



# Student Satisfaction Survey

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## TTUHSC Institutional Report 2011-2012

### Summary

- Compared to the previous year, student satisfaction at the institutional level is equal or higher for almost all survey items.
- As in previous years, student health insurance continues to be an area of potential improvement. However, student satisfaction has steadily improved over the past three years. (*Note: About one-third of respondents indicated these items did not apply to them or were not important to them.*)
- Parking availability appears to be more of a concern compared to previous years. This seems to be most problematic for School of Pharmacy students, specifically in Abilene and Amarillo.
- Reliability of wireless connectivity continues to be an area of needed improvement across the institution. It is recognized, however, that student satisfaction has improved gradually over the past three years.
- Students continue to express concerns with the reliability of WebCT/Blackboard across the institution. Satisfaction was lower this year than in previous years. The implementation of the new learning management system will be critical to improving student satisfaction.
- Over the past three years, student awareness of where to file a complaint against another student or HSC employee has steadily improved. Despite the improvement, awareness among Midland students continues to be lower compared to other campuses.
- Another area of potential improvement relates to opportunities for interaction among students across TTUHSC schools. Scores continue to be lowest for the School of Medicine and School of Pharmacy. Campuses of concern include Dallas/Ft. Worth, Midland, and Odessa.
- This was the first year for Gayle Greve Hunt School of Nursing to be included in the survey. These students appear to be very satisfied with their experiences.
- Students in El Paso continue to be highly satisfied with Student Affairs personnel and services.
- Across campuses, students continue to be highly satisfied with the cleanliness of campus buildings.
- Students in Dallas/Ft. Worth continue to express noticeably lower levels of agreement with items related to student life.
- Compared to the previous year, there were fewer comments about classroom temperatures on the Lubbock and El Paso campuses. Some students continue to identify this as a concern.
- Awareness of the Student Government Association has improved since the previous year and no longer appears to be an immediate area of concern.

## Methodology

The 2011-2012 Student Satisfaction Survey (SSS) was administered to a sample of TTUHSC students in Spring 2012. The data collection period lasted two weeks (April 16-30, 2012). Targeted participants included a sample of students selected from the student enrollment report for Spring 2012. Of the total student population of 4,094 in Fall 2011<sup>1</sup>, approximately two-thirds were targeted for SSS participation (N=2,747). The targeted sample was representative of the institution in terms of school composition.

The initial invitation to complete the online survey was sent via email by the *Office of Institutional Planning & Assessment* (OIPA). A subsequent general reminder was sent via email to targeted participants one week before data collection ended. Information was posted on the OIPA website, and flyers were displayed on the Lubbock campus. Members of the Student Affairs Workgroup were also asked to promote the survey in their schools and across campuses. Seven \$500 scholarships were offered as incentives for participation.

## Demographics

When data collection ended, more than one thousand students (n=1,343) had completed the survey, resulting in a response rate of 49%. (This compares to 40% in 2010-2011, 47% in 2009-2010, and 36% in 2008-2009.) Respondents represented the following schools and locations.

SCHOOL	LOCATION
<ul style="list-style-type: none"> <li>• Gayle Greve Hunt School of Nursing (GGHSON)</li> <li>• Graduate School of Biomedical Sciences (GSBS)</li> <li>• Paul L. Foster School of Medicine (PLFSOM)</li> <li>• School of Allied Health Sciences (SOAHS)</li> <li>• School of Medicine (SOM)</li> <li>• School of Nursing (SON)</li> <li>• School of Pharmacy (SOP)</li> </ul>	<ul style="list-style-type: none"> <li>• Abilene (ABL)</li> <li>• Amarillo (AMA)</li> <li>• Dallas/Ft. Worth (DFW)</li> <li>• El Paso (EP)</li> <li>• Lubbock (LBB)</li> <li>• Midland (MDL)</li> <li>• Odessa (ODS)</li> <li>• Distance education* (DST)</li> </ul>

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

Figure 1 illustrates the response rates by school. Response rates are calculated by dividing the number of respondents in each school by the total number of targeted students in that school. (Note: The number of respondents is provided at the bottom of each bar.) SOAHS had the highest number of respondents (=374) across all schools. While GGHSON had the lowest number of respondents (=32), this represented one of the highest response rates across all schools (=64%). The sample includes slightly fewer students from SOAHS and SON than would be expected. However, the sample is fairly representative of the student population in terms of school composition. Overall, response rates were noticeably higher across schools compared to the previous year.

<sup>1</sup> Texas Tech University Health Sciences Center, Fact Book, Eighteenth Edition, <http://www.ttuhsu.edu/hsc/factbook/documents/2012.pdf> (accessed on 05/18/2012)

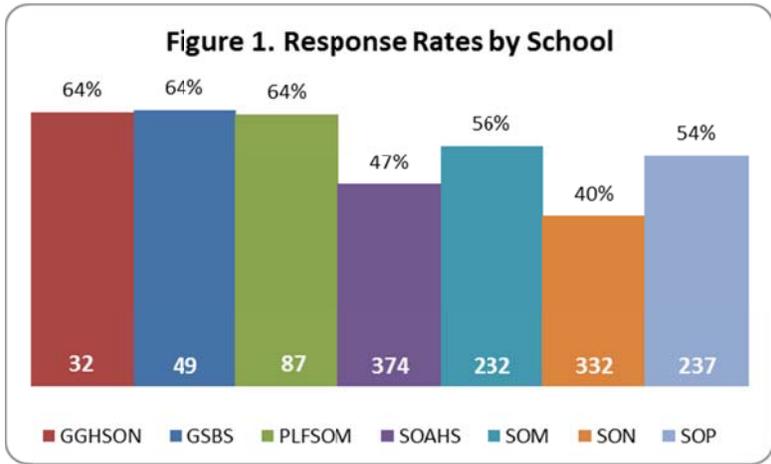
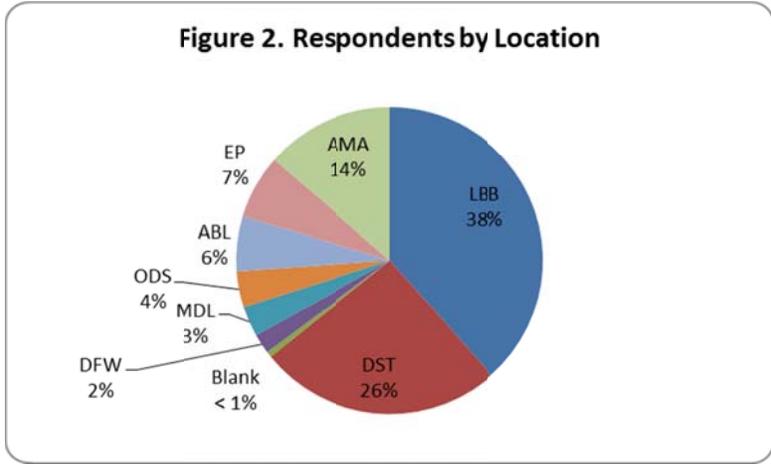


Figure 2 illustrates the percent of respondents by location. Nearly two of five respondents (=38%) attended classes primarily in Lubbock. More than one-fourth (=26%) indicated that the majority (more than 50%) of their coursework is completed via distance education. The remaining respondents were distributed across TTUHSC locations. The sample is fairly representative of the student population in terms of location.



In addition to school and location, respondents provided their year of study, gender, and race/ethnicity. *Table 1* provides the corresponding breakdowns. (Note: Some percentages may not add to 100% due to rounding.)

**Table 1. Respondent Demographics**

YEAR OF STUDY		GENDER		RACE/ETHNICITY	
<b>Year 1</b>	34%	<b>Female</b>	63%	<b>White (non-Hispanic/Latino)</b>	56%
<b>Year 2</b>	31%	<b>Male</b>	29%	<b>Asian</b>	14%
<b>Year 3</b>	18%	<b>Prefer not to answer</b>	3%	<b>Hispanic or Latino</b>	11%
<b>Year 4</b>	10%	<b>Blank</b>	5%	<b>Black or AA (non-Hispanic/Latino)</b>	4%
<b>Year 5</b>	2%			<b>Other</b>	3%
<b>Year 6</b>	1%			<b>Prefer not to answer</b>	7%
<b>&gt; 6 years</b>	1%			<b>Blank</b>	5%
<b>Blank</b>	1%				

As the data indicate, almost two-thirds of the respondents were in their first or second year of study. The majority of respondents was female, and most classified themselves as White (non-Hispanic/Latino). Asian and Hispanic students constituted the next largest student sub-groups. Thus, the respondent composition by gender and race/ethnicity was reflective of the overall student population.

## Quantitative Data

For most survey items, students were asked to indicate their level of satisfaction using a 6-point scale (6=Very Satisfied, 5=Satisfied, 4=Somewhat Satisfied, 3=Somewhat Dissatisfied, 2=Dissatisfied, and 1=Very Dissatisfied). In the *Student Life* section, students were asked to indicate their level of agreement with several statements using a 6-point scale (6=Strongly Agree, 5=Agree, 4=Somewhat Agree, 3=Somewhat Disagree, 2=Disagree, and 1=Strongly Disagree). Respondents were also given *Not Applicable* and *Not Important to Me* options.

For all items, the possible range of means is 1.00-6.00. All means are color-coded to highlight areas of strength and potential improvement (Red:  $\leq 3.49$ , Yellow: 3.50-4.49, Green:  $\geq 5.50$ ). For those means which are color-coded as red, an arrow indicates if the mean has increased or decreased since the 2010-2011 survey administration.

**Institutional Results (pp. 9-16):** *Appendix A* presents survey results for the institution as a whole. For each item, the following data are provided:

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

**Results by School (pp. 17-29):** *Appendix B* presents survey results according to school. For each item, the following data are provided:

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

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

**Results by Campus (pp. 30-40):** *Appendix C* presents survey results according to campus. For each item, the following data are provided:

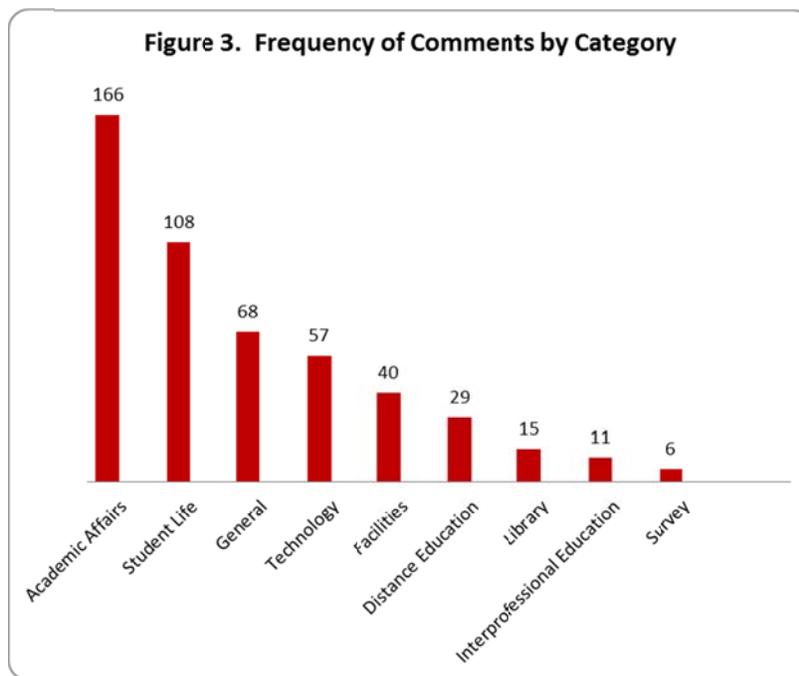
- Total number of respondents for the scaled responses
- Mean level of satisfaction/agreement
- Standard deviation

## Qualitative Data

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

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

Respondents provided 368 comments. Any comments that indicated the student did not have a comment (e.g., “N/A”, “none”) were eliminated. This left 330 usable comments, which were grouped into very broad categories based on their content. Some comments noted areas of strength; others highlighted potential areas of improvement. *Figure 3* illustrates the distribution of comments according to category. Some comments addressed multiple issues and have been placed in more than one category.



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

### Gayle Greve Hunt School of Nursing

- Students are generally very positive about their experiences. While some are not happy with a specific course or instructor, there were many comments about the high quality of instruction and positive environment.

### **Graduate School of Biomedical Sciences**

- With a few exceptions, the comments seem to indicate that students are generally satisfied with their programs. However, quite a few comments include specific suggestions to improve a particular part of the program or environment.

### **Paul L. Foster School of Medicine**

- Students express satisfaction with the program in general and Student Affairs in particular.
- The comments indicate a problem with access to the Children's Hospital in El Paso.
- Some students are dissatisfied with IT and complain about problems with the learning management system.

### **School of Allied Health Sciences**

- While most students are generally very positive about their programs and instructors, some express concern about the ability of their faculty to teach effectively.
- Some students in Midland and Odessa report issues regarding facilities (e.g. study places, security guard in the building, housing).
- Many students complain about problems with technology (i.e. learning management system, TechLink, websites, and wireless connectivity).

### **School of Medicine**

- Many students have positive comments about the TTUHSC in general or their program in particular. However, there were also quite a few comments that expressed concern or suggested improvements in specific areas.
- Students complain about slow wireless connectivity and problems with the learning management system.
- Many students make specific suggestions indicating they would like better preparation for external exams.
- Some medical students voice concerns about the professionalism of their Student Affairs office and the ability of their faculty to teach effectively.

### **School of Nursing**

- Distance students are very positive about the online program, yet some distance students would like to feel more connected to the main campus and other students.
- Most on-campus students indicate that they are generally satisfied. However, there are a number of comments with very specific suggestions for improvement.

### **School of Pharmacy**

- While most Abilene students are very positive with regard to their campus, their comments indicate continued issues with the relationship to the Amarillo campus.
- Students from multiple campuses complain about the quality of TechLink and other students' behaviors during classes taught via TechLink.

## 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.

## APPENDIX A. INSTITUTIONAL RESULTS

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution**
		% n	% n	% n	% n	% n	% n	% n	% n	
<b>STUDENT SERVICES</b>										
	<b>Mean*</b>									
	<b>n</b>									
1. Helpfulness of office employees	<b>5.38</b>	47.3	36.6	6.3	1.5	.3	.5	6.8	.7	
	1291	611	473	81	19	4	6	88	9	
2. Wait time for services and/or responses	<b>5.24</b>	38.3	42.7	7.8	1.6	.7	.8	7.4	.7	
	1289	494	551	100	21	9	10	95	9	
3. Information about student health insurance plans	<b>4.60</b>	16.7	23.7	12.8	6.4	2.9	2.1	24.2	11.1	
	1277	213	303	164	82	37	27	309	142	
4. Options for student health insurance coverage	<b>4.33</b>	14.1	19.2	14.4	6.6	4.9	3.4	24.9	12.4	
	1284	181	247	185	85	63	44	320	159	
5. Information about student health care providers in the network	<b>4.47</b>	15.4	22.8	12.7	7.8	4.1	2.4	24.4	10.3	
	1289	199	294	164	101	53	31	314	133	
6. Information about available counseling services	<b>4.81</b>	20.6	29.2	11.8	5.7	1.9	1.3	20.0	9.4	
	1292	265	377	153	73	25	17	259	122	

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

\*\* Dark green indicates the highest level of satisfaction/agreement. Bright red indicates the highest level of dissatisfaction/disagreement.

Light gray indicates *Not Applicable*. Dark gray indicates *Not Important To Me*.

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	
<b>REGISTRAR</b>										
1. Helpfulness of employees in Registrar's office	5.20	36.8	40.7	9.1	1.9	.8	.9	9.2	.7	
	1291	475	525	117	25	10	11	119	9	
2. Communication about the registration process	5.12	38.4	38.7	10.2	4.1	1.2	1.2	5.7	.5	
	1288	495	499	131	53	15	16	73	6	
3. Ease of registering for classes	5.16	44.0	36.6	8.3	3.5	2.4	1.6	3.3	.3	
	1289	567	472	107	45	31	21	42	4	
4. Wait time for receiving a requested transcript	5.24	27.7	27.0	5.0	.9	1.1	.7	36.2	1.4	
	1289	357	348	64	12	14	9	467	18	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	
<b>FINANCIAL AID</b>										
1. Helpfulness of Financial Aid employees	5.31	41.5	33.5	7.6	1.7	.9	.5	13.4	.9	
	1294	537	434	98	22	11	6	174	12	
2. My awareness of financial aid options	5.02	34.5	33.8	13.7	4.5	2.0	.9	9.3	1.2	
	1294	447	438	177	58	26	12	120	16	
3. Efficiency of the financial aid process	5.13	34.9	35.1	11.7	2.9	.9	.9	12.4	1.2	
	1294	452	454	151	38	12	12	160	15	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
Mean n		% n	% n	% n	% n	% n	% n	% n	% n	
<b>STUDENT AFFAIRS</b>										
1. Helpfulness of office employees	<b>5.36</b>	46.0	32.8	5.8	1.2	.8	1.0	11.0	1.5	
	1291	594	423	75	15	10	13	142	19	
2. Wait time for services and/or responses	<b>5.31</b>	42.4	35.3	5.7	1.6	.9	.9	11.6	1.5	
	1291	547	456	74	21	12	12	150	19	
3. Assistance in transitioning to a regional campus	<b>5.24</b>	25.6	20.1	5.1	1.5	.5	.8	43.4	3.0	
	1287	330	259	65	19	7	10	558	39	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
Mean n		% n	% n	% n	% n	% n	% n	% n	% n	
<b>STUDENT BUSINESS SERVICES</b>										
1. Helpfulness of Student Business Services employees	<b>5.21</b>	33.4	40.5	7.5	1.5	.6	.8	14.8	.9	
	1291	431	523	97	19	8	10	191	12	
2. Wait time for services and/or responses	<b>5.18</b>	32.0	41.1	7.8	1.6	.9	.8	14.9	.9	
	1289	413	530	100	21	12	10	192	11	
3. Usefulness of Student Business Services website	<b>5.04</b>	29.3	39.7	9.6	3.5	1.8	1.0	14.2	1.0	
	1291	373	512	124	45	23	13	183	13	
4. Clarity of your online account statement	<b>4.98</b>	33.0	39.8	13.2	3.3	2.0	2.2	6.1	.4	
	1292	425	514	170	43	26	29	79	5	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
<b>LIBRARY RESOURCES</b>										
	<b>Mean n</b>									
1. Helpfulness of librarians	<b>5.41</b>	39.7	32.9	4.0	.7	.2	.5	19.6	2.4	
	1288	511	424	51	9	3	6	253	31	
2. Hours of operation	<b>4.89</b>	26.5	30.4	8.9	5.1	2.6	2.0	21.1	3.5	
	1285	341	390	114	65	33	26	271	45	
3. Study facilities available in the library	<b>4.96</b>	27.0	29.1	9.1	4.2	1.9	1.7	23.9	3.1	
	1282	345	373	117	54	24	22	306	40	
4. Accessibility of library resources (e.g. books, journals)	<b>5.19</b>	35.8	38.0	8.4	2.3	1.0	.9	11.8	1.8	
	1286	461	489	108	30	13	11	152	23	
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	<b>5.26</b>	40.7	36.0	8.3	1.9	.8	.8	10.3	1.2	
	1286	523	463	107	24	10	10	133	16	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
<b>ADVISING/MENTORING</b>										
	<b>Mean n</b>									
1. Academic advising in my field of study	<b>5.08</b>	37.0	33.6	10.9	4.0	1.6	1.6	10.9	.5	
	1288	475	433	140	52	21	20	140	6	
2. Academic advisor's knowledge about my degree program	<b>5.21</b>	39.5	34.0	8.7	2.7	.7	1.3	12.5	.5	
	1287	509	438	112	35	9	17	161	6	
3. Faculty/staff knowledge of career opportunities in my field of study	<b>5.16</b>	41.1	34.2	10.4	3.4	1.4	1.3	7.8	.3	
	1287	529	440	134	44	18	17	101	4	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
ENVIRONMENT		Mean n	% n	% n	% n	% n	% n	% n	% n	
1. Cleanliness of campus buildings	5.48	47.6	33.1	3.5	.6	.3	.3	14.2	.4	
	1285	612	425	45	8	4	4	182	5	
2. Classroom environment (e.g. size, temperature, maintenance)	5.17	35.5	32.4	10.0	2.7	1.0	.8	17.0	.6	
	1284	455	416	128	35	13	10	218	8	
3. Quality of equipment in laboratory facilities	5.20	34.3	31.1	8.4	2.3	.9	.8	21.4	.8	
	1285	441	400	108	30	11	10	275	10	
4. Campus security	5.27	36.3	36.0	5.6	1.6	.7	.8	18.2	.7	
	1285	467	463	72	21	9	10	234	9	
5. Parking availability	4.45	23.7	27.6	12.1	8.7	4.8	6.3	16.3	.5	
	1283	304	354	155	112	61	81	209	7	

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	
<b>GENERAL TECHNOLOGY</b>										
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)	<b>4.86</b>	25.5	34.3	12.7	5.3	2.1	1.8	17.7	.6	
	1280	325	439	163	68	27	23	226	8	
2. Reliability of wireless connectivity on my campus	<b>4.34</b>	19.3	26.1	16.0	11.2	5.1	5.1	16.7	.5	
	1278	247	334	204	143	65	65	214	6	
3. Reliability of WebCT/Blackboard or Moodle system	<b>4.39</b>	20.6	34.5	20.3	12.5	5.5	4.7	1.5	.3	
	1275	263	440	259	160	70	60	19	4	
4. Helpfulness of Help Desk employees	<b>5.09</b>	32.4	35.4	10.7	2.3	1.1	1.6	15.7	.7	
	1279	414	453	137	30	14	21	201	9	
5. Usability of my school's website	<b>4.86</b>	31.7	39.9	15.9	5.6	2.8	2.4	1.3	.4	
	1276	404	509	203	72	36	30	17	5	

		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
		% n	% n	% n	% n	% n	% n	% n	% n	
<b>STUDENT LIFE</b>										
1. I have access to adequate student support services.	<b>5.12</b>	34.6	43.0	11.3	3.0	1.4	.4	5.6	.8	
	1279	442	550	144	38	18	5	72	10	
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	<b>5.07</b>	32.7	39.5	8.4	3.8	1.6	1.5	7.0	5.6	
	1278	413	505	107	48	20	19	89	72	
3. Students in my school are treated fairly and with respect regardless of their differences.	<b>5.10</b>	39.3	39.5	8.4	3.0	2.7	1.9	4.6	.6	
	1277	502	505	107	38	34	24	59	8	
4. I feel a sense of belonging to my school.	<b>5.06</b>	39.6	36.3	12.2	3.4	2.6	1.7	3.1	1.0	
	1280	507	465	156	44	33	22	40	13	
5. I feel a sense of belonging to the TTUHSC community.	<b>4.95</b>	36.2	35.1	14.8	4.5	3.3	1.9	3.0	1.2	
	1278	463	449	189	58	42	24	38	15	
6. I know who represents my school and/or campus on the Student Government Association (SGA).	<b>4.65</b>	29.8	30.0	11.3	3.7	8.2	4.2	8.8	4.0	
	1281	382	384	145	47	105	54	113	51	
7. I am aware of the activities sponsored by the Student Government Association (SGA).	<b>4.53</b>	26.3	29.2	12.4	6.6	8.2	4.3	8.8	4.2	
	1280	336	374	159	85	105	55	112	54	
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	<b>4.70</b>	25.5	31.5	12.5	5.2	5.2	3.0	12.2	4.9	
	1276	325	402	160	66	66	38	156	62	

		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	
<b>STUDENT LIFE (cont.)</b>										
9. I know where to go to file a complaint against another student or TTUHSC employee.	<b>4.25</b>	22.1	29.8	15.3	8.9	14.5	4.1	3.3	2.0	
	1279	283	381	196	114	185	52	42	26	
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	<b>4.81</b>	25.4	41.8	12.4	4.6	2.8	3.2	8.1	1.6	
	1278	325	534	158	59	36	41	104	21	
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	<b>4.79</b>	26.7	43.0	12.6	5.7	3.5	3.1	4.5	.9	
	1274	340	548	161	73	44	40	57	11	
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	<b>4.97</b>	35.3	41.5	14.2	4.5	1.9	2.4	.2	.0	
	1276	450	529	181	58	24	31	3	0	
13. I have adequate access to my instructors outside of class.	<b>5.14</b>	41.2	39.0	12.0	3.1	1.6	1.1	1.8	.3	
	1278	525	498	153	40	20	14	23	4	
14. My instructors are concerned about my academic success.	<b>5.13</b>	43.6	37.2	12.0	3.6	1.8	1.5	.2	.2	
	1278	557	475	153	46	23	19	3	2	
15. My instructors care about my professional success.	<b>5.14</b>	44.4	36.2	12.1	3.6	1.9	1.5	.3	.1	
	1276	563	462	154	46	24	19	4	1	
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	<b>4.07</b>	20.3	23.7	13.2	10.6	11.4	8.2	10.8	1.7	
	1277	259	303	169	135	146	105	138	22	
17. I would recommend my degree program to a friend or family member.	<b>5.08</b>	46.1	33.7	10.7	3.9	2.2	3.2	.2	.0	
	1279	589	431	137	50	28	41	3	0	

## APPENDIX B. RESULTS BY SCHOOL

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**
<b>STUDENT SERVICES</b>														
1. Helpfulness of office employees	28	<b>5.68</b> 0.48	46	<b>5.46</b> 0.59	81	<b>5.62</b> 0.56	335	<b>5.31</b> 0.77	218	<b>5.33</b> 0.83	275	<b>5.39</b> 0.71	211	<b>5.39</b> 0.95
2. Wait time for services and/or responses	28	<b>5.36</b> 0.73	45	<b>5.29</b> 0.73	80	<b>5.54</b> 0.73	330	<b>5.16</b> 0.85	215	<b>5.20</b> 0.78	277	<b>5.25</b> 0.84	210	<b>5.27</b> 0.98
3. Information about student health insurance plans	20	<b>4.80</b> 1.01	37	<b>4.62</b> 1.44	72	<b>4.82</b> 1.29	220	<b>4.61</b> 1.25	156	<b>4.34</b> 1.18	159	<b>4.77</b> 1.27	162	<b>4.51</b> 1.34
4. Options for student health insurance coverage	18	<b>4.11</b> 1.68	39	<b>3.90</b> 1.52	70	<b>4.24</b> 1.54	207	<b>4.52</b> 1.33	157	<b>4.02</b> 1.37	157	<b>4.68</b> 1.29	157	<b>4.22</b> 1.50
5. Information about student health care providers in the network	20	<b>4.30</b> 1.56	35	<b>4.51</b> 1.12	72	<b>4.68</b> 1.34	221	<b>4.47</b> 1.34	171	<b>4.13</b> 1.30	160	<b>4.73</b> 1.24	163	<b>4.47</b> 1.41
6. Information about available counseling services	22	<b>5.00</b> 0.93	36	<b>4.67</b> 1.10	74	<b>5.23</b> 0.80	246	<b>4.84</b> 1.15	183	<b>4.59</b> 1.10	172	<b>4.90</b> 1.14	178	<b>4.73</b> 1.24

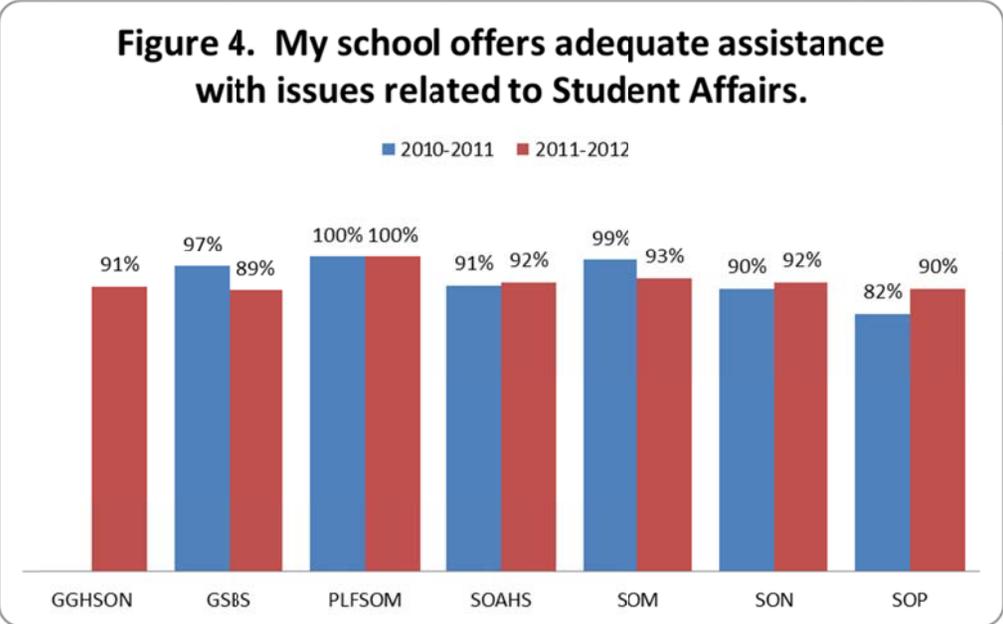
\* Means are color-coded to highlight areas of strength and potential improvement (Red: ≤3.49, Yellow: 3.50-4.49, Green: ≥5.50).

\*\* Standard deviation

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>REGISTRAR</b>														
1. Helpfulness of employees in Registrar's office	29	<b>5.38</b> 0.56	40	<b>5.38</b> 0.59	75	<b>5.49</b> 0.55	334	<b>5.21</b> 0.89	183	<b>5.19</b> 0.64	298	<b>5.27</b> 0.78	204	<b>4.92</b> 1.25
2. Communication about the registration process	29	<b>5.52</b> 0.51	40	<b>5.23</b> 0.83	78	<b>5.44</b> 0.64	344	<b>5.24</b> 0.89	195	<b>4.99</b> 0.86	306	<b>5.25</b> 0.88	217	<b>4.69</b> 1.41
3. Ease of registering for classes	31	<b>5.29</b> 1.01	44	<b>5.36</b> 0.97	81	<b>5.42</b> 0.63	350	<b>5.51</b> 0.70	203	<b>5.10</b> 0.76	314	<b>5.35</b> 0.86	220	<b>4.20</b> 1.59
4. Wait time for receiving a requested transcript	15	<b>5.00</b> 0.93	34	<b>5.32</b> 0.88	60	<b>5.47</b> 0.62	237	<b>5.29</b> 0.94	119	<b>5.14</b> 0.79	209	<b>5.28</b> 0.80	130	<b>5.06</b> 1.26

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>FINANCIAL AID</b>														
1. Helpfulness of Financial Aid employees	26	<b>5.38</b> 0.75	40	<b>5.43</b> 0.64	82	<b>5.63</b> 0.53	281	<b>5.26</b> 0.91	204	<b>5.32</b> 0.73	272	<b>5.21</b> 1.00	203	<b>5.32</b> 0.83
2. My awareness of financial aid options	29	<b>5.07</b> 1.00	42	<b>5.29</b> 0.71	83	<b>5.49</b> 0.69	301	<b>4.94</b> 1.10	208	<b>4.92</b> 0.94	285	<b>4.99</b> 1.20	210	<b>5.06</b> 1.01
3. Efficiency of the financial aid process	27	<b>5.15</b> 0.95	40	<b>5.43</b> 0.68	82	<b>5.45</b> 0.71	280	<b>5.11</b> 1.02	207	<b>5.09</b> 0.83	273	<b>5.05</b> 1.12	210	<b>5.09</b> 0.91

Prior to the following section, each respondent was asked if his/her school offers adequate assistance with issues related to Student Affairs. *Figure 4* illustrates the percent of respondents who indicated Yes in 2010-2011 and 2011-2012 for all schools except the Gayle Greve Hunt School of Nursing, which has scores only for the most recent academic year.



	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT AFFAIRS</b>														
1. Helpfulness of office employees	27	<b>5.67</b> 0.48	44	<b>5.25</b> 0.61	84	<b>5.86</b> 0.35	299	<b>5.23</b> 0.91	221	<b>5.38</b> 1.01	241	<b>5.34</b> 0.75	214	<b>5.34</b> 1.00
2. Wait time for services and/or responses	27	<b>5.63</b> 0.49	44	<b>5.25</b> 0.69	84	<b>5.76</b> 0.46	299	<b>5.18</b> 0.91	217	<b>5.35</b> 0.91	239	<b>5.26</b> 0.87	212	<b>5.30</b> 1.02
3. Assistance in transitioning to a regional campus	20	<b>5.60</b> 0.60	27	<b>5.26</b> 0.71	55	<b>5.75</b> 0.52	164	<b>5.09</b> 0.99	121	<b>5.23</b> 1.01	142	<b>5.27</b> 0.87	161	<b>5.16</b> 1.14

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT BUSINESS SERVICES</b>														
1. Helpfulness of Student Business Services employees	29	<b>5.28</b> 0.70	45	<b>5.29</b> 0.79	64	<b>5.52</b> 0.56	312	<b>5.20</b> 0.90	174	<b>5.07</b> 0.88	278	<b>5.21</b> 0.81	186	<b>5.25</b> 0.88
2. Wait time for services and/or responses	28	<b>5.18</b> 0.77	45	<b>5.36</b> 0.74	63	<b>5.46</b> 0.53	311	<b>5.21</b> 0.88	177	<b>4.95</b> 0.98	274	<b>5.19</b> 0.85	188	<b>5.21</b> 0.89
3. Usefulness of Student Business Services website	30	<b>5.17</b> 0.75	45	<b>5.13</b> 0.92	63	<b>5.33</b> 0.88	313	<b>5.09</b> 0.95	173	<b>4.68</b> 1.12	283	<b>5.12</b> 0.98	188	<b>5.03</b> 1.03
4. Clarity of your online account statement	31	<b>5.29</b> 0.78	46	<b>5.20</b> 1.07	71	<b>5.23</b> 0.87	344	<b>5.08</b> 1.00	204	<b>4.48</b> 1.29	309	<b>5.05</b> 1.09	203	<b>5.02</b> 1.07

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>LIBRARY RESOURCES</b>														
1. Helpfulness of librarians	25	<b>5.56</b> 0.51	47	<b>5.49</b> 0.66	82	<b>5.55</b> 0.76	268	<b>5.37</b> 0.75	210	<b>5.39</b> 0.71	250	<b>5.50</b> 0.60	122	<b>5.18</b> 1.02
2. Hours of operation	26	<b>5.38</b> 0.70	47	<b>5.34</b> 0.64	83	<b>4.93</b> 1.16	254	<b>4.79</b> 1.31	214	<b>4.50</b> 1.37	217	<b>5.28</b> 0.83	128	<b>4.79</b> 1.30
3. Study facilities available in the library	24	<b>5.50</b> 0.59	46	<b>5.20</b> 0.93	84	<b>4.90</b> 1.30	247	<b>5.04</b> 1.08	217	<b>4.71</b> 1.20	191	<b>5.39</b> 0.72	127	<b>4.43</b> 1.44
4. Accessibility of library resources (e.g. books, journals)	25	<b>5.52</b> 0.51	46	<b>5.20</b> 0.96	84	<b>5.18</b> 1.04	292	<b>5.22</b> 0.83	209	<b>5.15</b> 0.78	276	<b>5.45</b> 0.75	179	<b>4.74</b> 1.22
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	22	<b>5.45</b> 0.60	41	<b>5.20</b> 0.87	80	<b>5.39</b> 0.91	286	<b>5.24</b> 0.77	211	<b>5.16</b> 0.80	298	<b>5.46</b> 0.82	199	<b>5.06</b> 1.16

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>ADVISING/MENTORING</b>														
1. Academic advising in my field of study	23	<b>5.65</b> 0.49	45	<b>5.18</b> 0.86	80	<b>5.28</b> 0.84	344	<b>5.25</b> 0.94	185	<b>4.59</b> 1.24	278	<b>5.26</b> 0.83	187	<b>4.79</b> 1.41
2. Academic advisor's knowledge about my degree program	23	<b>5.65</b> 0.49	45	<b>5.24</b> 0.86	79	<b>5.28</b> 0.88	340	<b>5.43</b> 0.83	180	<b>4.77</b> 1.06	269	<b>5.35</b> 0.73	184	<b>4.92</b> 1.30
3. Faculty/staff knowledge of career opportunities in my field of study	28	<b>5.39</b> 1.07	46	<b>4.83</b> 1.32	82	<b>5.29</b> 0.81	341	<b>5.38</b> 0.91	188	<b>4.75</b> 1.13	287	<b>5.33</b> 0.73	210	<b>4.91</b> 1.26

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>ENVIRONMENT</b>														
1. Cleanliness of campus buildings	31	<b>5.71</b> 0.46	47	<b>5.51</b> 0.59	85	<b>5.67</b> 0.70	279	<b>5.50</b> 0.60	222	<b>5.39</b> 0.70	208	<b>5.56</b> 0.56	226	<b>5.34</b> 0.92
2. Classroom environment (e.g. size, temperature, maintenance)	31	<b>5.16</b> 0.82	47	<b>5.17</b> 0.94	85	<b>5.21</b> 1.12	272	<b>5.24</b> 0.90	222	<b>5.08</b> 0.90	175	<b>5.39</b> 0.81	226	<b>4.99</b> 1.10
3. Quality of equipment in laboratory facilities	30	<b>5.17</b> 0.95	47	<b>5.06</b> 1.17	85	<b>5.56</b> 0.75	246	<b>5.26</b> 0.92	210	<b>5.08</b> 0.92	169	<b>5.40</b> 0.79	213	<b>4.99</b> 1.04
4. Campus security	31	<b>5.61</b> 0.56	47	<b>5.34</b> 0.67	85	<b>5.39</b> 0.96	265	<b>5.27</b> 0.91	221	<b>5.29</b> 0.78	170	<b>5.37</b> 0.73	223	<b>5.09</b> 1.00
5. Parking availability	30	<b>4.90</b> 1.16	45	<b>5.02</b> 1.06	85	<b>3.67</b> 1.52	273	<b>5.02</b> 1.05	221	<b>4.46</b> 1.36	187	<b>4.94</b> 1.33	226	 <b>3.49</b> 1.77

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>GENERAL TECHNOLOGY</b>														
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)	29	<b>5.38</b> 0.73	46	<b>5.11</b> 0.85	84	<b>5.08</b> 1.06	276	<b>5.08</b> 1.03	217	<b>4.83</b> 0.93	170	<b>5.26</b> 0.85	224	<b>4.11</b> 1.38
2. Reliability of wireless connectivity on my campus	31	<b>4.16</b> 1.75	45	<b>4.76</b> 1.32	85	<b>3.85</b> 1.60	277	<b>4.77</b> 1.17	218	<b>3.99</b> 1.44	179	<b>4.90</b> 1.26	223	<b>3.83</b> 1.46
3. Reliability of WebCT/Blackboard or Moodle system	31	<b>4.84</b> 1.04	44	<b>4.89</b> 1.17	85	<b>3.71</b> 1.59	348	<b>4.88</b> 1.02	213	<b>3.77</b> 1.44	308	<b>4.77</b> 1.13	223	<b>3.78</b> 1.41
4. Helpfulness of Help Desk employees	30	<b>5.43</b> 0.63	43	<b>5.07</b> 1.18	79	<b>4.77</b> 1.20	299	<b>5.26</b> 0.85	175	<b>4.82</b> 0.96	270	<b>5.35</b> 0.89	173	<b>4.71</b> 1.27
5. Usability of my school's website	31	<b>5.26</b> 0.86	46	<b>4.83</b> 1.34	82	<b>4.50</b> 1.42	347	<b>5.11</b> 0.96	217	<b>4.29</b> 1.28	309	<b>5.20</b> 0.94	222	<b>4.65</b> 1.20

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT LIFE</b>														
1. I have access to adequate student support services.	31	<b>5.32</b> 0.83	47	<b>5.11</b> 0.79	83	<b>5.46</b> 0.72	327	<b>5.17</b> 0.86	218	<b>4.95</b> 0.90	279	<b>5.18</b> 0.88	212	<b>4.99</b> 1.00
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	31	<b>5.68</b> 0.60	45	<b>5.04</b> 1.09	83	<b>4.89</b> 1.28	288	<b>5.17</b> 0.97	210	<b>4.76</b> 1.13	249	<b>5.30</b> 0.80	211	<b>4.97</b> 1.10
3. Students in my school are treated fairly and with respect regardless of their differences.	31	<b>5.52</b> 1.09	47	<b>5.02</b> 1.13	84	<b>5.30</b> 0.90	333	<b>5.17</b> 1.04	218	<b>4.90</b> 1.18	276	<b>5.25</b> 0.92	221	<b>4.89</b> 1.27
4. I feel a sense of belonging to my school.	32	<b>5.63</b> 0.71	46	<b>5.13</b> 0.86	83	<b>5.35</b> 0.93	339	<b>5.09</b> 1.09	219	<b>4.94</b> 1.08	288	<b>5.19</b> 0.91	220	<b>4.76</b> 1.39
5. I feel a sense of belonging to the TTUHSC community.	32	<b>5.38</b> 1.13	46	<b>5.17</b> 0.82	82	<b>4.98</b> 1.08	339	<b>4.92</b> 1.20	220	<b>4.94</b> 1.03	285	<b>5.17</b> 0.94	221	<b>4.59</b> 1.45
6. I know who represents my school and/or campus on the Student Government Association (SGA).	29	<b>4.62</b> 1.90	42	<b>5.02</b> 1.12	84	<b>5.36</b> 0.98	297	<b>4.67</b> 1.51	219	<b>4.79</b> 1.17	225	<b>4.23</b> 1.70	221	<b>4.59</b> 1.42
7. I am aware of the activities sponsored by the Student Government Association (SGA).	28	<b>4.96</b> 1.37	42	<b>5.10</b> 1.03	84	<b>5.12</b> 1.14	304	<b>4.56</b> 1.52	220	<b>4.51</b> 1.28	218	<b>4.20</b> 1.68	218	<b>4.43</b> 1.46
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	25	<b>5.20</b> 1.26	40	<b>5.08</b> 1.05	84	<b>5.10</b> 1.20	284	<b>4.71</b> 1.34	214	<b>4.59</b> 1.19	195	<b>4.66</b> 1.40	216	<b>4.56</b> 1.42

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT LIFE (cont.)</b>														
9. I know where to go to file a complaint against another student or TTUHSC employee.	32	<b>5.00</b> 1.44	46	<b>4.72</b> 1.24	82	<b>5.05</b> 1.15	337	<b>3.99</b> 1.61	218	<b>3.78</b> 1.42	280	<b>4.33</b> 1.51	216	<b>4.52</b> 1.36
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	32	<b>5.31</b> 1.03	46	<b>5.07</b> 0.77	79	<b>5.14</b> 1.06	315	<b>4.90</b> 1.14	210	<b>4.51</b> 1.17	257	<b>5.03</b> 0.97	214	<b>4.44</b> 1.52
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	32	<b>5.28</b> 1.05	46	<b>4.85</b> 1.03	82	<b>5.01</b> 1.11	333	<b>4.83</b> 1.17	217	<b>4.45</b> 1.21	281	<b>5.03</b> 1.03	215	<b>4.55</b> 1.46
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	32	<b>5.13</b> 1.07	47	<b>5.13</b> 0.88	84	<b>5.15</b> 1.02	355	<b>5.24</b> 0.94	220	<b>4.56</b> 1.14	312	<b>5.14</b> 1.02	223	<b>4.55</b> 1.31
13. I have adequate access to my instructors outside of class.	32	<b>5.34</b> 0.79	46	<b>5.41</b> 0.69	83	<b>5.59</b> 0.54	350	<b>5.29</b> 0.93	214	<b>4.90</b> 1.01	306	<b>5.16</b> 1.01	220	<b>4.87</b> 1.11

	GGHSON		GSBS		PLFSOM		SOAHS		SOM		SON		SOP	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT LIFE (cont.)</b>														
14. My instructors are concerned about my academic success.	32	<b>5.56</b> 0.80	46	<b>5.28</b> 0.81	84	<b>5.48</b> 0.74	355	<b>5.39</b> 0.90	219	<b>4.71</b> 1.12	314	<b>5.19</b> 1.01	223	<b>4.83</b> 1.18
15. My instructors care about my professional success.	31	<b>5.61</b> 0.80	46	<b>5.02</b> 1.00	84	<b>5.43</b> 0.78	354	<b>5.38</b> 0.92	220	<b>4.78</b> 1.12	314	<b>5.22</b> 1.00	222	<b>4.82</b> 1.20
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	32	<b>4.31</b> 1.77	44	<b>4.50</b> 1.37	79	<b>4.70</b> 1.42	299	<b>4.07</b> 1.66	216	<b>3.56</b> 1.57	234	<b>4.56</b> 1.54	213	<b>3.69</b> 1.65
17. I would recommend my degree program to a friend or family member.	32	<b>5.56</b> 0.98	47	<b>4.83</b> 1.22	84	<b>5.30</b> 1.04	355	<b>5.35</b> 0.99	220	<b>4.93</b> 1.12	314	<b>5.31</b> 1.00	224	<b>4.39</b> 1.55

### APPENDIX C. RESULTS BY CAMPUS

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**	n	Mean* SD**
<b>STUDENT SERVICES</b>																
1. Helpfulness of office employees	71	5.55 0.63	162	5.45 0.91	27	4.89 1.15	84	5.63 0.56	491	5.30 0.76	38	5.03 0.91	44	5.32 0.71	277	5.48 0.72
2. Wait time for services and/or responses	71	5.38 0.83	161	5.29 0.95	27	4.70 1.20	83	5.55 0.72	481	5.16 0.79	39	4.87 1.10	45	5.09 0.67	278	5.35 0.81
3. Information about student health insurance plans	51	4.47 1.54	131	4.60 1.30	19	4.05 1.43	74	4.84 1.28	350	4.49 1.22	35	3.94 1.61	39	4.59 1.02	127	5.05 1.04
4. Options for student health insurance coverage	47	4.28 1.57	132	4.27 1.45	20	3.80 1.64	72	4.29 1.54	341	4.25 1.37	34	3.68 1.70	38	4.58 1.03	121	4.87 1.21
5. Information about student health care providers in the network	52	4.60 1.45	133	4.49 1.37	19	3.89 1.37	75	4.71 1.32	368	4.33 1.27	35	3.71 1.74	36	4.56 1.11	124	4.91 1.21
6. Information about available counseling services	58	4.90 1.10	139	4.72 1.28	21	4.43 1.29	77	5.25 0.80	397	4.63 1.15	34	4.56 1.40	37	4.81 0.97	148	5.20 0.92

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

\*\* Standard deviation

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>REGISTRAR</b>																
1. Helpfulness of employees in Registrar's office	68	<b>4.74</b> 1.41	155	<b>5.17</b> 1.05	26	<b>4.58</b> 1.21	77	<b>5.49</b> 0.55	448	<b>5.21</b> 0.72	36	<b>5.00</b> 1.01	44	<b>5.18</b> 0.79	309	<b>5.30</b> 0.84
2. Communication about the registration process	70	<b>4.49</b> 1.52	164	<b>5.00</b> 1.19	28	<b>4.50</b> 1.48	80	<b>5.44</b> 0.63	467	<b>5.08</b> 0.88	38	<b>5.24</b> 0.85	44	<b>5.34</b> 0.78	318	<b>5.32</b> 0.89
3. Ease of registering for classes	72	<b>4.14</b> 1.67	168	<b>4.67</b> 1.40	28	<b>3.89</b> 1.77	83	<b>5.42</b> 0.63	482	<b>5.26</b> 0.86	40	<b>5.45</b> 0.68	44	<b>5.57</b> 0.62	326	<b>5.43</b> 0.78
4. Wait time for receiving a requested transcript	40	<b>5.05</b> 1.36	117	<b>5.09</b> 1.14	16	<b>5.00</b> 1.26	62	<b>5.47</b> 0.62	327	<b>5.25</b> 0.85	26	<b>5.19</b> 1.02	28	<b>5.11</b> 0.63	188	<b>5.31</b> 0.86

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>FINANCIAL AID</b>																
1. Helpfulness of Financial Aid employees	64	<b>5.33</b> 0.80	157	<b>5.31</b> 0.86	27	<b>5.19</b> 0.68	84	<b>5.62</b> 0.56	440	<b>5.26</b> 0.84	39	<b>5.26</b> 0.91	41	<b>5.17</b> 0.74	256	<b>5.31</b> 0.99
2. My awareness of financial aid options	67	<b>5.10</b> 0.97	163	<b>5.08</b> 1.04	26	<b>5.15</b> 0.73	86	<b>5.48</b> 0.73	457	<b>4.90</b> 1.05	39	<b>5.08</b> 1.04	44	<b>4.86</b> 1.09	276	<b>5.04</b> 1.15
3. Efficiency of the financial aid process	67	<b>5.07</b> 0.84	162	<b>5.13</b> 0.94	26	<b>5.15</b> 0.67	84	<b>5.46</b> 0.70	445	<b>5.05</b> 0.97	39	<b>5.03</b> 1.01	40	<b>5.20</b> 0.76	256	<b>5.16</b> 1.09

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT AFFAIRS</b>																
1. Helpfulness of office employees	73	<b>5.48</b> 0.80	163	<b>5.39</b> 1.00	26	<b>4.81</b> 1.17	87	<b>5.86</b> 0.35	459	<b>5.30</b> 0.87	34	<b>4.56</b> 1.31	44	<b>4.95</b> 1.06	244	<b>5.48</b> 0.69
2. Wait time for services and/or responses	72	<b>5.47</b> 0.87	162	<b>5.34</b> 0.98	26	<b>4.69</b> 1.35	87	<b>5.77</b> 0.45	452	<b>5.27</b> 0.84	34	<b>4.65</b> 1.35	44	<b>4.89</b> 1.04	245	<b>5.39</b> 0.78
3. Assistance in transitioning to a regional campus	48	<b>5.40</b> 0.96	131	<b>5.27</b> 1.09	25	<b>4.64</b> 1.32	58	<b>5.76</b> 0.51	234	<b>5.18</b> 0.89	25	<b>4.68</b> 1.31	40	<b>4.78</b> 1.14	129	<b>5.40</b> 0.77

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT BUSINESS SERVICES</b>																
1. Helpfulness of Student Business Services employees	60	<b>5.33</b> 0.71	154	<b>5.25</b> 0.95	19	<b>5.00</b> 0.82	66	<b>5.53</b> 0.56	426	<b>5.14</b> 0.86	33	<b>5.06</b> 0.93	37	<b>5.11</b> 0.57	293	<b>5.25</b> 0.87
2. Wait time for services and/or responses	62	<b>5.27</b> 0.85	154	<b>5.22</b> 0.95	19	<b>5.00</b> 0.75	65	<b>5.48</b> 0.53	427	<b>5.08</b> 0.92	32	<b>5.03</b> 0.97	37	<b>5.03</b> 0.44	290	<b>5.26</b> 0.86
3. Usefulness of Student Business Services website	61	<b>4.93</b> 1.14	155	<b>5.07</b> 1.01	21	<b>4.71</b> 1.27	65	<b>5.35</b> 0.87	424	<b>4.92</b> 1.03	34	<b>4.91</b> 1.03	39	<b>5.00</b> 0.56	296	<b>5.19</b> 0.94
4. Clarity of your online account statement	67	<b>5.04</b> 1.04	160	<b>5.06</b> 1.13	24	<b>4.58</b> 1.21	73	<b>5.25</b> 0.86	479	<b>4.80</b> 1.17	38	<b>4.95</b> 1.09	44	<b>5.02</b> 0.88	323	<b>5.16</b> 1.02

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>LIBRARY RESOURCES</b>																
1. Helpfulness of librarians	32	<b>5.34</b> 0.79	127	<b>5.21</b> 0.98	14	<b>5.29</b> 0.91	85	<b>5.55</b> 0.75	462	<b>5.40</b> 0.70	21	<b>5.05</b> 0.86	45	<b>5.33</b> 0.88	218	<b>5.55</b> 0.54
2. Hours of operation	34	<b>5.32</b> 1.07	128	<b>4.85</b> 1.16	13	<b>4.38</b> 1.39	86	<b>4.95</b> 1.15	460	<b>4.73</b> 1.29	18	<b>4.72</b> 1.32	45	<b>4.04</b> 1.51	185	<b>5.45</b> 0.59
3. Study facilities available in the library	36	<b>4.22</b> 1.59	124	<b>4.56</b> 1.44	13	<b>4.62</b> 0.96	87	<b>4.93</b> 1.29	460	<b>5.00</b> 1.03	18	<b>4.72</b> 1.23	44	<b>4.59</b> 1.44	154	<b>5.50</b> 0.57
4. Accessibility of library resources (e.g. books, journals)	56	<b>4.63</b> 1.24	152	<b>4.99</b> 1.11	20	<b>4.45</b> 1.15	87	<b>5.20</b> 1.03	471	<b>5.21</b> 0.82	23	<b>4.96</b> 0.98	44	<b>5.30</b> 0.55	258	<b>5.44</b> 0.77
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	62	<b>4.94</b> 1.24	160	<b>5.11</b> 1.14	22	<b>5.23</b> 0.97	83	<b>5.40</b> 0.90	466	<b>5.25</b> 0.76	26	<b>4.85</b> 0.92	46	<b>5.30</b> 0.66	272	<b>5.44</b> 0.81

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>ADVISING/MENTORING</b>																
1. Academic advising in my field of study	53	<b>4.83</b> 1.33	160	<b>4.88</b> 1.33	22	<b>4.41</b> 1.53	83	<b>5.27</b> 0.84	451	<b>5.01</b> 1.05	37	<b>5.11</b> 1.20	42	<b>4.83</b> 1.06	294	<b>5.37</b> 0.82
2. Academic advisor's knowledge about my degree program	52	<b>5.08</b> 1.12	156	<b>4.99</b> 1.23	22	<b>4.45</b> 1.53	82	<b>5.28</b> 0.88	445	<b>5.16</b> 0.90	37	<b>5.24</b> 1.23	41	<b>4.98</b> 1.08	285	<b>5.48</b> 0.72
3. Faculty/staff knowledge of career opportunities in my field of study	66	<b>4.98</b> 1.14	167	<b>4.93</b> 1.24	25	<b>4.44</b> 1.50	85	<b>5.29</b> 0.81	459	<b>5.15</b> 0.98	39	<b>5.13</b> 1.26	45	<b>4.89</b> 1.13	296	<b>5.40</b> 0.81

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>ENVIRONMENT</b>																
1. Cleanliness of campus buildings	73	<b>5.55</b> 0.73	175	<b>5.34</b> 0.89	27	<b>5.15</b> 1.03	88	<b>5.68</b> 0.69	484	<b>5.46</b> 0.64	41	<b>5.59</b> 0.59	46	<b>5.28</b> 0.72	164	<b>5.61</b> 0.50
2. Classroom environment (e.g. size, temperature, maintenance)	72	<b>5.01</b> 0.99	175	<b>5.11</b> 1.07	27	<b>4.78</b> 1.28	88	<b>5.24</b> 1.11	472	<b>5.15</b> 0.89	41	<b>5.49</b> 0.75	46	<b>4.80</b> 1.29	137	<b>5.45</b> 0.63
3. Quality of equipment in laboratory facilities	69	<b>5.13</b> 0.86	167	<b>4.95</b> 1.15	23	<b>4.83</b> 1.07	88	<b>5.58</b> 0.74	434	<b>5.18</b> 0.90	41	<b>5.46</b> 0.90	44	<b>4.86</b> 1.13	134	<b>5.46</b> 0.68
4. Campus security	70	<b>5.06</b> 0.96	173	<b>5.28</b> 0.86	27	<b>4.67</b> 1.27	88	<b>5.39</b> 0.96	464	<b>5.26</b> 0.80	39	<b>5.38</b> 0.91	45	<b>4.89</b> 1.27	136	<b>5.57</b> 0.51
5. Parking availability	73	<b>3.04</b> 1.78	175	<b>3.79</b> 1.76	27	<b>5.07</b> 1.07	88	<b>3.68</b> 1.50	469	<b>4.73</b> 1.24	41	<b>5.56</b> 0.71	46	<b>3.93</b> 1.48	148	<b>5.27</b> 0.91

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>GENERAL TECHNOLOGY</b>																
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)	72	<b>4.14</b> 1.44	171	<b>4.35</b> 1.36	26	<b>4.08</b> 1.09	86	<b>5.09</b> 1.05	472	<b>4.99</b> 0.96	41	<b>5.27</b> 1.07	44	<b>4.75</b> 1.18	134	<b>5.36</b> 0.77
2. Reliability of wireless connectivity on my campus	72	<b>3.74</b> 1.57	171	<b>4.10</b> 1.42	26	<b>4.08</b> 1.32	87	<b>3.87</b> 1.60	473	<b>4.32</b> 1.39	40	<b>5.08</b> 1.14	46	<b>4.61</b> 1.22	143	<b>5.03</b> 1.25
3. Reliability of WebCT/Blackboard or Moodle system	72	<b>3.86</b> 1.30	170	<b>4.02</b> 1.47	26	<b>4.15</b> 1.46	86	<b>3.72</b> 1.59	496	<b>4.31</b> 1.38	41	<b>5.17</b> 0.86	47	<b>4.81</b> 1.12	314	<b>4.87</b> 1.00
4. Helpfulness of Help Desk employees	47	<b>5.32</b> 0.84	149	<b>4.72</b> 1.28	19	<b>4.32</b> 1.16	81	<b>4.79</b> 1.19	437	<b>5.10</b> 0.90	34	<b>5.41</b> 0.78	39	<b>5.05</b> 1.05	263	<b>5.34</b> 0.95
5. Usability of my school's website	72	<b>4.75</b> 1.03	174	<b>4.70</b> 1.22	26	<b>4.42</b> 1.21	84	<b>4.50</b> 1.40	492	<b>4.80</b> 1.18	39	<b>5.23</b> 1.06	46	<b>4.83</b> 1.12	321	<b>5.17</b> 0.96

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT LIFE</b>																
1. I have access to adequate student support services.	68	<b>5.12</b> 0.92	171	<b>5.04</b> 0.97	25	<b>4.44</b> 1.12	86	<b>5.48</b> 0.72	489	<b>5.10</b> 0.84	37	<b>4.76</b> 1.19	45	<b>4.80</b> 0.81	276	<b>5.26</b> 0.86
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	64	<b>5.16</b> 0.88	166	<b>4.91</b> 1.15	25	<b>4.44</b> 1.26	86	<b>4.92</b> 1.27	466	<b>4.99</b> 1.05	37	<b>4.95</b> 1.22	43	<b>5.16</b> 0.61	230	<b>5.45</b> 0.71
3. Students in my school are treated fairly and with respect regardless of their differences.	72	<b>4.85</b> 1.34	173	<b>4.89</b> 1.29	26	<b>4.38</b> 1.30	87	<b>5.32</b> 0.90	492	<b>5.09</b> 1.04	40	<b>4.73</b> 1.52	47	<b>4.85</b> 1.10	273	<b>5.41</b> 0.80
4. I feel a sense of belonging to my school.	70	<b>4.81</b> 1.47	172	<b>4.93</b> 1.19	26	<b>4.12</b> 1.48	86	<b>5.37</b> 0.92	496	<b>5.07</b> 1.02	40	<b>4.83</b> 1.47	47	<b>4.81</b> 1.06	290	<b>5.24</b> 0.96
5. I feel a sense of belonging to the TTUHSC community.	71	<b>4.28</b> 1.60	174	<b>4.91</b> 1.20	25	<b>4.20</b> 1.32	85	<b>5.01</b> 1.08	496	<b>5.01</b> 1.04	40	<b>4.30</b> 1.51	47	<b>4.70</b> 1.23	287	<b>5.20</b> 1.01
6. I know who represents my school and/or campus on the Student Government Association (SGA).	70	<b>4.63</b> 1.61	171	<b>4.66</b> 1.31	26	<b>4.12</b> 1.31	87	<b>5.38</b> 0.97	478	<b>4.87</b> 1.24	39	<b>4.59</b> 1.57	41	<b>4.34</b> 1.56	205	<b>3.98</b> 1.85
7. I am aware of the activities sponsored by the Student Government Association (SGA).	68	<b>4.46</b> 1.65	171	<b>4.61</b> 1.27	26	<b>3.81</b> 1.47	87	<b>5.15</b> 1.14	478	<b>4.66</b> 1.34	38	<b>4.29</b> 1.69	43	<b>4.05</b> 1.56	203	<b>4.13</b> 1.75
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	70	<b>4.57</b> 1.61	168	<b>4.64</b> 1.31	25	<b>3.96</b> 1.31	87	<b>5.09</b> 1.21	463	<b>4.81</b> 1.16	35	<b>4.23</b> 1.66	38	<b>4.16</b> 1.57	172	<b>4.66</b> 1.47

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT LIFE (cont.)</b>																
9. I know where to go to file a complaint against another student or TTUHSC employee.	69	<b>4.87</b> 1.20	172	<b>4.41</b> 1.49	26	<b>4.04</b> 1.48	85	<b>5.07</b> 1.14	482	<b>3.91</b> 1.49	40	<b>3.48</b> 1.58	45	<b>4.16</b> 1.46	292	<b>4.49</b> 1.51
10. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	68	<b>4.60</b> 1.45	168	<b>4.57</b> 1.45	24	<b>4.04</b> 1.65	82	<b>5.16</b> 1.05	455	<b>4.74</b> 1.12	38	<b>4.24</b> 1.67	45	<b>4.49</b> 1.16	273	<b>5.21</b> 0.81
11. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	68	<b>4.71</b> 1.31	172	<b>4.56</b> 1.42	25	<b>4.04</b> 1.67	85	<b>5.04</b> 1.10	476	<b>4.68</b> 1.18	39	<b>4.31</b> 1.66	45	<b>4.53</b> 1.24	296	<b>5.20</b> 0.86
12. I am satisfied with the quality of instruction that I receive at TTUHSC.	73	<b>4.37</b> 1.46	174	<b>4.75</b> 1.23	26	<b>4.58</b> 1.14	87	<b>5.17</b> 1.01	500	<b>4.90</b> 1.11	40	<b>4.93</b> 1.19	47	<b>4.81</b> 1.14	326	<b>5.32</b> 0.83

	ABILENE		AMARILLO		DALLAS/FT.		EL PASO		LUBBOCK		MIDLAND		ODESSA		DISTANCE	
	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
<b>STUDENT LIFE (cont.)</b>																
13. I have adequate access to my instructors outside of class.	73	<b>4.95</b> 1.15	171	<b>5.04</b> 1.03	26	<b>4.54</b> 1.21	86	<b>5.59</b> 0.54	493	<b>5.11</b> 0.96	40	<b>5.23</b> 1.21	46	<b>4.83</b> 1.30	316	<b>5.25</b> 0.90
14. My instructors are concerned about my academic success.	73	<b>4.96</b> 1.11	174	<b>4.94</b> 1.12	26	<b>4.58</b> 1.39	87	<b>5.48</b> 0.73	497	<b>5.03</b> 1.10	40	<b>5.13</b> 1.34	47	<b>5.02</b> 1.09	329	<b>5.40</b> 0.78
15. My instructors care about my professional success.	73	<b>4.93</b> 1.13	173	<b>4.92</b> 1.14	26	<b>4.46</b> 1.50	87	<b>5.44</b> 0.77	499	<b>5.06</b> 1.08	40	<b>5.15</b> 1.35	47	<b>5.11</b> 0.91	326	<b>5.38</b> 0.84
16. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	65	<b>3.85</b> 1.68	172	<b>3.87</b> 1.60	25	<b>3.44</b> 1.80	82	<b>4.72</b> 1.40	480	<b>3.98</b> 1.57	37	<b>3.22</b> 1.83	44	<b>3.27</b> 1.90	212	<b>4.66</b> 1.55
17. I would recommend my degree program to a friend or family member.	73	<b>4.37</b> 1.63	175	<b>4.63</b> 1.46	26	<b>4.31</b> 1.32	87	<b>5.31</b> 1.03	501	<b>5.12</b> 1.10	40	<b>5.03</b> 1.49	47	<b>4.89</b> 1.22	327	<b>5.46</b> 0.83

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