

Student Satisfaction Survey

TTUHSC Institutional Report
2018-2019

Summary

- The Student Satisfaction Survey is administered once every two years. The 2019 version is comparable to the 2017 version. New and revised items are marked appropriately.
- When asked if they made the right decision to attend TTUHSC, more than three of four students indicated that they “definitely” made the right decision.
- Approximately 9% of respondents reported being “extremely satisfied” or “satisfied” with their overall experiences at TTUHSC.
- Maintaining healthy balances across different aspects of their lives is a priority for students, and they are well aware of the possible health effects from drug and alcohol use.
 - In general, students at the Lubbock–Covenant Health System instructional site continue to noticeably high levels of satisfaction with their experiences.
 - Two areas of student dissatisfaction include: (1) availability of common spaces to gather for classes at the Dallas campus, and (2) parking availability at the Odessa campus
 - As expected, open-ended comments reflect a diversity of topics that offer specific opportunities for continuous improvement. Readers should exercise caution in evaluating isolated comments as they may not reflect the opinion of the whole.

Methodology

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

Demographics

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

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

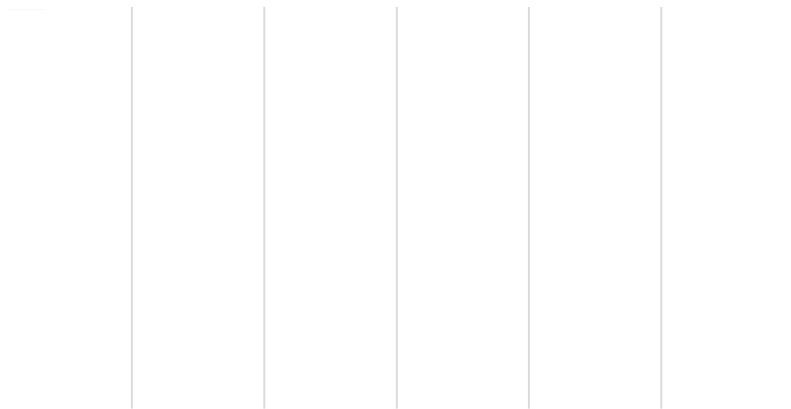
^a Respondents were classified as distance education students if they reported that 50% or more of their courses were taken online.

Results

Quantitative Data.

^a Means are color-coded to highlight areas of strength and potential improvement. Std: 1.99.

^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,



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

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

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

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

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



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

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

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

SD	
n	
0.75	
1,350	4
0.75	
1,352	
0.74	
1,349	

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

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

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

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

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

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

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

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

a4

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



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

^aMeans are color

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

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

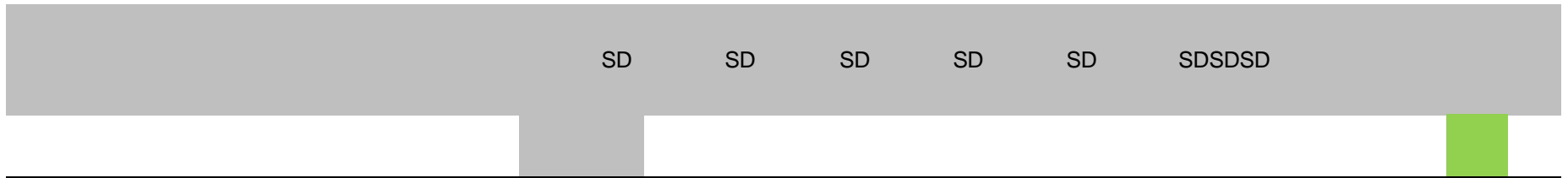
Registrar	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees (REVISED WORDING)	4.45	0.68 1,457	4.38	0.65 77	4.48	0.67 586	4.43	0.67 173	4.55	0.62 412	4.23	0.80 209
Accuracy of information provided by staff	4.42	0.72 1,461	4.26	0.88 77	4.46	0.70 590	4.39	0.70 171	4.52	0.67 413	4.21	0.80 210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



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

^a Means are color-coded to highlight areas of strength and potential imp(s)-0.7 574.2 Tm (a (t)-3.6)-13(p(s)-en4 (a)-6 (0 Tc 1 T1 9 -0 5 Tc 3.006 Tw 3.3072.6)4 [(c)-8.Re (

APPENDIX C. RESULTS BY CAMPUS



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

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

Technology

Reliability of wireless connection (i.e., HSC-A138)	0.87	1.00	1.01	0.99	0.89	1.23	0.58	0.87	4.50	0.66
	1,647	139	170	54	682	20	65	50		467
	0.91	0.90	1.05	0.93	0.93	1.01	0.87	0.90		
	1,493	139	170	54	677	20	65	50		
	1.03	1.00	1.13	1.13	1.04	0.97	0.90	0.96		
	1,481	139	169	54	670	20	65	50		
	0.86	0.89	1.11	0.86	0.84	0.81	0.88	0.67		0.71
	1,521	135	160	52	650	19	59	44		402
	0.88	0.94	1.13	0.88	0.85	0.96	0.86	0.66		0.72
	1,515	135	160	52	649	18	60	44		397
	0.93	0.97	1.05	0.88	0.92	0.92	0.97	0.74		0.80
	1,340	119	151	50	571	15	52	38		344
	0.97	1.10	1.22	0.99	0.96	0.86	0.80	0.79		0.77
	1,637	139	168	54	676	20	65	50		465
	0.83	0.89	1.01	0.78	0.81	0.76	0.88	0.73		0.69
	1,541	138	164	53	655	19	62	45		405
0.85	0.89	1.03	0.77	0.85	0.75	0.91	0.72		0.68	
1,546	138	164	53	660	19	61	45		406	
0.94	1.06	1.17	0.92	0.94	0.79	0.71	0.81		0.77	
1,633	139	167	54	676	19	64	50		464	
0.87	0.91	0.99	0.89	0.90	0.83	0.80	0.90		0.67	
1,638	139	168	54	682	20	65	50		460	

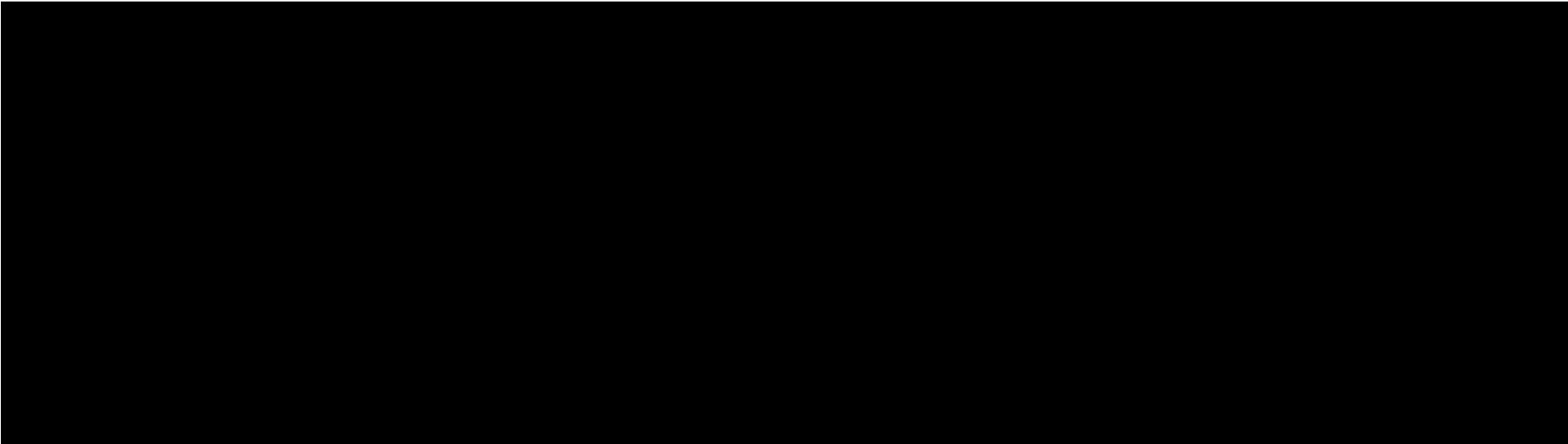
^a Means are color-coded to highlight areas of strength and potential improvement. (Red: 1.99, Yellow: 2.00-2.99, White: 3.00-4.49, Green: 4.50).

Physical Environment

General adequacy of classrooms	4.24	0.80	4.25	0.92	4.20	0.85	3.59	1.16	4.27	0.76	4.50	0.51	0.68	0.87
	1,334		135		166		54		660		20		64	49
		1.10		1.12		1.11		1.40	3.96	1.08	4.30	0.86	1.17	1.15
	1,307		136		166		54		651		20		63	48
		1.15		1.14		1.10		1.40	1.17		0.75		1.08	1.19
	1,304		137		166		54		650		20		64	49
		0.70		0.55		0.82		1.17	0.60		0.37		0.56	0.57
	1,366		137		167		54		664		20		64	49
		0.78		0.63		0.77		1.06	0.80		0.50		0.69	0.78
	1,348		137		167		54		663		20		64	49
		0.97		0.78		0.91		1.19	1.02		1.01		0.79	1.08
	1,353		137		167		54		665		20		64	48
Mark 157.51		1.19		1.33		1.24		1.19	1.16		0.69		0.67	1.42
4.24	1,361		136		167		53		663		20		64	47

4 6.5 (o)n.m 9 (16.5 (o)s)-22.9 (13 238rMITJe)-2395 re W n (

^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).



211 re W n 50 d 0.6 (7) T 505.353 0 T 5 (0) 0.6 (.) 398 695.088 754

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

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

Veterans and Military Advising ^(NEW)	TTUHSC	ABL	AMA	DAL	LBB												
Professionalism of employees	4.24	0.89 519	4.07	0.99 56	3.99	1.04 67	4.10	0.86 29	4.29	0.84 212	4.75	0.50 4	3.94	0.75 17	4.26	0.87 19	0.81 115
Accuracy of information provided by staff	4.24	0.89 520	4.09	1.00 56	4.00	1.04 67	4.10	0.86 29	4.27	0.84 212	4.75	0.50 4	3.94	0.75 17	4.32	0.89 19	0.83 116
		0.91 520		1.01 56		1.04 68		0.84 29		0.88 212		0.50 4		0.93 17		0.87 19	0.82 115
		0.94 523		1.06 56		1.04 67		1.00 30		0.86 213		0.50 4		0.83 17		0.87 19	0.91 117

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

Student Life	TTUHSC	ABL	AMA	DAL	LBB	LBB-CO	MDL	ODS	DIST
I am familiar with the process for requesting accommodations through Student Disability Service	3.85 1,155	3.86 98	3.87 124	3.77 43	3.78 490	3.64 14	1.45 49	1.13 37	4.01 300
I am aware of the possible health effects resulting from drug and alcohol use.	4.67 1,594	4.63 135	4.56 163	4.50 54	0.61 667	0.54 20	0.31 63	0.48 47	4.75 445
	1.03 1,570	1.07 135	1.15 162	1.08 53	1.05 662	0.60 20	1.02 63	1.01 47	0.92 4.38 428
I know how to submit a request for accommodations	1.17 1,580	1.10 135	1.21 162	1.24 54	1.18 662	1.00 20	1.16 63	1.21 46	1.10 438
	0.99 1,569	0.98 134	0.93 164	1.14 54	0.93 663	0.60 20	0.97 63	0.87 47	1.10 424
	1.01 1,475	1.09 134	1.10 160	1.17 53	0.97 649	1.15 20	0.97 59	0.87 46	0.98 354
	0.67 1,604	0.77 135	0.79 165	1.04 54	0.65 670	0.47 20	0.56 63	0.68 48	0.52 449
	0.70 1,607	0.78 135	0.76 165	0.94 54	0.72 670	0.49 20	0.56 64	0.58 48	0.58 451
	0.71 1,607	0.79 134	0.86 165	0.85 54	0.71 671	0.60 20	0.56 64	0.74 48	0.61 451
	0.79 1,608	0.92 135	0.86 165	0.99 53	0.81 672	0.76 20	0.65 63	0.74 48	0.65 452

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