

Student Satisfaction Survey

TTUHSC Institutional Report
2016-2017

Summary

- The *2016-2017 Student Satisfaction Survey* represents a complete revision from the survey administered in previous years. Because the scales and item wording have changed, direct comparisons to previous results cannot be made.
- The following are the most important factors in students' decisions to attend TTUHSC: (1) affordable tuition, (2) programs, and (3) reputation of the institution.
- When asked if they made the right decision to attend TTUHSC, three of four students indicated that they "definitely" made the right decision.
- Approximately 94% of respondents reported being "extremely satisfied" or "satisfied" with their overall experiences at TTUHSC.
- Student satisfaction is comparable for students enrolled in traditional and distance education programs.
- Students at the new Lubbock—Covenant Health System instructional site express high levels of satisfaction with their experiences thus far.
- TTUHSC-El Paso was not included in the current survey administration. However, a small cohort of students in the TTUHSC Graduate School of Biomedical Sciences is currently completing program requirements in El Paso and is included in this report.
- Based on quantitative results at the institutional level, there are no issues which warrant immediate corrective action.
- As expected, open-ended comments reflect a diversity of topics that offer specific opportunities for continuous improvement. Readers should exercise caution in evaluating isolated comments, as they may not reflect the opinion of the whole.

Methodology

The *2016-2017 Student Satisfaction Survey (SSS)* was administered in Spring 2017. The data collection period lasted two weeks (March 20-31, 2017). Targeted participants included all students enrolled at TTUHSC as of March 10, 2017. The initial invitation to complete the online survey was sent via email through Qualtrics by the *Office of Institutional Effectiveness and Accreditation (OIEA)*. A subsequent reminder was sent via email to non-respondents one week before data collection ended. Information about the survey was posted on the TTUHSC announcements online and television monitors on the Lubbock campus. Members of the Executive Student Affairs Workgroup were also asked to promote the survey in their schools and across campuses. Five \$500 scholarships were offered as incentives for participation.

Demographics

A total of 1,748 of 4,650 students responded to the survey, resulting in a response rate of 38%. Respondents represented the following schools and campuses.

SCHOOL	CAMPUS
<ul style="list-style-type: none"> Graduate School of Biomedical Sciences (GSBS) School of Health Professions (SHP) 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) Lubbock (LBB) Lubbock-Covenant Health System (LBB-COV) Midland (MDL) Odessa (ODS) Distance education (DIST)^a

^a Respondents were classified as distance education students if they self-reported that 50% or more of their coursework is completed through distance education.

Figure 1 illustrates the response rates for each 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.) With the highest student enrollment at TTUHSC, SON also had the highest number of survey respondents (=585) but the lowest response rate (=31%) across schools. With the lowest student enrollment at TTUHSC, GSBS also had the lowest number of survey respondents (=110) but the highest response rate (=63%) across all schools.

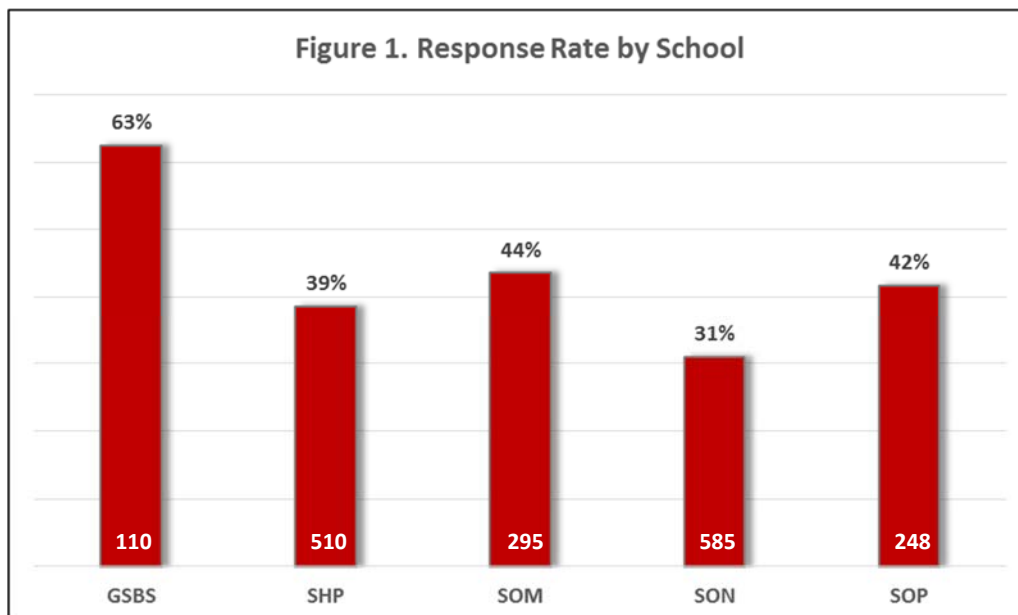
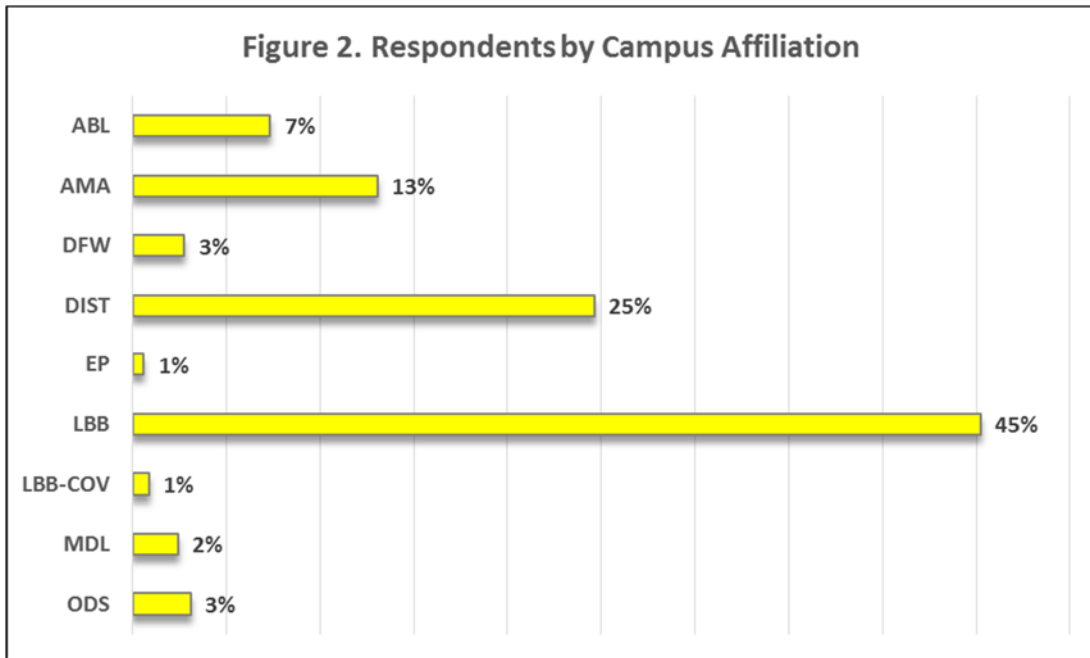
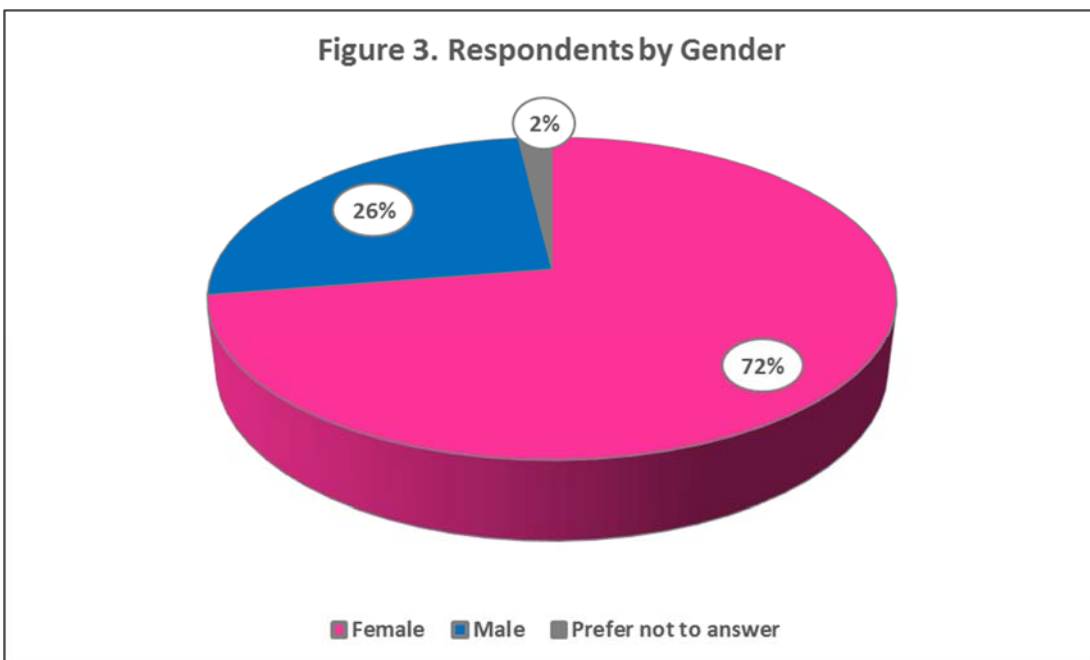
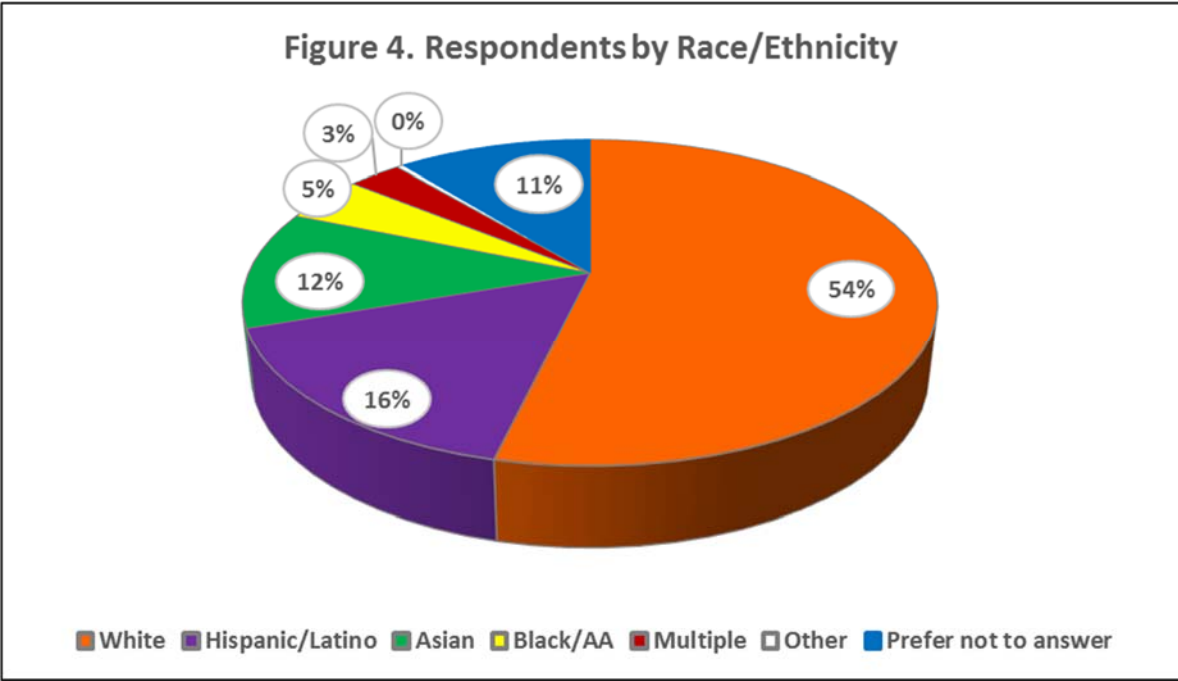


Figure 2 illustrates the percent of respondents by campus affiliation. Lubbock respondents (=45%) constituted the largest sub-group. One-fourth of respondents (=25%) reported that the majority of the coursework in their programs is completed via distance education. The remaining respondents were distributed across TTUHSC locations.



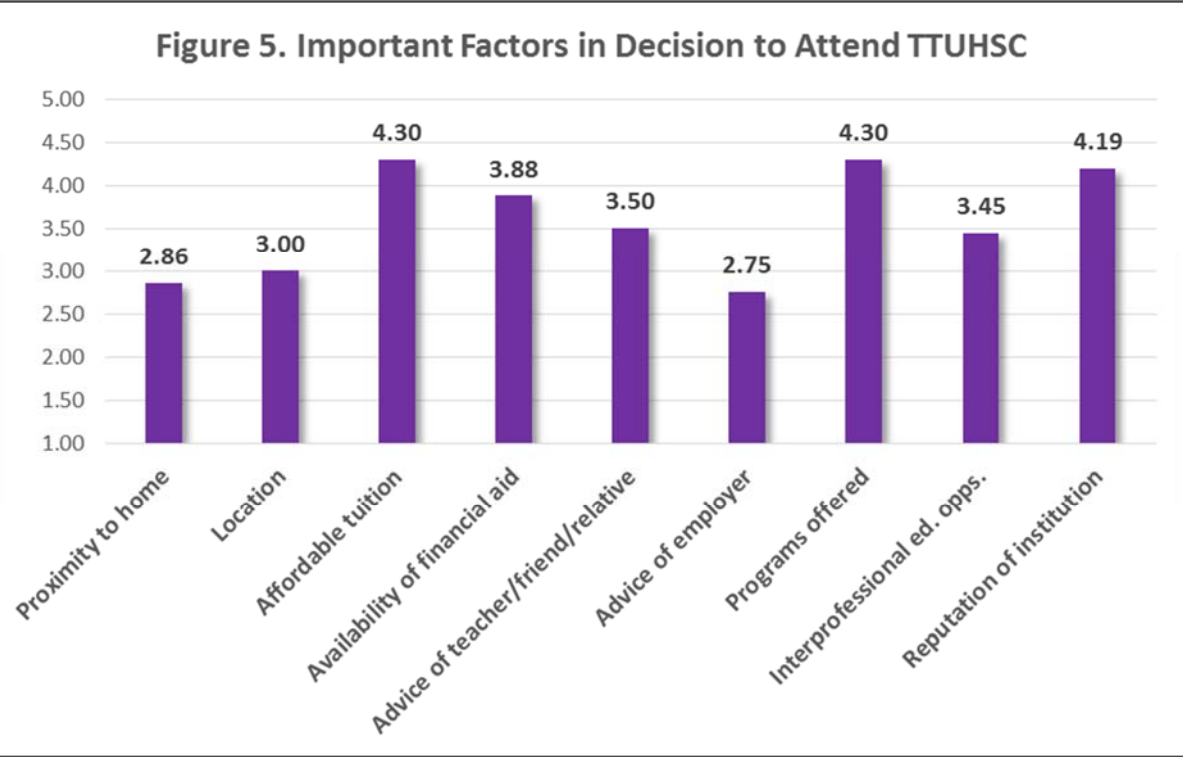
In addition to school and location, respondents provided their gender and race/ethnicity. *Figures 3 and 4* provide the corresponding breakdowns. More than seven of ten respondents (=72%) were female, which aligns with the overall student population. For race/ethnicity, *White* students constituted the largest sub-group, and *Hispanic/Latino* and *Asian* students constituted the next largest sub-groups, which also correspond with the overall student population.





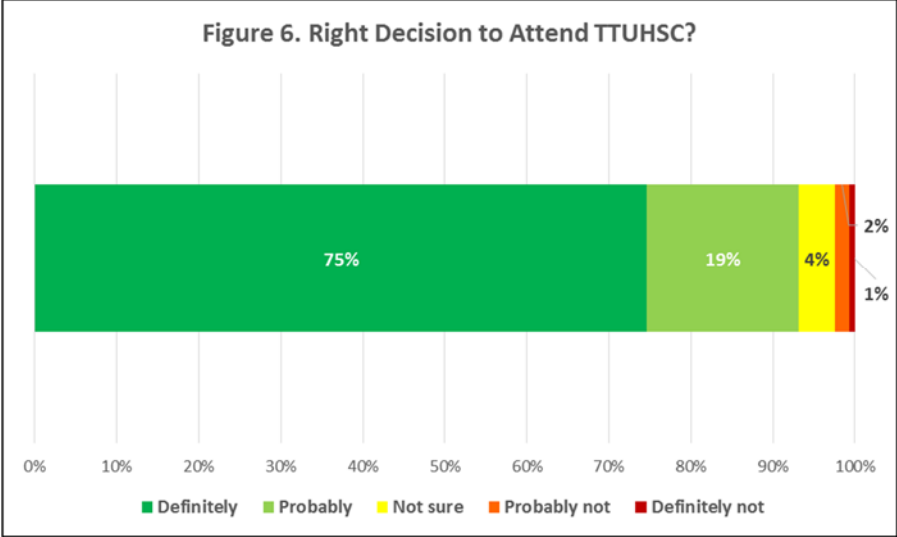
Results

Quantitative Data. Respondents were asked to rank the most important factors in their decision to attend TTUHSC using a five-point scale (5=Extremely important, 4=Very important, 3=Moderately important, 2=Slightly important, 1=Not at all important). Figure 5 illustrates the mean level of importance for each factor.

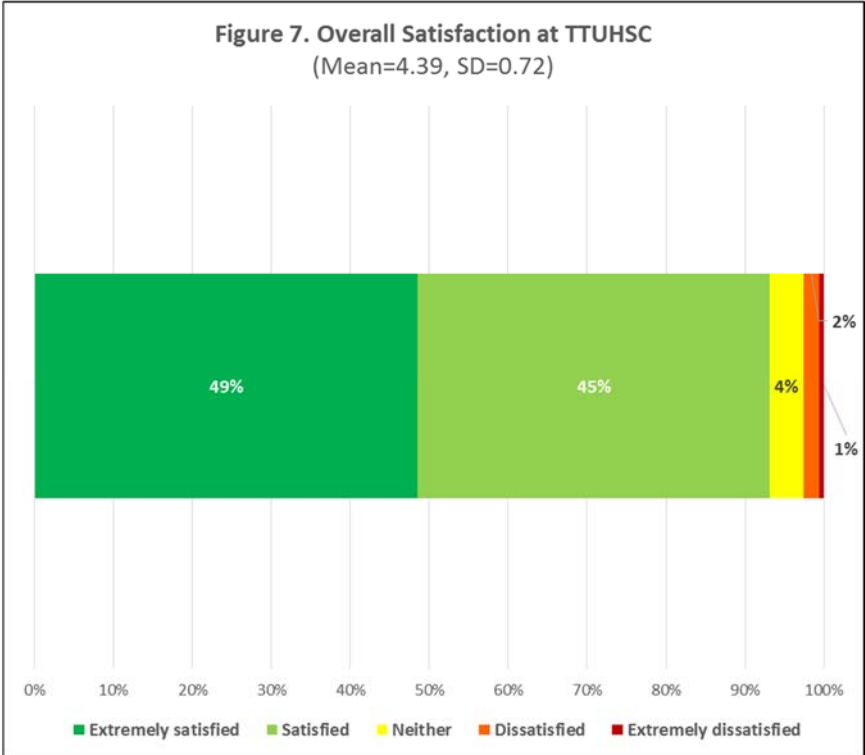


As the data indicate, the following are the most important factors in students' decisions to attend TTUHSC: (1) affordable tuition, (2) programs offered, and (3) reputation of the institution. These same factors, combined with the availability of financial aid, were also the most important factors when the data are disaggregated by school.

When asked if they felt like they made the right decision to attend TTUHSC, students responded favorably. Three of four students indicated that they "definitely" made the right decision. See Figure 6.



Finally, students indicated their overall satisfaction with their experiences at TTUHSC using a 5-point scale (5=Extremely satisfied, 4=Satisfied, 3=Neither satisfied nor dissatisfied, 2=Dissatisfied, and 1=Extremely dissatisfied). Approximately 94% of respondents reported being "extremely satisfied" or "satisfied." See Figure 7.



For the remainder of the survey items, students were asked to indicate their level of satisfaction using the same 5-point scale (5=Extremely satisfied, 4=Satisfied, 3=Neither satisfied nor dissatisfied, 2=Dissatisfied, and 1=Extremely dissatisfied). In the *Student Life* section, students were asked to indicate their level of agreement with several statements using a 5-point scale (5=Strongly agree, 4=Agree, 3=Neither agree nor disagree, 2=Disagree, and 1=Strongly Disagree). Respondents were also given a *Not Applicable* option for some items.

For all items, the possible range of means is 1.00-5.00. All means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Institutional Results (pp. 8-18): *Appendix A* presents survey results for the institution as a whole. For each item, the following data are provided:

- Mean level of satisfaction/agreement
- Standard deviation
- Total number of respondents for the scaled responses
- Color-coded graph illustrating the distribution of responses

Results by School (pp. 19-25): *Appendix B* presents survey results according to school. For each item, the following data are provided:

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

Results by Campus (pp. 26-33): *Appendix C* presents survey results according to campus. For each item, the following data are provided:

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

Qualitative Data. As part of the survey, students were given an opportunity to provide open-ended comments in response to the following prompts:

- 1) *What do you like most about TTUHSC?*
- 2) *How can we improve your experiences at TTUHSC?*

Respondents provided 1,176 comments to the first prompt and 825 comments to the second prompt. Any comments which indicated the student did not have a comment (e.g., *N/A, none*) or were otherwise not useful (e.g., *all, nothing*) were eliminated. 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.

Finally, potential ideas for TTUHSC's next Quality Enhancement Plan were solicited in the current survey. Respondents provided approximately 850 comments in response to the prompt. These comments will be analyzed and presented in a separate report.

Conclusion

More often than not, it is difficult to determine what to do with information collected from general surveys like the *Student Satisfaction Survey*. It is one thing to collect the data—it is 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., follow-up surveys, focus groups, interviews*)

Once you have gained an appropriate perspective, identify an area of potential improvement or 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 is equally critical is the documentation of your efforts to make those improvements. Contact the *Office of Institutional Effectiveness and Accreditation* for additional guidance in this process.

APPENDIX A. INSTITUTIONAL RESULTS











Academics, General	Mean ^a	SD	Distribution
		n	
Clarity of student expectations in my courses	4.20	0.76	
1,727			
Effectiveness of teaching strategies used by my professors	4.09	0.86	
1,727			
Quality of instructional materials used to enhance my learning	4.17	0.83	
1,727			
Academic advisor's knowledge of program requirements	4.26	0.83	
1,727			
Faculty/staff knowledge of career opportunities in my field of study	4.26	0.81	
1,727			

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).








Interprofessional education occurs when students from two or more professions learn about, from, and with each other to enable effective collaboration and improve health outcomes. Once students understand how to work interprofessionally, they are ready to enter the workplace as members of collaborative practice teams.

Interprofessional Education	Mean ^a	SD	Distribution
		n	
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.25	0.79	
1,701			
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.16	0.83	
1,701			
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.20	0.80	
1,701			
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	4.03	0.90	
1,701			
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	4.08	0.88	
1,701			
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	4.01	0.90	
1,701			

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

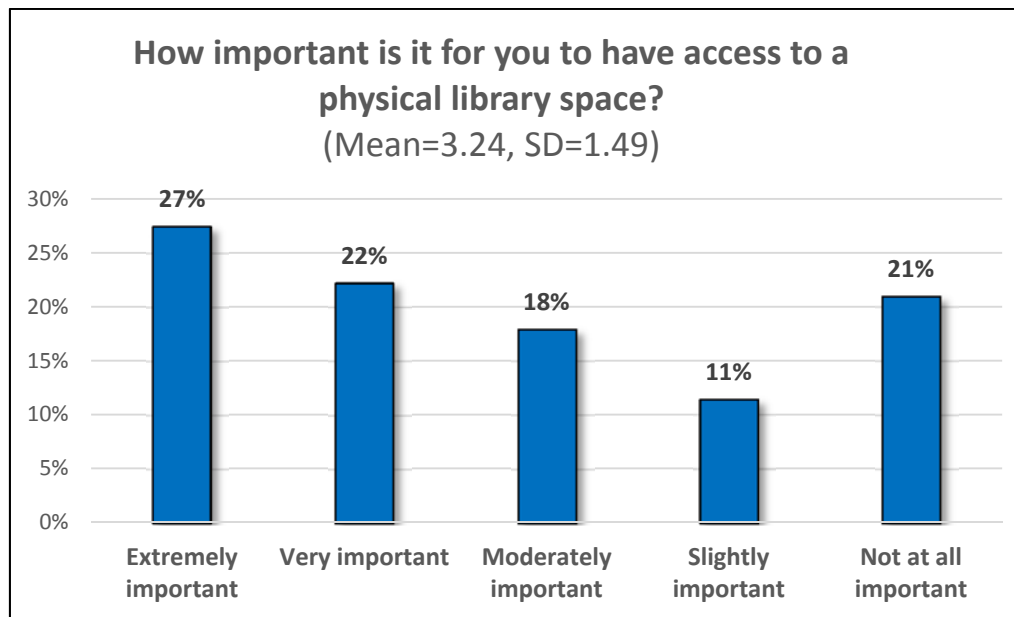
Technology	Mean ^a	SD	Distribution
		n	
Reliability of the learning management system (i.e., Sakai or The Hub)	3.90	1.02	
1,684			
Reliability of wireless connection (i.e., HSC-AIR) on my campus	3.51	1.24	
1,520			
Quality of audio-video equipment used in my classrooms	3.81	1.02	
1,509			
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.02	0.98	
1,569			
Knowledge/skill of TTUHSC IT Solution Center technicians	4.01	0.98	
1,563			
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	3.84	0.98	
1,383			
Usability of the TTUHSC website overall	3.93	0.96	
1,675			
Availability of your school's technology support staff	4.06	0.92	
1,590			
Knowledge/skill of your school's technology support staff	4.05	0.94	
1,591			
Usability of your school's website	3.96	0.95	
1,676			

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

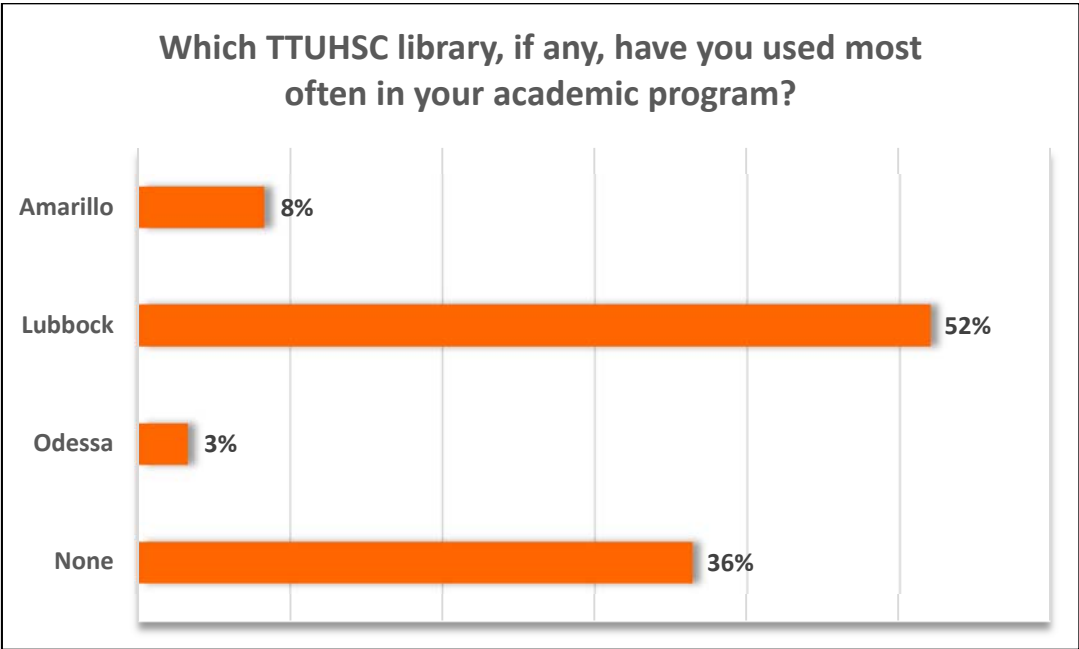
Physical Environment	Mean ^a	SD	Distribution
		n	
General adequacy of classrooms	4.21	0.78	
		1,391	
Adequacy of study facilities, excluding the library	3.91	1.04	
		1,372	
Availability of common spaces for students to congregate between classes	3.80	1.11	
		1,362	
Cleanliness of campus buildings	4.41	0.67	
		1,415	
Safety/security in campus buildings, excluding the library	4.36	0.71	
		1,400	
Safety/security outside of campus buildings, including parking lots	4.21	0.83	
		1,402	
Parking availability	3.71	1.13	
		1,403	

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Library, General	Mean ^a	SD	Distribution
		n	
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.05	0.82 1,386	
Helpfulness of librarians in responding to my questions	4.06	0.84 1,325	
Availability of appropriate online <u>databases</u> for my field of study	4.28	0.74 1,613	
Availability of appropriate online <u>journals</u> for my field of study	4.22	0.79 1,620	
Availability of appropriate <u>e-books</u> for my field of study	4.11	0.83 1,534	



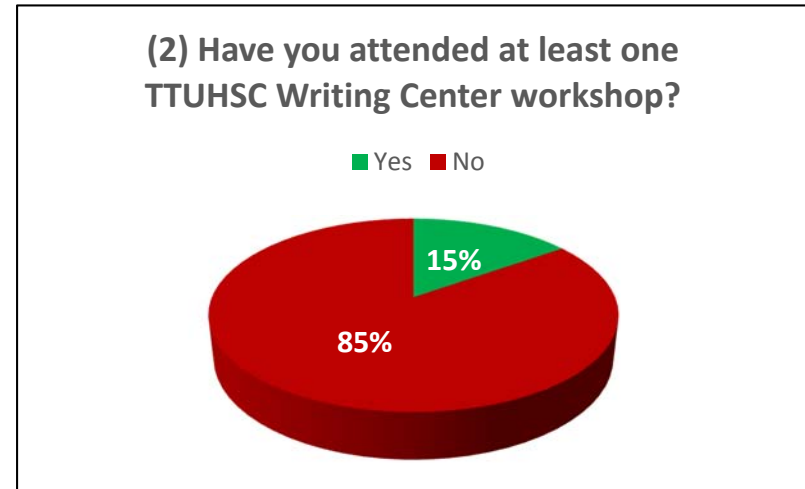
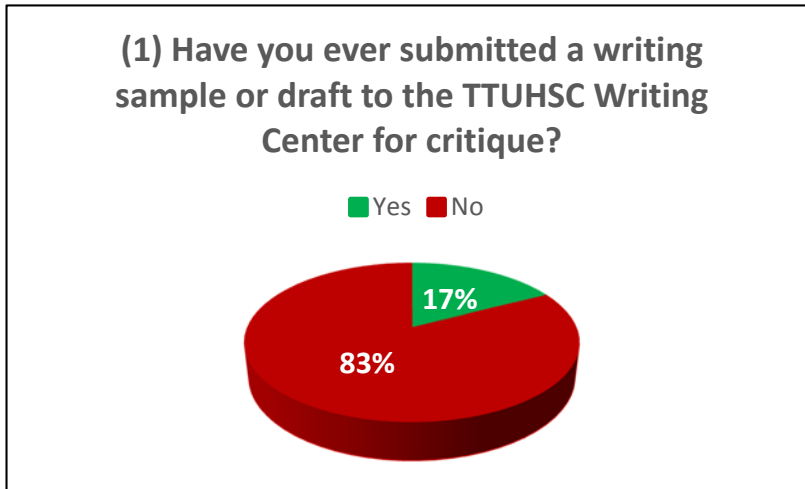
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Library, Physical	Lubbock		Amarillo		Odessa	
	Hours of operation	3.85	1.00 827	3.41	1.12 135	3.57
Availability of resource materials on-site	4.09	0.74 796	3.74	0.97 130	4.26	0.75 54
Availability of computers for your use	4.17	0.76 781	3.56	1.09 127	4.18	0.90 51
Adequacy of study facilities in the library	3.82	1.05 817	3.51	1.21 134	4.13	0.94 54
Safety/security in the library	4.27	0.68 813	3.92	0.93 133	4.33	0.79 54

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).




The **TTUHSC Writing Center** was a new service for TTUHSC students in 2015-2016.






TTUHSC Writing Center	Mean ^a	SD	Distribution
		n	
If <i>Yes to (1)</i> , how satisfied were you with the services you received from the TTUHSC Writing Center?	4.20	0.87	
		289	
If <i>Yes to (2)</i> , how satisfied are you with the monthly workshops presented by the TTUHSC Writing Center?	4.15	0.73	
		255	

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

The **Office of Student Business Services** coordinates payment of tuition and fees, answers billing questions, and oversees payment plans.

Student Business Services	Mean ^a	SD	Distribution
		n	
Helpfulness of staff	4.24	0.74	
		1,525	
Accuracy of information provided by staff	4.22	0.77	
		1,523	
Efficiency of services	4.21	0.79	
		1,529	

The **Office of Institutional Health** works collaboratively with school representatives to ensure that required students meet annual TB screening requirements and receive annual vaccines and follow-up testing. In addition, the office educates students about preventing occupational exposures and ensures timely access to healthcare when an occupational exposure to a bloodborne pathogen occurs.

Institutional Health	Mean ^a	SD	Distribution
		n	
Helpfulness of staff	4.20	0.77	
		1,387	
Accuracy of information provided by staff	4.21	0.75	
		1,390	
Efficiency of services	4.21	0.77	
		1,389	

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

The **Office of Financial Aid** provides financial assistance to students through loans, grants, and scholarships.

Financial Aid	Mean ^a	SD	Distribution
		n	
Helpfulness of staff	4.27	0.75	
		1,423	
Accuracy of information provided by staff	4.25	0.75	
		1,419	
Efficiency of services	4.24	0.77	
		1,427	

The **Office of the Registrar** provides enrollment services, protects student records, and prepares official transcripts.

Registrar	Mean ^a	SD	Distribution
		n	
Helpfulness of staff	4.23	0.75	
		1,498	
Accuracy of information provided by staff	4.23	0.74	
		1,498	
Efficiency of services	4.21	0.77	
		1,503	

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

The **Office of Student Services** coordinates various student services at the institutional level. These services or areas of responsibility include, but are not limited to, counseling, medical services, health insurance, disability services, student organizations, student government, and veterans affairs. *(Note: This office differs from the student affairs office in each specific school.)*

Office of Student Services	Mean ^a	SD	Distribution
		n	
Helpfulness of staff	4.29	0.74	
1,407			
Accuracy of information provided by staff	4.29	0.73	
1,405			
Efficiency of services	4.27	0.75	
1,407			

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Student Life	Mean ^a	SD	Distribution
		n	
I am aware of the services offered through Student Disability Services.	3.87	0.98 1,319	
I am familiar with the process for requesting accommodations through Student Disability Services.	3.68	1.07 1,222	
I am aware of the services offered through Veterans Affairs.	3.71	1.07 1,131	
Veterans Affairs staff are efficient in meeting my needs.	3.77	0.94 846	
Veterans Affairs staff are knowledgeable about the GI Bill and the process of obtaining VA educational benefits.	3.80	0.91 860	
I am aware of the possible health effects resulting from drug and alcohol use.	4.52	0.62 1,585	
I know what Title IX is.	4.23	0.91 1,596	
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administration.	4.22	0.85 1,610	
I do <u>not</u> think that sexual misconduct is a problem at TTUHSC.	3.97	0.95 1,561	
I am familiar with the mental health resources available to me as a TTUHSC student.	3.97	0.98 1,540	
I think I could recognize the warning signs of suicide and help someone get the help s/he needs.	4.21	0.73 1,618	
The Student Government Association represents my needs as a TTUHSC student.	3.93	0.93 1,522	

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

APPENDIX B. RESULTS BY SCHOOL

Overall Satisfaction	TTUHSC		GSBS		SHP		SOM		SON		SOP	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
		n		n		n		n		n		n
Overall satisfaction with TTUHSC experiences	4.39	0.72 1,736	4.15	0.81 110	4.56	0.61 506	4.27	0.70 293	4.50	0.66 583	4.01	0.82 244

Academics, General	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Clarity of student expectations in my courses	4.20	0.76 1,727	3.95	0.80 110	4.39	0.66 503	3.92	0.76 291	4.32	0.74 580	3.97	0.81 243
Effectiveness of teaching strategies used by my professors	4.09	0.86 1,727	3.83	0.88 110	4.35	0.74 503	3.70	0.91 291	4.24	0.81 580	3.77	0.86 243
Quality of instructional materials used to enhance my learning	4.17	0.83 1,727	3.89	0.90 110	4.35	0.71 503	3.90	0.90 291	4.30	0.79 580	3.95	0.85 243
Academic advisor's knowledge of program requirements	4.26	0.83 1,727	4.02	0.89 110	4.46	0.76 503	3.96	0.81 291	4.37	0.76 580	4.03	0.94 243
Faculty/staff knowledge of career opportunities in my field of study	4.26	0.81 1,727	3.83	0.99 110	4.43	0.77 503	4.03	0.83 291	4.35	0.72 580	4.12	0.84 243

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Interprofessional Education	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.25	0.79	3.75	0.80	4.42	0.70	4.03	0.80	4.41	0.71	3.95	0.86
		1,701		110		498		283		575		235
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.16	0.83	3.57	0.89	4.34	0.73	3.89	0.83	4.38	0.70	3.83	0.96
		1,701		110		498		283		575		235
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.20	0.80	3.78	0.84	4.37	0.69	3.87	0.82	4.42	0.69	3.89	0.92
		1,701		110		498		283		575		235
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	4.03	0.90	3.61	0.83	4.17	0.83	3.73	0.93	4.30	0.77	3.65	1.01
		1,701		110		498		283		575		235
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	4.08	0.88	3.62	0.83	4.26	0.79	3.76	0.91	4.34	0.75	3.69	1.01
		1,701		110		498		283		575		235
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	4.01	0.90	3.55	0.88	4.13	0.85	3.75	0.88	4.27	0.79	3.64	1.00
		1,701		110		498		283		575		235

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Technology	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Reliability of the learning management system (i.e., Sakai or The Hub)	3.90	1.02	3.61	1.02	4.20	0.78	3.19	1.14	4.26	0.80	3.39	1.11
		1,684		110		490		280		570		234
Reliability of wireless connection (i.e., HSC-AIR) on my campus	3.51	1.24	3.25	1.27	3.61	1.15	2.73	1.29	4.18	0.89	3.08	1.19
		1,520		110		451		277		449		233
Quality of audio-video equipment used in my classrooms	3.81	1.02	3.69	0.97	4.06	0.79	3.28	1.13	4.04	0.95	3.56	1.09
		1,509		108		447		275		445		234
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.02	0.98	3.84	0.94	4.17	0.79	3.28	1.15	4.47	0.64	3.56	1.07
		1,569		106		457		256		524		226
Knowledge/skill of TTUHSC IT Solution Center technicians	4.01	0.98	3.81	0.94	4.19	0.80	3.20	1.16	4.48	0.66	3.60	1.00
		1,563		106		459		255		517		226
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	3.84	0.98	3.39	0.87	3.97	0.87	3.07	1.08	4.29	0.73	3.49	0.97
		1,383		93		405		204		473		208
Usability of the TTUHSC website overall	3.93	0.96	3.29	1.14	4.05	0.86	3.36	1.10	4.27	0.77	3.81	0.86
		1,675		109		489		273		572		232
Availability of your school's technology support staff	4.06	0.92	3.83	0.81	4.19	0.80	3.43	1.11	4.47	0.60	3.68	1.00
		1,590		104		466		259		532		229
Knowledge/skill of your school's technology support staff	4.05	0.94	3.87	0.83	4.21	0.77	3.26	1.14	4.46	0.61	3.74	1.01
		1,591		104		467		261		531		228
Usability of your school's website	3.96	0.95	3.30	1.09	4.10	0.86	3.39	1.06	4.30	0.74	3.81	0.91
		1,676		107		491		274		570		234

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Physical Environment	TTUHSC		GSBS		SHP		SOM		SON		SOP	
General adequacy of classrooms	4.21	0.78	3.97	0.91	4.24	0.74	4.28	0.64	4.34	0.69	3.96	0.97
		1,391		108		410		273		372		228
Adequacy of study facilities, excluding the library	3.91	1.04	3.64	1.09	4.04	0.96	3.85	1.00	4.19	0.85	3.47	1.26
		1,372		107		404		273		360		228
Availability of common spaces for students to congregate between classes	3.80	1.11	3.48	1.13	3.80	1.10	3.88	1.01	4.09	0.97	3.40	1.25
		1,362		108		406		274		346		228
Cleanliness of campus buildings	4.41	0.67	4.34	0.71	4.43	0.60	4.38	0.71	4.52	0.58	4.28	0.82
		1,415		108		414		274		391		228
Safety/security in campus buildings, excluding the library	4.36	0.71	4.33	0.65	4.38	0.65	4.39	0.68	4.39	0.72	4.25	0.84
		1,400		108		413		274		377		228
Safety/security outside of campus buildings, including parking lots	4.21	0.83	4.17	0.81	4.20	0.79	4.15	0.85	4.32	0.79	4.15	0.92
		1,402		108		412		274		388		228
Parking availability	3.71	1.13	3.52	1.22	3.89	1.05	3.58	1.17	3.90	1.05	3.34	1.19
		1,403		107		408		274		386		228

Library, General	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.05	0.82	3.90	0.77	4.05	0.75	4.14	0.78	4.23	0.76	3.44	0.90
		1,386		91		392		244		487		172
Helpfulness of librarians in responding to my questions	4.06	0.84	3.92	0.82	4.04	0.80	4.19	0.79	4.22	0.83	3.53	0.82
		1,325		91		372		241		457		163
Availability of appropriate online <u>databases</u> for my field of study	4.28	0.74	3.94	0.87	4.25	0.75	4.26	0.75	4.42	0.66	4.21	0.76
		1,613		106		463		264		554		226
Availability of appropriate online <u>journals</u> for my field of study	4.22	0.79	3.81	1.02	4.22	0.78	4.19	0.81	4.36	0.71	4.12	0.78
		1,620		107		467		263		557		226
Availability of appropriate <u>e-books</u> for my field of study	4.11	0.83	3.58	0.97	4.03	0.85	4.11	0.81	4.28	0.75	4.09	0.80
		1,534		98		432		252		529		223

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Writing Center	TTUHSC		GSBS		SHP		SOM		SON		SOP	
How satisfied were you with the services you received from the TTUHSC Writing Center?	4.20	0.87	3.92	0.47	4.27	0.92	4.24	0.95	4.23	0.70	3.62	0.74
		289		13		84		42		137		13
How satisfied are you with the monthly workshops presented by the TTUHSC Writing Center?	4.15	0.73	3.90	0.65	4.41	0.60	4.16	0.73	4.27	0.73	3.64	0.77
		255		49		49		50		85		22

Student Business Services	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Helpfulness of staff	4.24	0.74	4.13	0.67	4.31	0.71	4.10	0.72	4.32	0.75	4.10	0.81
		1,525		100		442		249		517		217
Accuracy of information provided by staff	4.22	0.77	4.00	0.78	4.28	0.75	4.08	0.75	4.34	0.74	4.10	0.81
		1,523		101		441		248		516		217
Efficiency of services	4.21	0.79	4.06	0.70	4.28	0.75	4.03	0.82	4.32	0.76	4.07	0.85
		1,529		101		441		252		517		218

Office of Institutional Health	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Helpfulness of staff	4.20	0.77	3.95	0.79	4.29	0.72	4.29	0.69	4.23	0.79	3.96	0.82
		1,387		95		403		259		418		212
Accuracy of information provided by staff	4.21	0.75	3.96	0.75	4.32	0.69	4.31	0.65	4.22	0.80	4.01	0.79
		1,390		95		402		259		421		213
Efficiency of services	4.21	0.77	3.92	0.76	4.30	0.72	4.34	0.68	4.24	0.79	3.99	0.84
		1,389		95		403		259		420		212

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Financial Aid	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Helpfulness of staff	4.27	0.75	4.03	0.80	4.28	0.74	4.32	0.67	4.31	0.75	4.22	0.80
		1,423		90		413		231		468		221
Accuracy of information provided by staff	4.25	0.75	3.98	0.77	4.27	0.74	4.27	0.74	4.31	0.73	4.19	0.76
		1,419		90		413		228		467		221
Efficiency of services	4.24	0.77	4.02	0.75	4.28	0.71	4.27	0.76	4.26	0.82	4.20	0.77
		1,427		90		413		230		474		220

Registrar	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Helpfulness of staff	4.23	0.75	4.12	0.68	4.28	0.71	4.19	0.67	4.29	0.77	4.11	0.83
		1,498		100		439		228		514		217
Accuracy of information provided by staff	4.23	0.74	4.08	0.70	4.30	0.68	4.16	0.70	4.27	0.78	4.13	0.81
		1,498		100		437		229		516		216
Efficiency of services	4.21	0.77	4.01	0.72	4.29	0.67	4.12	0.80	4.26	0.79	4.09	0.84
		1,503		101		438		230		516		218

Office of Student Services	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Helpfulness of staff	4.29	0.74	4.06	0.82	4.27	0.67	4.39	0.73	4.30	0.70	4.31	0.88
		1,407		98		387		256		440		226
Accuracy of information provided by staff	4.29	0.73	4.03	0.76	4.28	0.66	4.35	0.74	4.31	0.70	4.28	0.87
		1,405		99		388		253		439		226
Efficiency of services	4.27	0.75	4.02	0.75	4.26	0.68	4.35	0.75	4.29	0.71	4.27	0.90
		1,407		99		388		254		440		226

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Student Life	TTUHSC		GSBS		SHP		SOM		SON		SOP	
I am aware of the services offered through Student Disability Services.	3.87	0.98 1,319	3.65	1.01 88	3.92	0.96 375	3.53	1.09 215	4.02	0.93 447	3.91	0.90 194
I am familiar with the process for requesting accommodations through Student Disability Services.	3.68	1.07 1,222	3.46	0.99 83	3.73	1.05 343	3.25	1.18 193	3.87	1.02 420	3.69	1.01 183
I am aware of the services offered through Veterans Affairs.	3.71	1.07 1,131	3.47	1.00 75	3.75	1.02 326	3.27	1.21 169	3.92	1.02 390	3.68	1.00 171
Veterans Affairs staff are efficient in meeting my needs.	3.77	0.94 846	3.60	0.75 55	3.78	0.95 238	3.50	1.00 108	3.93	0.94 300	3.69	0.84 145
Veterans Affairs staff are knowledgeable about the GI Bill and the process of obtaining VA educational benefits.	3.80	0.91 860	3.65	0.71 57	3.80	0.95 240	3.58	0.95 113	3.96	0.89 302	3.70	0.87 148
I am aware of the possible health effects resulting from drug and alcohol use.	4.52	0.62 1,585	4.40	0.63 105	4.54	0.61 457	4.45	0.74 266	4.57	0.56 541	4.48	0.62 216
I know what Title IX is.	4.23	0.91 1,596	4.22	0.83 105	4.33	0.86 463	4.27	0.77 266	4.28	0.90 542	3.82	1.14 220
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administration.	4.22	0.85 1,610	4.14	0.77 107	4.30	0.82 464	4.01	0.92 272	4.37	0.77 543	4.00	0.96 224
I do not think that sexual misconduct is a problem at TTUHSC.	3.97	0.95 1,561	3.68	1.04 103	3.96	0.98 449	3.98	0.85 271	3.99	0.97 512	4.06	0.91 226
I am familiar with the mental health resources available to me as a TTUHSC student.	3.97	0.98 1,540	3.72	1.03 102	3.98	0.99 441	4.03	0.87 271	4.01	1.04 504	3.91	0.92 222
I think I could recognize the warning signs of suicide and help someone get the help s/he needs.	4.21	0.73 1,618	3.86	0.95 105	4.20	0.71 466	4.12	0.74 272	4.42	0.61 549	4.02	0.77 226
The Student Government Association represents my needs as a TTUHSC student.	3.93	0.93 1,522	3.63	1.07 104	3.98	0.89 442	3.90	0.91 271	4.03	0.87 479	3.80	1.04 226

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

APPENDIX C. RESULTS BY CAMPUS

Overall Satisfaction	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
		n		n		n		n		n		n		n		n		n		n
Overall satisfaction with TTUHSC experiences	4.39	0.72 1,736	4.34	0.73 128	4.11	0.83 227	4.09	0.74 47	4.70	0.46 10	4.43	0.68 785	4.36	0.61 14	4.20	0.59 41	4.35	0.75 54	4.51	0.67 430

Academics, General	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
Clarity of student expectations in my courses	4.20	0.76 1,727	4.22	0.74 128	3.94	0.86 226	4.13	0.65 46	4.60	0.49 10	4.20	0.75 781	4.07	0.80 14	4.17	0.62 41	4.02	0.76 54	4.36	0.72 427
Effectiveness of teaching strategies used by my professors	4.09	0.86 1,727	4.11	0.81 128	3.81	0.87 226	3.80	0.80 46	4.30	0.78 10	4.10	0.88 781	3.86	0.91 14	3.95	0.79 41	4.00	0.79 54	4.27	0.80 427
Quality of instructional materials used to enhance my learning	4.17	0.83 1,727	4.28	0.76 128	3.95	0.91 226	3.98	0.79 46	4.10	0.83 10	4.18	0.83 781	4.36	0.61 14	3.98	0.81 41	4.17	0.83 54	4.29	0.77 427
Academic advisor's knowledge of program requirements	4.26	0.83 1,727	4.38	0.72 128	4.09	0.90 226	3.96	1.04 46	4.40	0.80 10	4.25	0.83 781	4.43	0.49 14	4.20	0.67 41	4.24	0.94 54	4.35	0.79 427
Faculty/staff knowledge of career opportunities in my field of study	4.26	0.81 1,727	4.38	0.71 128	4.10	0.89 226	4.11	0.87 46	4.10	0.94 10	4.28	0.81 781	4.29	0.80 14	4.29	0.74 41	4.19	0.88 54	4.29	0.77 427

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Interprofessional Education	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or	4.25	0.79	4.27	0.85	3.98	0.86	4.09	0.81	4.10	0.83	4.26	0.78	4.31	0.61	4.29	0.80	4.34	0.70	4.35	0.71
		1,701		126		219		45		10		773		13		41		53		421
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.16	0.83	4.22	0.90	3.89	0.94	3.98	0.80	4.00	1.10	4.14	0.83	4.38	0.62	4.24	0.79	4.36	0.68	4.29	0.73
		1,701		126		219		45		10		773		13		41		53		421
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.20	0.80	4.21	0.89	3.99	0.88	4.02	0.83	3.90	1.14	4.18	0.80	4.23	0.70	4.34	0.72	4.40	0.65	4.33	0.71
		1,701		126		219		45		10		773		13		41		53		421
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	4.03	0.90	4.09	0.95	3.77	0.98	3.73	0.90	3.90	1.14	4.02	0.90	4.31	0.72	3.98	0.90	4.25	0.77	4.19	0.81
		1,701		126		219		45		10		773		13		41		53		421
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	4.08	0.88	4.13	0.89	3.78	0.97	3.87	0.93	3.70	1.19	4.08	0.89	4.08	0.92	4.07	0.89	4.32	0.75	4.24	0.78
		1,701		126		219		45		10		773		13		41		53		421
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	4.01	0.90	4.10	0.92	3.73	0.98	3.64	0.97	3.50	1.12	4.00	0.89	4.23	0.89	3.90	0.91	4.25	0.80	4.17	0.80
		1,701		126		219		45		10		773		13		41		53		421

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Technology	TTUHSC	ABL	AMA	DFW	EP	LBB	LBB-COV	MDL	ODS	DIST
Reliability of the learning management system (i.e., Sakai or The Hub)	3.90 1,684	3.73 1.10 126	3.52 1.17 216	3.82 1.04 45	4.20 0.75 10	3.78 1.03 766	3.31 1.14 13	4.25 0.73 40	3.90 1.06 52	4.36 0.71 416
Reliability of wireless connection (i.e., HSC-AIR) on my campus	3.51 1,520	3.72 1.17 126	3.30 1.19 216	3.60 1.20 43	4.10 1.14 10	3.23 1.30 756	2.77 1.37 13	3.60 1.09 40	3.87 1.04 52	
Quality of audio-video equipment used in my classrooms	3.81 1,509	3.78 1.08 126	3.58 1.10 214	3.63 1.14 43	3.90 1.04 10	3.73 1.02 750	3.69 0.91 13	4.15 0.65 40	3.90 0.97 52	
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.02 1,569	4.08 1.08 124	3.71 1.02 205	3.81 1.01 42	4.50 0.67 10	3.93 1.02 725	3.83 0.90 12	4.13 0.75 40	4.20 0.86 49	4.32 0.74 362
Knowledge/skill of TTUHSC IT Solution Center technicians	4.01 1,563	4.10 0.97 124	3.71 1.02 204	3.71 0.96 42	4.60 0.66 10	3.90 1.05 726	3.67 1.11 12	4.20 0.71 40	4.20 0.86 49	4.36 0.75 356
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	3.84 1,383	3.93 0.97 116	3.56 1.03 183	3.62 0.85 39	3.63 0.99 8	3.71 1.01 633	3.75 0.83 12	4.05 0.73 37	4.05 0.99 43	4.20 0.81 312
Usability of the TTUHSC website overall	3.93 1,675	4.02 0.88 125	3.74 1.04 215	3.87 0.83 45	3.40 1.02 10	3.79 1.02 759	3.69 1.14 13	4.13 0.60 40	4.04 0.94 52	4.24 0.77 416
Availability of your school's technology support staff	4.06 1,590	4.12 1.00 126	3.82 0.92 207	3.82 0.94 44	4.40 0.80 10	3.98 0.98 726	4.00 0.68 13	4.22 0.79 40	4.18 0.90 51	4.32 0.71 373
Knowledge/skill of your school's technology support staff	4.05 1,591	4.16 1.01 126	3.86 0.96 207	3.77 1.01 43	4.40 0.80 10	3.92 1.01 729	4.00 0.68 13	4.28 0.77 40	4.24 0.88 51	4.34 0.68 372
Usability of your school's website	3.96 1,676	4.10 0.83 126	3.71 1.06 216	3.84 0.97 45	3.60 1.02 10	3.83 1.00 759	3.77 1.05 13	4.33 0.52 40	4.13 0.83 52	4.25 0.78 415

^a Means are color-coded to highlight areas of strength and potential improvement (Red: ≤1.99, Yellow: 2.00-2.99, White: 3.00-4.49, Green: ≥4.50).

Physical Environment	TTUHSC	ABL	AMA	DFW	EP	LBB	LBB-COV	MDL	ODS	DIST
General adequacy of classrooms	4.21 0.78 1,391	4.40 0.67 125	4.00 0.99 212	3.93 0.89 41	3.80 1.08 10	4.24 0.72 738	4.50 0.50 12	4.38 0.54 39	4.21 0.64 48	
Adequacy of study facilities, excluding the library	3.91 1.04 1,372	4.01 1.11 124	3.67 1.22 212	3.29 1.24 42	2.90 1.37 10	3.94 0.98 731	4.33 0.47 12	4.11 0.99 38	3.92 0.91 48	
Availability of common spaces for students to congregate between classes	3.80 1.11 1,362	4.00 1.08 125	3.52 1.23 211	3.20 1.21 40	3.00 1.18 10	3.77 1.11 735	4.33 0.62 12	4.19 0.80 37	3.98 0.80 48	
Cleanliness of campus buildings	4.41 0.67 1,415	4.70 0.49 125	4.31 0.80 212	4.05 0.73 41	4.70 0.46 10	4.42 0.63 739	4.58 0.49 12	4.38 0.54 39	4.33 0.71 49	
Safety/security in campus buildings, excluding the library	4.36 0.71 1,400	4.65 0.57 125	4.25 0.86 212	4.00 0.83 41	4.80 0.40 10	4.38 0.65 740	4.58 0.49 12	4.26 0.74 39	4.27 0.75 49	
Safety/security outside of campus buildings, including parking lots	4.21 0.83 1,402	4.54 0.74 125	4.13 0.92 212	3.88 1.00 40	4.70 0.46 10	4.19 0.80 738	4.42 0.64 12	4.18 0.75 39	3.96 1.05 49	
Parking availability	3.71 1.13 1,403	3.78 1.13 124	3.74 1.13 212	3.00 1.38 40	1.70 1.19 10	3.67 1.12 734	3.92 1.11 12	4.33 0.69 39	3.52 1.21 48	

^a Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).

Library, General	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.05	0.82	3.72	0.92	3.72	0.95	3.52	0.99	3.75	0.66	4.11	0.74	4.33	0.75	3.83	0.70	4.43	0.72	4.17	0.78
		1,386		90		167		33		8		676		12		29		51		320
Helpfulness of librarians in responding to my questions	4.06	0.84	3.86	0.90	3.75	0.87	3.55	0.94	3.88	0.78	4.14	0.79	4.27	0.86	3.79	0.71	4.47	0.78	4.12	0.83
		1,325		84		161		31		8		662		11		29		51		288
Availability of appropriate online <u>databases</u> for my field of study	4.28	0.74	4.28	0.65	4.25	0.73	4.16	0.95	4.20	0.87	4.26	0.73	4.67	0.47	4.31	0.65	4.46	0.77	4.32	0.76
		1,613		121		208		44		10		731		12		39		52		396
Availability of appropriate online <u>journals</u> for my field of study	4.22	0.79	4.25	0.67	4.18	0.78	4.07	0.89	4.10	0.94	4.17	0.81	4.58	0.49	4.33	0.61	4.48	0.75	4.29	0.77
		1,620		121		208		44		10		734		12		39		52		400
Availability of appropriate <u>e-books</u> for my field of study	4.11	0.83	4.18	0.72	4.07	0.82	4.07	0.91	4.11	0.87	4.05	0.84	4.30	0.64	4.28	0.68	4.45	0.75	4.16	0.84
		1,534		119		200		42		9		702		10		39		51		362

Library, Physical	LBB		AMA		ODS	
Hours of operation	3.85	1.00	3.41	1.12	3.57	1.13
		827		135		54
Availability of resource materials on-site	4.09	0.74	3.74	0.97	4.26	0.75
		796		130		54
Availability of computers for your use	4.17	0.76	3.56	1.09	4.18	0.90
		781		127		51
Adequacy of study facilities in the library	3.82	1.05	3.51	1.21	4.13	0.94
		817		134		54
Safety/security in the library	4.27	0.68	3.92	0.93	4.33	0.79
		813		133		54

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Writing Center	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
How satisfied were you with the services you received from the TTUHSC Writing Center?	4.20	0.87	4.00	0.50	4.09	0.93	4.50	0.50	4.00	0.00	4.18	0.90	4.25	0.43	4.33	0.47	4.40	0.49	4.26	0.89
		289		8		23		2		1		135		4		3		5		108
How satisfied are you with the monthly workshops presented by the TTUHSC Writing Center?	4.15	0.73	4.07	0.73	3.92	0.76	4.00	0.00			4.21	0.69	4.00	0.00	5.00	0.00	3.88	0.93	4.43	0.73
		255		30		48		1				143		2		2		8		21

Student Business Services	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
Helpfulness of staff	4.24	0.74	4.31	0.71	4.12	0.80	4.12	0.75	4.56	0.50	4.22	0.73	4.25	0.60	4.46	0.50	4.27	0.66	4.30	0.78
		1,525		121		200		43		9		691		12		37		49		363
Accuracy of information provided by staff	4.22	0.77	4.29	0.73	4.13	0.79	4.12	0.75	4.22	0.79	4.18	0.76	4.25	0.60	4.49	0.50	4.22	0.65	4.32	0.80
		1,523		121		200		43		9		690		12		37		49		362
Efficiency of services	4.21	0.79	4.26	0.78	4.11	0.82	4.09	0.86	4.44	0.68	4.16	0.78	4.25	0.60	4.46	0.55	4.20	0.70	4.32	0.79
		1,529		122		200		43		9		693		12		37		49		364

Office of Institutional Health	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
Helpfulness of staff	4.20	0.77	4.16	0.79	4.06	0.87	3.95	0.79	3.63	0.86	4.24	0.73	4.50	0.50	4.29	0.66	4.33	0.72	4.22	0.78
		1,387		114		197		42		8		682		12		35		46		251
Accuracy of information provided by staff	4.21	0.75	4.16	0.85	4.10	0.83	4.02	0.74	3.88	0.78	4.25	0.71	4.50	0.50	4.31	0.67	4.33	0.66	4.22	0.77
		1,390		114		198		42		8		683		12		35		46		252
Efficiency of services	4.21	0.77	4.17	0.82	4.08	0.88	4.10	0.75	3.75	0.83	4.25	0.74	4.50	0.50	4.29	0.66	4.33	0.66	4.24	0.76
		1,389		114		197		42		8		683		12		35		46		252

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Financial Aid	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
Helpfulness of staff	4.27	0.75	4.44	0.58	4.22	0.80	4.21	0.86	4.22	0.63	4.23	0.74	4.45	0.50	4.39	0.63	4.16	0.79	4.31	0.78
		1,423		117		198		42		9		643		11		38		45		320
Accuracy of information provided by staff	4.25	0.75	4.38	0.61	4.20	0.80	4.17	0.72	4.00	0.94	4.20	0.75	4.55	0.50	4.50	0.55	4.20	0.62	4.32	0.77
		1,419		117		198		42		9		639		11		38		45		320
Efficiency of services	4.24	0.77	4.35	0.68	4.23	0.77	4.15	0.81	4.11	0.74	4.20	0.76	4.55	0.50	4.47	0.55	4.09	0.84	4.31	0.81
		1,427		117		198		41		9		641		11		38		45		327

Registrar	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
Helpfulness of staff	4.23	0.75	4.38	0.67	4.13	0.80	3.93	0.94	4.30	0.64	4.22	0.71	4.09	0.67	4.32	0.62	4.21	0.77	4.30	0.77
		1,498		121		199		42		10		669		11		37		47		362
Accuracy of information provided by staff	4.23	0.74	4.33	0.72	4.12	0.84	3.93	0.86	4.30	0.46	4.22	0.69	4.09	0.90	4.30	0.65	4.28	0.67	4.29	0.77
		1,498		122		198		42		10		670		11		37		47		361
Efficiency of services	4.21	0.77	4.37	0.69	4.08	0.87	3.79	0.95	4.20	0.60	4.20	0.72	3.91	0.90	4.30	0.61	4.26	0.76	4.28	0.78
		1,503		122		199		43		10		672		11		37		47		362

Office of Student Services	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
Helpfulness of staff	4.29	0.74	4.48	0.71	4.27	0.89	4.10	0.93	4.50	0.50	4.28	0.71	4.50	0.50	4.29	0.62	4.33	0.66	4.28	0.71
		1,407		121		206		41		8		667		12		34		46		272
Accuracy of information provided by staff	4.29	0.73	4.50	0.67	4.20	0.90	4.10	0.93	4.38	0.70	4.28	0.69	4.50	0.50	4.32	0.63	4.28	0.71	4.28	0.70
		1,405		121		206		41		8		666		12		34		46		271
Efficiency of services	4.27	0.75	4.48	0.71	4.20	0.91	4.12	0.94	4.50	0.50	4.25	0.71	4.50	0.50	4.29	0.62	4.30	0.69	4.27	0.71
		1,407		121		206		41		8		667		12		34		46		272

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Student Life	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB-COV		MDL		ODS		DIST	
I am aware of the services offered through Student Disability Services.	3.87	0.98	4.10	0.82	3.90	0.97	3.84	0.84	4.22	0.79	3.74	1.30	4.55	0.66	4.09	0.87	4.03	0.96	3.97	0.93
		1,319		100		180		38		9		605		11		33		40		303
I am familiar with the process for requesting accommodations through Student Disability Services.	3.68	1.07	3.87	0.95	3.73	1.10	3.69	0.91	4.00	1.05	3.51	1.11	4.11	0.74	3.91	0.98	3.86	1.07	3.85	1.00
		1,222		95		169		36		9		557		9		32		37		278
I am aware of the services offered through Veterans Affairs.	3.71	1.07	3.95	0.96	3.64	1.11	3.66	0.83	4.13	0.78	3.56	1.11	4.00	0.95	3.78	1.03	3.86	0.95	3.91	1.00
		1,131		94		156		35		8		507		11		27		36		257
Veterans Affairs staff are efficient in meeting my needs.	3.77	0.94	3.90	0.87	3.68	0.96	3.60	0.80	4.20	0.75	3.68	0.93	4.13	0.93	3.84	0.87	3.97	0.89	3.94	0.96
		846		78		126		30		5		380		8		19		29		171
Veterans Affairs staff are knowledgeable about the GI Bill and the process of obtaining VA educational benefits.	3.80	0.91	3.99	0.82	3.74	0.93	3.70	0.74	4.20	0.75	3.69	0.92	4.11	0.74	3.84	0.87	3.89	1.03	3.98	0.90
		860		79		129		30		5		388		9		19		27		174
I am aware of the possible health effects resulting from drug and alcohol use.	4.52	0.62	4.57	0.54	4.50	0.66	4.37	0.65	4.70	0.46	4.48	0.65	4.67	0.47	4.54	0.55	4.55	0.74	4.60	0.54
		1,585		119		202		41		10		728		12		37		47		389
I know what Title IX is.	4.23	0.91	4.20	1.01	4.04	1.01	3.45	1.25	4.10	1.14	4.27	0.84	4.58	0.49	4.14	1.07	4.12	0.98	4.34	0.83
		1,596		122		202		44		10		732		12		37		49		388
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administration.	4.22	0.85	4.29	0.81	4.15	0.91	3.91	0.92	4.10	0.94	4.12	0.91	4.42	0.49	4.38	0.67	4.22	0.95	4.45	0.65
		1,610		124		207		44		10		739		12		37		49		388
I do not think that sexual misconduct is a problem at TTUHSC.	3.97	0.95	4.20	0.86	4.09	0.95	3.80	0.94	4.20	0.98	3.92	0.95	4.58	0.49	3.95	0.73	4.21	0.90	3.88	0.98
		1,561		123		208		44		10		734		12		37		47		346
I am familiar with the mental health resources available to me as a TTUHSC student.	3.97	0.98	4.18	0.82	4.05	0.92	3.58	0.99	3.90	0.70	3.96	0.97	4.33	0.47	4.00	0.96	4.13	0.90	3.87	1.09
		1,540		124		205		43		10		717		12		37		48		344
I think I could recognize the warning signs of suicide and help someone get the help s/he needs.	4.21	0.73	4.35	0.62	4.12	0.80	3.95	0.71	3.70	0.78	4.12	0.76	4.50	0.50	4.32	0.70	4.27	0.78	4.40	0.61
		1,618		124		207		44		10		741		12		37		49		394
The Student Government Association represents my needs as a TTUHSC student.	3.93	0.93	3.99	1.01	3.89	1.03	3.77	0.85	4.00	0.77	3.94	0.93	4.50	0.50	3.92	0.79	4.09	0.75	3.87	0.91
		1,522		122		204		44		10		737		12		36		46		311

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