

Texas Tech University Health Sciences Center  
June 2010

The following \_\_\_\_\_ has been prepared in compliance with Section 2114 of the Texas Government Code. The report is organized into five sections:

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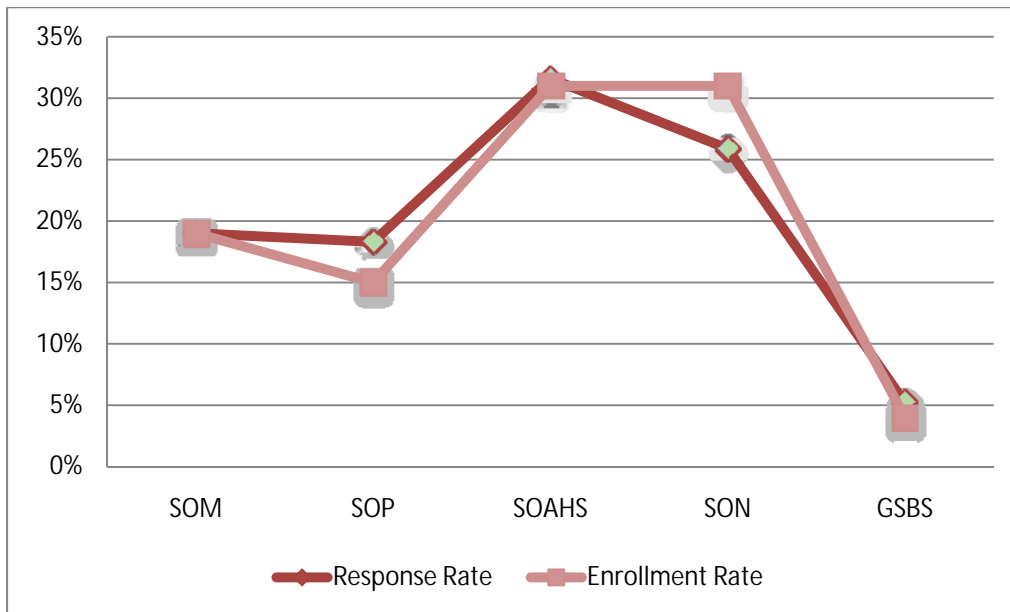
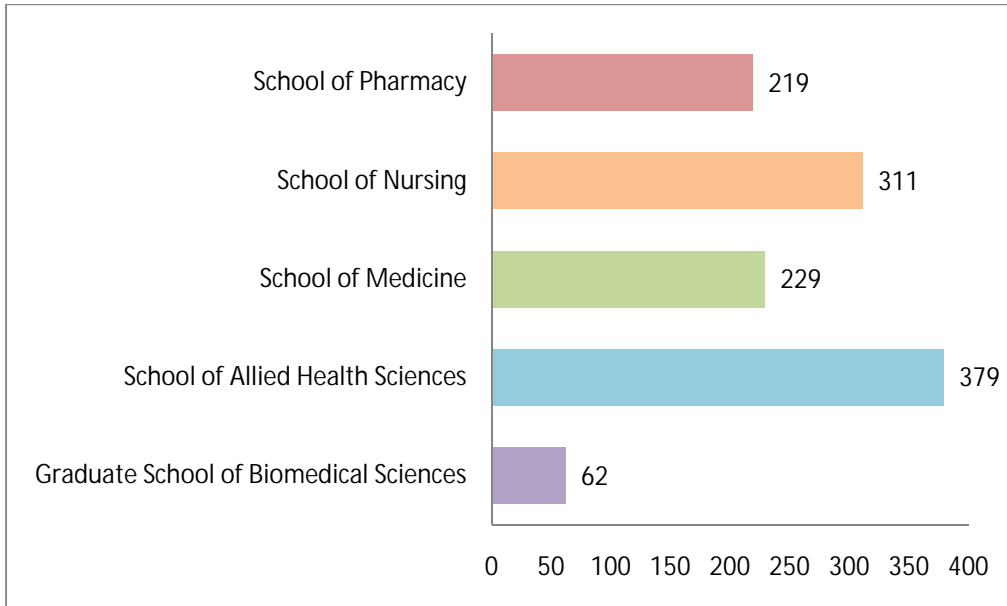
The table below provides each strategy

Strategy	Customer	Description of Service
<b>D. Goal: Provide Special Item Support</b>		
D.1.1. South Texas Professional Education	Not Applicable	---
D.1.2. Border Support- Academic Expansion	Not Applicable	---
D.1.3. Academic Support- Border Development	Not Applicable	---
D.1.4. Integrated Health Network	Students Continuing Education Participants	Provides technology and technical assistance to support distance education across campuses.
D.1.5 Medical Education- Odessa	Not Applicable	---
D.1.6. –Paul L. Foster School of Medicine-Resident Support	Not Applicable (Medical residents are employees.)	---
D.1.7. Physician Assistant Program	Undergraduate Students Graduate Students	Provides support to train students in the Physician Assistant Program

Not Applicable (Medical) J04 Tc 0 Tw -06 -1.15 Td(resi)

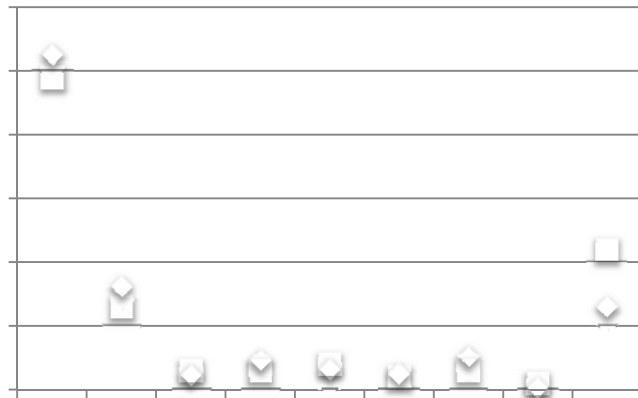
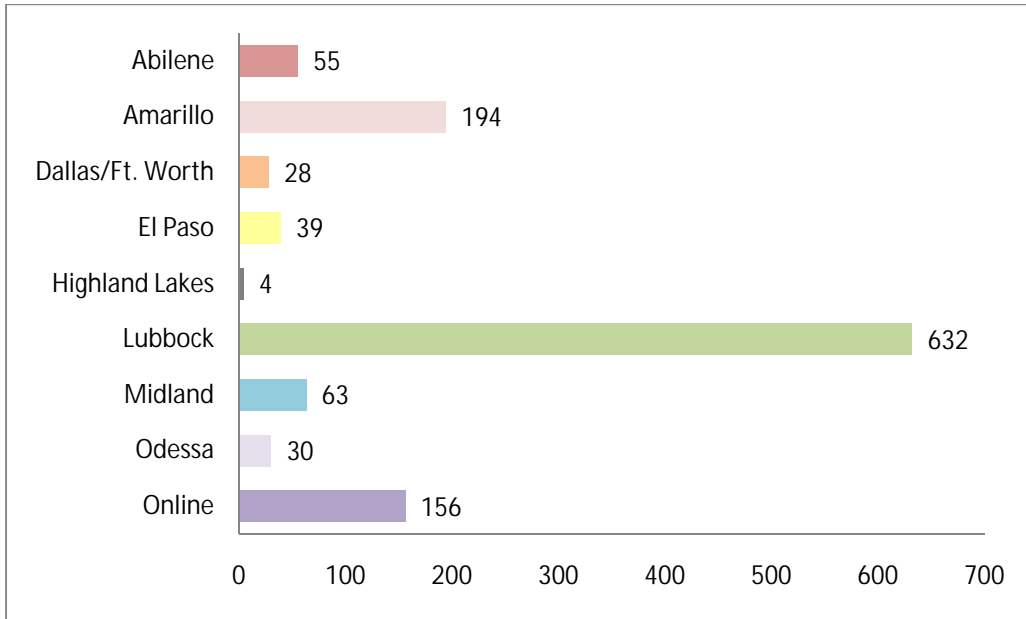
In 2002, Texas Tech University Health Sciences Center (TTUHSC) developed and administered the survey to measure student satisfaction with key academic support services. The

illustrates the number of respondents by school. The School of Allied Health Sciences (SOAHS) and School of Nursing (SON) historically have the highest student enrollments; therefore, it is not surprising that they also had the largest number of survey respondents. To put the number of respondents per school into perspective, one must consider response rates in comparison to the enrollment rates of the targeted sample (see ). With this in mind, the School of Pharmacy (SOP) demonstrated an excellent response rate. In general, the survey sample appeared to be representative of the institution in terms of school composition.



illustrates the number of respondents by campus affiliation. Not surprisingly, the Lubbock campus had the largest number of respondents. To put the number of respondents per campus into perspective, one must consider response rates in comparison to the enrollment rates of the targeted sample (see ). In general, the survey sample appeared to be representative of the institution in terms of campus affiliation. (

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presents survey results for the institution as a whole. Students





<b>Institutional Results</b> <i>(cont.)</i>	<b>Agreement</b> SA+A	<b>Mean</b> 1.00-4.00	<b>Not</b> <b>Applicable</b>	<b>Not</b> <b>important</b> <b>to me</b>
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**Financial Aid**

18

<b>Institutional Results</b> <i>(cont.)</i>		<b>Agreement</b> SA+A	<b>Mean</b> 1.00-4.00	<b>Not</b> <b>Applicable</b>	<b>Not</b> <b>important</b> <b>to me</b>
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<b>Library Resources</b>					
<b>36</b>	The library resources I need (e.g. books, journals) are readily accessible.	91.7% (1017)	3.28	6.5% (78)	0.7% (8)
<b>37</b>	Search software (e.g. OVID, Micromedex, MD Consult) is readily accessible.	95.8% (1034)	3.39	8.7% (104)	

<b>Institutional Results</b> <i>(cont.)</i>	<b>Agreement</b> SA+A	<b>Mean</b> 1.00-4.00	<b>Not</b> <b>Applicable</b>	<b>Not</b> <b>important</b> <b>to me</b>
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<b>TechLink Videoconferencing System</b>					
<i>(These items were only presented to those who had taken a course that used the TechLink system within the past year.)</i>					
54	TechLink classes are comparable to face-to-face instruction.	66.7% (128)	2.81 <sup>(+)</sup>	2.0% (4)	0% (0)
55	My TechLink class instructors use the system effectively to provide classroom instruction.	92.7% (179)	3.24	1.5% (3)	0% (0)
56	Technical difficulties with TechLink are corrected in a timely manner.	87.0% (167)	3.14	1.5% (3)	0% (0)
57	TechLink operations technicians are courteous.	94.2% (178)	3.38	3.6% (7)	0% (0)
58	Overall, I am satisfied with the quality of my TechLink experiences.	86.1% (167)	3.14	1.0% (2)	0% (0)

<b>Videoconferencing System (VCS)</b>				
<i>(These items were only presented to Pharmacy students who had taken a course that used the VCS system within the past year.)</i>				

<b>Institutional Results</b> <i>(cont.)</i>		<b>Agreement SA+A</b>	<b>Mean 1.00-4.00</b>	<b>Not Applicable</b>	<b>Not important to me</b>
71	The Student Government Association advocates for and represents student interests effectively.	89.1% (906)	3.17	10.4% (124)	4.3% (51)
72	I know who represents my school and/or campus on the Student Government Association.	76.6% (836)	2.99	5.9% (70)	2.8% (33)
73	I am aware of the activities sponsored by the Student Government Association.	76.6% (831)	2.98	6.3% (75)	3.0% (36)
74	I know where to file a complaint against another student or TTU/SC employee.	55.2% (623)	2.64 <sup>(+)</sup>	3.8% (46)	1.9% (23)
	I believe that any complaint I file against another student	86.8%	3.07	13.2%	1.4%

Results by School		SOAHS		SOM		SON		SOP		GSBS	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean
<b>Student Services</b>											
1	Employees in the TTUHSC Office of Student Services are courteous.	98.7% (367)	3.51	97.7% (217)	3.45	97.9% (276)	3.51	94.8% (202)	3.42	96.7% (59)	3.54
2	The hours of operation in the TTUHSC Office of Student Services meet my needs.	96.1% (346)	3.38	97.3% (215)	3.35	96.7% (267)	3.40	95.2% (200)	3.31	96.7% (59)	3.44
3	My questions are answered and/or problems resolved in										





<b>Results by School</b> <i>(cont.)</i>	<b>SOAHS</b>		<b>SOM</b>		<b>SON</b>		<b>SOP</b>		<b>GSBS</b>	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean





Results by School <i>(cont.)</i>		SOAHS		SOM		SON		SOP		GSBS	
		SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

Student Life											
66	I am satisfied with the racial/ethnic diversity of the student body in my school.	91.7% (309)	3.30	80.8% (177)	3.02	94.4% (238)	3.39	89.1% (180)	3.12	91.5% (54)	3.39
67	Students in my school are treated fairly and with respect regardless of their differences.	92.3% (338)	3.36	93.8% (212)	3.32	93.0% (252)	3.40	83.8% (181)	3.04	98.4% (60)	
68											

Results by Campus	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean
Student Services																		

Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

Student Affairs (School-Specific)																			
9	Student Affairs employees are courteous.	89.6 % (43)	3.31	97.8 % (180)	3.49	82.1 % (23)	3.04	97.4 % (37)	3.58	100 % (4)	‡	98.6 % (580)	3.57	100 % (59)	2.58	100 % (28)	3.46	99.1 % (113)	3.50
10	Student Affairs office hours meet my needs.	89.4 % (42)	3.19	97.2 % (174)	3.41	92.9 % (26)	3.07	97.4 % (37)	3.45	100 % (3)	‡	99.0 % (574)	3.47	98.2 % (55)	3.46	100 % (27)	3.41	96.3 % (105)	3.42

# Results by Campus

	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

## Financial Aid

**18** My experience employees in the Financial Aid office have been positive.

91.7% (44)	3.23	96.5% (165)	3.45	100% (25)	3.33	3.35	3.24	CS0 cs	0.839	737	scn133.24	361.68	T9.06	29.7	ref129	362136	3.18	20.16	refBT
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## Results by Campus



Results by Campus (cont.)	Abilene		Amarillo		Dallas/Ft. Worth		El Paso		Highland Lakes		Lubbock		Midland		Odessa		Online	
	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean	SA/A	Mean

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**Results by  
Campus** *(cont.)*

Abilene

Amarillo

Dallas/Ft.  
Worth

El Paso

Highland  
Lakes

**Results by  
Campus** *(cont.)*

Abilene

Amarillo

Dallas/Ft.  
Worth

El Paso

**Results by  
Campus** *(cont.)*

Abilene

Amarillo

Dallas/Ft.  
Worth

El Paso

Analyses of institutional results indicate that students have high levels of satisfaction with many student support services. Specific areas providing excellent customer service include the Office of Student Services, school specific student affairs offices, Registrar, Financial Aid, and Student Business Services. In general, students were also highly satisfied with academic advising/mentoring, library resources, and the physical campus environment.

Data also indicate potential areas of improvement across the institution. Students reported lower levels of satisfaction with student health insurance options, reliability of wireless connectivity, knowledge about the processes for filing complaints, and opportunities to interact with students from other schools. In addition, students expressed concern about the use of certain technology systems used to facilitate communication from a distance.

To address areas of concern highlighted by the

- Appointment of two Assistant Deans within the Office of Curriculum who have experience in student advising. By complementing the existing capabilities already available, these appointments add significantly to the capacity of the Offices of Student Affairs and Curriculum to provide advising related to both academic difficulties and study skills.
- Development of a real time system for tracking student performance throughout the medical school

Finally, students indicated that approximately 50% were aware of where

The financial aid issues related to the Abilene location are attributed, in large part, to it being the first year for a new program on a new campus. We are confident the issues with the Abilene campus have been resolved. The employees at that site are now well versed in the processes and programs. We will continue working with the school's

Customer service standards have been established at TTUHSC. Satisfaction levels greater than or equal to 90% constitute excellent customer service. Satisfaction levels between 70-89% constitute acceptable customer service. Satisfaction levels below 70% represent services that need improvement.

In FY 2010 these standards are likely to shift due to changes in the survey scale. The Likert scale will shift from a four point to a six point scale. In addition, less emphasis will be placed on percentages, and more focus will be placed on mean scores. It is expected that means greater than or equal to 5.00 will constitute excellent customer service; means between 3.00-3.99 will represent services that need improvement; and means below 3.00 will represent services that require immediate attention.

- Excellent customer service was provided on 48% of survey items.
- Acceptable customer service was provided on 41% of survey items.
- Approximately 11% of survey items indicated needed improvement.
  
- Total number of students surveyed was 1,201.
- Total number of students served was 3,363.
  
- Overall cost for survey administration was approximately \$10,000. This accounts for outsourcing the survey preparation and administration to an external entity, as well as personnel time to produce the reports. Thus, the estimated cost per student surveyed was \$ 8.33.
  
- There were 3,363 customers identified.
- The following customer