

Student Satisfaction Survey

TTUHSC Institutional Report
2016 2017

Summary

The *2016 2017 Student Satisfaction Survey* represents a complete revision from the survey administered in previous years. Because the scales and item wording have changed, direct comparisons to previous results cannot be made.

The following are the most important factors in students' decisions to attend TTUHSC: (1) affordable tuition, (2) programs, and (3) reputation of the institution.

When asked if they made the right decision to attend TTUHSC, three of four students indicated that they "definitely" made the right decision.

Approximately 94% of respondents reported being "extremely satisfied" or "satisfied" with their overall experiences at TTUHSC.

Student satisfaction is comparable for students enrolled in traditional and distance education programs.

Students at the new Lubbock—Covenant Health System instructional site express high levels of satisfaction with their experiences thus far.

TTUHSC El Paso was not included in the current survey administration. However, a small cohort of students in the TTUHSC Graduate School of Biomedical Sciences is currently completing program requirements in El Paso and is included in this report.

Based on quantitative results at the institutional level, there are no issues which warrant immediate corrective action.

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.

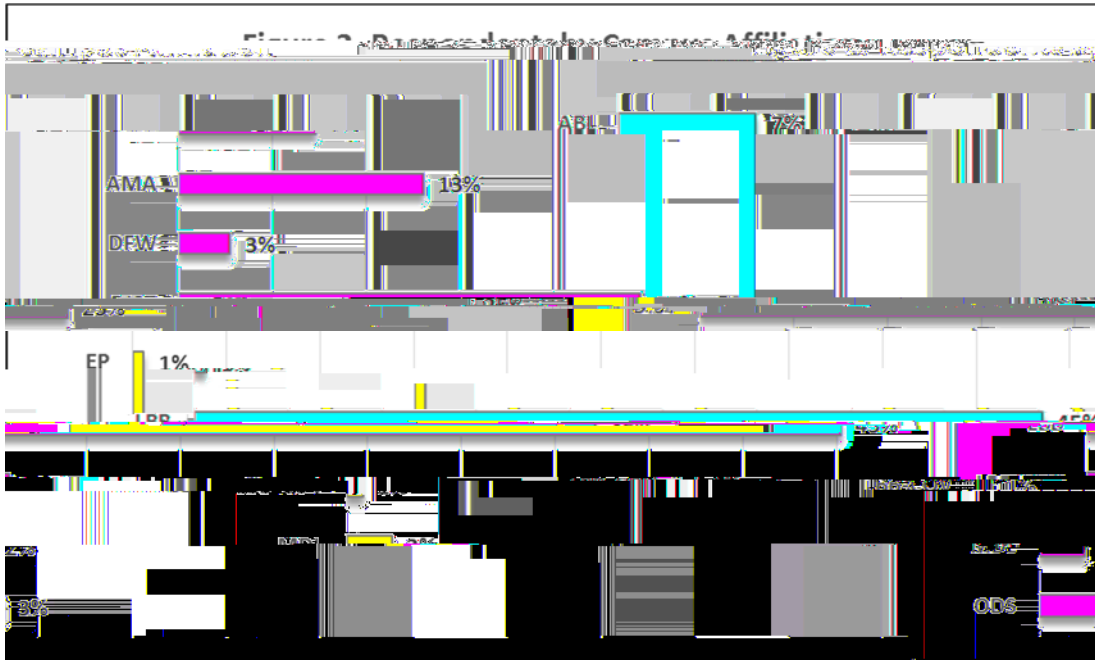
Methodology

The *2016 2017 Student Satisfaction Survey (SSS)* was administered in Spring 2017. The data collection period lasted two weeks (March 20 31, 2017). Targeted participants included all students enrolled at TTUHSC as of March 10, 2017. The initial invitation to complete the online survey was sent via email through Qualtrics by the *Office of Institutional Effectiveness and Accreditation (OIEA)*. A subsequent reminder was sent via email to non respondents one week before data collection ended. Information about the survey was posted on the TTUHSC announcements online and television monitors on the Lubbock campus. 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.

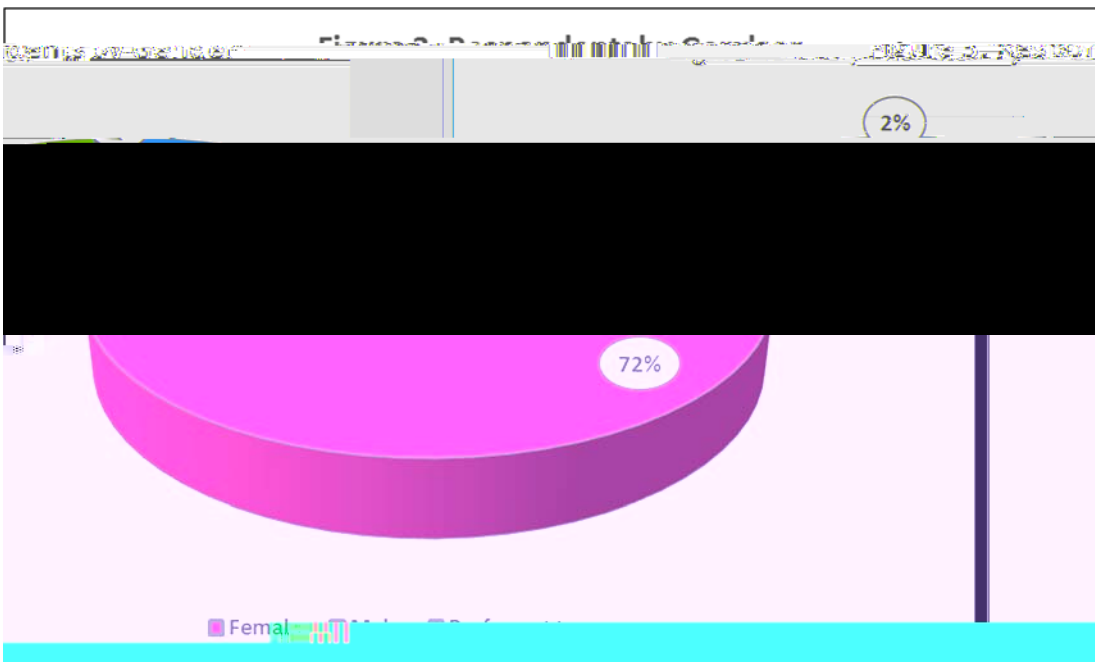
Demographics

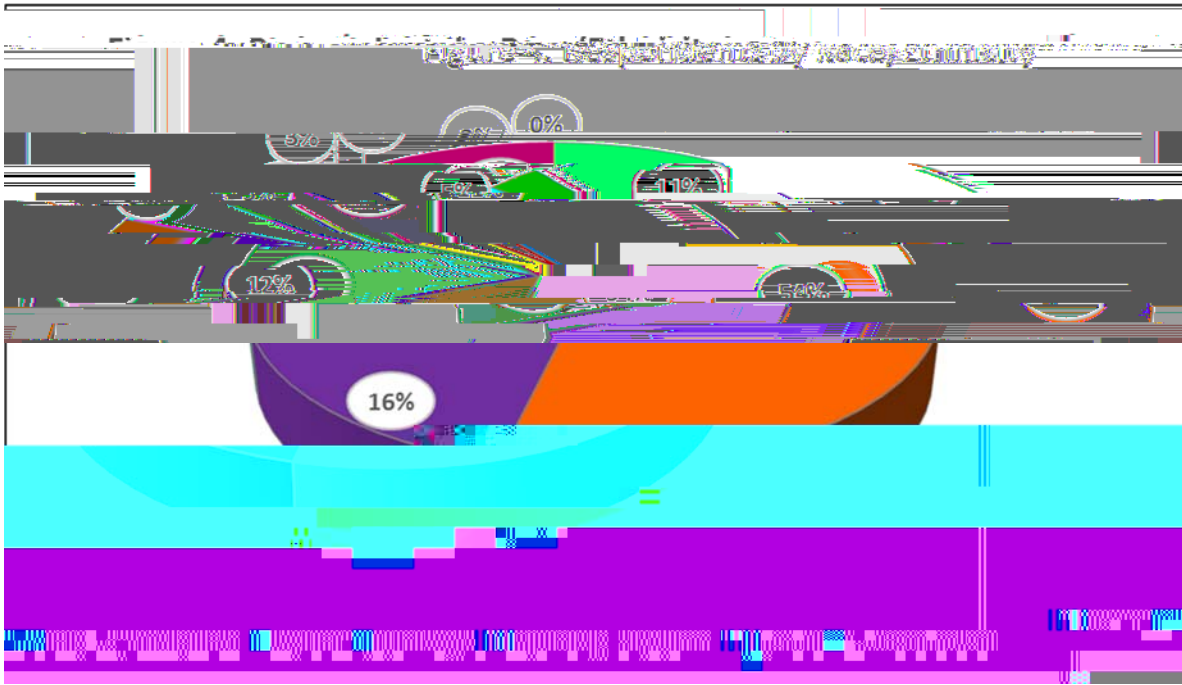
A total of 1,748 of 4,650 students responded to the survey, resulting in a response rate of 38%. Respondents represented the following schools and campuses.

SCHOOL	CAMPUS
Graduate School of Biomedical Sciences (GSBS)	Abilene (ABL)
School of Health Professions (SHP)	Amarillo (AMA)
School of Medicine (SOM)	Dallas/Ft. Worth (DFW)
School of Nursing (SON)	El Paso (EP)
School of Pharmacy (SOP)	Lubbock (LBB)
	Lubbock Covenant Health System (LBB COV)
	Midland (MDL)
	Odessa (ODS)
	Distance education (DIST) ^a



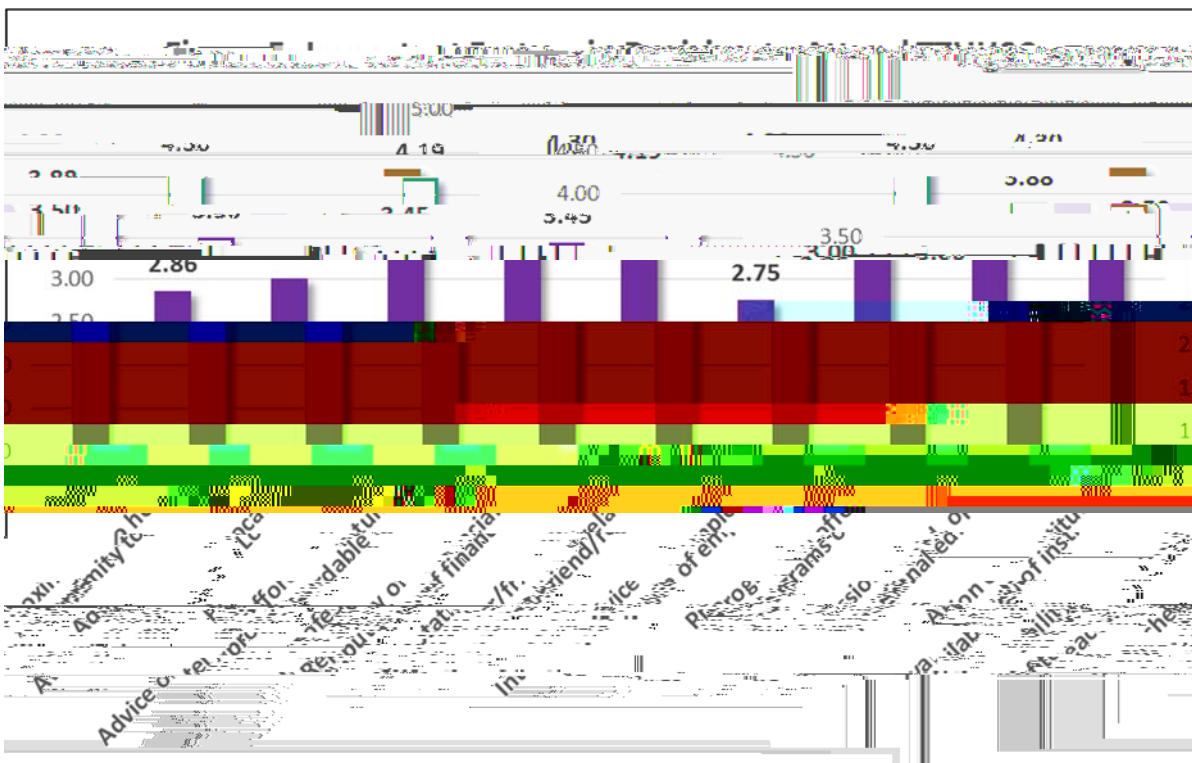
In addition to school and location, respondents provided their gender and race/ethnicity. *Figures 3 and 4* provide the corresponding breakdowns. More than seven of ten respondents (=72%) were female, which aligns with the overall student population. For race/ethnicity, *White* students constituted the largest sub group, and *Hispanic/Latino* and *Asian* students constituted the next largest sub groups, which also correspond with the overall student population.





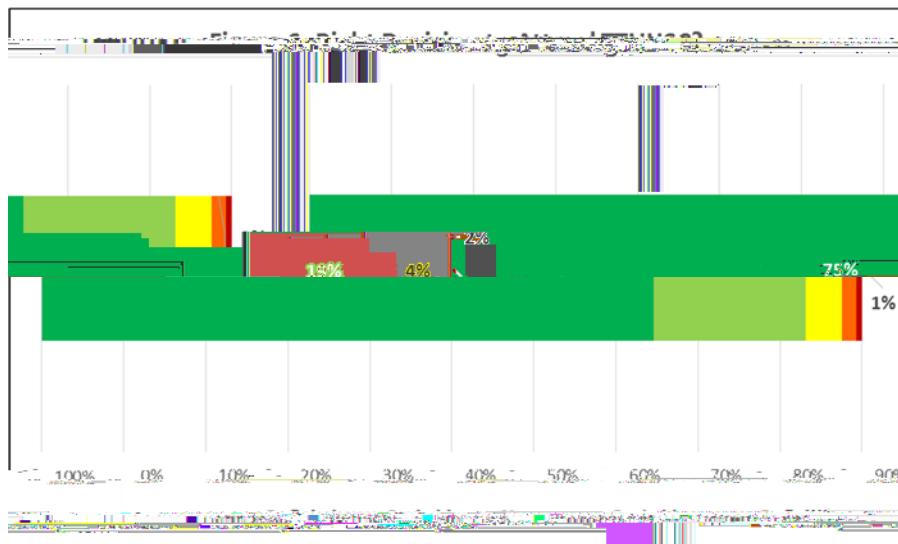
Results

Quantitative Data. Respondents were asked to rank the most important factors in their decision to attend TTUHSC using a five point scale (5=Extremely important, 4=Very important, 3=Moderately important, 2=Slightly important, 1=Not at all important). Figure 5 illustrates the mean level of importance for each factor.

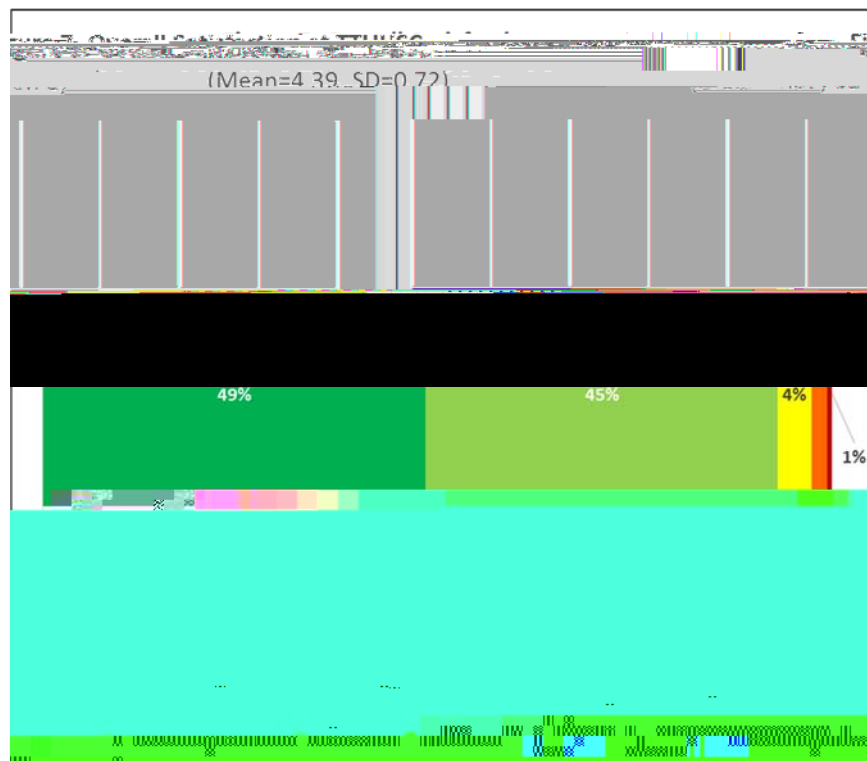


As the data indicate, the following are the most important factors in students' decisions to attend TTUHSC: (1) affordable tuition, (2) programs offered, and (3) reputation of the institution. These same factors, combined with the availability of financial aid, were also the most important factors when the data are disaggregated by school.

When asked if they felt like they made the right decision to attend TTUHSC, students responded favorably. Three of four students indicated that they "definitely" made the right decision. See *Figure 6*.



Finally, 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 94% of respondents reported being "extremely satisfied" or "satisfied." See *Figure 7*.



For the

^a Means are color coded to highlight areas of strength and potential improvement (**Red:**

Interprofessional education occurs when students from two or more professions learn about, from, and with each other to enable

^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).

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The Office of Financial

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APPENDIX B.

^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	4.25	0.79	3.75	0.80	4.42	0.70	4.03	0.80	4.41	0.71	3.95	0.86
		1,701		110		498		283		575		235
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.16	0.83	3.57	0.89	4.34	0.73	3.89	0.83	4.38	0.70	3.83	0.96
		1,701		110		498		283		575		235
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.20	0.80	3.78	0.84	4.37	0.69	3.87	0.82	4.42	0.69	3.89	0.92
		1,701		110		498		283		575		235
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	4.03	0.90	3.61	0.83	4.17	0.83	3.73	0.93	4.30	0.77	3.65	1.01
		1,701		110		498		283		575		235
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	4.08	0.88	3.62	0.83	4.26	0.79	3.76	0.91	4.34	0.75	3.69	1.01
		1,701		110		498		283		575		235
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	4.01	0.90	3.55	0.88	4.13	0.85	3.75	0.88	4.27	0.79	3.64	1.00
		1,701		110		498		283		575		235

^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 or The Hub)	3.90	1.02	3.61	1.02	4.20	0.78	3.19	1.14	4.26	0.80	3.39	1.11
		1,684		110		490		280		570		234
Reliability of wireless connection (i.e., HSC AIR) on my campus	3.51	1.24	3.25	1.27	3.61	1.15	2.73	1.29	4.18	0.89	3.08	1.19
		1,520		110		451		277		449		233
Quality of audio video equipment used in my classrooms	3.81	1.02	3.69	0.97	4.06	0.79	3.28	1.13	4.04	0.95	3.56	1.09
		1,509		108		447		275		445		234
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.02	0.98	3.84	0.94	4.17	0.79	3.28	1.15	4.47	0.64	3.56	1.07

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^a Means are color coded

Financial Aid	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Helpfulness of staff	4.27	0.75	4.03	0.80	4.28	0.74	4.32	0.67	4.31	0.75	4.22	0.80
		1,423		90		413		231		468		221
Accuracy of information provided by staff	4.25	0.75	3.98	0.77	4.27	0.74	4.27	0.74	4.31	0.73	4.19	0.76
		1,419		90		413		228		467		221
Efficiency of services	4.24	0.77	4.02	0.75	4.28	0.71	4.27	0.76	4.26	0.82	4.20	0.77
		1,427		90		413		230		474		220

Registrar	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Helpfulness of staff	4.23	0.75	4.12	0.68	4.28	0.71	4.19	0.67	4.29	0.77	4.11	0.83
		1,498		100		439		228		514		217

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Student Life ^a	TTUHSC ^a		GSBS ^a		SHP ^a		SOM ^a		SON ^a		SOP ^a	
I am aware of the services offered through Student Disability Services.	3.87	0.98 1,319	3.65	1.01 88	3.92	0.96 375	3.53	1.09 215	4.02	0.93 447	3.91	0.90 194
I am familiar with the process for requesting accommodations through Student Disability Services.	3.68	1.07 1,222	3.46	0.99 83	3.73	1.05 343	3.25	1.18 193	3.87	1.02 420	3.69	1.01 183
I am aware of the services offered through Veterans Affairs.	3.71	1.07 1,131	3.47	1.00 75	3.75	1.02 326	3.27	1.21 169	3.92	1.02 390	3.68	1.00 171
Veterans Affairs staff are efficient in meeting my needs.	3.77	0.94 846	3.60	0.75 55	3.78	0.95 238	3.50	1.00 108	3.93	0.94 300	3.69	0.84 145
Veterans Affairs staff are knowledgeable about the GI Bill and the process of obtaining VA educational benefits.	3.80	0.91 860	3.65	0.71 57	3.80	0.95 240	3.58	0.95 113	3.96	0.89 302	3.70	0.87 148
I am aware of the possible health effects resulting from drug and alcohol use.	4.52	0.62 1,585	4.40	0.63 105	4.54	0.61 457	4.45	0.74	4.57	0.56 541	4.48	0.62 216
I know what Title IX is.	4.23	0.91 1,596	4.22	0.83 105	4.33	0.86 463	4.27		4.28	0.90 542	3.82	1.14 220
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administration.	4.22	0.85 1,610	4.14	0.77 107	4.30	0.82 464	4.01		4.37	0.77 543	4.00	0.96 224
I do not think that sexual misconduct is a problem at TTUHSC.	3.97	0.95 1,561	3.68	1.04 103	3.96	0.98 449	3.98		3.99	0.97 512	4.06	0.91 226
I am familiar with the mental health resources available to me as a TTUHSC student.	3.97	0.98	3.72	1.03	3.98	0.99	4.03		4.01	1.04		

^a Means are color coded to highlight areas of strength and potential concern (Red: 1.99, Yellow: 2.00-2.99, White: 3.00-3.99, Green: 4.00-4.50).

APPENDIX C. RESULTS BY CAMPUS

Overall Satisfaction	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB COV		MDL		ODS		DIST	
	Mean	SD	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		n
Overall satisfaction with TTUHSC experiences	4.39	0.72 1,736	4.34	0.73 128	4.11	0.83 227	4.09	0.74 47	4.70	0.46 10	4.43	0.68 785	4.36	0.61 14	4.20	0.59 41	4.35	0.75 54	4.51	0.67 430

Academics, General	TTUHSC		ABL		AMA		DFW		EP		LBB		LBB COV		MDL		ODS		DIST	
Clarity of student expectations in my courses	4.20	0.76 1,727	4.22	0.74 128	3.94	0.86 226	4.13	0.65 46	4.60	0.49 10	4.20	0.75 781	4.07	0.80 14	4.17	0.62 41	4.02	0.76 54	4.36	0.72 427
Effectiveness of teaching strategies used by my professors	4.09	0.86 1,727	4.11	0.81 128	3.81	0.87 226	3.80	0.80 46	4.30	0.78 10	4.10	0.88 781	4.18	0.91 14	0.79	41	0.79	54	4.27	0.80 427
		0.83 1,727		0.76 128		0.91 226		0.79 46		0.83 10		4.18 781		0.61 14		0.81 41		0.83 54		0.77 427
		0.83 1,727		0.72 128		0.90 226		1.04 46		0.80 10		4.25 781		0.49 14		0.67 41		0.94 54		0.79 427
		0.81 1,727		0.71 128		0.89 226		0.87 46		0.94 10		4.28 781		0.80 14		0.74 41		0.88 54		0.77 427

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Interprofessional Education	TTUHSC	ABL	AMA	DFW	EP	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	4.25 0.79 1,701	4.27 0.85 126	3.98 0.86 219	4.09 0.81 45	4.10 0.83 10	4.26 0.78 773	4.31 0.61 13	4.29 0.80 41	4.34 0.70 53	4.35 0.71 421
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.16 0.83 1,701	4.22 0.90 126	3.89 0.94 219	3.98 0.80 45	4.00 1.10 10	4.14 0.83 773	4.38 0.62 13	4.24 0.79 41	4.36 0.68 53	4.29 0.73 421
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.20 0.80 1,701	4.21 0.89 126	3.99 0.88 219	4.02 0.83 45	3.90 1.14 10	4.18 0.80 773	4.23 0.70 13	4.34 0.72 41	4.40 0.65 53	4.33 0.71 421
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	4.03 0.90 1,701	4.09 0.95 126	3.77 0.98 219	3.73 0.90 45	3.90 1.14 10	4.02 0.90 773	4.31 0.72 13	3.98 0.90 41	4.25 0.77 53	4.19 0.81 421
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	4.08 0.88 1,701	4.13 0.89 126	3.78 0.97 219	3.87 0.93 45	3.70 1.19 10	4.08 0.89 773	4.08 0.92 13	4.07 0.89 41	4.32 0.75 53	4.24 0.78 421
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	4.01 0.90 1,701	4.10 0.92 126	3.73 0.98 219	3.64 0.97 45	3.50 1.12 10	4.00 0.89 773	4.23 0.89 13	3.90 0.91 41	4.25 0.80 53	4.17 0.80 421

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Technology

Reliability of the learning management system (i.e., Sakai or The Hub)	3.90	1.02 1,684	3.73	1.10 126	3.52	1.17 216	3.82	1.04 45	4.20	0.75 10	3.78	1.03 766	3.31	1.14 13	4.25	0.73 40	3.90	1.06 52	4.36	0.71 416
Reliability of wireless connection (i.e., HSC AIR) on my campus	3.51	1.24 1,520	3.72	1.17 126	3.30	1.19 216	3.60	1.20 43	4.10	1.14 10	3.23	1.30 756	2.77	1.37 13	3.60	1.09 40	3.87	1.04 52		
Availability of TTUHSC IT Solution Center staff		1.02 1,509		1.08 126		1.10 214		1.14 43		1.04 10		1.02 750		0.91 13		0.65 40		0.97 52		
		0.98 1,569		1.08 124		1.02 205		1.01 42		0.67 10		1.02 725		0.90 12		0.75 40		0.86 49		0.74 362
		0.98 1,563		0.97 124		1.02 204		0.96 42		0.66 10		1.05 726		1.11 12		0.71 40		0.86 49		0.75 356
		0.98 1,383		0.97 116		1.03 183		0.85 39		0.99 8		1.01 633		0.83 12		0.73 37		0.99 43		0.81 312
		0.96 1,675		0.88 125		1.04 215		0.83 45		1.02 10		1.02 759		1.14 13		0.60 40		0.94 52		0.77 416
		0.92 1,590		1.00 126		0.92 207		0.94 44		0.80 10		0.98 726		0.68 13		0.79 40		0.90 51		0.71 373
		0.94 1,591		1.01 126		0.96 207		1.01 43		0.80 10		1.01 729		0.68 13		0.77 40		0.88 51		0.68 372
		0.95 1,676		0.83 126		1.06 216		0.97 45		1.02 10		1.00 759		1.05 13		0.52 40		0.83 52		0.78 415

^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	DFW	EP	LBB	LBB COV	MDL	ODS	DIST
General adequacy of classrooms	4.21 <small>0.78 1,391</small>	4.40 <small>0.67 125</small>	4.00 <small>0.99 212</small>	3.93 <small>0.89 41</small>	3.80 <small>1.08 10</small>	4.24 <small>0.72 738</small>	4.50 <small>0.50 12</small>	4.38 <small>0.54 39</small>	4.21 <small>0.64 48</small>	
Adequacy of study facilities, excluding the library	3.91 <small>1.04 1,372</small>	4.01 <small>1.11 124</small>	3.67 <small>1.22 212</small>	3.29 <small>1.24 42</small>	2.90 <small>1.37 10</small>	3.94 <small>0.98 731</small>	4.33 <small>0.47 12</small>	4.11 <small>0.99 38</small>	3.92 <small>0.91 48</small>	
Availability of common spaces for students to congregate between classes	3.80 <small>1.11 1,362</small>	4.00 <small>1.08 125</small>	3.52 <small>1.23 211</small>	3.20 <small>1.21 40</small>	3.00 <small>1.18 10</small>	3.77 <small>1.11 735</small>	4.33 <small>0.62 12</small>	4.19 <small>0.80 37</small>	3.98 <small>0.80 48</small>	
Cleanliness of campus buildings	4.41 <small>0.67 1,415</small>	4.70 <small>0.49 125</small>	4.31 <small>0.80 212</small>	4.05 <small>0.73 41</small>	4.70 <small>0.46 10</small>	4.42 <small>0.63 739</small>	4.58 <small>0.49 12</small>	4.38 <small>0.54 39</small>	4.33 <small>0.71 49</small>	
Safety/security in campus buildings, excluding the library	4.36 <small>0.71 1,400</small>	4.65 <small>0.57 125</small>	4.25 <small>0.86 212</small>	4.00 <small>0.83 41</small>	4.80 <small>0.40 10</small>	4.38 <small>0.65 740</small>	4.58 <small>0.49 12</small>	4.26 <small>0.74 39</small>	4.27 <small>0.75 49</small>	
Safety/security outside of campus buildings, including parking lots	4.21 <small>0.83 1,402</small>	4.54 <small>0.74 125</small>	4.13 <small>0.92 212</small>	3.88 <small>1.00 40</small>	4.70 <small>0.46 10</small>	4.19 <small>0.80 738</small>	4.42 <small>0.64 12</small>	4.18 <small>0.75 39</small>	3.96 <small>1.05 49</small>	
Parking availability	3.71 <small>1.13 1,403</small>	3.78 <small>1.13 124</small>	3.74 <small>1.13 212</small>	3.00 <small>1.38 40</small>	1.70 <small>1.19 10</small>	3.67 <small>1.12 734</small>	3.92 <small>1.11 12</small>	4.33 <small>0.69 39</small>	3.52 <small>1.21 48</small>	

^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

Financial Aid	TTUHSC	ABL	AMA	DFW	EP	DIST														
Helpfulness of staff	4.23	0.75 1,423	0.58 117	4.22	0.80 198	4.21	0.86 42	4.22	0.63 9	0.74 643	4.05	0.50 11	4.37	0.63 38	4.16	0.79 45	4.22	0.78 320	4.17	0.78 300
Accuracy of information provided by staff	4.25	0.75 1,419	0.61 117	4.20	0.80 198	4.17	0.72 42	4.00	0.94 9	0.75 639	4.05	0.50 11	4.37	0.55 38	4.16	0.62 45	4.22	0.77 320	4.32	0.77 300
		0.77 1,427	0.68 117		0.77 198		0.81 41		0.74 9	0.76 641	4.05	0.50 11	4.37	0.55 38	4.16	0.84 45	4.22	0.81 327		

Registrar	TTUHSC	ABL	AMA	DFW	EP	LBB	LBB COV	MDL	ODS	DIST									
Helpfulness of staff	4.23	0.75 1,498	0.67 121	4.13	0.80 199	3.93	0.94 42	4.30	0.64 10	4.22	0.71 669	4.09	0.67 11	4.32	0.62 37	4.21	0.77 47	4.30	0.77 362
Accuracy of information provided by staff	4.23	0.74 1,498	0.72 122	4.12	0.84 198	3.93	0.86 42	4.30	0.46 10	4.22	0.69 670	4.09	0.90 11	4.30	0.65 37	4.28	0.67 47	4.29	0.77 361
Efficiency of services	4.21	0.77 1,503	0.69 122	4.08	0.87 199	3.79	0.95 43	4.20	0.60 10	4.20	0.72 672	3.91	0.90 11	4.30	0.61 37	4.26	0.76 47	4.28	0.78 362

Office of Student Services	TTUHSC	ABL	AMA	DFW	EP	LBB	LBB COV	MDL	ODS	DIST									
Helpfulness of staff	4.29	0.74 1,407	0.71 121	4.27	0.89 206	4.10	0.93 41	4.50	0.50 8	4.28	0.71 667	4.50	0.50 12	4.29	0.62 34	4.33	0.66 46	4.28	0.71 272
Accuracy of information provided by staff	4.29	0.73 1,405	0.67 121	4.20	0.90 206	4.10	0.93 41	4.38	0.70 8	4.28	0.69 666	4.50	0.50 12	4.32	0.63 34	4.28	0.71 46	4.28	0.70 271
Efficiency of services	4.27	0.75 1,407	0.71 121	4.20	0.91 206	4.12	0.94 41	4.50	0.50 8	4.25	0.71 667	4.50	0.50 12	4.29	0.62 34	4.30	0.69 46	4.27	0.71 272

^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