

Student Satisfaction Survey

TTUHSC Institutional Report 2018-2019

Summary

- The *Student Satisfaction Survey* is administered once every two years. The 2018-2019 version is comparable to the 2016-2017 version. New and revised items are marked appropriately.
- When asked if they made the right decision to attend TTUHSC, more than three of four students indicated that they “definitely” made the right decision.
- Approximately 91% of respondents reported being “extremely satisfied” or “satisfied” with their overall experiences at TTUHSC.
- Maintaining healthy balances across different aspects of their lives is a priority for students, and they are well aware of the possible health effects from drug and alcohol use.
- In general, students in the School of Nursing report noticeably high levels of satisfaction with services across the institution.
- Student satisfaction is comparable, if not higher, for students enrolled in distance education programs compared to students in more traditional, face-to-face programs.
- In general, students at the Lubbock—Covenant Health System instructional site continue to express noticeably high levels of satisfaction with their experiences.
- Two areas of student dissatisfaction include: (1) availability of common spaces to gather between classes at the Dallas campus, and (2) parking availability at the Odessa campus.
- As expected, open-ended comments reflect a diversity of topics that offer specific opportunities for continuous improvement. Readers should exercise caution in evaluating isolated comments, as they may not reflect the opinion of the whole.

Methodology

The *2018-2019 Student Satisfaction Survey (SSS)* was administered in Spring 2019. The data collection period lasted approximately two weeks (April 3-19, 2019). Targeted participants included all students enrolled at TTUHSC as of April 3, 2019. The initial invitation to complete the online survey was sent via email by the *Office of Student Services*. A subsequent reminder was sent via email about one week before data collection ended. Information about the survey was posted on the TTUHSC announcements online and television monitors on all campuses. Members of the Executive Student Affairs Workgroup were also asked to promote the survey in their schools and across campuses. Five \$500 scholarships were offered as incentives for participation.

Demographics

A total of 1,661 of 5,133 students responded to the survey, resulting in a response rate of 32%. Respondents represented the following schools and campuses.

SCHOOL	CAMPUS
<ul style="list-style-type: none"> • Graduate School of Biomedical Sciences (GSBS) • School of Health Professions (SHP) • School of Medicine (SOM) • School of Nursing (SON) • School of Pharmacy (SOP) 	<ul style="list-style-type: none"> • Abilene (ABL) • Amarillo (AMA) • Dallas (DAL) • Lubbock (LBB) • Lubbock-Covenant Health System (LBB-COV) • Midland (MDL) • Odessa (ODS) • Distance education (DIST)^a

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

Figure 1 illustrates the percent of survey respondents by school in comparison to the percent of students enrolled by school in Spring 2019. Survey respondents were appropriately represented in GSBS, SOM, and SOP. SHP students constituted a higher percent of survey respondents than expected, whereas SON respondents were underrepresented in comparison to the student population.

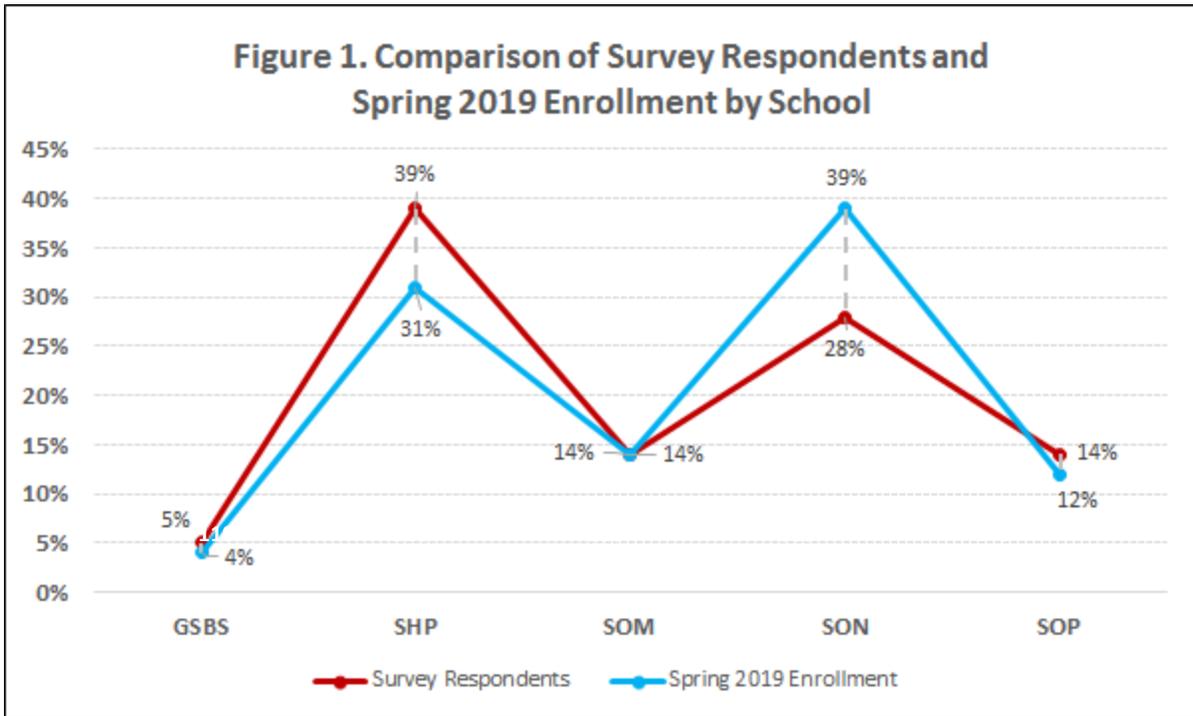
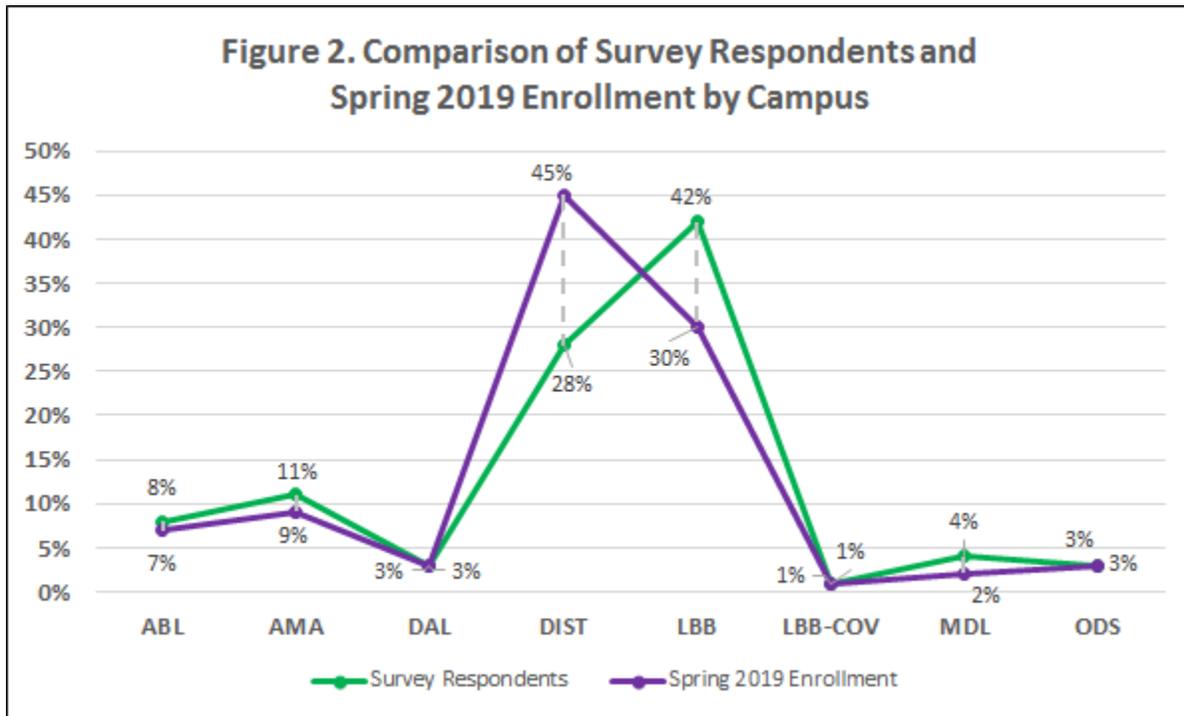
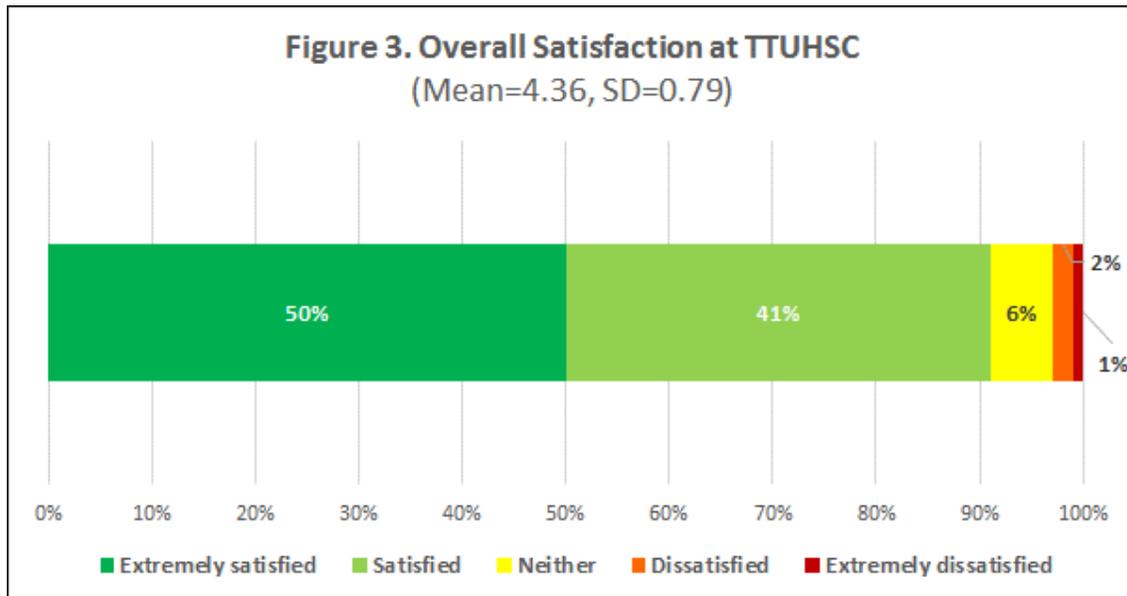


Figure 2 illustrates the percent of survey respondents by campus in comparison to the percent of students enrolled by campus in Spring 2019. Survey respondents were appropriately represented in Abilene, Amarillo, Dallas, Lubbock-Covenant, Midland, and Odessa. Students based on the Lubbock campus constituted a higher percent of survey respondents than expected, whereas distance students were underrepresented in the survey. This may be due, in large part, to student perception. Some distance students affiliated themselves with a specific campus even though they are enrolled in a distance education program.

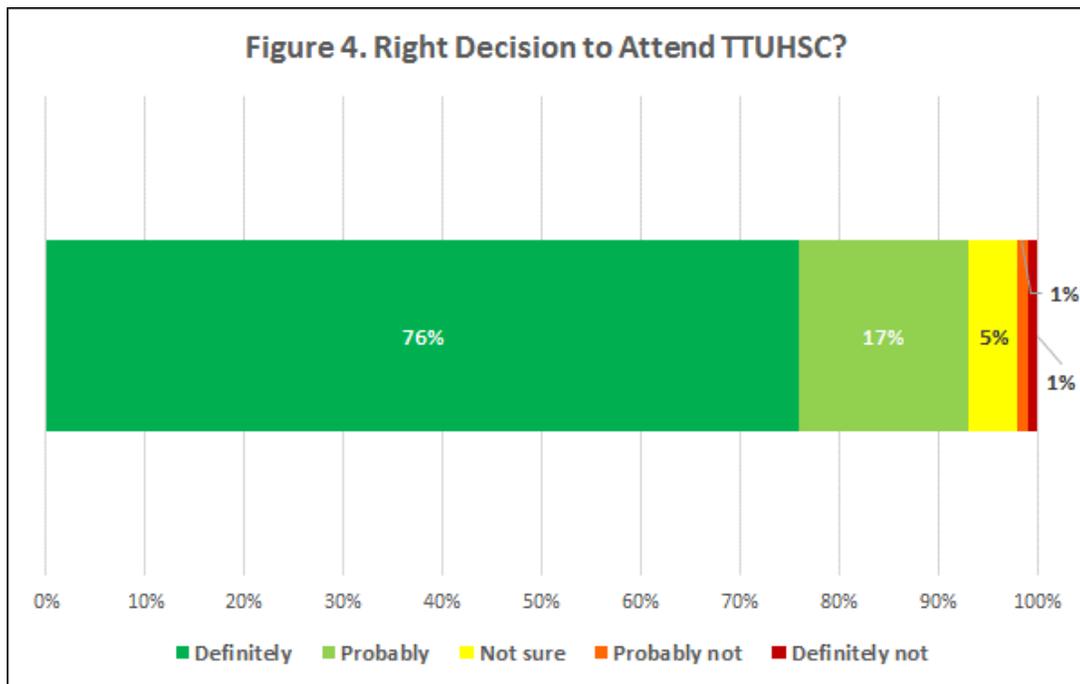


Results

Quantitative Data. Students indicated their overall satisfaction with their experiences at TTUHSC using a 5-point scale (*5=Extremely satisfied, 4=Satisfied, 3=Neither satisfied nor dissatisfied, 2=Dissatisfied, and 1=Extremely dissatisfied*). Approximately 91% of respondents reported being “extremely satisfied” or “satisfied.” See Figure 3.



When asked if they felt like they made the right decision to attend TTUHSC, students responded favorably. More than three of four students indicated that they “definitely” made the right decision. See Figure 4.



For the remainder of the survey items, students were asked to indicate their level of satisfaction using a 5-point scale (5=Extremely satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Extremely dissatisfied). In the *Student Life* section, students were asked to indicate their level of agreement with several statements using a 5-point scale (5=Strongly agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree). Respondents were also given a *Not Applicable* option for some items. New and revised items have been marked appropriately.

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

Institutional Results (pp. 6-17): *Appendix A* presents survey results for the institution as a whole. For each item, the following data are provided:

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

Results by School (pp. 18-24): *Appendix B* presents survey results according to school. For each item, the following data are provided:

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

Results by Campus (pp. 25-32): *Appendix C* presents survey results according to campus. For each item, the following data are provided:

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

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

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

Respondents provided 1,131 comments to the first prompt and 836 comments to the second prompt. Any comments which indicated the student did not have a comment (e.g., *N/A, none*) or were otherwise not useful (e.g., *all, nothing*) were eliminated. Due to the sensitive nature of some comments, actual comments will be provided to selected institutional leaders only. They will determine how best to distribute them in their respective areas. Due to time constraints, no qualitative analyses have been conducted on these data.

Conclusion

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

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

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

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

APPENDIX A. INSTITUTIONAL RESULTS

General Academics	Mean ^a	SD	Distribution
		n	
Clarity of student expectations in my courses	4.31	0.78	
		1,661	
Effectiveness of teaching strategies used by my professors	4.12	0.90	
		1,661	
Quality of instructional materials used to enhance my learning	4.20	0.87	
		1,661	
Academic advisor's knowledge of program requirements	4.39	0.83	
		1,661	
Faculty/staff knowledge of career opportunities in my field of study	4.32	0.84	
		1,661	

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

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

Interprofessional Education	Mean ^a	SD	Distribution
		n	
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.39	0.82	
1,655			
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.28	0.88	
1,655			
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.34	0.81	
1,655			
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	4.23	0.90	
1,655			
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	4.19	0.97	
1,655			
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	4.14	0.94	
1,655			

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

Technology	Mean ^a	SD	Distribution
		n	
Reliability of the learning management system (i.e., Sakai, Canvas)	4.24	0.87	
1,647			
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.17	0.91	
1,493			
Quality of audio-video equipment used in my classrooms	3.93	1.03	
1,481			
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.27	0.86	
1,521			
Knowledge/skill of TTUHSC IT Solution Center technicians	4.26	0.88	
1,515			
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.13	0.93	
1,340			
Usability of the TTUHSC website overall	4.11	0.97	
1,637			
Availability of your school's technology support staff	4.29	0.83	
1,541			
Knowledge/skill of your school's technology support staff	4.29	0.85	
1,546			
Usability of your school's website	4.15	0.94	
1,633			
Overall perception of technology at TTUHSC (NEW)	4.20	0.87	
1,638			

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

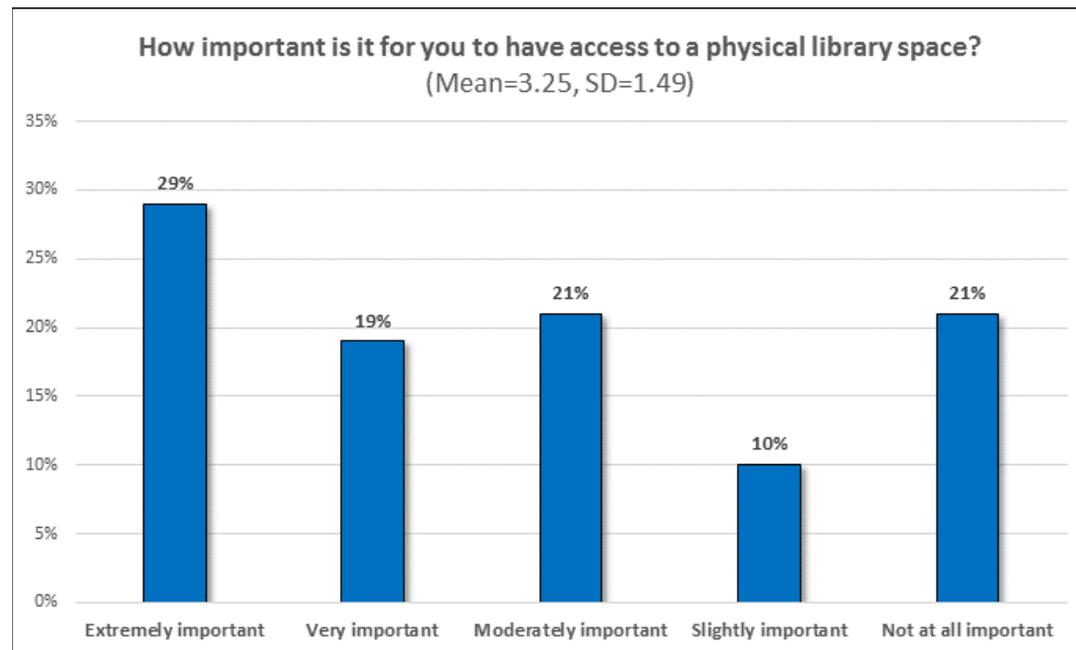
Physical Environment	Mean ^a	SD	Distribution
		n	
General adequacy of classrooms	4.24	0.80	
		1,334	
Adequacy of study facilities, excluding the library	3.95	1.10	
		1,307	
Availability of common spaces for students to congregate between classes	3.86	1.15	
		1,304	
Cleanliness of campus buildings	4.48	0.70	
		1,366	
Safety/security in campus buildings, excluding the library	4.35	0.78	
		1,348	
Safety/security outside of campus buildings, including parking lots	4.12	0.97	
		1,353	
Parking availability	3.75	1.19	
		1,361	

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

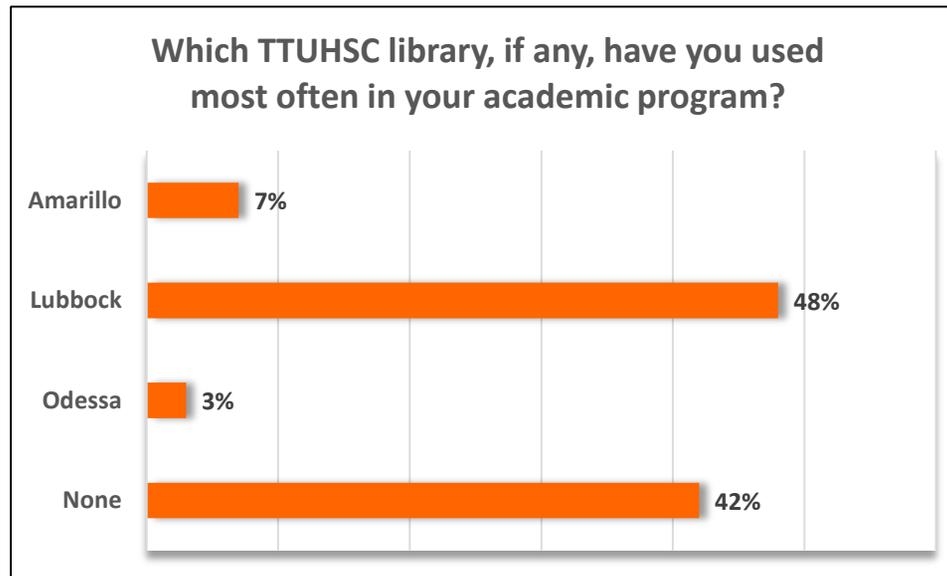
Student Business Services	Mean ^a	SD	Distribution
		n	
Professionalism of employees (<i>REVISED WORDING</i>)	4.40	0.74	
		1,503	
Accuracy of information provided by staff	4.38	0.78	
		1,502	
Speed/response time for services (<i>REVISED WORDING</i>)	4.37	0.77	
		1,505	
Convenience of accessing services/information (<i>NEW</i>)	4.35	0.82	
		1,516	

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

General Library	Mean ^a	SD	Distribution
		n	
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.23	0.84 1,313	
Helpfulness of librarians in responding to my questions	4.23	0.85 1,241	
Availability of appropriate online <u>databases</u> for my field of study	4.34	0.82 1,540	
Availability of appropriate online <u>journals</u> for my field of study	4.32	0.81 1,545	
Availability of appropriate <u>e-books</u> for my field of study	4.22	0.88 1,474	
Overall perception of services provided by the library (NEW)	4.31	0.79 1,519	

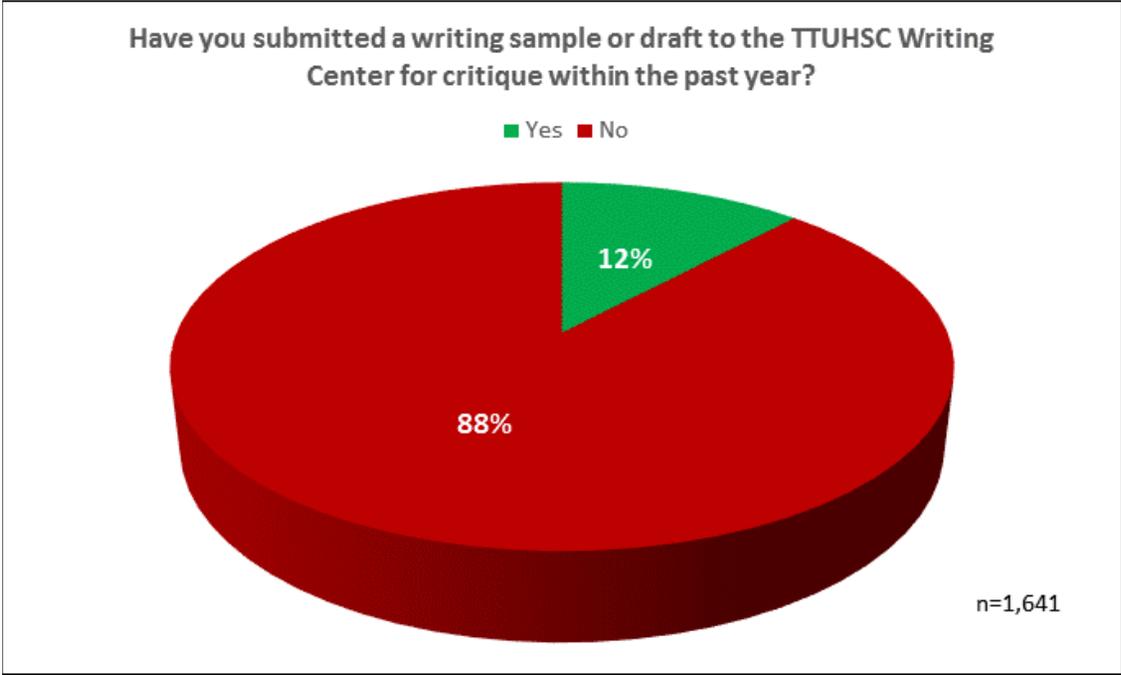


^a Means are color-coded to highlight areas of strength and potential improvement (Red: ≤1.99, Yellow: 2.00-2.99, White: 3.00-4.49, Green: ≥4.50).



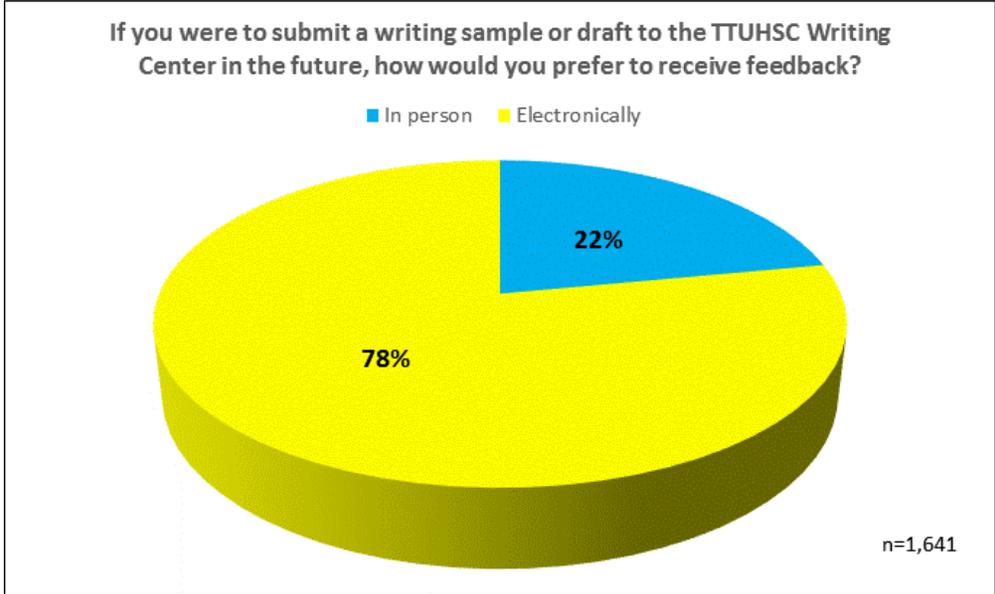
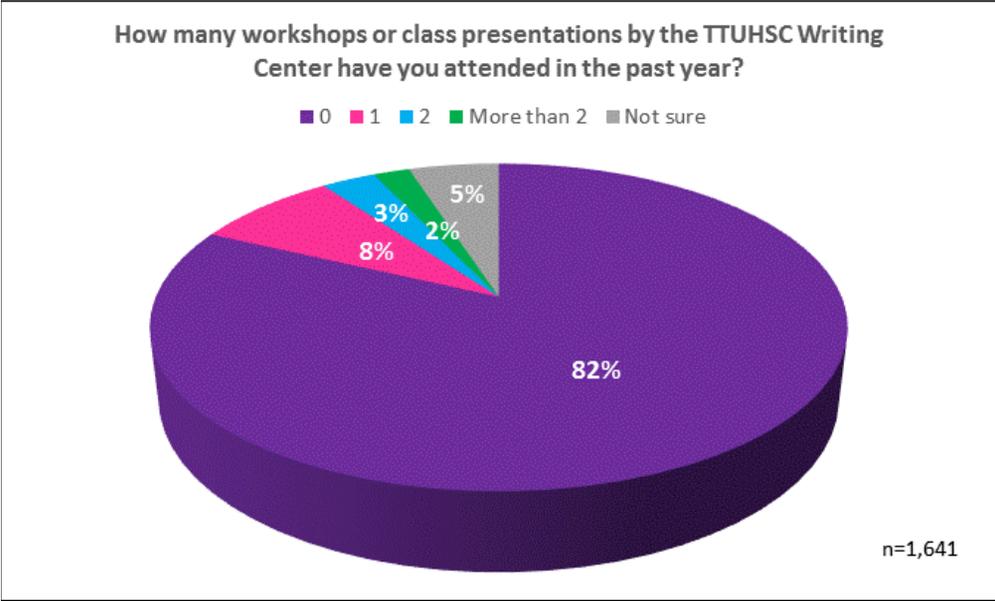
Physical Library	Lubbock		Amarillo		Odessa	
Hours of operation	3.97	1.00 728	3.83	1.02 101	3.42	1.35 59
Availability of resource materials on-site	4.21	0.73 695	3.95	0.91 99	4.18	0.81 60
Availability of computers for your use	4.24	0.77 688	3.86	1.09 93	4.36	0.67 58
Adequacy of study facilities in the library	4.02	0.98 721	3.86	1.09 101	3.90	1.05 60
Safety/security in the library	4.23	0.83 718	4.15	0.93 100	4.33	0.68 60

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



Writing Center	Mean ^a	SD	Distribution
		n	
If you submitted a writing sample/draft this year, how satisfied were you with the services you received from the TTUHSC Writing Center?	4.16	0.99	
		191	

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



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

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

Financial Aid	Mean ^a	SD	Distribution
		n	
Professionalism of employees (<i>REVISED WORDING</i>)	4.39	0.75	
		1,435	
Accuracy of information provided by staff	4.35	0.79	
		1,439	
Speed/response time for services (<i>REVISED WORDING</i>)	4.28	0.86	
		1,435	
Convenience of accessing services/information (<i>NEW</i>)	4.30	0.84	
		1,438	

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

Registrar	Mean ^a	SD	Distribution
		n	
Professionalism of employees (<i>REVISED WORDING</i>)	4.45	0.68	
		1,457	
Accuracy of information provided by staff	4.42	0.72	
		1,461	
Speed/response time for services (<i>REVISED WORDING</i>)	4.40	0.74	
		1,467	
Convenience of accessing services/information (<i>NEW</i>)	4.39	0.75	
		1,474	

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

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

Institutional Health	Mean ^a	SD	Distribution
		n	
Professionalism of employees <i>(REVISED WORDING)</i>	4.40	0.75 1,350	
Accuracy of information provided by staff	4.40	0.75 1,352	
Speed/response time for services <i>(REVISED WORDING)</i>	4.41	0.74 1,349	
Convenience of accessing services/information <i>(NEW)</i>	4.38	0.77 1,350	

The **Office of Veterans and Military Advising** assists students with their VA benefits and Hazelwood exemption.

Veterans and Military Advising <i>(NEW)</i>	Mean ^a	SD	Distribution
		n	
Professionalism of employees	4.24	0.89 519	
Accuracy of information provided by staff	4.24	0.89 520	
Speed/response time for services	4.23	0.91 520	
Convenience of accessing services/information	4.20	0.94 523	

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

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

Office of Student Services	Mean ^a	SD	Distribution
		n	
Professionalism of employees <i>(REVISED WORDING)</i>	4.44	0.75 1,321	
Accuracy of information provided by staff	4.42	0.78 1,321	
Speed/response time for services <i>(REVISED WORDING)</i>	4.43	0.75 1,319	
Convenience of accessing services/information <i>(NEW)</i>	4.42	0.77 1,323	

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

Student Life	Mean ^a	SD	Distribution
		n	
I am familiar with the process for requesting accommodations through Student Disability Services.	3.85	1.10 1,155	
I am aware of the possible health effects resulting from drug and alcohol use.	4.67	0.53 1,594	
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.13	1.03 1,570	
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary. (NEW)	3.87	1.17 1,580	
I am familiar with the mental health resources available to me as a TTUHSC student.	4.18	0.99 1,569	
The Student Government Association represents my needs as a TTUHSC student.	4.02	1.01 1,475	
Maintaining healthy balances across different aspects of my life is a priority for me. (NEW)	4.59	0.67 1,604	
In difficult situations, I am able to recognize my own emotions before responding. (NEW)	4.43	0.70 1,607	
I can often recognize other people's emotions without them telling me how they feel. (NEW)	4.39	0.71 1,607	
I am confident in my ability to "bounce back" after stressful or traumatic events in life. (NEW)	4.37	0.79 1,608	

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

APPENDIX B. RESULTS BY SCHOOL

Overall Satisfaction	TTUHSC		GSBS		SHP		SOM		SON		SOP	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
		n		n		n		n		n		n
Overall satisfaction with TTUHSC experiences	4.36	0.79 1,661	4.14	0.90 86	4.51	0.67 654	4.17	0.78 229	4.57	0.61 459	3.76	0.99 233

General Academics	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Clarity of student expectations in my courses	4.31	0.78 1,661	4.13	0.90 86	4.44	0.69 654	4.00	0.81 229	4.52	0.64 459	3.88	0.92 233
Effectiveness of teaching strategies used by my professors	4.12	0.90 1,661	4.09	0.83 86	4.30	0.79 654	3.63	0.95 229	4.35	0.78 459	3.65	1.03 233
Quality of instructional materials used to enhance my learning	4.20	0.87 1,661	4.12	0.93 86	4.36	0.78 654	3.83	1.00 229	4.36	0.78 459	3.87	0.89 233
Academic advisor's knowledge of program requirements	4.39	0.83 1,661	4.12	1.14 86	4.52	0.76 654	4.16	0.91 229	4.50	0.68 459	4.14	0.93 233
Faculty/staff knowledge of career opportunities in my field of study	4.32	0.84 1,661	3.98	1.12 86	4.46	0.76 654	4.10	0.89 229	4.46	0.73 459	4.00	0.95 233

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

Interprofessional Education	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.39	0.82	4.13	0.96	4.49	0.75	4.18	0.88	4.57	0.66	4.05	1.00
		1,655		86		652		228		457		232
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.28	0.88	4.02	0.99	4.45	0.75	3.96	0.94	4.51	0.71	3.80	1.08
		1,655		86		652		228		457		232
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.34	0.81	4.14	0.97	4.49	0.70	4.03	0.90	4.53	0.66	3.92	0.95
		1,655		86		652		228		457		232
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	4.23	0.90	3.99	0.98	4.37	0.81	3.97	0.94	4.44	0.75	3.73	1.10
		1,655		86		652		228		457		232
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	4.19	0.97	4.01	1.05	4.36	0.84	3.72	1.09	4.50	0.69	3.64	1.17
		1,655		86		652		228		457		232
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	4.14	0.94	3.92	0.98	4.27	0.86	3.84	0.95	4.40	0.79	3.65	1.10
		1,655		86		652		228		457		232

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

Technology	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Reliability of the learning management system (i.e., Sakai, Canvas)	4.24	0.87	3.95	0.94	4.45	0.70	3.62	1.05	4.48	0.63	3.88	1.06
		1,647		85		651		228		454		229
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.17	0.91	3.73	1.14	4.29	0.78	3.70	1.11	4.52	0.63	3.86	0.99
		1,493		81		564		226		393		229
Quality of audio-video equipment used in my classrooms	3.93	1.03	3.60	1.15	4.12	0.87	3.30	1.15	4.28	0.81	3.59	1.12
		1,481		82		566		224		380		229
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.27	0.86	3.91	1.12	4.37	0.76	3.89	1.00	4.60	0.58	3.85	0.99
		1,521		81		594		206		421		219
Knowledge/skill of TTUHSC IT Solution Center technicians	4.26	0.88	3.93	1.13	4.37	0.76	3.56	1.01	4.61	0.63	3.81	0.99
		1,515		80		592		209		416		218
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.13	0.93	3.89	1.11	4.25	0.83	3.62	1.07	4.46	0.74	3.72	0.95
		1,340		66		529		164		375		206
Usability of the TTUHSC website overall	4.11	0.97	3.54	1.30	4.31	0.77	3.64	1.11	4.43	0.70	3.55	1.15
		1,637		85		648		221		454		229
Availability of your school's technology support staff	4.29	0.83	3.95	1.02	4.38	0.74	3.92	0.99	4.61	0.57	3.92	0.91
		1,541		81		602		211		425		222
Knowledge/skill of your school's technology support staff	4.29	0.85	3.99	0.98	4.39	0.74	3.86	1.07	4.62	0.58	3.91	0.91
		1,546		81		605		214		424		222
Usability of your school's website	4.15	0.94	3.61	1.23	4.36	0.73	3.67	1.07	4.46	0.70	3.63	1.11
		1,633		84		648		219		454		228
Overall perception of technology at TTUHSC (NEW)	4.20	0.87	3.93	0.99	4.37	0.68	3.54	1.11	4.54	0.61	3.78	0.94
		1,638		85		644		228		454		227

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

Physical Environment	TTUHSC		GSBS		SHP		SOM		SON		SOP	
General adequacy of classrooms	4.24	0.80	4.25	0.78	4.30	0.74	4.18	0.79	4.41	0.71	3.92	0.97
		1,334		77		493		226		312		226
Adequacy of study facilities, excluding the library	3.95	1.10	4.07	0.91	4.01	1.07	3.68	1.18	4.35	0.77	3.50	1.28
		1,307		76		484		224		297		226
Availability of common spaces for students to congregate between classes	3.86	1.15	3.89	1.05	3.88	1.13	3.79	1.14	4.24	0.97	3.42	1.27
		1,304		76		482		225		295		226
Cleanliness of campus buildings	4.48	0.70	4.55	0.60	4.52	0.61	4.51	0.61	4.59	0.62	4.20	0.98
		1,366		76		495		226		343		226
Safety/security in campus buildings, excluding the library	4.35	0.78	4.42	0.74	4.34	0.79	4.36	0.75	4.44	0.72	4.22	0.88
		1,348		76		494		226		326		226
Safety/security outside of campus buildings, including parking lots	4.12	0.97	4.07	1.06	4.10	0.96	4.01	1.05	4.27	0.88	4.10	0.98
		1,353		76		493		226		332		226
Parking availability	3.75	1.19	3.73	1.33	3.85	1.14	3.75	1.13	3.86	1.18	3.36	1.29
		1,361		74		490		225		347		225

Student Business Services	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees (<i>REVISED WORDING</i>)	4.40	0.74	4.18	0.95	4.47	0.67	4.35	0.78	4.50	0.67	4.15	0.84
		1,503		80		601		192		414		216
Accuracy of information provided by staff	4.38	0.78	4.16	0.93	4.44	0.75	4.33	0.78	4.49	0.68	4.13	0.91
		1,502		79		600		192		415		216
Speed/response time for services (<i>REVISED WORDING</i>)	4.37	0.77	4.17	0.93	4.44	0.73	4.33	0.76	4.48	0.69	4.11	0.89
		1,505		81		599		192		415		218
Convenience of accessing services/information (<i>NEW</i>)	4.35	0.82	4.15	0.99	4.40	0.79	4.30	0.84	4.48	0.71	4.10	0.96
		1,516		81		603		193		421		218

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

General Library	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.23	0.84	4.06	0.83	4.30	0.81	4.35	0.75	4.35	0.76	3.72	0.99
		1,313		64		511		171		395		172
Helpfulness of librarians in responding to my questions	4.23	0.85	4.07	0.83	4.26	0.85	4.41	0.74	4.33	0.79	3.77	0.95
		1,241		59		481		169		370		162
Availability of appropriate online <u>databases</u> for my field of study	4.34	0.82	4.08	0.93	4.33	0.84	4.29	0.79	4.50	0.71	4.17	0.87
		1,540		76		608		191		446		219
Availability of appropriate online <u>journals</u> for my field of study	4.32	0.81	4.01	0.99	4.29	0.85	4.30	0.74	4.48	0.68	4.16	0.87
		1,545		78		614		192		445		216
Availability of appropriate <u>e-books</u> for my field of study	4.22	0.88	3.91	1.00	4.19	0.91	4.18	0.84	4.48	0.75	4.08	0.92
		1,474		70		583		189		416		216
Overall perception of services provided by the library (<i>NEW</i>)	4.31	0.79	4.05	0.87	4.33	0.78	4.29	0.80	4.45	0.71	4.07	0.86
		1,519		75		592		204		438		210

Writing Center	TTUHSC		GSBS		SHP		SOM		SON		SOP	
How satisfied were you with the services you received from the TTUHSC Writing Center?	4.16	0.99	3.75	0.86	4.32	0.79	4.38	0.94	4.09	0.91	3.40	0.74
		191		8		53		39		81		10

Financial Aid	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees (<i>REVISED WORDING</i>)	4.39	0.75	4.32	0.69	4.45	0.70	4.36	0.72	4.49	0.71	4.13	0.96
		1,435		65		562		199		387		221
Accuracy of information provided by staff	4.35	0.79	4.20	0.77	4.40	0.74	4.31	0.78	4.45	0.75	4.10	1.00
		1,439		66		565		198		388		222
Speed/response time for services (<i>REVISED WORDING</i>)	4.28	0.86	4.17	0.80	4.32	0.85	4.29	0.74	4.39	0.82	4.03	1.00
		1,435		65		565		198		386		221
Convenience of accessing services/information (<i>NEW</i>)	4.30	0.84	4.18	0.79	4.35	0.80	4.21	0.84	4.45	0.75	4.00	0.80
		1,438		65		565		197		388		223

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

Registrar	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees (<i>REVISED WORDING</i>)	4.45	0.68	4.38	0.65	4.48	0.67	4.43	0.67	4.55	0.62	4.23	0.80
		1,457		77		586		173		412		209
Accuracy of information provided by staff	4.42	0.72	4.26	0.88	4.46	0.70	4.39	0.70	4.52	0.67	4.21	0.80
		1,461		77		590		171		413		210
Speed/response time for services (<i>REVISED WORDING</i>)	4.40	0.74	4.26	0.80	4.45	0.70	4.39	0.71	4.51	0.66	4.13	0.91
		1,467		77		590		171		417		212
Convenience of accessing services/information (<i>NEW</i>)	4.39	0.75	4.23	0.81	4.45	0.69	4.34	0.77	4.50	0.67	4.13	0.92
		1,474		77		593		174		418		212

Institutional Health	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees (<i>REVISED WORDING</i>)	4.40	0.75	4.07	1.11	4.46	0.68	4.48	0.70	4.49	0.67	4.14	0.84
		1,350		67		512		221		346		204
Accuracy of information provided by staff	4.40	0.75	4.12	1.04	4.45	0.70	4.47	0.70	4.49	0.70	4.14	0.84
		1,352		67		513		220		348		204
Speed/response time for services (<i>REVISED WORDING</i>)	4.41	0.74	4.11	0.99	4.46	0.68	4.52	0.68	4.48	0.69	4.13	0.86
		1,349		66		512		221		347		203
Convenience of accessing services/information (<i>NEW</i>)	4.38	0.77	4.09	1.04	4.45	0.70	4.45	0.74	4.48	0.70	4.08	0.90
		1,350		67		511		220		347		205

Veterans and Military Advising (<i>NEW</i>)	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees	4.24	0.89	4.14	0.91	4.32	0.85	4.38	0.80	4.33	0.82	3.93	1.02
		519		21		199		47		150		102
Accuracy of information provided by staff	4.24	0.89	4.14	0.91	4.31	0.85	4.38	0.80	4.32	0.84	3.93	1.02
		520		21		199		47		151		102
Speed/response time for services	4.23	0.91	4.14	0.91	4.28	0.92	4.40	0.80	4.35	0.81	3.88	1.01
		520		21		199		47		150		103
Convenience of accessing services/information	4.20	0.94	4.00	1.11	4.27	0.87	4.36	0.82	4.31	0.88	3.86	1.07
		523		22		199		47		152		103

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

Office of Student Services	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees <i>(REVISED WORDING)</i>	4.44	0.75	4.22	0.84	4.47	0.66	4.53	0.68	4.51	0.64	4.25	1.01
		1,321		72		515		204		308		222
Accuracy of information provided by staff	4.42	0.78	4.21	0.87	4.46	0.68	4.52	0.74	4.51	0.65	4.19	1.05
		1,321		72		514		204		309		222
Speed/response time for services <i>(REVISED WORDING)</i>	4.43	0.75	4.21	0.84	4.45	0.69	4.49	0.76	4.52	0.65	4.27	0.95
		1,319		72		513		203		309		222
Convenience of accessing services/information <i>(NEW)</i>	4.42	0.77	4.17	0.87	4.45	0.69	4.48	0.82	4.50	0.66	4.29	0.97
		1,323		72		514		204		311		222

Student Life	TTUHSC		GSBS		SHP		SOM		SON		SOP	
I am familiar with the process for requesting accommodations through Student Disability Services.	3.85	1.10	3.81	1.07	3.97	1.00	3.39	1.34	3.97	1.10	3.78	1.02
		1,155		54		459		163		307		172
I am aware of the possible health effects resulting from drug and alcohol use.	4.67	0.53	4.62	0.58	4.68	0.50	4.70	0.50	4.75	0.48	4.50	0.64
		1,594		81		630		223		436		224
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.13	1.03	4.16	1.00	4.18	0.99	3.92	1.10	4.32	0.97	3.81	1.11
		1,570		80		618		223		428		221
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary. <i>(NEW)</i>	3.87	1.17	3.85	1.17	3.84	1.17	3.58	1.26	4.12	1.07	3.75	1.15
		1,580		80		626		221		432		221
I am familiar with the mental health resources available to me as a TTUHSC student.	4.18	0.99	3.99	1.14	4.22	0.93	4.37	0.83	4.16	1.08	3.94	1.02
		1,569		80		617		225		424		223
The Student Government Association represents my needs as a TTUHSC student.	4.02	1.01	3.87	1.08	4.12	0.90	3.99	1.09	4.11	0.95	3.67	1.17
		1,475		76		571		224		383		221
Maintaining healthy balances across different aspects of my life is a priority for me. <i>(NEW)</i>	4.59	0.67	4.52	0.74	4.61	0.61	4.65	0.63	4.69	0.56	4.29	0.90
		1,604		81		633		224		441		225
In difficult situations, I am able to recognize my own emotions before responding. <i>(NEW)</i>	4.43	0.70	4.28	0.85	4.47	0.65	4.46	0.65	4.54	0.62	4.15	0.86
		1,607		82		634		224		441		225
I can often recognize other people's emotions without them telling me how they feel. <i>(NEW)</i>	4.39	0.71	4.23	0.84	4.46	0.61	4.38	0.76	4.47	0.66	4.12	0.88
		1,607		82		634		225		442		224
I am confident in my ability to "bounce back" after stressful or traumatic events in life. <i>(NEW)</i>	4.37	0.79	4.39	0.73	4.40	0.75	4.33	0.78	4.49	0.71	4.04	0.99
		1,608		82		633		225		444		224

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

APPENDIX C. RESULTS BY CAMPUS

Overall Satisfaction	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
		n		n		n		n		n		n		n		n		n
Overall satisfaction with TTUHSC experiences	4.36	0.79 1,661	4.24	0.86 139	4.02	0.93 173	3.42	1.07 55	4.44	0.70 686	4.40	0.60 20	3.94	0.72 67	4.28	0.73 50	4.56	0.68 471

General Academics	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Clarity of student expectations in my courses	4.31	0.78 1,661	4.16	0.82 139	4.04	0.94 173	3.85	0.97 55	4.35	0.73 686	4.20	0.62 20	3.94	0.74 67	4.44	0.64 50	4.48	0.71 471
Effectiveness of teaching strategies used by my professors	4.12	0.90 1,661	4.06	0.91 139	3.82	0.99 173	3.55	1.09 55	4.19	0.86 686	4.00	0.86 20	3.36	0.73 67	4.18	0.80 50	4.31	0.83 471
Quality of instructional materials used to enhance my learning	4.20	0.87 1,661	4.22	0.80 139	3.99	0.93 173	3.73	0.95 55	4.27	0.83 686	4.20	0.83 20	3.49	0.84 67	4.32	0.71 50	4.33	0.84 471
Academic advisor's knowledge of program requirements	4.39	0.83 1,661	4.39	0.82 139	4.27	0.93 173	3.98	1.08 55	4.43	0.80 686	4.45	1.00 20	4.12	0.66 67	4.40	0.73 50	4.46	0.80 471
Faculty/staff knowledge of career opportunities in my field of study	4.32	0.84 1,661	4.34	0.82 139	4.10	0.98 173	3.73	1.10 55	4.43	0.78 686	4.35	1.14 20	4.10	0.76 67	4.44	0.67 50	4.32	0.82 471

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

Interprofessional Education	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or	4.39	0.82	4.33	0.88	4.13	1.00	4.04	1.00	4.43	0.77	4.30	0.86	4.15	0.92	4.48	0.74	4.50	0.72
		1,655		139		172		55		684		20		65		50		470
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.28	0.88	4.15	1.01	3.90	1.08	3.91	1.04	4.33	0.81	4.45	0.69	3.97	0.97	4.42	0.78	4.47	0.76
		1,655		139		172		55		684		20		65		50		470
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.34	0.81	4.23	0.92	4.03	0.97	3.91	0.91	4.37	0.77	4.40	3.68	4.08	0.85	4.42	0.61	4.50	0.72
		1,655		139		172		55		684		20		65		50		470
Quantity of interprofessional education and practice learning activities offered at TTUHSC	4.23	0.90	4.02	1.09	3.95	1.01	3.75	1.06	4.27	0.84	4.30	0.80	3.95	0.89	4.34	0.85	4.40	0.83
		1,655		139		172		55		684		20		65		50		470
Quality of interprofessional education and practice learning activities offered at TTUHSC	4.19	0.97	4.06	1.10	3.83	1.15	3.73	1.08	4.20	0.93	4.20	1.01	3.94	0.92	4.38	0.75	4.41	0.84
		1,655		139		172		55		684		20		65		50		470
Variety of interprofessional education and practice learning activities offered at TTUHSC	4.14	0.94	3.99	1.13	3.87	1.05	3.65	0.97	4.16	0.88	4.00	0.97	3.86	0.97	4.26	0.90	4.35	0.85
		1,655		139		172		55		684		20		65		50		470

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

Technology	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
Reliability of the learning management system (i.e., Sakai, Canvas)	4.24 0.87 1,647	4.08 1.00 139	3.99 1.01 170	3.93 0.99 54	4.19 0.89 682	3.60 1.23 20	4.31 0.58 65	4.16 0.87 50	4.50 0.67 467
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.17 0.91 1,493	4.10 0.90 139	3.94 1.05 170	3.81 0.93 54	4.12 0.93 677	3.80 1.01 20	4.05 0.87 65	4.18 0.90 50	
Quality of audio-video equipment used in my classrooms	3.93 1.03 1,481	3.81 1.00 139	3.58 1.13 169	3.52 1.13 54	3.87 1.04 670	4.00 0.97 20	3.77 0.90 65	3.74 0.96 50	
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.27 0.86 1,521	4.27 0.89 135	3.81 1.11 160	3.88 0.86 52	4.31 0.84 650	4.11 0.81 19	4.05 0.88 59	4.30 0.67 44	4.48 0.71 402
Knowledge/skill of TTUHSC IT Solution Center technicians	4.26 0.88 1,515	4.27 0.94 135	3.82 1.13 160	3.83 0.88 52	4.31 0.85 649	3.89 0.96 18	3.97 0.86 60	4.27 0.66 44	4.48 0.72 397
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.13 0.93 1,340	4.04 0.97 119	3.77 1.05 151	3.80 0.88 50	4.16 0.92 571	3.87 0.92 15	3.81 0.97 52	4.21 0.74 38	4.38 0.80 344
Usability of the TTUHSC website overall	4.11 0.97 1,637	3.95 1.10 139	3.64 1.22 168	3.67 0.99 54	4.11 0.96 676	3.70 0.86 20	4.17 0.80 65	4.32 0.79 50	4.37 0.77 465
Availability of your school's technology support staff	4.29 0.83 1,541	4.33 0.89 138	3.91 1.01 164	4.00 0.78 53	4.32 0.81 655	4.16 0.76 19	4.13 0.88 62	4.29 0.73 45	4.46 0.69 405
Knowledge/skill of your school's technology support staff	4.29 0.85 1,546	4.31 0.89 138	3.91 1.03 164	3.94 0.77 53	4.31 0.85 660	4.00 0.75 19	4.03 0.91 61	4.27 0.72 45	4.50 0.68 406
Usability of your school's website	4.15 0.94 1,633	4.02 1.06 139	3.74 1.17 167	3.80 0.92 54	4.15 0.94 676	3.79 0.79 19	4.23 0.71 64	4.20 0.81 50	4.39 0.77 464
Overall perception of technology at TTUHSC (NEW)	4.20 0.87 1,638	4.15 0.91 139	3.84 0.99 168	3.65 0.89 54	4.18 0.90 682	3.80 0.83 20	4.02 0.80 65	4.08 0.90 50	4.48 0.67 460

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

Physical Environment	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
General adequacy of classrooms	4.24	0.80	4.25	0.92	4.20	0.85	3.59	1.16	4.27	0.76	4.50	0.51	4.17	0.68	4.14	0.87		
		1,334		135		166		54		660		20		64		49		
Adequacy of study facilities, excluding the library	3.95	1.10	3.93	1.12	3.95	1.11	3.07	1.40	3.96	1.08	4.30	0.86	3.57	1.17	3.67	1.15		
		1,307		136		166		54		651		20		63		48		
Availability of common spaces for students to congregate between classes	3.86	1.15	3.89	1.14	3.88	1.10	2.93	1.40	3.82	1.17	4.35	0.75	3.72	1.08	3.69	1.19		
		1,304		137		166		54		650		20		64		49		
Cleanliness of campus buildings	4.48	0.70	4.68	0.55	4.40	0.82	3.63	1.17	4.53	0.60	4.85	0.37	4.56	0.56	4.39	0.57		
		1,366		137		167		54		664		20		64		49		
Safety/security in campus buildings, excluding the library	4.35	0.78	4.58	0.63	4.40	0.77	3.87	1.06	4.34	0.80	4.60	0.50	4.31	0.69	4.18	0.78		
		1,348		137		167		54		663		20		64		49		
Safety/security outside of campus buildings, including parking lots	4.12	0.97	4.45	0.78	4.28	0.91	3.70	1.19	4.01	1.02	4.20	1.01	4.19	0.79	3.90	1.08		
		1,353		137		167		54		665		20		64		48		
Parking availability	3.75	1.19	3.66	1.33	3.75	1.24	3.45	1.19	3.77	1.16	3.95	0.69	4.33	0.67	2.98	1.42		
		1,361		136		167		53		663		20		64		47		

Student Business Services	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Professionalism of employees <i>(REVISED WORDING)</i>	4.40	0.74	4.35	0.69	4.23	0.98	4.04	0.85	4.38	0.73	4.70	0.47	4.30	0.67	4.41	0.73	4.57	0.62
		1,503		131		155		53		624		20		61		49		410
Accuracy of information provided by staff	4.38	0.78	4.34	0.74	4.22	1.00	4.00	0.98	4.36	0.77	4.65	0.49	4.30	0.76	4.37	0.78	4.53	0.66
		1,502		131		154		53		622		20		61		49		412
Speed/response time for services <i>(REVISED WORDING)</i>	4.37	0.77	4.32	0.77	4.18	1.00	3.96	0.98	4.36	0.75	4.70	0.47	4.23	0.79	4.27	0.84	4.55	0.62
		1,505		131		157		53		622		20		60		49		413
Convenience of accessing services/information <i>(NEW)</i>	4.35	0.82	4.31	0.80	4.20	1.04	3.91	1.10	4.31	0.82	4.60	0.75	4.25	0.83	4.20	0.91	4.56	0.61
		1,516		133		158		53		625		20		61		49		417

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

General Library	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST									
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.23	0.84 1,313	3.92	0.92 102	3.96	0.98 140	3.47	0.99 45	4.32	0.75 555	4.70	0.47 20	4.00	0.83 50	4.58	0.54 50	4.35	0.80 351
Helpfulness of librarians in responding to my questions	4.23	0.85 1,241	3.95	0.92 94	4.02	0.96 132	3.52	0.93 44	4.29	0.78 541	4.60	0.50 20	3.94	0.91 48	4.65	0.56 48	4.34	0.82 314
Availability of appropriate online <u>databases</u> for my field of study	4.34	0.82 1,540	4.35	0.76 133	4.22	0.87 161	3.98	1.04 52	4.33	0.78 625	4.63	0.50 19	4.10	0.98 63	4.56	0.58 50	4.44	0.81 437
Availability of appropriate online <u>journals</u> for my field of study	4.32	0.81 1,545	4.29	0.79 131	4.21	0.87 160	4.02	0.96 52	4.31	0.79 628	4.65	0.49 20	4.06	0.90 63	4.44	0.67 50	4.41	0.80 441
Availability of appropriate <u>e-books</u> for my field of study	4.22	0.88 1,474	4.25	0.83 127	4.07	0.99 156	3.92	1.04 52	4.22	0.83 601	4.40	0.82 20	4.11	0.87 62	4.30	0.81 50	4.28	0.89 406
Overall perception of services provided by the library (NEW)	4.31	0.79 1,519	4.16	0.80 129	4.15	0.85 158	3.90	0.95 50	4.32	0.78 631	4.65	0.49 20	4.12	0.77 58	4.56	0.58 50	4.43	0.77 423

Physical Library	LBB	AMA	ODS			
Hours of operation	3.97	1.00 728	3.83	1.02 101	3.42	1.35 59
Availability of resource materials on-site	4.21	0.73 695	3.95	0.91 99	4.18	0.81 60
Availability of computers for your use	4.24	0.77 688	3.86	1.09 93	4.36	0.67 58
Adequacy of study facilities in the library	4.02	0.98 721	3.86	1.09 101	3.90	1.05 60
Safety/security in the library	4.23	0.83 718	4.15	0.93 100	4.33	0.68 60

Writing Center	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST									
How satisfied were you with the services you received from the TTUHSC Writing Center?	4.16	0.99 191	3.33	0.70 9	4.30	0.73 10	3.20	0.94 5	4.27	0.82 78	4.67	0.84 6	4.25	0.78 4	4.83	0.97 6	4.10	0.92 73

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

Financial Aid	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Professionalism of employees (<i>REVISED WORDING</i>)	4.39	0.75	4.29	0.84	4.24	0.88	4.00	1.03	4.40	0.70	4.58	0.77	4.40	0.62	4.32	0.75	4.54	0.66
		1,435		129		156		54		600		19		57		47		372
Accuracy of information provided by staff	4.35	0.79	4.29	0.84	4.18	0.97	3.96	1.03	4.34	0.74	4.68	0.48	4.35	0.64	4.20	1.00	4.50	0.72
		1,439		129		158		54		602		19		57		46		374
Speed/response time for services (<i>REVISED WORDING</i>)	4.28	0.86	4.18	0.91	4.11	1.00	3.85	1.07	4.28	0.82	4.68	0.48	4.21	0.94	4.21	0.95	4.46	0.74
		1,435		130		155		54		603		19		57		47		370
Convenience of accessing services/information (<i>NEW</i>)	4.30	0.84	4.17	0.99	4.08	0.98	3.89	1.02	4.29	0.80	4.53	0.77	4.25	0.89	4.22	0.84	4.51	0.69
		1,438		130		156		54		602		19		57		46		374

Registrar	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Professionalism of employees (<i>REVISED WORDING</i>)	4.45	0.68	4.46	0.64	4.31	0.85	4.20	0.83	4.45	0.65	4.69	0.48	4.37	0.64	4.43	0.68	4.55	0.65
		1,457		127		149		51		595		16		57		47		415
Accuracy of information provided by staff	4.42	0.72	4.41	0.67	4.34	0.81	4.10	0.90	4.41	0.70	4.71	0.47	4.28	0.81	4.41	0.65	4.52	0.69
		1,461		129		149		51		597		17		58		46		414
Speed/response time for services (<i>REVISED WORDING</i>)	4.40	0.74	4.34	0.79	4.29	1	4.02	1.05	4.39	0.71	4.71	0.47	4.40	0.67	4.34	0.70	4.52	0.68
		1,467		131		149		51		596		17		58		47		418
Convenience of accessing services/information (<i>NEW</i>)	4.39	0.75	4.34	0.77	4.28	0.89	4.04	1.05	4.38	0.71	4.53	0.80	4.33	0.76	4.37	0.68	4.52	0.68
		1,474		130		151		51		599		17		58		46		422

Institutional Health	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Professionalism of employees (<i>REVISED WORDING</i>)	4.40	0.75	4.41	0.63	4.21	0.95	4.08	0.90	4.44	0.72	4.55	0.69	4.22	0.81	4.64	0.57	4.46	0.68
		1,350		123		144		50		637		20		55		45		276
Accuracy of information provided by staff	4.40	0.75	4.40	0.62	4.22	0.96	4.04	0.90	4.44	0.72	4.55	0.76	4.22	0.79	4.60	0.58	4.46	0.71
		1,352		123		144		50		637		20		54		45		279
Speed/response time for services (<i>REVISED WORDING</i>)	4.41	0.74	4.38	0.63	4.23	1	4.04	0.90	4.46	0.70	4.60	0.60	4.20	0.83	4.62	0.58	4.46	0.69
		1,349		123		143		50		636		20		54		45		278
Convenience of accessing services/information (<i>NEW</i>)	4.38	0.77	4.32	0.73	4.19	0.97	3.98	0.98	4.43	0.73	4.45	0.89	4.17	0.86	4.58	0.58	4.46	0.69
		1,350		124		144		50		635		20		54		45		278

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Veterans and Military Advising <i>(NEW)</i>	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Professionalism of employees	4.24	0.89	4.07	0.99	3.99	1.04	4.10	0.86	4.29	0.84	4.75	0.50	3.94	0.75	4.26	0.87	4.46	0.81
		519		56		67		29		212		4		17		19		115
Accuracy of information provided by staff	4.24	0.89	4.09	1.00	4.00	1.04	4.10	0.86	4.27	0.84	4.75	0.50	3.94	0.75	4.32	0.89	4.43	0.83
		520		56		67		29		212		4		17		19		116
Speed/response time for services	4.23	0.91	4.00	1.01	4.00	1.04	4.07	0.84	4.27	0.88	4.75	0.50	3.88	0.93	4.26	0.87	4.46	0.82
		520		56		68		29		212		4		17		19		115
Convenience of accessing services/information	4.20	0.94	3.96	1.06	3.99	1.04	3.97	1.00	4.25	0.86	4.75	0.50	3.94	0.83	4.26	0.87	4.40	0.91
		523		56		67		30		213		4		17		19		117

Office of Student Services	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Professionalism of employees <i>(REVISED WORDING)</i>	4.44	0.75	4.34	0.82	4.37	0.96	4.11	1.06	4.47	0.67	4.76	0.56	4.28	0.70	4.57	0.55	4.50	0.69
		1,321		129		157		54		600		17		57		42		265
Accuracy of information provided by staff	4.42	0.78	4.27	0.87	4.36	0.98	4.07	1.06	4.47	0.69	4.71	0.77	4.25	0.69	4.45	0.67	4.51	0.71
		1,321		129		157		54		599		17		57		42		266
Speed/response time for services <i>(REVISED WORDING)</i>	4.43	0.75	4.37	0.75	4.39	0.90	4.09	1.05	4.45	0.70	4.65	0.79	4.19	0.74	4.43	0.70	4.53	0.67
		1,319		128		157		54		598		17		57		42		266
Convenience of accessing services/information <i>(NEW)</i>	4.42	0.77	4.33	0.83	4.40	0.95	4.11	1.04	4.45	0.71	4.71	0.59	4.09	0.83	4.43	0.70	4.53	0.67
		1,323		129		157		54		598		17		57		42		269

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Student Life	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
I am familiar with the process for requesting accommodations through Student Disability Services.	3.85	1.10 1,155	3.86	1.04 98	3.87	1.07 124	3.77	1.02 43	3.78	1.14 490	3.64	1.45 14	4.09	0.98 49	3.81	1.13 37	4.01	1.08 300
I am aware of the possible health effects resulting from drug and alcohol use.	4.67	0.53 1,594	4.63	0.56 135	4.56	0.64 163	4.50	0.61 54	4.66	0.54 667	4.90	0.31 20	3.71	0.48 63	4.74	0.44 47	4.75	0.45 445
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.13	1.03 1,570	4.01	1.07 135	3.94	1.15 162	3.94	1.08 53	4.06	1.05 662	4.45	0.60 20	4.67	1.02 63	4.11	1.01 47	4.38	0.92 428
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary. (NEW)	3.87	1.17 1,580	3.93	1.10 135	3.80	1.21 162	3.70	1.24 54	3.77	1.18 662	3.95	1.00 20	3.89	1.16 63	3.91	1.21 46	4.11	1.10 438
I am familiar with the mental health resources available to me as a TTUHSC student.	4.18	0.99 1,569	4.14	0.98 134	4.16	0.93 164	3.85	1.14 54	4.24	0.93 663	4.60	0.60 20	3.33	0.97 63	4.36	0.87 47	4.13	1.10 424
The Student Government Association represents my needs as a TTUHSC student.	4.02	1.01 1,475	4.06	1.09 134	3.91	1.10 160	3.51	1.17 53	4.06	0.97 649	4.05	1.15 20	3.97	0.97 59	4.15	0.87 46	4.05	0.98 354
Maintaining healthy balances across different aspects of my life is a priority for me. (NEW)	4.59	0.67 1,604	4.47	0.77 135	4.47	0.79 165	4.17	1.04 54	4.60	0.65 670	4.70	0.47 20	3.83	0.56 63	4.54	0.68 48	4.71	0.52 449
In difficult situations, I am able to recognize my own emotions before responding. (NEW)	4.43	0.70 1,607	4.32	0.78 135	4.36	0.76 165	4.02	0.94 54	4.41	0.72 670	4.65	0.49 20	4.52	0.56 64	4.48	0.58 48	4.57	0.58 451
I can often recognize other people's emotions without them telling me how they feel. (NEW)	4.39	0.71 1,607	4.28	0.79 134	4.28	0.86 165	4.09	0.85 54	4.39	0.71 671	4.45	0.60 20	4.42	0.56 64	4.29	0.74 48	4.51	0.61 451
I am confident in my ability to "bounce back" after stressful or traumatic events in life. (NEW)	4.37	0.79 1,608	4.28	0.92 135	4.19	0.86 165	3.94	0.99 53	4.34	0.81 672	4.30	0.76 20	4.35	0.65 63	4.46	0.74 48	4.54	0.65 452

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