



## CNM Student Focus Group Report February 4-6, 2019 Summary of Student Voices

### Executive Summary

Central New Mexico Community College (CNM) contracted with *LEH Consulting Group, LLC*, (LEH) to facilitate an initial series of student focus groups. Information gathered in these focus groups, and others later this year, will be reviewed by internal CNM teams during planning efforts, including those focused on the CNM Strategic Plan 2020-2024.

LEH facilitated two student focus groups – one at Montoya Campus and one at Main Campus. The agenda and verbatim responses from student questionnaires are shown in the following sections of this report.

Themes from the student focus groups include:

#### **STRENGTHS**

*Responses validate core elements of CNM's desired brand identity and highlight CNM's record of helping historically underserved and at-risk populations:*

- Diversity of student body,
- TRIO program and other student services,
- Faculty and staff,
- Affordable,
- Various areas of study and job-specific training.

#### **OPPORTUNITIES FOR IMPROVEMENT**

*Opportunities for improvement support a renewed focus on external partnerships and some targeted communication efforts:*

- Credit transfer partnerships with other higher-education institutions (students transferring to and from CNM),
- Promoting existing student services, clubs, and organizations,
- More community involvement/volunteering opportunities for students,
- More partnerships between current students and alumni/business partners.

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HOW WOULD YOU LIKE TO SEE/EXPERIENCE CNM?

Be caring

- Coordinate opportunities for CNM community to give back to the larger community.
- Meet students where they are.

Be ethical

- Be student-centric with pricing (books and parking) and advising (courses that align with students' goals).
- Avoid racism, ageism, other behavior that makes students feel unwelcomed or dehumanized.

Be inspiring

- Invite CNM alumni, professionals and mentors to talk and connect with students.
- Create more school spirit.

HOW WOULD YOU LIKE TO SEE/EXPERIENCE CNM?

Be  
courageous

- More support for marginalized students (e.g. LGBTQA, mental health, immigrants).
- Train instructors to have more awareness of student diversity: cultures, learning abilities, etc.

Be  
connected

- Ensure CNM classes transfer to universities and help students be competitive for jobs.
- Highlight student clubs, services, opportunities and events.

Be  
exceptional

- Offer food and drinks that students prefer (healthy food options, various beverage options, etc.).
- Offer more free parking in key locations and lower parking permit fees.

The upcoming strategic planning process will allow CNM to build on the themes described above and reflect on the continued relevance of the college's three-part framework (student success, community success, and organizational excellence and innovation) to guide institutional direction.

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## Session Agenda

### CNM Student Focus Group Agenda February 4 – 6, 2019

10 minutes	Welcome and Introductions, [CNM leader and LEH]
4 minutes	Orientation - Set context [CNM Leader]
1 minute	Overview of How We'll Spend Our Time [LEH]
15 minutes	Reflection [LEH] -For you as a student, what's CNM's greatest strength? -For you as a student, what's the most exciting opportunity for CNM to better serve you?
35 minutes	Values-Based Visioning [LEH]  CNM's vision is "Changing Lives, Building Community." Its mission is "Be a leader in education and training." The vision and mission are supported by six core values: Be caring; Be ethical; Be inspiring; Be courageous; Be connected; Be exceptional.  Within the next five years, how would you like to see/experience CNM:  Be caring? Be ethical? Be inspiring? Be courageous? Be connected? Be exceptional?
4 minutes	Next Steps [CNM Leader]
6 minutes	Anything Else? and Close [LEH]

## Verbatim Responses from Questionnaires

For you as a student, what is CNM's greatest strength?

Session	Comments
2/4/19 CNM Montoya Campus	<ul style="list-style-type: none"> <li>• Its affordability and small classrooms</li> <li>• The programs and classes offered</li> <li>• CNM is diverse as far as the community is concerned</li> <li>• It has many locations to serve students</li> <li>• There is opportunity for everyone to educate themselves</li> <li>• Programs</li> <li>• Entrepreneurs</li> </ul>
2/6/19 CNM Main Campus	<ul style="list-style-type: none"> <li>• The fact that we have accessible tutoring centers as well as resources such as printers and computer labs</li> <li>• The proper training of staff for many different situations so that resources for students aren't just in some small office all the way across campus but rather in almost every room with a teacher</li> <li>• Academic planning</li> <li>• Opportunities, caring, courageous, connected</li> <li>• Sense of community makes CNM a strong college</li> <li>• One of CNM's greatest strengths is the power it gives to the whole community. No matter what someone's age, budget or race, CNM opens its arms to them and empowers them.</li> <li>• Be a successful student</li> <li>• The opportunities given to me to learn and expand my knowledge</li> <li>• Getting help for my classes</li> <li>• The sizes of the classes and the resources open to us(study rooms, tutoring, good teachers, close to UNM)</li> <li>• Cutting edge technology</li> <li>• Ability to connect, whether it be with other colleges or working together as students and employees</li> <li>• Cost and top notch education</li> <li>• Smaller classrooms which tie into the professors getting to know you</li> <li>• Fact that professors are all very kind and really care about their students</li> <li>• The community</li> <li>• Great programs</li> <li>• Affordable (x3)</li> <li>• Resources (x4)</li> <li>• Faculty (x2)</li> <li>• I can say with honest certainty that my teachers are teaching classes that directly benefit my degree and will do whatever they can to help me with whatever I need.</li> <li>• Small classes (x2)</li> </ul>

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For you as a student, what is the most exciting opportunity for CNM to better serve you?

Session	Comments
2/4/19 CNM Montoya Campus	<ul style="list-style-type: none"> <li>• TRIO pamphlet</li> <li>• Five counselors</li> <li>• Financial aid (x2)</li> <li>• Bring in elders and encourage young ones</li> <li>• Orientation – it was the worst day for me</li> <li>• Need to have special consideration for the seniors attending</li> <li>• To have increased variety of choices of classes</li> <li>• Offer a BIT advisor at all campuses rather than just Montoya</li> <li>• Offer more classes at CNM Rio Rancho Campus and more classes at CNM Westside - their classes are limited</li> <li>• Allowing me to be able to get myself a degree</li> </ul>
2/6/19 CNM Main Campus	<ul style="list-style-type: none"> <li>• Improving education</li> <li>• Getting my associate's degree and go to an out of state university</li> <li>• Hopefully implement in-person orientation and online orientation options for all students including transfer students</li> <li>• As I am a dual credit student, I go to the high school on campus so everything is really new, but I enjoy the opportunity.</li> <li>• Proper mental health counseling and more queer-oriented events</li> <li>• Tutoring and financial aid availability</li> <li>• Credit transfers</li> <li>• Have more opportunities for the nursing programs/ help with HESI tests</li> <li>• Connected, courageous, caring, opportunities and strengths</li> <li>• For my degree, exercise science and wellness, I think there are some places outside at CNM that connect to help students graduate, find jobs.</li> <li>• The switch to more environmentally friendly resources – it makes me feel better for our future and that CNM is looking to protect our futures.</li> <li>• New building, updates (specifically North building)</li> <li>• Motivating me to pursue my career</li> <li>• Helping me graduate</li> <li>• Being able to work with my teachers</li> <li>• Ability to work with UNM (Trio) and help get you a job after graduation</li> <li>• Improving its environment</li> <li>• More involvement with and outreach to community. CNM does a lot already but you can never have too much.</li> <li>• CNM has programs to help you get into four-year colleges. I'm not sure how many such programs CNM has, but thanks to one in particular, I am able to go to Lewis University for much cheaper. I think that CNM should work on creating even more programs, such as this one.</li> </ul>

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Within the next five years, how would you like to see/experience CNM “Be caring?”

Session	Comments
2/4/19 CNM Montoya Campus	<ul style="list-style-type: none"> <li>• CNM: Be open minded to accept all students</li> <li>• Me: To care about fellow students, teachers and the buildings including computers and other equipment</li> <li>• I like Blackboard because it shows reminders and allows to make announcements easy for students and teachers.</li> <li>• Provide transportation to people or students who live a couple blocks away in the apartments</li> </ul>
2/6/19 CNM Main Campus	<ul style="list-style-type: none"> <li>• Counseling</li> <li>• Therapist on campus?</li> <li>• Have more on campus resources for people with mental health issues</li> <li>• Child day care for students with kids</li> <li>• Staff and instructors asking if you're okay emotionally and physically – reach out</li> <li>• Charitable events</li> <li>• More benefits</li> <li>• Show that they have more availability and resources for the nursing program</li> <li>• They are already caring with their special programs</li> <li>• Maybe some off campus social meet ups (Help build something, 5K walks and runs, social gathering)</li> <li>• Take part in National Recognition Days, ex. National Suicide Prevention Day, National Cancer Awareness Day</li> <li>• Work with students goals</li> <li>• Outreach for those who need to be encouraged to pursue higher education</li> <li>• Keep PTK</li> <li>• The people that work at CNM stay engaged</li> <li>• Shouldn't have online orientation for transfer students</li> <li>• Have a wellness center for people that need help – counselors and therapists</li> <li>• By not cursing out those who are left-handed</li> <li>• CNM could definitely show that it cares by offering more and more healthier food options around the different campuses.</li> </ul>

Within the next five years, how would you like to see/experience CNM “Be ethical?”

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<p>2/4/19 CNM Montoya Campus</p>	<ul style="list-style-type: none"> <li>• Books</li> <li>• For online classes, communication on the day homework is due</li> <li>• CNM: Don't prejudge</li> <li>• Me: Not be afraid to ask questions – I don't ask questions because of bad experiences</li> <li>• Have required textbooks not so expensive, like a digital book for 160 days that is \$200</li> </ul>
<p>2/6/19 CNM Main Campus</p>	<ul style="list-style-type: none"> <li>• Offer more language classes</li> <li>• Consideration for all people of all races, disabilities, orientation, etc.</li> <li>• More paid parking meters at TM, W and E buildings</li> <li>• Not calling for sterilization of all non right-handed folks</li> <li>• A few of my professors would be very political at times, which made the class uncomfortable. I thought CNM staff and teacher were prohibited from doing so.</li> <li>• Continue to be open to all groups without prejudice</li> <li>• Serve healthy food - have some deliciously bad food but mostly healthy stuff</li> <li>• Maybe offer help to students that plagiarize</li> <li>• More bible studies</li> <li>• Show that they care more and show off the students that are trying really hard to make it</li> <li>• Costumes for Halloween</li> <li>• Lenient on teaching restrictions</li> <li>• More trainings for professors on how to handle different mental health issues in order to better teach to different kinds of students</li> <li>• Offer different language classes</li> </ul>

Within the next five years, how would you like to see/experience CNM “Be inspiring?”

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2/4/19 CNM Montoya Campus	<ul style="list-style-type: none"> <li>• Have more groups and things for students to be interested in</li> <li>• Give students and teachers merchandise – it's free marketing, plus it gives that vibe where it isn't bad to take classes at CNM.</li> <li>• Me: Work hard, get good grades and be good example for other students and our children</li> </ul>
2/6/19 CNM Main Campus	<ul style="list-style-type: none"> <li>• Lead others by example</li> <li>• Bring in some professionals to talk to aspiring students</li> <li>• Be more aware of clubs and organizations on campus and students who win awards, etc.</li> <li>• Guest speakers/lecturers from successful people in STEM fields</li> <li>• Maybe more enthusiastic about teaching or subject</li> <li>• Better tutoring system/programs</li> <li>• Guest speakers</li> <li>• Show more people who have made it and graduated dual/CNM or anywhere</li> <li>• With Trio</li> <li>• "Wall of Fame" of graduates somewhere visible on campus</li> <li>• Mandatory elective for fitness to support student health</li> <li>• Inspire people to be active</li> <li>• Innovation and technologies</li> <li>• More inspirational signs? Motivate students to strive for better (professors, advisors, work-study)</li> <li>• Every new student orientation should probably have a different career fair</li> <li>• Have graduates come back and share their experiences</li> <li>• Have personal stories of their success after graduating CNM</li> <li>• Publically standing beside those who identify as left-handed</li> <li>• Many of the students I met at CNM were discouraged from pursuing any degree above an associate's level. I think that CNM could perhaps work on encouraging such students.</li> <li>• Bring in guests who are alumni from TVI/CNM to discuss their successes and how CNM got them there</li> </ul>

Within the next five years, how would you like to see/experience CNM "Be courageous?"

Session	Comments
2/4/19	<ul style="list-style-type: none"> <li>• Volunteer your services</li> </ul>

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<p>CNM Montoya Campus</p>	<ul style="list-style-type: none"> <li>• Have courage to move up to progress in studies and to help others</li> </ul>
<p>2/6/19 CNM Main Campus</p>	<ul style="list-style-type: none"> <li>• Challenge the status quo to help make a better world</li> <li>• New buildings (North)</li> <li>• Have guidance counselors that could help students really stressed from school</li> <li>• Be able to provide a bachelor's degree (x2)</li> <li>• Be encouraging people to be open about being left-handed</li> <li>• Provide more hands-on experience for some of the larger majors, such as business</li> <li>• Speak up about the negatives in the community and discuss fixing them</li> <li>• The professors push the students</li> <li>• Have more opportunities in the SRC</li> <li>• Come out and offer more scholarships</li> <li>• Christian College groups</li> <li>• Emotional support groups/systems</li> <li>• Last year the queer study group had a float in the pride parade - I would love it if CNM continued to be active like that in the queer community</li> <li>• Free CPR class for med students</li> <li>• Hold debates for law students</li> </ul>

Within the next five years, how would you like to see/experience CNM "Be connected?"

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<p>2/4/19 CNM Montoya Campus</p>	<ul style="list-style-type: none"> <li>• Jobs - connect, CNM Connect</li> <li>• Have good communication with teachers, email, office hours</li> <li>• I like how financial aid allows to fill out scholarships like the lottery, etc.</li> <li>• I know there is job connections but I haven't used it, but plan on it, keep it.</li> <li>• To more resources and groups</li> </ul>
<p>2/6/19 CNM Main Campus</p>	<ul style="list-style-type: none"> <li>• Connect with other higher level universities to be able to transfer more programs</li> <li>• More online class opportunities outside of math and English</li> <li>• Chat with your professors or any available professor online</li> <li>• Online tutoring</li> <li>• Be able to see scholarship deadlines from CNM and have other locations to drop off applications</li> <li>• Connect to other programs and colleges to make it easier for students to transfer or think about next steps</li> <li>• Making groups and clubs for people who are left-handed</li> <li>• Connect groups of people outside of class</li> <li>• Partner with Albuquerque communities in need and have events to benefit both, ex. Food pantry donation stations/clothes donations year round</li> <li>• More sports - When people are a part of a team, they will strive to be successful</li> <li>• I believe they are already connected</li> <li>• Send emails or newsletters to all</li> <li>• Study groups</li> <li>• Advertise events more</li> <li>• More job fairs</li> <li>• Clubs</li> <li>• Events</li> <li>• Social groups</li> <li>• More connectivity with Albuquerque's theatre community and CNM's CAT</li> <li>• Host more events in larger spaces (i.e. lawn in front of library) to show we are connected as a campus</li> <li>• Move things like this, where people come together, but maybe a more open place</li> </ul>

Within the next five years, how would you like to see/experience CNM “Be exceptional?”

Session	Comments
2/4/19 CNM Montoya Campus	<ul style="list-style-type: none"> <li>• No paying for parking; we pay to take classes, for textbooks, etc., we shouldn't need to pay for parking. Montoya campus always had free parking, and now there are parts were you need to pay.</li> <li>• Go out of your way to assist a confused new student</li> <li>• Encourage teachers to take a course about diversity</li> </ul>
2/6/19 CNM Main Campus	<ul style="list-style-type: none"> <li>• Make the high school bigger!</li> <li>• Bring more people into CNM!</li> <li>• Therapists on campus for students</li> <li>• More queer-oriented events</li> <li>• Have food places on campus or nearby</li> <li>• Excel in whatever endeavor you take on</li> <li>• Overflow general parking should be closer to CNM instead of being by the Isotopes stadium</li> <li>• Innovate more safety advancements in lab classes</li> <li>• Add more benefits to your needs</li> <li>• Food court</li> <li>• Opening improvement on the north building</li> <li>• Stop chopping off my left hand</li> <li>• Provide better job connection services. None of the current resources were any help in finding a job relating to business</li> <li>• Even more resources for students to further their education and actively search for students who are struggling</li> <li>• Coffee shop</li> <li>• Make the rate better to students that graduate</li> <li>• SSC parking spaces</li> <li>• Scooters to help travel across campus</li> </ul>