



Student Satisfaction Survey

TTUHSC Institutional Report
2009 2010

Summary

Overall, students view their TTUHSC experiences favorably.

Survey revisions prevent direct comparisons to past results.

Students may not have sufficient opportunities to interact with students from other TTUHSC schools.

Student health insurance continues to be an area of potential concern for students in most schools.

Communication about the processes for filing complaints against other students, faculty, or staff can be better communicated across schools.

Reliability of wireless connectivity continues to be a widespread concern, most notably on the Amarillo campus.

Students enrolled in the Paul L. Foster School of Medicine appear to be highly satisfied with the school's physical environment and the student affairs employees with whom they interact.

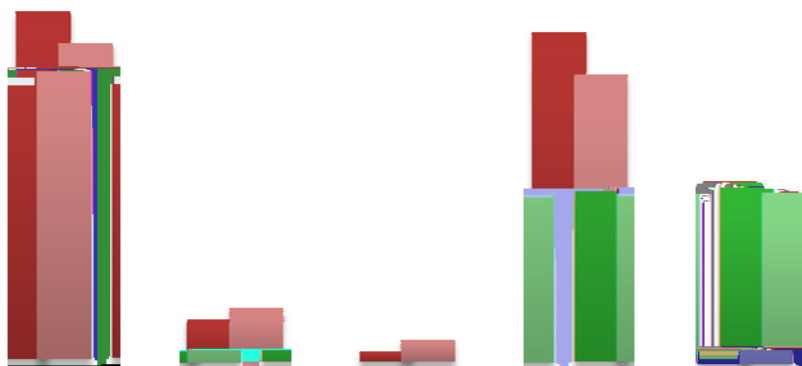
Students in the School of Pharmacy are noticeably less satisfied than students in other schools. (This is about Student Affairs) Satisfaction has improved across campuses.

Methodology

The *2009 2010 Student Satisfaction Survey (SSS)* represents a substantial revision from previous surveys. In the past, a five point agreement scale was utilized. The revised survey, however, uses a six point satisfaction scale for most items. These changes

before

Figure 2 compares the student population and respondent distributions by school. SOP had a somewhat larger representation in the survey than expected. Overall, however, the respondents appeared to be representative of the population.



In addition to school and location, respondents provided their year of study, gender, and race/ethnicity. *Table 1* provides the corresponding breakdowns.

Table 1. Respondent Demographics

YEAR OF STUDY		GENDER		RACE/ETHNICITY	
Year 1	2%	Male	25%	White, non Hispanic	58%
Year 2	33%	Female	64%	Black, non Hispanic	3%
Year 3	6%31%	Prefer not to answer	4%	Hispanic	11%
Year 4	19%	Blank	6%	Asian	12%
Year 5	9%				

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*).

For all items, means range from 1.00 6.00 and are color coded to highlight areas of strength and potential improvement (Red: 3.49, Yellow: 3.50 4.49, Green: 5.50). Respondents were also given *Not Applicable* and *Not Important to Me* options. (Note: These responses were not included in the calculation of item means.)

APPENDIX A. INSTITUTIONAL RESULTS

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution**
	Mean* n	% n	% n	% n	% n	% n	% n	% n	% n	
STUDENT SERVICES										

	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	
LIBRARY RESOURCES										

	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Important To Me	Distribution
GENERAL TECHNOLOGY	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	



		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
STUDENT LIFE (cont.)	Mean n	% n	% n	% n	% n	% n	% n	% n	% n	

		Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable	Not Important To Me	Distribution
STUDENT LIFE (cont.)	Mean	%	%	%	%	%	%	%	%	
	n	n	n	n	n	n	n	n	n	

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APPENDIX B. RESULTS BY SCHOOL

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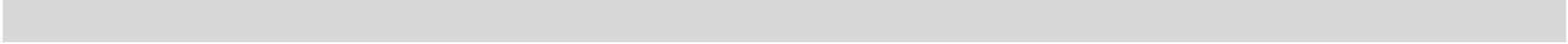
APPENDIX C. RESULTS BY CAMPUSBY





	Mean SD	Mean SD	Mean SD	Mean SD	Mean SD	Mean SD	Mean SD	Mean SD	Mean SD
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FINANCIAL AID



	ABILENE		AMARILLO		DALLAS/FT. WORTH		EL PASO		HIGHLAND LAKES		LUBBOCK		MIDLAND		ODESSA		ONLINE	
	n	Mean SD	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

Qualitative Data

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

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

Respondents provided 296 comments, which have been grouped into very broad categories based on their content. Some comments noted areas of strength; others hig[C2_1 Tf0Tj/C2_1 Tf0Tc2.4250Td<0003Tj/TT11Tf0.0037Tc0.356
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