

Student Satisfaction Survey – Historical Analysis

TTUHSC Institutional Report 2009-2010 through 2013-2014

Summary

- A historical analysis of the Student Satisfaction Survey data from the past five years indicates that, on average, satisfaction/agreement with most survey items has stayed the same or improved over time.
- On average, student satisfaction with the following items has increased significantly from 2009-2010 to 2013-2014:
 - Communication about the registration process
 - Ease of registering for classes
 - Classroom environment (e.g., size, temperature, maintenance)
 - Campus security
 - Audio-video equipment used in classrooms (e.g., microphones, projectors)
 - Reliability of wireless connectivity on my campus
 - Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)
- On average, student agreement with the following items has increased significantly from 2009-2010 to 2013-2014:
 - Students in my school are treated fairly and with respect regardless of their differences.
 - I feel a sense of belonging to my school.
 - I feel a sense of belonging to the TTUHSC community.
 - I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.
 - I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.
 - I am satisfied with the quality of instruction that I receive at TTUHSC.
 - I have adequate access to my instructors outside of class.
 - My instructors are concerned about my academic success.
 - My instructors care about my professional success.
 - I would recommend my degree program to a friend or family member.
 - I have sufficient opportunities to interact with students from other TTUHSC schools (i.e., Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).
- Student satisfaction/agreement with a few items decreased over the past five years, but those changes are not statistically significant.

Background

The *Student Satisfaction Survey (SSS)* is administered to a sample of TTUHSC students every spring semester. The data collection period starts mid-April and lasts for two weeks. Targeted participants include a sample of students selected from the student enrollment report for that semester. The table below summarizes the number of respondents and response rates by year of administration.

Year of Administration	Number of Respondents	Response Rate
2009-2010	1,078	47%
2010-2011	1,024	40%
2011-2012	1,343	49%
2012-2013	1,208	43%
2013-2014	974	42%

Overall, the respondents appear fairly representative of the population in terms of school affiliation, location, gender, and race/ethnicity across all administration years listed above.

Analysis

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 almost all items.

The tables in *Appendix A* present the mean level of satisfaction/agreement for the past five years. For all items, the possible range of means is 1.00-6.00. Responses indicating *Not Applicable* and *Not Important to Me* were excluded from this historical analysis. Differences between item means for the 2009-2010 administration and the 2013-2014 administration were tested using independent samples t tests. Equal variances were not assumed. Due to the high number of t tests ($n=49$) run in this analysis, a Bonferroni adjustment was used when interpreting the p-values in an effort to reduce the likelihood of a Type I error. The adjusted alpha in this analysis is $\alpha_{\text{adjusted}} = .05/49 = .001$. Thus, only differences with a p-value smaller than .001 are indicated as being significant.

The charts in *Appendix B* illustrate the mean level of satisfaction/agreement for the past five years. Significant differences are indicated with an asterisk (*). Each chart displays a specific range of means relevant to those survey items. Therefore, use caution when making comparisons across charts. For more specific information about each item, refer to the tables in *Appendix A*.

Using Survey Data to Promote Continuous Improvement

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. focus groups, interviews*)

Once you have 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 is 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.

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

APPENDIX A. TABLES

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
OVERALL SATISFACTION	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
Overall, how satisfied are you with your studies at TTUHSC?	-	-	-	5.05	5.07	-

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

** p-value of independent samples t test is below .05/49 (Bonferroni correction)

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT SUPPORT SERVICES	Mean*	Mean	Mean	Mean	Mean	Difference significant? **
1. Helpfulness of office employees	5.27	5.27	5.38	-	-	-
2. Wait time for services and/or responses	5.15	5.16	5.24	-	-	-
3. Information about student health insurance plans	4.48	4.51	4.60	4.45	4.46	No
4. Options for student health insurance coverage	4.20	4.19	4.33	4.32	-	-
5. Information about student health care providers in the network	4.33	4.36	4.47	4.37	-	-
6. Information about medical health services (e.g., visits to family practice clinic)	-	-	-	4.42	4.47	-
7. Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	4.62	4.61	4.81	4.61	4.59	No
8. Availability of student health care providers in the network	-	-	-	-	4.58	-
9. Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	-	-	-	-	4.65	-

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

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	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
REGISTRAR	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
1. Helpfulness of employees in Registrar's office	5.07	5.06	5.20	5.17	5.15	No
2. Communication about the registration process	4.86	4.94	5.12	5.08	5.07	Yes
3. Ease of registering for classes	4.93	5.01	5.16	5.21	5.26	Yes
4. Wait time for receiving a requested transcript	5.13	5.20	5.24	5.29	5.23	No

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
FINANCIAL AID	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
1. Helpfulness of Financial Aid employees	5.22	5.21	5.31	5.27	5.21	No
2. My awareness of financial aid options	4.90	4.90	5.02	4.97	4.91	No
3. Efficiency of the financial aid process	4.92	5.02	5.13	5.08	5.04	No

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

** p-value of independent samples t test is below .05/49 (Bonferroni correction)

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT AFFAIRS	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
1. Helpfulness of office employees in the Student Affairs office or of the Student Affairs liaison for your specific school	5.38	5.32	5.36	5.40	5.32	No
2. Wait time for services and/or responses	5.28	5.26	5.31	5.34	5.25	No
3. Assistance in transitioning to a regional campus***	5.15	5.13	5.24	5.30	5.22	No

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

** p-value of independent samples t test is below .05/49 (Bonferroni correction)

*** Distance students from SOAHS, SON, and GGHSO did not evaluate this statement starting with the 2012-2013 administration.

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT BUSINESS SERVICES	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
1. Helpfulness of Student Business Services employees	5.14	5.08	5.21	5.17	5.13	No
2. Wait time for services and/or responses	5.10	5.04	5.18	5.16	5.08	No
3. Usefulness of Student Business Services website	4.94	4.95	5.04	5.07	5.02	No
4. Clarity of your online account statement	4.86	4.92	4.98	5.03	5.02	No

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

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	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
LIBRARY RESOURCES	Mean*	Mean	Mean	Mean	Mean	Difference significant?*
1. Helpfulness of librarians	5.28	5.36	5.41	5.39	5.30	No
2. Hours of operation***	4.84	4.93	4.89	4.83	4.66	No
3. Study facilities available in the library***	4.82	4.95	4.96	4.86	4.67	No
4. Accessibility of library resources (e.g. books, journals)	5.05	5.14	5.19	-	-	-
5. Accessibility of onsite library resources (e.g. books, journals in library)***	-	-	-	5.11	5.09	-
6. Accessibility of online library resources (e.g. books, journals online)	-	-	-	5.23	5.27	-
7. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	5.17	5.23	5.26	5.24	5.28	No

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	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
ADVISING/MENTORING	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
1. Academic advising in my field of study	4.95	4.95	5.08	5.08	5.03	No
2. Academic advisor's knowledge about my degree program	5.10	5.10	5.21	5.25	5.19	No
3. Faculty/staff knowledge of career opportunities in my field of study	5.12	5.16	5.16	5.18	5.18	No

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	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
ENVIRONMENT***	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
1. Cleanliness of campus buildings	5.48	5.48	5.48	5.59	5.55	No
2. Classroom environment (e.g. size, temperature, maintenance)	4.98	5.00	5.17	5.17	5.16	Yes
3. Quality of equipment in laboratory facilities	5.11	5.13	5.20	5.17	5.20	No
4. Campus security	5.07	5.15	5.27	5.24	5.29	Yes
5. Parking availability	4.60	4.64	4.45	4.52	4.55	No

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*** Distance students from SOAHS and SON did not evaluate this section starting with the 2012-2013 administration.

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
GENERAL TECHNOLOGY	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)***	4.64	4.68	4.86	4.80	4.85	Yes
2. Reliability of wireless connectivity on my campus***	4.29	4.14	4.34	4.03	4.59	Yes
3. Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)	4.60	4.76	4.39	4.75	4.97	Yes
4. Helpfulness of Help Desk employees	5.03	5.03	5.09	5.04	5.15	No
5. Usability of my school's website	4.90	4.92	4.86	4.90	5.02	No

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

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*** Distance students from SOAHS, SON, and GGHSO did not evaluate this statement starting with the 2012-2013 administration.

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT LIFE	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
1. I have access to adequate student support services.	5.01	5.05	5.12	-	-	-
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	4.95	5.04	5.07	5.09	5.07	No
3. Students in my school are treated fairly and with respect regardless of their differences.	5.00	5.08	5.10	5.23	5.26	Yes
4. I feel a sense of belonging to my school.	4.89	4.91	5.06	5.07	5.09	Yes
5. I feel a sense of belonging to the TTUHSC community.	4.76	4.79	4.95	4.98	4.98	Yes

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	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT LIFE (cont.)	Mean*	Mean	Mean	Mean	Mean	Difference significant?*
6. I know who represents my school and/or campus on the Student Government Association (SGA).	4.48	4.26	4.65	4.66	4.57	No
7. I am aware of the activities sponsored by the Student Government Association (SGA).	4.48	4.27	4.53	4.65	4.51	No
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	4.62	4.53	4.70	4.78	4.69	No

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT LIFE (cont.)	Mean*	Mean	Mean	Mean	Mean	Difference significant?*
9. I know where to go to file a complaint against another student or TTUHSC employee.	3.94	4.01	4.25	4.22	4.10	No
10. If I need to file a complaint against another student or TTUHSC employee, I know where to find more information about this process.	-	-	-	4.42	-	-
11. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	4.47	4.58	4.81	4.82	4.96	Yes
12. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	4.57	4.63	4.79	4.81	4.98	Yes

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	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT LIFE (cont.)	Mean*	Mean	Mean	Mean	Mean	Difference significant? **
13. I am satisfied with the quality of instruction that I receive at TTUHSC.	4.82	4.83	4.97	4.98	5.02	Yes
14. I have adequate access to my instructors outside of class.	5.04	5.06	5.14	5.20	5.22	Yes
16. My instructors are concerned about my academic success.	5.00	5.04	5.13	5.18	5.24	Yes
17. My instructors care about my professional success.	5.02	5.05	5.14	5.17	5.24	Yes
20. I would recommend my degree program to a friend or family member.	4.94	4.98	5.08	5.13	5.15	Yes
18. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	3.79	3.86	4.07	4.14	4.22	Yes
19. I have sufficient opportunities to learn about, from, and with students and/or practitioners from other healthcare professions.	-	-	-	4.38	4.51	-

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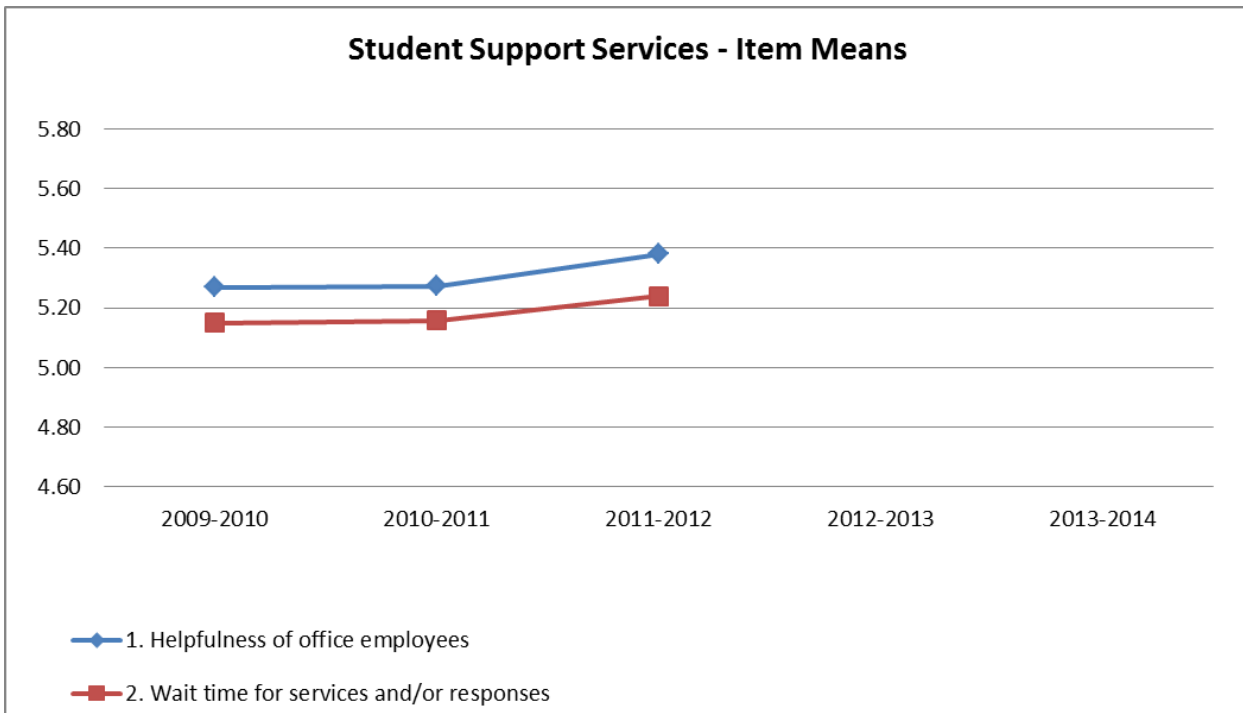
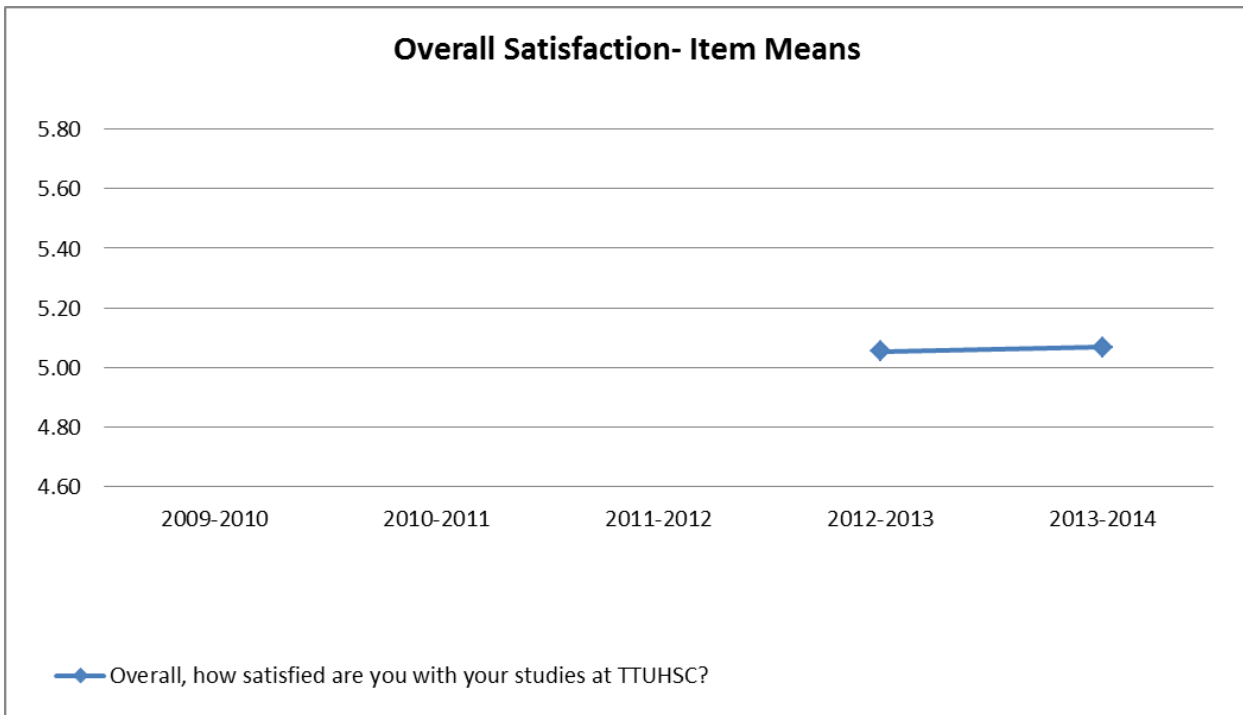
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	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT LIFE (cont.)	Mean*	Mean	Mean	Mean	Mean	Difference significant?*
15. I know about available counseling services if I need to talk to someone about dealing with unfamiliar or stressful situations in my life.	-	-	-	4.70	-	-
21. I am aware of possible health effects resulting from alcohol and drug use.	-	-	-	-	5.55	-
22. I know about existing standards of conduct and sanctions regarding alcohol and illegal drugs.	-	-	-	-	5.29	-

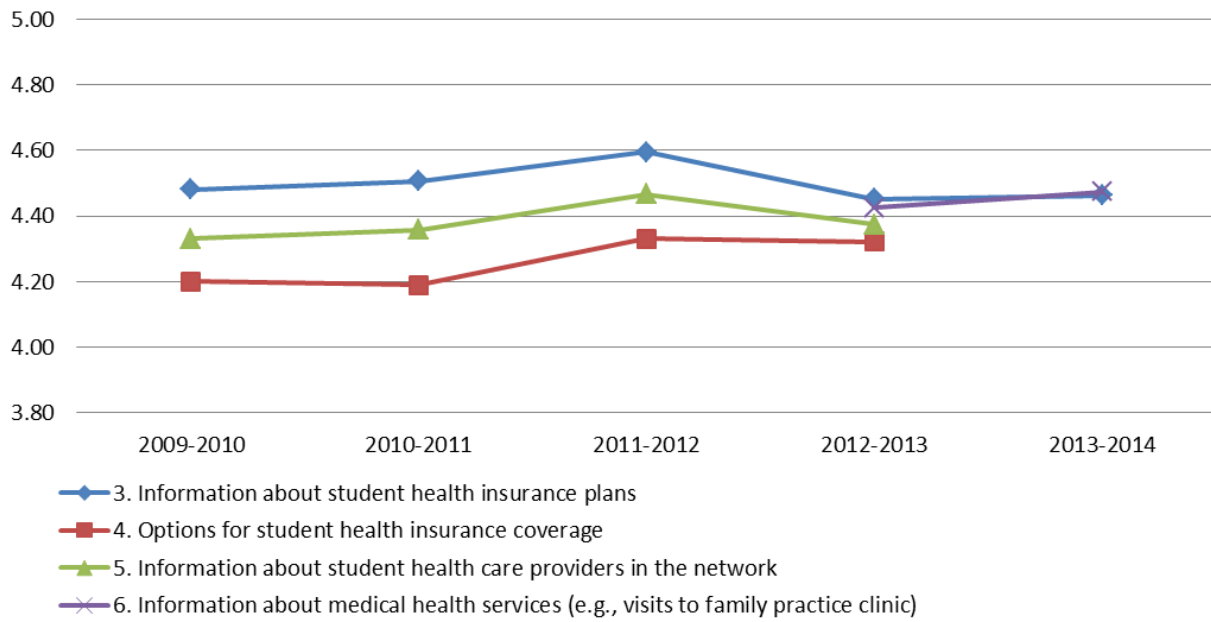
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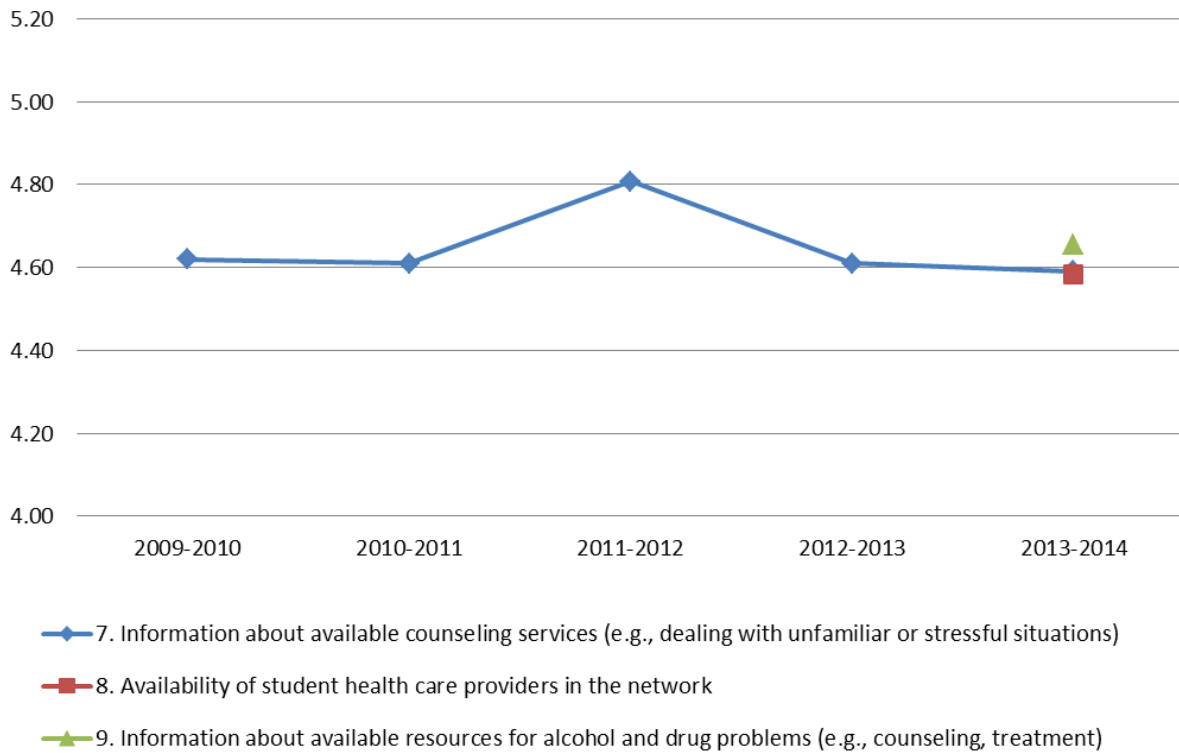
APPENDIX B. CHARTS

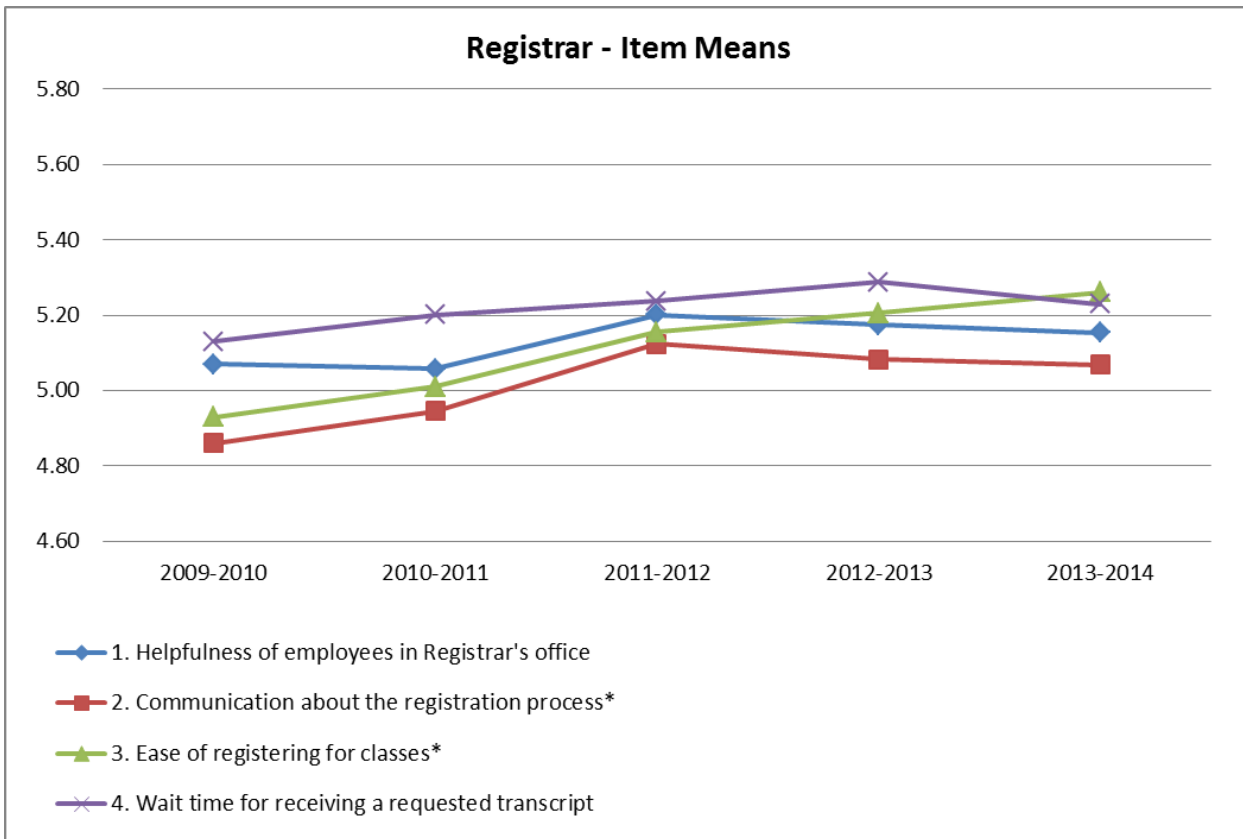


Student Support Services - Item Means (Cont.)

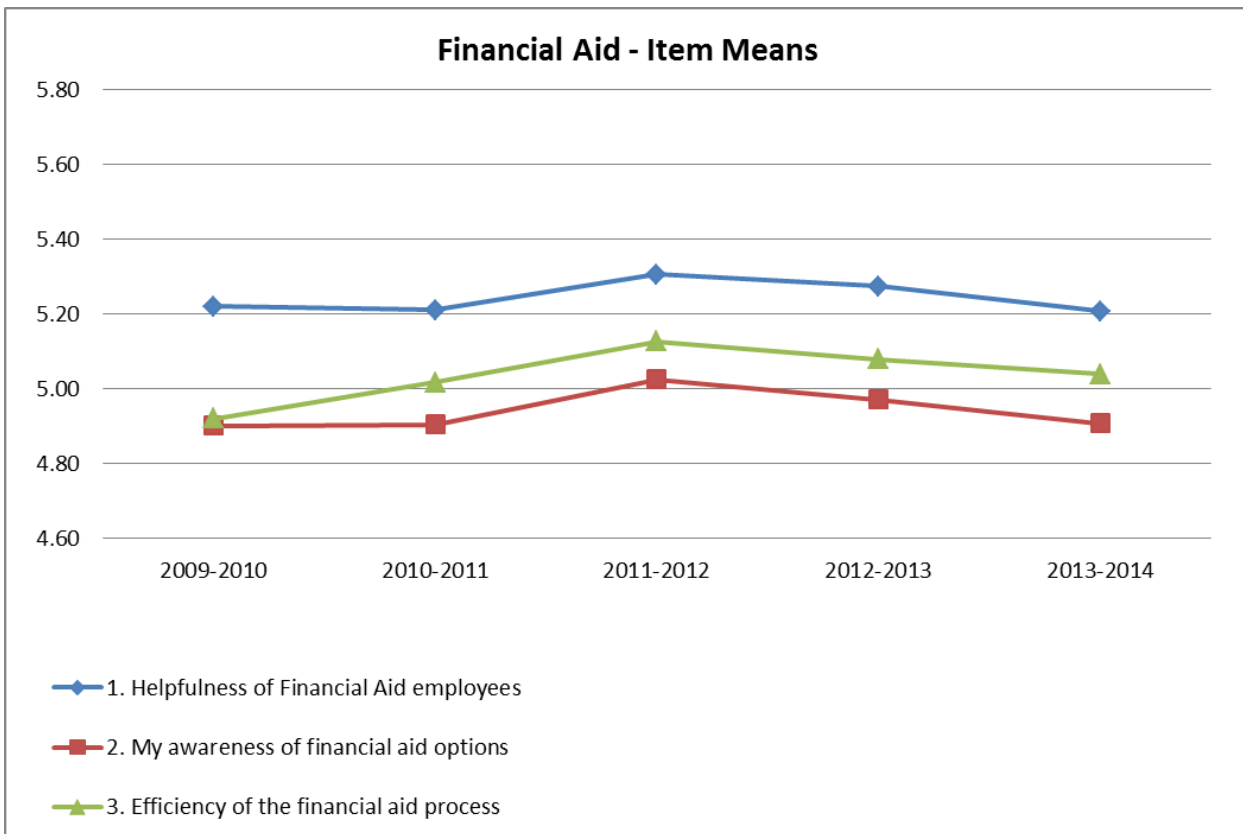


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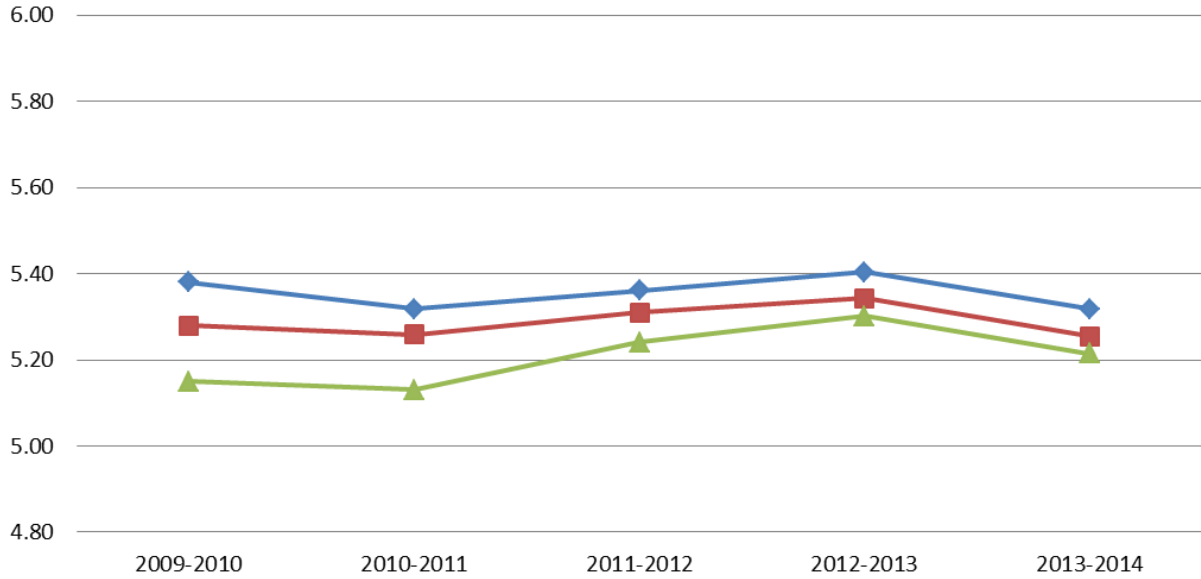




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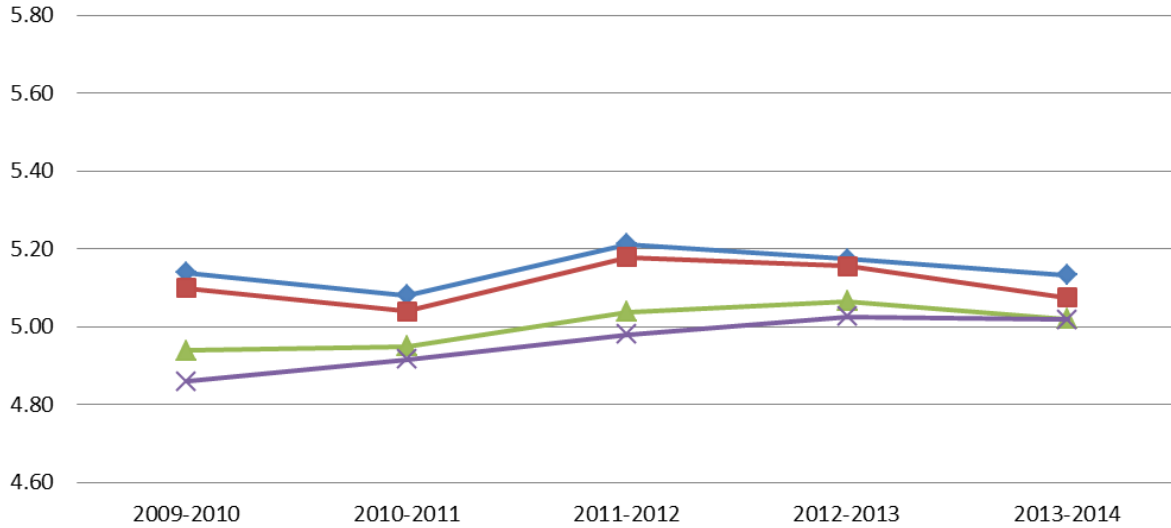


Student Affairs - Item Means

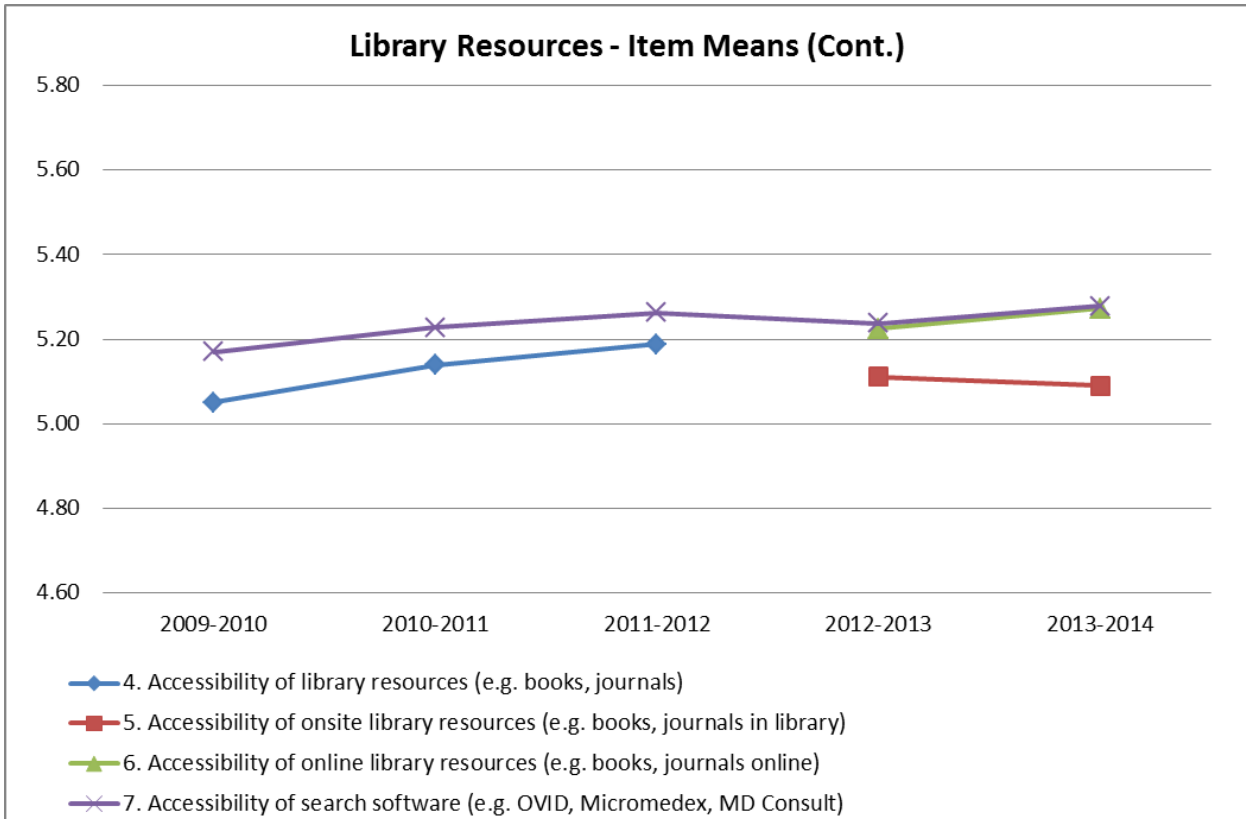
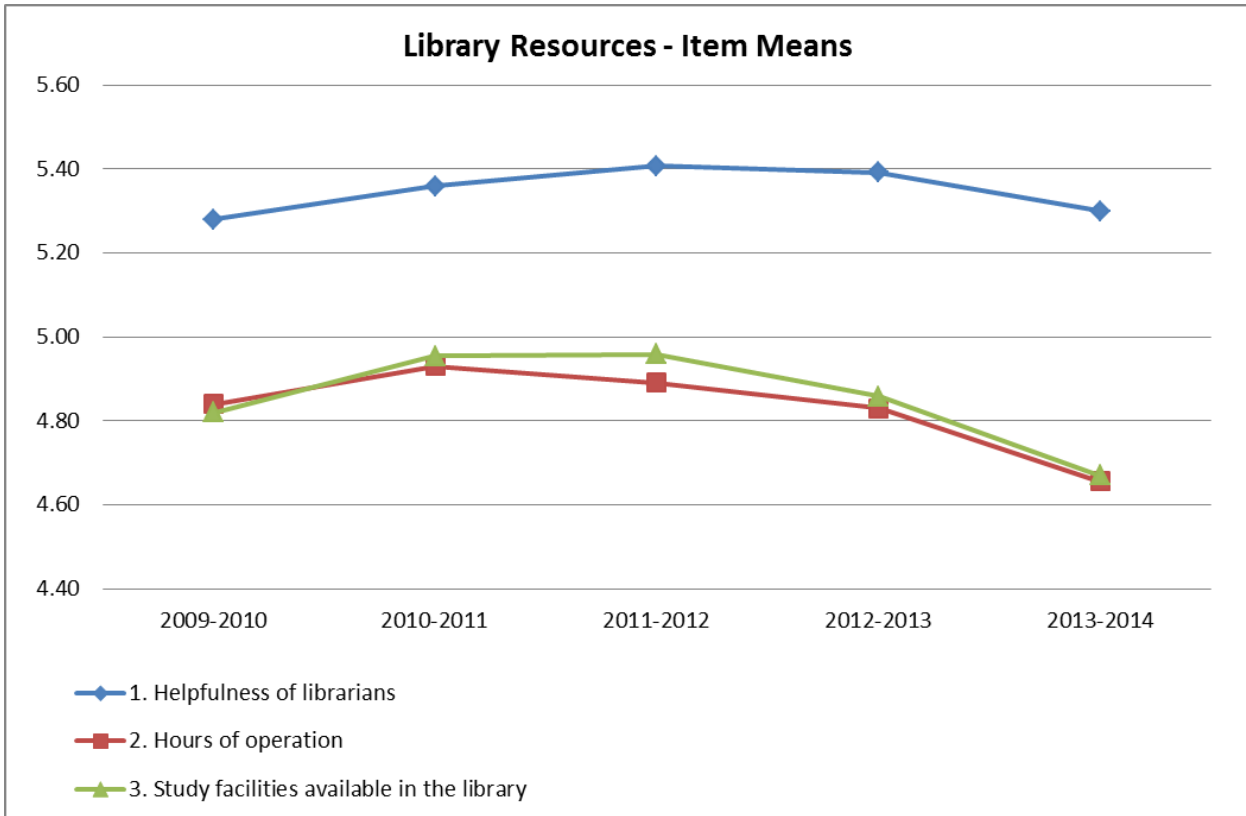


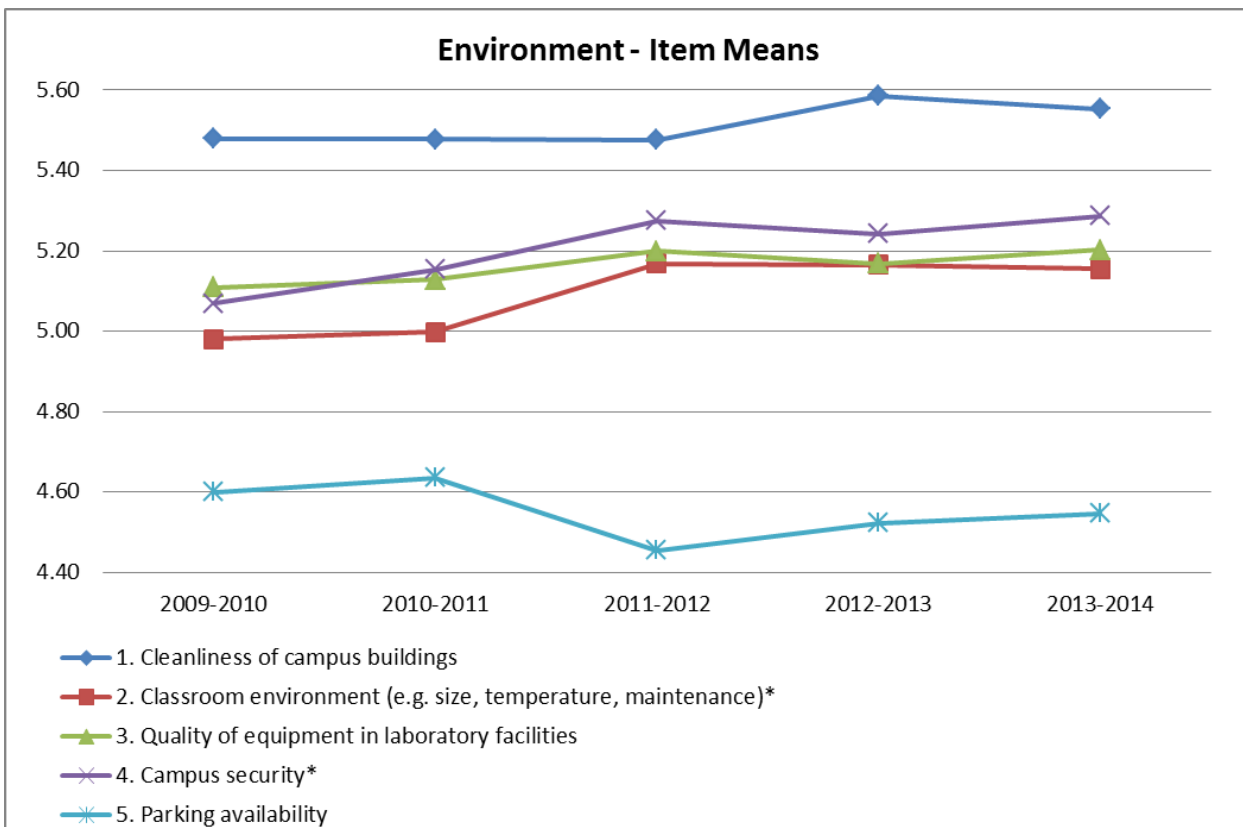
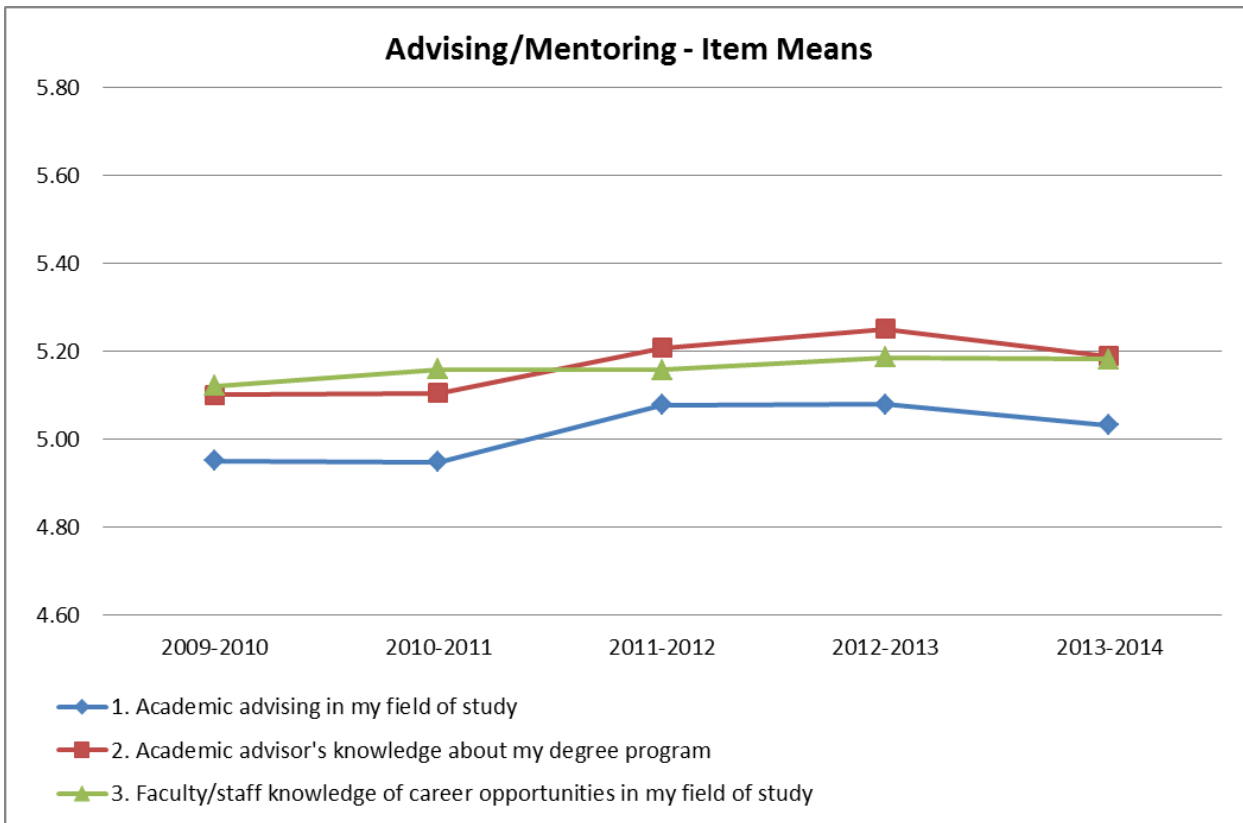
- ◆ 1. Helpfulness of office employees in the Student Affairs office or of the Student Affairs liaison for your specific school
- 2. Wait time for services and/or responses
- ▲ 3. Assistance in transitioning to a regional campus

Student Business Services - Item Means

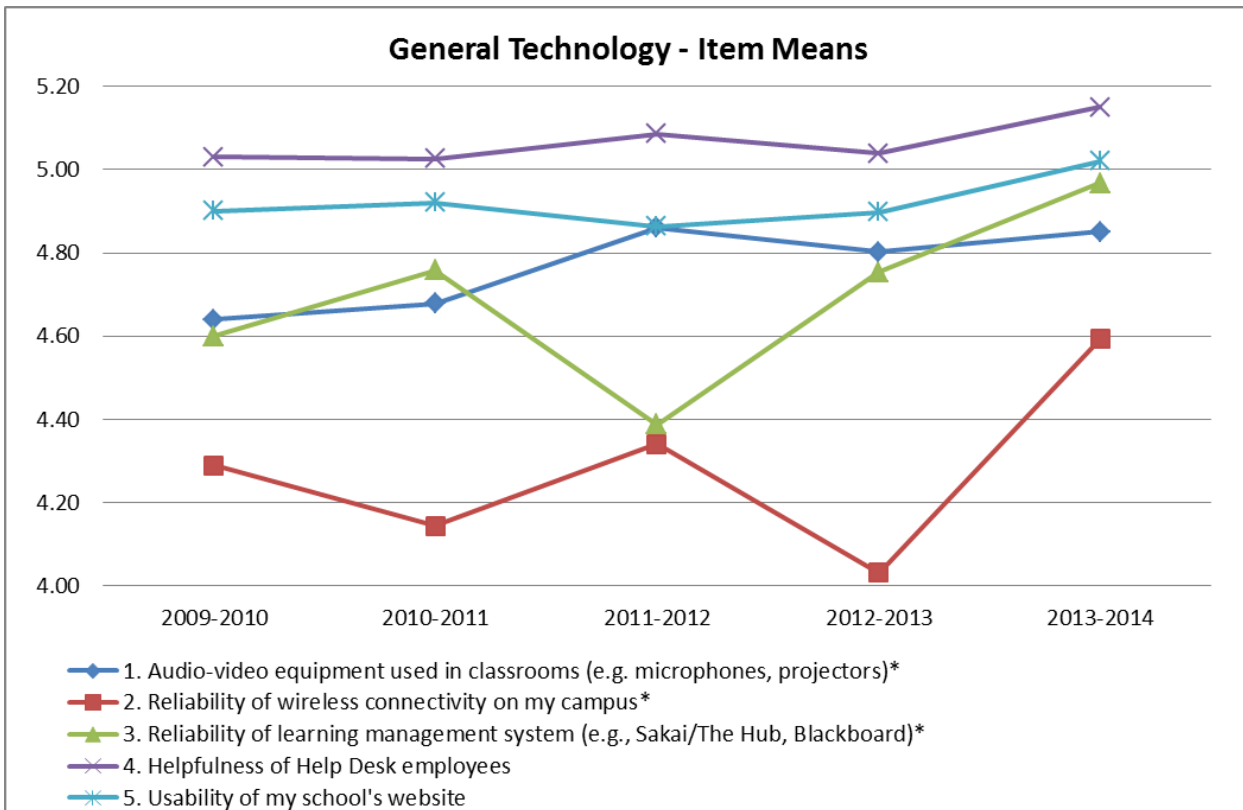


- ◆ 1. Helpfulness of Student Business Services employees
- 2. Wait time for services and/or responses
- ▲ 3. Usefulness of Student Business Services website
- ✕ 4. Clarity of your online account statement

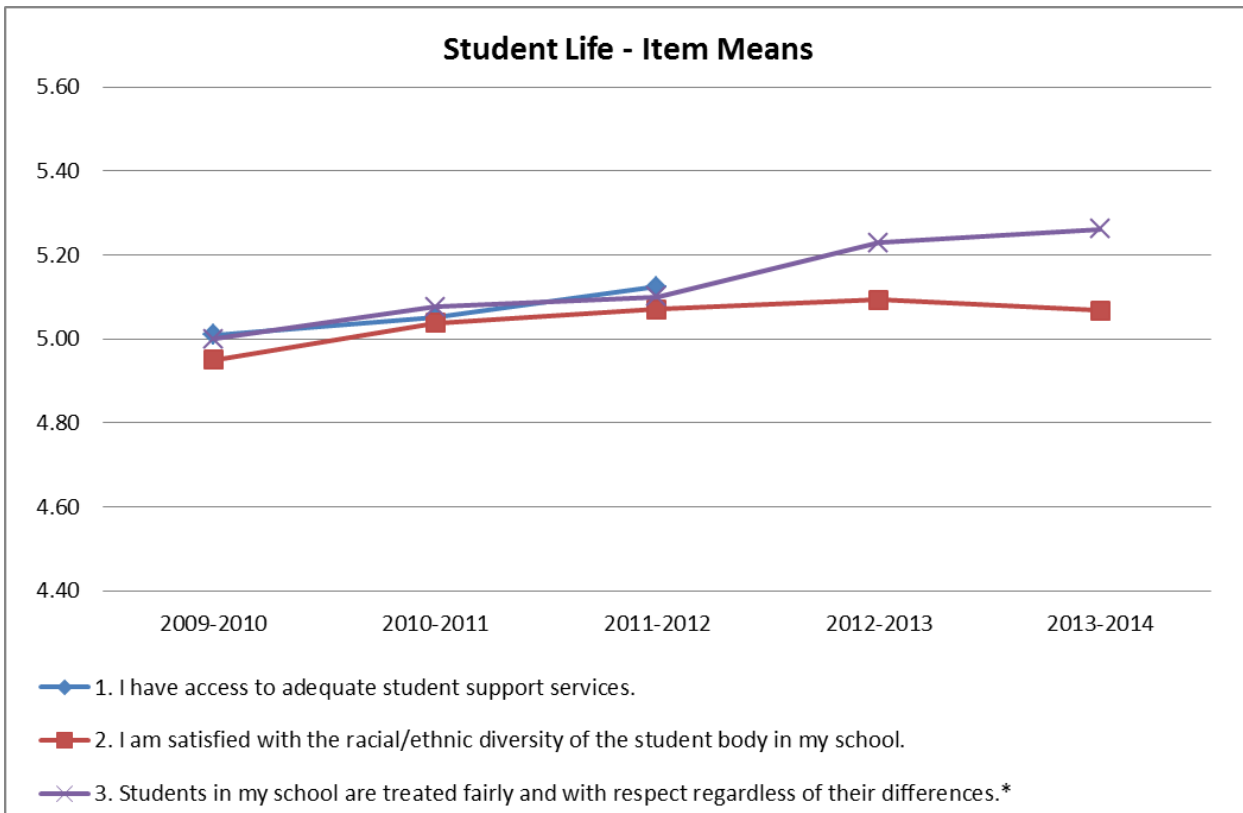




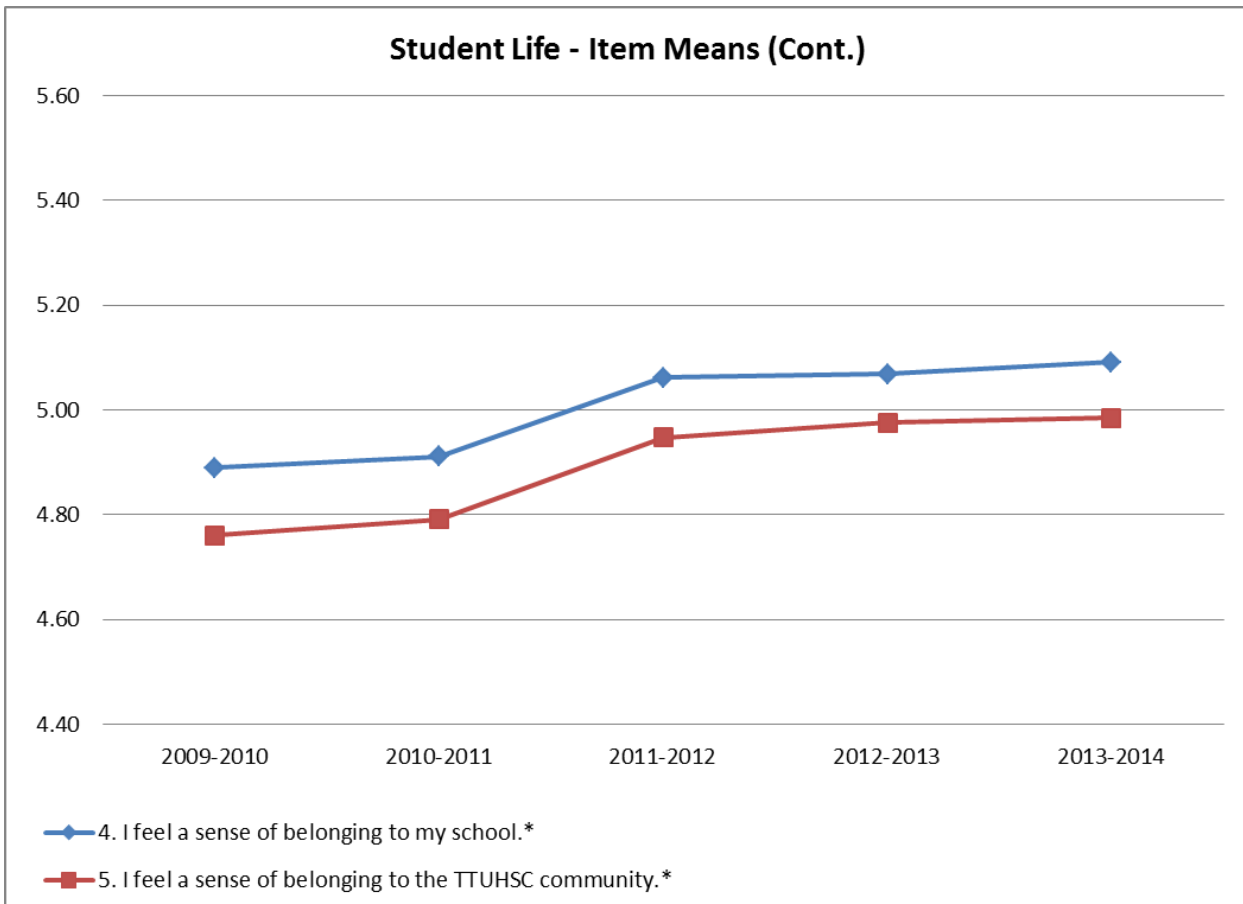
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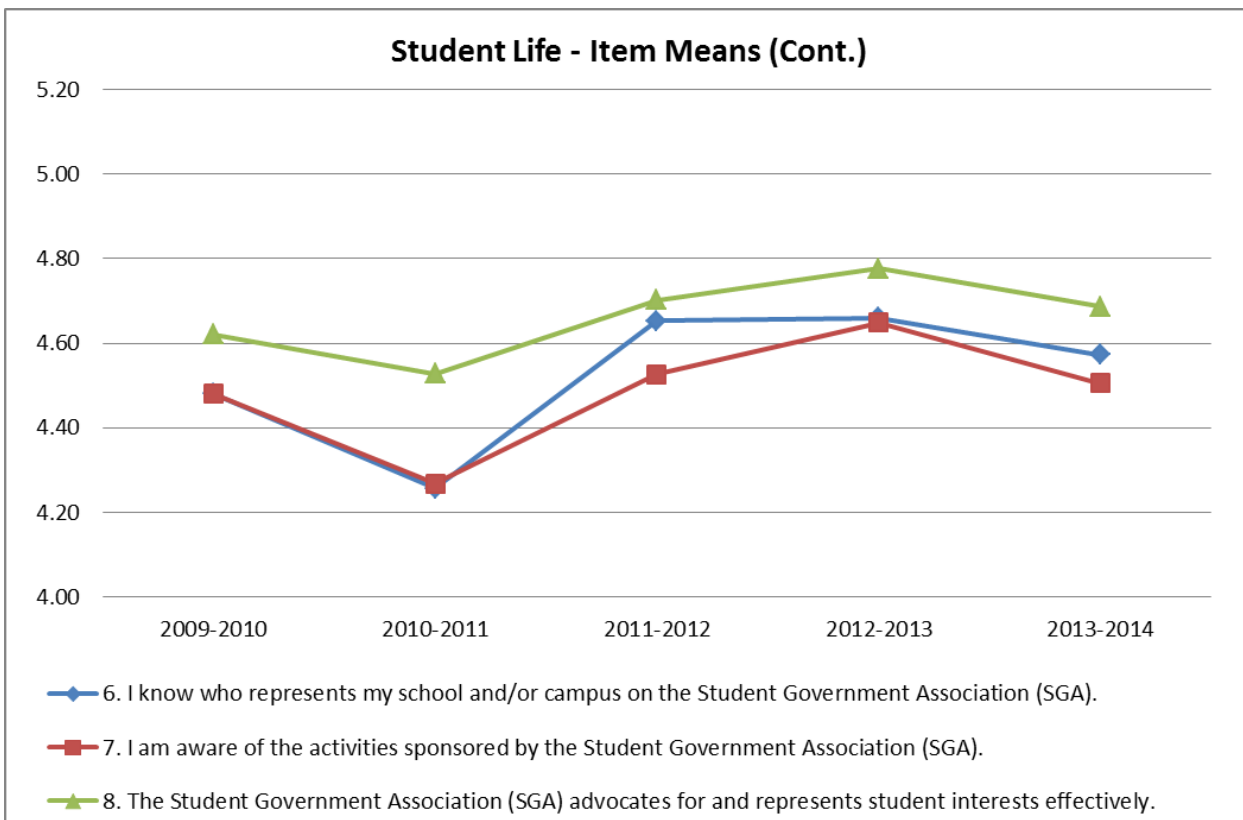
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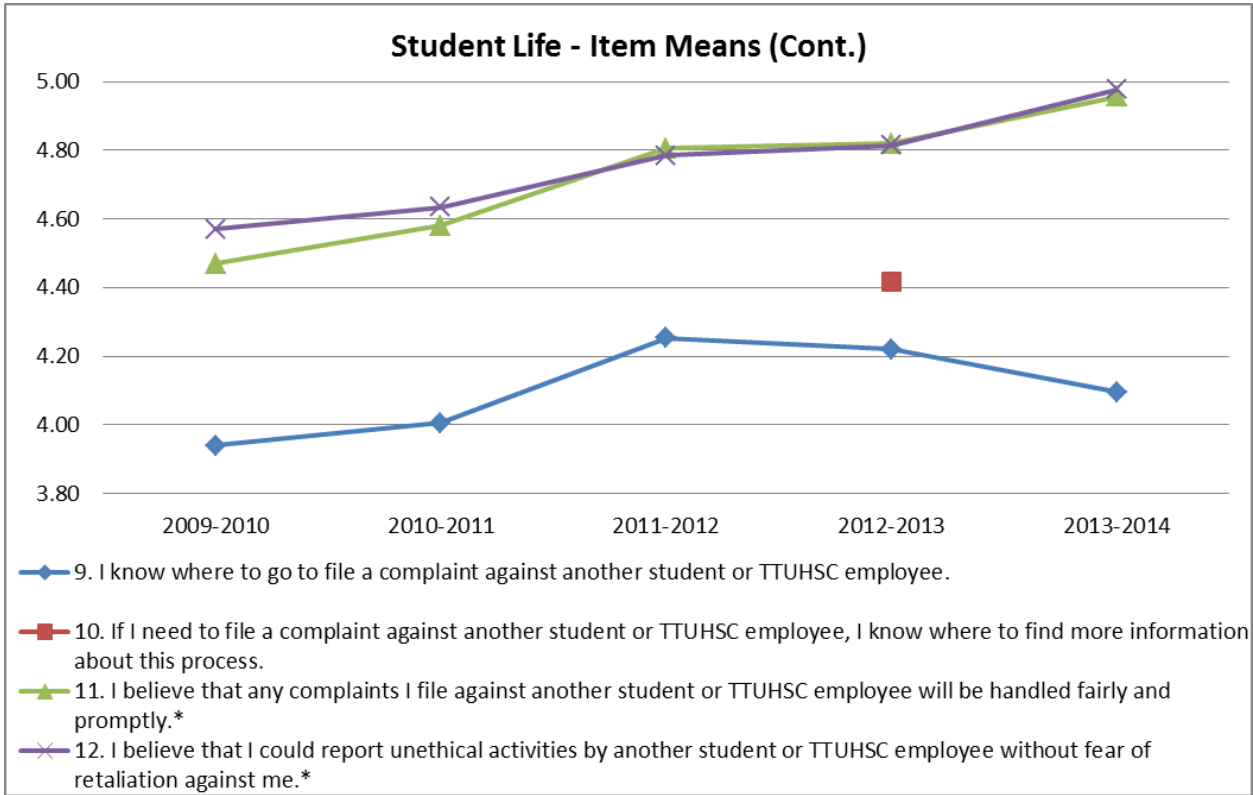


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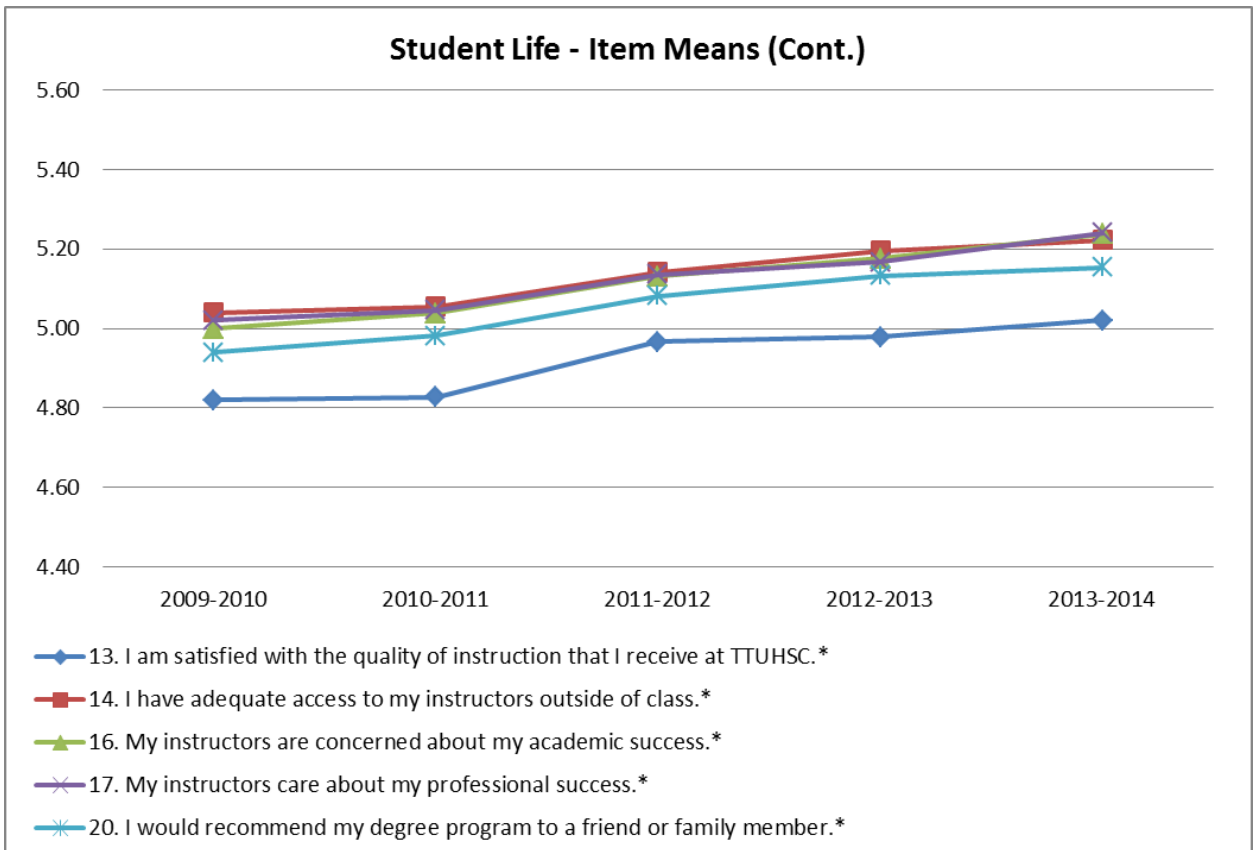


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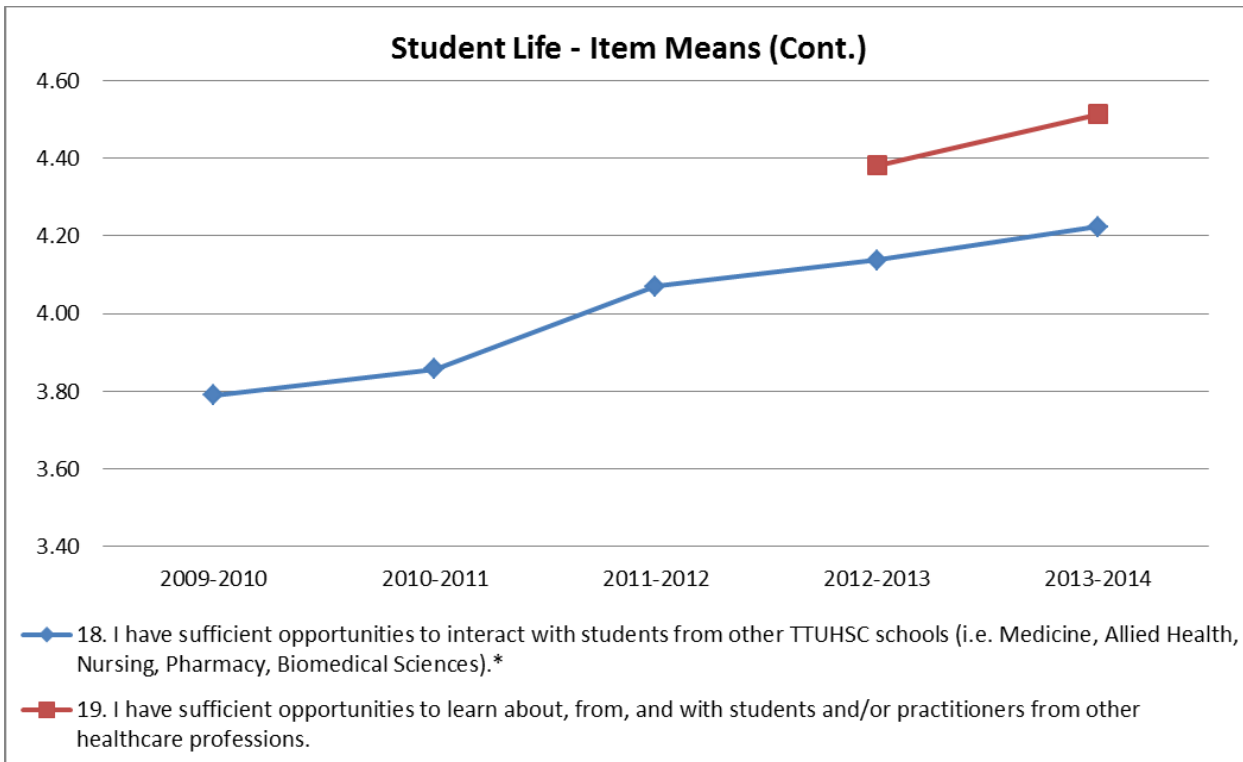




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