TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™
Office *of* Institutional Planning *and* Assessment

Student Satisfaction Survey

TTUHSC Institutional Report
2012-2013

Summary

- Compared to the previous year, the current survey response rate is lower but remains consistent with the response rates over the past four years.
- Overall, students are satisfied with their experiences at TTUHSC. As measured by individual item means, satisfaction at the institutional level is comparable to the previous year.
- Satisfaction with the reliability of wireless connectivity across the institution continues to be an area of needed improvement. Compared to the previous year, satisfaction decreased on all campuses, except Amarillo and El Paso. Wireless reliability on the Abilene campus is a noticeable concern.
- Satisfaction with the learning management system (i.e. Sakai/Hub, Blackboard) is noticeably higher compared to the previous year even though there are several open-ended comments which reflect dissatisfaction.
- Parking availability for students in the Paul L. Foster School of Medicine appears to be a concern. Parking was a concern for School of Pharmacy students in the previous year, but satisfaction has improved considerably.
- Across campuses, students continue to be highly satisfied with the cleanliness of campus buildings.
- Students from the Gayle Greve Hunt School of Nursing, Paul L. Foster School of Medicine, and School of Medicine appear highly satisfied with their school's Student Affairs personnel and services.
- As in previous years, items related to student health continue to be an area to monitor. Item means were lower compared to the previous year.
- Compared to other schools, Paul L. Foster School of Medicine and School of Nursing students express higher satisfaction with their opportunities to learn about, from, and with students and/or practitioners from other healthcare professions.
- In their open-ended comments, students cite faculty, institutional culture, and curricula most often as favorite aspects of being a TTUHSC student. Suggestions for improvement are quite diverse but often relate to their academic experiences.

Methodology

The *2012-2013 Student Satisfaction Survey (SSS)* was administered to a sample of TTUHSC students in Spring 2013. The data collection period lasted two weeks (April 16-29, 2013). Targeted participants included a sample of students selected from the student enrollment report for Spring 2013. Of the total student population of 4,244 in Spring 2013, approximately two-thirds were targeted for SSS participation (N=2,815). 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 posters 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=1,297) had answered at least one question on the survey for an initial response rate of 46%. 1,208 students actually completed the survey, resulting in a final response rate of 43%. (This compares to 49% in 2011-2012, 40% in 2010-2011, 47% in 2009-2010, and 36% in 2008-2009.) Respondents represented the following schools and locations.

SCHOOL	LOCATION
• Gayle Greve Hunt School of Nursing (GGHSON) • Graduate School of Biomedical Sciences (GSBS) • Paul L. Foster School of Medicine (PLFSOM) • School of Allied Health Sciences (SOAHS) • School of Medicine (SOM) • School of Nursing (SON) • School of Pharmacy (SOP)	• Abilene (ABL) • Amarillo (AMA) • Dallas/Ft. Worth (DFW) • El Paso (EP) • Lubbock (LBB) • Midland (MDL) • Odessa (ODS) • Distance education* (DST)

**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 final response rates by school. Response rates are calculated by dividing the number of respondents in each school who completed the survey 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 (=323) across all schools. While GGHSON had the lowest number of respondents (=35), this represented the highest response rate across all schools (=76%). 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.

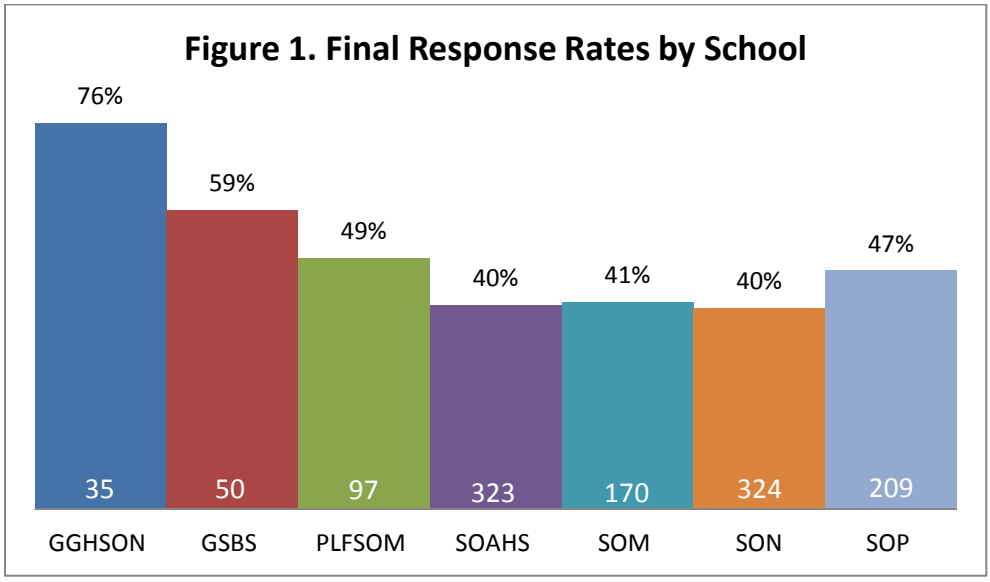
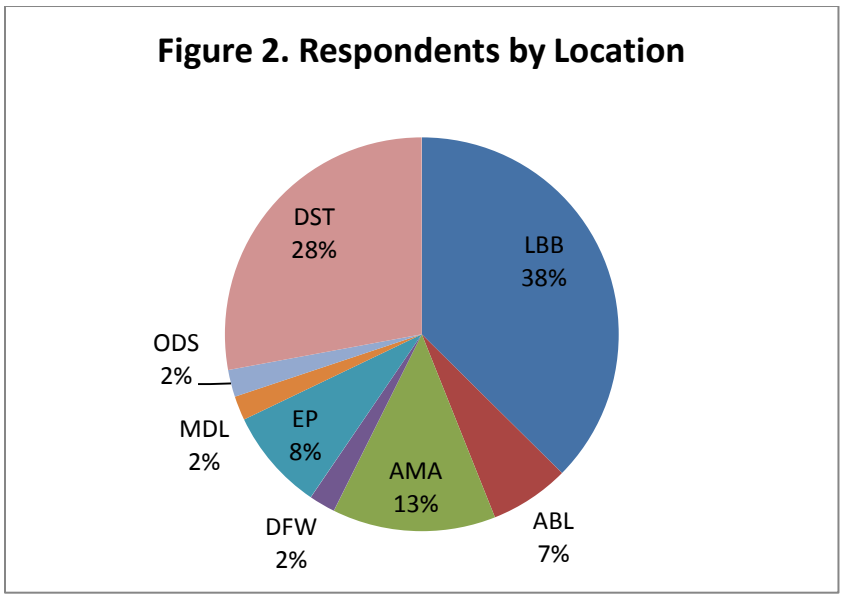


Figure 2 illustrates the percent of respondents who finished the survey by location. Nearly two of five respondents (=38%) attended classes primarily in Lubbock. More than one-fourth (=28%) indicated that the majority (more than 50%) of their coursework is completed via distance education. The remaining 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 at the end of the survey. *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	
Year 1	35%	**Female**	67%	**White (non-Hispanic/Latino)**	57%
Year 2	32%	**Male**	29%	**Asian**	14%
Year 3	20%	**Prefer not to answer**	4%	**Hispanic or Latino**	13%
Year 4	9%			**Black or AA (non-Hispanic/Latino)**	5%
Year 5	2%			**Other**	4%
Year 6	2%			**Prefer not to answer**	7%
> 6 years	1%				

As the data indicate, about two-thirds of the respondents were in their first or second year of study. The majority of respondents were female, and most classified themselves as White (non-Hispanic/Latino). Asian and Hispanic or Latino 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 almost all items.

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: ≤3.49, Yellow: 3.50-4.49, Green: ≥5.50). For those means which are color-coded as red, an arrow indicates if the mean has increased or decreased since the 2011-2012 survey administration.

Institutional Results (pp. 7-15): *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. 16-29): *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. 30-41): *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 two prompts:

- *What do you like most about your experiences as a TTUHSC student?*
- *Do you have any suggestions for improving your experiences at TTUHSC? If so, please describe.*

These prompts differ from previous survey administrations, in which students were asked to provide additional comments or recommendations in a single prompt.

Respondents provided 763 comments to the first prompt and 608 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. This left 739 and 480 usable comments, respectively, which were grouped into broad categories based on their content. Some comments addressed multiple issues and have been placed in more than one category.

Appendix D (pp. 42-44) presents a broad overview of those comments. 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.

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	Distribution**
OVERALL SATISFACTION	**Mean***	**%**	**%**	**%**	**%**	**%**	**%**	
	n	**n**	**n**	**n**	**n**	**n**	**n**	
Overall, how satisfied are you with your studies at TTUHSC?	**5.05**	35.1	46.2	12.2	3.7	1.0	1.7	
	1268	445	586	155	47	13	22	

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

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

STUDENT SUPPORT SERVICES	Mean*	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	% n	
1. Information about student health insurance plans	**4.45**	12.2	24.3	14.9	6.4	4.4	1.5	22.9	13.3	
	1238	151	301	184	79	55	19	284	165	
2. Options for student health insurance coverage	**4.32**	10.7	23.0	14.2	6.7	4.8	2.7	23.9	13.9	
	1238	133	285	176	83	59	34	296	172	
3. Information about student health care providers in the network	**4.37**	12.0	22.9	14.5	8.6	4.8	1.6	23.5	12.2	
	1238	149	283	179	106	59	20	291	151	
4. Information about medical health services (e.g., visits to family practice clinic)	**4.42**	14.1	24.9	16.5	7.9	4.4	2.2	19.9	10.2	
	1238	174	308	204	98	55	27	246	126	
5. Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	**4.61**	15.8	27.6	15.4	5.3	3.9	1.3	19.7	10.9	
	1238	196	342	191	66	48	16	244	135	

REGISTRAR	Mean*	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	% n	
1. Helpfulness of employees in Registrar's office	**5.17**	32.9	42.2	10.4	1.3	1.0	.4	10.6	1.2	
	1238	407	523	129	16	12	5	131	15	
2. Communication about the registration process	**5.08**	33.8	43.6	12.0	3.2	1.3	.9	4.6	.6	
	1238	418	540	149	40	16	11	57	7	
3. Ease of registering for classes	**5.21**	44.1	38.0	9.6	3.1	1.1	1.3	2.7	.1	
	1238	546	471	119	38	13	16	34	1	
4. Wait time for receiving a requested transcript	**5.29**	26.9	25.9	4.4	1.1	.5	.5	39.5	1.3	
	1238	333	321	54	13	6	6	489	16	

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

FINANCIAL AID	Mean** / n	Very Satisfied % / n	Satisfied % / n	Somewhat Satisfied % / n	Somewhat Dissatisfied % / n	Dissatisfied % / n	Very Dissatisfied % / n	Not Applicable % / n	Not Important To Me % / n	Distribution***
1. Helpfulness of Financial Aid employees	**5.27**	38.6	33.2	7.8	1.9	1.3	.2	15.8	1.4	
	1238	478	411	96	23	16	2	195	17	
2. My awareness of financial aid options	**4.97**	30.9	34.3	14.4	5.9	1.7	.6	10.8	1.4	
	1238	383	425	178	73	21	7	134	17	
3. Efficiency of the financial aid process	**5.08**	31.7	35.7	11.5	3.3	1.7	.5	14.1	1.5	
	1238	393	442	142	41	21	6	175	18	

STUDENT AFFAIRS	Mean** / n	Very Satisfied % / n	Satisfied % / n	Somewhat Satisfied % / n	Somewhat Dissatisfied % / n	Dissatisfied % / n	Very Dissatisfied % / n	Not Applicable % / n	Not Important To Me % / n	Distribution***
1. Helpfulness of office employees in the Student Affairs office or of the Student Affairs liaison for your specific school	**5.40**	46.1	26.8	6.4	1.1	.6	.6	15.4	2.9	
	1237	570	331	79	14	8	8	191	36	
2. Wait time for services and/or responses	**5.34**	42.0	29.6	7.2	1.1	1.1	.4	16.0	2.7	
	1237	519	366	89	13	13	5	198	34	
3. Assistance in transitioning to a regional campus*	**5.30**	28.2	19.0	4.9	1.1	.3	.9	42.6	2.9	
	893	252	170	44	10	3	8	380	26	

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.

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

STUDENT BUSINESS SERVICES	Mean* n	Very Satisfied % n	Satisfied % n	Somewhat Satisfied % n	Somewhat Dissatisfied % n	Dissatisfied % n	Very Dissatisfied % n	Not Applicable % n	Not Important To Me % n	Distribution**
1. Helpfulness of Student Business Services employees	**5.17**	32.0	38.0	8.6	2.5	.8	.4	15.5	2.2	
	1235	395	469	106	31	10	5	192	27	
2. Wait time for services and/or responses	**5.16**	30.8	38.3	8.9	2.5	.7	.5	16.4	1.9	
	1235	380	473	110	31	9	6	202	24	
3. Usefulness of Student Business Services website	**5.07**	29.4	36.1	12.7	3.0	1.3	.3	14.8	2.3	
	1235	363	446	157	37	16	4	183	29	
4. Clarity of your online account statement	**5.03**	32.9	38.9	12.6	3.9	2.2	.9	7.0	1.7	
	1235	406	481	155	48	27	11	86	21	

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

LIBRARY RESOURCES	Mean** n	Very Satisfied % n	Satisfied % n	Somewhat Satisfied % n	Somewhat Dissatisfied % n	Dissatisfied % n	Very Dissatisfied % n	Not Applicable % n	Not Important To Me % n	Distribution***
1. Helpfulness of librarians	**5.39**	38.1	30.4	4.9	.6	.5	.3	22.2	3.1	
	1235	470	376	60	7	6	4	274	38	
2. Hours of operation*	**4.83**	26.3	33.0	10.0	5.7	3.5	2.0	16.2	3.4	
	891	234	294	89	51	31	18	144	30	
3. Study facilities available in the library*	**4.86**	27.0	32.1	13.6	2.5	4.2	1.9	15.7	3.0	
	891	241	286	121	22	37	17	140	27	
4. Accessibility of onsite library resources (e.g. books, journals in library)*	**5.11**	33.2	34.2	10.7	1.7	2.1	.9	13.6	3.6	
	891	296	305	95	15	19	8	121	32	
5. Accessibility of online library resources (e.g. books, journals online)	**5.23**	42.4	38.1	9.6	2.4	1.1	.8	4.0	1.5	
	1235	524	470	119	30	14	10	50	18	
6. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	**5.24**	40.4	35.5	8.7	2.2	1.1	.7	9.4	2.0	
	1235	499	438	107	27	14	9	116	25	

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.

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

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ADVISING/MENTORING	Mean** n	Very Satisfied % n	Satisfied % n	Somewhat Satisfied % n	Somewhat Dissatisfied % n	Dissatisfied % n	Very Dissatisfied % n	Not Applicable % n	Not Important To Me % n	Distribution***
1. Academic advising in my field of study	**5.08**	35.7	33.8	10.3	4.0	2.1	1.1	11.9	1.1	
	1231	440	416	127	49	26	13	147	13	
2. Academic advisor's knowledge about my degree program	**5.25**	40.7	32.7	8.1	2.4	1.4	.6	13.2	1.1	
	1231	501	402	100	29	17	7	162	13	
3. Faculty/staff knowledge of career opportunities in my field of study	**5.18**	40.7	35.3	9.6	2.9	1.3	1.1	8.2	.9	
	1231	501	434	118	36	16	14	101	11	

GENERAL TECHNOLOGY	Mean n	Very Satisfied % n	Satisfied % n	Somewhat Satisfied % n	Somewhat Dissatisfied % n	Dissatisfied % n	Very Dissatisfied % n	Not Applicable % n	Not Important To Me % n	Distribution
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)*	**4.80**	28.0	40.5	15.8	6.1	4.1	1.7	3.8	-	
	885	248	358	140	54	36	15	34	-	
2. Reliability of wireless connectivity on my campus*	**4.03**	15.7	30.6	19.9	12.5	6.8	11.0	3.3	.2	
	885	139	271	176	111	60	97	29	2	
3. Reliability of Learning Management System (e.g., Sakai/The Hub)	**4.75**	26.2	38.1	18.4	5.7	3.7	2.1	5.0	.9	
	1227	321	467	226	70	45	26	61	11	
4. Helpfulness of Help Desk employees	**5.04**	30.4	36.8	9.5	2.8	2.2	1.4	15.6	1.4	
	1227	373	451	117	34	27	17	191	17	
5. Usability of my school's website	**4.90**	31.5	41.9	15.7	5.5	2.0	2.3	.8	.3	
	1227	387	514	193	67	24	28	10	4	

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.

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

ENVIRONMENT*	Mean** n	Very Satisfied % n	Satisfied % n	Somewhat Satisfied % n	Somewhat Dissatisfied % n	Dissatisfied % n	Very Dissatisfied % n	Not Applicable % n	Not Important To Me % n	Distribution***
1. Cleanliness of campus buildings	**5.59**	62.9	29.9	3.1	.7	.2	.2	2.9	.1	
	943	593	282	29	7	2	2	27	1	
2. Classroom environment (e.g. size, temperature, maintenance)	**5.17**	39.4	39.1	13.4	2.8	1.3	.2	3.8	-	
	943	372	369	126	26	12	2	36	-	
3. Quality of equipment in laboratory facilities	**5.17**	37.9	37.2	12.0	2.7	1.2	.4	8.1	.6	
	943	357	351	113	25	11	4	76	6	
4. Campus security	**5.24**	41.9	40.4	8.6	2.5	.7	.7	4.7	.4	
	943	395	381	81	24	7	7	44	4	
5. Parking availability	**4.52**	25.2	32.6	18.9	10.1	4.9	4.3	3.7	.3	
	943	238	307	178	95	46	41	35	3	

* Distance students from SOAHS and SON did not evaluate this section.

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

STUDENT LIFE	Mean* n	Strongly Agree % n	Agree % n	Somewhat Agree % n	Somewhat Disagree % n	Disagree % n	Strongly Disagree % n	Not Applicable % n	Not Important To Me % n	Distribution**
1. I am satisfied with the racial/ethnic diversity of the student body in my school.	**5.09**	32.8	36.2	7.5	3.9	1.9	1.1	7.7	9.0	
	1220	400	442	91	47	23	13	94	110	
2. Students in my school are treated fairly and with respect regardless of their differences.	**5.23**	42.2	39.0	6.9	2.5	1.6	1.0	5.7	1.0	
	1220	515	476	84	31	20	12	70	12	
3. I feel a sense of belonging to my school.	**5.07**	37.9	38.1	12.8	2.8	2.1	1.6	3.2	1.5	
	1220	462	465	156	34	26	20	39	18	
4. I feel a sense of belonging to the TTUHSC community.	**4.98**	35.5	36.0	14.3	4.0	2.5	2.0	3.7	2.0	
	1220	433	439	174	49	31	24	45	25	
5. If I need to file a complaint against another student or TTUHSC employee, I know where to find more information about this process.	**4.42**	21.1	31.3	15.9	8.6	8.3	3.8	9.1	2.0	
	1220	257	382	194	105	101	46	111	24	
6. I know who represents my school and/or campus on the Student Government Association (SGA).	**4.66**	29.5	29.5	11.8	4.9	7.7	3.6	7.9	5.1	
	1220	360	360	144	60	94	44	96	62	
7. I am aware of the activities sponsored by the Student Government Association (SGA).	**4.65**	27.5	28.6	15.9	5.4	6.8	2.7	8.0	5.1	
	1220	335	349	194	66	83	33	98	62	
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	**4.78**	26.6	30.4	14.8	5.2	3.9	2.0	11.3	5.7	
	1220	324	371	181	64	47	25	138	70	
9. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e., Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	**4.14**	19.0	21.1	17.1	11.9	9.3	5.7	11.6	4.2	
	1220	232	258	209	145	113	70	142	51	
10. I have sufficient opportunities to learn about, from, and with students and/or practitioners from other healthcare professions.	**4.38**	23.4	27.0	16.8	10.1	7.6	4.8	7.9	2.5	
	1220	286	329	205	123	93	58	96	30	

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

STUDENT LIFE (cont.)	Mean* / n	Strongly Agree % / n	Agree % / n	Somewhat Agree % / n	Somewhat Disagree % / n	Disagree % / n	Strongly Disagree % / n	Not Applicable % / n	Not Important To Me % / n	Distribution**
11. I know where to go to file a complaint against another student or TTUHSC employee.	**4.22**	19.0	31.1	15.9	10.0	13.0	4.2	4.7	2.1	
	1217	231	379	193	122	158	51	57	26	
12. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	**4.82**	25.1	41.5	14.7	4.4	2.4	2.7	7.9	1.4	
	1217	305	505	179	53	29	33	96	17	
13. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	**4.81**	26.1	44.1	14.1	5.1	2.6	2.9	3.9	1.2	
	1217	318	537	172	62	32	35	47	14	
14. I know about available counseling services if I need to talk to someone about dealing with unfamiliar or stressful situations in my life.	**4.70**	25.1	38.0	15.0	4.8	6.7	2.1	5.9	2.5	
	1217	305	463	182	59	81	25	72	30	
15. I am satisfied with the quality of instruction that I receive at TTUHSC.	**4.98**	33.9	42.5	14.8	4.7	1.6	1.7	.8	-	
	1217	412	517	180	57	20	21	10	-	
16. I have adequate access to my instructors outside of class.	**5.20**	42.4	40.0	10.2	2.7	1.2	1.1	2.2	.2	
	1217	516	487	124	33	14	13	27	3	
17. My instructors are concerned about my academic success.	**5.18**	44.9	37.2	11.1	2.6	1.7	1.5	.9	.1	
	1217	546	453	135	32	21	18	11	1	
18. My instructors care about my professional success.	**5.17**	44.9	37.6	9.9	3.1	1.9	1.6	1.1	-	
	1217	546	457	120	38	23	20	13	-	
19. I would recommend my degree program to a friend or family member.	**5.13**	47.0	34.1	9.8	3.8	1.9	2.7	.7	.1	
	1217	572	415	119	46	23	33	8	1	

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

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
OVERALL SATISFACTION														
Overall, how satiesfied are you with your studies at TTUHSC?	35	**4.83** 0.82	51	**4.88** 0.99	98	**5.20** 0.63	338	**5.22** 0.96	183	**4.90** 0.84	347	**5.29** 0.95	216	**4.55** 1.17

* 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
STUDENT SUPPORT SERVICES														
1. Information about student health insurance plans	27	**5.04** 0.81	46	**4.04** 1.44	82	**4.39** 1.26	176	**4.41** 1.17	142	**4.31** 1.17	154	**4.73** 1.36	162	**4.40** 1.18
2. Options for student health insurance coverage	26	**4.88** 0.99	48	**3.65** 1.63	81	**3.84** 1.54	170	**4.36** 1.21	138	**4.25** 1.18	148	**4.74** 1.36	159	**4.31** 1.22
3. Information about student health care providers in the network	25	**4.84** 0.80	48	**4.10** 1.45	79	**4.16** 1.28	181	**4.29** 1.25	149	**4.27** 1.16	150	**4.69** 1.38	164	**4.38** 1.26
4. Information about medical health services (e.g., visits to family practice clinic)	26	**4.77** 0.86	48	**3.88** 1.47	85	**4.28** 1.21	211	**4.33** 1.31	163	**4.40** 1.20	153	**4.66** 1.43	180	**4.52** 1.14
5. Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	29	**4.41** 1.24	44	**3.93** 1.35	85	**4.51** 1.16	195	**4.60** 1.12	153	**4.75** 1.07	172	**4.78** 1.27	181	**4.59** 1.17

* 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
REGISTRAR														
1. Helpfulness of employees in Registrar's office	31	**5.26** 0.58	44	**5.14** 0.85	87	**5.44** 0.62	292	**5.17** 0.82	145	**5.13** 0.70	296	**5.22** 0.83	197	**5.03** 1.01
2. Communication about the registration process	35	**5.23** 0.84	45	**4.91** 1.08	91	**5.40** 0.61	318	**5.10** 0.89	154	**5.02** 0.79	322	**5.20** 0.84	209	**4.79** 1.24
3. Ease of registering for classes	35	**5.29** 0.71	49	**5.20** 0.87	93	**5.39** 0.63	328	**5.40** 0.89	155	**5.22** 0.77	330	**5.35** 0.79	213	**4.58** 1.35
4. Wait time for receiving a requested transcript	24	**5.25** 0.90	29	**5.28** 0.84	62	**5.47** 0.62	197	**5.24** 0.94	78	**5.22** 0.75	212	**5.42** 0.75	131	**5.10** 0.96

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

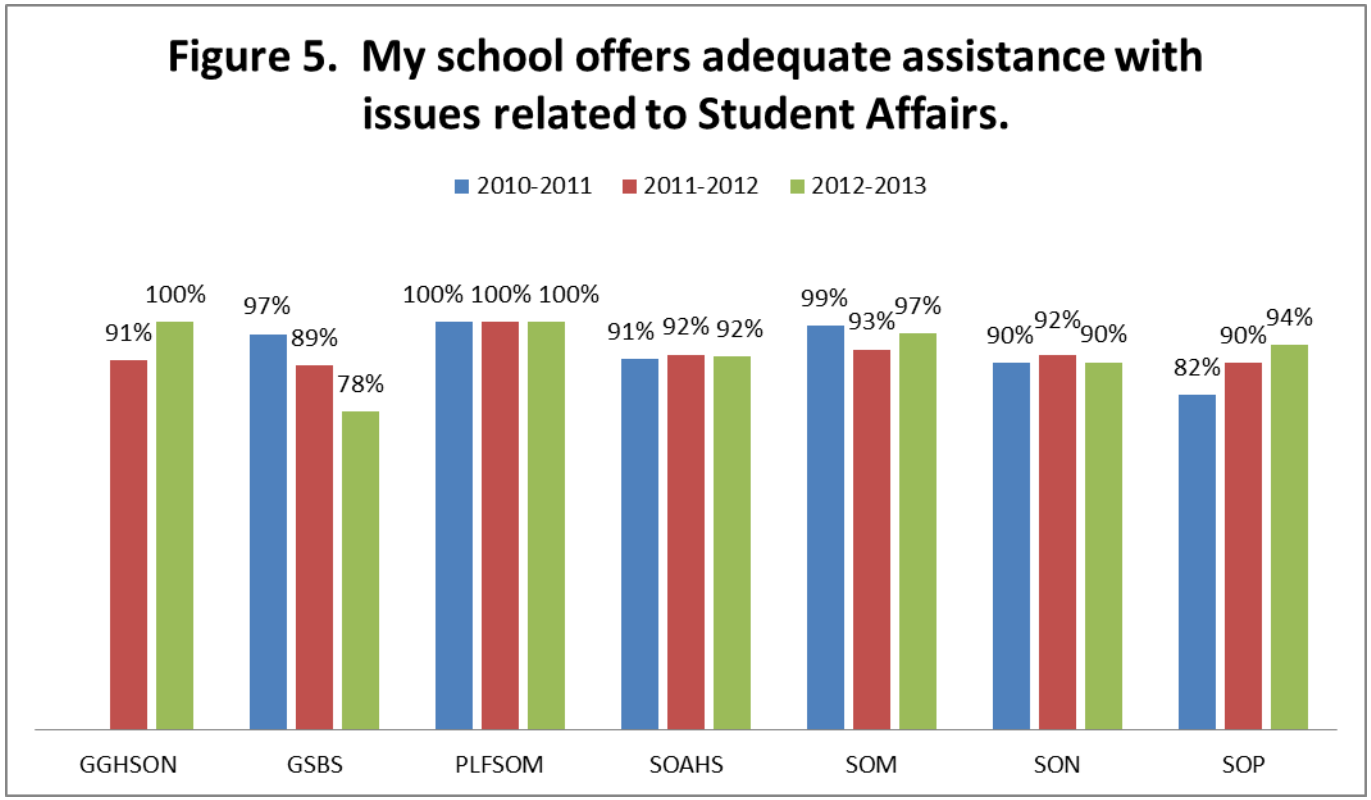
** Standard deviation

	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
FINANCIAL AID														
1. Helpfulness of Financial Aid employees	31	**5.13** 0.92	38	**5.16** 1.05	86	**5.48** 0.68	253	**5.21** 0.92	155	**5.35** 0.76	269	**5.33** 0.86	194	**5.17** 0.89
2. My awareness of financial aid options	31	**4.97** 0.91	40	**5.03** 1.00	87	**5.33** 0.74	273	**4.86** 1.12	163	**4.91** 1.01	291	**5.04** 1.05	202	**4.91** 0.99
3. Efficiency of the financial aid process	31	**4.84** 1.10	37	**5.24** 0.83	85	**5.34** 0.70	258	**4.95** 1.11	160	**5.06** 0.88	274	**5.14** 1.00	200	**5.08** 0.87

* 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

Prior to the following section, each respondent was asked if his/her school offers adequate assistance with issues related to Student Affairs. *Figure 5* illustrates the percent of respondents who indicated *Yes* in 2010-2011, 2011-2012, and 2012-2013 for all schools except the Gayle Greve Hunt School of Nursing, which has scores only for the two most recent academic years.



	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
STUDENT AFFAIRS														
1. Helpfulness of office employees in the Student Affairs office or of the Student Affairs liaison for your specific school	32	5.63 0.55	41	**4.85** 1.35	97	5.87 0.37	233	**5.28** 0.78	173	5.65 0.71	228	**5.27** 0.84	206	**5.34** 0.99
2. Wait time for services and/or responses	32	5.59 0.61	41	**4.93** 1.23	97	5.84 0.40	231	**5.24** 0.80	173	5.57 0.69	227	**5.18** 0.91	204	**5.26** 0.95
3. Assistance in transitioning to a regional campus*	-	- -	22	**5.05** 1.13	54	5.81 0.44	105	**5.23** 0.79	93	5.55 0.85	64	**5.27** 0.95	149	**5.07** 1.14

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.
** 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
STUDENT BUSINESS SERVICES														
1. Helpfulness of Student Business Services employees	30	**5.20** 1.03	40	**5.30** 0.94	71	**5.39** 0.73	267	**5.13** 0.94	140	**5.05** 0.84	282	**5.24** 0.79	186	**5.12** 0.87
2. Wait time for services and/or responses	30	**5.13** 1.04	41	**5.24** 0.89	73	**5.34** 0.79	266	**5.09** 0.96	137	**5.06** 0.86	277	**5.25** 0.79	185	**5.10** 0.86
3. Usefulness of Student Business Services website	30	**5.17** 0.83	41	**5.15** 0.96	73	**5.26** 0.82	274	**4.96** 1.03	132	**4.88** 0.95	289	**5.18** 0.84	184	**5.07** 0.88
4. Clarity of your online account statement	32	**5.22** 0.75	46	**4.87** 1.24	79	**5.25** 0.81	305	**4.93** 1.09	154	**4.81** 1.07	314	**5.14** 1.02	198	**5.08** 0.88

* 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
LIBRARY RESOURCES														
1. Helpfulness of librarians	26	**5.42** 0.70	47	**5.51** 0.86	90	**5.48** 0.62	220	**5.41** 0.68	158	**5.29** 0.79	264	**5.48** 0.73	118	**5.18** 0.93
2. Hours of operation*	-	**-** -	46	**4.93** 1.12	94	**5.10** 0.98	192	**5.05** 1.07	164	**4.14** 1.52	106	**5.16** 0.91	115	**4.88** 1.11
3. Study facilities available in the library*	-	**-** -	48	**5.10** 0.99	95	**4.91** 1.16	192	**5.07** 1.05	165	**4.49** 1.32	99	**5.27** 0.84	125	**4.56** 1.39
4. Accessibility of onsite library resources (e.g. books, journals in library)*	-	**-** -	46	**5.17** 1.12	92	**5.15** 1.12	195	**5.21** 0.84	154	**5.08** 0.87	97	**5.28** 0.93	154	**4.87** 1.20
5. Accessibility of online library resources (e.g. books, journals online)	29	**5.24** 0.79	49	**5.10** 1.03	92	**4.86** 1.38	306	**5.20** 0.87	167	**5.03** 0.94	323	**5.48** 0.75	201	**5.22** 0.87
6. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	29	**5.24** 0.79	40	**5.23** 0.83	88	**4.84** 1.38	257	**5.13** 0.89	162	**5.12** 0.88	316	**5.45** 0.81	202	**5.31** 0.86

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.

** 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
ADVISING/MENTORING														
1. Academic advising in my field of study	30	**5.27** 0.83	50	**4.76** 1.49	91	**4.92** 1.10	304	**5.28** 0.91	149	**4.79** 1.15	282	**5.23** 0.97	165	**4.87** 1.10
2. Academic advisor's knowledge about my degree program	30	**5.53** 0.78	49	**5.16** 1.14	89	**4.97** 1.04	304	**5.42** 0.86	144	**5.04** 0.96	280	**5.35** 0.82	160	**5.07** 1.01
3. Faculty/staff knowledge of career opportunities in my field of study	30	**5.43** 0.82	50	**4.32** 1.71	93	**5.05** 0.96	306	**5.38** 0.88	153	**4.93** 1.06	292	**5.35** 0.82	195	**5.07** 0.94

* 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
GENERAL TECHNOLOGY														
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)*	-	-	50	**5.08**	96	**4.78**	224	**4.99**	169	**4.60**	104	**5.42**	208	**4.40**
		-		0.92		1.24		1.12		1.20		0.68		1.17
2. Reliability of wireless connectivity on my campus*	-	-	50	**4.24**	97	**3.86**	225	**4.31**	171	**3.68**	105	**4.67**	206	**3.73**
		-		1.68		1.58		1.39		1.53		1.48		1.57
3. Reliability of Learning Management System (e.g., Sakai/The Hub)	26	**5.27**	45	**4.60**	66	**4.50**	323	**4.95**	167	**4.44**	320	**5.10**	208	**4.22**
		0.53		1.37		1.45		1.00		1.10		1.02		1.31
4. Helpfulness of Help Desk employees	30	**5.37**	42	**5.12**	88	**4.42**	259	**5.25**	139	**4.87**	287	**5.41**	174	**4.47**
		0.56		0.94		1.51		0.77		0.95		0.71		1.38
5. Usability of my school's website	35	**5.20**	49	**4.69**	96	**4.10**	327	**5.03**	170	**4.52**	328	**5.26**	208	**4.79**
		0.72		1.29		1.51		1.02		1.16		0.88		1.04

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.

** 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
ENVIRONMENT*														
1. Cleanliness of campus buildings	35	**5.49** 0.70	51	**5.47** 0.64	98	**5.76** 0.46	228	**5.55** 0.71	181	**5.54** 0.59	108	**5.82** 0.41	214	**5.51** 0.76
2. Classroom environment (e.g. size, temperature, maintenance)	35	**4.43** 1.20	50	**5.20** 0.97	98	**5.13** 0.89	227	**5.20** 0.88	182	**5.19** 0.80	101	**5.50** 0.72	214	**5.07** 0.90
3. Quality of equipment in laboratory facilities	35	**4.66** 0.97	50	**5.18** 0.87	95	**5.41** 0.78	216	**5.17** 0.93	164	**5.00** 0.81	99	**5.41** 1.02	202	**5.16** 0.89
4. Campus security	35	**5.51** 0.56	50	**5.20** 0.86	97	**5.41** 0.83	225	**5.14** 1.02	179	**5.23** 0.69	100	**5.34** 0.99	209	**5.20** 0.88
5. Parking availability	35	**4.71** 1.05	50	**4.86** 1.03	98	**3.48** 1.71	223	**4.99** 1.01	181	**4.34** 1.28	105	**5.07** 0.98	213	**4.29** 1.47

* Distance students from SOAHS and SON did not evaluate this section.

** 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
STUDENT LIFE														
1. I am satisfied with the racial/ethnic diversity of the student body in my school.	34	**5.38** 0.60	49	**4.69** 1.46	93	**4.59** 1.36	254	**5.21** 0.98	160	**4.85** 1.08	237	**5.41** 0.78	189	**5.04** 0.92
2. Students in my school are treated fairly and with respect regardless of their differences.	35	**5.11** 0.96	50	**4.86** 1.32	97	**5.24** 0.90	302	**5.26** 1.01	170	**5.19** 0.85	278	**5.42** 0.75	206	**5.06** 1.06
3. I feel a sense of belonging to my school.	35	**5.40** 0.65	50	**4.84** 1.38	97	**5.21** 0.80	307	**5.12** 1.03	170	**5.15** 0.94	298	**5.12** 1.01	206	**4.79** 1.27
4. I feel a sense of belonging to the TTUHSC community.	35	**5.37** 0.84	50	**4.80** 1.31	95	**5.00** 0.95	300	**5.03** 1.12	171	**5.12** 0.95	293	**5.02** 1.11	206	**4.67** 1.32
5. If I need to file a complaint against another student or TTUHSC employee, I know where to find more information about this process.	34	**4.71** 1.17	45	**4.20** 1.66	92	**4.86** 1.12	282	**4.27** 1.48	160	**4.23** 1.36	273	**4.46** 1.46	199	**4.51** 1.30
6. I know who represents my school and/or campus on the Student Government Association (SGA).	31	**4.71** 1.40	48	**4.65** 1.58	96	**5.19** 0.91	256	**4.54** 1.51	167	**4.96** 0.98	263	**4.33** 1.69	201	**4.74** 1.32
7. I am aware of the activities sponsored by the Student Government Association (SGA).	31	**4.68** 1.28	48	**4.54** 1.65	96	**5.08** 1.01	260	**4.62** 1.38	167	**4.73** 1.07	256	**4.54** 1.55	202	**4.57** 1.31
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	30	**4.80** 1.13	47	**4.57** 1.49	93	**4.85** 1.19	238	**4.78** 1.22	166	**4.86** 0.94	240	**4.78** 1.41	198	**4.72** 1.21

* 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
STUDENT LIFE (cont.)														
9. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e., Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	34	**4.32** 1.34	49	**3.71** 1.74	91	**4.21** 1.43	249	**4.13** 1.53	164	**3.96** 1.45	241	**4.44** 1.58	199	**3.96** 1.48
10. I have succient opportunities to learn about, from, and with students and/or practitioners from other healthcare professions.	35	**4.29** 1.27	49	**3.98** 1.57	93	**4.69** 1.38	271	**4.37** 1.49	164	**4.12** 1.44	276	**4.69** 1.40	206	**4.17** 1.46
11. I know where to go to file a complaint against another student or TTUHSC employee.	35	**4.46** 1.29	49	**4.12** 1.60	94	**4.83** 1.13	299	**4.04** 1.50	165	**4.01** 1.39	292	**4.25** 1.57	200	**4.32** 1.42
12. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	35	**4.94** 0.97	47	**4.77** 1.22	94	**4.91** 1.12	286	**4.78** 1.15	159	**4.77** 1.06	284	**5.02** 1.05	199	**4.57** 1.32
13. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	35	**4.89** 0.96	49	**4.73** 1.24	96	**4.90** 1.15	303	**4.77** 1.19	167	**4.60** 1.18	301	**5.04** 1.06	205	**4.69** 1.20

* 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
STUDENT LIFE (cont.)														
14. I know about available counseling services if I need to talk to someone about dealing with unfamiliar or stressful situations in my life.	34	**4.35** 1.35	49	**4.49** 1.34	95	**4.95** 1.02	278	**4.50** 1.34	168	**4.81** 1.04	291	**4.70** 1.40	200	**4.86** 1.08
15. I am satisfied with the quality of instruction that I receive at TTUHSC.	35	**4.74** 1.09	48	**5.06** 0.98	97	**5.04** 0.89	324	**5.15** 1.02	172	**4.67** 1.06	322	**5.17** 1.00	209	**4.67** 1.13
16. I have adequate access to my instructors outside of class.	35	**5.29** 0.71	49	**5.45** 0.68	97	**5.38** 0.74	317	**5.35** 0.94	168	**4.99** 0.79	314	**5.24** 0.98	207	**4.90** 1.09
17. My instructors are concerned about my academic success.	35	**5.29** 0.83	49	**5.35** 0.83	97	**5.39** 0.72	323	**5.38** 0.98	170	**4.90** 0.95	323	**5.26** 1.00	208	**4.79** 1.19
18. My instructors care about my professional success.	35	**5.20** 0.93	49	**4.84** 1.33	97	**5.40** 0.72	323	**5.41** 0.93	171	**4.89** 1.02	321	**5.28** 1.00	208	**4.80** 1.19
19. I would recommend my degree program to a friend or family member.	35	**5.29** 0.83	50	**4.82** 1.40	97	**5.28** 0.99	323	**5.36** 0.99	170	**5.05** 0.96	324	**5.32** 1.04	209	**4.53** 1.45

* 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

APPENDIX C. RESULTS BY CAMPUS

	ABILENE		AMARILLO		DALLAS/FT. WORTH		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
OVERALL SATISFACTION																
Overall, how satisfied are you with your studies at TTUHSC?	84	**4.54** 1.29	172	**4.65** 1.06	27	**4.85** 0.82	102	**5.22** 0.62	473	**5.15** 0.91	27	**4.89** 1.05	28	**4.71** 1.12	355	**5.25** 0.98

* 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. WORTH		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**
STUDENT SUPPORT SERVICES																
1. Information about student health insurance plans	61	**4.43** 1.07	130	**4.44** 1.23	23	**4.13** 1.25	86	**4.42** 1.27	328	**4.36** 1.29	21	**4.00** 1.30	20	**4.60** 0.88	120	**4.88** 1.15
2. Options for student health insurance coverage	59	**4.44** 1.09	131	**4.21** 1.32	22	**4.18** 1.37	85	**3.89** 1.55	318	**4.30** 1.33	21	**3.86** 1.39	20	**4.45** 0.89	114	**4.86** 1.17
3. Information about student health care providers in the network	60	**4.42** 1.12	134	**4.37** 1.31	24	**4.50** 1.22	83	**4.20** 1.29	340	**4.31** 1.29	22	**3.77** 1.27	20	**4.45** 0.89	113	**4.76** 1.23
4. Information about medical health services (e.g., visits to family practice clinic)	64	**4.56** 1.11	147	**4.48** 1.25	26	**4.73** 1.04	89	**4.31** 1.22	384	**4.34** 1.33	23	**3.65** 1.34	21	**4.29** 0.96	112	**4.76** 1.25
5. Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	68	**4.78** 0.93	146	**4.52** 1.28	25	**4.76** 0.88	88	**4.52** 1.17	355	**4.59** 1.21	19	**4.11** 1.24	19	**4.58** 0.90	139	**4.77** 1.21

* 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. WORTH		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
REGISTRAR																
1. Helpfulness of employees in Registrar's office	74	**4.91** 1.06	149	**5.15** 0.98	26	**4.85** 0.83	91	**5.44** 0.64	415	**5.20** 0.76	25	**4.88** 0.83	22	**4.95** 0.72	290	**5.20** 0.81
2. Communication about the registration process	78	**4.72** 1.22	160	**5.01** 1.09	27	**4.56** 1.42	95	**5.39** 0.66	433	**5.07** 0.89	27	**5.15** 0.91	24	**4.96** 0.81	330	**5.18** 0.85
3. Ease of registering for classes	80	**4.66** 1.37	162	**5.03** 1.11	27	**3.78** 1.53	97	**5.39** 0.64	446	**5.31** 0.86	27	**5.59** 0.57	25	**5.32** 0.69	339	**5.31** 0.85
4. Wait time for receiving a requested transcript	55	**5.13** 0.94	109	**5.17** 0.90	14	**4.93** 1.14	65	**5.49** 0.62	266	**5.32** 0.81	14	**5.21** 0.70	18	**5.33** 0.49	192	**5.31** 0.91

* 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. WORTH		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
FINANCIAL AID																
1. Helpfulness of Financial Aid employees	76	**5.26** 0.85	145	**5.11** 0.99	25	**5.24** 0.66	90	**5.49** 0.67	393	**5.26** 0.89	23	**5.43** 0.79	26	**5.23** 0.51	248	**5.31** 0.85
2. My awareness of financial aid options	78	**4.90** 1.10	151	**4.86** 1.07	26	**5.00** 0.75	91	**5.35** 0.74	412	**4.90** 1.09	24	**5.13** 0.95	26	**5.12** 0.65	279	**5.01** 1.02
3. Efficiency of the financial aid process	79	**5.05** 0.93	148	**4.96** 1.09	26	**5.23** 0.65	89	**5.36** 0.69	398	**5.03** 1.00	23	**5.09** 0.85	26	**5.15** 0.61	256	**5.12** 0.99

	ABILENE		AMARILLO		DALLAS/FT. WORTH		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
STUDENT AFFAIRS																
1. Helpfulness of office employees in the Student Affairs office or of the Student Affairs liaison for your specific school	79	**5.47** 0.75	158	**5.29** 1.14	24	**5.08** 0.83	101	**5.85** 0.41	399	**5.41** 0.79	17	**4.88** 0.93	19	**4.68** 1.34	213	**5.38** 0.77
2. Wait time for services and/or responses	78	**5.26** 0.90	159	**5.22** 1.10	23	**5.17** 0.65	101	**5.82** 0.43	397	**5.34** 0.79	17	**5.06** 0.75	19	**4.84** 1.07	211	**5.33** 0.83
3. Assistance in transitioning to a regional campus*	45	**5.38** 0.68	123	**5.07** 1.29	24	**5.04** 0.62	58	**5.79** 0.49	204	**5.41** 0.78	16	**4.75** 0.93	17	**4.71** 1.31	-	**-** -

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.

** 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. WORTH		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
STUDENT BUSINESS SERVICES																
1. Helpfulness of Student Business Services employees	69	**5.10** 0.91	142	**5.11** 0.90	22	**5.18** 0.66	74	**5.38** 0.77	398	**5.15** 0.87	14	**4.86** 1.29	22	**5.27** 0.55	275	**5.22** 0.87
2. Wait time for services and/or responses	69	**5.12** 0.85	141	**5.05** 0.95	23	**5.04** 0.71	76	**5.33** 0.82	389	**5.15** 0.84	15	**4.73** 1.22	22	**5.23** 0.61	274	**5.20** 0.89
3. Usefulness of Student Business Services website	70	**4.96** 0.98	136	**5.01** 0.93	22	**5.05** 0.72	76	**5.25** 0.85	396	**5.04** 0.95	17	**4.76** 1.30	21	**5.14** 0.65	285	**5.12** 0.89
4. Clarity of your online account statement	77	**5.01** 0.95	150	**5.00** 0.99	25	**5.16** 0.69	83	**5.25** 0.84	430	**4.96** 1.06	20	**4.60** 1.39	24	**5.04** 1.00	319	**5.09** 1.03

* 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. WORTH		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
LIBRARY RESOURCES																
1. Helpfulness of librarians	36	**4.97** 1.28	121	**5.28** 0.74	12	**5.33** 0.49	94	**5.49** 0.62	413	**5.38** 0.77	10	**5.00** 0.82	27	**5.56** 0.51	210	**5.52** 0.70
2. Hours of operation*	30	**5.10** 1.21	125	**4.67** 1.24	10	**5.30** 0.48	98	**5.12** 0.98	419	**4.81** 1.28	8	**4.63** 1.41	27	**4.41** 1.01	-	**-** -
3. Study facilities available in the library*	43	**3.93** 1.75	122	**4.55** 1.27	10	**5.10** 0.99	99	**4.94** 1.15	413	**5.03** 1.08	10	**4.40** 1.43	27	**4.85** 0.86	-	**-** -
4. Accessibility of onsite library resources (e.g. books, journals in library)*	60	**4.40** 1.43	132	**4.98** 1.06	12	**5.08** 0.79	96	**5.18** 1.10	399	**5.24** 0.85	14	**5.00** 0.88	25	**5.28** 0.74	-	**-** -
5. Accessibility of online library resources (e.g. books, journals online)	79	**5.09** 0.98	155	**5.17** 0.89	25	**5.28** 0.74	96	**4.90** 1.36	450	**5.22** 0.86	21	**4.76** 1.00	27	**5.22** 0.70	314	**5.41** 0.82
5. Accessibility of search software (e.g. OVID, Micromedex, MD Consult)	79	**5.18** 0.96	153	**5.26** 0.83	25	**5.28** 0.79	91	**4.87** 1.37	411	**5.27** 0.83	18	**4.61** 1.04	26	**5.23** 0.71	291	**5.35** 0.88

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.

** 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. WORTH		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
ADVISING/MENTORING																
1. Academic advising in my field of study	62	**4.92** 1.22	144	**4.78** 1.21	17	**5.00** 0.79	95	**4.95** 1.09	414	**5.12** 1.05	24	**5.17** 1.01	25	**4.72** 1.28	290	**5.28** 0.90
2. Academic advisor's knowledge about my degree program	59	**5.14** 1.11	141	**5.02** 1.06	17	**5.24** 0.75	93	**4.99** 1.03	408	**5.32** 0.87	24	**5.46** 0.72	25	**4.88** 1.13	289	**5.38** 0.85
3. Faculty/staff knowledge of career opportunities in my field of study	77	**5.21** 0.86	155	**4.84** 1.22	23	**5.04** 0.71	97	**5.05** 0.95	429	**5.22** 0.98	23	**5.43** 0.99	26	**4.77** 1.27	289	**5.38** 0.83

* 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. WORTH		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
GENERAL TECHNOLOGY																
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)*	80	**4.44** 1.34	162	**4.62** 1.06	26	**4.19** 1.17	100	**4.77** 1.25	431	**4.95** 1.11	25	**5.40** 0.87	27	**4.78** 1.09		
2. Reliability of wireless connectivity on my campus*	79	**3.49** 1.76	161	**4.35** 1.29	26	**3.92** 1.35	101	**3.92** 1.59	434	**3.98** 1.60	26	**4.69** 1.16	27	**4.44** 1.37		
3. Reliability of Learning Management System (e.g., Sakai/The Hub)	80	**4.38** 1.40	161	**4.30** 1.22	26	**4.35** 1.26	68	**4.53** 1.44	443	**4.78** 1.11	26	**4.50** 1.21	26	**4.88** 0.59	325	**5.13** 0.98
4. Helpfulness of Help Desk employees	62	**4.97** 1.10	141	**4.45** 1.36	20	**4.40** 1.23	91	**4.45** 1.49	392	**5.16** 0.87	21	**5.19** 0.98	22	**5.09** 0.61	270	**5.41** 0.67
5. Usability of my school's website	79	**4.84** 0.98	162	**4.69** 1.09	26	**4.81** 1.06	100	**4.16** 1.51	454	**4.90** 1.10	26	**5.15** 0.88	27	**5.11** 0.58	339	**5.20** 0.95

* Distance students from SOAHS, SON, and GGHSON did not evaluate this statement.

** 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. WORTH		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
ENVIRONMENT*																
1. Cleanliness of campus buildings	82	**5.73** 0.50	171	**5.49** 0.69	27	**5.59** 0.50	102	**5.75** 0.45	444	**5.58** 0.69	27	**5.67** 0.55	27	**5.26** 0.76	35	**5.49** 0.70
2. Classroom environment (e.g. size, temperature, maintenance)	82	**5.24** 0.78	172	**5.06** 0.98	27	**4.93** 0.92	102	**5.13** 0.89	435	**5.27** 0.79	27	**5.52** 0.58	27	**4.85** 1.20	35	**4.43** 1.20
3. Quality of equipment in laboratory facilities	82	**5.30** 0.76	165	**5.01** 1.06	22	**5.27** 0.55	99	**5.42** 0.77	407	**5.20** 0.86	27	**5.41** 0.75	24	**4.63** 1.24	35	**4.66** 0.97
4. Campus security	80	**5.23** 1.07	168	**5.17** 0.94	27	**4.63** 0.84	101	**5.42** 0.82	431	**5.28** 0.81	26	**5.08** 1.26	27	**4.96** 0.90	35	**5.51** 0.56
5. Parking availability	81	**4.10** 1.77	172	**4.72** 1.26	27	**5.30** 0.61	102	**3.55** 1.72	434	**4.60** 1.16	27	**5.74** 0.45	27	**4.74** 0.86	35	**4.71** 1.05

* Distance students from SOAHS and SON did not evaluate this section.

** 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. WORTH		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
STUDENT LIFE																
1. I am satisfied with the racial/ethnic diversity of the student body in my school.	73	**5.08** 0.94	149	**4.92** 1.09	26	**5.15** 0.73	96	**4.59** 1.38	403	**5.10** 1.02	22	**5.23** 0.69	25	**4.76** 1.33	222	**5.42** 0.76
2. Students in my school are treated fairly and with respect regardless of their differences.	80	**4.86** 1.29	162	**4.97** 1.10	26	**5.27** 0.53	101	**5.22** 0.94	435	**5.28** 0.90	24	**5.00** 1.22	25	**5.12** 0.78	285	**5.43** 0.78
3. I feel a sense of belonging to my school.	80	**4.69** 1.39	160	**4.83** 1.14	26	**5.15** 0.67	101	**5.18** 0.90	442	**5.19** 0.99	24	**4.92** 1.10	26	**5.04** 0.77	304	**5.08** 1.06
4. I feel a sense of belonging to the TTUHSC community.	80	**4.38** 1.59	160	**4.84** 1.10	26	**5.12** 0.71	99	**4.96** 1.04	442	**5.14** 1.03	22	**4.50** 1.37	26	**4.92** 0.84	295	**5.00** 1.13
5. If I need to file a complaint against another student or TTUHSC employee, I know where to find more information about this process.	80	**4.51** 1.41	151	**4.44** 1.31	24	**4.50** 1.29	96	**4.84** 1.17	409	**4.19** 1.51	23	**3.65** 1.43	25	**4.48** 1.26	277	**4.61** 1.32
6. I know who represents my school and/or campus on the Student Government Association (SGA).	77	**4.71** 1.30	159	**4.69** 1.37	25	**4.40** 1.44	98	**5.17** 0.93	429	**4.90** 1.25	23	**4.22** 1.57	24	**4.63** 1.41	227	**4.02** 1.75
7. I am aware of the activities sponsored by the Student Government Association (SGA).	78	**4.47** 1.40	159	**4.62** 1.32	25	**4.32** 1.31	98	**5.05** 1.09	429	**4.78** 1.26	22	**4.27** 1.35	22	**4.68** 1.32	227	**4.38** 1.57
8. The Student Government Association (SGA) advocates for and represents student interests effectively.	74	**4.65** 1.37	158	**4.64** 1.22	25	**4.60** 1.12	95	**4.82** 1.25	415	**4.93** 1.10	21	**4.33** 1.43	22	**4.68** 1.25	202	**4.67** 1.40

* 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. WORTH		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
STUDENT LIFE (cont.)																
9. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e., Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	74	**3.93** 1.46	159	**4.15** 1.37	26	**3.38** 1.72	94	**4.19** 1.46	418	**4.19** 1.51	22	**3.36** 1.53	26	**3.85** 1.67	208	**4.27** 1.64
10. I have sufficient opportunities to learn about, from, and with students and/or practitioners from other healthcare professions.	79	**4.16** 1.49	161	**4.23** 1.37	26	**4.04** 1.61	97	**4.69** 1.36	427	**4.35** 1.46	21	**4.14** 1.49	26	**3.96** 1.66	257	**4.58** 1.48
11. I know where to go to file a complaint against another student or TTUHSC employee.	79	**4.47** 1.39	158	**4.22** 1.42	23	**3.83** 1.59	98	**4.85** 1.12	426	**4.02** 1.52	24	**3.13** 1.45	26	**4.08** 1.32	300	**4.37** 1.46
12. I believe that any complaints I file against another student or TTUHSC employee will be handled fairly and promptly.	78	**4.44** 1.56	153	**4.54** 1.29	26	**4.88** 0.91	98	**4.90** 1.18	415	**4.86** 1.05	21	**4.24** 1.30	23	**4.43** 1.20	290	**5.06** 0.98
13. I believe that I could report unethical activities by another student or TTUHSC employee without fear of retaliation against me.	79	**4.48** 1.53	160	**4.62** 1.23	26	**5.08** 0.69	100	**4.92** 1.13	434	**4.81** 1.11	22	**4.36** 1.18	26	**4.19** 1.41	309	**5.04** 1.02

* 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. WORTH		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
STUDENT LIFE (cont.)																
14. I know about available counseling services if I need to talk to someone about dealing with unfamiliar or stressful situations in my life.	78	**4.95** 1.09	157	**4.80** 1.10	24	**4.96** 0.75	99	**4.96** 1.02	430	**4.66** 1.30	23	**4.13** 1.18	25	**4.24** 1.36	279	**4.61** 1.37
15. I am satisfied with the quality of instruction that I receive at TTUHSC.	79	**4.59** 1.28	163	**4.70** 1.07	26	**4.88** 0.86	101	**5.07** 0.89	450	**5.00** 1.05	24	**4.71** 1.20	27	**4.89** 0.80	337	**5.18** 1.00
16. I have adequate access to my instructors outside of class.	79	**4.86** 1.30	161	**5.01** 0.95	26	**5.04** 0.82	101	**5.39** 0.73	445	**5.27** 0.89	24	**5.13** 1.19	27	**5.04** 0.59	324	**5.23** 0.97
17. My instructors are concerned about my academic success.	79	**4.78** 1.33	162	**4.91** 1.08	26	**4.85** 0.83	101	**5.41** 0.71	450	**5.23** 1.02	24	**5.08** 1.28	27	**5.07** 0.68	336	**5.29** 0.95
18. My instructors care about my professional success.	79	**4.85** 1.22	162	**4.81** 1.21	26	**5.00** 0.75	101	**5.41** 0.71	451	**5.21** 1.05	24	**5.17** 1.31	27	**5.07** 0.62	334	**5.30** 0.96
19. I would recommend my degree program to a friend or family member.	79	**4.35** 1.59	162	**4.65** 1.34	26	**5.04** 1.04	101	**5.30** 0.98	452	**5.25** 1.04	24	**5.00** 1.06	27	**4.93** 1.00	337	**5.37** 0.98

* 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

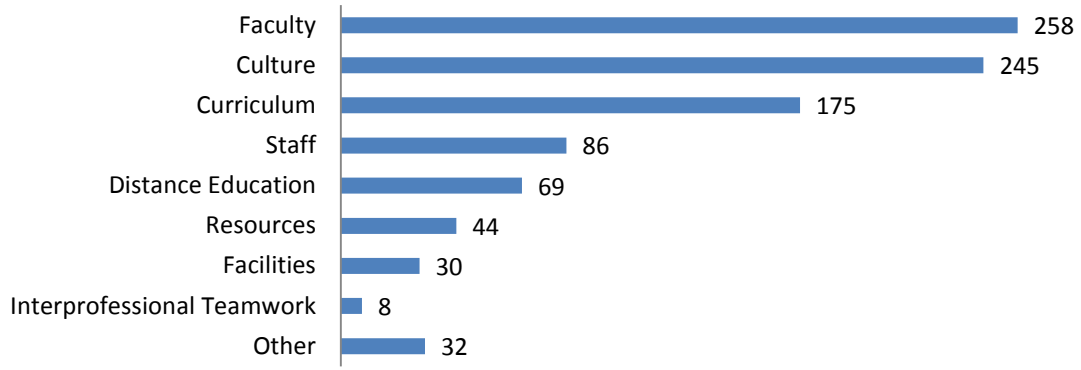
APPENDIX D. OVERVIEW OF OPEN-ENDED COMMENTS

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.

What do you like most about your experiences as a TTUHSC student?

Figure 6 illustrates the distribution of comments by broad theme/category for the first prompt.

Figure 6. Frequency of Responses by Category
What do you like most about your experiences as a TTUHSC student?



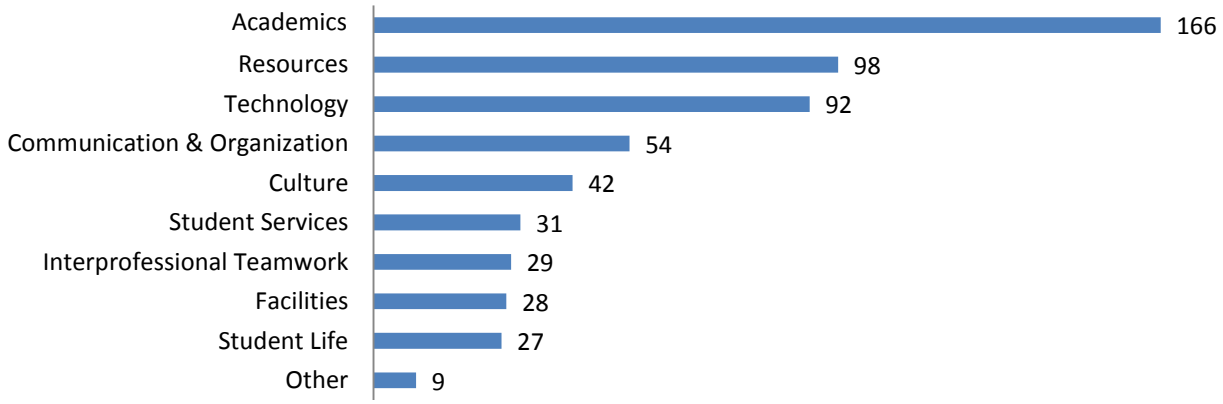
- **Faculty**: The most popular theme includes positive comments about faculty. More specifically, students appreciate their professors' approachability, accessibility, timely communication, and support. Students perceive that faculty members genuinely care about them. In addition, students also commented on faculty experience, knowledge, and skills.
- **Culture**: The second most popular theme relates to the general culture and environment at TTUHSC. Numerous comments mention the small class and/or campus size as a favorite aspect of studying at TTUHSC. The atmosphere is often described as caring, friendly, and supportive – some even describe the immediate environment as "one big family." A large number of comments allude to the camaraderie among students. Others appreciate opportunities to become involved in local communities.
- **Curriculum**: Almost one-quarter of the comments allude to some aspect of the curricula. Many comments focus on the structure, diversity, and flexibility within their curriculum. This flexibility enables students to balance school with work and life. Students also feel that TTUHSC offers a high quality education in comparison to other schools, and they feel well-prepared to enter their chosen professions. Others refer to clinical experiences as strengths of their programs.
- **Staff**: One in twelve comments refers to TTUHSC staff members. Many students mention the "amazing staff" and how "approachable, understanding and knowledgeable" they are in general. Others highlight specific offices and employees.

- **Distance Education**: Almost ten percent of the responses to this prompt relate to some aspect of distance education. Many students appreciate the flexibility afforded by this mode of delivery – the ability to work on a degree while continuing to work full-time, being able to complete assignments at their own pace, and being able to live in a remote area while still furthering their education.
- **Resources**: Six percent of the comments allude to various resources available to students, such as the SimLife Center, library, and resources for research. Several comments also mention specific student activities hosted by TTUHSC and/or the schools (e.g. Global Health Lecture series, Orientation, round tables).
- **Facilities**: Some students refer to the aesthetic appeal and/or cleanliness of TTUHSC campus buildings.
- **Interprofessional Teamwork**: In a few comments, students express appreciation for opportunities to collaborate with students from other disciplines.

Do you have any suggestions for improving your experiences at TTUHSC? If so, please describe.

Figure 7 illustrates the distribution of comments by broad theme/category for the second prompt.

Figure 7. Frequency of Responses by Category
Do you have any suggestions for improving your experiences at TTUHSC? If so, please describe.



- **Academics**: With regard to potential improvements, many comments relate to academic experiences. Many express a desire to record all lectures and post these recordings in a timely fashion. Many students, especially those in distance education programs, request more interaction with instructors through audio/video lectures or demonstrations and less reading/self-teaching. Traditional students ask professors to engage students more extensively via interactive learning activities and fewer Powerpoint lectures.
- **Resources:** Several student comments relate to various resources available to them outside the classroom. Regarding library services, many students request extended hours, current materials, and more study rooms. Some graduate students desire additional career guidance. In addition, many comments relate to parking. Students request covered parking, security cameras on all campuses, and allotment of adequate spaces for students.

- **Technology:** Many student comments about potential improvements allude to technology. A more reliable wireless connection is needed. Students request a stronger signal and the ability to connect via multiple devices. Students also comment frequently on improving the usability of the learning management system (i.e. Sakai, Blackboard), while some indicate TechLink is not as reliable as it should be. In addition, students are concerned about website usability. Specific areas of concern include general visual appeal, search functionality, and broken links. Several students simply call for "better IT."
- **Communication & Organization:** Comments in this category refer to student requests for improved communication and organization among different individuals. Many students desire improved communication between faculty and students. Students feel that instructors should be more available to students, respond to emails in a timely manner, and post grades more quickly. Students also want faculty to communicate better with each other in order to prevent miscommunications and better coordinate exam schedules.
- **Culture:** Some student comments relate to the overall campus culture. Professionalism was one concern. If students are expected to demonstrate professionalism, the same should be expected from faculty, staff, and administrators. Some request that no favoritism be shown.
- **Student Services:** Comments in this category reflect diverse suggestions for improving functions in Student Services and/or school-specific student affairs offices. Comment topics relate to orientation, graduation, registration, student complaints, Financial Aid, and health services.
- **Interprofessional Teamwork:** Some students would like to learn more about interprofessional teamwork and have more opportunities to interact with students from other schools.
- **Facilities:** Comments in this category relate to the physical environment. Some suggest renovations of older classrooms. Others comment that buildings as a whole are clean, but tables in study areas should be cleaned more often. Some students request better acoustics in large rooms and improved microphones.
- **Student Life:** Many students want more opportunities to make connections with other students across campuses and disciplines. A few indicate it's important to keep the Texas Tech football schedule in mind when requiring students to come to the Lubbock campus to fulfill program requirements.