

Student Satisfaction Survey

TTUHSC Institutional Report
2010-2011

Summary

- In general, student satisfaction at the institutional level was higher compared to the previous year.
- Historically, items related to student health insurance produce lower levels of satisfaction compared to other areas. However, these satisfaction levels were higher than they were in past years. Students in the Paul L. Foster School of Medicine were least satisfied with their options for health insurance.
- Reliability of wireless connectivity continues to be widespread concern across campuses, particularly in Abilene and Dallas/Ft. Worth.
- Overall, students are satisfied with the physical environment, but many commented that classroom temperatures on the Lubbock and El Paso campuses are uncomfortably cold.
- Students indicated less awareness about the Student Government Association (SGA) compared to the previous year, most notably in the School of Nursing and School of Pharmacy.
- In general, students indicated an increased awareness of how to file complaints, but students in Dallas/Ft. Worth question whether such complaints would be handled fairly or promptly.
- Students in the School of Pharmacy continue to be less satisfied than students in other schools, but some areas have improved since the previous year. Of particular concern are the Dallas/Ft. Worth and Abilene campuses.
- Students at Paul L. Foster School of Medicine continue to be highly satisfied with the student affairs employees with whom they interact.
- Based on student comments, two concerns emerged with regard to programs that rely heavily on distance education. These included the quality and reliability of technology and the ability of faculty to teach effectively from a distance.

Methodology

The *2010-2011 Student Satisfaction Survey (SSS)* was administered to a sample of TTUHSC students in Spring 2011. The data collection period lasted two weeks (April 18-May 1, 2011). Targeted participants included a sample of students selected from the *HSC Enrolled Student* report for Spring 2011. Of the total student population, approximately two-thirds were targeted for SSS participation (N=2,575). 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. Additional reminders were posted on the TTUHSC website, and flyers were displayed on the Lubbock campus. Members of the Student Affairs Workgroup were also asked to promote the survey in their schools and across campuses. Six \$500 scholarships were offered as incentives for participation.

Demographics

When data collection ended, more than one thousand students (n=1,024) had completed the survey, resulting in a response rate of 40%. (This compares to 47% in 2009-2010 and 36% in 2008-2009.) Respondents represented the following schools and locations.

SCHOOL	LOCATION
<ul style="list-style-type: none"> • 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 Nursing (SON) • 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) • Distance education* (DST)

*Only SOAHS and SON respondents were given the following option: "More than 50% of my coursework is completed through distance education."

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, SON had the highest number of respondents (=333) across all schools. This constituted 40% of the nursing sample. PLFSOM had the lowest number of respondents (=36), but this represented 52% of the targeted sample, which was the highest response rate across all schools.

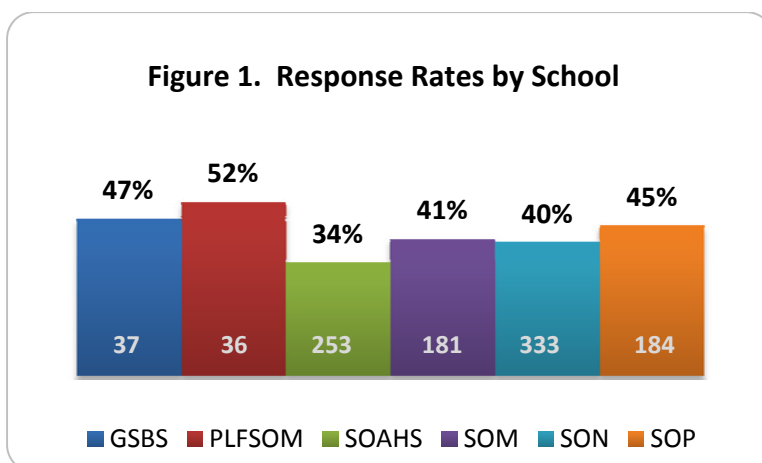
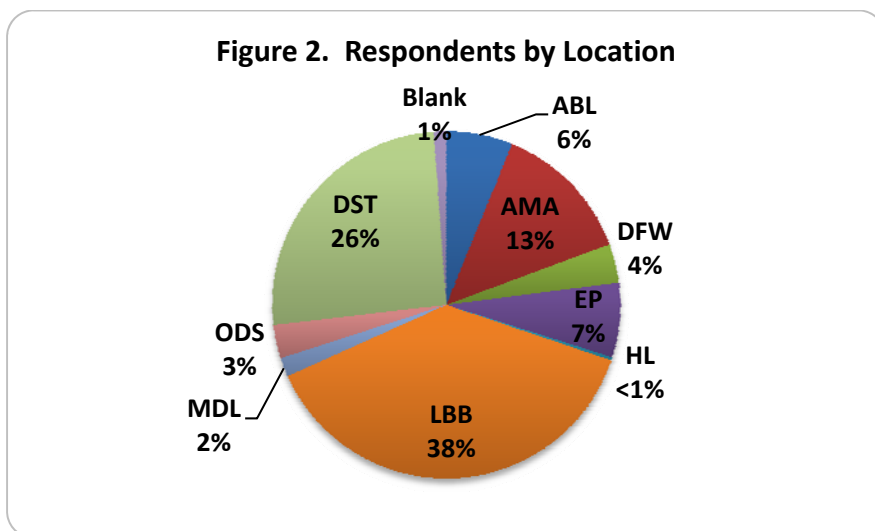


Figure 2 illustrates the percent of respondents by location. Nearly two of five respondents (=38%) attended classes primarily in Lubbock. More than one-fourth (=26%) indicated that the majority (more than 50%) of their coursework was completed via distance education. The remaining respondents were distributed across TTUHSC locations. Some students (1%) 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	31%	Male	28%	White (non-Hispanic/Latino)	54%
Year 2	29%	Female	63%	Black or AA (non-Hispanic/Latino)	5%
Year 3	19%	Prefer not to answer	5%	Hispanic or Latino	13%
Year 4	13%	Blank	4%	Asian	12%
Year 5	4%			Other	3%
Year 6	2%			Prefer not to answer	9%
> 6 years	1%			Blank	4%
Blank	1%				

As the data indicate, three of five respondents were in their first or second year of study. The majority of respondents was female, and most classified themselves as White, non-Hispanic/Latino. Hispanic and Asian students constituted the next largest student sub-groups. Thus, the respondent composition by gender and race/ethnicity was reflective of the overall 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). Respondents were also given *Not Applicable* and *Not Important to Me* options.

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). For those means which are color-coded as red, an arrow indicates if the mean has increased or decreased since the 2009-2010 survey administration.

Institutional Results (pp. 7-15): *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. 16-27): *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. 28-39): *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

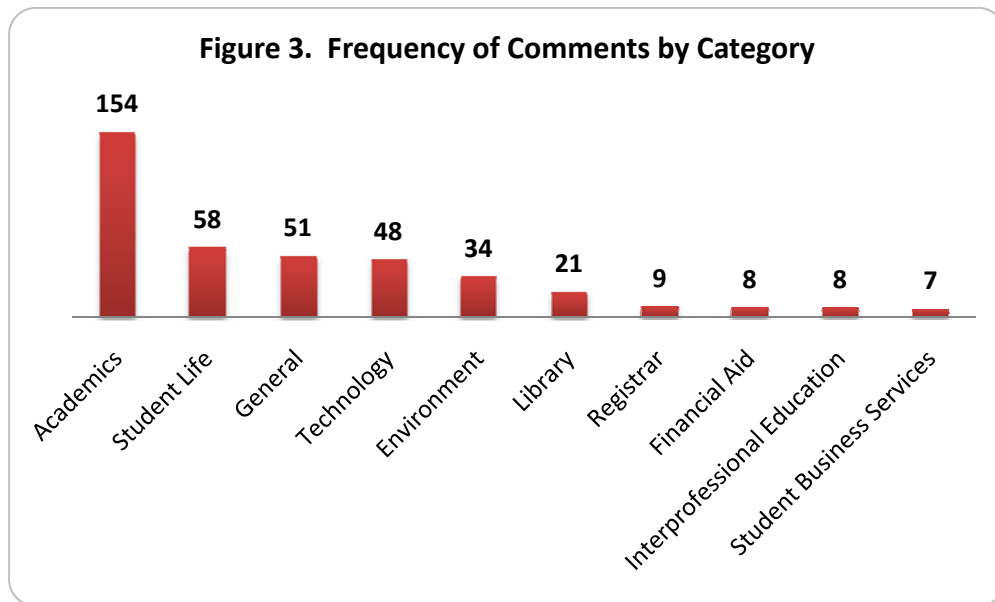
Note: In an effort to protect the identity of respondents, results are not provided for sub-groups with less than 5 respondents. Their responses are included, however, in the institutional and school-level results.

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 398 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 3* illustrates the distribution of comments according to category.



Upon review of the comments by school, the following observations became evident. (*Note: Due to the sensitive nature of some comments, actual comments will be provided to selected institutional leaders only. They will determine how best to distribute them in their respective areas.*)

School of Allied Health Sciences

- Students were generally positive about their experiences in their respective programs. Many students attributed this satisfaction to positive interactions with faculty. Some have had issues with inconsistent or unprofessional behavior by faculty.
- Some students struggle with the delivery of courses from a distance. Many frustrations stem from problems with technology.

School of Medicine

- Medical students emphasized the importance of having access to adequate study facilities throughout the day and night.
- Students made many suggestions for improving the curriculum and increasing consistency across faculty.

- Several students expressed interest in having opportunities to engage with students from other health professions.

Paul L. Foster School of Medicine

- Overall, students expressed satisfaction with the program but acknowledge that improvements can be made in a variety of areas as it becomes a more mature program.

School of Nursing

- Students commented on the flexibility and convenience of the nursing program options.
- Those taking courses from a distance expressed concern about the quality of instruction and lack of timely feedback from faculty.

School of Pharmacy

- There is a perceived disconnect between students receiving instruction from professors on other campuses.
- Students expect consistent enforcement of policies.
- Quality of technology and professors' abilities to use the technology effectively are critical in this program.

Graduate School of Biomedical Sciences

- Responses reflected a diverse array of comments and suggestions. There were no noticeable commonalities.

Using Survey Data to Promote Continuous Improvement

More often than not, it's difficult to determine what to do with information collected from general surveys like the *Student Satisfaction Survey*. It's one thing to collect the data—it's another thing entirely to use the information to promote continuous improvement. The first step in this process is to put the current data into context. Consider the following questions:

- Do these results support other existing data?
- Does additional information need to be gathered? (*e.g. focus groups, interviews*)

Once you've gained an appropriate perspective, identify an area of potential improvement or a strength upon which to build. Consider what your desired outcome will be. Then identify and implement a potential strategy for improvement. After a reasonable timeframe, evaluate whether the strategy has been successful. Did you achieve the desired outcome?

Continuous improvement is a process. Sometimes strategies for improvement will be successful—sometimes they will not. Although the ultimate outcome is indeed important, what's equally critical is the documentation of your efforts to make those improvements. Contact the *Office of Institutional Planning & Assessment* for additional guidance in this process.

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										
	Mean*									
	n									
1. Helpfulness of office employees	5.27	41.9	36.5	8.6	1.8	1.0	.5	8.7	.9	
	999	419	365	86	18	10	5	87	9	
2. Wait time for services and/or responses	5.16	35.5	40.3	9.3	3.1	1.1	.6	9.2	.8	
	995	353	401	93	31	11	6	92	8	
3. Information about student health insurance plans	4.51	13.4	20.1	15.3	5.8	2.5	2.0	28.8	12.0	
	993	133	200	152	58	25	20	286	119	
4. Options for student health insurance coverage	4.19	11.1	17.0	14.3	6.8	4.3	4.2	29.1	13.1	
	993	110	169	142	68	43	42	289	130	
5. Information about student health care providers in the network	4.36	12.0	19.8	15.5	7.1	3.6	2.6	28.0	11.3	
	997	120	197	155	71	36	26	279	113	
6. Information about available counseling services	4.61	16.0	25.6	15.1	5.0	3.1	1.9	22.4	10.8	
	998	160	255	151	50	31	19	224	108	





* 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
Mean n		% n	% n	% n	% n	% n	% n	% n	% n	
REGISTRAR										
1. Helpfulness of employees in Registrar's office	5.06	32.8	38.7	9.9	2.9	1.9	1.6	11.1	1.0	
	999	328	387	99	29	19	16	111	10	
2. Communication about the registration process	4.94	33.1	38.6	11.3	4.8	2.3	2.6	6.4	.8	
	999	331	386	113	48	23	26	64	8	
3. Ease of registering for classes	5.01	41.1	33.0	11.1	4.6	3.1	2.6	3.9	.5	
	997	410	329	111	46	31	26	39	5	
4. Wait time for receiving a requested transcript	5.20	26.2	22.8	6.7	.8	.6	1.1	40.2	1.5	
	999	262	228	67	8	6	11	402	15	






		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
Mean n		% n	% n	% n	% n	% n	% n	% n	% n	
FINANCIAL AID										
1. Helpfulness of Financial Aid employees	5.21	36.6	33.1	8.3	2.1	1.2	.8	15.7	2.1	
	999	366	331	83	21	12	8	157	21	
2. My awareness of financial aid options	4.90	30.5	32.5	14.4	5.5	2.5	1.5	11.3	1.7	
	999	305	325	144	55	25	15	113	17	
3. Efficiency of the financial aid process	5.02	31.4	33.6	12.7	2.8	1.6	1.7	14.3	1.9	
	994	312	334	126	28	16	17	142	19	






		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	5.32	41.9	34.1	5.6	1.9	1.0	.6	12.4	2.4	
	997	418	340	56	19	10	6	124	24	
2. Wait time for services and/or responses	5.26	37.8	36.9	6.6	1.9	1.1	.5	12.9	2.3	
	996	376	368	66	19	11	5	128	23	
3. Assistance in transitioning to a regional campus	5.13	22.0	21.1	5.0	2.2	.7	.9	44.2	3.8	
	993	218	210	50	22	7	9	439	38	

		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	5.08	27.4	39.3	8.9	2.0	.9	1.3	18.6	1.6	
	994	272	391	88	20	9	13	185	16	
2. Wait time for services and/or responses	5.04	26.3	38.2	9.4	2.6	1.6	.9	19.4	1.6	
	993	261	379	93	26	16	9	193	16	
3. Usefulness of Student Business Services website	4.95	24.0	35.5	11.7	4.0	1.2	1.1	19.9	2.5	
	990	238	351	116	40	12	11	197	25	
4. Clarity of your online account statement	4.92	28.9	38.8	13.4	5.3	1.8	1.7	9.0	1.0	
	992	287	385	133	53	18	17	89	10	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
Mean n		% n	% n	% n	% n	% n	% n	% n	% n	
LIBRARY RESOURCES										
1. Helpfulness of librarians	5.36	37.8	27.7	6.5	1.1	.2	.5	22.8	3.4	
	992	375	275	64	11	2	5	226	34	
2. Hours of operation	4.93	25.8	28.0	9.9	3.9	2.3	1.5	23.4	5.1	
	992	256	278	98	39	23	15	232	51	
3. Study facilities available in the library	4.95	26.6	25.3	9.4	4.2	1.8	1.6	26.0	5.1	
	985	262	249	93	41	18	16	256	50	
4. Accessibility of library resources (e.g. books, journals)	5.14	35.2	35.1	10.4	2.3	1.4	1.0	11.8	2.7	
	991	349	348	103	23	14	10	117	27	
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	5.23	39.8	36.8	8.8	2.4	1.4	.4	8.6	1.8	
	992	395	365	87	24	14	4	85	18	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
Mean n		% n	% n	% n	% n	% n	% n	% n	% n	
ADVISING/MENTORING										
1. Academic advising in my field of study	4.95	33.2	33.1	10.6	5.9	2.5	1.9	12.1	.7	
	992	329	328	105	59	25	19	120	7	
2. Academic advisor's knowledge about my degree program	5.10	38.6	29.8	10.4	3.6	2.1	1.4	13.2	.8	
	992	383	296	103	36	21	14	131	8	
3. Faculty/staff knowledge of career opportunities in my field of study	5.16	39.7	33.7	12.1	2.5	1.1	1.2	9.0	.6	
	990	393	334	120	25	11	12	89	6	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
ENVIRONMENT		% n	% n	% n	% n	% n	% n	% n	% n	
1. Cleanliness of campus buildings	5.48	46.1	31.6	3.9	.6	.2	.2	16.8	.6	
	990	456	313	39	6	2	2	166	6	
2. Classroom environment (e.g. size, temperature, maintenance)	5.00	30.4	29.4	10.3	4.7	2.2	1.0	21.1	.8	
	990	301	291	102	47	22	10	209	8	
3. Quality of equipment in laboratory facilities	5.13	30.9	29.5	9.2	2.8	1.2	.7	24.7	1.0	
	991	306	292	91	28	12	7	245	10	
4. Campus security	5.15	31.8	33.4	7.9	2.7	.7	1.1	21.3	1.0	
	990	315	331	78	27	7	11	211	10	
5. Parking availability	4.64	24.1	28.2	13.3	6.7	5.3	2.7	18.6	1.1	
	988	238	279	131	66	52	27	184	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	
GENERAL TECHNOLOGY										
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)	4.68	23.3	29.2	12.2	5.7	4.0	3.1	21.3	1.1	
	989	230	289	121	56	40	31	211	11	
2. Reliability of wireless connectivity on my campus	4.14	18.3	21.7	15.1	10.2	6.1	8.1	19.2	1.3	
	986	180	214	149	101	60	80	189	13	
3. Reliability of WebCT/Blackboard or Moodle system	4.76	27.3	38.9	17.8	7.5	2.4	2.6	2.9	.4	
	986	269	384	176	74	24	26	29	4	
4. Helpfulness of Help Desk employees	5.03	30.0	36.4	10.4	2.7	1.8	1.6	15.8	1.1	
	986	296	359	103	27	18	16	156	11	
5. Usability of my school's website	4.92	31.8	41.6	17.1	3.5	2.7	1.8	.9	.4	
	986	314	410	169	35	27	18	9	4	

		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
Mean n		% n	% n	% n	% n	% n	% n	% n	% n	
STUDENT LIFE										
1. I have access to adequate student support services.	5.05	29.5	45.4	11.7	2.4	1.7	.9	6.8	1.5	
	986	291	448	115	24	17	9	67	15	
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	5.04	30.1	40.1	9.4	3.0	1.3	1.8	8.4	5.8	
	985	296	395	93	30	13	18	83	57	
3. Students in my school are treated fairly and with respect regardless of their differences.	5.08	35.6	43.5	7.9	2.1	1.9	2.6	5.6	.7	
	985	351	428	78	21	19	26	55	7	
4. I feel a sense of belonging to my school.	4.91	32.9	37.6	15.1	4.2	2.8	2.3	3.7	1.4	
	986	324	371	149	41	28	23	36	14	
5. I feel a sense of belonging to the TTUHSC community.	4.79	30.6	35.7	15.7	5.3	3.8	3.2	4.2	1.5	
	980	300	350	154	52	37	31	41	15	
6. I know who represents my school and/or campus on the Student Government Association (SGA).	4.26	22.5	26.0	11.8	6.2	12.4	6.1	10.1	5.0	
	985	222	256	116	61	122	60	99	49	
7. I am aware of the activities sponsored by the Student Government Association (SGA).	4.27	20.8	26.0	15.9	6.6	10.4	5.8	9.1	5.4	
	985	205	256	157	65	102	57	90	53	
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	4.53	20.4	28.9	16.0	4.2	5.9	4.0	14.4	6.3	
	984	201	284	157	41	58	39	142	62	

		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.	4.01	16.2	28.4	16.8	8.4	18.4	5.1	4.9	1.8	
	986	160	280	166	83	181	50	48	18	
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	4.58	19.1	39.3	16.3	5.1	4.1	4.4	9.9	1.8	
	985	188	387	161	50	40	43	98	18	
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	4.63	21.5	42.6	17.2	5.1	4.1	4.2	4.7	.7	
	985	212	420	169	50	40	41	46	7	
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	4.83	29.8	40.8	17.4	5.0	2.9	2.6	1.1	.4	
	984	293	401	171	49	29	26	11	4	
13. I have adequate access to my instructors outside of class.	5.06	36.8	39.7	14.3	2.7	2.1	1.3	2.6	.4	
	986	363	391	141	27	21	13	26	4	

		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
		%	%	%	%	%	%	%	%	
STUDENT LIFE (cont.)		n	n	n	n	n	n	n	n	
14. My instructors are concerned about my academic success.	5.04	39.2	38.1	13.6	3.8	1.9	2.1	1.0	.2	
	986	387	376	134	37	19	21	10	2	
15. My instructors care about my professional success.	5.05	38.9	38.6	14.7	2.7	1.7	2.2	.8	.2	
	984	383	380	145	27	17	22	8	2	
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	3.86	17.6	20.4	13.5	14.4	10.4	10.9	10.7	2.0	
	987	174	201	133	142	103	108	106	20	
17. I would recommend my degree program to a friend or family member.	4.98	41.2	35.3	12.3	2.6	3.3	3.9	1.3	.1	
	986	406	348	121	26	33	38	13	1	

APPENDIX B. RESULTS BY SCHOOL

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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	220	5.38 0.75	171	5.27 0.84	33	5.45 0.87	272	5.30 0.80	168	5.06 1.09	33	5.27 0.84
2. Wait time for services and/or responses	217	5.28 0.80	165	5.17 0.90	32	5.50 0.67	272	5.11 0.93	168	4.97 1.05	32	5.25 0.67
3. Information about student health insurance plans	134	4.64 1.21	125	4.35 1.24	22	4.27 1.45	141	4.87 1.14	128	4.18 1.32	30	4.47 1.01
4. Options for student health insurance coverage	132	4.38 1.31	119	3.85 1.47	20	3.45 1.79	137	4.78 1.23	127	3.82 1.46	31	4.13 1.63
5. Information about student health care providers in the network	142	4.47 1.25	129	4.27 1.32	21	4.33 1.43	139	4.70 1.27	136	4.04 1.35	30	4.10 1.27
6. Information about available counseling services	153	4.76 1.11	141	4.60 1.10	28	4.93 1.05	165	4.79 1.27	141	4.23 1.37	29	4.41 0.98

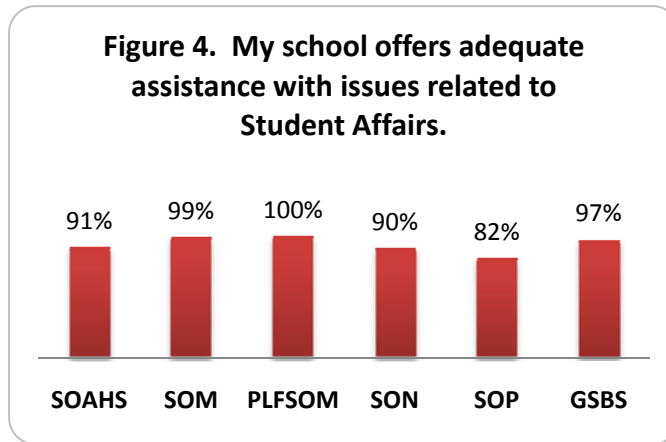
* Means are color-coded to highlight areas of strength and potential improvement (Red: ≤3.49, Yellow: 3.50-4.49, Green: ≥5.50).

** Standard deviation

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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	223	5.22 0.86	135	5.21 0.65	27	5.44 0.58	296	5.22 0.92	158	4.34 1.47	32	5.09 1.03
2. Communication about the registration process	229	5.25 0.88	152	4.94 0.93	30	5.10 1.09	307	5.12 1.03	167	4.16 1.58	34	5.06 0.92
3. Ease of registering for classes	237	5.47 0.75	156	5.08 0.96	32	5.19 0.93	313	5.20 1.03	172	3.90 1.61	35	5.26 0.74
4. Wait time for receiving a requested transcript	150	5.31 0.83	89	5.21 0.91	16	5.19 1.22	198	5.27 0.99	98	4.84 1.21	26	5.42 0.76

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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	183	5.10 0.98	157	5.36 0.76	34	5.59 0.56	247	5.22 1.03	164	5.11 0.99	28	5.18 0.82
2. My awareness of financial aid options	196	4.82 1.16	161	4.98 1.07	33	5.24 0.83	274	4.96 1.16	167	4.77 1.21	29	4.93 1.03
3. Efficiency of the financial aid process	182	5.02 1.04	160	5.09 0.95	34	5.29 0.63	255	5.05 1.17	167	4.87 1.12	27	4.85 1.23

Prior to the following section, each respondent was asked if his/her school offers adequate assistance with issues related to Student Affairs. *Figure 4* illustrates the percent of respondents who indicated Yes.



	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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	201	5.24 0.80	176	5.62 0.70	34	5.79 0.41	241	5.27 0.84	158	5.05 1.13	30	5.40 0.67
2. Wait time for services and/or responses	199	5.22 0.82	175	5.51 0.75	34	5.76 0.43	241	5.21 0.84	157	5.01 1.06	30	5.23 0.82
3. Assistance in transitioning to a regional campus	123	5.02 1.05	109	5.45 0.92	16	5.69 0.43	133	5.14 0.97	109	4.84 1.19	19	5.21 0.79

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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	201	5.18 0.83	123	5.02 0.87	22	5.14 1.42	271	5.19 0.89	134	4.81 1.11	35	4.91 1.22
2. Wait time for services and/or responses	199	5.19 0.80	119	4.98 0.98	21	5.14 1.24	270	5.11 0.94	133	4.75 1.06	35	4.94 1.37
3. Usefulness of Student Business Services website	197	5.06 0.97	109	4.73 1.03	17	5.06 1.30	273	5.11 0.94	130	4.63 1.06	35	5.00 1.24
4. Clarity of your online account statement	227	5.06 1.04	145	4.64 1.18	24	5.17 0.70	296	5.06 1.04	158	4.70 1.05	35	4.80 1.45

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
LIBRARY RESOURCES												
1. Helpfulness of librarians	172	5.33 0.71	165	5.39 0.74	34	5.44 0.99	243	5.46 0.78	78	4.94 1.10	33	5.55 0.62
2. Hours of operation	172	4.90 1.14	167	4.54 1.41	34	5.03 1.17	207	5.29 0.77	88	4.74 1.20	36	5.17 1.13
3. Study facilities available in the library	166	5.04 0.97	166	4.73 1.23	34	5.09 1.11	182	5.37 0.83	90	4.19 1.60	35	5.31 0.87
4. Accessibility of library resources (e.g. books, journals)	196	5.09 0.94	165	5.17 0.84	34	5.18 1.19	277	5.38 0.74	130	4.59 1.35	37	5.35 0.79
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	193	5.18 0.82	168	5.21 0.91	33	5.15 1.03	296	5.44 0.73	157	4.93 1.12	34	5.24 0.99

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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	229	5.27 0.90	147	4.73 1.15	30	5.23 1.01	279	5.07 1.12	134	4.24 1.49	37	5.35 0.68
2. Academic advisor's knowledge about my degree program	227	5.48 0.81	142	4.85 1.07	30	5.27 0.91	280	5.17 1.01	128	4.47 1.50	37	5.38 0.68
3. Faculty/staff knowledge of career opportunities in my field of study	226	5.50 0.75	151	4.89 1.05	32	5.22 1.07	285	5.28 0.85	155	4.72 1.24	37	5.08 0.89

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
ENVIRONMENT												
1. Cleanliness of campus buildings	177	5.53 0.64	178	5.45 0.65	34	5.79 0.48	208	5.54 0.62	176	5.36 0.80	37	5.30 0.78
2. Classroom environment (e.g. size, temperature, maintenance)	175	5.00 1.08	176	4.92 1.12	34	4.68 1.34	167	5.32 0.94	176	4.83 1.18	37	5.05 1.08
3. Quality of equipment in laboratory facilities	163	5.11 0.93	171	5.07 0.96	34	5.74 0.51	158	5.28 1.05	166	4.94 1.04	37	5.16 0.83
4. Campus security	170	5.14 0.99	176	5.17 0.88	34	5.47 0.96	171	5.38 0.79	173	4.84 1.15	37	5.32 0.71
5. Parking availability	174	4.67 1.30	177	4.44 1.37	34	4.97 1.24	189	4.83 1.42	176	4.52 1.29	35	4.66 1.21

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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)	182	4.75 1.28	173	5.13 0.84	34	4.88 1.34	158	5.23 0.95	176	3.57 1.46	36	5.08 0.91
2. Reliability of wireless connectivity on my campus	185	4.31 1.44	171	4.36 1.28	34	3.44 1.71	177	5.02 1.20	175	2.94 1.62	34	4.62 1.39
3. Reliability of WebCT/Blackboard or Moodle system	226	4.89 1.08	169	4.41 1.28	34	4.21 1.45	306	5.22 0.92	174	4.21 1.20	35	4.83 1.07
4. Helpfulness of Help Desk employees	189	5.24 0.81	148	4.89 1.09	27	4.70 1.46	264	5.42 0.75	148	4.32 1.30	34	4.82 0.97
5. Usability of my school's website	232	5.03 0.95	178	4.51 1.27	32	4.72 1.08	311	5.27 0.91	174	4.62 1.11	37	4.89 1.22

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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.	209	5.16 0.84	169	5.14 0.67	34	5.26 0.99	279	5.09 1.00	169	4.70 1.12	35	5.09 0.70
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	186	5.19 0.89	165	4.85 1.09	33	4.70 1.55	247	5.33 0.83	169	4.72 1.16	36	4.92 0.94
3. Students in my school are treated fairly and with respect regardless of their differences.	217	5.18 0.97	174	5.21 0.82	34	5.09 1.11	280	5.28 0.95	173	4.48 1.47	36	5.14 0.72
4. I feel a sense of belonging to my school.	218	4.97 1.09	175	5.02 1.03	34	5.35 1.01	291	5.13 0.97	173	4.25 1.44	36	5.14 0.87
5. I feel a sense of belonging to the TTUHSC community.	216	4.89 1.16	174	4.93 1.12	34	5.00 1.18	284	5.04 1.08	171	4.06 1.52	36	5.00 1.04
6. I know who represents my school and/or campus on the Student Government Association (SGA).	189	4.64 1.47	174	4.71 1.27	33	5.36 0.90	227	3.68 1.84	169	3.79 1.57	36	4.89 0.98
7. I am aware of the activities sponsored by the Student Government Association (SGA).	191	4.58 1.39	175	4.52 1.34	33	5.33 0.74	230	3.88 1.75	168	3.87 1.55	36	4.81 1.09
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	183	4.84 1.18	171	4.63 1.19	33	5.30 0.98	193	4.46 1.52	157	3.95 1.53	34	4.68 1.20

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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.	219	4.00 1.52	168	3.84 1.19	33	4.58 1.37	290	4.05 1.67	169	3.89 1.45	33	4.55 1.18
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	208	4.72 1.12	152	4.68 1.16	33	4.73 1.18	274	4.90 1.05	160	3.68 1.63	33	4.88 0.78
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	220	4.73 1.16	170	4.59 1.17	33	4.58 1.30	297	4.99 0.99	168	3.93 1.61	35	4.74 0.89
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	231	5.19 0.96	176	4.68 1.02	34	4.85 1.08	310	4.95 1.21	173	4.20 1.29	36	5.19 0.62
13. I have adequate access to my instructors outside of class.	229	5.19 1.00	176	4.98 0.82	34	5.71 0.52	304	5.17 1.07	168	4.55 1.11	36	5.42 0.69

	SOAHS		SOM		PLFSOM		SON		SOP		GSBS	
	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.	231	5.32 0.96	176	4.85 0.99	34	5.35 0.98	315	5.22 1.01	173	4.40 1.31	36	5.33 0.68
15. My instructors care about my professional success.	229	5.35 0.88	177	4.89 0.97	34	5.26 1.11	316	5.21 0.99	173	4.43 1.33	36	5.28 0.81
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	197	4.18 1.54	170	3.91 1.49	30	3.53 1.70	251	4.27 1.69	169	2.80 1.59	36	4.31 1.28
17. I would recommend my degree program to a friend or family member.	232	5.23 1.10	176	5.06 1.05	33	5.21 0.93	313	5.19 1.21	173	4.18 1.50	36	4.89 0.95

APPENDIX C. RESULTS BY CAMPUS

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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	5.03 1.03	125	5.16 1.08	36	4.89 0.98	63	5.38 0.75	<5	- -	373	5.30 0.79	16	5.13 0.62	28	5.00 1.15	201	5.45 0.74
2. Wait time for services and/or responses	58	4.93 1.07	124	4.99 1.05	36	4.75 1.11	62	5.31 0.78	<5	- -	364	5.23 0.83	16	5.25 0.86	28	4.96 0.92	204	5.25 0.89
3. Information about student health insurance plans	45	3.87 1.42	101	4.43 1.05	26	3.88 1.37	46	4.17 1.40	<5	- -	248	4.59 1.23	12	4.67 0.49	20	4.80 1.01	87	4.93 1.24
4. Options for student health insurance coverage	42	3.79 1.39	101	3.96 1.41	27	3.59 1.55	41	3.76 1.58	<5	- -	247	4.23 1.44	11	4.27 0.90	17	4.65 1.06	85	4.84 1.36
5. Information about student health care providers in the network	45	3.89 1.39	105	4.19 1.29	29	4.00 1.41	45	4.22 1.41	<5	- -	267	4.40 1.27	14	4.36 0.93	17	4.47 1.23	80	4.84 1.34
6. Information about available counseling services	52	3.98 -	107	4.51 1.22	27	4.00 1.44	56	4.66 1.16	<5	- -	281	4.68 1.16	12	4.75 0.62	21	4.43 1.16	107	4.95 1.24

* 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.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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	56	4.04 1.60	115	4.77 1.16	31	4.00 1.53	54	5.22 0.74	<5	- -	343	5.24 0.81	17	5.35 0.61	28	5.11 0.57	231	5.25 0.96
2. Communication about the registration process	57	3.77 1.67	121	4.60 1.33	36	3.86 1.50	62	5.05 0.93	<5	- -	359	5.15 0.94	17	5.47 0.51	30	4.90 0.92	242	5.19 1.00
3. Ease of registering for classes	58	3.72 1.59	125	4.34 1.57	36	3.67 1.55	65	5.18 0.88	<5	- -	366	5.28 0.93	18	5.61 0.50	30	5.43 0.63	252	5.29 0.91
4. Wait time for receiving a requested transcript	29	4.34 1.61	76	5.05 0.99	25	4.64 1.29	37	5.14 0.98	<5	- -	240	5.30 0.87	13	5.23 0.93	18	4.94 1.00	142	5.42 0.83

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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	55	5.15 0.87	122	5.14 0.93	36	4.78 1.24	63	5.46 0.76	<5	- -	327	5.23 0.94	18	5.11 0.93	27	5.37 0.63	170	5.23 1.00
2. My awareness of financial aid options	54	4.81 1.07	125	4.92 1.07	37	4.38 1.46	63	5.03 1.05	<5	- -	340	4.88 1.16	18	5.28 0.75	30	4.97 0.93	199	4.97 1.16
3. Efficiency of the financial aid process	54	4.85 0.98	124	5.02 0.95	37	4.43 1.46	64	5.33 0.64	<5	- -	329	5.00 1.12	18	4.94 1.00	28	5.07 0.86	176	5.11 1.14

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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	56	5.07 1.04	118	5.16 1.13	36	5.00 0.86	64	5.58 0.91	<5	- -	350	5.41 0.72	18	4.56 1.20	29	5.14 0.92	175	5.41 0.77
2. Wait time for services and/or responses	56	5.04 1.03	117	5.10 1.03	36	4.92 0.87	64	5.56 0.89	<5	- -	349	5.33 0.73	18	4.61 1.29	28	5.14 0.80	174	5.34 0.84
3. Assistance in transitioning to a regional campus	31	4.90 1.08	93	4.94 1.14	34	4.71 1.19	44	5.23 1.24	<5	- -	190	5.35 0.76	15	4.33 1.40	29	4.83 1.23	78	5.31 0.96

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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	47	4.62 1.28	103	4.97 0.91	26	4.81 0.98	48	5.00 1.22	<5	- -	319	5.14 0.88	16	4.81 0.75	27	5.22 0.51	204	5.22 0.96
2. Wait time for services and/or responses	46	4.67 1.01	102	4.91 0.93	27	4.48 1.12	46	4.91 1.15	<5	- -	312	5.14 0.92	16	4.88 0.81	27	5.00 0.92	205	5.16 0.99
3. Usefulness of Student Business Services website	45	4.58 1.14	99	4.81 0.87	29	4.55 1.15	43	4.77 1.19	<5	- -	302	5.04 0.98	14	4.57 1.28	25	5.00 0.71	208	5.08 1.03
4. Clarity of your online account statement	55	4.62 1.03	114	4.93 0.86	34	4.29 1.36	54	4.96 0.97	<5	- -	352	4.89 1.14	17	4.71 1.31	29	5.00 0.76	235	5.11 1.08

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE			
	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	18	4.50	89	5.29	18	4.61	68	5.38	<5	-	338	5.37	10	4.90	31	5.65	158	5.51	0.72	0.49
		1.54		0.69		1.20		0.86		-		0.77		0.99		0.72				
2. Hours of operation	21	4.86	95	4.91	17	4.59	68	4.96	<5	-	347	4.80	5	5.00	30	4.53	125	5.46	0.62	1.22
		1.31		1.08		1.00		1.21		-		1.26		1.22		1.22				
3. Study facilities available in the library	23	3.57	94	4.55	17	4.24	69	5.12	<5	-	344	5.00	5	4.80	30	4.90	96	5.54	0.68	1.16
		1.88		1.36		1.44		1.08		-		1.05		1.30		1.16				
4. Accessibility of library resources (e.g. books, journals)	41	4.34	112	4.95	26	4.58	69	5.22	<5	-	354	5.22	12	4.92	30	5.13	200	5.33	0.83	1.04
		1.46		1.15		1.17		0.98		-		0.84		1.16		1.04				
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	50	4.88	121	5.09	34	4.91	66	5.30	<5	-	349	5.20	12	5.08	29	5.34	225	5.44	0.75	0.86
		1.00		1.08		1.06		0.89		-		0.87		0.90		0.86				






	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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	38	4.26 1.33	119	4.48 1.43	27	4.44 1.45	63	4.94 1.08	<5	- -	340	5.07 1.02	16	5.31 1.25	31	4.45 1.50	229	5.23 1.03
2. Academic advisor's knowledge about my degree program	36	4.50 1.25	117	4.74 1.39	25	4.44 1.58	62	5.10 0.94	<5	- -	333	5.18 0.96	16	5.31 1.25	31	4.68 1.49	231	5.38 0.88
3. Faculty/staff knowledge of career opportunities in my field of study	53	4.72 1.15	121	4.82 1.19	31	4.94 1.18	65	5.12 0.96	<5	- -	345	5.22 0.90	16	5.38 1.26	32	4.88 1.39	229	5.41 0.76

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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	62	5.40 0.78	132	5.44 0.63	36	5.00 1.17	69	5.51 0.72	<5	- -	355	5.47 0.66	16	5.81 0.40	31	5.39 0.67	116	5.68 0.47
2. Classroom environment (e.g. size, temperature, maintenance)	62	4.90 1.21	132	4.98 0.99	36	4.19 1.35	69	4.72 1.32	<5	- -	341	4.99 1.08	16	5.63 1.02	30	4.83 0.99	86	5.62 0.65
3. Quality of equipment in laboratory facilities	60	4.92 1.29	128	4.85 1.01	29	4.86 1.13	67	5.27 1.07	<5	- -	329	5.15 0.90	16	5.56 1.26	31	4.87 0.96	74	5.69 0.49
4. Campus security	57	4.77 1.25	131	5.09 0.85	36	4.39 1.42	69	5.45 0.80	<5	- -	347	5.13 0.96	16	5.50 1.26	30	5.30 0.65	82	5.56 0.52
5. Parking availability	62	4.23 1.63	130	4.72 1.14	36	4.42 1.32	69	5.16 1.04	<5	- -	349	4.37 1.41	16	5.75 0.45	31	4.71 1.42	99	5.21 1.02

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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)	61	3.64 1.43	132	3.83 1.50	36	3.75 1.27	66	5.16 1.04	<5	- -	340	5.02 1.05	16	5.25 1.06	30	4.73 1.17	85	5.52 0.70
2. Reliability of wireless connectivity on my campus	60	2.37 1.65	131	3.62 1.58	36	3.17 1.44	68	4.82 1.28	<5	- -	345	4.46 1.34	15	3.87 1.85	30	4.40 1.30	98	5.34 0.90
3. Reliability of WebCT/Blackboard or Moodle system	61	4.08 1.32	129	4.46 1.17	35	4.06 1.16	66	3.87 1.64	<5	- -	371	4.67 1.21	16	5.13 0.81	30	5.17 0.70	242	5.31 0.84
4. Helpfulness of Help Desk employees	46	4.80 1.02	116	4.43 1.26	30	3.90 1.30	58	4.53 1.30	<5	- -	328	5.07 0.97	13	5.08 1.38	27	5.30 0.82	198	5.48 0.69
5. Usability of my school's website	61	4.38 1.33	131	4.68 1.15	36	4.42 1.13	67	4.88 0.96	<5	- -	377	4.88 1.10	16	4.81 1.33	32	5.22 0.55	250	5.29 0.87

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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.	59	4.54 1.19	127	4.91 0.96	35	4.43 1.27	68	5.12 0.95	<5	- -	360	5.14 0.78	16	4.25 1.29	31	4.81 1.11	205	5.26 0.94
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	58	4.69 1.20	128	4.87 1.17	35	4.57 1.12	66	4.64 1.42	<5	- -	347	5.10 0.94	15	5.40 0.63	31	4.96 0.75	162	5.41 0.78
3. Students in my school are treated fairly and with respect regardless of their differences.	60	4.65 1.29	132	4.65 1.41	34	4.24 1.60	69	5.03 1.10	<5	- -	368	5.22 0.88	16	4.88 1.26	32	4.84 1.22	209	5.41 0.78
4. I feel a sense of belonging to my school.	60	4.37 1.40	131	4.54 1.32	35	3.89 1.60	69	5.12 1.05	<5	- -	371	5.08 0.94	16	4.75 1.53	32	4.91 1.20	219	5.09 1.04
5. I feel a sense of belonging to the TTUHSC community.	60	3.93 1.49	131	4.53 1.34	34	3.44 1.73	69	4.75 1.23	<5	- -	368	5.05 0.98	16	4.25 1.57	32	4.78 1.39	212	5.01 1.15
6. I know who represents my school and/or campus on the Student Government Association (SGA).	57	3.58 1.59	129	4.16 1.50	35	3.74 1.70	66	4.68 1.44	<5	- -	349	4.76 1.34	16	3.81 1.38	31	4.06 1.53	152	3.46 1.91
7. I am aware of the activities sponsored by the Student Government Association (SGA).	57	3.46 1.52	129	4.29 1.41	35	3.60 1.80	66	4.48 1.45	<5	- -	349	4.69 1.30	16	3.88 1.50	31	3.84 1.42	157	3.80 1.83
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	53	3.60 1.50	123	4.27 1.47	33	3.85 1.70	65	4.66 1.41	<5	- -	342	4.82 1.13	15	4.33 1.23	30	4.43 1.30	117	4.51 1.57

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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.	59	4.05 1.49	130	4.01 1.40	35	3.63 1.48	68	4.32 1.45	<5	- -	355	3.89 1.56	15	3.27 1.53	30	4.03 1.47	225	4.17 1.62
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	54	3.69 1.68	126	4.15 1.56	34	3.24 1.63	67	4.63 1.10	<5	- -	332	4.76 1.07	14	3.64 1.50	30	4.37 1.25	209	5.07 0.89
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	59	4.12 1.44	129	4.26 1.57	35	3.37 1.65	68	4.63 1.14	<5	- -	362	4.74 1.09	16	3.81 1.56	32	4.31 1.31	228	5.10 0.88
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	60	4.13 1.36	131	4.47 1.26	36	4.03 1.32	69	4.71 1.00	<5	- -	376	4.91 1.09	16	5.06 1.06	32	4.81 1.12	246	5.21 1.02
13. I have adequate access to my instructors outside of class.	59	4.63 1.14	128	4.76 1.00	35	4.26 1.20	67	5.28 0.93	<5	- -	375	5.13 0.95	16	5.06 1.06	32	4.66 1.36	241	5.31 0.94

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		HIGHLAND		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	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.	60	4.50 1.31	132	4.74 1.18	35	4.14 1.33	68	5.19 1.03	<5	- -	378	5.06 1.07	16	5.13 1.09	31	4.90 1.14	251	5.37 0.85
15. My instructors care about my professional success.	61	4.56 1.28	132	4.75 1.22	35	4.20 1.32	69	5.09 1.12	<5	- -	377	5.10 1.01	16	5.31 1.08	32	4.91 1.15	249	5.34 0.85
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	 57	2.58 1.65	 128	3.48 1.59	 36	2.50 1.56	65	3.88 1.59	<5	- -	360	4.11 1.52	 16	3.19 1.60	 31	3.42 1.52	165	4.48 1.68
17. I would recommend my degree program to a friend or family member.	61	4.10 1.43	129	4.50 1.50	36	4.11 1.41	67	5.12 1.04	<5	- -	377	5.07 1.16	16	5.31 1.25	32	4.97 1.12	251	5.36 1.04

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