



Office of the Chancellor

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DATE: April 23, 2021

TO: NMSU Students, staff, and faculty

FROM: Chancellor Dan E. Arvizu

A handwritten signature in blue ink that reads 'Dan E. Arvizu'.

SUBJECT: Help us build a robust university! Please take the NMSU services survey.

New Mexico State University (NMSU) is an extraordinary place where we all—faculty, staff, and students—come together to achieve the highest levels of excellence. Never complacent, we routinely assess processes and systems to ensure we are operating in the most effective and efficient way possible. As part of our strategic plan, [NMSU LEADS 2025](#), we are committed to building a robust university system.

As part of this commitment, we will launch a survey on Monday, April 26 to help evaluate satisfaction levels of NMSU services. Your responses will be confidential. HelioCampus, a third-party provider, is conducting the survey, which was developed in partnership with an interdisciplinary NMSU user-experience working team.

The faculty/staff version will take on average 20-30 minutes to complete, and the student version will take 5-15 minutes to complete. Both versions will include several open feedback sections for you to provide more details.

Again, your responses will be confidential and will not be linked with your identity. Please check your NMSU email on Monday, April 26 for survey and complete by **Friday, May 7**.

Thank you for your participation and your continued dedication.