Texas Tech University Health Sciences Center Report on Customer Service

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

June 2006

Section 1

Inventory of External Customers by Strategy (with a brief description of types of services provided)

Strategy	Customer	Brief Description of Service Provided
A. Goal: Instruction/Operations		
A.1.1. Medical Education	Medical Students	Provides medical education for M.D. degree
A.1.2. Biomedical Sciences Training	Graduate Students	Provides graduate level education in the biomedical sciences
A.1.3. Allied Health Professions Training	Undergraduate Students Graduate Students	Provides undergraduate education in clinical laboratory science, occupational therapy, communication disorders, and physician assistance training; provides graduate level education in physical therapy and communication disorders
A.1.4. Nursing Education	Undergraduate Students Graduate Students RN to BSN Students	Provides undergraduate education for the B.S.N. degree; provides graduate level education for the M.S.N. degree
A.1.5. Pharmacy Education	Students RPh to PharmD Students	Provides graduate level education for the PharmD degree
A.1.6. Graduate Medical Education	N/A (Medical Residents are employees)	-----
A.2.1. Staff Group Insurance Premiums	N/A	
A.2.2. Workers' Compensation Insurance	N/A	
A.3.1. Texas Public Education Grants	Students	Grants for educational programs
A.3.2. Medical Loans	Medical Students	Loans for educational programs
B. Goal: Provide Research Support		
B.1.1. Research Enhancement	N/A	**-----**

C. Goal: Infrastructure Support		
C.1.1. E & G Space Support	N/A	-----
C.2.1. Tuition Revenue Bond Retirement	N/A	**-----**
D. Goal: Provide Special Item Support		
D.1.1. South Texas Professional Education	N/A	-----
D.1.2. Border Support-Academic Expansion	N/A	-----
D.1.3. Academic Support-Border Development	N/A	-----
D.1.4. Integrated Health Network	Students Continuing Education Participants	Provides technology and technical assistance to support distance education across campuses.
D.1.5 Medical Education-Odessa	N/A	**-----**
D.1.6. El Paso - Medical	N/A	**-----**
D.1.7. Medical Resident and Physician Assistant Program Expansion	Undergraduate Students Graduate Students	Provides support to train students in the Physician Assistant Program
D.2.1. Family/Community Medicine Residency	N/A (Medical Residents are employees)	-----
D.2.2. Midland Surgical Residency Training	N/A (Medical Residents are employees)	**-----**
D.2.3. Midland Cardiology Residency	N/A (Medical Residents are employees)	-----
D.2.4. Border Health-Resident Support	N/A (Medical Residents are employees)	-----
D.3.1. Diabetes Research Center	N/A	-----
D.4.1. Rural Health Care	N/A	-----
D.5.1. Institutional Enhancement	N/A	-----
E. Goal: Tobacco Funds		
E.1.1. Tobacco Earnings Tx Tech HSC El Paso	N/A	
E.1.2. Tobacco Earnings Tx Tech Univ HSC	N/A	
E.1.3. Tobacco - Permanent Health Fund	N/A	

Section 2

Description of the information-gathering methods utilized in obtaining input from institution customers

The Texas Tech University Health Sciences Center student survey was developed in response to Texas Government Code, Section 2114, which requires institutions of higher education to collect data from specific customers to assess quality and satisfaction with services in key areas including accessibility, faculty and staff, communications, Internet site, complaint handling process, timely service and accuracy of information. The specific customers to be surveyed are those for which Texas Tech University Health Sciences Center receives state funding (see Section 1). Thus, currently enrolled students became the focus of TTUHSC's survey.

The original student survey instrument was developed in 2001 and administered in 2002. Following this initial administration of the survey, student focus groups helped determined the best terminology to use on future surveys to avoid student confusion, the most efficient method of disseminating the survey to increase the response rate and the groups of students to survey to yield the most reliable data. This revised survey was administered to students in 2004.

The student survey administered in 2006 is a modification of the 2004 survey. Revisions were based on recommendations from students, faculty and staff. The following changes were made to the 2004 survey:

- The title of section "*Academic Advising*" was changed to "*Academic and Career Advising/Mentoring*" and the following evaluation statement was added, "In my area of study, I know who to contact for academic and career advising/mentoring".

- The section on "*TechSIS System*" was dropped because the Registrar's office is implementing a new student information system that promises to provide added functionality and services to the students, faculty and staff.

- The title of section "*Student Billing and Financial Aid Disbursement (Bursar's Office)*" was changed to "*Student Billing and Monetary Disbursement (Bursar's Office).*"

- The section "*Student Health Insurance*" was divided into two separate sections; "*Student Health Insurance*" with four statements for evaluation and "*Student Health Care Provider on your Campus*" with five statements for evaluation.

- A section was added titled "*Facilities, Equipment and Security on your Campus*" with eight specific statements for evaluation.

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- Under the section "*Information Technology*" the following statement was added, "Wireless connectivity is acceptable".

- The title of section "*HealthNet*" was changed to "*TechLink*" and the following three items for evaluation were added; "The TechLink class instructor used the videoconferencing system effectively to provide classroom instruction", "TechLink classroom difficulties did not interfere with my learning experience", and "I found WebCT to be a valuable learning tool in my TechLink class."

- The sections titled "*Synergistic Center*" and "*Study Carrels*" were dropped from the survey.

- A section on the "*Student Senate*" was added to the survey. This new section has four statements for student evaluation.

The focus groups reported that the best method of disseminating the survey is in person using paper and pencil. The focus groups recommended that the survey be disseminated to the School of Medicine year 3, School of Nursing and Allied Health Sciences Junior and Seniors, and Pharmacy year 3 to obtain the most reliable and usable data. The Biomedical Sciences students were not surveyed due to small enrollment.

The surveys were distributed to 118 3rd year Medical students; 120 Junior Nursing students; 125 Junior and 148 Senior Allied Health Sciences students; and 80 3rd year Pharmacy students during the months of May and June. The overall response rate for all schools was 25%.

The completed surveys were scanned and reports including mean scores, item responses by topic and comments were compiled and validated by the Earl Research Center at Texas Tech University.

Section 3

Charts detailing the levels of customer-determined service quality

Student Service Survey – Summary by School
Report on Customer Service - 2006

Positive Trend – 90% and above   Less Positive Trend – 75% and below   Negative Trend – 20% or more

Academic and Career Advising/Mentoring

	Allied Health Sciences (n=268)	Medicine (n=8 2)	Nursing (n=127)	Pharmacy (n=55)
In my area of study, I know who to contact for academic and career advising/mentoring.	90 / 10	88 / 12	79 / 21	64 / 36
Times available for academic advising/mentoring were convenient.	89 / 11	85 / 15	82 / 18	66 / 34
My questions were answered and/or problems solved.	91 / 9	87 / 13	80 / 20	64 / 36
Academic and career advising/mentoring personnel were knowledgeable about opportunities in my field.	89 / 11	83 / 17	85 / 15	70 / 30

HSC Student Services including Financial Aid Applications and the Registrar

	Allied Health Sciences	Medicine	Nursing	Pharmacy
Student Services employees were courteous.	98 / 2	96 / 4	94 / 6	96 / 4
Student Services office hours met my needs.	99 / 1	96 / 4	95 / 5	100 / 0
My questions were answered and/or problems solved.	95 / 5	92 / 8	94 / 6	98 / 2
Wait time for services and/or responses was acceptable.	95 / 5	91 / 9	94 / 6	91 / 9
I received adequate information about scholarships/grants.	86 / 14	76 / 24	76 / 24	85 / 15

Student Affairs Office for Your School or Program on Your Campus

	Allied Health Sciences	Medicine	Nursing	Pharmacy
Student Affairs employees were courteous.	97 3	97 3	95 5	71 29
Student Affairs office hours met my needs.	97 3	96 4	96 4	90 10
My questions were answered and/or problems solved.	98 2	90 10	89 11	90 10
Wait time for services and/or responses was acceptable.	97 3	95 5	94 6	86 14
Student Affairs prepared me for the transition to a regional campus.	85 15	81 19	92 8	79 21

Student Billing and Monetary Disbursement (Bursar's Office)

	Allied Health Sciences	Medicine	Nursing	Pharmacy
HSC employees involved in Billing and Monetary Disbursement were courteous.	97 3	96 4	98 2	100 0
Billing and Monetary Disbursement office hours met my needs.	98 2	91 9	94 6	98 2
My questions were answered and/or problems solved.	97 3	93 7	96 4	94 6
Wait time for services and/or responses was acceptable.	98 2	91 9	96 4	92 8
The paper billing is easy to understand.	92 8	89 11	95 5	96 4

Student Health Insurance

	Allied Health Sciences	Medicine	Nursing	Pharmacy
I know where to obtain information explaining student health care services. (insurance plans; where to go for health care, etc.)	67 33	57 43	57 43	53 47
There are adequate choices of health insurance coverage.	50 50	46 54	59 41	50 50
I received adequate information on health insurance plans.	63 37	43 57	53 47	56 44

Student Health Care Provider on Your Campus:

	Allied Health Sciences	Medicine	Nursing	Pharmacy
Student health care provider's office employees were courteous.	84 16	90 10	89 11	82 18
Student health care provider's office hours met my needs.	82 18	81 19	71 29	69 31
My questions were answered and/or problems solved.	80 20	82 18	83 17	84 16
Wait time for services and/or responses was acceptable.	67 33	72 28	67 33	77 23
Pharmaceutical services on my campus are readily available.	69 31	68 32	79 21	75 25

Adequacy of Library Resources on Your Campus:

	Allied Health Sciences	Medicine	Nursing	Pharmacy
The books, journals and other materials needed were available in the library.	85 15	88 12	96 4	82 18
The librarians were helpful in locating resources.	94 6	96 4	89 11	82 18
Search software such as OVID, Micromedex, and MD Consult were easily accessible.	86 14	90 10	82 18	91 9
Library hours are convenient.	89 11	72 28	75 25	83 17
The library is comfortable, quiet, and clean.	96 4	87 13	98 2	88 12
The library study facilities are adequate.	85 15	69 31	89 11	75 25

Facilities, Equipment and Security on Your Campus

	Allied Health Sciences	Medicine	Nursing	Pharmacy
I find the size of my classrooms to be adequate.	87 13	91 9	100 0	55 45
I am satisfied with the AV equipment used in classrooms.	87 13	94 6	99 1	64 36
I am satisfied with the housekeeping and maintenance of classrooms.	93 7	99 1	98 2	91 9
I find the computer equipment to be adequate.	89 11	84 16	83 17	71 29
I am satisfied with the availability of computer equipment.	82 18	72 28	72 28	65 35
I find the quality of equipment in the laboratory facilities to be adequate.	90 10	87 13	87 13	95 5
I am satisfied with the safety of laboratory facilities.	97 3	95 5	99 1	100 0
I am satisfied with the level of security on my campus.	90 10	76 24	90 10	86 14

Information Technology (Computer Services)

	Allied Health Sciences	Medicine	Nursing	Pharmacy
Help Desk employees were courteous.	94 6	96 4	98 2	82 18
Help Desk employees were knowledgeable.	95 5	92 8	96 4	81 19
The Help Desk employees were easily accessible.	80 20	85 15	87 13	71 29
My questions were answered and/or problems solved.	92 8	93 7	94 6	60 40
Wait time for services and/or responses were acceptable.	88 12	89 11	90 10	66 34
Wireless connectivity is acceptable.	77 23	64 36	89 11	46 54
There are sufficient data ports in the classrooms and study areas for network connectivity.	83 17	77 23	97 3	55 45

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Adequacy of Your School's HSC Website

	Allied Health Sciences	Medicine	Nursing	Pharmacy
The information/services I need on-line are available on my school's website.	94 6	90 10	94 6	96 4
My school's website information is easy to find.	91 9	73 27	86 14	76 24
My school's website information is accurate.	91 9	86 14	96 4	85 15
My school's website information is up-to-date.	92 8	82 18	93 7	81 19

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TechLink

	Allied Health Sciences	Medicine	Nursing	Pharmacy
TechLink classes were equivalent to face-to-face instruction.	21 / 78	80 / 20	100 / 0	45 / 55
The TechLink class instructor used the videoconferencing system effectively to provide classroom instruction.	77 / 23	100 / 0	75 / 25	82 / 18
TechLink classroom difficulties did not interfere with my learning experience.	24 / 76	80 / 20	100 / 0	34 / 66
Any TechLink classroom equipment malfunctions were corrected on a timely basis.	59 / 41	100 / 0	80 / 20	71 / 29
TechLink operations technicians were courteous.	95 / 5	100 / 0	100 / 0	84 / 16
TechLink operations technicians were knowledgeable	89 / 11	100 / 0	100 / 0	93 / 7
I found WebCT to be a valuable learning tool in my TechLink class	80 / 20	100 / 0	100 / 0	89 / 11

Degree Program

	Allied Health Sciences	Medicine	Nursing	Pharmacy
I would recommend my Health Sciences Center Degree Program to a friend.	90 / 10	74 / 26	83 / 17	61 / 39
Overall, I am highly satisfied with my educational program.	90 / 10	70 / 30	74 / 26	56 / 44

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Student Senate

	Allied Health Sciences	Medicine	Nursing	Pharmacy
I am aware of the role of the Student Senate at the TTUHSC.	62 38	54 46	39 61	55 45
I am satisfied with the role of the Student Senate at the TTUHSC.	77 23	60 40	35 65	60 40
I am aware of my school's Student Senate representatives.	70 30	52 48	35 65	65 35
I am aware of activities sponsored by the Student Senate.	58 42	43 57	36 64	50 50

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Student Service Survey – Summary by Campus
Report on Customer Service – 2006

Positive Trend – 90% and above   Less Positive Trend – 75% and below   Negative Trend – 20% or more

Academic and Career Advising/Mentoring	Amarillo (n=74)	Dallas (n=13)	El Paso (n=35)	Lubbock (n=354)	Midland/ Odessa (n=54)
In my area of study, I know who to contact for academic and career advising/mentoring.	79 21	46 54	74 26	88 12	87 13
Times available for academic advising/mentoring were convenient.	85 15	44 56	71 29	88 12	76 24
My questions were answered and/or problems solved.	80 20	44 56	75 25	89 11	86 14
Academic and career advising/mentoring personnel were knowledgeable about opportunities in my field.	81 19	75 25	69 31	89 11	80 20

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	Amarillo	Dallas	El Paso	Lubbock	Midland/Odessa
HSC Student Services including Financial Aid Applications and the Registrar					
Student Services employees were courteous.	**94** **6**	**100** **0**	**97** **3**	**97** **3**	**100** **0**
Student Services office hours met my needs.	**98** **2**	**100** **0**	**97** **3**	**97** **3**	**97** **3**
My questions were answered and/or problems solved.	**96** **4**	**100** **0**	**87** **13**	**94** **6**	**98** **2**
Wait time for services and/or responses was acceptable.	**89** **11**	**89** **11**	**87** **13**	**95** **5**	**98** **2**
I received adequate information about scholarships/grants.	**89** **11**	**90** **10**	**64** **36**	**81** **19**	**87** **13**
Student Affairs Office for Your School or Program on Your Campus					
Student Affairs employees were courteous.	**80** **20**	**100** **0**	**94** **6**	**96** **4**	**98** **2**
Student Affairs office hours met my needs.	**97** **3**	**92** **8**	**94** **6**	**96** **4**	**97** **3**
My questions were answered and/or problems solved.	**96** **4**	**82** **18**	**83** **17**	**94** **6**	**98** **2**
Wait time for services and/or responses was acceptable.	**96** **4**	**82** **18**	**88** **12**	**95** **5**	**100** **0**
Student Affairs prepared me for the transition to a regional campus.	**87** **13**	**82** **18**	**70** **30**	**91** **9**	**68** **32**

	Amarillo	Dallas	El Paso	Lubbock	Midland/ Odessa
Student Billing and Monetary Disbursement (Bursar's Office)					
HSC employees involved in Billing and Monetary Disbursement were courteous.	96 4	100 0	93 7	98 2	98 2
Billing and Monetary Disbursement office hours met my needs.	98 2	100 0	86 14	96 4	96 4
My questions were answered and/or problems solved.	94 6	100 0	86 14	96 4	98 2
Wait time for services and/or responses was acceptable.	93 7	100 0	85 15	97 3	96 4
The paper billing is easy to understand.	93 7	92 8	84 16	94 6	90 10

Student Health Insurance

	Amarillo	Dallas	El Paso	Lubbock	Midland/ Odessa
I know where to obtain information explaining student health care services. (insurance plans; where to go for health care, etc.)	56 44	46 54	49 51	67 33	51 49
There are adequate choices of health insurance coverage.	58 42	60 40	45 55	60 40	46 54
I received adequate information on health insurance plans.	51 49	58 42	49 51	62 38	51 49

Student Health Care Provider on Your Campus:	Amarillo	Dallas	El Paso	Lubbock	Midland/ Odessa
Student health care provider's office employees were courteous.	88 12	83 17	89 11	87 13	71 29
Student health care provider's office hours met my needs.	85 15	33 67	68 32	80 20	61 39
My questions were answered and/or problems solved.	82 18	83 17	78 22	85 15	52 48
Wait time for services and/or responses was acceptable.	72 28	100 0	63 37	70 30	45 55
Pharmaceutical services on my campus are readily available.	70 30	80 20	61 39	78 22	28 72

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Adequacy of Library Resources on Your Campus:	Amarillo	Dallas	El Paso	Lubbock	Midland/ Odessa
The books, journals and other materials needed were available in the library.	77 23	100 0	97 3	91 9	81 19
The librarians were helpful in locating resources.	98 2	75 25	100 0	91 9	92 8
Search software such as OVID, Micromedex, and MD Consult were easily accessible.	87 13	100 0	94 6	85 15	85 15
Library hours are convenient.	87 13	75 25	53 47	85 15	79 21
The library is comfortable, quiet, and clean.	87 13	89 11	80 20	98 2	96 4
The library study facilities are adequate.	65 35	78 22	69 31	88 12	73 27

Facilities, Equipment and Security on Your Campus

	Amarillo	Dallas	El Paso	Lubbock	Midland/ Odessa
I find the size of my classrooms to be adequate.	82 18	77 23	91 9	88 12	91 9
I am satisfied with the AV equipment used in classrooms.	70 30	92 8	88 12	94 6	76 24
I am satisfied with the housekeeping and maintenance of classrooms.	99 1	100 0	97 3	95 5	87 13
I find the computer equipment to be adequate.	86 14	69 31	79 21	87 13	85 15
I am satisfied with the availability of computer equipment.	89 11	61 39	70 30	74 26	85 15
I find the quality of equipment in the laboratory facilities to be adequate.	94 6	100 0	83 17	90 10	80 20
I am satisfied with the safety of laboratory facilities.	97 3	100 0	96 4	98 2	96 4
I am satisfied with the level of security on my campus.	96 4	77 23	73 27	88 12	81 19

Information Technology (Computer Services)	**Amarillo**	**Dallas**	**El Paso**	**Lubbock**	**Midland/ Odessa**
Help Desk employees were courteous.	94 6	100 0	94 6	94 6	93 7
Help Desk employees were knowledgeable.	89 11	100 0	90 10	94 6	93 7
The Help Desk employees were easily accessible.	84 16	89 11	87 13	86 14	86 14
My questions were answered and/or problems solved.	82 18	80 20	94 6	90 10	95 5
Wait time for services and/or responses were acceptable.	79 21	100 0	87 13	88 13	81 19
Wireless connectivity is acceptable.	54 46	50 50	48 52	85 15	39 61
There are sufficient data ports in the classrooms and study areas for network connectivity.	58 42	82 18	48 52	92 8	61 39

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Adequacy of Your School's HSC Website

	Amarillo	Dallas	El Paso	Lubbock	Midland/ Odessa
The information/services I need on-line are available on my school's website.	96 4	100 0	88 12	95 5	80 20
My school's website information is easy to find.	85 15	77 23	70 30	87 13	87 13
My school's website information is accurate.	85 15	83 17	84 16	95 5	79 21
My school's website information is up-to-date.	81 19	83 17	78 22	93 7	78 22

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	Amarillo	Dallas	El Paso	Lubbock	Midland/ Odessa
TechLink					
TechLink classes were equivalent to face-to-face instruction.	36 / 64	31 / 69		33 / 67	19 / 81
The TechLink class instructor used the videoconferencing system effectively to provide classroom instruction.	81 / 19	85 / 15		81 / 19	73 / 27
TechLink classroom difficulties did not interfere with my learning experience.	46 / 54	38 / 62		41 / 59	27 / 73
Any TechLink classroom equipment malfunctions were corrected on a timely basis.	64 / 36	92 / 8		73 / 27	42 / 58
TechLink operations technicians were courteous.	87 / 13	92 / 8		93 / 7	98 / 2
TechLink operations technicians were knowledgeable	92 / 8	92 / 8		92 / 8	85 / 15
I found WebCT to be a valuable learning tool in my TechLink class	80 / 20	92 / 8		86 / 14	76 / 24
Degree Program					
I would recommend my Health Sciences Center Degree Program to a friend.	74 / 26	69 / 31	57 / 43	87 / 13	85 / 15
Overall, I am highly satisfied with my educational program.	66 / 34	54 / 46	54 / 46	83 / 17	89 / 11

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	Amarillo	Dallas	El Paso	Lubbock	Midland/ Odessa
Student Senate					
I am aware of the role of the Student Senate at the TTUHSC.	73 27	36 64	45 55	58 42	16 84
I am satisfied with the role of the Student Senate at the TTUHSC.	73 27	43 57	60 40	74 26	25 75
I am aware of my school's Student Senate representatives.	74 26	64 36	42 58	63 37	13 87
I am aware of activities sponsored by the Student Senate.	64 36	30 70	46 54	53 47	18 82

Section 4

Analysis of the findings identified from the customer satisfaction assessment

Methodology

The survey analysis was simplified by combining the strongly agree and agree percentages into one score and the strongly disagree and disagree percentages into one score. A positive trend score of 90% and above was set to designate the areas where schools and campuses are going above and beyond their customers' expectations. A less than positive trend was established at 75% and below to designate the specific areas departments can improve. A negative trend as set at 20% to show areas where there is a high dissatisfaction and immediate attention is required.

Summary

Summary by Schools: Students in the four schools overall gave relatively positive ratings to academic and career advising/mentoring, HSC Student Services including financial aid applications and the Registrar, Student Affair offices for individual schools, the Bursar's Office, library resources, facilities, equipment, security, information technology and individual school websites. Exception were seen in the School of Pharmacy were students were overall dissatisfied with academic career advising/mentoring, computer resources/services and certain aspects of TechLink. School of Allied Health students were also dissatisfied with certain aspects of TechLink. Students in all the schools were overall dissatisfied with health insurance, health care provider, and the Student Senate. In addition, students in Medicine, Nursing and Pharmacy were generally dissatisfied with their degree programs.

Summary by Campuses: In general, students on all five campuses (Amarillo, Dallas, El Paso, Lubbock and Midland/Odessa) were overall satisfied with Student Services, Student Affairs, student billing and monetary disbursement, library resources, facilities, equipment, security, information technology and school websites. However, there were exceptions. Students on the Dallas and El Paso campuses were overall dissatisfied with academic and career advising/mentoring, library hours of operation, availability of computer equipment, and wireless connectivity. Student on the Amarillo and Midland/Odessa campuses were overall dissatisfied with the adequacy of library study facilities, number of data ports in the classrooms and study areas with network connectivity. Students on all campuses were generally dissatisfied with health insurance, health care providers and the student senate. Finally, students on the Amarillo, Dallas and El Paso campuses were generally dissatisfied with their degree programs.

Improvements to the Survey Process

There are several improvements to the survey process that will be implemented in 2007. The survey will be administered annually to all TTUHSC students. We are converting the paper and pen survey to one that can be completed online. We are also considering incentives to increase the survey return rate.

Improvements to Processes

Several processes have been improved as a direct result of the 2004 Customer Service Survey.

The Office of Student Services was relocated directly across from the student synergistic center, which is a newly created student center. Improvements to the Synergistic Center include new exercise equipment (free standing weights, elliptical and recumbent bikes and treadmills) and new gaming equipment (air hockey and shuffleboard). In addition, new computer work stations have been added for student use. The center is open 24 hours a day, 7 days a week to any TTUHSC student.

Student Services continues to utilize a student announcement page and email to communicate events and changes to policies to specific groups of students. Student services developed a website (www.ttuhsc.edu/studentservices) which includes support services information as well as "hot happenings" and quick links for important information.

The Lubbock campus Office of Student Services extended their hours to include availability during the lunch hours so that students can be seen from 8:00am – 5:00pm, Monday though Friday.

The Office of Student Services convenes quarterly meetings with representatives from offices and departments responsible for delivering support services to students. The purpose of these meetings is to exchange information, share concerns, and discuss new innovations that would benefit our customers. This committee has been instrumental in improving customer service.

The Financial Aid Office has significantly increased the number of staff cross training to better meet the needs of our students. This has greatly increased the office's ability to immediately answer student's questions. The Financial Aid Office is utilizing email notification for student awards. This has reduced the delay in notifying the students of their award eligibility.

The Registrars' Office is implementing a new student information system that will provide added functionality and services to students, faculty and staff. The system will be available 24 hours a day, 7 days a week. The Registrars' Office has hired two new programmers to support the student information needs of departments.

Section 5

Performance measure information related to customer service standards and customer satisfaction

Outcome Measures:

The majority of our students strongly agreed or agreed that TTUHSC departments are meeting their needs.

Many of our students wrote comments regarding service delivery. The comments were summarized and distributed to appropriate schools and departments for consideration in their customer service improvement efforts.

Student focus groups will be formed to clarify the student comments and evaluations. The results of these focus group will be shared with schools and departments on all campuses.

Output Measures:

The total number of students surveyed was 591.
The total number of students served was 2375.

Efficiency Measures:

The costs associated with the survey were the personnel time to: conduct student focus groups, prepare and typeset the survey, travel to the campuses to conduct and retrieve the surveys, and analyze the data. Other direct costs were paper and travel expenses to the campuses.

Explanatory Measures:

There were 2375 customers identified.
There were several customer groups surveyed:
- Medical Students
- Allied Health Sciences Students
- Nursing Students
- Pharmacy Students

Estimated performance for fiscal year 2006

TTUHSC will focus on the following areas to improve customer satisfaction scores:

- Academic and career advising/mentoring in the School of Pharmacy

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- Student health insurance

- Student health care providers

- Information technology in the School of Pharmacy

- Increase awareness of the Student Senate