



TEXAS TECH UNIVERSITY  
HEALTH SCIENCES CENTER™

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# Report on Customer Service

Texas Tech University Health Sciences Center

June 2010

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Submitted to:  
Governor's Office of Budget, Planning, and Policy  
and the  
Legislative Budget Board

## Introduction

The following *Report on Customer Service* has been prepared in compliance with Section 2114 of the Texas Government Code. The report is organized into five sections:

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## Section I. Inventory of External Customers

The table below provides each strategy listed in the 2010-2011 General Appropriations Act, the customers served by each strategy, and a brief description of the services provided to them.

Strategy	Customer	Description of Service
<b>A. Goal: Instruction/Operations</b>		
A.1.1. Medical Education	Medical Students	Provides medical education for M.D. degree
A.1.2. Biomedical Sciences Training	Graduate Students	Provides graduate level education in the biomedical sciences
A.1.3. Allied Health Professions Training	Undergraduate Students Graduate Students	Provides undergraduate education in clinical laboratory science, occupational therapy, communication disorders, and physician assistance training; provides graduate level education in physical therapy and communication disorders
A.1.4. Nursing Education	Undergraduate Students Graduate Students RN to BSN Students	Provides undergraduate education for the B.S.N. degree; provides graduate level education for the M.S.N. degree
A.1.5. Pharmacy Education	RPh to PharmD Students	Provides graduate level education for the PharmD degree
A.1.6. Graduate Medical Education	Not Applicable (Medical residents are employees.)	---
A.2.1. Staff Group Insurance Premiums	Not Applicable	---
A.2.2. Workers' Compensation Insurance	Not Applicable	---
A.3.1. Texas Public Education Grants	Students	Grants for educational programs
A.3.2. Medical Loans	Medical Students	Loans for educational programs
<b>B. Goal: Provide Research Support</b>		
B.1.1. Research Enhancement	Not Applicable	---
<b>C. Goal: Infrastructure Support</b>		
C.1.1. E & G Space Support	Not Applicable	---
C.2.1. Tuition Revenue Bond Retirement	Not Applicable	---
C.2.2. Long-Term Infrastructure Related Equipment	Not Applicable	---

Strategy	Customer	Description of Service
<b>D. Goal: Provide Special Item Support</b>		
D.1.1. South Texas Professional Education	Not Applicable	---
D.1.2. Border Support- Academic Expansion	Not Applicable	---
D.1.3. Academic Support- Border Development	Not Applicable	---
D.1.4. Integrated Health Network	Students Continuing Education Participants	Provides technology and technical assistance to support distance education across campuses.
D.1.5 Medical Education- Odessa	Not Applicable	---
D.1.6. –Paul L. Foster School of Medicine-Resident Support	Not Applicable (Medical residents are employees.)	---
D.1.7. Physician Assistant Program	Undergraduate Students Graduate Students	Provides support to train students in the Physician Assistant Program
D.2.1. Family/Community Medicine Residency	Not Applicable (Medical residents are employees.)	---
D.2.2. Border Health-Resident Support	Not Applicable (Medical residents are employees.)	---
D.2.3. Midland Medical Residency	Not Applicable (Medical residents are employees.)	---
D.3.1. Diabetes Research Center	Not Applicable	---
D.3.1. Cancer Research	Not Applicable	---
D.4.1. Rural Health Care	Not Applicable	---
D.5.1. Institutional Enhancement	Not Applicable	---
<b>E. Goal: Tobacco Funds</b>		
E.1.1. Tobacco Earnings Texas Tech HSC El Paso	Not Applicable	---
E.1.2. Tobacco Earnings Texas Tech University HSC	Not Applicable	---
E.1.3. Tobacco - Permanent Health Fund	Not Applicable	---

## Section II. Methodology

In 2002, Texas Tech University Health Sciences Center (TTUHSC) developed and administered the *Student Satisfaction Survey* to measure student satisfaction with key academic support services. The survey was administered biennially until 2008. At that time, student affairs leaders across the institution decided to administer the survey on an annual basis. Today the survey remains a local instrument developed by the Office of Institutional Planning and Assessment (OIPA), in conjunction with members of the institution's Student Affairs Workgroup (SAW). The original instrument has undergone minor wording and organizational revisions since its development.

In 2009, the annual *Student Satisfaction Survey* was administered to students who were enrolled in coursework at TTUHSC during the spring semester. On April 20, 2009, the Director of Student Services sent a survey link via e-mail to students across all campuses and schools (N=3,363). By May 1, 2009, more than one thousand students (n=1,201) had completed the online survey, resulting in a response rate of 36%. The resulting margin of error was 2.27 at a 95% confidence level.

Results were compiled into useable formats and distributed to key individuals at TTUHSC in Summer 2009. The targeted audiences included the President, Vice Presidents, academic deans from each school, student affairs representatives, and selected department leaders. In addition, results were presented to student representatives of the Student Government Association, and a final report was posted online for the general public.

## Section III. Results

### Demographics

Some demographic indicators were collected in 2009 to better understand the survey sample. More than two-thirds of all respondents were female (see *Figure 1*), and nearly two-thirds classified themselves as white, non-Hispanic (see *Figure 2*). Thus, the survey sample was representative of the institution across gender and ethnicity.

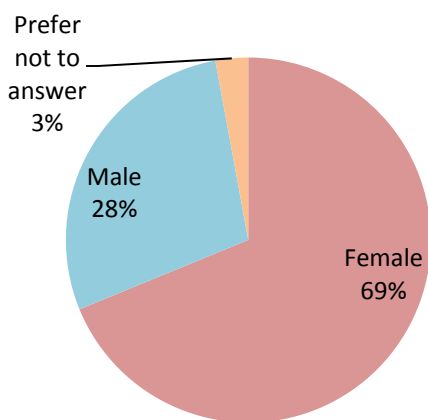


Figure 1. Respondents by Gender

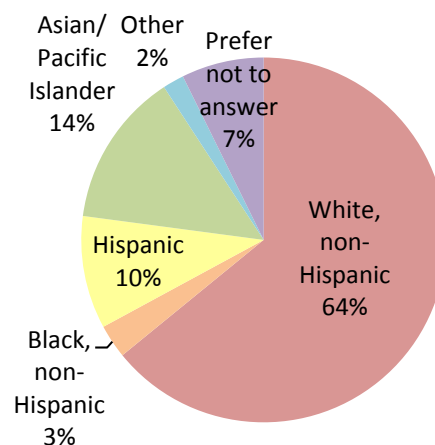
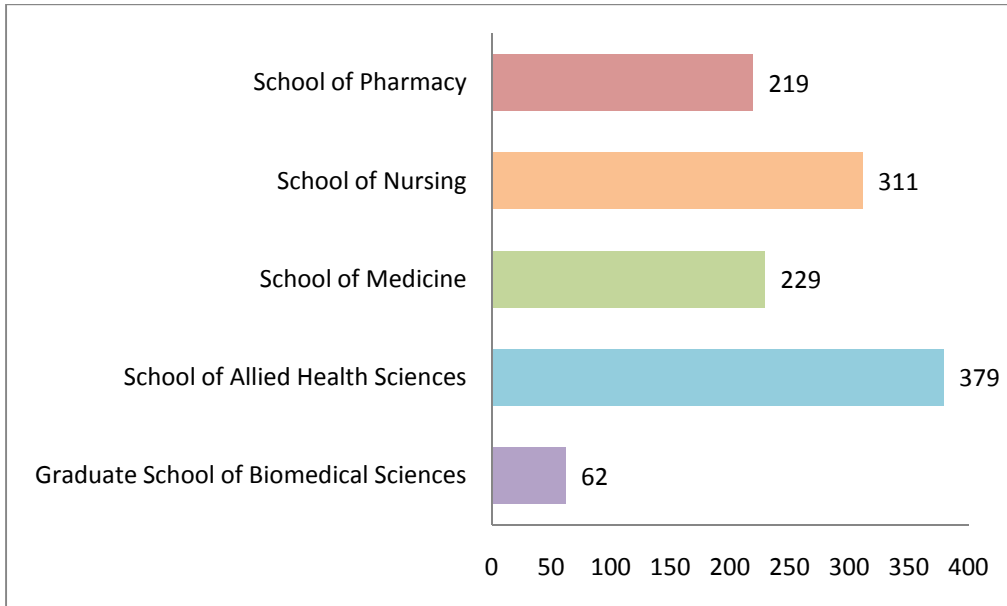
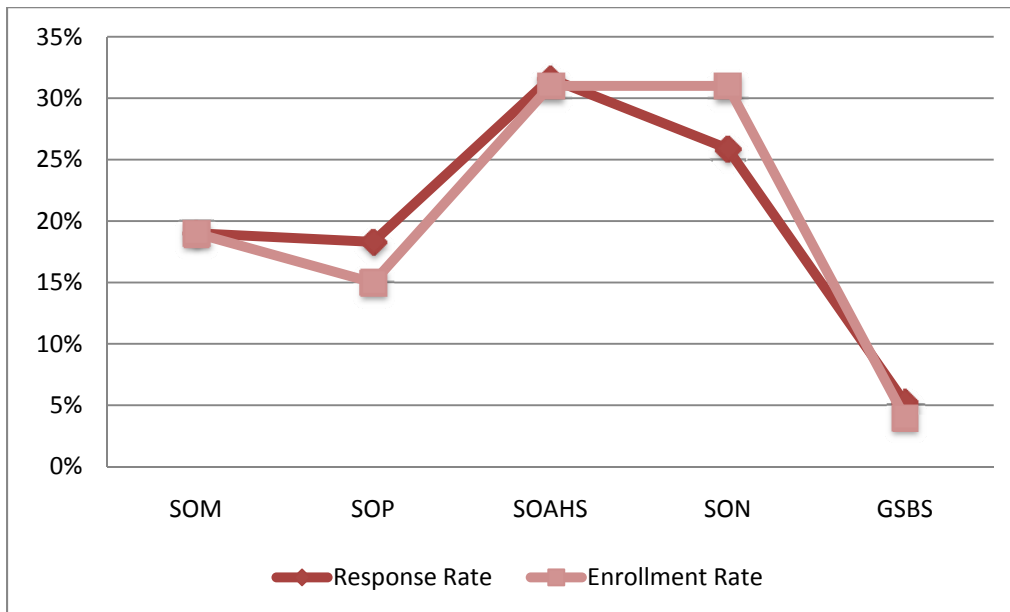


Figure 2. Respondents by Race/Ethnicity

Figure 3 illustrates the number of respondents by school. The School of Allied Health Sciences (SOAHS) and School of Nursing (SON) historically have the highest student enrollments; therefore, it is not surprising that they also had the largest number of survey respondents. To put the number of respondents per school into perspective, one must consider response rates in comparison to the enrollment rates of the targeted sample (see Figure 4). With this in mind, the School of Pharmacy (SOP) demonstrated an excellent response rate. In general, the survey sample appeared to be representative of the institution in terms of school composition.



**Figure 3. Number of Respondents by School**



**Figure 4. Response Rate versus Enrollment Rate By School**

Figure 5 illustrates the number of respondents by campus affiliation. Not surprisingly, the Lubbock campus had the largest number of respondents. To put the number of respondents per campus into perspective, one must consider response rates in comparison to the enrollment rates of the targeted sample (see Figure 6). In general, the survey sample appeared to be representative of the institution in terms of campus affiliation. (Note: The discrepancy between the response rate and enrollment rate for online students may be attributed, in part, to differences in how students classify themselves versus how the institution classifies them.)

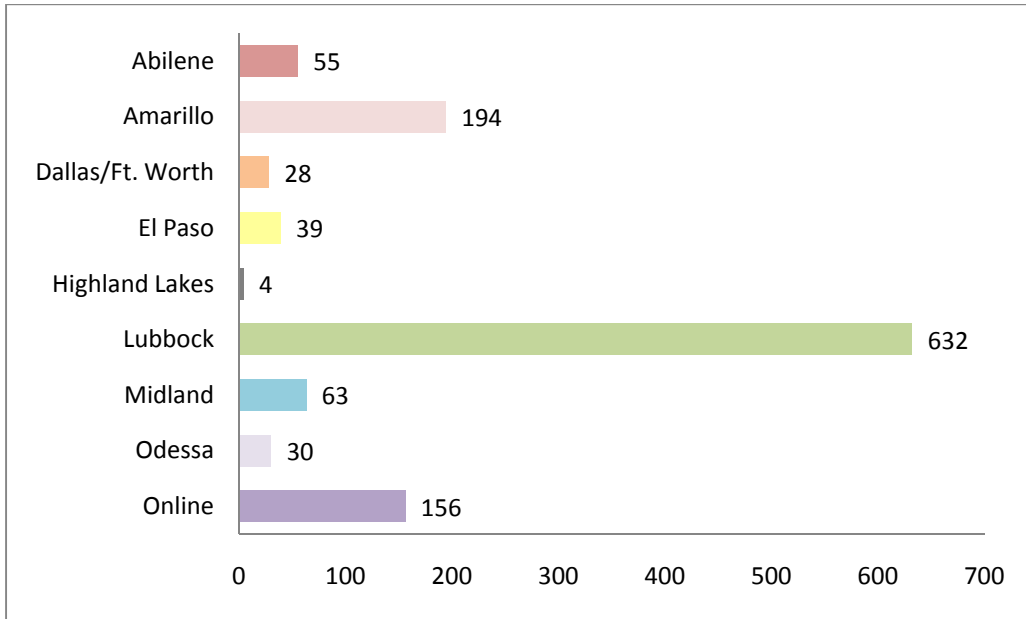


Figure 5. Number of Respondents by Campus

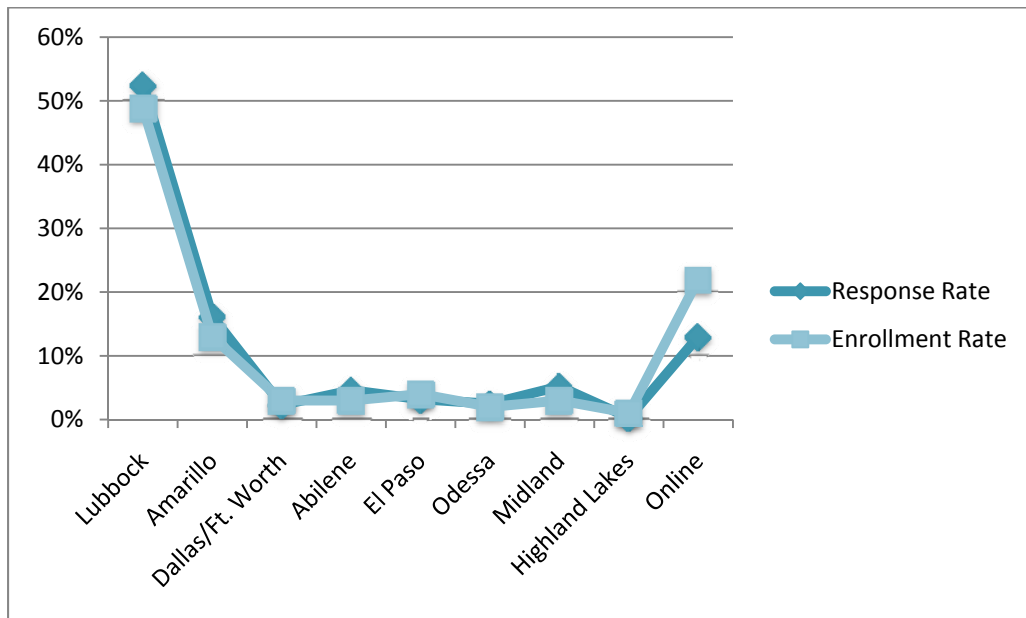


Figure 6. Response Rate versus Enrollment Rate by Campus

## Institutional Results

*Table 1* presents survey results for the institution as a whole. Students were asked to indicate their level of agreement with each statement using a 4-point scale (4=*Strongly Agree*, 3=*Agree*, 2=*Disagree*, and 1=*Strongly Disagree*). The only exception was for the *Environment* sub-section. For these items, respondents were asked to indicate their level of satisfaction with each statement using a 4-point scale (4=*Very Satisfied*, 3=*Satisfied*, 2=*Dissatisfied*, and 1=*Very Dissatisfied*). Respondents were also given the following options for each item: *Not Applicable* or *Not Important to Me*. The percent of respondents who marked these options are presented in the data table.

The *Agreement* column provides the percent of respondents who marked *Strongly Agree* and *Agree* with each statement. (The figures in the *Environment* sub-section indicate those who marked *Very Satisfied* and *Satisfied*.) Cells highlighted in green represent those items with agreement/satisfaction levels 90% or above. Cells in yellow represent items with agreement/satisfaction levels below 70%. The numbers in parentheses indicate the number of respondents who answered accordingly.

The *Mean* column provides the average level of agreement/satisfaction for each item. Averages will range from 1.00 to 4.00, with the latter indicating the highest level of agreement/satisfaction. For any item with an agreement/satisfaction level less than 70%, the mean will be followed by a notation in parentheses to assist in interpretation of the results. See below an explanation of each notation.

- (+) The mean increased from the previous year.
- (-) The mean decreased from the previous year.
- (Same) The mean remained the same from the previous year.
- (New) The item did not appear on the previous year's survey.

## Results by School

*Table 2* presents survey results according to school. For each school, there are two columns of data. The *SA/A* column provides the percent of respondents who marked *Strongly Agree* and *Agree* with each statement. (The figures in the *Environment* sub-section indicate those who marked *Very Satisfied* and *Satisfied*.) Cells highlighted in green represent those items with agreement/satisfaction levels 90% or above. Cells in yellow represent items with agreement/satisfaction levels below 70%. The numbers in parentheses indicate the number of respondents who answered accordingly.

The second column for each school provides the average level of agreement/satisfaction for each item. Averages will range from 1.00 to 4.00, with the latter indicating the highest level of agreement/satisfaction. No comparative means from the previous year are available by school.

## Results by Campus

*Table 3* presents survey results according to campus. The columns of data are identical to those described in the explanation for *Table 3*. However, one notation is unique to this table. See below for an explanation.

- ‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

**Table 1. Institutional Results**

<b>Institutional Results</b>		<b>Agreement SA+A</b>	<b>Mean 1.00-4.00</b>	<b>Not Applicable</b>	<b>Not important to me</b>
<b>Student Services</b>					
1	Employees in the TTUHSC Office of Student Services are courteous.	97.5% (1122)	3.48	3.4% (41)	0.7% (8)
2	The hours of operation in the TTUHSC Office of Student Services meet my needs.	96.4% (1088)	3.37	4.5 % (54)	1.4% (17)
3	My questions are answered and/or problems resolved in the Office of TTUHSC Student Services.	95.4% (1076)	3.40	4.9% (59)	0.8% (9)
4	I am satisfied with the wait time for services and/or responses from employees in the TTUHSC Office of Student Services.	95.4% (1072)	3.40	5.1% (61)	1.0% (12)
5	I know where to obtain information about student health care services, such as health insurance plans and health care providers.	77.2% (813)	3.03	6.5% (78)	5.5% (66)
6	I am satisfied with the information I'm provided regarding student health insurance plans.	75.6% (722)	2.97	11.6% (138)	8.5% (101)
7	I am satisfied with the options for student health insurance coverage offered at TTUHSC.	67.8% (607)	2.82 <sup>(+)</sup>	16.0% (191)	9.3% (111)
8	I am aware of the counseling services offered to TTUHSC students.	76.5% (839)	2.99	4.8% (57)	3.8% (45)
<b>Student Affairs (School-Specific)</b>					
9	Student Affairs employees are courteous.	97.8% (1067)	3.52	7.4% (89)	1.5% (18)
10	Student Affairs office hours meet my needs.	97.8% (1043)	3.43	8.3% (99)	2.4% (29)
11	Student Affairs employees are able to answer my questions and/or resolve my problems.	97.1% (1031)	3.44	9.2% (110)	1.7% (20)
12	I am satisfied with the wait time for services and/or responses from employees in the Student Affairs office.	97.0% (1025)	3.44	9.5% (114)	1.9% (23)
13	I feel prepared to make the transition to a regional campus.	90.3% (652)	3.28	35.4% (423)	4.3% (51)
<b>Registrar</b>					
14	My experiences with employees in the Registrar's office have been positive.	94.8% (1011)	3.36	10.1% (121)	0.8% (10)
15	I have received adequate information to register for classes.	88.4% (960)	3.26	9.1% (109)	0.3% (4)
16	Registering for classes is an easy process.	80.6% (870)	3.14	9.7% (116)	0.3% (3)
17	I receive requested transcripts in a timely manner.	94.9% (707)	3.37	37.2% (446)	0.6% (7)

(+) The mean increased from the previous year.



<b>Institutional Results</b> <i>(cont.)</i>		<b>Agreement SA+A</b>	<b>Mean 1.00-4.00</b>	<b>Not Applicable</b>	<b>Not important to me</b>
<b>Financial Aid</b>					
18	My experiences with employees in the Financial Aid office have been positive.	96.5% (994)	3.45	12.7% (152)	1.0% (12)
19	I am well-informed about the financial aid options available to me.	84.6% (921)	3.22	7.8% (93)	1.1% (13)
20	Financial aid processes are effective.	91.8% (958)	3.31	11.5% (138)	1.1% (13)
21	Problems related to financial aid are resolved in a timely manner.	92.8% (909)	3.34	17.0% (203)	1.2% (14)
<b>Student Health Care Provider</b> <i>(These items were only presented to those who had received services from a student health care provider within the past year.)</i>					
22	Office employees were courteous.	93.0% (401)	3.31	0% (0)	0% (0)
23	The office hours were convenient.	88.3% (378)	3.20	0% (0)	0% (0)
24	The wait time was appropriate.	77.4% (332)	3.05	0.2% (1)	0% (0)
25	My questions/issues were addressed adequately.	88.4% (380)	3.24	0.2% (1)	0% (0)
<b>Advising/Mentoring</b>					
26	In my area of study, I know who to contact for academic advising.	89.0% (1034)	3.32	2.8% (34)	0.2% (2)
27	Times available for academic advising are convenient.	93.9% (971)	3.36	12.8% (153)	0.8% (9)
28	My questions are answered and/or problems are resolved when I receive academic advising.	92.5% (930)	3.36	15.3% (183)	0.6% (7)
29	Academic advisors (faculty and/or staff) are knowledgeable about my degree program.	94.8% (1012)	3.44	10.0% (120)	0.6% (7)
30	Faculty/staff are knowledgeable about career opportunities in my field of study.	93.4% (1030)	3.41	7.6% (91)	0.3% (4)
<b>Student Business Services (Bursar)</b>					
31	TTUHSC employees involved in billing and monetary disbursement are courteous.	97.3% (1018)	3.37	10.8% (129)	1.3% (15)
32	The information presented on the Student Business Services website meets my needs.	91.6% (891)	3.23	15.4% (183)	2.9% (34)
33	My questions are answered and/or problems resolved in the Student Business Services office.	95.5% (933)	3.32	16.2% (193)	1.8% (21)
34	I am satisfied with the wait time for services and/or responses from employees in Student Business Services.	94.3% (922)	3.29	16.2% (193)	1.8% (21)
35	The online account statement is easy to understand.	84.5% (913)	3.13	8.1% (97)	1.3% (16)

<b>Institutional Results</b> <i>(cont.)</i>		<b>Agreement</b> SA+A	<b>Mean</b> 1.00-4.00	<b>Not</b> <b>Applicable</b>	<b>Not</b> <b>important</b> <b>to me</b>
<b>Library Resources</b>					
36	The library resources I need (e.g. books, journals) are readily accessible.	91.7% (1017)	3.28	6.5% (78)	0.7% (8)
37	Search software (e.g. OVID, Micromedex, MD Consult) is readily accessible.	95.8% (1034)	3.39	8.7% (104)	0.9% (11)
38	The librarians are helpful in locating library resources.	94.9% (908)	3.40	18.3% (218)	1.3% (15)
39	The library offers a quiet, clean, and comfortable environment.	92.5% (894)	3.36	17.9% (214)	1.4% (17)
40	I am satisfied with the study facilities available in the library.	78.2% (763)	3.06	17.1% (205)	1.3% (16)
41	Library hours are convenient.	81.2% (790)	3.10	17.2% (206)	1.6% (19)
<b>Environment</b> <i>(This section used a 4-point scale to determine levels of satisfaction, not agreement.)</i>					
42	Cleanliness of campus buildings	98.0% (1077)	3.54	8.0% (96)	0.3% (3)
43	Classroom environment (e.g. size, temperature, maintenance)	84.2% (909)	3.21	9.5% (114)	0.5% (6)
44	Quality of equipment in laboratory facilities	93.8% (963)	3.33	13.8% (165)	0.6% (7)
45	Sense of security on campus	94.2% (1016)	3.40	9.8% (117)	0.3% (4)
46	Parking availability	83.8% (911)	3.13	8.7% (104)	0.6% (7)
<b>General Technology</b>					
47	I am satisfied with the audio-video equipment used in my classrooms (e.g. microphones, projectors).	84.7% (904)	3.14	10.5% (126)	0.4% (5)
48	Adequate computer equipment is available on my campus.	83.9% (891)	3.12	10.9% (131)	0.4% (5)
49	The wireless connectivity on my campus is reliable.	60.4% (622)	2.64 <sup>(-)</sup>	13.3% (158)	0.3% (4)
50	TTUHSC Help Desk employees are courteous.	95.6% (1008)	3.37	11.5% (137)	0.3% (3)
51	TTUHCS Help Desk employees are able to meet my needs in a timely manner.	92.0% (965)	3.30	11.9% (142)	0.3% (4)
52	I can easily locate important information on my school's website.	82.4% (976)	3.09	0.8% (9)	0.2% (2)
53	The information on my school's website is accurate and up-to-date.	86.8% (1016)	3.16	2.1% (25)	0.2% (2)

(-) The mean decreased from the previous year.

<b>Institutional Results</b> <i>(cont.)</i>		<b>Agreement</b> SA+A	<b>Mean</b> 1.00-4.00	<b>Not</b> <b>Applicable</b>	<b>Not</b> <b>important</b> <b>to me</b>
<b>TechLink Videoconferencing System</b> <i>(These items were only presented to those who had taken a course that used the TechLink system within the past year.)</i>					
54	TechLink classes are comparable to face-to-face instruction.	66.7% (128)	2.81 <sup>(+)</sup>	2.0% (4)	0% (0)
55	My TechLink class instructors use the system effectively to provide classroom instruction.	92.7% (179)	3.24	1.5% (3)	0% (0)
56	Technical difficulties with TechLink are corrected in a timely manner.	87.0% (167)	3.14	1.5% (3)	0% (0)
57	TechLink operations technicians are courteous.	94.2% (178)	3.38	3.6% (7)	0% (0)
58	Overall, I am satisfied with the quality of my TechLink experiences.	86.1% (167)	3.14	1.0% (2)	0% (0)
<b>Videoconferencing System (VCS)</b> <i>(These items were only presented to Pharmacy students who had taken a course that used the VCS system within the past year.)</i>					
59	VCS classes are comparable to face-to-face instruction.	45.2% (89)	2.32 <sup>(New)</sup>	0% (0)	0% (0)
60	My VCS instructors use the system effectively to provide classroom instruction.	76.1% (150)	2.82	0% (0)	0% (0)
61	Technical difficulties with VCS are corrected in a timely manner.	56.9% (111)	2.51 <sup>(New)</sup>	0.5% (1)	0.5% (1)
62	Overall, I am satisfied with the quality of my VCS experience(s).	61.3% (119)	2.55 <sup>(New)</sup>	0% (0)	1.5% (3)
<b>Course Management System (e.g. WebCT/Blackboard, Moodle)</b> <i>(These items were only presented to those who had taken a course that used WebCT/Blackboard or Moodle within the past year.)</i>					
63	My instructor(s) used WebCT/Blackboard/Moodle effectively.	88.7% (952)	3.20	0.3% (3)	0% (0)
64	The resources and/or learning activities in WebCT/Blackboard/Moodle supported the learning objectives for the course.	91.6% (983)	3.23	0.3% (3)	0% (0)
65	I am satisfied with the reliability of the WebCT/Blackboard/Moodle system.	62.5% (670)	2.70 <sup>(New)</sup>	0.2% (2)	0% (0)
<b>Student Life</b>					
66	I am satisfied with the racial/ethnic diversity of the student body in my school.	89.6% (959)	3.24	4.8% (58)	5.7% (68)
67	Students in my school are treated fairly and with respect regardless of their differences.	91.5% (1044)	3.31	3.7% (44)	1.2% (14)
68	I feel a sense of belonging to my school.	88.8% (1018)	3.23	2.8% (34)	1.5% (18)
69	I feel a sense of belonging to the TTUHSC community.	84.5% (957)	3.16	3.6% (43)	1.4% (17)
70	I am aware of the topic for the institution's Quality Enhancement Plan (QEP).	74.2% (830)	2.97	4.7% (56)	1.7% (20)

(+) The mean increased from the previous year.

(New) The item did not appear on the previous year's survey.

<b>Institutional Results</b> <i>(cont.)</i>		<b>Agreement SA+A</b>	<b>Mean 1.00-4.00</b>	<b>Not Applicable</b>	<b>Not important to me</b>
71	The Student Government Association advocates for and represents student interests effectively.	89.1% (906)	3.17	10.4% (124)	4.3% (51)
72	I know who represents my school and/or campus on the Student Government Association.	76.6% (836)	2.99	5.9% (70)	2.8% (33)
73	I am aware of the activities sponsored by the Student Government Association.	76.6% (831)	2.98	6.3% (75)	3.0% (36)
74	I know where to file a complaint against another student or TTUHSC employee.	55.2% (623)	2.64 <sup>(+)</sup>	3.8% (46)	1.9% (23)
75	I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	86.8% (884)	3.07	13.2% (157)	1.4% (17)
76	I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	85.2% (925)	3.06	7.7% (92)	1.2% (14)
77	I have access to adequate student support services.	92.5% (1031)	3.20	5.4% (64)	1.0% (12)
78	I am satisfied with the quality of instruction that I receive.	88.2% (1032)	3.18	1.5% (18)	0.3% (4)
79	I have adequate access to my instructors outside of class.	93.6% (1090)	3.29	2.0% (24)	0.7% (8)
80	My instructors are concerned about my academic success.	91.9% (1086)	3.30	0.7% (8)	0.3% (4)
81	My instructors care about my professional success.	92.8% (1092)	3.32	0.7% (8)	0.4% (5)
82	I have sufficient opportunities to interact with students from other schools.	61.2% (665)	2.72 <sup>(New)</sup>	7.1% (85)	1.8% (22)
83	I would recommend my degree program to a friend or family member.	89.6% (1051)	3.28	1.0% (12)	0.6% (7)

(+) The mean increased from the previous year.

(New) The item did not appear on the previous year's survey.

**Table 2. Results by School**

Results by School		SOAHS		SOM		SON		SOP		GSBS	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean
<b>Student Services</b>											
1	Employees in the TTUHSC Office of Student Services are courteous.	98.7% (367)	3.51	97.7% (217)	3.45	97.9% (276)	3.51	94.8% (202)	3.42	96.7% (59)	3.54
2	The hours of operation in the TTUHSC Office of Student Services meet my needs.	96.1% (346)	3.38	97.3% (215)	3.35	96.7% (267)	3.40	95.2% (200)	3.31	96.7% (59)	3.44
3	My questions are answered and/or problems resolved in the Office of TTUHSC Student Services.	97.8% (353)	3.45	98.2% (213)	3.41	94.6% (264)	3.42	89.0% (186)	3.22	96.7% (59)	3.59
4	I am satisfied with the wait time for services and/or responses from employees in the TTUHSC Office of Student Services.	97.5% (264)	3.46	95.9% (210)	3.41	97.1% (264)	3.42	89.0 <sup>R</sup> % (186) <sup>R</sup>	3.27	95.1% (58)	3.51
5	I know where to obtain information about student health care services, such as health insurance plans and health care providers.	75.7% (259)	3.03	70.9% (158)	2.87	83.1% (187)	3.18	77.8% (158)	2.99	84.7% (50)	3.20
6	I am satisfied with the information I'm provided regarding student health insurance plans.	78.5% (241)	3.04	67.3% (134)	2.77	82.0% (169)	3.15	72.3% (133)	2.86	75.9% (44)	3.03
7	I am satisfied with the options for student health insurance coverage offered at TTUHSC.	74.7% (210)	2.94	47.2% (91)	2.41	82.0% (155)	3.13	62.8% (108)	2.66	71.2% (42)	3.00
8	I am aware of the counseling services offered to TTUHSC students.	74.9% (259)	2.97	83.3% (184)	3.05	71.6% (187)	2.95	77.9% (162)	2.99	76.7% (46)	3.03
<b>Student Affairs (School-Specific)</b>											
9	Student Affairs employees are courteous.	98.5% (337)	3.49	99.1% (227)	3.76	99.2% (253)	3.50	92.6% (189)	3.33	100% (50)	3.58
10	Student Affairs office hours meet my needs.	98.8% (331)	3.42	99.1% (224)	3.60	98.0% (242)	3.40	94.5% (190)	3.27	96.5% (55)	3.51
11	Student Affairs employees are able to answer my questions and/or resolve my problems.	99.1% (328)	3.44	98.3% (225)	3.59	97.5% (238)	3.46	91.0% (181)	3.23	100% (58)	3.57
12	I am satisfied with the wait time for services and/or responses from employees in the Student Affairs office.	99.1% (325)	3.44	96.1% (220)	3.59	97.9% (237)	3.42	93.0% (185)	3.26	98.3% (57)	3.48
13	I feel prepared to make the transition to a regional campus.	92.9% (183)	3.32	89.8% (150)	3.35	96.8% (149)	3.40	81.9% (127)	3.05	87.5% (42)	3.25

Results by School <i>(cont.)</i>		SOAHS		SOM		SON		SOP		GSBS	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

<b>Registrar</b>											
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14	My experiences with employees in the Registrar's office have been positive.	98.9% (352)	3.46	96.3% (154)	3.32	97.3% (293)	3.48	82.2% (157)	2.99	93.1% (54)	3.41
15	I have received adequate information to register for classes.	97.6% (362)	3.51	81.5% (110)	3.05	94.8% (289)	3.40	67.3% (144)	2.74	90.0% (54)	3.33
16	Registering for classes is an easy process.	93.0% (346)	3.45	86.3% (101)	3.22	81.8% (252)	3.17	53.4% (117)	2.51	85.5% (53)	3.29
17	I receive requested transcripts in a timely manner.	96.0% (237)	3.45	95.0% (114)	3.31	97.1% (204)	3.46	87.4% (104)	3.10	97.9% (47)	3.48

<b>Financial Aid</b>											
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18	My experiences with employees in the Financial Aid office have been positive.	96.8% (304)	3.47	97.6% (201)	3.43	95.1% (254)	3.47	95.9% (186)	3.38	100% (48)	3.56
19	I am well-informed about the financial aid options available to me.	85.1% (292)	3.23	84.0% (178)	3.17	82.6% (232)	3.25	86.6% (175)	3.21	86.0% (43)	3.16
20	Financial aid processes are effective.	92.0% (297)	3.30	93.8% (197)	3.29	91.4% (245)	3.37	89.2% (174)	3.23	93.6% (44)	3.43
21	Problems related to financial aid are resolved in a timely manner.	95.2% (296)	3.37	92.3% (181)	3.27	92.3% (229)	3.40	90.3% (159)	3.26	91.5% (43)	3.34

<b>Student Health Care Provider</b>											
<i>(These items were only presented to those who had received services from a student health care provider within the past year.)</i>											

22	Office employees were courteous.	92.3% (169)	3.31	94.9% (111)	3.37	93.3% (56)	3.38	90.2% (55)	3.13	100% (10)	3.40
23	The office hours were convenient.	90.6% (164)	3.22	87.2% (102)	3.21	86.7% (52)	3.23	83.3% (50)	3.07	100% (10)	3.20
24	The wait time was appropriate.	75.8% (138)	3.02	81.2% (95)	3.11	78.3% (47)	3.17	70.5% (43)	2.85	100% (9)	3.22
25	My questions/issues were addressed adequately.	86.9% (159)	3.22	90.6% (106)	3.28	88.3% (53)	3.33	86.9% (53)	3.11	100% (9)	3.22

Results by School <i>(cont.)</i>		SOAHS		SOM		SON		SOP		GSBS	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean
<b>Advising/Mentoring</b>											
26	In my area of study, I know who to contact for academic advising.	96.5% (361)	3.56	81.9% (181)	3.10	92.6% (277)	3.40	75.7% (156)	2.97	95.1% (58)	3.51
27	Times available for academic advising are convenient.	98.6% (351)	3.54	89.7% (165)	3.16	95.6% (262)	3.38	85.5% (136)	3.09	93.4% (57)	3.43
28	My questions are answered and/or problems are resolved when I receive academic advising.	97.4% (339)	3.55	85.3% (145)	3.09	96.7% (266)	3.43	83.0% (127)	3.08	89.8% (53)	3.37
29	Academic advisors (faculty and/or staff) are knowledgeable about my degree program.	99.4% (358)	3.65	88.5% (161)	3.21	97.6% (279)	3.48	89.9% (160)	3.21	86.9% (53)	3.43
30	Faculty/staff are knowledgeable about career opportunities in my field of study.	98.1% (361)	3.62	85.0% (172)	3.15	95.0% (268)	3.44	93.2% (177)	3.31	82.3% (51)	3.18
<b>Student Business Services (Bursar)</b>											
31	TTUHSC employees involved in billing and monetary disbursement are courteous.	99.7% (339)	3.43	97.8% (177)	3.29	96.5% (272)	3.42	93.4% (171)	3.24	98.3% (58)	3.41
32	The information presented on the Student Business Services website meets my needs.	93.6% (292)	3.28	89.5% (145)	3.17	94.5% (257)	3.31	86.3% (151)	3.07	88.5% (46)	3.31
33	My questions are answered and/or problems resolved in the Student Business Services office.	97.1% (303)	3.37	93.2% (151)	3.20	96.4% (266)	3.38	92.4% (159)	3.18	98.2% (54)	3.44
34	I am satisfied with the wait time for services and/or responses from employees in Student Business Services.	96.5% (303)	3.34	93.9% (155)	3.24	95.6% (262)	3.35	87.7% (150)	3.13	96.3% (52)	3.41
35	The online account statement is easy to understand.	85.6% (302) <sup>R</sup>	3.18	83.6% (161)	3.03	87.0% (260)	3.22	81.3% (161) <sup>R</sup>	2.98	79.7% (47)	3.12
<b>Library Resources</b>											
36	The library resources I need (e.g. books, journals) are readily accessible.	92.2% (321)	3.26	94.1% (207)	3.26	94.2% (274)	3.41	84.2% (160)	3.09	91.5% (54)	3.46
37	Search software (e.g. OVID, Micromedex, MD Consult) is readily accessible.	95.3% (307)	3.32	96.5% (192)	3.37	96.3% (283)	3.46	95.7% (200)	3.44	94.4% (51)	3.44
38	The librarians are helpful in locating library resources.	95.0% (283)	3.37	96.7% (206)	3.42	94.1% (241)	3.42	91.7% (122)	3.27	98.2% (55)	3.66
39	The library offers a quiet, clean, and comfortable environment.	91.7% (287)	3.35	91.6% (207)	3.29	95.5% (211)	3.46	91.1% (133)	3.27	93.2% (55)	3.49



Results by School <i>(cont.)</i>		SOAHS		SOM		SON		SOP		GSBS	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean
40	I am satisfied with the study facilities available in the library.	78.1% (246)	3.04	66.0% (149)	2.78	89.5% (197)	3.37	77.4% (120)	2.94	86.4% (51)	3.42
41	Library hours are convenient.	75.6% (238)	3.02	77.9% (176)	2.94	91.4% (201)	3.33	80.3% (122)	3.03	88.1% (52)	3.42
<b>Environment</b> <i>(This section used a 4-point scale to determine levels of satisfaction, not agreement.)</i>											
42	Cleanliness of campus buildings	98.6% (354)	3.57	99.1% (226)	3.57	99.6% (230)	3.65	94.5% (206)	3.40	96.8% (60)	3.40
43	Classroom environment (e.g. size, temperature, maintenance)	79.7% (283)	3.12	89.5% (204)	3.31	94.9% (204)	3.49	76.7% (168)	3.00	79.0% (49)	3.18
44	Quality of equipment in laboratory facilities	92.8% (310)	3.29	96.8% (214)	3.30	97.5% (196)	3.53	90.0% (190)	3.22	88.1% (52)	3.29
45	Sense of security on campus	95.5% (341)	3.43	96.1% (220)	3.38	97.7% (209)	3.54	90.2% (194)	3.24	82.3% (51)	3.29
46	Parking availability	86.5% (307)	3.19	89.0% (202)	3.18	84.1% (190)	3.16	75.2% (164)	2.94	80.0% (48)	3.13
<b>General Technology</b>											
47	I am satisfied with the audio-video equipment used in my classrooms (e.g. microphones, projectors).	88.6% (310)	3.21	90.6% (202)	3.22	91.5% (194)	3.38	64.8% (142)	2.69	88.7% (55)	3.26
48	Adequate computer equipment is available on my campus.	83.8% (290)	3.12	84.0% (189)	3.06	91.4% (201)	3.36	75.6% (158)	2.89	85.2% (52)	3.25
49	The wireless connectivity on my campus is reliable.	66.8% (211)	2.80	52.5% (116)	2.45	71.6% (156)	2.95	49.1% (106)	2.31	55.2% (32)	2.59
50	TTUHSC Help Desk employees are courteous.	99.4% (327)	3.45	95.9% (189)	3.24	99.3% (277)	3.56	84.1% (159)	3.11	93.2% (55)	3.32
51	TTUHCS Help Desk employees are able to meet my needs in a timely manner.	97.2% (317)	3.40	90.8% (178)	3.16	97.9% (277)	3.51	77.8% (144)	3.01	82.8% (48)	3.17
52	I can easily locate important information on my school's website.	87.4% (326)	3.19	70.5% (158)	2.79	89.6% (275)	3.31	78.4% (171)	2.92	72.6% (45)	2.97
53	The information on my school's website is accurate and up-to-date.	94.0% (342)	3.31	78.7% (177)	2.92	93.8% (285)	3.37	77.6% (166)	2.89	72.6% (45)	2.97



Results by School <i>(cont.)</i>		SOAHS		SOM		SON		SOP		GSBS	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

<b>TechLink Videoconferencing System</b> <i>(These items were only presented to those who had taken a course that used the TechLink system within the past year.)</i>											
54	TechLink classes are comparable to face-to-face instruction.	57.4% (66)	2.58	75.0% (6)	3.00	97.6% (40)	3.44			57.1% (16)	2.79
55	My TechLink class instructors use the system effectively to provide classroom instruction.	93.0% (107)	3.19	100% (8)	3.25	95.2% (40)	3.43			85.7% (24)	3.14
56	Technical difficulties with TechLink are corrected in a timely manner.	87.7% (100)	3.12	87.5% (7)	3.13	88.1% (37)	3.29			82.1% (23)	3.00
57	TechLink operations technicians are courteous.	93.8% (105)	3.36	100% (8)	3.38	100% (41)	3.54			85.7% (24)	3.21
58	Overall, I am satisfied with the quality of my TechLink experiences.	83.5% (96)	3.06	100% (8)	3.25	95.3% (41)	3.40			78.6% (22)	3.04

<b>Videoconferencing System (VCS)</b> <i>(These items were only presented to Pharmacy students who had taken a course that used the VCS system within the past year.)</i>											
59	VCS classes are comparable to face-to-face instruction.								45.2% (89)	2.32	
60	My VCS instructors use the system effectively to provide classroom instruction.								76.1% (150)	2.82	
61	Technical difficulties with VCS are corrected in a timely manner.								56.9% (111)	2.51	
62	Overall, I am satisfied with the quality of my VCS experience(s).								61.3% (119)	2.55	

<b>Course Management System (e.g. WebCT/Blackboard, Moodle)</b> <i>(These items were only presented to those who had taken a course that used WebCT/Blackboard or Moodle within the past year.)</i>											
63	My instructor(s) used WebCT/Blackboard/Moodle effectively.	95.0% (340)	3.35	82.2% (129)	3.00	88.1% (266)	3.24	83.2% (173)	3.02	91.7% (44)	3.38
64	The resources and/or learning activities in WebCT/Blackboard/Moodle supported the learning objectives for the course.	95.5% (342)	3.34	86.6% (136)	3.03	92.7% (280)	3.31	87.0% (181)	3.04	91.7% (44)	3.40
65	I am satisfied with the reliability of the WebCT/Blackboard/Moodle system.	69.6% (249)	2.85	49.7% (78)	2.38	69.8% (210)	2.89	46.2% (96)	2.31	77.1% (37)	3.13

Results by School <i>(cont.)</i>		SOAHS		SOM		SON		SOP		GSBS	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

Student Life											
66	I am satisfied with the racial/ethnic diversity of the student body in my school.	91.7% (309)	3.30	80.8% (177)	3.02	94.4% (238)	3.39	89.1% (180)	3.12	91.5% (54)	3.39
67	Students in my school are treated fairly and with respect regardless of their differences.	92.3% (338)	3.36	93.8% (212)	3.32	93.0% (252)	3.40	83.8% (181)	3.04	98.4% (60)	3.48
68	I feel a sense of belonging to my school.	91.5% (333)	3.31	92.0% (207)	3.25	90.7% (255)	3.31	77.6% (166)	2.93	91.8% (56)	3.41
69	I feel a sense of belonging to the TTUHSC community.	88.0% (315)	3.24	89.7% (201)	3.20	88.0% (315)	3.28	66.8% (143)	2.77	91.8% (56)	3.38
70	I am aware of the topic for the institution's Quality Enhancement Plan (QEP).	81.4% (294)	3.12	77.4% (171)	3.00	72.8% (198)	2.98	58.1% (118)	2.59	80.0% (48)	3.22
71	The Student Government Association advocates for and represents student interests effectively.	92.3% (300)	3.27	88.7% (188)	3.10	91.1% (204)	3.29	80.4% (156)	2.87	93.4% (57)	3.39
72	I know who represents my school and/or campus on the Student Government Association.	77.6% (274)	3.06	85.9% (189)	3.08	68.1% (169)	2.91	71.3% (149)	2.78	88.5% (54)	3.38
73	I am aware of the activities sponsored by the Student Government Association.	76.6% (269)	3.02	86.8% (191)	3.08	70.4% (174)	2.92	68.9% (142)	2.75	90.0% (54)	3.37
74	I know where to file a complaint against another student or TTUHSC employee.	56.2% (200)	2.69	52.9% (117)	2.60	62.5% (173)	2.79	40.1% (85)	2.26	77.0% (47)	3.08
75	I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	90.7% (292)	3.12	90.7% (176)	3.10	91.6% (230)	3.23	69.2% (135)	2.71	89.3% (50)	3.25
76	I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	88.7% (306)	3.13	87.2% (184)	3.03	89.9% (240)	3.21	69.6% (142)	2.71	89.7% (52)	3.29
77	I have access to adequate student support services.	94.4% (336)	3.24	93.6% (205)	3.18	93.8% (258)	3.27	85.4% (176)	3.00	94.8% (55)	3.40
78	I am satisfied with the quality of instruction that I receive.	96.8% (359)	2.38	80.9% (182)	2.99	88.7% (268)	3.24	79.0% (166)	2.90	91.8% (56)	3.36
79	I have adequate access to my instructors outside of class.	96.0% (359)	3.44	94.0% (203)	3.19	93.0% (278)	3.30	88.7% (188)	3.08	98.4% (61)	3.45
80	My instructors are concerned about my academic success.	97.6% (366)	3.53	86.2% (194)	3.09	95.4% <sup>R</sup> (293)	3.38	83.5% (177)	3.02	88.7% (55)	3.31
81	My instructors care about my professional success.	97.6% (368)	3.53	87.8% (194)	3.13	94.5% (292)	3.38	86.2% (181)	3.06	90.3% (56)	3.26
82	I have sufficient opportunities to interact with students from other schools.	60.3% (207)	2.75	56.7% (122)	2.60	71.4% (185)	2.96	48.8% (101)	2.43	79.0% (49)	3.00
83	I would recommend my degree program to a friend or family member.	96.5% (361)	3.51	89.0% (195)	3.21	90.6% (278)	3.30	76.7% (161)	2.89	88.7% (55)	3.29

**Table 3. Results by Campus**

Results by Campus		Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean
<b>Student Services</b>																			
1	Employees in the TTUHSC Office of Student Services are courteous.	94.5 % (52)	3.42	97.9 % (186)	3.54	88.5 % (23)	3.23	97.1 % (33)	3.56	100 % (4)	‡	97.1 % (600)	3.46	100 % (6)	3.54	100 % (28)	3.50	100% (135)	3.54
2	The hours of operation in the TTUHSC Office of Student Services meet my needs.	96.3 % (52)	3.35	97.3 % (182)	3.41	84.6 % (22)	3.04	97.0 <sup>R</sup> % (32) <sup>R</sup>	3.33	100 % (3)	‡	96.6 % (592)	3.38	98.2 % (55)	3.34	96.4 % (27)	3.36	95.3% (123)	3.37
3	My questions are answered and/or problems resolved in the Office of TTUHSC Student Services.	92.6 % (50)	3.22	91.8 % (169)	3.35	87.5 % (21)	3.08	94.1 % (32)	3.41	100 % (4)	‡	96.5 % (586)	3.43	98.2 % (56)	3.46	96.6 % (28)	3.34	96.3% (130)	3.42
4	I am satisfied with the wait time for services and/or responses from employees in the TTUHSC Office of Student Services.	87.0 % (47)	3.24	93.0 % (173)	3.39	84.0 % (21)	3.08	91.2 % (31)	3.38	100 % (3)	‡	96.7 % (588)	3.43	100 % (59)	3.53	96.6 % (28)	3.38	96.8 <sup>R</sup> % (122) <sup>R</sup>	3.40
5	I know where to obtain information about student health care services, such as health insurance plans and health care providers.	72.2 % (39)	2.83	84.0 % (152)	3.13	69.2 % (18)	2.77	88.6 % (31)	3.20	100 % (4)	‡	72.4 % (422)	2.95	89.7 % (52)	3.26	76.7 % (23)	3.10	87.8% (72)	3.30
6	I am satisfied with the information I'm provided regarding student health insurance plans.	60.0 % (30)	2.56	75.4 % (126)	2.99	59.1 % (13)	2.64	78.8 % (26)	3.06	100 % (4)	‡	74.6 % (390)	2.94	84.9 % (45)	3.21	73.1 % (19)	3.00	89.6 <sup>R</sup> % (69) <sup>R</sup>	3.27
7	I am satisfied with the options for student health insurance coverage offered at TTUHSC.	46.7 % (21)	2.27	70.6 % (115)	2.87	33.3 % (6)	2.22	64.7 % (22)	2.82	100 % (4)	‡	67.3 % (327)	2.79	74.0 % (37)	2.94	54.2 % (13)	2.75	87.3% (62)	3.24
8	I am aware of the counseling services offered to TTUHSC students.	81.1 % (31)	3.09	88.1 % (163)	3.17	42.3 % (11)	2.31	81.6 % (31)	2.92	100 % (4)	‡	73.0 % (430)	2.92	76.3 % (45)	3.12	73.3 % (22)	3.07	79.6% (90)	3.09

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

Student Affairs (School-Specific)																			
9	Student Affairs employees are courteous.	89.6 % (43)	3.31	97.8 % (180)	3.49	82.1 % (23)	3.04	97.4 % (37)	3.58	100 % (4)	‡	98.6 % (580)	3.57	100 % (59)	2.58	100 % (28)	3.46	99.1 % (113)	3.50
10	Student Affairs office hours meet my needs.	89.4 % (42)	3.19	97.2 % (174)	3.41	92.9 % (26)	3.07	97.4 % (37)	3.45	100 % (3)	‡	99.0 % (574)	3.47	98.2 % (55)	3.46	100 % (27)	3.41	96.3 % (105)	3.42
11	Student Affairs employees are able to answer my questions and/or resolve my problems.	87.2 % (41)	3.13	94.9 % (169)	3.41	85.7 % (24)	2.96	97.4 % (37)	3.50	100 % (4)	‡	99.0 % (568)	3.49	100 % (58)	3.52	100 % (26)	3.38	95.4 % (104)	3.44
12	I am satisfied with the wait time for services and/or responses from employees in the Student Affairs office.	89.1 % (41)	3.20	96.6 % (173)	3.39	85.2 % (23)	2.96	97.4 % (37)	3.45	100 % (4)	‡	97.7 % (561)	3.48	100 % (55)	3.58	100 % (27)	3.37	97.2 % (104)	3.44
13	I feel prepared to make the transition to a regional campus.	76.7 % (23)	2.90	88.0 % (132)	3.25	76.2 % (16)	2.76	93.8 % (30)	3.31	100 % (3)	‡	90.9 % (330)	3.31	100 % (37)	3.51	91.7 % (22)	3.25	95.2 % (59)	3.44
Registrar																			
14	My experiences with employees in the Registrar's office have been positive.	67.4 % (31)	2.65	91.2 % (156)	3.24	84.0 % (21)	2.96	93.1 % (27)	3.34	100 % (4)	‡	97.3 % (539)	3.43	98.3 % (58)	3.49	96.6 % (28)	3.41	98.0 % (147)	3.45
15	I have received adequate information to register for classes.	54.7 % (29)	2.53	79.0 % (143)	3.02	67.9 % (19)	2.71	86.4 % (19)	3.23	100 % (4)	‡	92.8 % (512)	3.36	100 % (62)	3.65	93.3 % (28)	3.40	93.5 % (144)	3.37
16	Registering for classes is an easy process.	41.8 % (23)	2.27	69.9 % (128)	2.88	60.7 % (17)	2.57	76.2 % (16)	3.10	75% (3)	‡	85.8 % (466)	3.26	96.8 % (60)	3.69	89.3 % (25)	3.36	85.2 % (132)	3.21
17	I receive requested transcripts in a timely manner.	90.9 % (20)	3.09	90.5 % (114)	3.28	81.2 % (13)	2.81	93.3 % (28)	3.23	100 % (4)	‡	96.0 % (383)	3.43	97.3 % (36)	3.51	100 % (20)	3.50	97.8 % (89)	3.40

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

Financial Aid																			
18	My experiences with employees in the Financial Aid office have been positive.	91.7 % (44)	3.23	96.5 % (165)	3.45	100 % (25)	3.32	94.3 % (33)	3.31	100 % (3)	‡	97.2 % (526)	3.47	96.5 % (55)	3.54	96.0 % (24)	3.44	95.2 % (119)	3.45
19	I am well-informed about the financial aid options available to me.	81.1 % (43)	3.11	87.6 % (155)	3.23	80.0 % (20)	3.08	91.7 % (33)	3.25	100 % (4)	‡	83.0 % (473)	3.19	94.8 % (55)	3.53	85.7 % (24)	3.29	82.6 % (114)	3.22
20	Financial aid processes are effective.	89.8 % (44)	3.18	89.0 % (153)	3.26	92.0 % (23)	3.20	88.6 % (31)	3.31	100 % (4)	‡	92.7 % (511)	3.30	96.5 % (55)	3.54	92.6 % (25)	3.33	90.3 % (112)	3.34
21	Problems related to financial aid are resolved in a timely manner.	86.0 % (37)	3.14	90.5 % (143)	3.27	95.7 % (22)	3.30	91.4 % (32)	3.23	100 % (3)	‡	94.3 % (492)	3.35	94.7 % (54)	3.56	88.9 % (24)	3.30	91.9 % (102)	3.38

Student Health Care Provider (These items were only presented to those who had received services from a student health care provider within the past year.)																			
22	Office employees were courteous.	75.0 % (9)	2.92	95.5 % (64)	3.24	100 % (5)	3.20	93.8 % (15)	3.38			93.4 % (285)	3.35	100 % (11)	3.45	78.6 % (11)	3.00	100 % (1)	‡
23	The office hours were convenient.	66.7 % (8)	2.83	90.9 % (60)	3.18	100 % (5)	3.20	81.2 % (13)	3.13			89.1 % (270)	3.23	81.8 % (9)	3.09	85.7 % (12)	2.93	100 % (1)	‡
24	The wait time was appropriate.	66.7 % (8)	2.92	74.6 % (50)	2.91	100 % (5)	3.40	68.8 % (11)	3.00			80.2 % (243)	3.13	63.6 % (7)	2.55	50.0 % (7)	2.36	100 % (1)	‡
25	My questions/issues were addressed adequately.	75.0 % (9)	3.17	89.6 % (60)	3.15	100 % (5)	3.20	87.5 % (14)	3.25			90.8 % (276)	3.31	63.6 % (7)	2.64	57.1 % (8)	2.64	100 % (1)	‡

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

Advising/Mentoring																			
26	In my area of study, I know who to contact for academic advising.	74.0 % (37)	2.94	83.3 % (155)	3.20	66.7 % (18)	2.70	84.2 % (32)	3.13	100 % (4)	‡	90.6 % (556)	3.36	95.2 % (59)	3.58	96.6 % (28)	3.55	95.3 % (142)	3.46
27	Times available for academic advising are convenient.	86.8 % (33)	3.05	90.2 % (148)	3.26	77.8 % (14)	2.89	81.1 % (30)	3.08	100 % (4)	‡	95.5 % (529)	3.39	98.3 % (26)	3.53	96.3 % (26)	3.52	97.0 % (130)	3.43
28	My questions are answered and/or problems are resolved when I receive academic advising.	80.0 % (32)	3.00	89.0 % (137)	3.25	68.4 % (13)	2.74	77.8 % (28)	3.00	100 % (4)	‡	93.9 % (504)	3.39	98.2 % (56)	3.60	100 % (25)	3.60	98.5 % (131)	3.48
29	Academic advisors (faculty and/or staff) are knowledgeable about my degree program.	81.0 % (34)	3.07	94.2 % (162)	3.37	83.3 % (20)	3.08	78.9 % (30)	3.08	100 % (4)	‡	95.4 % (538)	3.47	100 % (58)	3.71	100 % (27)	3.67	100 % (139)	3.55
30	Faculty/staff are knowledgeable about career opportunities in my field of study.	89.1 % (41)	3.26	93.7 % (163)	3.33	92.6 % (25)	3.30	76.3 % (29)	3.03	100 % (4)	‡	93.5 % (550)	3.42	96.8 % (60)	3.65	100 % (28)	3.68	95.6 % (130)	3.46
Student Business Services (Bursar)																			
31	TTUHSC employees involved in billing and monetary disbursement are courteous.	93.3 % (42)	3.24	95.7 % (157)	3.31	91.3 % (21)	3.13	96.4 % (27)	3.32	100 % (4)	‡	98.2 % (550)	3.36	100 % (57)	3.53	96.3 % (26)	3.44	97.1 % (134)	3.47
32	The information presented on the Student Business Services website meets my needs.	83.3 % (35)	3.02	87.6 % (141)	3.15	81.0 % (17)	3.05	96.0 % (24)	3.46	100 % (4)	‡	93.5 % (478)	3.24	94.0 % (47)	3.40	85.2 % (23)	3.26	92.4 % (122)	3.30
33	My questions are answered and/or problems resolved in the Student Business Services office.	92.7 % (38)	3.22	92.5 % (148)	3.21	94.7 % (18)	3.21	100 % (24)	3.40	100 % (4)	‡	96.0 % (500)	3.31	98.1 % (51)	3.48	100 % (26)	3.46	95.4 % (124)	3.40

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

34	I am satisfied with the wait time for services and/or responses from employees in Student Business Services.	87.8 % (36)	3.10	89.7 % (139)	3.20	84.2 % (16)	3.16	100 % (25)	3.25	100 % (4)	‡	95.4 % (501)	3.29	98.1 % (53)	3.44	100 % (26)	3.42	94.6 % (122)	3.39
35	The online account statement is easy to understand.	80.0 % (36)	2.89	82.8 % (149)	3.04	76.9 % (20)	3.04	92.9 % (26)	3.26	100 % (4)	‡	85.4 % (478)	3.11	87.5 % (49)	3.30	80.0 % (24)	3.23	84.1 % (127)	3.26

**Library Resources**

36	The library resources I need (e.g. books, journals) are readily accessible.	75.0 % (33)	2.80	89.4 % (161)	3.21	69.6 % (16)	3.04	92.1 % (35)	3.26	66.7 % (2)	‡	94.8 % (567)	3.35	83.6 % (46)	3.11	90.0 % (27)	3.20	94.2 % (130)	3.36
37	Search software (e.g. OVID, Micromedex, MD Consult) is readily accessible.	92.2 % (47)	3.31	96.2 % (176)	3.45	96.4 % (27)	3.54	94.7 % (36)	3.26	100 % (4)	‡	96.5 % (531)	3.39	96.5 % (55)	3.33	86.2 % (25)	3.14	95.7 % (133)	3.47
38	The librarians are helpful in locating library resources.	80.0 % (16)	2.85	95.0 % (152)	3.40	100 % (12)	3.50	89.2 % (33)	3.24	100 % (4)	‡	94.7 % (535)	3.40	100 % (32)	3.44	96.4 % (27)	3.39	98.0 % (97)	3.52
39	The library offers a quiet, clean, and comfortable environment.	84.6 % (22)	3.00	92.9 % (156)	3.31	83.3 % (10)	3.25	83.8 % (31)	3.16	100 % (2)	‡	92.8 % (558)	3.39	92.9 % (26)	3.29	93.1 % (27)	3.41	98.4 % (62)	3.51
40	I am satisfied with the study facilities available in the library.	72.7 % (24)	2.76	78.0 % (131)	3.01	76.9 % (10)	3.15	78.4 % (29)	3.08	100 % (1)	‡	76.2 % (455)	3.05	85.3 % (29)	3.12	72.4 % (21)	2.93	98.4 % (63)	3.50
41	Library hours are convenient.	64.5 % (20)	2.77	84.9 % (141)	3.08	76.9 % (10)	3.08	78.9 % (30)	3.05	100 % (2)	‡	80.8 % (483)	3.11	80.6 % (25)	3.03	55.2 % (16)	2.62	96.9 % (63)	3.40

**Environment** (This section used a 4-point scale to determine levels of satisfaction, not agreement.)

42	Cleanliness of campus buildings	92.7 % (51)	3.44	95.9 % (185)	3.45	100 % (28)	3.46	97.4 % (37)	3.45	100 % (3)	‡	98.7 % (611)	3.58	98.4 % (61)	3.63	100 % (30)	3.47	100 % (71)	3.63
43	Classroom environment (e.g. size, temperature, maintenance)	89.1 % (49)	3.24	78.4 % (152)	3.09	96.5 % (27)	3.32	88.9 % (32)	3.17	100 % (3)	‡	82.4 % (509)	3.19	95.2 % (59)	3.53	83.3 % (25)	3.10	98.1 % (53)	3.54

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

44	Quality of equipment in laboratory facilities	96.4 % (53)	3.42	89.6 % (173)	3.20	95.7 % (173)	3.35	96.8 % (30)	3.35	100 % (3)	‡	94.3 % (544)	3.33	96.7 % (59)	3.49	83.3 % (25)	3.17	100 % (54)	3.59
45	Sense of security on campus	90.6 % (48)	3.25	92.7 % (178)	3.34	78.6 % (22)	3.00	97.4 % (37)	3.34	100 % (2)	‡	95.0 % (585)	3.42	100 % (62)	3.61	82.8 % (24)	3.17	100 % (58)	3.53
46	Parking availability	80.0 % (44)	3.11	77.1 % (148)	2.98	71.4 % (20)	2.93	97.4 % (37)	3.32	100 % (3)	‡	84.8 % (520)	3.12	93.5 % (58)	3.55	83.3 % (25)	3.10	84.8 % (56)	3.21

**General Technology**

47	I am satisfied with the audio-video equipment used in my classrooms (e.g. microphones, projectors).	72.2 % (39)	2.76	71.6 % (139)	2.88	75.0 % (21)	2.93	94.1 % (32)	3.29	100 % (3)	‡	89.0 % (535)	3.23	96.8 % (60)	3.52	75.9 % (22)	2.97	85.5% (53)	3.23
48	Adequate computer equipment is available on my campus.	88.5 % (46)	3.06	78.2 % (147)	3.01	73.1 % (19)	2.88	88.9 % (32)	3.19	66.7 % (2)	‡	84.2 % (510)	3.13	88.5 % (54)	3.31	86.7 % (26)	3.03	91.7% (55)	3.32
49	The wireless connectivity on my campus is reliable.	83.6 % (46)	3.07	39.6 % (74)	2.10	85.7 % (24)	3.25	91.7 % (33)	3.17	66.7 % (2)	‡	56.7 % (325)	2.61	86.4 % (51)	3.12	64.3 % (18)	2.79	80.3% (49)	3.11
50	TTUHSC Help Desk employees are courteous.	96.0 % (48)	3.46	84.9 % (146)	3.09	91.7 % (22)	3.17	91.2 % (31)	3.26	100 % (2)	‡	97.7 % (551)	3.41	100 % (55)	3.58	100 % (28)	3.39	100% (125)	3.53
51	TTUHCS Help Desk employees are able to meet my needs in a timely manner.	91.8 % (45)	3.39	77.8 % (133)	2.98	77.3 % (17)	3.05	91.2 % (31)	3.18	100 % (2)	‡	94.3 % (526)	3.33	98.1 % (53)	3.57	100 % (28)	3.43	99.2% (130)	3.51
52	I can easily locate important information on my school's website.	80.0 % (44)	2.95	79.3 % (153)	2.99	78.6 % (22)	2.93	84.6 % (33)	3.05	100 % (3)	‡	81.9 % (510)	3.08	91.8 % (56)	3.41	83.3 % (25)	3.07	85.0 <sup>R</sup> % (130) <sup>R</sup>	3.20
53	The information on my school's website is accurate and up-to-date.	84.9 % (45)	2.98	79.5 % (151)	2.96	71.4 % (20)	2.86	82.1 % (32)	3.08	100 % (3)	‡	88.2 % (545)	3.17	91.7 % (55)	3.43	96.6 % (28)	3.31	91.3% (137)	3.33

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.



Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

**TechLink Videoconferencing System**  
*(These items were only presented to those who had taken a course that used the TechLink system within the past year.)*

54	TechLink classes are comparable to face-to-face instruction.		56.4 % (22)	2.79			100 % (3)	‡	100 % (3)	‡	58.3 % (42)	2.69	75.7 % (28)	2.81	56.3 <sup>R</sup> % (9) <sup>R</sup>	2.44	95.5 % (21)	3.41
55	My TechLink class instructors use the system effectively to provide classroom instruction.		94.9 % (37)	3.18			100 % (3)	‡	100 % (3)	‡	89.0 % (65)	3.18	97.3 % (36) <sup>R</sup>	3.30	93.8% (15)	3.25	90.9 % (20)	3.45
56	Technical difficulties with TechLink are corrected in a timely manner.		87.2 % (34)	3.15			100 % (3)	‡	100 % (2)	‡	79.7 % (59)	3.00	100 % (36)	3.36	93.8% (15)	3.19	81.8 % (18)	3.18
57	TechLink operations technicians are courteous.		92.3 % (36)	3.33			100 % (3)	‡	100 % (3)	‡	88.7 % (63)	3.25	100 % (36)	3.50	100% (16)	3.56	100 <sup>R</sup> % (21) <sup>R</sup>	3.57
58	Overall, I am satisfied with the quality of my TechLink experiences.		87.2 % (34)	3.13			100 % (3)	‡	100 % (3)	‡	75.7 % (56)	2.95	94.6 % (35)	3.30	93.8% (15)	3.25	95.1 % (21)	3.45

**Videoconferencing System (VCS)**  
*(These items were only presented to Pharmacy students who had taken a course that used the VCS system within the past year.)*

59	VCS classes are comparable to face-to-face instruction.	46.2 % (24)	2.33	40.6 % (43)	2.25	66.7 % (16)	2.71				40.0 % (6)	2.27						
60	My VCS instructors use the system effectively to provide classroom instruction.	75.0 % (39)	2.83	75.5 % (80)	2.78	83.3 % (20)	2.96				73.3 % (11)	2.80						
61	Technical difficulties with VCS are corrected in a timely manner.	63.5 % (33)	2.63	53.8 % (57)	2.44	65.2 % (15)	2.74				42.9 <sup>R</sup> % (6) <sup>R</sup>	2.21						
62	Overall, I am satisfied with the quality of my VCS experience(s).	69.2 % (36)	2.71	55.8 % (58)	2.44	70.8 % (17)	2.75				57.1 % (8)	2.36						

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

Course Management System (e.g. WebCT/Blackboard, Moodle)																			
<i>(These items were only presented to those who had taken a course that used WebCT/Blackboard or Moodle within the past year.)</i>																			
63	My instructor(s) used WebCT/Blackboard/Moodle effectively.	86.8 % (46)	3.09	83.8 % (140)	3.08	77.8 % (21)	2.93	84.6 % (11)	3.31	75.0 % (3)	‡	89.8 % (512)	3.20	94.6 % (53)	3.41	86.2 % (25)	3.14	91.6 % (141)	3.34
64	The resources and/or learning activities in WebCT/Blackboard/Moodle supported the learning objectives for the course.	84.9 % (45)	3.06	89.8 % (150)	3.15	88.9 % (24)	3.04	92.3 <sup>R</sup> % (12)	3.38	100 % (4)	‡	92.1 % (525)	3.23	94.6 % (53)	3.43	86.2 % (25)	3.10	94.2 % (145)	3.36
65	I am satisfied with the reliability of the WebCT/Blackboard/Moodle system.	34.0 % (18)	2.21	58.7 % (98)	2.53	55.6 % (15)	2.52	69.2 % (9)	3.08	75.0 % (3)	‡	62.9 % (359)	2.71	82.1 % (46)	3.07	51.7 % (15)	2.41	70.4 % (107)	2.91
Student Life																			
66	I am satisfied with the racial/ethnic diversity of the student body in my school.	84.3 % (43)	2.94	93.3 % (168)	3.26	72.0 % (18)	2.92	86.5 % (32)	3.11	100 % (3)	‡	88.0 % (520)	3.23	96.6 % (56)	3.45	92.3 % (24)	3.31	96.0 % (95)	3.37
67	Students in my school are treated fairly and with respect regardless of their differences.	85.5 % (47)	2.98	88.0 % (169)	3.16	77.8 % (21)	2.96	84.2 % (32)	3.00	100 % (4)	‡	92.9 % (573)	3.37	95.2 % (59)	3.48	89.7 % (26)	3.24	96.6 % (113)	3.48
68	I feel a sense of belonging to my school.	76.4 % (42)	2.93	85.7 % (162)	3.11	67.9 % (19)	2.75	84.2 % (32)	3.00	100 % (4)	‡	91.6 % (565)	3.31	91.8 % (56)	3.39	89.3 % (25)	3.29	89.7 % (113)	3.26
69	I feel a sense of belonging to the TTUHSC community.	65.5 % (36)	2.75	80.4 % (152)	3.02	46.4 % (13)	2.54	78.4 % (29)	2.89	100 % (4)	‡	90.0 % (547)	3.27	77.4 % (48)	3.15	85.7 % (24)	3.21	86.0 % (104)	3.21
70	I am aware of the topic for the institution's Quality Enhancement Plan (QEP).	37.3 % (19)	2.24	72.3 % (133)	2.89	44.0 % (11)	2.28	73.0 % (27)	2.86	100 % (3)	‡	80.1 % (483)	3.09	90.3 % (56)	3.35	82.1 % (23)	3.21	60.0 % (75)	2.72
71	The Student Government Association advocates for and represents student interests effectively.	74.5 % (35)	2.68	87.7 % (157)	3.08	63.0 % (17)	2.70	75.8 % (25)	2.85	100 % (3)	‡	93.6 % (541)	3.28	91.7 % (44)	3.27	72.0 % (18)	2.92	85.7 % (66)	3.17

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

Results by Campus (cont.)		Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean
72	I know who represents my school and/or campus on the Student Government Association.	75.0 % (39)	2.73	75.5 % (142)	2.93	66.7 % (18)	2.67	76.5 % (26)	2.85	100 % (3)	‡	84.7 % (511)	3.17	67.3 % (37)	2.89	46.4 % (13)	2.54	46.1 % (47)	2.51
73	I am aware of the activities sponsored by the Student Government Association.	64.7 % (33)	2.63	77.7 % (146)	2.95	63.0 % (17)	2.67	70.6 % (24)	2.79	100 % (3)	‡	83.8 % (501)	3.14	61.8 % (34)	2.78	57.1 % (16)	2.64	56.4 % (57)	2.61
74	I know where to file a complaint against another student or TTUHSC employee.	40.7 % (22)	2.24	56.8 % (108)	2.60	25.0 % (7)	2.00	55.3 % (21)	2.58	100 % (3)	‡	54.0 % (322)	2.66	67.8 % (40)	2.88	48.3 % (14)	2.59	65.6 % (86)	2.82
75	I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	76.5 % (39)	2.73	75.6 % (133)	2.91	62.5 % (15)	2.54	81.1 % (30)	2.89	100 % (3)	‡	90.2 % (487)	3.15	92.6 % (50)	3.22	96.0 % (24)	3.16	94.5 % (103)	3.24
76	I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	71.7 % (38)	2.74	77.9 % (141)	2.91	60.0 % (15)	2.52	71.1 % (27)	2.68	100 % (3)	‡	87.5 % (510)	3.13	91.4 % (53)	3.21	96.4 % (27)	3.18	94.9 % (111)	3.25
77	I have access to adequate student support services.	85.2 % (46)	3.04	91.8 % (167)	3.17	65.4 % (17)	2.62	83.8 % (31)	3.00	100 % (4)	‡	94.7 % (568)	3.25	93.3 % (56)	3.27	93.1 % (27)	3.14	93.5 % (115)	3.23
78	I am satisfied with the quality of instruction that I receive	72.2 % (39)	2.78	85.0 % (159)	3.07	85.3 % (23)	2.93	71.8 % (28)	2.87	100 % (4)	‡	89.4 % (554)	3.20	100 % (62)	3.48	86.2 % (25)	3.28	93.2 % (138)	3.37
79	I have adequate access to my instructors outside of class.	81.8 % (45)	2.89	92.0 % (173)	3.22	88.9 % (24)	3.04	81.6 % (31)	2.97	100 % (4)	‡	96.8 % (596)	3.36	98.4 % (61)	3.53	79.3 % (23)	3.10	91.7 % (133)	3.32
80	My instructors are concerned about my academic success.	83.6 % (46)	3.00	85.3 % (162)	3.13	88.5 % (23)	3.08	76.9 % (30)	2.95	100 % (4)	‡	93.5 % (586)	3.33	98.3 % (59)	3.60	100 % (29)	3.55	96.7 % (147)	3.45
81	My instructors care about my professional success.	87.3 % (48)	3.02	87.8 % (165)	3.17	88.5 % (23)	3.08	82.1 % (32)	2.97	100 % (4)	‡	93.7 % (582)	3.35	100 % (62)	3.61	100 % (29)	3.55	96.1 % (147)	3.43
82	I have sufficient opportunities to interact with students from other schools.	42.3 % (22)	2.29	58.0 % (109)	2.63	61.5 % (16)	2.58	60.5 % (23)	2.63	75.0 % (3)	‡	61.8 % (362)	2.75	55.4 % (31)	2.68	51.7 % (15)	2.59	77.8 % (84)	3.07
83	I would recommend my degree program to a friend or family member.	73.6 % (39)	2.85	82.4 % (155)	3.07	77.8 % (21)	2.89	81.6 % (31)	3.00	100 % (4)	‡	92.3 % (572)	3.33	100 % (62)	3.66	89.7 % (26)	3.38	92.8 % (141)	3.40

‡ Averages were not calculated if the sample size was less than 5 for a particular cell.

## **Section IV. Analysis**

Analyses of institutional results indicate that students have high levels of satisfaction with many student support services. Specific areas providing excellent customer service include the Office of Student Services, school-specific student affairs offices, Registrar, Financial Aid, and Student Business Services. In general, students were also highly satisfied with academic advising/mentoring, library resources, and the physical campus environment.

Data also indicate potential areas of improvement across the institution. Students reported lower levels of satisfaction with student health insurance options, reliability of wireless connectivity, knowledge about the processes for filing complaints, and opportunities to interact with students from other schools. In addition, students expressed concern about the use of certain technology systems used to facilitate communication from a distance.

To address areas of concern highlighted by the *2009 Student Satisfaction Survey* and to promote continuous improvement across the institution, TTUHSC school and student support services personnel have implemented various strategies for improvement.

### **School of Allied Health Sciences**

Significant progress has been made with the TechLink system since the completion of the survey. SOAHS continues to work closely with TTUHSC Information Technology (IT) on the implementation of the new PolyCom system. Implementation is scheduled to begin April 2010. It is anticipated this new system will make very significant progress in facilitating synchronous education.

The issues with the course management system were driven by a merger between Blackboard and WebCT, as well as the university's conversion to the new Banner system over the last twelve months. The majority of the issues related to system reliability have now been mitigated or resolved. TTUHSC continues to aggressively pursue resolution to outstanding issues and is working toward integration of the next version of Blackboard, which should address problems of compatibility and reliability. This new version will provide a much more stable technological platform for our educational efforts.

Policies and procedures for filing a complaint are contained in the TTUHSC Student Affairs Handbook. Our plan to resolve this issue is to address this section of the handbook at New Student Orientation.

Students are provided a synergistic center that is for student interaction only. There are a large variety of student organization events and activities to which all TTUHSC students are invited, such as Community Medical School, CIMA series, SGA, and Unity Among Us, as well as our institutional wide initiatives with our Quality Enhancement Plan on interprofessional teamwork. We will continue to promote such events, activities. and opportunities for student interaction across the various TTUHSC schools.

### **School of Medicine**

Students indicated low levels of satisfaction in several areas related to advising and mentoring. These concerns have been addressed as follows:

- Appointment of two Assistant Deans within the Office of Curriculum who have experience in student advising. By complementing the existing capabilities already available, these appointments add significantly to the capacity of the Offices of Student Affairs and Curriculum to provide advising related to both academic difficulties and study skills.
- Development of a real-time system for tracking student performance throughout the medical school curriculum. This system allows early identification of students in need of intervention.
- Students in Years 1 and 2 participate in year-long blocks called Early Clinical Experience I and II. Students are divided into groups of 8-9 and assigned two faculty mentors, one basic scientist and one clinician. These faculty participate in academic and career mentoring activities for these students for the first two years of the curriculum. Once students are distributed to regional campuses in Year 3, they are assigned an individual clinical mentor, particularly if they are no longer on the Lubbock campus.
- Incoming students will be given the opportunity to complete the Learning and Study Skills Instrument (LASSI) prior to matriculation. LASSI is an assessment instrument that provides actionable information about student study skills and has proven to be extremely useful in pinpointing deficiencies in areas such as time management and reading speed. Any student identified by this tool will be given the opportunity to access remediation tools that should improve their performance in medical school.

One issue was identified below the 90% level that related to knowledge about the transition to a regional campus. This issue will be affected by the change in student distributions for their clinical years due to the fact that TTUHSC SOM students will no longer be assigned to the El Paso regional campus after 2012. We will introduce campus-specific activities within the first two years of the curriculum to introduce students to their assigned clinical campuses.

Students indicated a low level of awareness about student health insurance. One potential reason for this is that many incoming students are eligible for coverage on their parent's health insurance policies and thus remain unaware of the Student Health Insurance program until later in their career. However, we will ensure that this topic is covered in depth at orientation programs for each year of the curriculum and that brochures are prominently displayed in the Office of Student Affairs.

Students expressed concerns in three additional areas of note: use of WebCT, quality of instruction, and attention and concern shown by instructors. These concerns have been addressed as follows:

- *Faculty Development in Educational Technology:* The annual Teaching Institute in 2010 focused on the application of educational technology to medical education activities in the School of Medicine. Approximately 75 faculty and coordinators attended two sessions, one of which focused entirely on WebCT. The program was favorably received and will serve as the basis for ongoing instruction in the use of WebCT and other technologies. These programs will be offered on all campuses to ensure equitable distribution of knowledge.
- *Quality of Instruction:* The Office of Curriculum has expanded an existing system for collection of both quantitative and qualitative evaluations of faculty teaching activities. These evaluations provide specific information about areas of strength and those in need of improvement. Currently, these evaluations are distributed to Block Directors and Department Chairs for further action. The Offices of Curriculum and Faculty Affairs and Development are collaborating on a new faculty development program that will help faculty to improve their performance. A secondary focus of this activity will address faculty interactions with students.

Finally, students indicated that approximately 50% were aware of where to file a complaint about another student or a TTUHSC employee. The SOM follows HSC policies in this area and introduces these topics in orientation. However, with an increased focus on assessing professional behaviors of our students, faculty, and employees, we will reemphasize this topic at future orientation activities and will ensure that appropriate links are conspicuous on the Student Affairs website.

### **School of Pharmacy**

The School of Pharmacy scored below an acceptable range in students' access to information to register for classes and the ease in registering for classes. Since Banner's implementation in 2009, the new student information system has undergone a number of registration enhancements. In order to transmit these enhancements, the SOP students services staff have conducted training sessions and provided staff support during open enrollment periods.

The School of Pharmacy has also scored below an acceptable range in students' knowledge on where to file a complaint against a student or employee. Students indicated that they did not believe that these complaints would be handled fairly and promptly. The SOP Faculty recently adopted a grade grievance and non-grade grievance policy to address the students' concerns. In addition, the Health Sciences Center developed a grievance/complaint website that lists and links to the procedure and paperwork needed. The SOP Office of Student Services will continue to educate the students through a variety of methods to keep students informed of their rights to file a complaint.

### **Graduate School of Biomedical Sciences**

To identify the core issues behind student satisfaction, the Dean and Associate Deans conducted one-on-one interviews with students. In response, GSBS increased communication with students via e-mail and the school's website. The website was redesigned to be more user-friendly. In addition, an events calendar page was created to document all GSBS activities such as seminars, guest speakers, and thesis/doctoral defenses. Finally, GSBS implemented ceremonies in August and December to recognize student successes (e.g. graduates, dean's scholars, awards).

### **TTUHSC Office of Student Services**

The Office of Student Services utilized the front page of our website in addressing some of the issues indicated by the 2009 survey. We added a Student Grievance Policies and Procedures button to assist students in finding the proper information. A Quick Links box was created to add ease in finding health services information. And an Upcoming Events section was also introduced to make students more aware of opportunities to interact. Additionally, Student Senate partnered with the Offices of Student Services and Alumni Relations to host a welcome event at each campus to provide networking opportunities and assist in enhancing the visibility of these areas.

### **Registrar**

The Registrar's Office is working with the School of Pharmacy to improve their student registration process. The Registrar's Office has also created an office email address ([registrar@ttuhsc.edu](mailto:registrar@ttuhsc.edu)) for all students to use if they need assistance from office personnel.

**Financial Aid**

The financial aid issues related to the Abilene location are attributed, in large part, to it being the first year for a new program on a new campus. We are confident the issues with the Abilene campus have been resolved. The employees at that site are now well versed in the processes and programs. We will continue working with the school's Student Affairs offices as they develop brochures and publications related to the various scholarships they control.

**Library**

In response to student concerns regarding the library hours of operation in Odessa, hours were increased from 56 to 83 hours per week. Those hours went into effect in June 2009. In response to students' expressed desire to have more hard-wired data outlets on the third floor of the Preston Smith Library at Lubbock, the library added 25 new hard-wired computer stations in the summer of 2009.

**Institutional Planning and Assessment**

The Office of Institutional Planning and Assessment facilitates the administration of the annual *Student Satisfaction Survey*. Since the 2009 survey administration, many revisions to the survey process have been identified. The item wording has been revised to coincide with a satisfaction scale as opposed to an agreement scale. The Likert scale has been changed from a four-point to a six-point scale to provide more variation across responses. And a new reporting format has been developed. The new format reflects a decreased emphasis on percentages and an increased focus on item means and response distributions. Finally, the administration process will no longer be outsourced. Doing so is expected to improve the efficiency and effectiveness of the data collection and analysis processes.

## **Section V. Performance Measures**

Customer service standards have been established at TTUHSC. Satisfaction levels greater than or equal to 90% constitute excellent customer service. Satisfaction levels between 70-89% constitute acceptable customer service. Satisfaction levels below 70% represent services that need improvement.

In FY 2010 these standards are likely to shift due to changes in the survey scale. The Likert scale will shift from a four-point to a six-point scale. In addition, less emphasis will be placed on percentages, and more focus will be placed on mean scores. It is expected that means greater than or equal to 5.00 will constitute excellent customer service; means between 3.00-3.99 will represent services that need improvement; and means below 3.00 will represent services that require immediate attention.

### **Outcome Measures**

- Excellent customer service was provided on 48% of survey items.
- Acceptable customer service was provided on 41% of survey items.
- Approximately 11% of survey items indicated needed improvement.

### **Output Measures**

- Total number of students surveyed was 1,201.
- Total number of students served was 3,363.

### **Efficiency Measures**

- Overall cost for survey administration was approximately \$10,000. This accounts for outsourcing the survey preparation and administration to an external entity, as well personnel time to produce the reports. Thus, the estimated cost per student surveyed was \$ 8.33.

### **Explanatory Measures**

- There were 3,363 customers identified.
- The following customer groups were surveyed:
  - (1) Graduate students in the Graduate School of Biomedical Sciences
  - (2) Undergraduate and graduate students in the School of Allied Health Sciences
  - (3) Medical students in the School of Medicine
  - (4) Undergraduate and graduate students in the Anita Thigpen Perry School of Nursing
  - (5) Pharmacy students in the School of Pharmacy