



TEXAS TECH UNIVERSITY
 HEALTH SCIENCES CENTER
 Office of Institutional Planning and Assessment

Student Satisfaction Survey

TTUHSC Institutional Report
 2009-2010

Summary

- Overall, students view their TTUHSC experiences favorably.
- Survey revisions prevent direct comparisons to past results.
- Students may not have sufficient opportunities to interact with students from other TTUHSC schools.
- Student health insurance continues to be an area of potential concern for students in most schools.
- Communication about the processes for filing complaints against other students, faculty, or staff can be better communicated across schools.
- Reliability of wireless connectivity continues to be a widespread concern, most notably on the Amarillo campus.
- Students enrolled in the Paul L. Foster School of Medicine appear to be highly satisfied with the school's physical environment and the student affairs employees with whom they interact.
- Students in the School of Pharmacy are noticeably less satisfied than students in other schools. (This is likely related to lower levels of satisfaction among students on the Abilene campus as well.)
- Students on the Midland campus seem to be highly satisfied with several aspects of their TTUHSC experiences.
- Communication about Student Government Association (SGA) representatives and activities can be improved across campuses.

Methodology

The *2009-2010 Student Satisfaction Survey (SSS)* represents a substantial revision from previous surveys. In the past, a five-point agreement scale was utilized. The revised survey, however, uses a six-point satisfaction scale for most items. These changes were grounded in appropriate literature and guidance from professionals in the field of survey development. Representatives from the targeted TTUHSC areas were given opportunities to review the proposed revisions prior to survey administration.

The revised survey was administered to a sample of TTUHSC students in Spring 2010. The data collection period lasted two weeks (April 19-May 2, 2010). Targeted participants included a stratified random sample of students selected from the *HSC Enrolled Student* report for Spring 2010. Of the total student population, more than two-thirds were targeted for SSS participation (N=2,316). The targeted sample was representative of the institution in terms of school composition.

The initial invitation to complete the online survey was sent via email by the *Office of Institutional Planning & Assessment (OIPA)*. A subsequent general reminder was sent via email to targeted participants one week

before data collection ended. Personal email reminders were sent the last week of data collection. Additional reminders were distributed on the TTUHSC website, and flyers/posters were displayed across the TTUHSC campuses. Six \$500 scholarships were offered as incentives for participation.

Demographics

When data collection ended, more than one thousand students (n=1,078) had completed the survey, resulting in a response rate of 46.6%. (This compares to a 36% response rate in 2008-2009.) In general, this translates to a margin of error of 2.47 at a 95% confidence level. Respondents represented the following schools and locations.

SCHOOL	LOCATION
<ul style="list-style-type: none"> Anita Thigpen Perry School of Nursing (ATP-SON) Graduate School of Biomedical Sciences (GSBS) Paul L. Foster School of Medicine (PLFSOM) School of Allied Health Sciences (SOAHS) School of Medicine (SOM) School of Pharmacy (SOP) 	<ul style="list-style-type: none"> Abilene (ABL) Amarillo (AMA) Dallas/Ft. Worth (DFW) El Paso (EP) Highland Lakes (HL) Lubbock (LBB) Midland (MDL) Odessa (ODS) Online

Figure 1 illustrates the response rates by school. Response rates are calculated by dividing the number of respondents in each school by the total number of targeted students in that school. (Note: The number of respondents is provided at the bottom of each bar.) Thus, ATP-SON had the highest number of respondents (=326) across all schools. This constituted 41% of the nursing sample. PLFSOM had the lowest number of respondents (=25), but this represented 89% of the targeted sample, which was the highest response rate across all schools.

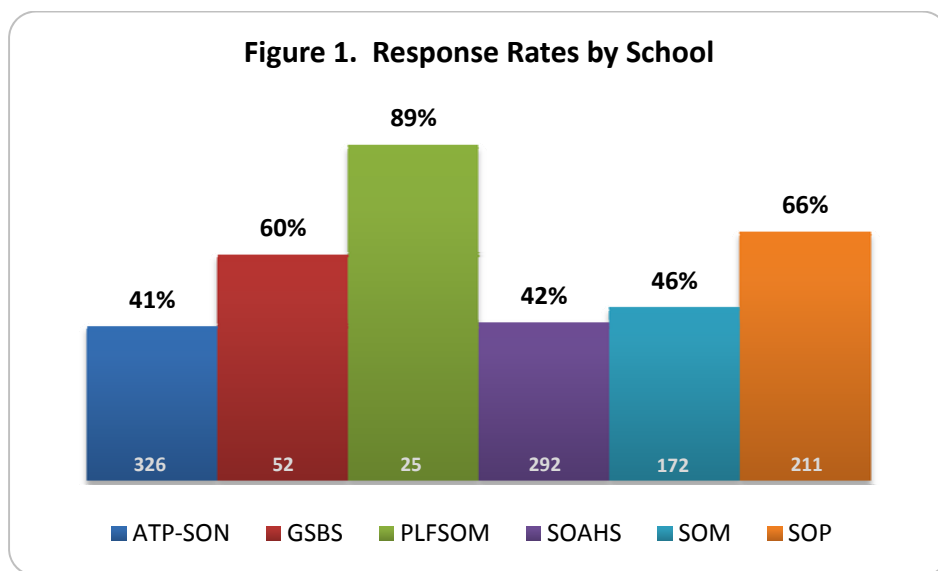


Figure 2 compares the student population and respondent distributions by school. SOP had a somewhat larger representation in the survey than expected. Overall, however, the respondents appeared to be representative of the population.

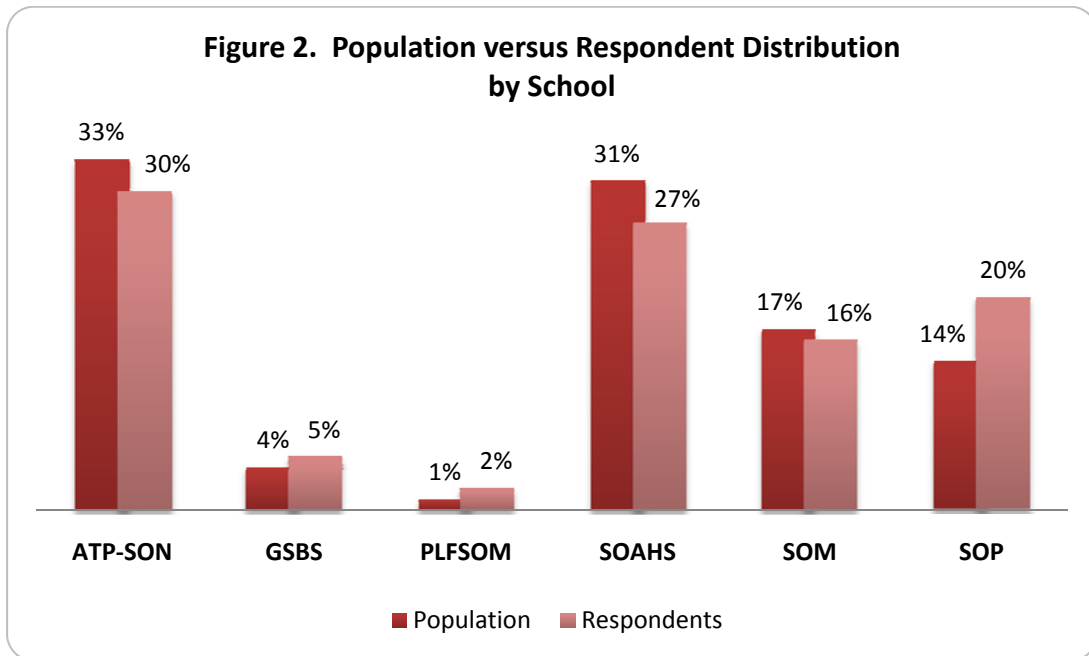
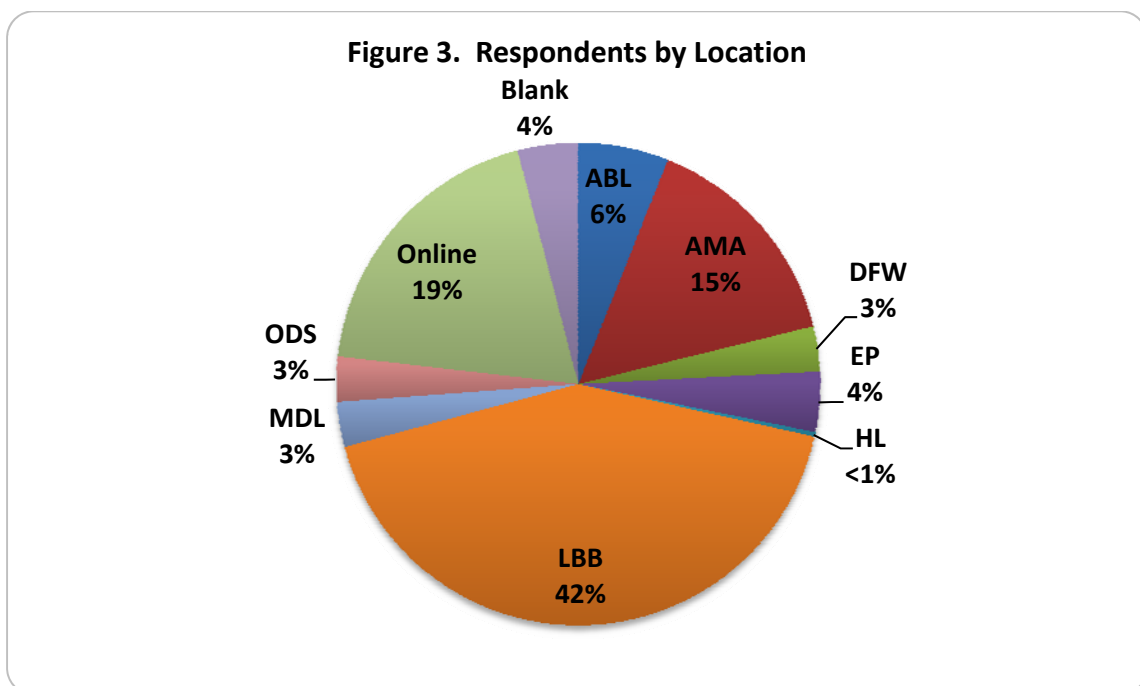


Figure 3 illustrates the percent of respondents by location. Approximately two of five respondents (=42%) attended classes primarily in Lubbock. Nineteen (=19) percent indicated that the majority (more than 50%) of their coursework was completed online. The remaining respondents were distributed across TTUHSC locations. Some students (4%) did not provide a location.



In addition to school and location, respondents provided their year of study, gender, and race/ethnicity. *Table 1* provides the corresponding breakdowns.

Table 1. Respondent Demographics

YEAR OF STUDY		GENDER		RACE/ETHNICITY	
Year 1	2%	Male	25%	White, non-Hispanic	58%
Year 2	33%	Female	64%	Black, non-Hispanic	3%
Year 3	31%	Prefer not to answer	4%	Hispanic	11%
Year 4	19%	Blank	6%	Asian	12%
Year 5	9%			American Indian or Alaska Native	<1%
Year 6	2%			Other	2%
> 6 years	1%			Prefer not to answer	7%
Blank	2%			Blank	6%

As the data indicate, nearly two-thirds of respondents were in their second or third year of study. The majority of respondents were also female, which is typical of the overall student population. Most respondents also classified themselves as White, non-Hispanic. Asian and Hispanic students constituted the next largest student sub-groups. Like gender, the respondent composition by race/ethnicity is reflective of the student population.

Quantitative Data

For most survey items, students were asked to indicate their level of satisfaction using a 6-point scale (6=*Very Satisfied*, 5=*Satisfied*, 4=*Somewhat Satisfied*, 3=*Somewhat Dissatisfied*, 2=*Dissatisfied*, and 1=*Very Dissatisfied*). In the *Student Life* section, students were asked to indicate their level of agreement with several statements using a 6-point scale (6=*Strongly Agree*, 5=*Agree*, 4=*Somewhat Agree*, 3=*Somewhat Disagree*, 2=*Disagree*, and 1=*Strongly Disagree*).

For all items, means range from 1.00-6.00 and are color-coded to highlight areas of strength and potential improvement (Red: ≤ 3.49 , Yellow: 3.50-4.49, Green: ≥ 5.50). Respondents were also given *Not Applicable* and *Not Important to Me* options. (*Note:* These responses were not included in the calculation of item means.)

Institutional Results (pp. 6-14): *Appendix A* presents survey results for the institution as a whole. For each item, the following data are provided:

- Mean level of satisfaction/agreement
- Total number of respondents for all responses
- Percent distribution across response options
- Number of respondents for a specific response
- Color-coded graph illustrating the distribution of scaled responses

Results by School (pp. 15-24): *Appendix B* presents survey results according to school. For each item, the following data are provided:

- Total number of respondents for the scaled responses
- Mean level of satisfaction/agreement
- Standard deviation

Note: Additional school-specific reports (formatted like Appendix A) are available upon request.

Results by Campus (pp. 25-35): *Appendix C* presents survey results according to campus. For each item, the following data are provided:

- Total number of respondents for the scaled responses
- Mean level of satisfaction/agreement
- Standard deviation

Note: In an effort to protect the identity of respondents, results are not provided for sub-groups with less than 5 respondents. Their responses are included, however, in the institutional and school-level results.

APPENDIX A. INSTITUTIONAL RESULTS

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution**
		%	%	%	%	%	%	%	%	
		n	n	n	n	n	n	n	n	
STUDENT SERVICES										
1. Helpfulness of office employees	5.27	40.4	40.0	8.3	1.5	1.0	.4	7.6	1.0	
	1026	414	410	85	15	10	4	78	10	
2. Wait time for services and/or responses	5.15	34.0	43.1	10.0	2.7	1.0	.4	7.9	.9	
	1025	348	442	103	28	10	4	81	9	
3. Information about student health insurance plans	4.48	12.5	24.6	16.9	7.4	3.2	1.4	23.6	10.5	
	1020	127	251	172	75	33	14	241	107	
4. Options for student health insurance coverage	4.20	10.5	20.5	16.0	9.8	5.3	2.7	23.6	11.6	
	1020	107	209	163	100	54	28	241	118	
5. Information about student health care providers in the network	4.33	11.0	23.4	16.5	9.2	4.5	1.9	22.8	10.7	
	1025	113	240	169	94	46	19	234	110	
6. Information about available counseling services	4.62	15.7	29.8	14.4	5.7	3.0	2.0	19.0	10.4	
	1018	160	303	147	58	31	20	193	106	

* Means are color-coded to highlight areas of strength and potential improvement (Red: ≤ 3.49 , Yellow: 3.50-4.49, Green: ≥ 5.50).

** For the distribution of scaled responses, dark green indicates the highest level of satisfaction/agreement. Bright red indicates the highest level of dissatisfaction/disagreement.

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
REGISTRAR	Mean n									
1. Helpfulness of employees in Registrar's office	5.07	32.7	43.5	9.1	2.2	2.1	1.8	7.6	1.0	
	1020	334	444	93	22	21	18	78	10	
2. Communication about the registration process	4.86	31.0	41.9	11.8	5.8	3.1	2.9	2.6	.8	
	1021	317	428	120	59	32	30	27	8	
3. Ease of registering for classes	4.93	38.0	35.8	12.1	5.3	2.6	3.4	2.0	.7	
	1021	388	366	124	54	27	35	20	7	
4. Wait time for receiving a requested transcript	5.13	25.1	27.2	6.0	1.8	1.1	1.1	36.0	1.8	
	1019	256	277	61	18	11	11	367	18	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
FINANCIAL AID	Mean n									
1. Helpfulness of Financial Aid employees	5.22	37.1	36.3	8.7	1.6	.7	1.2	13.6	1.0	
	1025	380	372	89	16	7	12	139	10	
2. My awareness of financial aid options	4.90	29.9	34.6	15.8	6.3	2.0	1.2	9.3	1.0	
	1025	306	355	162	65	20	12	95	10	
3. Efficiency of the financial aid process	4.92	28.9	34.8	14.6	5.0	2.2	1.2	12.4	.9	
	1024	296	356	150	51	23	12	127	9	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
STUDENT AFFAIRS		Mean n								
1. Helpfulness of office employees	5.38	47.5	35.5	6.1	1.6	.4	.5	7.9	.6	
	1026	487	364	63	16	4	5	81	6	
2. Wait time for services and/or responses	5.28	42.5	37.8	7.3	2.0	1.5	.3	8.1	.6	
	1024	435	387	75	20	15	3	83	6	
3. Assistance in transitioning to a regional campus	5.15	26.5	23.0	6.0	1.1	1.8	1.1	38.6	1.9	
	1026	272	236	62	11	18	11	396	20	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
STUDENT BUSINESS SERVICES		Mean n								
1. Helpfulness of Student Business Services employees	5.14	29.0	42.0	8.9	1.6	1.2	.5	15.2	1.7	
	1021	296	429	91	16	12	5	155	17	
2. Wait time for services and/or responses	5.10	26.5	43.0	10.2	1.8	.9	.5	15.7	1.4	
	1018	270	438	104	18	9	5	160	14	
3. Usefulness of Student Business Services website	4.94	22.5	37.6	13.2	3.3	1.1	1.1	19.0	2.2	
	1019	229	383	135	34	11	11	194	22	
4. Clarity of your online account statement	4.86	26.0	40.2	14.9	4.3	2.8	1.6	9.1	1.1	
	1020	265	410	152	44	29	16	93	11	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
LIBRARY RESOURCES		Mean n								
1. Helpfulness of librarians	5.28	33.8	32.3	6.5	.7	.6	.8	23.1	2.3	
	1018	344	329	66	7	6	8	235	23	
2. Hours of operation	4.84	24.4	31.2	8.9	4.5	3.2	2.2	22.5	3.0	
	1017	248	317	91	46	33	22	229	31	
3. Study facilities available in the library	4.82	23.4	30.2	9.5	6.1	2.5	1.9	23.7	2.9	
	1014	237	306	96	62	25	19	240	29	
4. Accessibility of library resources (e.g. books, journals)	5.05	30.3	37.9	11.2	3.0	1.5	1.1	13.5	1.5	
	1015	308	385	114	30	15	11	137	15	
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	5.17	34.3	40.0	10.2	1.5	1.1	.7	11.0	1.2	
	1017	349	407	104	15	11	7	112	12	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
ADVISING/MENTORING		Mean n								
1. Academic advising in my field of study	4.95	31.3	35.4	11.2	5.0	2.5	1.7	12.2	.7	
	1016	318	360	114	51	25	17	124	7	
2. Academic advisor's knowledge about my degree program	5.10	34.5	35.5	8.9	3.5	2.0	1.0	13.9	.7	
	1016	351	361	90	36	20	10	141	7	
3. Faculty/staff knowledge of career opportunities in my field of study	5.12	36.7	38.4	11.1	3.7	.9	1.1	7.1	.9	
	1015	373	390	113	38	9	11	72	9	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
ENVIRONMENT	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	
1. Cleanliness of campus buildings	5.48	47.3	35.8	4.1	.3	.1	.1	11.7	.5	
	1014	480	363	42	3	1	1	119	5	
2. Classroom environment (e.g. size, temperature, maintenance)	4.98	32.0	33.6	9.3	6.9	1.8	1.4	14.4	.6	
	1012	324	340	94	70	18	14	146	6	
3. Quality of equipment in laboratory facilities	5.11	30.3	34.4	9.2	3.9	.9	.6	19.8	1.0	
	1012	307	348	93	39	9	6	200	10	
4. Campus security	5.07	31.2	38.2	8.3	3.3	2.0	1.1	15.3	.7	
	1013	316	387	84	33	20	11	155	7	
5. Parking availability	4.60	24.3	30.3	14.1	7.9	4.5	3.7	14.5	.7	
	1014	246	307	143	80	46	38	147	7	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution	
		% n	% n	% n	% n	% n	% n	% n	% n		
GENERAL TECHNOLOGY											
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)	Mean	4.64	21.2	36.8	12.1	7.5	3.4	3.6	15.1	.4	
	n	1011	214	372	122	76	34	36	153	4	
2. Reliability of wireless connectivity on my campus	Mean	4.29	19.5	27.6	14.0	10.1	7.1	6.0	15.2	.5	
	n	1009	197	278	141	102	72	61	153	5	
3. Reliability of WebCT/Blackboard or Moodle system	Mean	4.60	24.5	38.2	17.3	9.6	5.1	2.9	2.4	-	
	n	1010	247	386	175	97	52	29	24	-	
4. Helpfulness of Help Desk employees	Mean	5.03	29.3	38.6	10.6	3.3	1.2	1.6	14.8	.7	
	n	1010	296	390	107	33	12	16	149	7	
5. Usability of my school's website	Mean	4.90	29.4	45.0	15.4	5.0	2.1	2.0	.8	.4	
	n	1009	297	454	155	50	21	20	8	4	

		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
STUDENT LIFE		% n	% n	% n	% n	% n	% n	% n	% n	
1. I have access to adequate student support services.	Mean	5.01								
	n	1010	269	488	122	23	16	11	14	67
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	Mean	4.95								
	n	1011	282	433	95	36	21	24	54	66
3. Students in my school are treated fairly and with respect regardless of their differences.	Mean	5.00								
	n	1008	336	436	92	42	17	27	6	52
4. I feel a sense of belonging to my school.	Mean	4.89								
	n	1010	314	389	172	39	23	24	13	36
5. I feel a sense of belonging to the TTUHSC community.	Mean	4.76								
	n	1010	294	361	185	56	27	37	10	40
6. I know who represents my school and/or campus on the Student Government Association (SGA).	Mean	4.48								
	n	1010	260	296	132	41	95	54	50	82
7. I am aware of the activities sponsored by the Student Government Association (SGA).	Mean	4.48								
	n	1010	235	305	154	62	80	44	48	82
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	Mean	4.62								
	n	1006	224	308	165	55	43	34	60	117

		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
STUDENT LIFE (cont.)										
9. I know where to go to file a complaint against another student or TTUHSC employee.	Mean n	3.94								
		14.5	27.7	18.0	11.9	17.7	4.9	1.2	4.2	
		1010	146	280	182	120	179	49	12	42
<hr/>										
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	Mean n	4.47								
		17.0	38.8	17.9	6.0	5.0	5.0	1.2	9.0	
		1010	172	392	181	61	50	51	12	91
<hr/>										
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	Mean n	4.57								
		19.9	44.1	16.7	6.1	4.7	4.5	.7	3.4	
		1009	201	445	168	62	47	45	7	34
<hr/>										
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	Mean n	4.82								
		28.3	43.8	16.4	5.5	3.8	1.8	.1	.4	
		1008	285	442	165	55	38	18	1	4
<hr/>										
13. I have adequate access to my instructors outside of class.	Mean n	5.04								
		34.1	43.0	16.1	3.6	1.5	.7	-	1.1	
		1009	344	434	162	36	15	7	-	11

		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
STUDENT LIFE (cont.)	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	
14. My instructors are concerned about my academic success.	5.00	36.2	39.9	15.7	4.1	2.3	1.4	.2	.3	
	1006	364	401	158	41	23	14	2	3	
15. My instructors care about my professional success.	5.02	36.7	40.0	15.2	4.4	1.7	1.5	-	.6	
	1008	370	403	153	44	17	15	-	6	
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	3.79	14.6	23.9	13.9	12.8	12.6	11.1	1.9	9.1	
	1007	147	241	140	129	127	112	19	92	
17. I would recommend my degree program to a friend or family member.	4.94	38.3	36.3	15.0	3.6	3.4	3.1	-	.3	
	1010	387	367	152	36	34	31	-	3	

APPENDIX B. RESULTS BY SCHOOL

STUDENT SERVICES	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	n	Mean* SD**	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Helpfulness of office employees	253	5.33 0.71	164	5.30 0.74	19	5.42 0.61	269	5.23 0.95	184	5.22 0.90	49	5.22 0.77
2. Wait time for services and/or responses	252	5.21 0.74	160	5.19 0.77	21	4.90 1.37	270	5.09 0.95	183	5.15 0.92	49	5.18 0.70
3. Information about student health insurance plans	182	4.46 1.18	135	4.27 1.21	17	4.59 1.23	144	4.96 1.00	150	4.27 1.18	44	4.27 1.26
4. Options for student health insurance coverage	180	4.26 1.24	131	3.87 1.38	18	4.22 1.52	142	4.80 1.13	146	4.01 1.31	44	3.61 1.54
5. Information about student health care providers in the network	179	4.40 1.16	136	4.09 1.27	18	4.11 1.32	150	4.79 1.16	152	4.13 1.26	46	3.96 1.35
6. Information about available counseling services	190	4.71 1.09	139	4.68 1.00	21	4.43 1.54	174	4.77 1.30	151	4.36 1.30	44	4.36 1.16

* Means are color-coded to highlight areas of strength and potential improvement (Red: ≤3.49, Yellow: 3.50-4.49, Green: ≥5.50).

** Standard deviation

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
REGISTRAR	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Helpfulness of employees in Registrar's office	261	5.31 0.83	142	5.18 0.68	17	5.12 1.05	289	5.21 0.89	176	4.38 1.41	47	5.06 0.99
2. Communication about the registration process	273	5.25 0.83	156	4.85 1.02	22	4.68 1.25	299	5.05 1.09	189	3.99 1.55	47	5.02 0.90
3. Ease of registering for classes	276	5.48 0.71	159	4.86 1.05	23	5.13 0.97	299	5.14 1.02	190	3.82 1.63	47	5.13 0.97
4. Wait time for receiving a requested transcript	165	5.32 0.88	116	4.99 1.11	14	4.93 1.38	200	5.23 0.88	102	4.82 1.21	37	5.14 1.08

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
FINANCIAL AID	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Helpfulness of Financial Aid employees	223	5.22 0.85	147	5.33 0.80	20	5.05 1.23	259	5.18 0.99	186	5.15 1.00	41	5.37 0.80
2. My awareness of financial aid options	243	4.86 1.04	151	4.91 1.04	21	4.90 1.18	274	4.92 1.15	190	4.88 1.14	41	5.02 0.91
3. Efficiency of the financial aid process	225	4.91 0.99	152	4.90 1.05	21	5.10 0.83	261	4.98 1.14	188	4.79 1.19	41	5.12 0.90

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
STUDENT AFFAIRS	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Helpfulness of office employees	253	5.47 0.47	168	5.63 0.71	24	5.71 0.55	250	5.23 0.84	196	5.22 1.00	48	5.35 0.70
2. Wait time for services and/or responses	248	5.37 0.62	168	5.35 1.07	24	5.71 0.69	251	5.18 0.86	196	5.20 0.98	48	5.27 0.64
3. Assistance in transitioning to a regional campus	145	5.30 0.79	130	5.32 1.09	15	5.73 0.46	135	5.14 1.04	159	4.82 1.31	26	5.12 0.65

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
STUDENT BUSINESS SERVICES	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Helpfulness of Student Business Services employees	238	5.27 0.78	123	5.07 0.80	14	5.14 1.35	267	5.18 0.83	160	4.90 0.90	47	5.23 1.03
2. Wait time for services and/or responses	237	5.16 0.83	120	5.03 0.78	14	5.14 1.29	265	5.19 0.78	160	4.88 0.90	48	5.21 0.97
3. Usefulness of Student Business Services website	227	4.99 0.94	102	4.88 0.97	13	5.15 1.34	265	5.07 0.94	150	4.65 1.04	46	4.91 0.98
4. Clarity of your online account statement	259	4.97 1.09	130	4.68 1.01	17	4.88 1.32	286	4.97 1.10	175	4.71 1.06	49	4.76 1.20

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
LIBRARY RESOURCES	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Helpfulness of librarians	214	5.32	159	5.27	24	5.38	220	5.34	97	4.95	46	5.52
		0.82		0.85		0.92		0.72		1.19		0.59
2. Hours of operation	218	4.81	160	4.56	23	5.13	200	5.14	111	4.50	45	5.36
		1.29		1.34		1.10		0.99		1.35		0.74
3. Study facilities available in the library	211	4.93	162	4.48	24	4.79	191	5.13	111	4.41	46	5.26
		1.18		1.30		1.18		0.94		1.44		0.80
4. Accessibility of library resources (e.g. books, journals)	234	5.12	156	5.07	24	4.88	251	5.23	150	4.58	48	5.31
		1.02		0.80		1.26		0.84		1.22		0.78
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	216	5.17	158	5.16	23	5.09	268	5.26	182	5.08	46	5.13
		0.87		0.80		0.95		0.82		1.02		0.98

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
ADVISING/MENTORING	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Academic advising in my field of study	255	5.27 0.88	146	4.66 1.11	19	4.95 1.03	264	5.12 0.99	154	4.34 1.46	47	5.19 1.01
2. Academic advisor's knowledge about my degree program	256	5.44 0.74	141	4.88 1.00	19	4.84 0.96	261	5.20 0.89	143	4.51 1.42	48	5.31 0.93
3. Faculty/staff knowledge of career opportunities in my field of study	260	5.44 0.74	155	4.86 0.94	21	4.90 1.04	273	5.25 0.85	177	4.82 1.19	48	4.69 1.22

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
ENVIRONMENT	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Cleanliness of campus buildings	232	5.53 0.59	167	5.47 0.60	24	5.83 0.48	224	5.56 0.53	195	5.34 0.75	48	5.23 0.78
2. Classroom environment (e.g. size, temperature, maintenance)	231	4.96 1.04	166	5.12 1.01	24	5.08 1.28	197	5.34 0.84	194	4.47 1.38	48	5.04 0.97
3. Quality of equipment in laboratory facilities	218	5.18 0.84	160	5.12 0.84	23	5.65 0.93	176	5.22 0.91	179	4.78 1.13	46	5.26 0.85
4. Campus security	230	5.30 0.74	167	5.12 0.93	24	5.63 0.65	189	5.29 0.81	193	4.45 1.33	48	5.21 0.87
5. Parking availability	229	4.87 1.17	168	4.66 1.31	24	5.04 1.40	198	4.74 1.24	195	4.02 1.58	46	4.59 1.22

GENERAL TECHNOLOGY	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)	229	4.86 1.12	165	4.99 0.94	24	5.08 0.97	195	5.13 0.78	194	3.52 1.52	47	4.72 1.23
2. Reliability of wireless connectivity on my campus	227	4.56 1.35	162	4.05 1.56	24	4.13 1.65	200	4.90 1.15	192	3.58 1.63	46	4.15 1.53
3. Reliability of WebCT/Blackboard or Moodle system	273	4.99 0.99	156	4.30 1.25	24	4.38 1.17	293	5.10 0.95	194	3.57 1.41	46	4.61 1.18
4. Helpfulness of Help Desk employees	227	5.25 0.76	140	4.96 0.94	20	4.95 1.05	261	5.33 0.71	160	4.31 1.41	46	4.93 1.12
5. Usability of my school's website	271	5.16 0.79	166	4.46 1.21	23	4.52 1.31	298	5.22 0.85	191	4.48 1.26	48	4.79 1.18

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
STUDENT LIFE	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. I have access to adequate student support services.	249	5.15 0.85	159	5.01 0.78	23	4.91 1.12	262	5.13 0.86	188	4.66 1.17	48	5.06 0.67
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	235	5.14 0.93	160	4.57 1.33	24	4.25 1.67	240	5.24 0.79	185	4.74 1.21	47	5.02 1.05
3. Students in my school are treated fairly and with respect regardless of their differences.	256	5.20 1.03	166	5.06 0.96	24	4.29 1.78	263	5.27 0.75	193	4.43 1.41	48	4.94 1.06
4. I feel a sense of belonging to my school.	258	5.06 0.97	164	4.94 1.07	24	4.50 1.69	274	5.18 0.86	194	4.28 1.40	47	4.91 0.97
5. I feel a sense of belonging to the TTUHSC community.	256	4.92 1.10	164	4.88 1.08	24	4.08 1.77	276	5.11 0.94	192	3.98 1.54	48	4.92 0.99
6. I know who represents my school and/or campus on the Student Government Association (SGA).	240	4.84 1.36	161	4.78 1.15	24	5.38 0.97	219	4.01 1.78	188	4.09 1.58	46	4.93 1.12
7. I am aware of the activities sponsored by the Student Government Association (SGA).	242	4.76 1.25	160	4.71 1.11	24	5.25 1.19	222	4.18 1.67	186	4.03 1.51	46	5.04 1.19
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	226	4.85 1.12	156	4.85 1.03	24	4.75 1.48	201	4.58 1.44	177	4.03 1.42	45	5.09 1.14

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
STUDENT LIFE (cont.)	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
9. I know where to go to file a complaint against another student or TTUHSC employee.	255	4.00 1.47	161	3.98 1.37	24	4.00 1.91	278	4.00 1.56	191	3.63 1.49	47	4.43 1.28
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	244	4.61 1.19	151	4.62 1.16	23	4.00 1.88	260	4.86 0.99	185	3.55 1.59	44	4.89 1.04
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	259	4.68 1.20	165	4.64 1.14	24	4.21 1.82	281	4.92 0.95	193	3.89 1.55	46	4.70 1.30
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	274	5.25 0.81	167	4.55 1.06	24	4.83 1.46	296	5.02 0.99	194	4.11 1.36	48	5.04 0.90
13. I have adequate access to my instructors outside of class.	273	5.34 0.78	166	4.96 0.77	24	5.46 0.66	292	5.05 0.99	195	4.52 1.08	48	5.33 0.75

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
STUDENT LIFE (cont.)	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
14. My instructors are concerned about my academic success.	272	5.38 0.88	166	4.84 0.97	24	5.21 1.10	296	5.14 0.95	195	4.35 1.24	48	5.23 0.83
15. My instructors care about my professional success.	272	5.38 0.81	166	4.81 1.02	24	5.04 1.12	297	5.21 0.89	195	4.42 1.24	48	4.98 1.10
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	243	3.93 1.62	157	3.87 1.55	22	4.00 1.63	237	4.16 1.63	190	3.00 1.59	47	4.11 1.46
17. I would recommend my degree program to a friend or family member.	275	5.34 0.89	167	4.98 0.91	24	4.71 1.57	297	5.24 0.93	196	4.07 1.52	48	4.29 1.62

APPENDIX C. RESULTS BY CAMPUS

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean ⁺ SD ^{**}	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
STUDENT SERVICES																		
1. Helpfulness of office employees	58	5.02 1.08	142	5.34 0.82	28	5.29 0.98	62	5.31 0.93	<5	- -	432	5.19 0.84	28	5.50 0.51	31	5.29 0.59	153	5.45 0.66
2. Wait time for services and/or responses	58	5.00 1.06	143	5.22 0.77	28	5.18 1.09	64	4.97 1.21	<5	- -	426	5.13 0.80	28	5.25 0.89	30	5.03 0.81	154	5.28 0.81
3. Information about student health insurance plans	46	4.13 1.17	120	4.31 1.19	26	4.54 1.21	50	4.60 1.07	<5	- -	314	4.41 1.22	27	4.78 0.97	27	4.89 0.85	61	4.97 1.08
4. Options for student health insurance coverage	46	3.87 1.26	114	3.94 1.37	26	4.27 1.37	50	4.04 1.51	<5	- -	313	4.16 1.33	26	4.50 1.07	26	4.62 1.02	59	4.92 1.15
5. Information about student health care providers in the network	49	3.90 1.31	118	4.21 1.18	26	4.38 1.36	54	4.17 1.31	<5	- -	323	4.28 1.26	25	4.56 1.23	26	4.69 0.93	59	5.00 1.08
6. Information about available counseling services	43	4.23 1.43	127	4.56 1.14	25	4.52 1.45	59	4.54 1.41	<5	- -	334	4.58 1.15	26	4.69 1.12	25	4.80 1.00	78	5.05 1.09

* Means are color-coded to highlight areas of strength and potential improvement (Red: ≤3.49, Yellow: 3.50-4.49, Green: ≥5.50).

** Standard deviation

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
REGISTRAR																		
1. Helpfulness of employees in Registrar's office	59	3.68 1.57	138	4.85 1.07	27	4.89 1.05	57	5.16 1.00	<5	- -	409	5.18 0.89	27	5.44 0.58	32	5.19 0.47	180	5.36 0.82
2. Communication about the registration process	65	3.37 1.59	145	4.74 1.27	29	4.21 1.54	65	4.85 1.24	<5	- -	428	4.94 1.06	28	5.36 0.78	34	5.21 0.54	189	5.25 0.91
3. Ease of registering for classes	65	3.49 1.52	145	4.57 1.50	29	4.07 1.85	67	5.01 1.07	<5	- -	431	5.09 1.04	29	5.62 0.49	33	5.33 0.54	192	5.28 0.95
4. Wait time for receiving a requested transcript	25	4.36 1.66	92	5.04 0.96	18	5.50 0.62	52	4.94 1.26	<5	- -	295	5.11 1.01	17	5.59 0.51	23	5.26 0.69	110	5.36 0.81

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
FINANCIAL AID																		
1. Helpfulness of Financial Aid employees	61	5.00 0.77	139	5.24 1.00	28	5.50 0.64	59	5.20 1.05	<5	- -	387	5.19 0.92	26	5.35 0.80	34	5.26 0.86	138	5.28 0.93
2. My awareness of financial aid options	64	4.77 0.99	145	4.96 1.12	28	5.18 0.98	61	4.85 1.21	<5	- -	401	4.85 1.09	28	4.79 1.07	34	4.97 1.03	155	4.97 1.10
3. Efficiency of the financial aid process	63	4.67 1.09	141	4.91 1.16	28	5.00 0.90	61	4.87 1.19	<5	- -	389	4.87 1.07	26	4.96 1.00	35	5.06 0.91	141	5.11 1.07

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
STUDENT AFFAIRS																		
1. Helpfulness of office employees	63	5.17 1.01	152	5.28 0.85	29	5.34 1.04	65	5.68 0.59	<5	- -	417	5.35 0.82	25	5.76 0.44	35	5.37 0.55	150	5.47 0.61
2. Wait time for services and/or responses	64	5.19 1.01	151	5.23 0.87	29	5.24 0.99	65	5.62 0.74	<5	- -	415	5.23 0.90	25	5.48 0.65	34	5.15 0.82	149	5.38 0.71
3. Assistance in transitioning to a regional campus	46	4.59 1.48	126	4.97 1.14	29	5.03 1.24	53	5.42 1.12	<5	- -	231	5.20 0.98	20	5.40 0.75	33	5.27 0.67	70	5.36 0.92

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
STUDENT BUSINESS SERVICES																		
1. Helpfulness of Student Business Services employees	50	4.72 0.90	122	5.00 0.87	27	5.30 0.61	46	5.17 1.02	<5	- -	386	5.15 0.86	24	5.33 0.70	28	5.21 0.57	162	5.27 0.83
2. Wait time for services and/or responses	53	4.75 0.92	120	4.99 0.84	27	5.19 0.68	46	5.11 0.95	<5	- -	383	5.11 0.85	24	5.13 1.08	29	5.10 0.56	158	5.24 0.78
3. Usefulness of Student Business Services website	51	4.63 0.89	117	4.77 1.02	25	5.00 0.96	43	5.09 1.06	<5	- -	346	4.93 0.99	24	5.08 1.02	28	4.93 0.60	165	5.08 0.97
4. Clarity of your online account statement	59	4.73 0.94	135	4.77 1.13	27	5.07 0.73	55	4.80 1.13	<5	- -	394	4.81 1.12	28	4.93 1.27	32	4.81 0.93	182	5.04 1.08

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
LIBRARY RESOURCES																		
1. Helpfulness of librarians	14	3.50 1.91	114	5.30 0.82	16	5.50 0.63	63	5.46 0.71	<5	- -	403	5.26 0.79	11	5.45 0.69	35	5.46 0.70	102	5.37 0.87
2. Hours of operation	22	3.91 1.72	115	4.70 1.25	17	5.18 0.81	63	5.02 1.10	<5	- -	406	4.81 1.21	13	4.15 2.23	35	4.77 1.14	84	5.31 0.94
3. Study facilities available in the library	27	3.70 1.56	112	4.63 1.40	15	5.07 1.33	64	5.00 1.04	<5	- -	406	4.82 1.13	13	4.54 2.07	35	5.23 0.65	71	5.20 0.99
4. Accessibility of library resources (e.g. books, journals)	50	4.04 1.46	128	5.00 1.02	20	5.10 1.07	66	5.06 1.02	<5	- -	413	5.11 0.83	16	4.81 1.47	35	5.34 0.59	133	5.23 1.02
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	59	4.80 1.34	142	5.22 0.84	28	5.46 0.64	65	5.22 0.84	<5	- -	393	5.15 0.80	18	5.11 0.76	36	5.25 0.60	149	5.24 1.00

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
ADVISING/MENTORING																		
1. Academic advising in my field of study	48	3.98 1.66	132	4.70 1.27	22	4.86 1.36	63	4.95 1.02	<5	- -	393	4.96 1.05	23	5.43 0.66	33	5.03 0.77	167	5.34 0.92
2. Academic advisor's knowledge about my degree program	44	4.16 1.57	128	4.93 1.20	20	5.00 1.30	62	4.97 0.94	<5	- -	389	5.15 0.90	23	5.57 0.51	32	5.16 0.77	166	5.36 0.91
3. Faculty/staff knowledge of career opportunities in my field of study	61	4.72 1.36	138	4.90 1.12	28	5.25 0.80	65	4.97 0.92	<5	- -	414	5.12 0.92	26	5.46 0.51	34	5.24 0.74	164	5.40 0.84

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
ENVIRONMENT																		
1. Cleanliness of campus buildings	67	5.43 0.89	150	5.35 0.69	29	5.62 0.56	66	5.58 0.58	<5	- -	427	5.46 0.60	29	5.79 0.41	35	5.40 0.60	84	5.61 0.52
2. Classroom environment (e.g. size, temperature, maintenance)	66	4.89 1.34	151	4.54 1.33	29	5.41 0.68	66	5.08 1.26	<5	- -	418	4.99 1.02	29	5.72 0.53	34	5.12 0.77	64	5.28 1.02
3. Quality of equipment in laboratory facilities	63	5.13 1.10	143	4.70 1.14	24	5.29 0.75	60	5.22 1.22	<5	- -	392	5.15 0.80	29	5.72 0.65	32	4.97 0.86	56	5.38 0.82
4. Campus security	66	4.82 1.21	152	4.56 1.32	28	5.04 1.10	65	5.42 0.73	<5	- -	417	5.16 0.89	29	5.76 0.44	35	5.26 0.82	57	5.28 0.75
5. Parking availability	67	3.55 1.84	151	4.40 1.42	29	4.72 1.41	65	5.03 1.16	<5	- -	418	4.59 1.24	29	5.76 0.44	35	5.06 1.00	64	4.91 1.27

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
GENERAL TECHNOLOGY																		
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)	67	3.43 1.46	150	3.79 1.60	29	4.83 1.10	64	5.06 0.89	<5	- -	412	4.89 1.03	29	5.62 0.56	32	4.27 0.89	67	5.22 0.71
2. Reliability of wireless connectivity on my campus	67	4.18 1.47	149	3.30 1.61	28	5.00 1.15	64	4.63 1.28	<5	- -	404	4.33 1.44	27	4.52 1.81	34	4.79 1.07	74	5.18 0.97
3. Reliability of WebCT/Blackboard or Moodle system	67	3.57 1.40	151	3.83 1.52	29	4.66 1.11	60	4.80 0.97	<5	- -	431	4.60 1.15	29	5.55 0.69	34	5.00 0.78	181	5.29 0.87
4. Helpfulness of Help Desk employees	53	4.79 1.31	127	4.34 1.36	26	5.12 1.07	57	5.16 0.90	<5	- -	379	5.05 0.90	24	5.67 0.48	34	5.15 0.50	150	5.43 0.75
5. Usability of my school's website	67	4.39 1.45	148	4.64 1.17	29	5.00 1.13	67	4.72 1.20	<5	- -	433	4.88 1.00	29	5.45 0.74	36	5.06 0.75	184	5.27 0.89

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
STUDENT LIFE																		
1. I have access to adequate student support services.	63	4.51 1.31	148	4.88 1.00	27	4.85 1.23	62	4.94 1.01	<5	- -	418	5.10 0.74	28	4.57 1.50	33	4.91 0.88	146	5.25 0.82
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	61	4.56 1.35	148	4.84 1.18	28	5.21 0.83	65	4.48 1.49	<5	- -	408	4.96 1.08	29	5.38 0.62	35	4.94 0.87	114	5.35 0.70
3. Students in my school are treated fairly and with respect regardless of their differences.	65	4.35 1.45	152	4.66 1.31	29	5.07 1.13	67	4.67 1.44	<5	- -	429	5.10 1.01	29	5.34 0.81	36	4.94 0.89	139	5.46 0.56
4. I feel a sense of belonging to my school.	64	4.20 1.45	152	4.54 1.33	29	4.69 1.37	66	4.59 1.56	<5	- -	428	5.05 0.91	29	5.00 1.13	34	4.91 0.83	156	5.22 0.85
5. I feel a sense of belonging to the TTUHSC community.	64	3.69 1.66	151	4.41 1.37	28	4.50 1.62	66	4.52 1.50	<5	- -	428	4.98 0.99	29	4.38 1.63	35	4.86 0.85	156	5.10 0.98
6. I know who represents my school and/or campus on the Student Government Association (SGA).	62	3.82 1.55	147	4.23 1.61	29	5.07 1.10	63	4.60 1.61	<5	- -	409	4.89 1.16	28	4.68 1.42	33	4.52 1.42	106	3.33 1.93
7. I am aware of the activities sponsored by the Student Government Association (SGA).	60	3.67 1.55	147	4.24 1.53	29	4.83 1.17	60	4.53 1.64	<5	- -	410	4.87 1.10	28	4.07 1.59	33	4.06 1.50	112	3.89 1.75
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	57	3.63 1.41	141	4.28 1.42	29	4.97 1.02	58	4.53 1.54	<5	- -	404	4.94 1.02	22	4.50 1.47	30	4.20 1.37	87	4.41 1.58

	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
STUDENT LIFE (cont.)																		
9. I know where to go to file a complaint against another student or TTUHSC employee.	66	3.45 1.49	150	3.89 1.50	28	3.79 1.64	67	3.87 1.58	<5	- -	421	3.93 1.43	27	3.85 1.46	35	4.31 1.41	159	4.20 1.59
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	65	3.48 1.62	144	3.93 1.59	27	4.19 1.44	64	4.50 1.39	<5	- -	395	4.63 1.15	26	4.31 1.46	34	4.56 1.02	150	5.00 0.93
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	66	3.73 1.60	149	4.23 1.55	29	4.45 1.15	66	4.50 1.47	<5	- -	423	4.65 1.16	27	4.48 1.37	35	4.54 0.98	170	5.06 0.86
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	66	3.56 1.43	152	4.49 1.24	29	4.93 1.16	67	4.67 1.32	<5	- -	434	4.91 0.97	29	5.31 0.54	35	5.03 0.86	187	5.25 0.85
13. I have adequate access to my instructors outside of class.	66	4.42 1.08	153	4.75 1.09	29	4.93 0.92	67	5.09 0.98	<5	- -	431	5.13 0.82	29	5.62 0.56	35	4.86 0.94	184	5.22 0.93

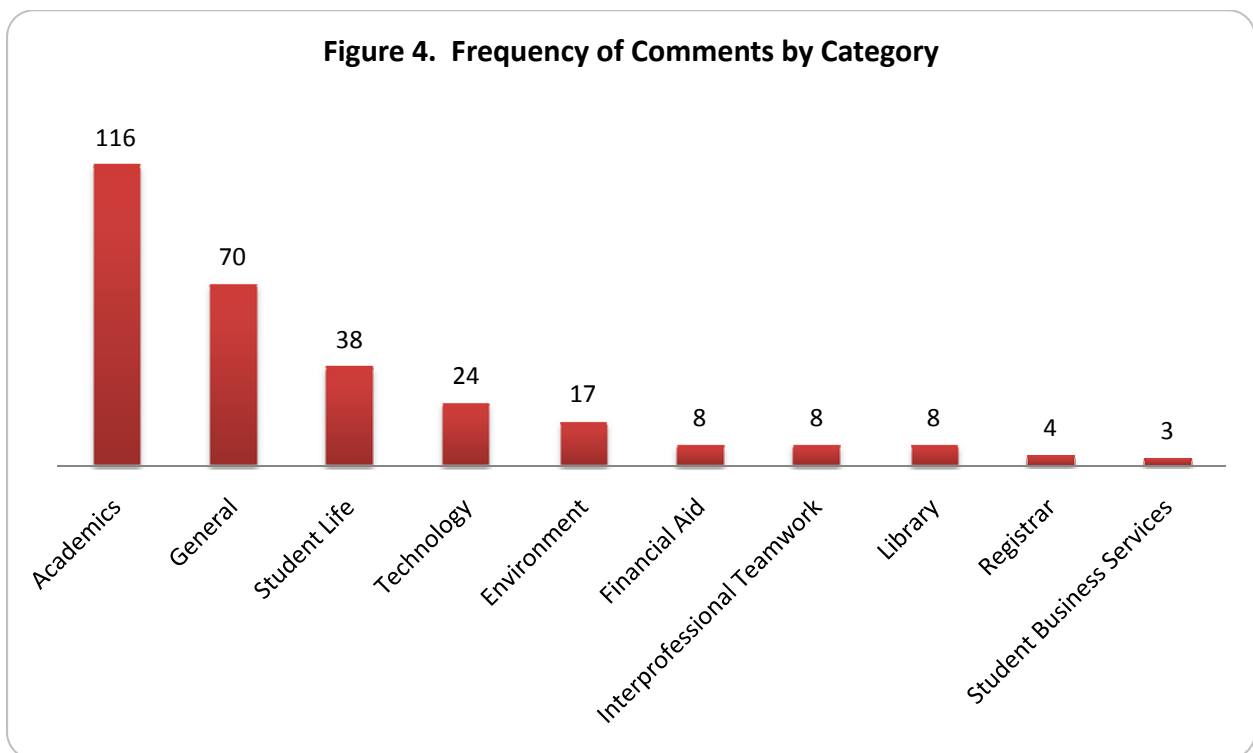
	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
STUDENT LIFE (cont.)																		
14. My instructors are concerned about my academic success.	67	4.39 1.14	152	4.55 1.28	29	4.93 1.13	67	4.99 1.16	<5	- -	430	5.08 0.93	29	5.45 1.18	35	5.09 0.74	188	5.32 0.88
15. My instructors care about my professional success.	67	4.45 1.15	152	4.55 1.29	29	5.00 1.04	67	4.96 1.15	<5	- -	431	5.07 0.95	29	5.55 0.87	36	5.22 0.68	187	5.37 0.80
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	63	2.52 1.39	150	3.33 1.60	28	3.68 1.74	61	4.07 1.53	<5	- -	415	4.02 1.52	29	3.00 1.93	34	3.62 1.78	113	4.35 1.68
17. I would recommend my degree program to a friend or family member.	67	3.82 1.56	153	4.37 1.48	29	5.00 1.39	68	4.85 1.19	<5	- -	433	5.03 1.06	29	5.59 0.57	36	5.17 0.77	188	5.44 0.80

Qualitative Data

At the end of the survey, students were given an opportunity to provide open-ended comments in response to the following prompt:

- *Please provide any additional comments or recommendations you have regarding your experiences as a TTUHSC student.*

Respondents provided 296 comments, which have been grouped into very broad categories based on their content. Some comments noted areas of strength; others highlighted potential areas of improvement. *Figure 4* illustrates the distribution of comments according to category. (*Note: The General category includes comments which could not be classified into a specific group because they were either universal or multifaceted.*)



Upon analysis of comments by school, no clear commonalities were evident for the following schools: ATP-SON, PLFSOM, SOAHS, or SOM. Comments from students in these schools addressed a variety of topics. Comments from GSBS students seemed to address two primary topics: (1) leave policy for international students, and (2) academic program coordination. A noticeable number of comments from SOP students addressed a single topic—interaction among faculty, staff, and students.

Actual comments have been provided to selected institutional leaders for their review.

Questions about this report or requests for additional analyses can be submitted to the Office of Institutional Planning & Assessment at (806) 743-2918.