

Survey Results: The International Graduate Student Climate at NMSU

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Executive Summary With its advancement to R1 status, NMSU must embrace the responsibility to promote its international graduate students as a systemwide priority. During Spring 2026, the NMSU Task Force on International Graduate students, convened at the request of Interim Provost Reddi, designed a survey to identify issues that affect international graduate students, particularly recently arrived ones. IPC Director Yu emailed the survey link to current international graduate students on 2/18/2026, and reminders were sent until the survey closed on 3/13/2026. The survey received 169 responses from residents of 24 countries. Experiences spanned a broad range: while some students were completely satisfied with their experience at NMSU, others expressed concerns about topics including housing, funding, social isolation, health insurance, language support, and immigration laws and procedures. A common theme was the need for more consolidated resources and training for incoming and newly arrived students, which are already being addressed independently by IPC and the Graduate College, but many other issues were identified.

This document summarizes responses and presents selected, potentially actionable quotations from each set of free-form responses. A consolidated list of recommendations and italicized action-items is compiled at the front, while full responses are given in the Appendix, lightly edited for formatting.

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Recommendations

The following recommendations are compiled from survey feedback. A final meeting was held on 4/24/2026 in which IPC Director Yu, Graduate College Dean Koodali, Faculty Senate Chair Chaitanya, and Prof. Finlator were discussed them. Action items were identified and are noted in italics.

1. Augment onboarding for all graduate assistants to include a live training module with an HR representative that walks through the interpretation of student accounts and leaves contact information for when questions arise;
IPC Director Yu will speak with Assoc. VP for HR Bill Dial about incorporating an introduction to student accounts into exiting in-person onboarding materials.
2. IPC staff should be asked always to acknowledge successful receipt of important documents;
IPC Director Yu indicated that his staff do not have the bandwidth to acknowledge every document that is successfully received. He will look into this. One solution involves informing students in advance that they will only be contacted if something is missing, but it may also be possible to acknowledge completed applications.
3. Discuss with academic units that award graduate degrees how to discontinue admitting international students without guaranteed GAs;
The Faculty Senate Student Success committee surveyed NMSU-Main's academic colleges and compiled results into a separate document that will be posted to the Faculty Senate website.
4. Improve maintenance of Campus Housing units: students should not have to forgo working plumbing or cooling, or live with a cockroach infestation;
NMSU's on-campus housing options have numerous issues and are addressed by Recommendations 4, 5, 6, and 7. No action item was identified, but Prof. Finlator will represent concerns at the the upcoming Housing consulting session.
5. Offer temporary on-campus housing to newly arrived international students;
Dean Koodali mentioned that Ann Goodman maybe able to facilitate short-term off-campus housing options; he will address this with her.
6. Offer the possibility of renting on-campus housing for the first month of summer to students who need additional time to pack up and move after finishing their degrees in the spring;
Dean Koodali noted that students have been been expected to quit on-campus housing on Commencement day, which may be before graduate students have submitted final work. If this remains true, then offering more contract flexibility would be student-centric.
7. Increase the availability of on-campus housing to unmarried graduate students;
Anecdotally, multiple on-campus housing units that are reserved for married

students remain unoccupied. No action item was identified, but to the extent that this is true, it represents an obvious inefficiency.

8. Arrange a weekly “grocery shuttle” for students who lack a car, or encourage ASNMSU to arrange this;
NMSU Faculty Senator Tawny Aguirre (DACC) has communicated this idea to ASNMSU, who are reportedly looking into this. Prof. Finlator will track this.
9. Improve access to tax trainings for international students;
IPC Director Yu proposed asking Prof. Rebecca Franklin to schedule 2-3 tax trainings from January through March rather than just one; Dean Koodali indicated that the Graduate College would offer an honorarium for this service.
10. Add incoming international students to the FSN mailing list expediently (this could be done at the same time that Dean Koodali invites them to take the new onboarding Canvas course);
IPC Director Yu and Dean Koodali will arrange for international students to be added to the FSN mailing list once their enrollment is detected via Slate.
11. Organize English support programs for international students;
Dean Koodali and Dr. Finlator will contact members of the English Department’s English Writing and ESL programs to begin a conversation about offering more support.
12. Offer international GAs dental and vision insurance plans along with health insurance.
IPC Directory Yu will coordinate with Will Waller to determine whether Dental and Vision coverage options can be made available to international students.

Question 1: Positives

*What **positive** experiences have you had at NMSU? Please consider all administrative offices including Departmental, Graduate School, Human Resources, International Programs Compliance (IPC), and any other offices.*

Summary of Responses

145 of 169 respondents answered this question, often with responses that would make proud Aggies blush. The overall hospitable environment, a student-centric perspective, enriching extracurricular opportunities targeted at graduate wellness, and effective behind-the-scenes administrative functioning were all noted. Many specific academic units and faculty members were called out for their effectiveness or supportiveness, but ISSS/IPC and the Graduate College stood out, with each being cited over twenty times. The Aggie Cupboard was cited twice, drawing attention to how precarious the day-to-day life of international graduate students can be. Human Resources also was cited positively at least five times, although one student complained that student accounts is difficult to understand. This concern presumably refers to the website that tallies the various credits, waivers, and charges to each student's account.

Representative Quotes

"I have had positive experiences with NMSU's administrative offices, as staff across the department, Graduate School, ISSS, Family housing, Aggie Cupboard, and IPC have been supportive, responsive, and professional. Their clear communication and timely assistance with academic, employment, and visa-related processes have made administrative tasks smooth and manageable. Overall, the offices create a helpful and welcoming environment for students and employees."

"Studying at NMSU has been everything I wanted to achieve my dream of a future career with an NGO."

"I had an opportunity to learn physics and research. It has much changed my life in positive ways. It made me think creatively. After 4 years I feel I am a different person who has much knowledge and skills before joining it. I am graduating next year and gonna leave NMSU. Would miss it."

"I have not had any problems so far at NMSU. Since day one, everyone has been very kind and welcoming. They explained how the campus works, how the different offices function, and guided me through every step of the process. I have always felt supported and well oriented, especially as an international student. Overall, my experience has been very positive."

"My overall experience at New Mexico State University has been positive. The faculty in the Computer Science department are supportive and approachable, and they provide valuable guidance for research and academic development. The Graduate School and departmental staff have generally been helpful when I needed assistance with academic processes. The International Programs Compliance (IPC) office has also been helpful in maintaining immigration status and providing timely reminders about visa requirements. I have appreciated the welcoming academic environment and the opportunity to collaborate with faculty and other graduate students on research projects. Overall, NMSU provides a supportive academic community for international graduate students."

"Excellent ISSS officials who are above and beyond. Special thanks to Padma. Excellent and supportive department head and advisor. Graduate has been very good to me although I think they should have

given us full funding this semester. Awesome departmental professors, I really appreciate their help, support and willingness to share their knowledge with me."

Actionable Quote

"If HR or any other involved parties could make the student account description clearer to the student, that would be great."

Question 2: Negatives

*What **negative** experiences have you had at NMSU? As above, please consider all administrative offices including Departmental, Graduate School, Human Resources, International Programs Compliance (IPC), and any other offices.*

Summary of Responses

149 of 169 answered this question, but fifty of those replies actually indicated no negative experiences, so only 99 entries included at least mildly serious concerns. Eight replies indicated that international health insurance (Geo Blue) was confusing, expensive, or inadequate. Many respondents cited long communication times or slow email response times at several administrative offices but are probably unactionable, although the suggestion that IPC should always acknowledge successful receipt of key documents is reasonable. Several students reported that delays in hiring had led to delayed paychecks, sourcing avoidable financial pressure. Several others noted that graduate assistantship opportunities were inadequate, reinforcing the benefit of discontinuing the practice of admitting international students without guaranteed GAs (including, where possible, the option of summer pay). A need for more comprehensive orientations exposing students to tax vagaries and the campus generally was cited. One student specifically suggested the need for a general arrival flowchart (this appears to be essentially what Director Yu has been developing for some time). Campus housing was depicted as expensive, in poor repair, and slow to receive repairs that have been ordered. One student noted that the lack of transportation options was a hindrance.

Actionable Quotes

"I'm currently in the department of Clinical mental health counseling, there is literally not one single international student in the masters program other than me, it was not designed to accommodate international students AT ALL. Many universities changed their counseling program to STEM because, of the specific requirement we need to meet in order to graduate and become a licensed counselor, but NMSU doesn't even know what that it. More over they simply don't want to know. They don't offer assistantships, or create flexibly for us to work in other department. I have been trying really to transfer to a different university, however the financial constraints made it more difficult for me to move out to a better university."

"I understand that immigration regulations are strict and that staff must be careful. However, clearer confirmation when documents are received and more consistent communication would help reduce unnecessary stress for international students. Since our visa status depends on these processes, even small misunderstandings can feel overwhelming."

"The only thing that could be addressed from my experience is the validation of some courses from my original university back in Mexico that had some trouble to be validated here at NMSU. They were 2-3 courses that I had to go with some professors in order to help me. It wasn't a big deal for me, but if corrected it could guarantee a smoother experience for further international students."

NMSU Task Force on International Graduate Students

Survey Results

"I have a huge hatred towards NMSU, because of my three years in a row tax seasons. I've been charged wrong way, and due to that I'm in a huge debt. From my point of view, international students should have a mandatory crash course on how much are we taxed, so we can estimate what to keep for the taxes. So far, total BS and thanks for that.."

"I would say nothing. But, if there are more tea or coffee stalls for students at very nominal price or subsidized, this would be fine."

"As an international student who put step for the first time in the US, everything was really unclear! from housing to how to have simcard to call our family. even i remember i could not get a house so i was thinking to go to a hotel! or I could not get the ride from ELP to here. I think, for the future international student you should make a pdf file as ""WHAT TO DO BEFORE YOU ARRIVE"" or ONCE you arrive. AS opening a bank account, which houses do not need SSN or even what is SSN! I honestly wanted to make this pdf for my own people but I saw many international student that did not have any information about anything as me! because you cannot expect your compatriots to give you all the infos you need or to help u with a room to live for months or rides or"

"My only negative experience which wasn't directly caused by someone but by the lag in hiring process that has left me a bit tight for funds multiple times. "

"My computer science department doesn't understand international students. They treat us like cheap slaves. Half time jobs, promises of money not provided. Grants with no tuition, but the faculty send themselves on huge long trips overseas to present my work."

"I emailed ISSS to add me to the FSN mailing list. To date, I have not received any response."

"Most of the negative experiences are not directly related with NMSU but there is one very recurrent which is the attention at ISSS. In the case of students doing Ph.D. and Masters at the same time. It took me 2 months and taking people from the grad school office to the ISSS office to convince them that I did not need a new I-20."

"Payroll had had some issues multiple times even with me providing multiple copies of my SSN which was concerning"

"It's a shame that NMWRRI do not retain master's students for PhD. Also, I can't apply for a PhD program in the water department until I have completed my thesis and have publication. This policy affects international students because we are on F-1, and if we don't get funding on time, we will be out of status"

"Then there is the housing office; no matter what happens, the RAs or the RD from the south campus housing office would say, ""We do not know when this will be solved."" My apartment commode was stuck. I called them, and they came and did not do anything for the coming week. Having one infant and one toddler, we suffered like anything. Then I called a plumber to help me out. The same thing happened with the heater this year; the heater was not working for almost the entire winter. Not to mention the same thing will happen during the summer as it has happened since 2022, when I first came to NMSU family housing. They never do things in time, and if they say they will be back in 10 minutes, they will never show up again."

"...The same goes for the University Account Receivable (UAR); this semester I did not see any payment plan to enroll in, and because of that I called the UAR. I went to the UAR office in the Educational Building next to the Pan American Center. I talked to the lady named Crystal; after listening to my problem, she did nothing. Now I have to pay the \$25 one-time payment and a 0.5% interest every month for the overall due on my account. That will be approximately \$100 for something that is not my fault."

"The only negative experience I have had at NMSU was related to ISSS/International Programs due to the SEVIS check-in orientation. I missed the session because I did not clearly understand that it was mandatory. At the time, I also confused it with the Graduate School orientation, so I did not realize the SEVIS check-in session had a different requirement. This misunderstanding caused a problem for me afterward. I think clearer and more direct communication stating that the SEVIS check-in orientation is required would help new international students avoid this issue. However, the ISSS staff were extremely helpful and cooperative, the issue was resolved, and I truly appreciate their support. Other than this, my experience with administrative offices has been generally smooth and positive."

"I don't usually receive emails from the ISSS department, but sometimes I find out about certain procedures through my international friends."

"I felt kind of loss when I just got to the University, there was not orientation in the entire campus. ISSS just gave the SEVIS orientation but nothing different."

"I received inconsistent information from International Student Services (ISS) regarding my eligibility for the Health Insurance Marketplace. Initially, I was told I was eligible but later informed otherwise, resulting in unexpected financial costs. I would encourage ISS to ensure its advisors provide accurate, up-to-date guidance, especially on critical matters such as health insurance that directly affect students' financial well-being."

"Transportation is also a challenge. Public transportation options are limited, and many international students arrive without a car. This affects access to groceries, healthcare, and campus activities, especially for those living off campus."

"Health insurance is another significant concern. The mandatory insurance plan is expensive relative to graduate stipends, and coverage details are not always easy to understand. For students with families, the financial burden becomes even heavier."

"Administrative offices are unwilling to provide information or complete forms that some international students need. They claim they are not familiar with some processes. However, they don't show an intention to help, as they neither reply to emails nor tell you that they are not the right office to help. They send you from one office to another with the answer: "We can't help you with that here; go to another office," where they give the same answer. This is really concerning, since international students depend on their help and guidance to maintain our visa status."

"I have had a very negative experience with the CONTROLERS at ASNMSU. I applied to get reimbursement for a conference and that process has been a paying in the neck. This people is not responsive at all. There should be something done about that. "

"Bad Health Insurance. I pray I never get sick here. If my friend had had to do her surgery on GeoBlue I strongly believe she would died from co-pays and emergency room bills."

"During summer we dont have funding opportunities. Our department hardly give us 20 hour for half of the summer whereas we can work 40 hours. Some departments support there students for 40 hours. I believe this is unequal distribution of funding. Administartion should think about that. As an international student i suffered a lot during summer."

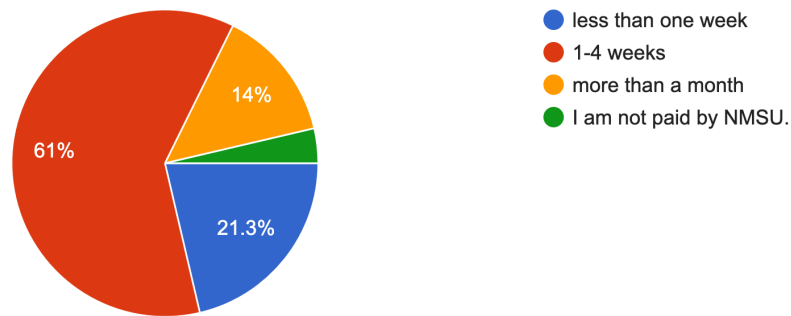
Question 5: Payroll

If you are paid by NMSU as a Graduate Assistant (Teaching or Research), how long did it take you to get on the payroll after arriving on campus?

While 82.3% of respondents report being on payroll within a month, 14% took longer. These 14% may have experienced other issues related to not being “in the system.”

If you are paid by NMSU as a Graduate Assistant (Teaching or Research), how long did it take you to get on the payroll after arriving on campus?

164 responses



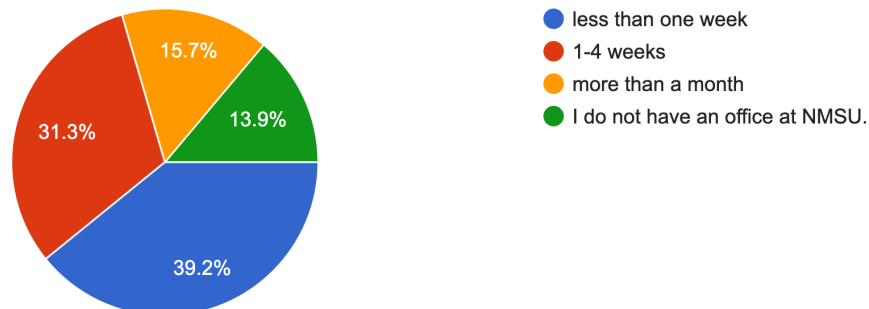
Question 6: Office Acquisition

If you have an office at NMSU, how long did it take you to obtain both an office and a key?

Nearly 30% of respondents did not have an office within a month or do not have an office. This degrades their ability to grade coursework or carry out research, although it’s unclear whether this differs for non-international students.

If you have an office at NMSU, how long did it take you to obtain both an office and a key?

166 responses



Question 7: Housing Woes

Please describe any difficulties you experienced in obtaining housing in Las Cruces. Were there any barriers that NMSU could address? (You may skip this question if there were no difficulties.)

Summary of Responses

A question about whether students experienced challenges in finding housing answers generated 87 revealing responses. Seventeen respondents observed that non-US nationals have difficulty obtaining off-campus housing without a US rental or credit history, emphasizing the importance of helping new students to obtain an SSN efficiently. At least twelve respondents reported depending on informal channels to find housing, but this can be both temporary and hit-or-miss. At least five reported early housing instability: some slept on a friend's or acquaintance's couch for up to a year, and one moved four times in their first year. Even those who did not mention these barriers suggested the need for helping students know where the affordable, safe housing options were in Las Cruces. For example, it was suggested that NMSU should promote popular rental options, invite landlords to an orientation, host a virtual "roommate wanted" board, or help incoming students join the fsn mailing list efficiently, facilitating informal connections between new and incoming students. On-campus housing was generally depicted as an imperfect solution because it is unreasonably expensive (seven respondents); has long wait-times and low availability, particularly for unmarried students (four respondents); is in poor repair and repairs, when ordered, come unreasonably slowly (four respondents); and compels students to leave over the summer or does not permit semester-long rentals (two respondents).

Actionable Quotes

"I did not have major difficulties finding housing, but I found it challenging to identify affordable, campus-adjacent options with clear eligibility rules. For example, I was interested in Family Housing, but it appears to be limited to applicants who meet a specific "family" definition, which excludes roommates. More transparent information (eligibility, documentation, waitlist time, and alternative options for graduate students) would be very helpful."

"I came to NMSU housing but it was expensive and generally not a very good option. They even make you move out in summer even tho it's hard for international student"

"Finding a place was difficult. Apartments require SSN and a deposit, both of which are not available to students immediately on arrival. NMSU can arrange for temporary housing to help students settle in. This could be done at some nominal fee if needed. If there are dedicated NMSU housing options for international students, that would be even better."

"Like the fsn email network, NSMU should host an event where all the local property managers can showcase their units, share information about amenities, and share rent and availability information with the students. Back in 2022, it was a struggle finding off-campus housing."

"YES. One of the common problems is that without previous rental history, it is not possible to lease an off-campus apartment, which is challenging for international students. In the case of on-campus

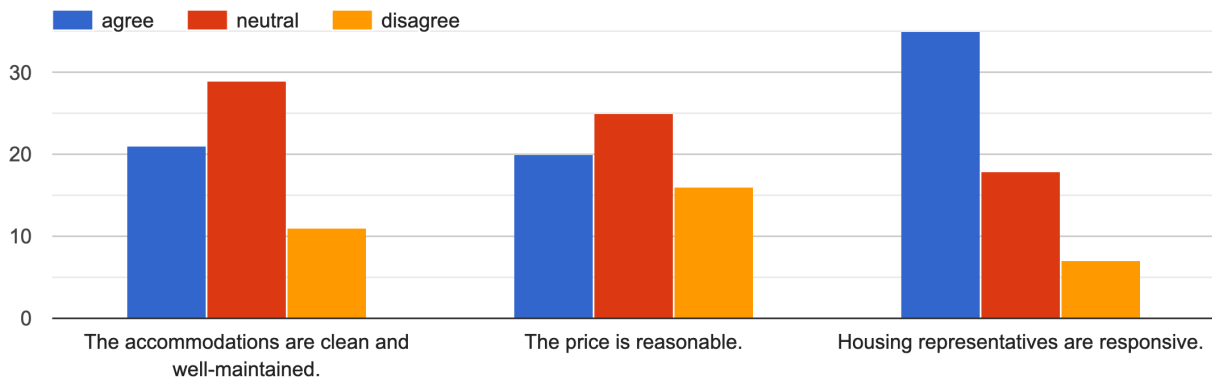
housing, i.e., VISTA DEL MOINTE, although a student pays for a full academic year, they cannot stay during summer if he or she does not enroll for the next semester. The rent is too high; however, theft is a common issue."

Question 8: Housing Impressions

If you have used campus housing, please share your impressions about it. If you have additional comments, you may add them to the "wildcard" question at the end of the survey. (You may skip this question if you have not used campus housing.)

61 students responded. Roughly one-sixth (11/61) disagreed with the statement, “The accommodations are clean and well-maintained,” whereas nearly half (29/61) were neutral. One quarter (16/61) disagreed with the statement, “The price is reasonable,” while nearly half disagreed. By contrast, a majority (35/61) felt that Housing representatives are responsive.

Campus Housing If you have used campus housing, please share your impressions about it. If you have additional comments, you may add them to th...s question if you have not used campus housing.)

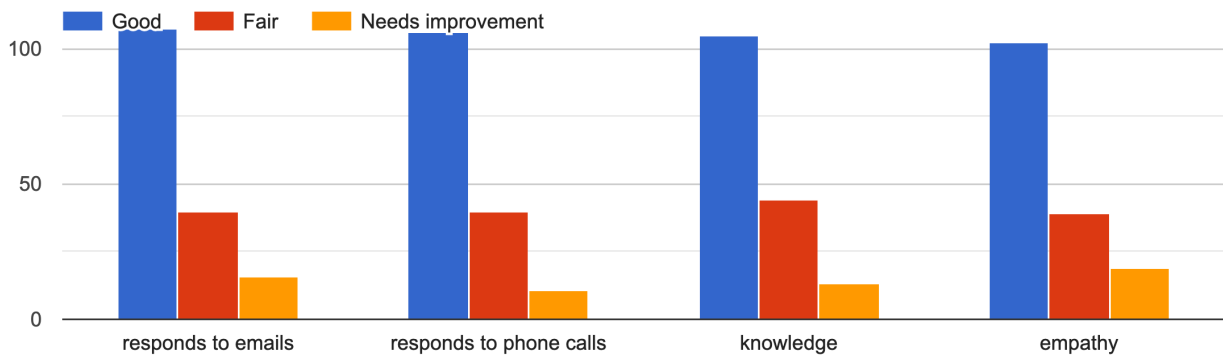


Question 9: Staff Performance

Please rate your experiences with NMSU staff in the following categories.

163 students answered this question. Broadly, experiences with NMSU staff were felt to be “Good” in all four categories by at least 65% (107/163) of respondents, although a persistent minority of 6.7% (11/107) felt that experiences with staff “Needs Improvement.”

Please rate your experiences with NMSU staff in the following categories.

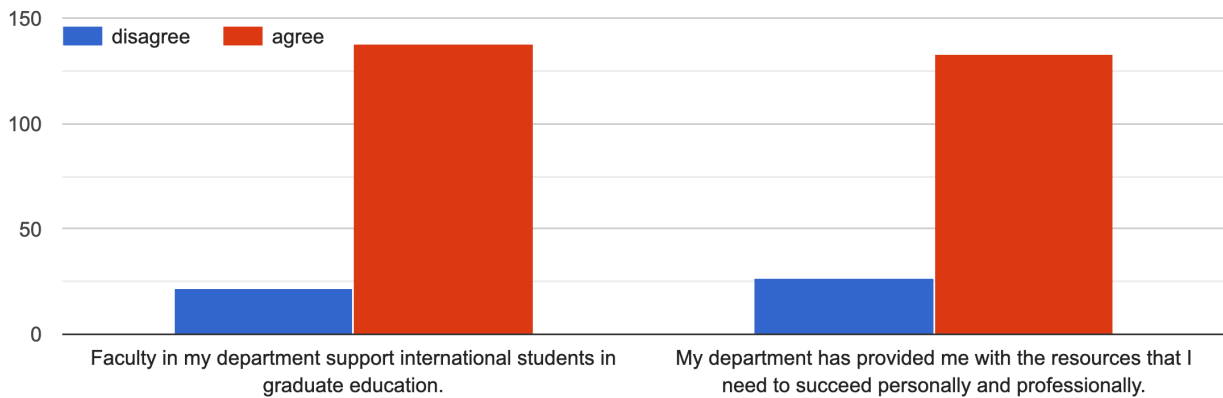


Question 10: Academic Support

Please indicate whether you agree or disagree with the following statements.

160 students answered this question. Of these, 138/160 (86%) agreed with the statement, “Faculty in my department support international students in graduate education,” while 133/160 (83%) agreed with the statement, “My department has provided me with the resources that I need to succeed personally and professionally.”

Please indicate whether you agree or disagree with the following statements.

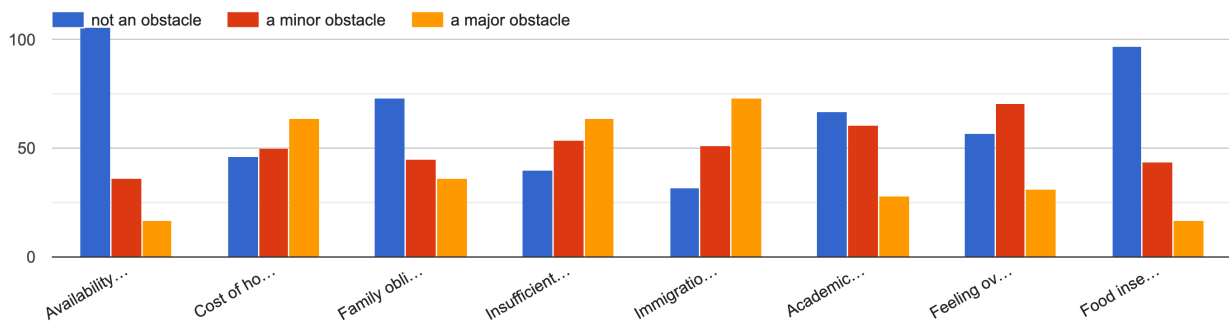


Question 11: Obstacles

Please rate the following factors as, "not an obstacle," "a minor obstacle," or "a major obstacle" to academic success.

159 students answered this question. Results indicate that faculty availability, food insecurity, and family obligations are the least significant obstacles. By contrast, pluralities indicated that housing costs, financial support, and immigration laws and regulations were clear obstacles. Tabular results are given below the chart for convenience; the same numbers are shown in both cases.

Please rate the following factors as, "not an obstacle," "a minor obstacle," or "a major obstacle" to academic success.



	not an obstacle	a minor obstacle	a major obstacle
Availability of faculty	106	36	17
Cost of housing	46	50	64
Family obligations	73	45	36
Insufficient financial support	40	54	64
Immigration laws and regulations	32	51	73
Academic or social isolation	67	61	28
Feeling overwhelmed by all the work	57	71	31
Food insecurity	97	44	17

Question 12: Wildcard

Are there any other experiences or suggestions that you can share that would help us to improve the experience of newly arrived international students? You may use this space to comment on, for example, (i) issues related to travel; (ii) health insurance; (iii) family life; (iv) English language proficiency; (v) your biggest challenge in getting settled at NMSU; (vi) obstacles to academic success; or (vii) any suggestions for how NMSU could better attract, retain, and graduate top students who share your background.

Prose Summary

93 students answered this question. The Geo Blue Health Insurance plan generated over 30 complaints, mostly related to high cost and poor coverage. At least five respondents offered that the BeWell option should return, and three respondents asked for dental and/or vision coverage options. Several suggested that health insurance premiums should be waived along with tuition. Many respondents cited difficulty identifying housing, the price of on-campus housing, the long wait-times for getting repairs to on-campus housing (including to heating, AC/swamp cooling, and aged/ineffective door and window seals), and the lack of availability of on-campus housing for unmarried graduate students. Many lonely respondents reported difficulty in meeting other international students, regardless of their nationality, although facilitating contact with others from their nationality was suggested; these reinforce that international students are at increased risk for loneliness/isolation. Funding and compensation limitations were noted. One student complained about a lack of scholarship opportunities (possibly related to incomplete GA support). A Ghanaian student observed that guaranteed funding for international GAs would likely make visa interviews easier. Many respondents cited the need for more comprehensive orientation at the front. These comments emphasize the importance of the guides that IPC and the Graduate College are currently developing. Many students cited difficulty with English, suggesting the need for centrally organized English language support programs. One student reported a desire to discuss his family and visa situation (spouse was denied F2) in a safe setting - it may be worth emphasizing the extent to which NMSU and IPC share information with federal law enforcement.

Actionable Quotes

"Sure, there is a lot to say about our families' health insurance, because it doesn't cover much in the opaque system. It is important to issue a professional program for F2 holders. Most of our families are well educated, and TOEFL and IELTS scores are an issue, not because of language difficulties but because of the nature of these tests. There are many activities for our kids. Some are cheap or free, thanks to NMSU, but most are outside NMSU, such as football clubs, Taekwondo schools, and similar options. We would like NMSU to prepare agreements with these organizations to make it easier for our families and us. There are many things to talk about, but in general, life is easy at NMSU, and I consider myself lucky to be here."

"(i) it's good to tell students that you could have your ID from MVD so then you don't need to take your passport everywhere with you"

"In the current political climate we live in the US, the mention of anything that has to do with SEVIS or USCIS traumatizes me and my family. I would appreciate it if ISSS could give us some context when we are asked to go into their office for any reason."

"I am from India. I been at NMSU for the last one year. it would be nice to have social activities or any other activities to engage with international students and local people. It should be nice conducted By ISSS. Sometimes, i feel like alone some times. In insurance, it is nice to have dental coverage by some extent."

"Create peer mentorship and English support programs to help new international students adjust faster, build community, and succeed academically."

"Yeah, a manual or some kind of resource that I can use to learn the little details about life in NMSU. I was able to overcome it because I proactively asked my senior peer students, and then later helped the new incoming students with those details when they have no one to ask."

"One area where many newly arrived international students could benefit from additional support is English language proficiency. Even students with an intermediate level of English often need ongoing help to improve academic writing, presentations, and daily communication. Providing more accessible and continuous language support (workshops, conversation groups, and writing support) would be very valuable, including for students starting from lower levels."

"Sometimes, as an international student and since English is not the main language, it seems to create an indiscriminate attitude from a few faculty. Another issue is a deficiency in the I-20 when dependents (F-2) are included, although the F-1 I-20 shows a surplus. When I speak with my friends and colleagues from other universities, they normally do not have a deficit even after adding their dependent (F-2) with the assistantship they receive. It would be great if the mental health of a student was considered, which could result in better outcomes through coursework and research."

"NMSU can make an improved virtual campus tour video accessible to new students. Many students lookout for how a campus looks when applying to a school, in addition to other important factors."

"Create a centralized International Graduate Student Onboarding Program covering payroll, taxes, healthcare, banking, housing, transportation, and immigration compliance in one structured orientation."

Provide clearer guidance on employment rules, taxes, CPT/OPT, and long-term career pathways for international students.

Establish a peer mentorship program connecting new international students with senior graduate students.

Offer workshops addressing professional development, mental health, and cultural adjustment."

"I think for starter, many of the PhD programs offer full funding including the tuition fee and insurance. The raise of 1% seems pretty low for students with families. The insurance is so expensive. I have freind at top schools like Penn State and they are getting full support. Secondly, I believe on campus housing cost can make a big difference to graduate students with families, I visited the on campus housing facility and they seemed to be in a pretty bad conditions with a lot of smell and in constant need of repairs. Health should be the priority there and there were many places where it seemed to have mold. Thridly, at times, even though we are getting paid for 20 hours but it seems the work that being expected of us is too much. My biggest challenge was the unavailability of the right information at the right time. Faced issues with English proficiency , payroll enrollment, etc. Also, one of the biggest challenge is to not have a flexible interdisciplinary coursework allowed for core courses. Immigration laws are also becoming a challenging aspect, especially for someone like me who is married and couldn't get F2 visa approved for spouse. If any support can be provided where a student can openly discuss his or her case without any worries (in privacy) , then that will be outstanding. Overall, despite few bad experiences, I

think NMSU is on right track, and there are so many people here who are willing to help you by going an extra mile."

Appendix 1: Full responses to Question 1

My program (Molecular Biology) has always been very supportive.

Graduate school has been very supportive in assisting students with GA positions and scholarship

Department, Grad school

Everybody I have met has been helpful and has shown a positive attitude towards me.

Everyone is very open and happy to help

Human resources is very helpful and understand your current situation and try to help you.

I have generally had positive experiences with my department and faculty. Faculty members have been supportive in academic development and responsive to research-related questions. The departmental administrative staff have also been helpful with scheduling, paperwork, and communication.

The positive experience is very subjective to the specific professors we get to work with. Few teacher are knowledgeable, caring and supporting (NOT ALL). I've have more positive experience with female teacher 'comparatively'.

the overall structure of the campus is well organized.

The Department office has generally been helpful. Although email responses can sometimes be delayed, issues are usually resolved efficiently through in-person visits. The Graduate School has similarly been resourceful and supportive when contacted directly.

All the departments are cooperative and helpful.

ISSS

Studying at NMSU has been everything I wanted to achieve my dream of a future career with an NGO.

The faculty members in the department of communication are very supportive. I like the way they are open to everyone and embrace everyone regardless of color. They are available for any questions I may have

I have had positive experience with NMSU so far, sometimes it may be tough but it get resolved.

Extracurricular activity targeted at graduate wellness is enriching and profound

My program in general is very supportive

Hospitable and welcoming environment everywhere

I have always been welcome in every NMSU building I have attended and all my problems have been solved. About departmental I have always got a job to work at school, at ISSS I have never had any problems. About graduate school everything is great so far.

Most departments are helpful when I have gone to them with queries.

The academic staff sometimes is very high level, couldn't expect that.

In my physics department, both the people and the system we have are very supportive in everything we do. The ISSS office staff tries their best to make the application process as easy as possible for us. Generally, I didn't face any major issues; even when I did, it was easy to fix them.

NMSU Task Force on International Graduate Students

Survey Results

I have had a very positive experience at NMSU, particularly with my department and the Graduate School. My department has consistently demonstrated a supportive attitude toward my academic and professional development, providing guidance, encouragement, and timely assistance whenever needed. The faculty and staff have been approachable, responsive, and genuinely invested in student success.

The Graduate School also deserves special appreciation for its efficiency and support throughout my program. Administrative processes, communication, and resources have been handled professionally, helping me navigate important milestones with confidence. Overall, my interactions with NMSU's administrative offices have been constructive, respectful, and student-centered."

I love NMSU. The campus environment is very good. I have had very good official services all the way from the College of Business, ISSO I required.

I'd like to talk about my PI who guides me really well.

ANRS has help me a lot

NMSU financial student life aid/support department has been helpful in the past at a time where payment was delayed and i was due on rent, which was very helpful and supportive towards my academics. I have also been employed on graduate assistantships which helped with my sustainability and focus in my academics.

ISSS have been helpful if you ever have any questions or need guidance sorting documents, etc. My local department have been helpful, head of department, admins staff and grad director as well as my supervisor and other faculty. Payroll have been responsive and the credit control/payment team I have kept in contact with. The transcripts team, had problem initially then I visited them in person got guidance and resolved things. Librarys mainly good.

I have had positive experiences with NMSU's administrative offices, as staff across the department, Graduate School, ISSS, Family housing, Aggie Cupboard, and IPC have been supportive, responsive, and professional. Their clear communication and timely assistance with academic, employment, and visa-related processes have made administrative tasks smooth and manageable. Overall, the offices create a helpful and welcoming environment for students and employees.

There are many offices in nmsu , that really supports international students- HR office is really helped to my tax deductions.

Many. ISSS has been excellent, and grad school has been very respectful and responsive. i was told ISS was not good 3 years ago, but in my experience they were very good in 2025 and in 2026.

The department was welcoming. Also the grad school was. I didn't know about IPC then

The faculty members are welcoming.

I have had positive experiences with several offices at New Mexico State University (NMSU). My department has been supportive and responsive, especially with academic advising and guidance. The Graduate School provides clear communication about deadlines and requirements, which makes processes smooth. Human Resources has been helpful during onboarding and employment-related paperwork. Overall, the staff across offices have been professional, approachable, and helpful.

ISSS is perfect!

Good guidance and assistance for all the documentation work.

Overall my stay at NMSU has been positive. Staff are very kind and helpful.

NMSU Task Force on International Graduate Students

Survey Results

I've had positive experiences at New Mexico State University (NMSU) across several administrative offices. Department staff have been supportive and responsive, the Graduate School has provided clear guidance on requirements and deadlines, and Human Resources has been helpful and professional during onboarding and payroll processes. International Programs Compliance (IPC) has also been proactive and informative, especially regarding visa and compliance matters.

The best thing about NMSU is that the departments talk to each other. The Chemistry department trains you to be a top-tier researcher, while the Graduate School and International Programs handle the 'behind-the-scenes' paperwork so you can focus on your science and your stipend.

Professors, ISSS. Everyone is friendly and welcoming.

The faculty and the student community I had during my master's education were amazing. The faculty and mentors were open to assisting me with anything they had to ensure I succeed in my academic career and personal life.

The NMSU is so good in helping students. For example, ISSS officers are good in updating day to day information. Graduate school dean is so good in replying queries to students

All the administrative offices I went to for any matter were very responsive. That includes the departmental secretary's office, the Graduate School, and ISSS

Graduate school office Dr. Koodali is amazing

There are a lot of positive experiences I have had at NMSU. All the sport events on campus, the campus club events, conferences and presentations. In general, the faculty and staff is really helpful and most of the times one email or office visit can solve any issue that comes up.

I find every office positive

ISSS, specially Mrs. Padma and Mrs. Lowe helps a lot in activities related to their office

Graduate School

Meeting new people, receiving help from staff and teachers, be part of activities such as intramural tournaments.

All the positive experiences I have had can be traced back to one thing that NMSU is focused on students. All the offices listed above have enough manpower to cater to the needs of students (like me). Graduate school also gives opportunities for grad students to work part time. Those opportunities are fantastic support system to the international students.

Supportive faculty, responsive offices

My program department (MILB) as well as my PI Dr. Jessica Houston and her department (CHME), had been great overall

Great People around NMSU. Great vibe and positive environments around. Got helps while needed

All are very helpful

I experienced very efficient service. Specially from ISSS.

Everybody at NMSU is the best, the most supportive, and helpful people I've seen in the US. They helped me with all the problems I've ever brought to their office. They are always there for us.

NMSU Task Force on International Graduate Students

Survey Results

NMSU has been very helpful over all. All offices.

ISSS has been the nicest so far.

Margaret Vasquez from MAE treats international students with care is always looking to help us."

i have had many experiences at NMSU, especially within my department. My professors and committee members have been supportive of my growth as an artist and instructor. i have also appreciated feedback, studio visits, and professional development opportunities that have pushed me to think more conceptually and expand my practice.

All Good

We have a good community, and my workplace feels like home. I enjoyed NMSU

Everything fine

The health center staff is very good

Everyone at the department were helpful.

The staff at the Department of Animal and Range Sciences and the graduate schools are friendly and easy to get information from. About HR, I'm not very familiar. If HR or any other involved parties could make the student account description clearer to the student, that would be great.

Faculty has been great at my department (CEE)

sense of community

To be honest, none. Every office has the same type of rude and below-standard stuff. But I did have a wonderful experience with Dr. Carol Flinchbaugh when she was the interim dean of the graduate school. I think you must have a dean like that in the graduate school and in every possible position who is fully devoted to helping students with their problems during their graduate studies. Moreover, Miss Padma Reddy was good when she was in the ISSS. I like people who are more action-oriented. Unfortunately, NMSU has a lot of people in the position where they do nothing to help students (especially the international students).

All good

At New Mexico State University, I've had very supportive experiences with the International Programs Compliance (IPC) team and my department—they responded quickly to queries and guided me clearly through visa, OPT, and academic requirements.

The Graduate School and administrative offices have also been helpful and approachable, making processes like enrollment, payroll, and documentation smooth and student-friendly.

It is a "small place" so it is easier to build a sense of community.

Overall, my experience at NMSU has been very positive. The administrative process for registration and starting my classes was smooth and straightforward, and I have been able to focus on my coursework without major issues. In general, things have been organized, communication has been clear, and the campus environment feels calm, supportive, and positive.

Every office has been influential to my stay here positively. The ISSS, the graduate school, the Arts and Science faculty. They have all been incredibly supportive.

Friendly & helpful

The faculty at the engineering department have been very helpful with any challenges I have run across

ipc

Departmental, Graduate School

I never had a negative experience at NMSU

Everything is very good, Staff is nice

The offices had been very responsive and addresses my concerns promptly, from the very beginning of my admission. The office of the Graduate School helped me a lot in getting my requirements completed, Human Resources helped me with onboarding, Department of Plant and Environmental Sciences has been very accommodating and welcoming from the day I arrived and has been supportive with our academic goals, and most importantly, support that I have received from ISSS has been overwhelming. ISSS staff helped me get through all of the administrative stuff that I had to get done at all times.

People, Hospitality, Events, Inclusiveness are the ones I've experienced. Overall, I have found the environment very positive.

Timely solutions (only at some places)

I have felt included in all departments, most people try to help you as much as possible.

I have really good experience with Bill Cooke at international office (ISSS) regarding issuing documents really fast.

Graduate School team have always helped me with my concerns and questions with kindness.

Help from graduate school

I found all of my faculty members are really good.

I am truly happy with NMSU's family housing, which has made it easy to balance my academic responsibilities and family life in one convenient location. Being close to campus allows me to attend classes comfortably while still being present to take care of my family, which has made my doctoral journey much more manageable and enjoyable.

Overall, I've had a positive experience at NMSU. The departmental staff and faculty have been supportive, approachable, and helpful with academic and research guidance. The Graduate School provides clear information about requirements and deadlines, which helps students stay on track. International Programs & Compliance (IPC) has been reliable in assisting with visa-related matters and maintaining student status. Additionally, administrative processes such as onboarding and employment through Human Resources have been generally smooth and well organized.

I have not had any problems so far at NMSU Since day one, everyone has been very kind and welcoming. They explained how the campus works, how the different offices function, and guided me through every step of the process. I have always felt supported and well oriented, especially as an international student. Overall, my experience has been very positive.

Overall the faculties and officials are helpful in every office

Based on available information, positive experiences at NMSU administrative offices include:

- **Human Resource Services:** Recognized for excellence, with leadership (Gena Jones) receiving awards and supporting student development in HR.
- **Departmental (Academic):** Students praise accessible, dedicated professors in History, Criminal Justice, and Anthropology who provide mentorship and feedback.

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- **Graduate School:** Positive feedback on flexible programs (like NMSU Global Campus), supportive faculty, and advisors helping students graduate debt-free.
- **Student Support Services:** Disability Access Services and TRIO recognized for empowering a student with cerebral palsy to graduate with honors.
- **Academic Advising:** An academic success coordinator (Cody Womack) provided crucial emergency scholarship guidance to a student in financial crisis.
- **Veterans Affairs Office:** Commended by a student veteran for processing paperwork quickly and efficiently.

I love the support I get with food resources at the Aggie Pantry, especially because I live on a tight budget as an F1 student but the monthly food distribution really helps reduce that cost of feeding a household of 3, two of which are minors/dependents.

I have had many positive experiences at NMSU. My department (Plant and Environmental Sciences) has been very supportive academically and professionally. Faculty members are approachable, encourage research independence, and provide opportunities for conference participation, teaching experience, and professional development.

International Students and Scholar Services (ISSS) has generally been helpful in maintaining visa status and providing guidance on required documentation. I also appreciate the collaborative environment among graduate students and the opportunities for leadership, research, and community engagement available at NMSU.

Overall, NMSU provides a welcoming academic environment where international students can grow scientifically and professionally.

Very supportive staff

Overall, I have positive experience from all the offices I need services so far. They carefully listen problems and take actions appropriately.

When I first came to NMSU, the Graduate School welcomed me wholeheartedly, and I truly appreciated that warm support. It made my transition much easier as a new graduate student.

My department has also been very supportive. The faculty and staff are always helpful and guide me whenever I have academic or research-related questions. Overall, my experience with the administrative offices at NMSU has been positive. I feel supported, respected, and welcomed as part of the NMSU community.

I had very good experience with most of the institutions at NMSU.

The campus environment is good. The ISSS and the graduate school office are always helpful to us.

I have experienced inclusiveness from staff members.

Grad school and international office has been great

Everyone is very kind and patient

The departmental staff have been supportive and responsive whenever I had questions about coursework, scheduling, or administrative procedures. Their willingness to assist and provide timely information made the academic process smoother and less stressful.

The good thing is every department is willing to help at the individual level. What I mean by that is if you have any question or need any help, each relevant department will help you in that regards.

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The Department of Fish, Wildlife, and Conservation Ecology and Dr. Ranjit Koodali, Dean of Grad School, are always willing to help me with my program sponsor requirements, such as official letters regarding academic matters. They always reply my emails with questions and concerns.

The departmental staff has been helpful and responsive when I needed guidance with course registration and academic requirements. The Graduate School provides clear information on policies and deadlines, making planning easier.

I've had consistently positive experiences across several NMSU offices. Academic departments have been especially supportive, with faculty and staff who are approachable and quick to help with research, coursework, and assistantship needs. The Graduate School has been reliable with clear communication and smooth processing of forms and milestones. Human Resources has made onboarding and employment paperwork straightforward, and the International Programs Compliance office has been particularly helpful with timely guidance on immigration questions. Altogether, these interactions have made navigating the university's administrative side much easier and more welcoming.

My experience at NMSU has generally been positive. The administrative offices I have interacted with have been helpful and responsive when I needed assistance.

The Administrative authority was helpful

Helpful in terms of:

- 13.** Prompt reply of emails with useful information.
- 14.** Considerate and professional attitude.

People are friendly including professors and staffs and friends

I felt very warm and helpful people are

My experience at New Mexico State University has been positive overall. The administrative offices have been helpful in guiding students through academic and university processes. My department has provided support with course registration, academic planning, and general advising.

My experience with the staff and leadership at NMSU has been exceptionally positive. At the departmental level, I would like to specifically highlight Dr. Hansuk Sohn (HOD, Industrial Engineering). He is an incredibly supportive and accessible mentor who provides invaluable guidance to international students; his encouraging personality makes the department a great place to conduct research. In the administrative offices, Dean Ranjit Kodali at the Graduate School has been very proactive and helpful in his outreach to the international community. I also want to mention Padma at International Student & Scholar Services (ISSS), who has provided excellent support with compliance and international student needs. Overall, the amazing and supportive nature of these individuals has made my transition to NMSU smooth and rewarding.

Marisela at the Physics Department administrative office has been very friendly, helpful, and supportive. The ISSS staff have also been very helpful, particularly Lowe and Padma.

If I need help I always got positive vibes

All has been well

All department of NMSU are supportive.

I really liked to have Latin American Programs. When I arrived in here, I had a huge urge of creating community around me and the idea of having a program that was named as home, made me feel there was a place where I could go.

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I liked the fact that there was an office dedicated only to the international students. It is very helpful as the rules are different for us.

I have loved the talks prepared by the ISSS office related with OPT, VISAS (with the tall England lawyer), and taxes (and the help the girl offers after the sessions).

I really liked the trainings I had to do like the one related with harassment. In my culture, harassment has different practical meaning than in here (in some aspects), and having a training that could teach me those social codes was very helpful. It is very hard when I had to learn the social codes after I have made someone else feel awkward, or after I have gone through an embarrassing moment. "

All the office's response emails are timely and can provide the necessary help.

The Department, ISSS office and Graduate School are pretty helpful and quick with the responses to my queries at the beginning of the semester. The Department is also very friendly and active.

I have had positive experiences with the faculty and administrative staff. They have been helpful and responsive when I needed assistance.

I appreciate how welcoming the staff is and being really supportive

Since I arrived in the United States, I have heard a couple of positive experiences.

In all honesty, I have had great and wonderful experiences with all my course instructors, and those encounters have sharpened my teaching and research skills.

Dr. April Ulery (PES), Dr. Gard (Statistic), Colby (PES), among others, are lecturers I will forever adopt their teaching approach or methods.

I do not have any issue with other departments or offices; all the requests or issues that arose during the course of my study were properly addressed by the administrative offices of my department, the graduate schools, and the HR departments.

ISSS are very responsive to my emails and inquiries, so is grad info whom I contacted multiple times before coming to the US and they were helpful

My department and faculty members are supportive and helpful. The staff are friendly and respond to questions when I need help with academic or administrative matters. NMSU provides a welcoming environment for international students.

Supportive professors and friends

My overall experience at New Mexico State University has been positive. The faculty in the Computer Science department are supportive and approachable, and they provide valuable guidance for research and academic development. The Graduate School and departmental staff have generally been helpful when I needed assistance with academic processes.

The International Programs Compliance (IPC) office has also been helpful in maintaining immigration status and providing timely reminders about visa requirements. I have appreciated the welcoming academic environment and the opportunity to collaborate with faculty and other graduate students on research projects. Overall, NMSU provides a supportive academic community for international graduate students.

Excellent ISSS officials who are above and beyond. Special thanks to Padma. Excellent and supportive department head and advisor. Graduate has been very good to me although I think they should have given us full funding this semester. Awesome departmental professors, I really appreciate their help, support and willingness to share their knowledge with me.

Good study environment and helpful people

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Survey Results

First department, our department is supportive and all professor is good. I enjoyed learning and our administrative officer is so supportive and I feel graduate school is also good they send me a bunch of email about the student success, so I like the way Dr. Koodali treating us he is nice guy, I guess.

Staff whom I contacted for various reasons were very supportive as they filled my expectations.

I had an opportunity to learn physics and research. It has much changed my life in positive ways. It made me think creatively . After 4 year i feel i am a differnt person who have much knowledge and skills before joining it . I am graduating next year and gonna leave NMSU . Would miss it .

Excellent availability of resources

I have had a positive experience at NMSU. The departmental staff and faculty have been supportive and helpful with academic guidance. The Graduate School and IPC office provided clear information about requirements and visa-related matters. Overall, the administrative offices have been responsive and supportive during my time as a graduate student and Graduate Assistant.

My academic advisor and the math professors at NMSU.

One of my favorite experiences at NMSU was when I first arrived on campus. I was confused about a lot of information and processes, but thanks to my PI, my lab mate, the Graduate School, and my department secretary, I was able to navigate everything successfully

Overall experieence with administartion and graduate school has been positive. I believe we have great support for international students.

I had greta experience with departamental

Rapid email responses I guess is the biggest positive experience and more tuition coverage every semester

Very good programs. These departments they help them a lot. They are very informative.

Mostly positive

HR, IPC

mMy Department (Communiucation Studies), The ISSS and teh Graduate Studies office have been my go to and tehy have been helpful.

NMSU is a welcoming community, and I love being a part of it. From my experience, most of the people both professors and students are ready to help any way they can, and the administrative assistant in almost all the departments I have been to are the best.

Appendix 2: Full Responses to Question 2

No negative experiences.

Health center and Geo Blue insurance. They won't just pay for my health bills even though I was told that, services at the NMSU health center are free/Covered by GeoBlue insurance

Communication between departments, technical issues

ISSS and departmental offices do not always seem supportive. The emphasis appears to be more on rules than on helping students, and policy changes are not consistently updated or communicated. Also they made purchases super hard. You feel like this is not the place for proper research. Everyone is passing the ball to somebody else.

I have generally had positive experiences with my department and faculty. Faculty members have been supportive in academic development and responsive to research-related questions. The departmental administrative staff have also been helpful with scheduling, paperwork, and communication.

As a dual masters student from NSMU, I've had HORRIBLE experience in the past, as well as currently.

- Department of Communication Studies ""Department head - Dr. Greg Armfield"", falsely accused me just to unfairly exercises his power. Due to lack of resources I wasn't able to take a legal action. I had to officially defend my self and go through as tremendous amount of mental trauma, I reported everything officially to NMSU with a ""pile of evidences"" but then did absolutely nothing to that man. His unethical leadership, influences other teachers to comply with his unethical conducts (NO ONE SPEAKS UP).
- Even the person in charge of Office of Student Conduct and Community Standards ""Josh Taylor"" himself is BAISED AND UNETHICAL.
- (My official complaint included his name to, but same result)
- THERE IS AN OFFICE for STUDENT CONDUCT, but NONE for TEACHERS CONDUCT.
- I'm currently in the department of Clinical mental health counseling, there is literally not one single international student in the masters program other than me, it was not designed to accommodate international students AT ALL. Many universities changed their counseling program to STEM because, of the specific requirement we need to meet in order to graduate and become a licensed counselor, but NMSU doesn't even know what that it. More over they simply don't want to know. They don't offer assistantships, or create flexibly for us to work in other department. I have been trying really to transfer to a different university, however the financial constraints made it more difficult for me to move out to a better university.
- I tried speaking to them but they just brush it off like it's nothing.
- The pay extremely low, it almost feel like I'm ALWAYS ON THE EDGE. Due to all these unfair, treatment, the anxiety level of international student is always on the extreme."

the graduate school which is working remotely. Some time it becomes too hard to communicate and convey information. as I am facing issue in my degree audit exception form. I hope they will resolve soon.

Regarding International Programs and Compliance (IPC), my experience has been mixed. Because immigration matters are high-stakes, communication from IPC can sometimes feel stressful, especially when emails mention deadlines or compliance concerns. In a few instances, I received follow-up messages about documents that I believed had already been submitted, which created confusion and anxiety.

I understand that immigration regulations are strict and that staff must be careful. However, clearer confirmation when documents are received and more consistent communication would help reduce unnecessary stress for international students. Since our visa status depends on these processes, even

small misunderstandings can feel overwhelming.

Overall, improved clarity and reassurance in communication would make a meaningful difference in the onboarding and support experience.

I don't have such experience

I wanted to change academic program but the program director of the intended program was rude.

So far, it's been smooth with no negative experience.

I haven't had much of negative experiences. I wish I could get another apartment.

None, I tend to stay out of people's way

Obtaining information from the right source to handle a problem is hard.

Health insurance is extremely bad. Housing in NMSU is extremely expensive and bad

None so far

The only thing that could be addressed from my experience is the validation of some courses from my original university back in Mexico that had some trouble to be validated here at NMSU. They were 2-3 courses that I had to go with some professors in order to help me. It wasn't a big deal for me, but if corrected it could guarantee a smoother experience for further international students.

ISSS folks can be on edge at times with student queries. More patience I suppose would help. Most international students have a lot to deal with when they arrive here.

I have a huge hatred towards NMSU, because of my three years in a row tax seasons. I've been charged wrong way, and due to that I'm in a huge debt. From my point of view, international students should have a mandatory crash course on how much are we taxed, so we can estimate what to keep for the taxes. So far, total BS and thanks for that..

For example, changes to health insurance plans, tax documentation, or any other administrative task. As a student, I don't have the time or the mindset to handle these things. As an international student, some of these systems are totally new or not logical to me. I think the university should have an office or department that we can trust to deal with these things.

I have not had any negative experiences with NMSU's administrative offices. My interactions with the departmental staff, Graduate School, International Programs Compliance (IPC), Human Resources, and other offices have been professional, supportive, and efficient. Whenever I required assistance, the staff were responsive and helpful, which made administrative processes smooth and manageable.

I would say nothing. But, if there are more tea or coffee stalls for students at very nominal price or subsidized, this would be fine.

As an international student who put step for the first time in the US, everything was really unclear! from housing to how to have simcard to call our family. even i remember i could not get a house so i was thinking to go to a hotel! or I could not get the ride from ELP to here. I think, for the future international student you should make a pdf file as ""WHAT TO DO BEFORE YOU ARRIVE"" or ONCE you arrive. AS opening a bank account, which houses do not need SSN or even what is SSN! I honestly wanted to make this pdf for my own people but I saw many international student that did not have any information about anything as me! because you cannot expect your compatriots to give you all the infos you need or to help u with a room to live for months or rides or

I expected ISSS to share a file in detail information to make a easier living, which I couldn't find and that

is still a negative experience to me (traumatized by my terrible experiences that could've been easily avoided by just a note).

International hasn't help me

My only negative experience which wasn't directly caused by someone but by the lag in hiring process that has left me a bit tight for funds multiple times.

Education building finance team where the windows are, I could not get any response properly on my tuition. I was told as a graduate working 20 hours TAing or teaching lab that I had 9 credits as a 1st year and international student but no one could help, or answer my questions. Just kept saying it is what it is. I knew there were small admin fees and my insurance but was told tuition was covered and no help from grad team or finance. Also emailed this semester and still no response. My grad director says I should be covered but no one answering. Interloan system is a bit hit and miss due to length or loans one book I had a week and they wanted it back - but ok other than that.

Sometime having problem with the Student Records, take more time to respond calls and emails.

My computer science department doesn't understand international students. They treat us like cheap slaves. Half time jobs, promises of money not provided. Grants with no tuition, but the faculty send themselves on huge long trips overseas to present my work.

No bad experiences,

No negative experience

NO

I remember having to send many emails to the Graduate department when I applied back in 2023 because I received no answers

None

So far, I have not had any negative experiences. I did have a minor communication issue with ISSS, but my program coordinator assisted me and resolved everything.

I emailed ISSS to add me to the FSN mailing list. To date, I have not received any response.

When I moved into a new office in 2025, it took almost 6 months to get a key to the office.

Lack of ISSS meeting with students.

My only concern is that graduate students are not allowed to use the printer freely. They need to get a code from their advisor before they can print. I wish every graduate student in my department got their own code for the printer.

In my department, I have no communication with anyone. Our head doesn't get very involved with the students, and I never go to the administrative offices because they have bad tempers. International Programs Compliance (IPC) sometimes is ok many no too good. Bill has been nice Padma no it looks she just like indian students.

Most of the negative experiences are not directly related with NMSU but there is one very recurrent which is the attention at ISSS. In the case of students doing Ph.D. and Masters at the same time. It took me 2 months and taking people from the grad school office to the ISSS office to convince them that I did not need a new I-20.

NMSU Task Force on International Graduate Students

Survey Results

No negative experiences

Nothing

none

Primarily the change in the educational model and lifestyle, however it is something that was resolved over time.

Some of the graduate students were struggling to find dedicated mentors to provide them guidance and an opportunity to learn and develop employable skills during their time at NMSU.

Nothing

Payroll had had some issues multiple times even with me providing multiple copies of my SSN which was concerning

Communication through email and teams could be much greater. I mean the deadlines for registering an event or the dates of events could be more published through websites is also preferable. Also in the CS Department, we need same communication style through emails or websites.

None

No any.

There was no problem, the only problem crosses my mind is they are so kind and I afraid I can't leave NMSU and spend the rest of my life here.

none

At times, administrative processes have felt unclear or slow, especially regarding paperworks and international students navigating visa regulations alongside academic responsibilities can feel overwhelming.

no negative experience yet

It's a shame that NMWRRI do not retain master's students for PhD. Also, I can't apply for a PhD program in the water department until I have completed my thesis and have publication. This policy affects international students because we are on F-1, and if we don't get funding on time, we will be out of status

Would like better e-mail response time, but it was ok

It's very hard to get replies from NMSU payroll service and ISSS staff

University accounts receivable does not clarify the charges seen in the student account.

If HR or any other involved parties could make the student account description clearer to the student, that would be great.

How long it takes for the real tuition to reflect in the system and then how long it takes for scholarships to reflect as well caused some stress earlier.

Most of the front desk employees are rude and disrespectful. I think NMSU needs to hire people with good manners and demeanor and moral character.

The payroll office has Jeanette Boehms (Senior Accountant). I have not come across a person so mean and disrespectful. Not only was she mean to me, but she even misbehaved with one of my professors who contacted her for my tax queries. I even found her to be racist toward me for being a Muslim. She intentionally miswrote my name, and as she showed her all the documents she needed, she started sending my first paycheck late with my 2nd or 3rd paycheck. Since I got my 2-3 taxes together. Not only did it create a financial burden on me as an international student, but it also raised my tax to more than usual. This is something I cross-checked with other students from my department who are from the same country I am. For spring 2026, I got my 3 paychecks together on February 13, 2026, and because of the late paycheck, I suffered financially for almost a month.

Then there is the housing office; no matter what happens, the RAs or the RD from the south campus housing office would say, "We do not know when this will be solved." My apartment commode was stuck. I called them, and they came and did not do anything for the coming week. Having one infant and one toddler, we suffered like anything. Then I called a plumber to help me out. The same thing happened with the heater this year; the heater was not working for almost the entire winter. Not to mention the same thing will happen during the summer as it has happened since 2022, when I first came to NMSU family housing. They never do things in time, and if they say they will be back in 10 minutes, they will never show up again.

The Aggie Health and Wellness Center is another spot that NMSU needs to improve a lot. The front desk people are mean and disrespectful (as all the NMSU front desk employees are). Moreover, some of the nurses are so rude and loud that international students avoid that place altogether. Also, there is not a single MD there; all they have are Family Nurse Practitioners (FNP). All they know is mistreated people.

The same goes for the University Account Receivable (UAR); this semester I did not see any payment plan to enroll in, and because of that I called the UAR. I went to the UAR office in the Educational Building next to the Pan American Center. I talked to the lady named Crystal; after listening to my problem, she did nothing. Now I have to pay the \$25 one-time payment and a 0.5% interest every month for the overall due on my account. That will be approximately \$100 for something that is not my fault.

All good

Good

The lack of extra curricular activities, once it is Friday, the university feels like a ghost town.

The only negative experience I have had at NMSU was related to ISSS/International Programs due to the SEVIS check-in orientation. I missed the session because I did not clearly understand that it was mandatory. At the time, I also confused it with the Graduate School orientation, so I did not realize the SEVIS check-in session had a different requirement. This misunderstanding caused a problem for me afterward. I think clearer and more direct communication stating that the SEVIS check-in orientation is required would help new international students avoid this issue. However, the ISSS staff were extremely helpful and cooperative, the issue was resolved, and I truly appreciate their support. Other than this, my experience with administrative offices has been generally smooth and positive.

None

Very slow in paperworks

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There have been some instances of my hiring not being processed correctly, which led me to believe that I have not been hired at all. All things considered it was more of an inconvenience but it was my most negative experience.

Sometimes did not have feedback promptly, which might create pressure on my mental health as an international student. A more welcoming approach to addressing any issue would be more convenient.

I never had a negative experience at NMSU

No, I don't have any negative experience

In the Fall semester of 2025, I had some issues with tuition fees not being settled. I am a Graduate Research Assistant and my tuition fee gets covered by the Project I am in. There was a delay in processing the tuition fee, which affected my 2026 Spring registration. I got registered a week late for the Spring semester, which posed a lot of challenges in participating in the classes on Canvas. For a week, I was not able to access course materials. I certainly would not want to go through this again.

I guess I don't have idea on this.

Delay in processing

I don't usually receive emails from the ISSS department, but sometimes I find out about certain procedures through my international friends.

As international student I need some extra steps with Graduate School in terms of filling some other forms, and in my experience the Graduate School have struggle in supporting students, especially regarding online forms.

I felt kind of loss when I just got to the University, there was not orientation in the entire campus. ISSS just gave the SEVIS orientation but nothing different.

I received inconsistent information from International Student Services (ISS) regarding my eligibility for the Health Insurance Marketplace. Initially, I was told I was eligible but later informed otherwise, resulting in unexpected financial costs. I would encourage ISS to ensure its advisors provide accurate, up-to-date guidance, especially on critical matters such as health insurance that directly affect students' financial well-being.

Overall, my experience at NMSU has been positive; however, there have been a few minor challenges. In some cases, response times and administrative processes have been slower than expected. Additionally, navigating procedures across different offices can occasionally be a bit unclear. Improving communication and streamlining processes could further enhance the overall experience.

I have not had any problems so far at NMSU. Since day one, everyone has been very kind and helpful.

N/A

Graduate School: Implementation of the SLATE application system caused technical issues including missing documents, duplicate fees, and access delays, putting NMSU two months behind competitors in reviewing applicants .

Graduate Worker Grievances: Graduate workers rallied because the university failed to honor agreed grievance procedures regarding unpaid tuition remission and health insurance reimbursements."

I really have to crack my brain to find a negative experience. Unfortunately, I don't have a response for this one, except for my hectic class-fieldwork and research schedule which can be draining but that is why I am here anyways.

The main challenges were: housing can be challenging for international students. Limited availability, lack of U.S. credit history, and the need to secure housing before arrival create stress. Rental costs have also increased, making it difficult for graduate assistants to find affordable options close to campus.

Health insurance is another significant concern. The mandatory insurance plan is expensive relative to graduate stipends, and coverage details are not always easy to understand. For students with families, the financial burden becomes even heavier.

Transportation is also a challenge. Public transportation options are limited, and many international students arrive without a car. This affects access to groceries, healthcare, and campus activities, especially for those living off campus.

Finally, balancing teaching assistantships, research responsibilities, and graduate coursework is demanding. While this is part of graduate training, the workload can make it difficult for international students to participate in campus events, leadership opportunities, networking activities, or recreational sports. Many students focus solely on academic survival rather than broader engagement, which can increase isolation and reduce overall graduate experience quality.

Improving structural support in these areas would significantly enhance the well-being and retention of international graduate students.

So far, I am lucky enough to not have any experience like this.

Overall, my experience at NMSU has been positive. there was nothing which i noticed as negative

There were some insignificant incidents.

I've always struggled with my funding issues, and I'm finally a little more stable.

None

department and faculty have not been useful.

Not real negative experiences

None I can think of

There is no single window operation available for newly admitted students. The information is scattered and at times very hard to get to the right place in your first attempt. Also, it seemed departments are disconnected from one another. For instance, if you need help with graduate school, then they will refer you to someone who will refer you to another and so on. So if information (in any form) is available at single point of contact that will be very helpful. Especially to new students who just joined.

Administrative offices are unwilling to provide information or complete forms that some international students need. They claim they are not familiar with some processes. However, they don't show an intention to help, as they neither reply to emails nor tell you that they are not the right office to help. They send you from one office to another with the answer: "We can't help you with that here; go to another office," where they give the same answer. This is really concerning, since international students depend on their help and guidance to maintain our visa status.

None

Sometimes the processes and guidelines were not clearly explained, requiring multiple follow-ups to understand the necessary steps.

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My negative experience was with my graduate PI. My PI doesn't have empathy and also has illogical expectations from her graduate students.

William Cooke, 575-646-2834, wcooke@nmsu.edu, from International Students & Scholar Services (ISSS) has been known to be rude sometime, but he always tries his best to be helpful.

Nothing upto now.

I feel like department plays with funding issues. Even one may get better preferences to get assistantship based on faculty' position

Improving response times and providing clearer guidance on administrative procedures could make the process smoother for students, especially for international students who rely on accurate and timely information.

I do not have any negative experience at NMSU.

N/A

None

I hate the process of requesting payment for my tuition. It makes me feel like I am begging for something that was agreed upon from the beginning. Meanwhile, the Graduate School and the Plant and Environmental Science Department (including administrative and my advisor) do nothing to speed up the fulfillment of the commitments they made regarding the payment of my tuition.

I dont feel like my advisor has my best interest as a "priority". I dont even understand why are they called advisors rather than boss.

I had a really hard time in my first semester about "diplomacy and politeness". I come from a culture where things are saying directly and where people can be rude. It was confusing and even problematic when some profosors who I worked with asked me if "I wanted to do something" when what they ment was and order TO DO that.

I have had a very negative experience with the CONTROLERS at ASNMSU. I applied to get reinbursement for a conference and that process has being a paying in the neck. This people is not responsive at all. There should be something done about that.

I had trouble while getting my SSN (although the primary reason may have been the government shutdown and fewer appointments at that time). It'd be better if there were a separate module of info for getting an SSN quickly.

have not had major negative experiences, but some processes could be more efficient.

I didn't have any negative experience so far.

The only negative experience I have had and continue to have is with my research advisor.

NMSU needs to focus on, or keep tabs on, graduate students living off campus (at research stations).

First, my research advisor sees himself as helping us (international students) by bringing us to the US. This mindset makes him a tyrant because he believes we have nowhere to go (So, I am just going with the flow).

The PES department needs to enforce, or issue a memo to its staff, clearly stating the minimum requirements expected of MSc and PhD students to graduate, especially regarding publications.

I heard that a PhD student is expected to have at least one paper published and 3 dissertation chapters.

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Going above this criterion should be the choice of the students and should not be enforced by the advisor. I have met all these and I should graduate this summer. But he clearly told me NO. I have the email evidence.

I have published more than 2. And have a couple of papers already submitted to journals. And I already completed my 3rd, and I am still expected to complete another one. To make it 6. I can't talk or express my dissatisfaction simply because I am far from campus. And as a faculty, he finds it easy to change or make up stories whenever he comes to the campus.

Another issue is allowing husband and wife to work in the same department within a research center. That is so sad. I'm sorry, I won't be able to talk more about it.

My aim is just to graduate this year, leave here, and never come back. So, I just have to keep going with the flow.

But I strongly appeal to PES to always create a means to check its students' well-being. I will say more after I graduate. But for now, I would rather continue suffering in silence."

I had multiple bad experiences with Margret at the MAE front office. Although she was helpful, I always felt disregard and disrespect from her. One time she asked me a question and shushed me while I was speaking, I wasn't even sure what to say in such situation. And in other situations, she shows overwhelming with whatever I have to ask for.

All good

Some professors who said something that made me disappointed

Some administrative processes can be slow or unclear for newly arriving international students. For example, understanding payroll setup, immigration documentation requirements, and certain university procedures can sometimes take time and may require multiple communications with different offices.

It would also be helpful if clearer onboarding instructions were provided before arrival regarding payroll setup, health insurance, and administrative paperwork. Improved coordination between departments and administrative offices could make the onboarding process smoother for international graduate students.

Bad Health Insurance. I pray I never get sick here. If my friend had had to do her surgery on GeoBlue I strongly believe she would died from co-pays and emergency room bills.

Long and convoluted bureaucracy, health insurance being expensive, hardship in navigating town, dining hall closure during breaks, delays in receiving an offer letter for summer employment

the -Ve things is some professor is biased they are more allign with native student and they did not care about the international students.

During summer we dont have funding opportunities. Our department hardly give us 20 hour for half of the summer whereas we can work 40 hours. Some departments support there students for 40 hours. I believe this is unequal distribution of funding. Administartion should think about that. As an international student i suffered a lot during summer.

None

Overall, my experience at NMSU has been positive. However, sometimes administrative processes and communication between offices can take longer than expected, which can cause some delays. Improving response time and coordination between departments could make the experience even better for students.

Responses from the ISSS are late. The office CCs my emails to some staff members but they reply late.

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Sometimes I feel like there is a need to understand that international students have been struggling a lot. Sometimes, above all, they get sick, and even if they are under severe mental stress, they are not supposed to rest. I felt extremely bad about it

The financial aid office was so hard to understand, and they wouldn't get the cost of attendance right for my loan, and it was a terrible experience

Not a full tuition coverage for graduate student - In the last year we as Iranian had but we got no emotional support from university even no email! It seems we are left alone.

Maybe some timings a bit odd. They can remain open after 5 pm as well just to accommodate the students who are very busy during office time

I have had some lackluster experiences from the ISSS office. Recently, they have been good but 2024, 2025. The responses were delayed and important messages were shrugged off.

Nothing

None

It appears that administrative processes at NMSU can sometimes take longer than expected. I would also like to share that when I first arrived from Ghana, I faced significant financial challenges. For nearly two months, despite completing all the required steps for employment before the semester began, I was not yet hired. During that period, I had to survive on very limited funds, often eating only once a day. It was one of the most difficult experiences I have faced since coming to the United States.

Appendix 3: Full Responses to Question 7

I got housing easily only because I contacted some previous students. It was not very straight forward and could be improved.

Issues of Co signer for new students that does not have previous US rent history or paycheck history affordability

The campus housing for single students must be cheap so that students can afford it.

Moderate

I did not have major difficulties finding housing, but I found it challenging to identify affordable, campus-adjacent options with clear eligibility rules. For example, I was interested in Family Housing, but it appears to be limited to applicants who meet a specific "family" definition, which excludes roommates. More transparent information (eligibility, documentation, waitlist time, and alternative options for graduate students) would be very helpful.

I arrived at the last moment as the US embassy was delayed to give my passport, I was fortunate to have a friend who let me stay in his place, but i would be completely lost if my friend wasn't there. The housing administrations are not accommodating for student who arrives at the last moment. They are late, expensive and inconvenient.

It took me more than a month to obtain housing.

No

I wanted to stay on-campus but they put me in the waiting list and they didn't provide any timeline or by when I'll be able to move in. Then I rented an off-campus apartment.

No difficulties

My apartment needs renovation. I started living here on the old tenets lease so the apartment was not renovated before I moved in. Many things are not working.

I did not have difficulty moving in, a senior colleague was able to help me with housing before I got to las cruces.

Difficulty in finding a roommate and high cost of housing

I came to NMSU housing bit it was expensive and generally not a very good option. They even make you move out in summer even tho it's hard for international student

No obstacles

Finding a place was difficult. Apartments require SSN and a deposit, both of which are not available to students immediately on arrival. NMSU can arrange for temporary housing to help students settle in. This could be done at some nominal fee if needed. If there are dedicated NMSU housing options for international students, that would be even better.

Housing applications were closed by the time I needed to find an accomodation

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I stayed as a guest in a friend's apartment and spent ten days finding a place on University Avenue. It is not difficult, but it would be very helpful if there were a page on the NMSU website with links to these apartments, so we can apply to them under the umbrella of NMSU. It will be a guarantee for both us, as students, domestic and international, and the apartment owners, because some places are not safe for students, male or female, and some students are not safe for the apartment owners and the neighbors in these apartments, especially if they are NMSU students. It would be a positive step if NMSU took care of its students and the Las Cruces community. I live on campus not, with my family, it is a different story, much better, the bad side of it is more places is needed, and I understand that a female single students can live in the family houses, it is safer for them, but for the single males it is not like that, they can live outside, it is safer for families, because many of them are smoking druges, or any homeless can pass through the area pretending that he is vesiting his fried, but he is a thief, this is more common in single male's case than the female's.

None ISA was very supportive to find me an apartment

6 credits course registration obligations for housing application. I request you to remove the requirement once application fee 200 is paid. This should be enough.

I changed my house 4 times in a semester! moving in and moving out are really hard even for 1 time a year! and this problem only was because I did not know anything about Las Cruces, renting rules, transportation(I thought It has subway), SSN, which neighborhoods are not safe or worthy to live. NMSU should be honest and clear by giving information to whoever is strange to the town.

I am searching for the apartment that is close and walkable from NMSU, However I can't find it.

I had to stay in a hotel for a month, being a mature student i did not want to be in dorms. also as i had no credit history i had to pay 6 months rent up front as was not accepted in most places so i borrowed off my brother and paid him back when i got paid

Housing was very challenging as an international student, the Nigeria Student Association was helpful with securing an accomodation. No assistant from the university which was not pleasant given our situation that we are new here. What the University could help with in the aspect of accomodation is the waiver of request of rental history, we are new in the country. How do we have a rental history as a new immigrant in the country. The university could also partner with some housing agent outside Las Cruces Community.

None

Actually I reached out to a student via my department coordinator approval

Finding a roommate is the difficult process because housing costs around \$1000 per month.

The on campus housing was more expensive than I could afford, and the off campus housing required housing and credit history which I didn't have as an international. It took me to stay with a person for 8months without a lease or bill in my name. This subsequently impacted me getting a lease in my name.

I moved with my husband, and the people we rented to didn't answer emails. I didn't have an American phone, so they never responded. We didn't know anyone. We rented, which helped us get my husband's office. People here are very indifferent to international students.

Obtaining family housing was not possible at the time I got my admission. Few times I have applied for family housing but didn't get housing at the time I need it. They can renovate more houses and give them to families willing to take them

Life the fsn email network, NSMU should host an event where all the local property managers can showcase their units, share information about amenities, and share rent and availability information with the students. Back in 2022, it was a struggle finding off-campus housing.

Need bus service/shuttle service in the weekends/nights from EL Paso Airport to Campus/new student's home

living on campus is preferred for the students, but the price or quality of the housing is not affordable comparing the out of campus apartments. if there was any possibility for repair or remodeling the old housings with the current price it could be a big positive point.

There are many houses and apartments left empty in the campus that can be a great resource for the students and university both. remodeling plans and implementations can be done using the experienced students like me.

Obtaining housing was pretty easy

When I first came, it was a little difficult to get approved for an apartment.

Off campus housing near NMSU is not very safe to me. Most of them do not meet minimum threshold requirements.

NA

My experiences with housing:

Since I came with my pregnant spouse, and I did not have my car for a long time, and Las Cruces is a risky place full of homeless people (I have already been attacked twice), I wanted to have housing that was on campus. I paid a \$200 deposit to have the apartment for which the NMSU housing provided me an apartment at Cervantes, which was for single students, and that housing had many problems; moreover, the rent was approximately \$1150. When I requested to shift to an apartment that has a lower rent, they again took \$270 from me for the change. When the housing handed over my apartment, the freezer was not working, the burners were broken, the swamp cooler was malfunctioning, the heater was malfunctioning, there was no internet, the cabinets were broken, and so on. I was baffled as to how the best university in the state has just housing services. When I went to the housing office, they were reluctant to help. After my several visits every day, they sent Sodexo. Sodexo employees were the worst maintenance workers I encountered. "

The family housing is expensive, especially i have family to afford

No difficulties

Because I did not have any financial history to rent, I have to use on-campus housing, which the cheapest one is double the price of any option that I can find off-campus for the same conditions. And once you lease in Fall, you are chained for Spring too.

One difficulty I noticed is that rental prices in Las Cruces can be expensive for students, especially when moving in for the first time. While NMSU cannot control market prices, it could help by providing a regularly updated list of affordable housing options, trusted landlords/complexes, and clear guidance on typical lease terms, deposits, and utility costs. This would make the housing search easier and reduce uncertainty for new students. Prices may vary by location and availability, but overall it felt expensive.

There was no barrier for me as i was in contact with someone from this side

YES. One of the common problems is that without previous rental history, it is not possible to lease an off-campus apartment, which is challenging for international students. In the case of on-campus housing, i.e., VISTA DEL MOINTE, although a student pays for a full academic year, they cannot stay

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during summer if he or she does not enroll for the next semester. The rent is too high; however, theft is a common issue.

No

It was a challenge to get a housing in Las Cruces since I am moving from another country. Properties would require SSN, pay stubs, local phone number, etc. all of which I did not have prior to coming to the US. With help from friends I was able to find a housing, but it was not easy. I think a more affordable campus housing could help international students move in with less difficulties.

I didn't have any difficulties because I already had friends who lived here and they helped me.

At arrival I had difficulties regarding have a co-signer for the lease due to not have history of rent in the US

Housing has issues; whoever is in charge of the work order should be well-paced in terms of fixing the issue. I have issues that has not been fixed in six months.

Finding suitable family housing in Las Cruces was initially challenging due to the limited availability of affordable units close to campus and the difficulty of arranging housing from abroad before arriving.

No, I'm living on campus.

N/A

NMSU can collaborate with landlords willing to lower their house prices to make it easier for students to connect with such landlords since graduate housing is limited.

Finding housing before arrival was challenging because international students often do not have U.S. credit history, transportation, or local contacts. Many students arrive without knowing neighborhoods, lease expectations, or pricing realities.

NMSU could help by: Providing verified housing listings for international students. Offering temporary short-term housing options upon arrival. Creating a housing orientation guide specifically for international students

No

I had no difficulty. I was helped by other students of NMSU

Registration took me longer because I had a lot of alerts related to the ISSS In-Person talk for international students

Yes, for newly admitted students who wish to enroll. NMSU can connect you with already enrolled student community may be through some official groups or channels like whatsapp. I learnt about FSN email, only after I joined NMSU. Fortunately for me, I already got in contact with someone who had space available but it will be better if that point of contact can be improved.

No difficulties

Securing housing in Las Cruces is generally manageable, but many property managers require new students without rental history or a credit score to provide a guarantor, which makes the initial process more challenging.

No difficulties. senior students helped.

None

No difficulties as my friends helped me.

Off-campus experiences was terrible, I felt that day this country does not come justifiably treat not me others too. Especially when live bit old house in the ground floor and continuous noise from 1st floor due to unfixed top floor

None

None

I would have had more assistance from ISSS to find a place to leave, or to connect with a list of places where I could inquiry about this. It was hard and stressful looking for a place with so limited information or tools. Maybe a list of people looking for roommates, common places where people leave with different ranges of prices.

Outdated facilities in the family houses. The cooler does not work well in summer. The work order process is slow.

I moved into an off-campus apartment, which is nice and moving in was also pretty smooth. I just have one suggestion, maybe it'd be better to have a more detailed list of the off-campus apartments on the website.

There was no problem for me

It was difficult to find an apartment at a lower rent

I think housing information should be clearer and easy to access for someone who doesn't know much about the website.

Finding housing was a little challenging at first because I did not know the area. More guidance about housing options for international students would be helpful.

Difficulty in getting co-signer and expensive paying the security deposit

It took me about a year to find an apartment, I lived in a one bedroom apartment with a roommate for a year!

Finding housing in Las Cruces can be somewhat challenging for international students who arrive without local knowledge or transportation. Many students do not know which neighborhoods are convenient or how to sign leases before arriving.

It would be helpful if NMSU could provide clearer housing guidance for new international students, such as a list of reliable apartments near campus, temporary housing options for the first few weeks, or a housing orientation before arrival.

I was Lucky. I made a friend on LinkedIn while I was preparing to come. He helped me look for a place to stay.

Family housing was not readily available, and getting proper apartment without a rental history and SSN was challenging.

It's easy for me because I knew some seniors they helped me a lot, so I am grateful for them.

Not too difficult

No problem .

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Probably things got much better than when I joined NMSU in Fall 2021, but if I remember correctly, I did not get enough information about all the available housing options near campus.

Since I was international with no rental history, I had very limited options.

From Airport, there should be more public transport (Like Bus/Taxi or Rail Service) more often to go to Las Cruces. Housing was good, but emergency services do not come sometimes on weekend.

I had friends who helped me

Yes, I wanted to take an apt near to the campus, but did not get one.

Appendix 4: Full Responses to Question 12

Insurance is still high, and Geoblue insurance hardly pays their obligations

(i) issues related to travel; (ii) health insurance (iii) More funding

One of the biggest obstacles I faced when arrived was my lack of knowledge about administrative procedures, specially regarding payments. Overall, my stay has been very positive; however, one recommendation would be for departments to have better understanding of specific requirements of International Students

health insurance and issues related to travel

International travel and visa renewal can be stressful due to limited visa validity periods and the possibility of administrative processing delays. Greater institutional guidance on travel planning, risk considerations, and contingency planning for international graduate students would be beneficial."

CREATE An "Academic misconduct office for Professors" that will take actions against faculty misconduct, and provide legal options / advice to the student that are unfairly being treated.

all good

Health Insurance Waiver and Full Tuition Remission

My biggest issue were: first to find adviser, second to get GA position and third to find affordable place to stay without needing transportation.

I feel like the health insurance takes most part of my payroll. I hardly go the Aggie health or any other hospital

Stop forcing students to use Geo Blue. Let them use BeWellNM again.

Health insurance it's expensive and I think having a cheaper option as in the past with united healthcare would be great.

Finding housing and settling into a new culture was the most difficult part for me. Dedicated NMSU housing for international students and temporary housing on arrival will go a long way. Additionally, I wish there were more informal ways of meeting other students on campus. Lastly, the stipend for TA/GA is on the lower end of the spectrum. I know of other universities that pay a lot more to attract/ retain international students. The minor pay increase each year does not beat inflation. Make an offer that a student can't refuse :)

Taxes management will resolve most of the problems in this country

Sure, there is a lot to say about our families' health insurance, because it doesn't cover much in the opaque system. It is important to issue a professional program for F2 holders. Most of our families are well educated, and TOEFL and IELTS scores are an issue, not because of language difficulties but because of the nature of these tests. There are many activities for our kids. Some are cheap or free, thanks to NMSU, but most are outside NMSU, such as football clubs, Taekwondo schools, and similar options. We would like NMSU to prepare agreements with these organizations to make it easier for our families and us. There are many things to talk about, but in general, life is easy at NMSU, and I consider myself lucky to be here.

None

Following aspects could be addressed: increase of yearly Assistantship amount, decrease of semester housing rent, health insurance reimbursement, weekly/monthly travel facility who don't have transport,

variation in food items of pantry including some halal foods, more groceries, produces, etc., installation of more tea coffee stalls, cafeteria at campus and nearby campus housing, some produces can be offered at low price weekly or monthly for international students (this would be very much helpful I believe) etc. Thank you so much.

- (i) it's good to tell students that you could have your ID from MVD so then you don't need to take your passport everywhere with you
- (ii) It was not a big issue with Bewell bc it was cheap but it is really expensive to switch to the Geoblue plus my taxes refund decreased just bc of bewell this year which is not really good
- (iii) I have not had any problem with English but sometimes I cannot even listen anything in English bc I feel my head is about to explode! This is bc of Second Language Cognitive Overload which is very common in immigrants. What I really like NMSU does in this matter, is to set up some psychology events for us specifically for immigration problems where we can talk or share our experiences with a Cross-Cultural Psychologist.
- (iv) Housing and insurance

The campus housing should be a priority for international students, especially those who are singles just like NMSU family housing.

I don't know why they made us (international students) change health insurance, we used to have BeWellNM and it was amazing I would go to the doctor I got my GYM and family doctor with it and it was cheap co-pay, easy to go if I got sick and easy to get medicines. Now with GeoBlue we're mandatory to go the health center but they're always close, we need to go and we need to make an appointment but they're always close never answer the phone, we cannot get sick on the weekends cause they're not open, and the co-pay for a different doctor even though is in GeoBlue but just to be out of school cost too much.

Mandatory publication both on Masters and PHD levels will help international students build career profiles on research experience which is always helpful upon completion of degrees.

Health insurance freaked me out as seemed we had a period without as it all seemed to go wrong but sorted now as affected a lot of students. worried about visiting home now due to visa and not being allowed back in the country. supposed to be going to a conference with my supervisor to Germany but concerned about immigration and finances. getting settled was difficult as from UK new system, new law, new job, new people and a lot of things not set up for settling in so took a full semester. the orientation we have with ISSS team is for the university and insurance but not really what is going to happen when you get here in day to day life. Spoke to my head of department about an orientation for new students.

Health Insurance is a hoax, and I beginning to believe that the university management is an accomplice to this sham. There are not enough scholarships that graduate students could apply for that is coming from the community that we strive to help make a better place.

My department is the source of all the negatives. There are a lot of faculty there who simply and clearly do not care.

Community most times here is lonely. We need support.

If your department, does not help you, find someone else in another department to help you

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I just feel very frustrated that I cannot focus a hundred percent on my research because I have to enroll in 9 credits each semester for the visa, and 6 of those have to be graduate credits

Nothing else. I like it here.

In the current political climate we live in the US, the mention of anything that has to do with SEVIS or USCIS traumatizes me and my family. I would appreciate it if ISSS could give us some context when we are asked to go into their office for any reason.

I am from India. I been at NMSU for the last one year. it would be nice to have social activities or any other activities to engage with international students and local people. It should be nice conducted By ISSS. Sometimes, i feel like alone some times. In insurance, it is nice to have dental coverage by some extent.

I hope NMSU can renegotiate with insurance companies to reduce costs, especially for those with dependents. If possible, premiums can be deducted from stipends biweekly to reduce the burden of the insurance fees.

The professors don't take graduate students seriously. I think the graduate program should be focused on students from New Mexico since the professors aren't open to international students. They belittle you, don't ask about your experiences, and have too many prejudices. I think there's too much racism and discrimination.

As an international student, completely independent from my parents, I do not live in bad conditions, but financial stress is a constant. More than once I decided to attend university events just to get a free meal instead of focusing on my work in the lab. I think the university could help at least graduate student workers with better prices on student housing because living out of campus is at least half the cost than living on campus and still is difficult sometime to cover all the needs unless the expenses are divided into at least 3 roommates because 2 is not enough. A tiny raise, just 150 dollars a month would mean a huge difference for a lot of students.

It's better if something can be done for the insurance since we have to pay for the insurance to work for the university.

Health insurance

any suggestions for how NMSU could better attract, retain, and graduate top students who share your background.

Show new students about the groups and activities they can participate in. Also, explain about opportunities of events or scholarships that the university has. If possible, help arrange for new students to meet with another student from the same country for advice.

I am glad the international student insurance issue with the Bewell NM has been fixed and a permanent solution is now being used.

Health insurance clarification, not knowing what covers and what doesn't

Health Insurance could be more cheaper, More faculty support for research as a PhD Student. If possible, may be a new macbook or having some other resources (GPU, RAM, Language libraries)in discounted price for researchers, to learn python, logic, database etc

Build partnerships with employers open to hiring international graduates; Some faculty members could improve their mentoring approach by being more supportive and constructive in their feedback. At times, the communication style may feel discouraging rather than developmental.

Housing has lacked in fixing heating and AC throughout the years

Health Insurance for international students are so expensive, and i would like NMSU to do something about it to help newly arrived students.

My experience at NMSU has been positive

I sometimes can't express my self. I can read, write and understand english. But when it comes to speech, I am not very good at it.

Please, provide full medical insurance and a full tuition waiver to the international students like me. This will save us a lot of financial stress, and I can concentrate on the work and studies that I do. Furthermore, there should be transportation for the students for emergencies.

Health insurance is expensive and not covered for GA students (TA ,RA)

Provide clearer pre-arrival guidance on travel, housing, and health insurance, and offer early orientation sessions focused on academic expectations and campus resources.

Create peer mentorship and English support programs to help new international students adjust faster, build community, and succeed academically."

Yeah, a manual or some kind of resource that I can use to learn the little details about life in NMSU. I was able to overcome it because I proactively asked my senior peer students, and then later helped the new incoming students with those details when they have no one to ask.

One area where many newly arrived international students could benefit from additional support is English language proficiency. Even students with an intermediate level of English often need ongoing help to improve academic writing, presentations, and daily communication. Providing more accessible and continuous language support (workshops, conversation groups, and writing support) would be very valuable, including for students starting from lower levels.

Another challenge is related to visa limitations (e.g., single-entry visas). The concern that leaving the United States may prevent us from returning and continuing our studies can force students to remain away from their families for long periods. This prolonged separation can negatively affect mental well-being and overall adjustment. Any guidance, resources, or mental health support specifically tailored to international students facing these constraints would be helpful.

Nil

Health insurance is expensive, and coverage is not as expected.

Sometimes, as an international student and since English is not the main language, it seems to create an indiscriminate attitude from a few faculty. Another issue is a deficiency in the I-20 when dependents (F-2) are included, although the F-1 I-20 shows a surplus. When I speak with my friends and colleagues from other universities, they normally do not have a deficit even after adding their dependent (F-2) with the assistantship they receive. It would be great if the mental health of a student was considered, which could result in better outcomes through coursework and research.

Finding housing was a bit of a challenge but manageable

1. For newly arrived international students, transportation from the El Paso airport to Las Cruces could be a lot of help. When I arrived, I was not informed that there is a shuttle to and from El Paso airport because the guidelines that I received mentioned that there is none. After a while I learned that there is a shuttle.
2. An obstacle to academic success is financial situation of graduate students. I would personally be able to maximise my potential when I have enough finances to support my academic needs from the

very beginning (things like laptop, monitor, study desk and chair, etc). These are things that we might not initially have when we move in, and might take a little while to establish in a new home, but if we have enough resources then we would definitely be able to perform better in a new environment.

3. NMSU can better attract graduate students who share my background if we have access to new technologies, science laboratories with up to date and reliable equipment, and more expertise in more advanced scientific methodologies.

Career connections are a bit struggle for international students. The events are not helping a lot. International students friendly events for careers would be much appreciated.

interactive sessions to lessen the social isolation is appreciated.

One of the experiences was the change of language, because even though you can communicate, there are many accents you have to get used to.

As an international student I think the options of health insurance provided by NMSU are really expensive, specially for those who have family. Also, would be very helpful financially if the health insurance could be paid monthly instead of pay in full.

English language proficiency

One significant concern with NMSU family housing is that the windows and doors are old and poorly sealed, allowing dust to enter the home during dust storms and windy weather, a common occurrence in Las Cruces, which creates serious respiratory health risks for families, especially children. I strongly encourage NMSU to prioritize upgrading or resealing windows and doors in family housing units, as this is a direct health and safety issue that affects the well-being and academic performance of international students and their families.

One important challenge for international students is the uncertainty around work authorization after graduation. This can create stress and make long-term planning difficult. I believe additional guidance and support from the university would be very helpful.

Providing more structured support in this area could improve both student confidence and post-graduation outcomes.

One suggestion that could improve the experience of newly arrived international students would be to assign an advisor at the very beginning of the process. This person could help guide students from the immigration procedures through administrative steps. When entering a new university system, things can feel a little confusing. Having one designated point of contact for questions could make the transition smoother and less overwhelming.

The insurance is too expensive and useless; this issue needs to be addressed. Additionally, we require assistance with tuition when we do not have a teaching assistant position, particularly in cases where we do not possess a full scholarship.

NMSU can make an improved virtual campus tour video accessible to new students. Many students look out for how a campus looks when applying to a school, in addition to other important factors. One of the biggest challenges for international graduate students is navigating the U.S. administrative and immigration system while simultaneously starting demanding graduate research programs.

Suggestions for improvement:

- Create a centralized International Graduate Student Onboarding Program covering payroll, taxes, healthcare, banking, housing, transportation, and immigration compliance in one structured orientation.

NMSU Task Force on International Graduate Students

Survey Results

- Provide clearer guidance on employment rules, taxes, CPT/OPT, and long-term career pathways for international students.
- Establish a peer mentorship program connecting new international students with senior graduate students.
- Offer workshops addressing professional development, mental health, and cultural adjustment.
- NMSU attracts talented international students, and strengthening early onboarding and administrative coordination would significantly improve retention, productivity, and student well-being.

Health Insurance: The GeoBlue insurance plan is expensive yet does not cover many healthcare costs.

Overall, my transition to NMSU has been positive, but I would like to share a few suggestions that may help improve the experience for newly arrived international students.

One of the biggest challenges when first arriving is travel and initial settlement. Clearer step-by-step guidance before arrival—especially about airport arrival procedures, transportation options to Las Cruces, temporary housing, and what to do in the first week—would reduce stress significantly.

For students with families, more information about schools, childcare options, and community resources would make the transition smoother. Moving to a new country with family responsibilities adds another level of adjustment.

English language confidence can also be challenging at the beginning, especially in academic discussions or presentations. Workshops focused on academic communication, presentation skills, and classroom participation would be beneficial.

My biggest challenge in getting settled was understanding multiple administrative processes at the same time—immigration compliance and financial matters. A centralised checklist or “New International Graduate Student Roadmap” could make the process clearer and more organised.

NA

I wish there were some rooms or places, along with a computer lab, for the students in my department. Some interaction room for all. Most of the students are online, so that might not be possible. But I wish to.

I think for starter, many of the PhD programs offer full funding including the tuition fee and insurance. The raise of 1% seems pretty low for students with families. The insurance is so expensive. I have freind at top schools like Penn State and they are getting full support. Secondly, I believe on campus housing cost can make a big difference to graduate students with families, I visited the on campus housing facility and they seemed to be in a pretty bad conditions with a lot of smell and in constant need of repairs. Health should be the priority there and there were many places where it seemed to have mold. Thridly, at times, even though we are getting paid for 20 hours but it seems the work that being expected of us is too much. My biggest challenge was the unavailability of the right information at the right time. Faced issues with English proficiency , payroll enrollment, etc. Also, one of the biggest challenge is to not have a flexible interdisciplinary coursework allowed for core courses. Immigration laws are also becoming a challenging aspect, especially for someone like me who is married and couldn't get F2 visa approved for spouse. If any support can be provided where a student can openly discuss his or her case without any worries (in privacy) , then that will be outstanding. Overall, despite few bad experiences, I think NMSU is on right track, and there are so many people here who are willing to help you by going an extra mile.

If students come for their graduate study, I will suggest them to choose their PI wisely.

Overall, NMSU is a better option for international students than most college towns.

Take care of every student organization. Sometimes internally they try to marginalize student like me. Sometimes it gets too ugly.

One of the biggest challenges for newly arrived international students at New Mexico State University is understanding university procedures and adjusting to a new environment. Providing clearer information before arrival about travel, housing, health insurance, and campus resources would help students prepare better.

It would also be helpful if new international students could connect with current students or mentors during orientation. This could make it easier to adjust academically and socially, and better understand requirements from offices like International Programs Compliance

N/A

Health insurance should be reduced.

I think advisors who receive international students should had some training.

(ii) Health insurance should include the vision-related cover.

no

It is little difficult to manage first month after coming to las cruces since we get paid almost one month later. I would suggest to look into that matter as it is really important for international students

nothing. Just advisor

It would be helpful if NMSU provided more information before arrival about housing, transportation, and banking. This would help international students settle more easily.

One helpful improvement would be a structured onboarding program specifically designed for international graduate students. This could include step-by-step guidance about payroll setup, immigration compliance, health insurance, housing options, and transportation in Las Cruces.

Providing clear documentation and orientation sessions before arrival could reduce confusion and help students settle more quickly. Additionally, connecting new international students with senior graduate student mentors could help them adapt more easily to academic life and research expectations at NMSU.

I recommend you should separate academic isolation from social isolation in your subsequent surveys because they tap into two separate constructs. I) traveling to the US is currently a hustle for Ghanaians. And the major concerns for my friends am convincing to apply to US schools is due to the current unfriendly nature of the administration to non US citizens. Getting an interview appointment has never been as stressful as it is currently. And even when they get one, they're mostly denied visas due to low or no funding or sometimes for no reason at all. For example, about 5 Ghanaian students who were admitted to the communication and Engineering department at NMSU on full funding were denied visas due to no reason. The issue has persisted to the point that my friends back home have been showing me advertisements from the US embassy Ghana that there are more slots for B1/B2/J and F1 visas available. I was very surprised when I heard that, it tells me that Ghanaians interest to travel here has dwindled. ii) getting good Health insurance has been a big hustle for us. For some reasons, we are forced to pay \$940+ dollars every year for an insurance that doesn't cater for our health needs. Almost all my friends tell me about their experiences at Aggie Health. How they almost always have to get the medicine they need out of pocket and how much they have to pay for some simple labs that the health insurance would have covered in Ghana, how much co-pays they have to foot even on the GeoBlue high plan see a doctor. And the expenses they have to foot afterwards, a friend of mine had to pay \$3,000+ after footing, if I remember, \$300 in co-pay on an NMSU graduate student funding. So we always ask ourselves why we are not allowed to benefit from BeWell or Molina or the other health services, although

we teach, and pay our taxes, why is everyone else seeking healthcare outside Aggie health when we are forced to hustle with her services. Why? (Iv) due our education system, I think most Ghanaian will have challenges on their first month in the US due to our accent and also to the fact that people here speak faster than we are used to in Ghana, but beyond that critical one month, they should be fine. I had the some challenges following what people are saying due to the speed in my first week and that was all. Most of us understand the accent already because we watch a lot of US movies back in Ghana. (V) with settling in I recommend new students should find the GSA on fb, instagram or on any of the social media platforms or should look for a student here who is a Ghanaian. We have a strongly bonded community so they should be taken care of. (Vi) the work here is assignment heavy but once I was used to it, that's all. (Vii) We should try and give all newly admitted students full funding it makes the visa application process less of a hustle, at least that was what the Visa officers considered most until now. Any Ghanaian student who gains admission are academically sound and should be able to defend their case before the Visa officers if they have funding, that reduces the cost of attendance and the out of pocket or sponsorship money to prove significantly at the Visa officers. and even if we cannot give full funding, we should try and give them a partial GTA or GRA funding. Also, give Graduate students full or partial health insurance coverage and an option to get health insurance from the market place.

I feel like Health insurance is much more than I expected and other things are okay and I am happy with the NMSU Service. Thank you NMSU

Health Insurance is a big issue. I have health insurance. But I think the amount if health insurance is high, as a student can not utilize all amount. A student does not require too much health coverage.

My biggest challenge was getting SSNIT appointment to get my SSNIT number. I don't know if NMSU can help play a big role to help international students secure early appointments at the SSNIT office in Las Cruces.

NMSU is not well known to Koreans. More precisely, the state of New Mexico is not well known to Koreans. If NMSU is interested in attracting Korean students, there needs to be some effort. However, because of the current US government's stance against foreigners, I am not sure if things will get better.

As a graduate research/Teaching assistant contributing to academics and research at NMSU, I wish the university could, in turn, cover our health insurance. As an international student, I also feel that balancing work, life, and family at NMSU is not easy. I hope that graduate assistants could be eligible for at least a one-week spring break, as many PIs do not allow their TAs or RAs to take time off during the break

- i) Travel like, we can have more frequent bus (public, not only road runners/grey hound) or railway service like NYC from El Paso to Las Cruces.
- ii) Health insurance is a bit expensive, we may need a small amount of service cost.
- iii) I do not have problem in family life. The Apartments could be a but cheaper just.
- iv) English Language is fine, may be we can learn Spanish a bit, may be course work regarding one extra language (Spanish/Portuguese)
- v) Research, Learning is the biggest challenge, but I am dealing with it at a decent pace. May be more funding/support from grad students (specially phd) for their education
- vi) We need more collaborators outside NMSU to work with NMSU students. So that we can get more funding for grad students

Health insurance lacks dental and eye health coverage. I have seen some universities offer a more comprehensive package and the insurance is covered if you are a TA or RA. Which can be a financial burden

Geo Blue insurance should not be made mandatory. We should have other options as we did in the past.