262

Q19 I feel safe and secure on the Tech campus.

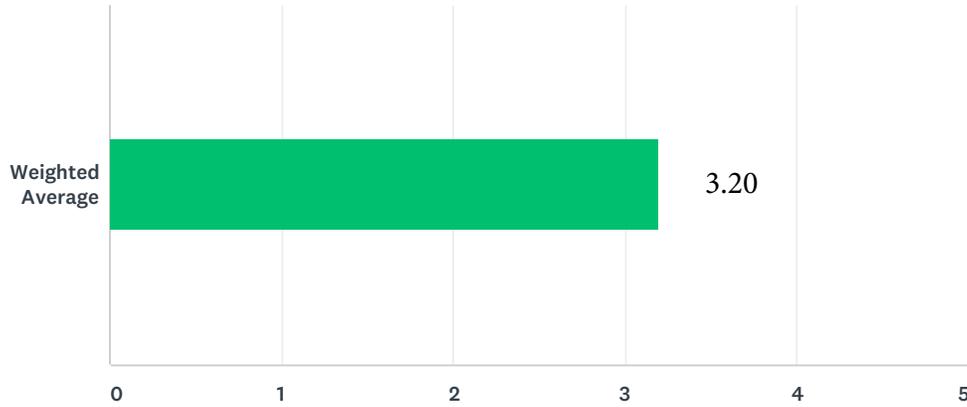
Answered: 263 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly agree	37.64%	99
Agree	46.01%	121
Neither agree nor disagree	10.65%	28
Disagree	3.42%	9
Strongly disagree	2.28%	6
TOTAL		263

Q20 I receive adequate veterans' benefits and support from Tech. (skip this question if you are not entitled to veterans' benefits)

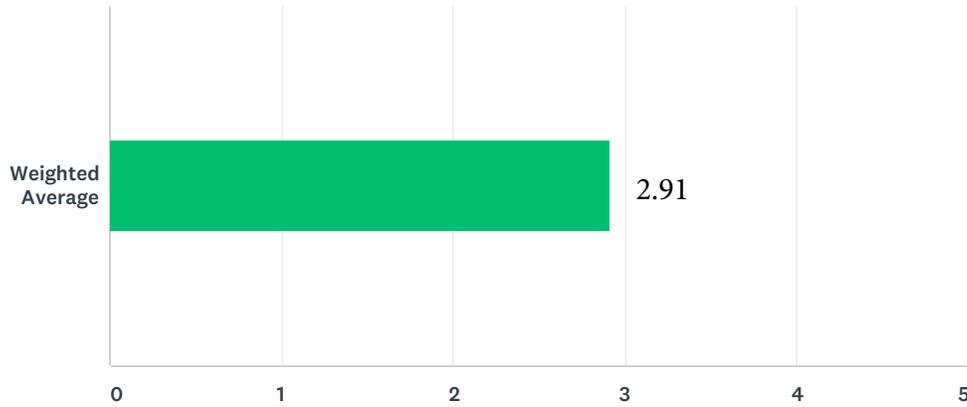
Answered: 93 Skipped: 196



ANSWER CHOICES	RESPONSES	
Strongly agree	6.45%	6
Agree	10.75%	10
Neither agree nor disagree	80.65%	75
Disagree	1.08%	1
Strongly disagree	1.08%	1
TOTAL		93

Q21 There is an adequate selection of food in Tech's dining hall.

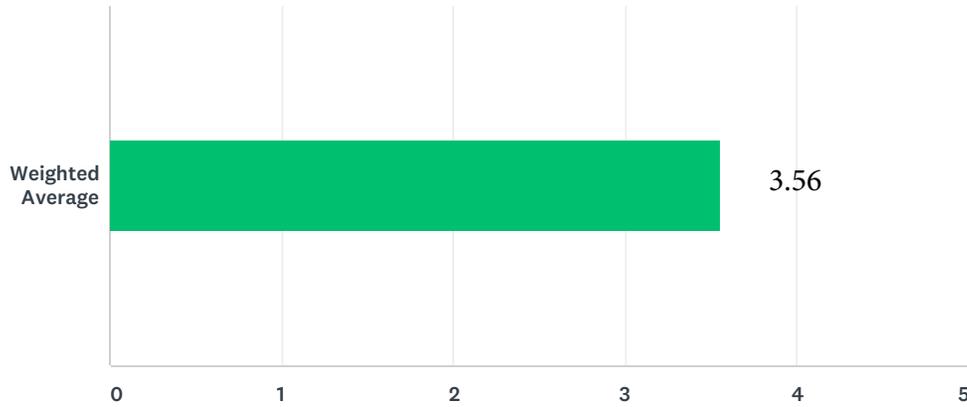
Answered: 255 Skipped: 34



ANSWER CHOICES	RESPONSES	
Strongly agree	5.49%	14
Agree	33.33%	85
Neither agree nor disagree	23.92%	61
Disagree	21.18%	54
Strongly disagree	16.08%	41
TOTAL		255

Q22 A variety of intramural activities are offered at Tech.

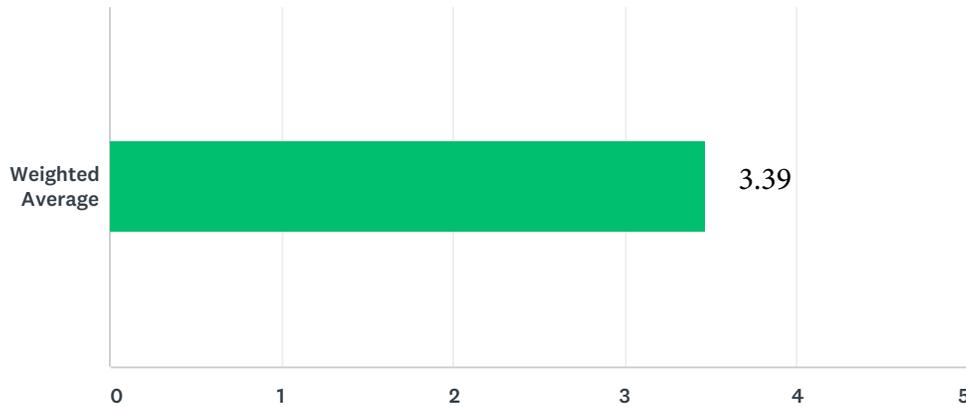
Answered: 254 Skipped: 35



ANSWER CHOICES	RESPONSES	
Strongly agree	12.99%	33
Agree	40.94%	104
Neither agree nor disagree	37.40%	95
Disagree	7.09%	18
Strongly disagree	1.57%	4
TOTAL		254

Q23 Living conditions in Tech's residence halls and apartments meet my needs as far as comfort, adequate space, lighting, heat, air, etc.

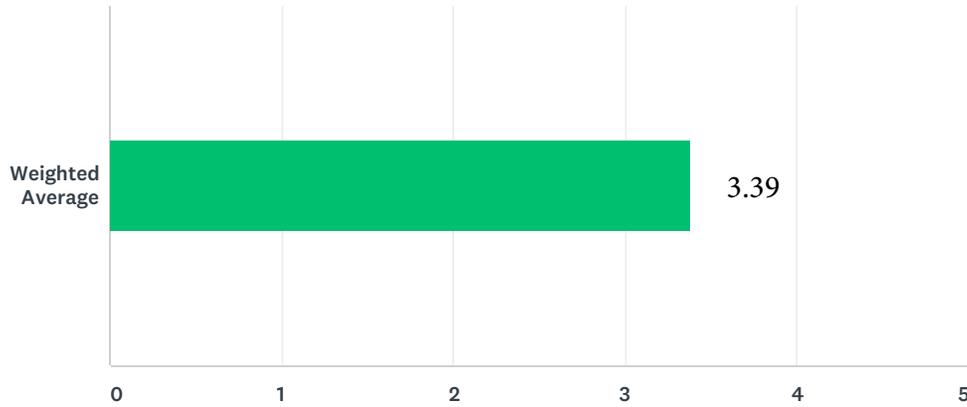
Answered: 246 Skipped: 43



ANSWER CHOICES	RESPONSES	
Strongly agree	10.98%	27
Agree	42.28%	104
Neither agree nor disagree	25.61%	63
Disagree	15.85%	39
Strongly disagree	5.28%	13
TOTAL		246

Q24 Residence hall staff are concerned about me as an individual.

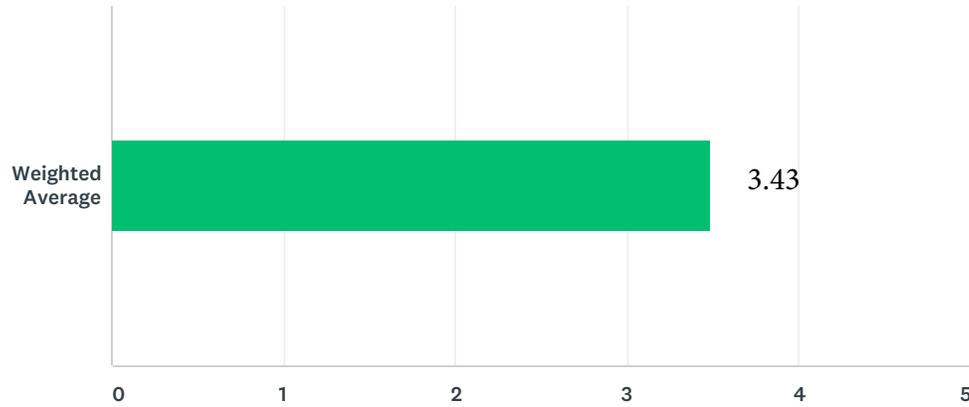
Answered: 245 Skipped: 44



ANSWER CHOICES	RESPONSES	
Strongly agree	15.92%	39
Agree	32.24%	79
Neither agree nor disagree	34.29%	84
Disagree	9.80%	24
Strongly disagree	7.76%	19
TOTAL		245

Q25 Tech residence hall and apartment policies are reasonable.

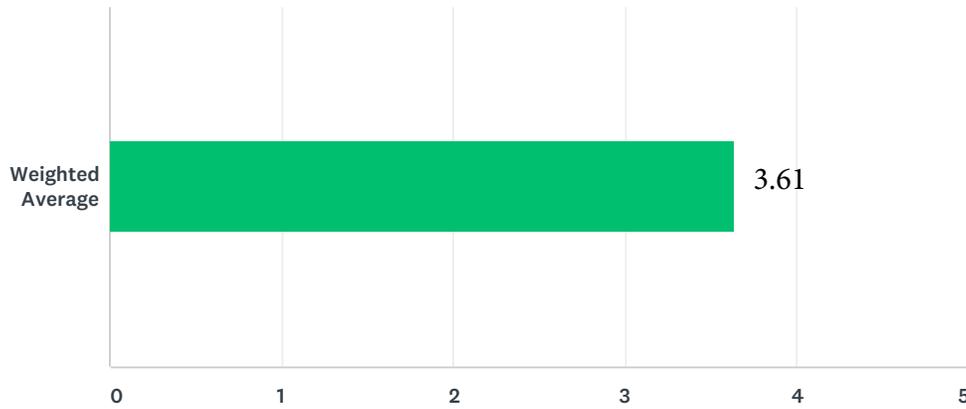
Answered: 248 Skipped: 41



ANSWER CHOICES	RESPONSES	
Strongly agree	12.10%	30
Agree	39.52%	98
Neither agree nor disagree	33.47%	83
Disagree	9.27%	23
Strongly disagree	5.65%	14
TOTAL		248

Q26 Financial Aid awards communications to students are timely to be helpful for college planning.

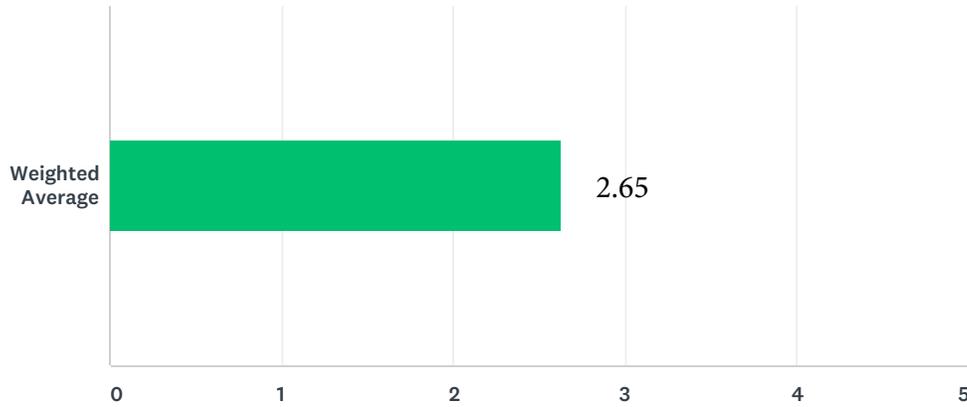
Answered: 256 Skipped: 33



ANSWER CHOICES	RESPONSES	
Strongly agree	15.63%	40
Agree	42.58%	109
Neither agree nor disagree	32.81%	84
Disagree	5.47%	14
Strongly disagree	3.52%	9
TOTAL		256

Q27 There are adequate weekend student activities on campus?

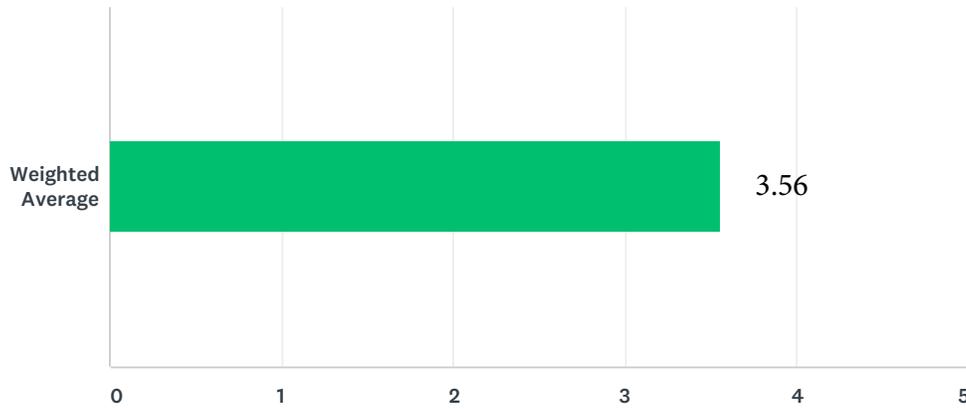
Answered: 259 Skipped: 30



ANSWER CHOICES	RESPONSES	
Strongly agree	4.63%	12
Agree	17.76%	46
Neither agree nor disagree	32.43%	84
Disagree	29.34%	76
Strongly disagree	15.83%	41
TOTAL		259

Q28 The Fidel Center is a comfortable place for me to spend my leisure time.

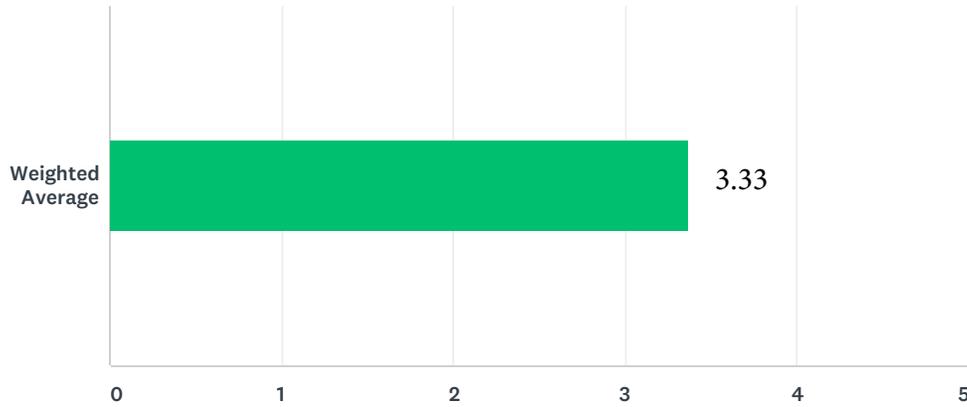
Answered: 261 Skipped: 28



ANSWER CHOICES	RESPONSES	
Strongly agree	15.71%	41
Agree	42.53%	111
Neither agree nor disagree	26.44%	69
Disagree	12.64%	33
Strongly disagree	2.68%	7
TOTAL		261

Q29 I generally know what's happening on campus.

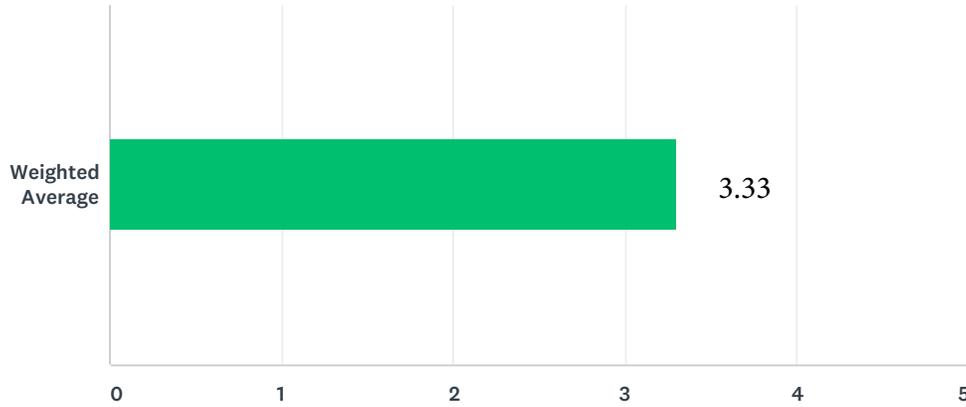
Answered: 262 Skipped: 27



ANSWER CHOICES	RESPONSES	
Strongly agree	9.54%	25
Agree	46.56%	122
Neither agree nor disagree	18.32%	48
Disagree	19.08%	50
Strongly disagree	6.49%	17
TOTAL		262

Q30 The Business Office is open during hours which are convenient to most students.

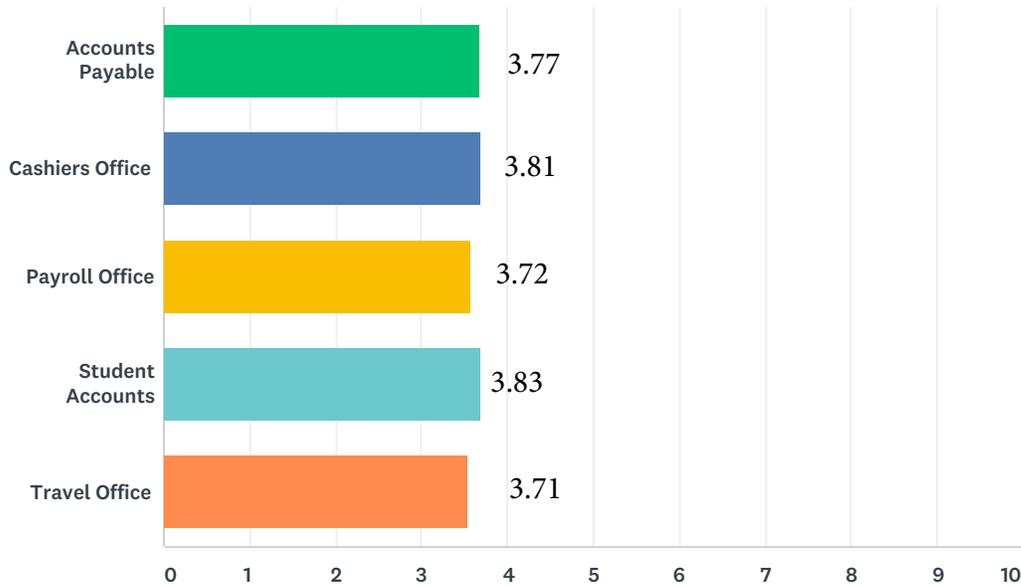
Answered: 254 Skipped: 35



ANSWER CHOICES	RESPONSES	
Strongly agree	5.91%	15
Agree	37.01%	94
Neither agree nor disagree	44.09%	112
Disagree	9.45%	24
Strongly disagree	3.54%	9
TOTAL		254

Q31 Rank the following areas separately on how responsive they are to student needs.

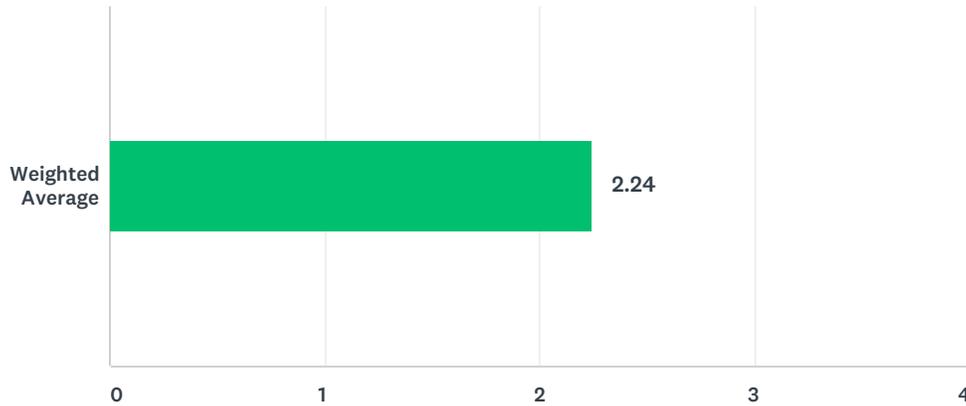
Answered: 260 Skipped: 29



	EXTREMELY RESPONSIVE	VERY RESPONSIVE	SOMEWHAT RESPONSIVE	NOT RESPONSIVE	NOT AT ALL RESPONSIVE	NOT APPLICABLE (NA)	TOTAL
Accounts Payable	14.23% 37	26.15% 68	21.15% 55	1.15% 3	1.92% 5	35.38% 92	260
Cashiers Office	18.15% 47	36.68% 95	20.46% 53	1.54% 4	3.47% 9	19.69% 51	259
Payroll Office	14.29% 37	26.25% 68	19.69% 51	4.25% 11	1.93% 5	33.59% 87	259
Student Accounts	15.38% 40	30.00% 78	19.62% 51	2.31% 6	0.77% 2	31.92% 83	260
Travel Office	9.23% 24	12.31% 32	12.69% 33	1.92% 5	1.15% 3	62.69% 163	260

Q32 The Business Office is highly motivated in streamlining current processes and moving to electronic processes. Which one of the following would you like to see updated next to an electronic process?

Answered: 238 Skipped: 51



ANSWER CHOICES	RESPONSES	
Work Authorization	32.35%	77
Graduate Contract	15.13%	36
Direct Deposit	48.74%	116
Other (please specify)	3.78%	9
TOTAL		238

#	OTHER (PLEASE SPECIFY)	DATE
1	Everything that can be online, should be online	10/17/2018 6:57 AM
2	N/A	10/16/2018 6:42 PM
3	All	10/11/2018 9:10 PM
4	All of the above	10/9/2018 12:10 PM
5	I dont know how the Business Office works, so I have no comment	10/9/2018 11:56 AM
6	prerequisite and course full overrides	10/8/2018 2:18 PM
7	Both work authorization and direct deposit forms	10/8/2018 10:11 AM
8	Not sure which office this one is.	10/8/2018 9:44 AM
9	Make facilities and emrtec use online timesheets	10/8/2018 8:26 AM

Q33 Do you have any other comments, questions, or concerns?

Answered: 60 Skipped: 229

#	RESPONSES	DATE
1	There is a LAN port in my room, but if I try to use it I just get invalid SSL errors. Is this a common problem or just my own?	10/17/2018 12:43 PM
2	Seriously, the SGA needs help. Burn it all and start over.	10/17/2018 11:42 AM
3	It would be greatly appreciated if whoever is in charge of scheduling for events would change the lunch times for conferences. Right now, all of them are showing up at the same time as student lunch rush and there's nowhere to sit and the line goes all the way to the entrance to the building and its impossible to navigate. It would be much better if you could change thier lunch time to 1:00 or 1:30 to avoid this chaos.	10/17/2018 11:38 AM
4	Overall, from the time I applied to Tech to now, this has been nothing but a spectacular experience on every front. I've never felt so welcome and supported in any previous school or workplace, despite being a very sub-par student. To further note, the groundskeeping and landscaping at Tech is GORGEOUS. The amount of work and care that goes into creating and maintaining this almost fairytale-like campus is dumbfounding. I've also noticed how clean the buildings and bathrooms are kept, and the bathrooms are always well-stocked. I LOVE being here and bringing my family to campus. The new outdoor areas around Workman Hall and between it and Lopez are so beautiful. Thank you for all the things you're doing to continually improve this already remarkable place. My instructors are amazing and treat me like part of a team. The email interactions I've had with the Registrar's Office have been on the same level as those with ACT and ITC; very timely, thorough, knowledgeable and respectful. Coming here has been the best decision of my life, and the education I'm getting in this supportive environment is already making me a better person and improving my life outside of school is ways I never imagined. I guess that's the most important comment I can make: Tech is enabling me to be a better human being.	10/17/2018 6:58 AM
5	No	10/17/2018 6:24 AM
6	Cashiers office needs to stay open during lunch and not close at 4. I do not think any student office should be closed for lunch because from 12-1 is a common time for students to run around and get any paychecks or signatures they might need.	10/16/2018 11:19 PM
7	No	10/16/2018 9:04 PM
8	I wish there was a more comfortable study area.	10/16/2018 7:37 PM
9	no	10/16/2018 6:49 PM
10	RAs are amazing at their jobs	10/16/2018 6:42 PM
11	No	10/16/2018 5:26 PM
12	We don't know where or who to contact for complain or suggestion	10/16/2018 5:15 PM
13	I find it weird I had to provide a check or paper from my bank to provide the routing number for direct deposit. I couldn't just give them the number, they wouldn't take it but whatever.	10/16/2018 5:07 PM
14	No	10/16/2018 4:46 PM
15	FERPA violations are rampant across campus.	10/16/2018 4:08 PM
16	The calendar on the tech website is really terrible and i wish it was like the old one. This one goes week by week and is really hard to find anything on.	10/15/2018 11:17 PM
17	NMTech's Inclusion center was recently proposed and made it to the office of the President. I would like to see progress made on hiring an individual who can assist with a wide array of problems and direct students to resources that will assist them with LGBT, gender, mental health, and other issues.	10/13/2018 2:05 PM
18	No	10/12/2018 12:22 PM
19	The mental health concerns need to be evaluated on campus and statistics need to publish. As do student suicide and attempted suicide rates.	10/12/2018 11:23 AM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

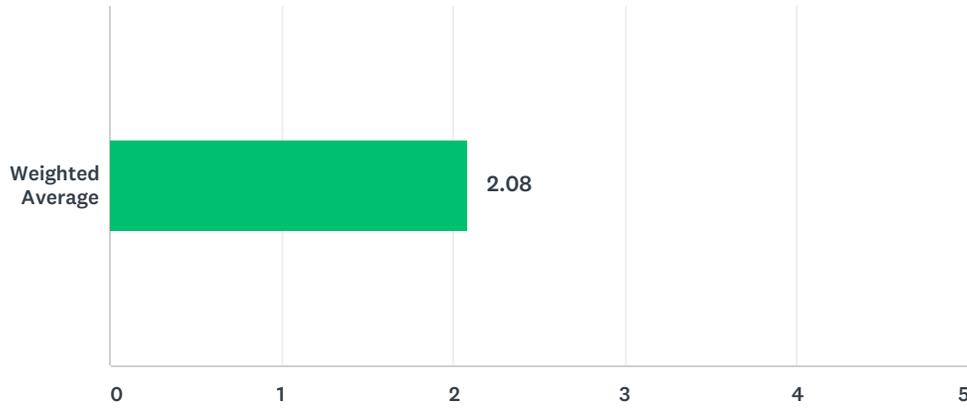
20	Fire _____!!!!	10/11/2018 9:10 PM
21	This survey asks about satisfaction with academic advisor, but the satisfaction with the Department Chair would be an equally valid question.	10/11/2018 1:38 PM
22	Tech needs to enforce teacher evaluations more. There are professors here who are not doing their job and, though students have complained, the department hasn't responded.	10/11/2018 12:16 PM
23	Very happy with ALL services	10/11/2018 12:03 PM
24	Everything that can be streamlined and turned into an electronic process needs to be done so ASAP. Something about the deplorable state of the printers at Tech needs to be done. And for goodness sake, give graduate students tuition waivers.	10/11/2018 11:53 AM
25	I don't know where to find a specific place to ask for things I need and I'm scared to ask.	10/11/2018 8:37 AM
26	Residential life and ASAP are bullies to the student population.	10/10/2018 4:38 PM
27	No, but thanks for asking.	10/9/2018 11:56 AM
28	no	10/8/2018 3:23 PM
29	Yes, the care school administration put on international graduate students is very low compared to other schools across the nation. I at least would like to know whether they trying harder to make things better, such as providing health care, providing more information.	10/8/2018 2:26 PM
30	While academics are excellent, Communication seems fairly poor in general.The calendar on the NMT website is difficult to use. Events around campus and the various clubs are difficult to find out about, especially for students who do not visit fidel every day.	10/8/2018 2:18 PM
31	No	10/8/2018 2:11 PM
32	A stronger cross-campus internet connection would be nice	10/8/2018 1:50 PM
33	Students need to be more engaged on campus to truly make it a better place. As well, the Counseling Office needs major rework.	10/8/2018 1:31 PM
34	The advising system here at tech sucks. This is my second year and I haven't even met my advisor. Pretty sure they'd don't care, I get more advise from my students	10/8/2018 11:20 AM
35	Nope	10/8/2018 11:16 AM
36	Please, review your contract with chartwells. They make the experience at tech a nightmare.	10/8/2018 11:16 AM
37	Certain departments, such as Materials Engineering, do not get funding support necessary. The Faculty of this department are hard working and the best professors on campus, but funding for equipment and equipment maintenance is woefully low.	10/8/2018 11:15 AM
38	Counseling needs to change ASAP. It is detrimental to students and possibly aided in spurring people toward suicide and distress!!!!	10/8/2018 11:11 AM
39	This school is in desperate need of a system that holds professors responsible for failing large percentages of their students, particularly in higher level classes wherein the students take their education seriously. A professor should not be allowed to have class averages below 65-70% without undergoing some sort of review that determines if they just don't care to actually do their job of teaching students. We're paying for an education and there are professors at this school who put no effort towards providing one.	10/8/2018 11:00 AM
40	Please see my comments on the Counseling services here. My dissatisfaction with them is the only reason I decided to take the rest of the survey.	10/8/2018 10:56 AM
41	nope	10/8/2018 10:11 AM
42	Just that all the 'student services' arent as good as they should be.	10/8/2018 10:02 AM
43	Nope.	10/8/2018 10:01 AM
44	Can Banner be updated as well? It's in desperate need of a more user friendly interface.	10/8/2018 10:01 AM
45	Payroll is the absolute worst office on campus. I've had countless problems with them outright losing paperwork and being too lazy to process things on time. They've done things to peers that I'm pretty sure constitute violations of state and federal contract and labor laws like refusing to pay people who filled out two work authorizations for the same department because "their system can't handle it." Those sorts of decisions are not up to them at all.	10/8/2018 9:44 AM

NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

46	Have facilities open later, between class and work I can't ever interact with campus facilities.	10/8/2018 9:35 AM
47	Constant internet issues. Res life forwards me to ITC who forward me to Res life, this had lead me to give up. Parking near MSEC is very difficult. Campus police quickly responded to an issue I had, which was great. During 49ers I hope res life does something productive instead of having their RAs report and harrass every loud apartment on campus. No fall break and then you make it a 24hr quiet period? What do you want us to do? Sit in silence contemplating how much better any other school's social life would have been?	10/8/2018 9:11 AM
48	No	10/8/2018 9:10 AM
49	No	10/8/2018 9:09 AM
50	Fire the chief of campo.	10/8/2018 9:08 AM
51	N/A	10/8/2018 9:07 AM
52	No	10/8/2018 9:05 AM
53	N/A	10/8/2018 8:57 AM
54	Everything should be digitized by now. This is a "Technology" school and we're still in the 90s.	10/8/2018 8:45 AM
55	The calendar on the new website is very hard to navigate, the calendar on the old website was much more helpful.	10/8/2018 8:36 AM
56	Please just rebuild the Registrar office from the ground up.	10/8/2018 8:32 AM
57	Some professors at tech are awful and I don't know who to contact about them. I rather not have to fill out a survey at the end of the year, i rather talk to someone.	10/8/2018 8:30 AM
58	ITC is literally the plague of this school.	10/8/2018 8:26 AM
59	No	10/8/2018 8:21 AM
60	A lot of the lecture rooms are falling apart, broken chairs/desks, general lack of maintenance, etc.	10/8/2018 8:19 AM

Q34 Age

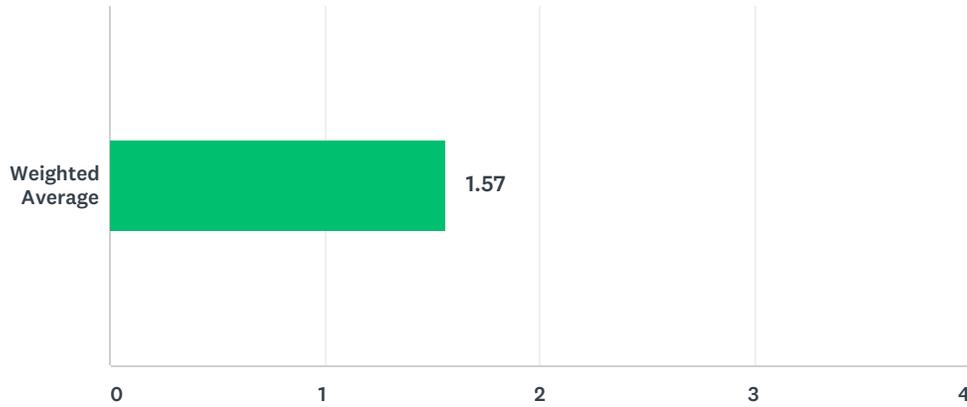
Answered: 262 Skipped: 27



ANSWER CHOICES	RESPONSES	
18 and under	19.08%	50
19 to 24	61.45%	161
25 to 34	14.50%	38
35 to 44	2.29%	6
45 and over	2.67%	7
TOTAL		262

Q35 How would you best describe your gender identity?

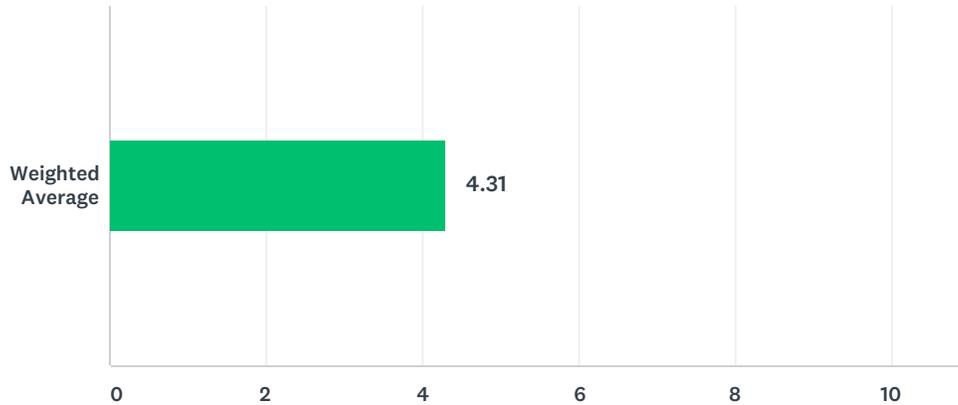
Answered: 263 Skipped: 26



ANSWER CHOICES	RESPONSES	
Male	54.75%	144
Female	38.40%	101
Non-binary	2.28%	6
Prefer not to answer	4.56%	12
TOTAL		263

Q36 What is your current student status?

Answered: 261 Skipped: 28

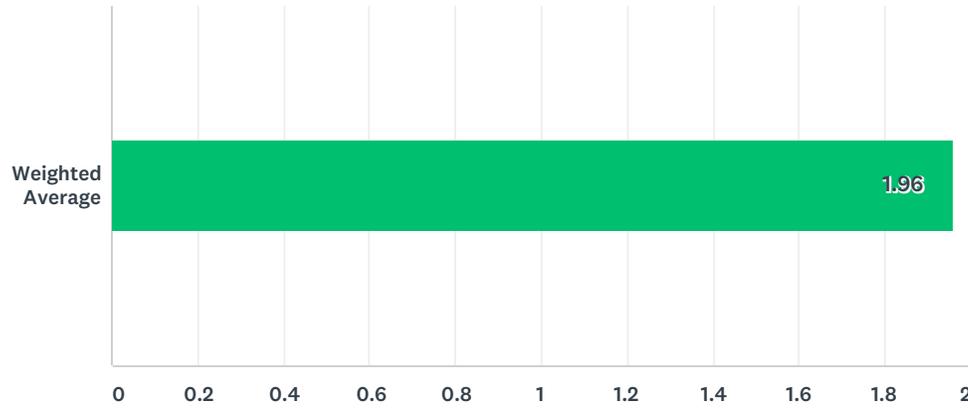


ANSWER CHOICES	RESPONSES	
Undergraduate- Not Candidate for Degree	0.38%	1
Undergraduate- Freshman	21.84%	57
Undergraduate- Sophomore	15.33%	40
Undergraduate- Junior	21.07%	55
Undergraduate- Senior	24.52%	64
Graduate- Not Candidate for Degree	1.15%	3
Masters	7.66%	20
Doctoral- Pre-candidate	3.45%	9
Doctoral- Candidate	2.30%	6
Post-Doctoral	0.00%	0
Other (please specify)	2.30%	6
TOTAL		261

#	OTHER (PLEASE SPECIFY)	DATE
1	Transfer Student - Second Degree - Undergraduate Freshman	10/16/2018 6:27 PM
2	Undergraduate-third year sophomore	10/16/2018 4:15 PM
3	5 yr bs ms	10/9/2018 12:11 PM
4	4th year sophomore	10/8/2018 11:30 AM
5	Super Senior	10/8/2018 9:53 AM
6	Special (Staff Member)	10/8/2018 8:25 AM

Q37 Current Class Load

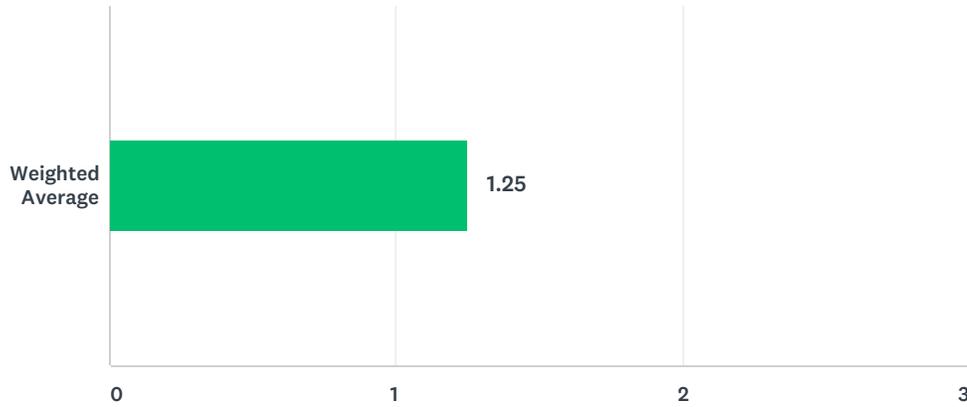
Answered: 261 Skipped: 28



ANSWER CHOICES	RESPONSES	
Part-time	4.21%	11
Full-time	95.79%	250
TOTAL		261

Q38 Residence Classification

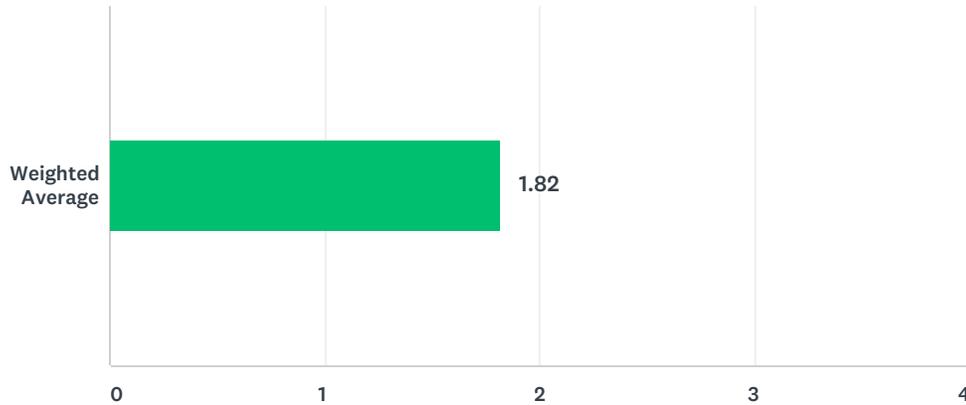
Answered: 259 Skipped: 30



ANSWER CHOICES	RESPONSES	
In-state	82.24%	213
Out-of-State	10.42%	27
International (not U.S. citizen)	7.34%	19
TOTAL		259

Q39 Current Residence

Answered: 258 Skipped: 31

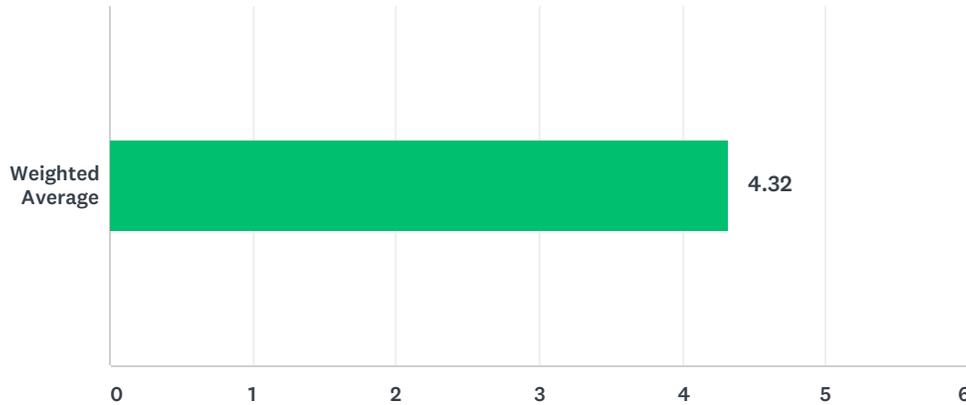


ANSWER CHOICES	RESPONSES	
Tech Residence Hall/Apartment	54.65%	141
Own house	9.30%	24
Rent room or apartment off campus	35.66%	92
Parent's home	0.39%	1
TOTAL		258

#	OTHER (PLEASE SPECIFY)	DATE
1	Rent house	10/17/2018 11:46 AM
2	South	10/16/2018 6:42 PM
3	West	10/16/2018 6:04 PM
4	Camper	10/16/2018 3:56 PM
5	alta	10/11/2018 10:19 AM
6	Renting mobile home space	10/8/2018 10:47 AM

Q40 Ethnicity/Race

Answered: 255 Skipped: 34



ANSWER CHOICES	RESPONSES
African-American	2.75% 7
American Indian or Alaskan Native	2.75% 7
Asian or Pacific Islander	4.71% 12
Caucasian/White	48.24% 123
Hispanic	32.55% 83
Prefer not to repond	9.02% 23
TOTAL	255

#	OTHER (PLEASE SPECIFY)	DATE
1	Latina	10/16/2018 4:21 PM
2	Asian and white	10/9/2018 10:37 AM
3	White + Hispanic	10/9/2018 10:11 AM
4	Caucasian and hispanic	10/8/2018 12:14 PM
5	White with American Indian	10/8/2018 8:32 AM
6	Mixed, both Asian and Hispanic	10/8/2018 8:25 AM

Pages 78-82 contained the emails of the students who wanted to be included in the drawing for the incentives, therefore the information on those pages were removed to maintain confidentiality.



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NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

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NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

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NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

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NMT Student Support Services Satisfaction (4S) Survey - Fall 2018

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