



# Employee Satisfaction Survey

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TTUHS Constitutional Report  
Fall 2014

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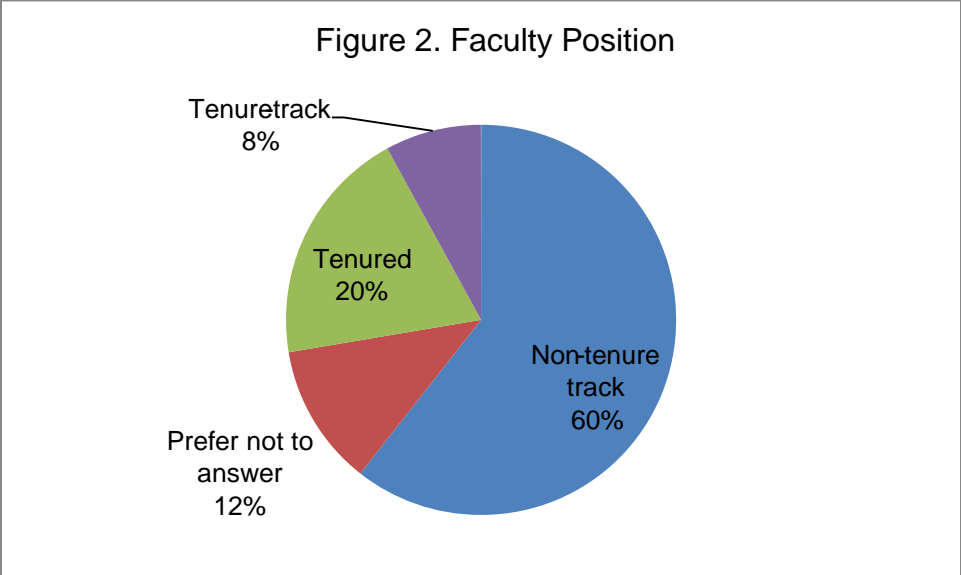
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Faculty. According to self-reported data, faculty respondents were affiliated with the following:

PRIMARY APPOINTMENT	LOCATION
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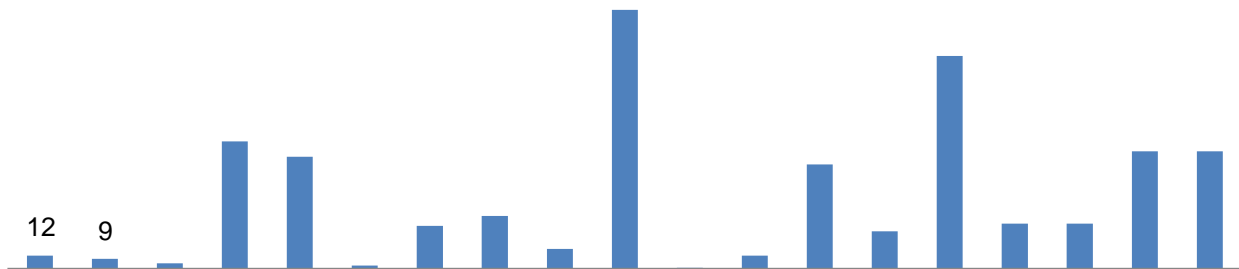
Faculty also provided information related to their position. Three of five respondents classified themselves as non-tenure track faculty (see Figure 2). Additionally, faculty were asked if they work for the Texas Tech Physicians. More than one-third of the faculty respondents (=96) indicated that they do so



Staff. According to self-reported data, staff respondents were affiliated with the following areas:

PRIMARY AFFILIATION	LOCATION
<input checked="" type="checkbox"/> Academic Affairs (AA)	<input checked="" type="checkbox"/> Abilene
<input checked="" type="checkbox"/> Institutional Advancement (ADV)	<input checked="" type="checkbox"/> Amarillo
<input checked="" type="checkbox"/> Communications & Marketing (COMM)	<input checked="" type="checkbox"/> Dallas/Ft. Worth
<input checked="" type="checkbox"/> Correctional Managed Health Care (CMHC)	<input checked="" type="checkbox"/> El Paso
<input checked="" type="checkbox"/> Finance & Administration (i.e., Business Affairs, Budget, HR, Physical Plant, HUB Operations) (F&A)	<input checked="" type="checkbox"/> Lubbock
<input checked="" type="checkbox"/> Institutional Compliance (IC)	<input checked="" type="checkbox"/> Midland
<input checked="" type="checkbox"/> Information Technology (IT)	<input checked="" type="checkbox"/> Odessa
<input checked="" type="checkbox"/> Research	
<input checked="" type="checkbox"/> Rural and Community Health (Rural)	
<input checked="" type="checkbox"/> Texas Tech Physicians (TTP)	
<input checked="" type="checkbox"/> Gayle Greve Hunt School of Nursing (GGHSON)	
<input checked="" type="checkbox"/> Graduate School of Biomedical Sciences (GSBS)	
<input checked="" type="checkbox"/> Paul L. Foster School of Medicine (PLFSOM)	
<input checked="" type="checkbox"/> School of Allied Health Sciences (SOAHS)	
<input checked="" type="checkbox"/> School of Medicine (SOM)	
<input checked="" type="checkbox"/> School of Nursing (SON)	
<input checked="" type="checkbox"/> School of Pharmacy (SOP)	

Figure 3 provides the number of staff respondents by primary affiliation. Staff who did not affiliate themselves with one of the given options could select Other or Prefer Not to Answer (PNTA) option was also available.

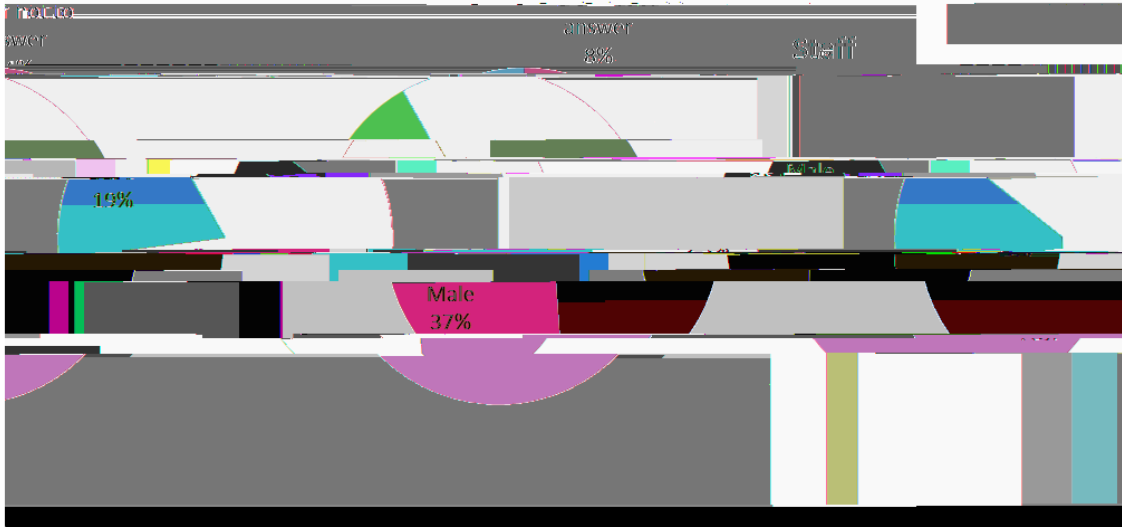


Staff also provided information regarding their classification (see Figure 4). The large majority of respondents were full-time staff.

Faculty and Staff. Figure 5 provides the distribution of all faculty and staff respondents by location.



Figure 8. Gender





## Quantitative Data

Facultyand Staff

General.F

Table2. Question 2 –Distribution of Responses

		n	Mean*	Distribution**
2.1. Contribution of my work to the institutional mission	All	1479	5.09	
	Faculty	264	5.27	
	Staff	1215	5.05	
2.2. Sense of belonging at TTUHSC	All	1466	4.66	
	Faculty	262	4.92	
	Staff	1204	4.61	
2.3. My awareness of the President's vision for TTUHSC	All	1470	4.68	
	Faculty	261	4.78	
	Staff	1209	4.66	
2.4. Commitment of institutional leaders to ongoing improvement	All	1479	4.35	
	Faculty	264	4.59	
	Staff	1215	4.30	
2.5. Communication across TTUHSC campuses/CMHC units	All	1483	4.09	
	Faculty	263	4.24	
	Staff	1220	4.05	

\*\*Dark green indicates the highest level of satisfaction. Bright red indicates the highest level of dissatisfaction. Gray indicates not applicable

Table 3. Question 3 –

Table4. Question7 – Distribution of Responses

		n	Mean*	Distribution**
7.1. Effectiveness of local Human Resources services	All	1480	4.32	
	Faculty	263	4.50	
	Staff	1217	4.28	
7.2. Library resources	All	1461	4.92	
	Faculty	259	5.15	
	Staff	1202	4.85	
7.3. Cleanliness/maintenance of my work environment	All	1467	4.69	
	Faculty	259	4.92	
	Staff	1208	4.64	
7.4. TTUHSC technology support (IT Solution Center)	All	1479	4.60	
	Faculty	264	4.26	
	Staff	1215	4.68	
7.5. Interactive video broadcasting system (i.e., Techlink)	All	1474	4.59	
	Faculty	263	4.20	
	Staff	1211	4.69	
7.6. Office/work space	All	1477	4.60	
	Faculty	260	4.89	
	Staff	1217	4.54	
7.7. Clerical/administrative assistance	All	1466	4.76	
	Faculty	262	4.83	
	Staff	1204	4.75	
	All	1481	4.84	
	Faculty	264	4.95	
	Staff	1217	4.81	

Recognition. For the next set of statements, respondents were asked to rate the importance of items using a 5-point scale 1 = Unimportant, 2 = Of Little Importance, 3 = Moderately Important, 4 = Important

Table5. Question5 – Distribution of Responses

	n	Mean**	Distribution***
All	1479	4.30	
Faculty	261	4.57	
Staff	1218	4.24	
All	1474	3.52	
Faculty	263	3.64	
Staff	1211	3.49	
All	1475	3.83	
Faculty	263	3.97	
Staff	1212	3.80	
All	1472	3.66	
Faculty	261	3.72	
Staff	1211	3.65	
All	1476	3.96	
Faculty	262	4.03	
Staff	1214	3.94	
All	1476	3.91	
Faculty	261	3.98	
Staff	1215	3.89	
All	1472	3.72	

Using a 5-point agreement scale (1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree), respondents were asked to indicate their level of agreement with the following statement: Current HSC recognition programs are fair to all faculty and staff. Respondents were also given the following response option for this item: I am unaware of the current recognition programs.

Of the 1,384 respondents who answered this question, 145 (9.8%) indicated they were unaware of the current recognition programs. A slightly higher percentage of faculty (10.6%) selected this option compared to staff (9.6%).

Table 6 shows the number of respondents, mean, and standard deviation. Figure 10 displays the distribution of results.

Table 6. Fairness of Recognition Programs

	n	Mean	SD
All	1,339	3.17	1.13
Faculty	236	3.42	1.15
Staff	1,103	3.12	1.12

## Staff Only

The following questions were answered by staff members only. Respondents were asked to indicate their level of satisfaction using a 6-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Somewhat Satisfied, 5 = Satisfied, and 6 = Very Satisfied). Respondents were also given a Not Applicable option. Tables 7 and 8 provide the following information for the institution as a whole for each item:

- x Total number of respondents for all responses (n)
- x Mean level of satisfaction (Mean)
- x Color-coded graph illustrating the distribution of responses (Distribution)

For all items, the possible range of means is 1.000. Means are color-coded to highlight areas of strength and potential improvement (Red <3.00, Yellow: 3.00-3.50, Green: 3.50-4.00, Dark Green: 4.00-4.50, and Gray: 4.50-5.00).

Appendices E and F provide the corresponding tables with the percent distribution across response options.

Table 7. Question 11 – Distribution of Responses for Staff

	n	Mean*	Distribution**
11.1. Institutional leaders' awareness of staff needs	1211	3.84	
11.2. Effectiveness of Staff Senators in representing my interests	1208	3.96	
11.3. Workload for my position	1186	4.29	
11.4. Opportunities for professional development/continuing education	1214	4.10	

\*\*Dark green indicates the highest level of satisfaction. Bright red indicates the highest level of dissatisfaction. Gray indicates Applicable To Me





FacultyOnly

General. The following questions w

Table 9. Questions 17, 18, 19 – Distribution of Response for Faculty

	n*	Mean**	Distribution***
17-19.1. Sense of belonging to my school	288	4.87	
17-19.2. Leadership of my school dean	291	4.93	
17-19.3. Opportunities to voice concerns/provide feedback in my school	292	4.57	
17-19.4. Collaboration among faculty within my school	292	4.59	
17-19.5. Communication within my school	291	4.49	
17-19.6. My teaching workload	293	4.80	
17-19.7. My clinical workload	289	4.61	
17-19.8. Research expectations for my position	290	4.64	
17-19.9. Service/committee expectations for my position	292	4.82	
17-19.10. Opportunities for professional development related to research	292	4.36	
17-19.11. Opportunities for professional development related to teaching	292	4.55	

Table 10. Question 20 – Distribution of Response for Faculty

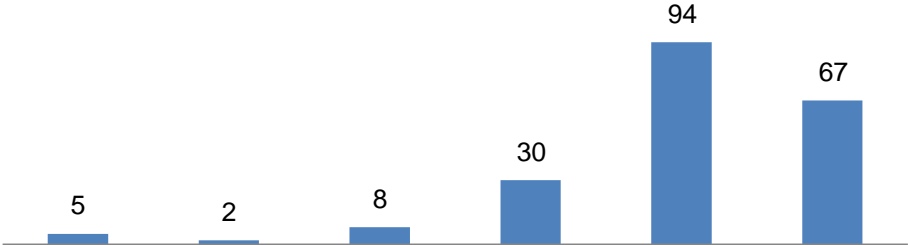
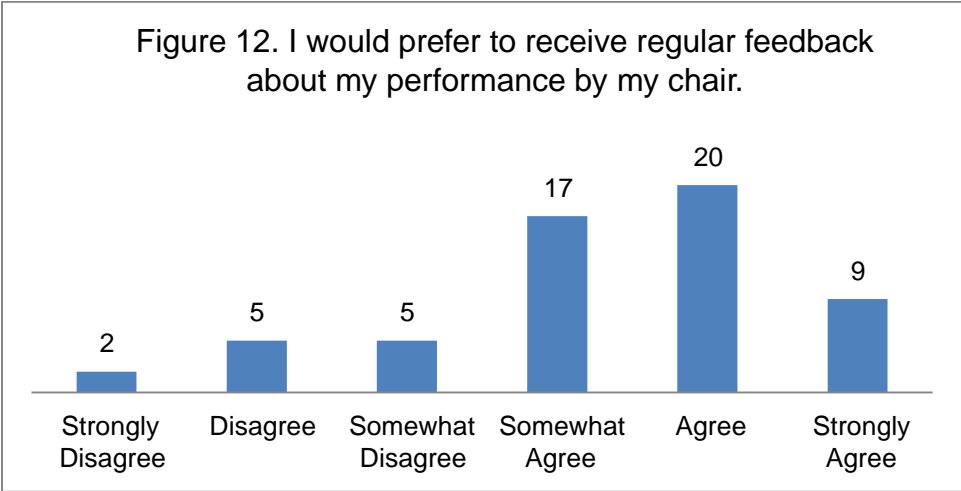
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Table 11. Question 21 – Distribution of Response for Faculty



Faculty were also asked about performance feedback received from their chairs. Figure 11 displays the results.

Those who do not receive regular feedback were asked to evaluate the statement "I would prefer to receive regular feedback about my performance by my chair." Those who do receive regular feedback were asked to rate the statement "Usefulness of feedback about my performance by my chair." Figures 2 and 13 illustrate the results.



## Results by Appointment/Affiliation

Appendix J presents survey results for faculty according to appointment. Appendix K presents survey results for staff according to affiliation. The tables provide the following information:

- x Total number of respondents for the scaled responses (i.e. excluding Not Applicable responses)
- x Mean level of satisfaction/ importance/ agreement
  - o For satisfaction items, means are color-coded to highlight areas of strength and potential
  - o For importance items, means are color-coded to highlight areas of importance (Blue: H 4.00).
- x Standard deviation

### Notes for Faculty Results:

- x Faculty who indicated a primary appointment with either the School of Medicine, the School of Nursing, or the School of Pharmacy, were given the option to indicate a secondary appointment with the Graduate School of Biomedical Sciences (GSBS). For the first time in the history of this survey, faculty were also able to indicate a primary appointment with GSBS. The column for GSBS combines answers of faculty who indicated a primary and faculty who indicated a secondary appointment with GSBS.
- x Faculty answered most questions only once. However, responses by faculty who indicated a secondary appointment with GSBS have responded to some items twice – for their primary appointment and once for their GSBS appointment.

### Notes for Staff Results

- x The following areas had less than five respondents and are not included for privacy reasons:
  - o Gayle Greve Hunt School of Nursing
  - o Institutional Compliance

## Results by Campus

Appendix L presents survey results according to campus for all employees. The tables provide the following information:

- x Total number of respondents for the scaled responses (i.e. excluding Not Applicable responses)
- x Mean level of satisfaction/ importance/ agreement
  - o For satisfaction items, means are color-coded to highlight areas of strength

## Qualitative Data

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

- x What do you like most about working for TTUHSC?
- x Do you have suggestions for making TTUHSC a better place to work? If so, please describe.

Respondents provided 974 comments to the first prompt (Faculty=460, Staff=514) and 790 comments to the second prompt (Faculty=431, Staff=359). Any comments which indicated the respondent did not have a comment (e.g., N/A, none) or were otherwise not useful (e.g., all, nothing) were eliminated. This left 962 and 722 usable comments, respectively. 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 Employee 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:

- x



Appendices

APPENDIX A.

APPENDIX B. QUESTION 3 PERCENT DISTRIBUTION ACROSS RESPONSE OPTIONS

		n	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Not Applicable
3.1. Salary/wages for the work I do	All	1472	11%	14%	16%	24%	24%	10%	0%
	Faculty	260	4%	7%	10%	22%	38%	20%	0%
	Staff	1212	13%	16%	18%	25%	21%	8%	0%
3.2. Sense of personal safety/security in the work environment	All	1470	3%	3%	6%	13%	42%	33%	1%
	Faculty	262	3%	2%	6%	8%	34%	45%	2%
	Staff	1208	2%	3%	6%	14%	44%	31%	0%
3.3. Ability to report complaints without fear of retaliation	All	1474	11%	10%	11%	17%	30%	19%	3%
	Faculty	262	7%	3%	10%	14%	30%	32%	5%
	Staff	1212	12%	11%	11%	18%	29%	16%	3%

APPENDIX C. QUESTION 7 - PERCENT DISTRIBUTION ACROSS RESPONSE OPTIONS

		n	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Not Applicable
7.1. Effectiveness of local Human Resources services	All	1480	6%	6%	9%	19%	39%	16%	3%
	Faculty	263	5%	4%	9%	20%	36%	21%	6%
	Staff	1217	7%	7%	10%	19%	40%	15%	3%
7.2. Library resources	All	1461	1%	2%	2%	9%	35%	18%	33%
	Faculty	259	2%	2%	1%	13%	36%	42%	5%
	Staff	1202	1%	2%	2%	8%	35%	12%	40%
7.3. Cleanliness/maintenance of my work environment	All	1467	3%	4%	7%	17%	42%	25%	2%
	Faculty	259	4%	0%	6%	14%	41%	33%	3%
	Staff	1208	3%	5%	8%	18%	42%	23%	1%
7.4. TTUHSC technology support (IT Solution Center)	All	1479	4%	5%	8%	19%	39%	25%	1%
	Faculty	264	9%	8%	8%	20%	30%	24%	0%
	Staff	1215	2%	4%	8%	18%	41%	25%	1%
7.5. Interactive video broadcasting system (i.e.,	All	1474	2%	3%	5%	15%	38%	12%	25%
	Faculty	263	5%	6%	9%	21%	29%	11%	19%
	Staff	1211	2%	3%	4%	13%	39%	13%	27%
	All	1477	4%	4%	10%	16%	41%	24%	1%
	Faculty	260	4%	1%	7%	11%	42%	32%	3%
	Staff	1217	4%	4%	11%	17%	41%	22%	1%
7.7. Clerical/administrative assistance	All	1466	3%	4%	5%	14%	40%	26%	8%
	Faculty	262	4%	5%	6%	14%	28%	41%	2%
	Staff	1204	3%	3%	4%	14%	43%	22%	10%
7.8. Availability of office equipment and supplies	All	1481	3%	3%	6%	13%	46%	29%	1%
	Faculty	264	4%	2%	5%	10%	41%	36%	2%
	Staff	1217	3%	3%	6%	13%	46%	28%	1%

APPENDIX D. QUESTION 5 - PERCENT DISTRIBUTION ACROSS RESPONSE CATEGORIES

		n	Unimportant	Of Little Importance	Moderately Important	Important	Very Important
5.1. Feeling that your work is valued and appreciated	All	1479	2%	4%	10%	33%	52%
	Faculty	261	1%	1%	5%	28%	66%
	Staff	1218	2%	4%	11%	34%	49%
5.2. Receiving formal recognition for your contributions/achievements	All	1474	5%	16%	25%	33%	22%
	Faculty	263	3%	12%	30%	28%	27%
	Staff	1211	5%	16%	24%	34%	21%
5.3. Receiving informal recognition for your contributions/achievements	All	1475	3%	9%	20%	40%	28%
	Faculty	263	2%	6%	17%	43%	32%
	Staff	1212	3%	9%	21%	39%	27%
5.4. Receiving recognition for individual accomplishments	All	1472	4%	12%	24%	36%	25%
	Faculty	261	3%	10%	27%	33%	27%
	Staff	1211	4%	12%	23%	36%	25%
5.5. Receiving recognition for team accomplishments	All	1476	3%	6%	17%	39%	34%
	Faculty	262	2%	4%	19%	39%	36%
	Staff	1214	3%	7%	17%	39%	34%
5.6. Being recognized by managers/supervisors	All	1476	3%	7%	18%	39%	33%
	Faculty	261	2%	5%	17%	42%	33%
	Staff	1215	3%	7%	18%	39%	32%
5.7. Being recognized by peers and coworkers	All	1472	3%	10%	25%	38%	25%
	Faculty	260	2%	8%	23%	38%	28%
	Staff	1212	3%	10%	25%	38%	24%

APPENDIX QUESTION 11 - PERCENT DISTRIBUTION OF CROSS RESPONSE OPTIONS (STAFF)

	n	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Not Applicable
11.1. Institutional leaders' awareness of staff needs	1211	8%	11%	15%	25%	30%	8%	3%
11.2. Effectiveness of Staff Senators in representing my interests	1208	6%	6%	10%	22%	27%	5%	24%
11.3. Workload for my position	1186	5%	7%	10%	21%	45%	11%	0%
11.4. Opportunities for professional development/continuing education	1214	9%	7%	11%	21%	35%	13%	23%



APPENDIX G. QUESTION 7, 18, 19 - PERCENT DISTRIBUTION OF CROSS RESPONSES (FACULTY)

n Very

APPENDIX I. QUESTION 20 - PERCENT DISTRIBUTION OF RESPONSE OPTIONS (BY FACULTY)

	n	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Not Applicable
20.1. Opportunities for professional development as a clinician/practitioner	262	3%	2%	6%	11%	32%	18%	30%
20.2. Laboratory and/or research space	261	2%	2%	7%	9%	19%	12%	49%
20.3. My school's technology support	261	9%	6%	8%	16%	32%	23%	7%
20.4. Audio-video equipment in classrooms	261	5%	3%	7%	19%	34%	17%	15%
20.5. Learning management system (e. Sakai/The Hub, Blackboard)	263	4%	5%	7%	22%	28%	12%	23%



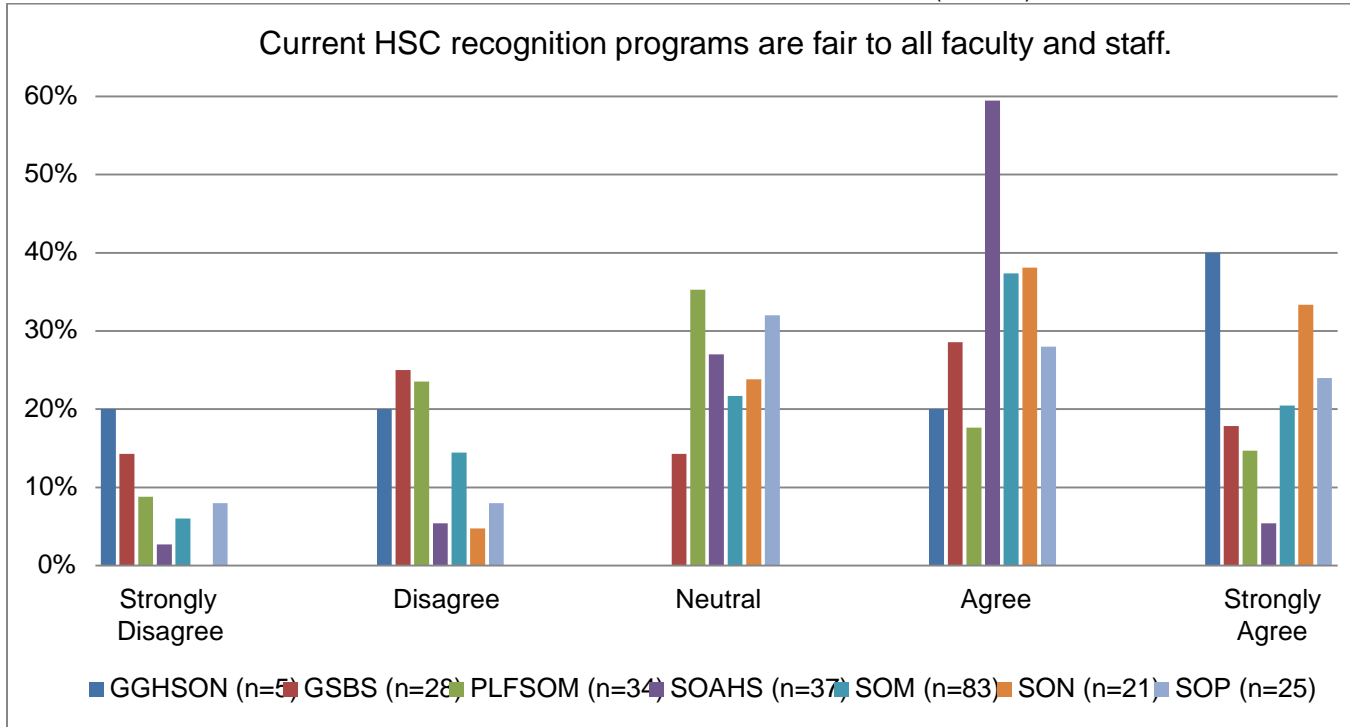
## APPENDIX QUESTION 1





APPENDIX J. RESULTS BY APPOINTMENT FACILITY (CONT.)

APPENDIX J. RESULTS BY APPOINTMENT FACULTY (CONT.)



The table below shows the average level of agreement by affiliation (1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree), as well as the percent of respondents who selected the following option: I am unaware of the current recognition programs.

	GGHSON	GSBS	PLFSOM	SOAHS	SOM	SON	SOP
Average of scaled responses	3.40	3.11	3.06	3.59	3.52	4.00	3.52
I am unaware of the current recognition programs.	17% (n=1)	13% (n=4)	17% (n=7)	14% (n=6)	6% (n=5)	9% (n=2)	17% (n=5)



APPENDIX J. RESULTS BY APPOINTMENT FACULTY (CONT.)

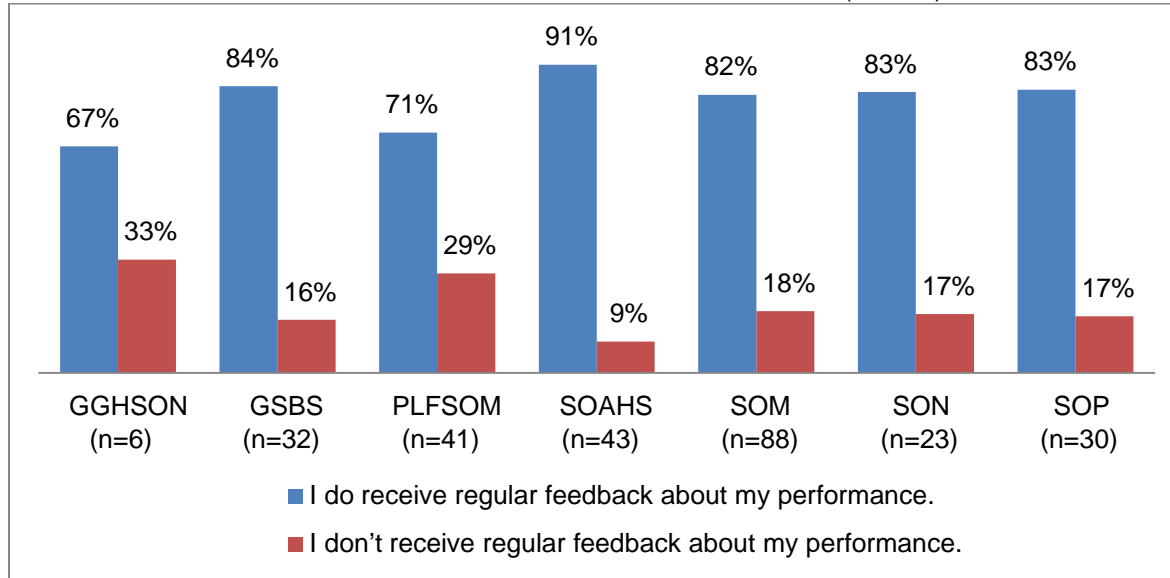
	GGHSON						SON						SOP								
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD			
20.1. Opportunities for professional development as a clinician/practitioner	4.60	5	1.14	5.75	4	0.50	3.74	31	1.69	5.08	36	0.65	4.89	57	0.90	5.33	15	0.90	4.96	23	1.15
20.2. Laboratory and/or research space	4.20	5	2.17	5.00	23	0.90	3.86	21	1.62	4.56	34	1.21	4.70	40	1.02	4.88	8	1.25	5.08	12	0.90
20.3. My school's technology support	4.40	5	1.82	3.94	31	1.67	3.62	39	1.62	4.66	41	1.30	4.30	82	1.50	5.70	23	0.88	4.43	30	1.45
20.4. Audio-video equipment in classrooms	3.83	6	1.94	4.10	30	1.54	4.26	34	1.14	4.76	38	0.88	4.55	76	1.35	5.61	18	0.70	4.23	30	1.30
20.5. Learning management system (e.g. Sakai/The Hub, Blackboard)	4.33	6	1.86	4.37	30	1.13	4.21	24	1.35	4.71	41	1.05	4.25	60	1.19	5.09	22	1.23	3.97	30	1.33

\*Respondents were asked to indicate their level of satisfaction using a 6-point scale: 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Somewhat Satisfied, 5 = Satisfied and 6 = Very Satisfied. Means are color-coded: 1-2 = Dissatisfied, 3-4 = Somewhat Dissatisfied/Satisfied, 5-6 = Satisfied/Very Satisfied.





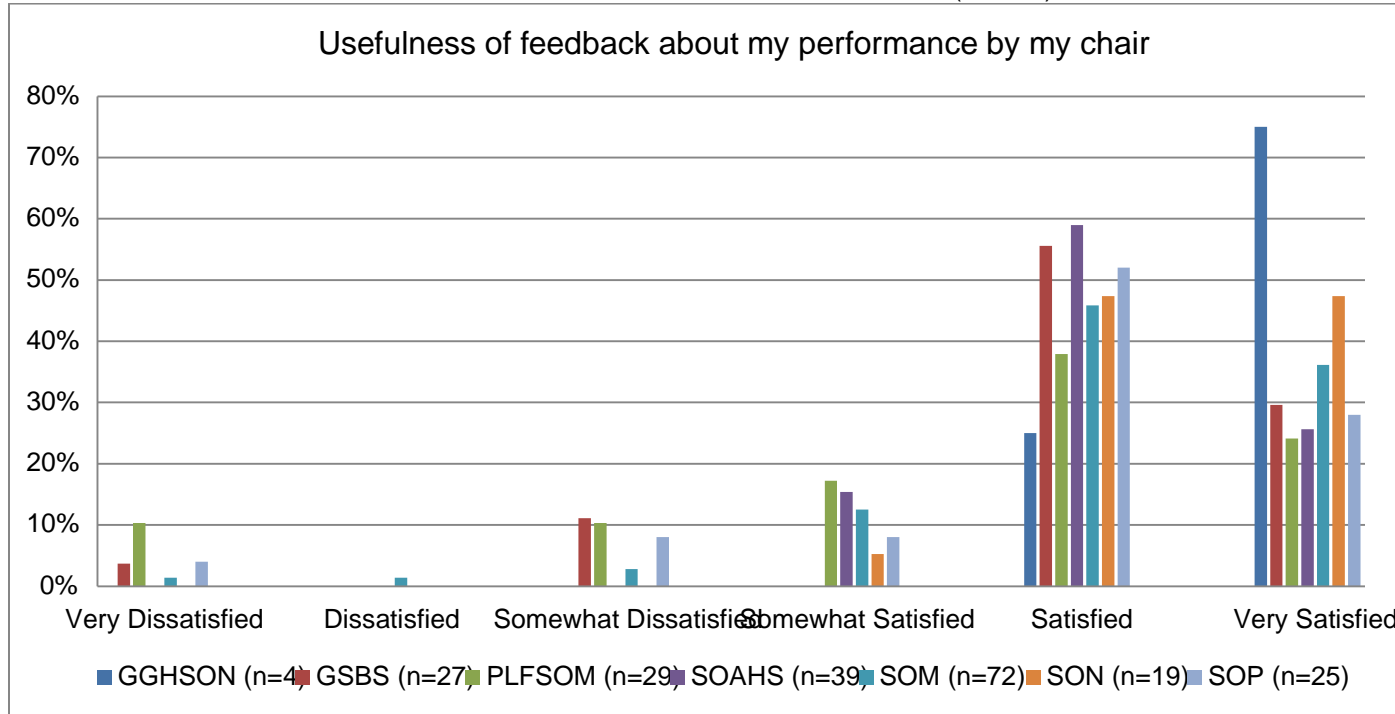
APPENDIX J. RESULTS BY APPOINTMENT FACILITY (CONT.)



APPENDIX J. RESULTS BY APPOINTMENT FACULTY (CONT.)

Note: Only faculty who do not

APPENDIX J. RESULTS BY APPOINTMENT FACULTY (CONT.)



Note: Only faculty who receive regular feedback from their chairs responded to this question.

## APPENDIX. RESULTS BY AFFILIATION STAFF

APPENDIX. RESULTS BY AFFILIATION STAFF																
Satisfaction I - Section 1																
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	

APPENDIX K. RESULTS BY AFFILIATION –

APPENDIX K. RESULTS BY AFFILIATION







## APPENDIX K. RESULTS BY AFFILIATION

APPENDIX K. RESULTS BY AFFILIATION (CONT.)

IMPORTANCE I - SECTION 1	Academic Affairs			Communications & Marketing			CMHC			Finance & Administration			Graduate School of Biomedical Sciences		
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
5.1. Feeling that your work is valued and appreciated	4.67	12	0.49	3.40	5	1.34	3.97	115	1.20	4.40	102	0.72	4.33	12	0.78
5.2. Receiving formal recognition for your contributions/achievements	3.17	12	1.27	2.60	5	1.14	3.26	116	1.22	3.33	101	1.07	3.83	12	0.83
5.3. Receiving informal recognition for your contributions/achievements	3.50	12	1.31	3.40	5	0.89	3.61	114	1.19	3.80	101	0.89	4.08	12	0.90
5.4. Receiving recognition for individual accomplishments	3.42	12	1.08	3.20	5	1.10	3.38	115	1.23	3.61	102	1.06	3.64	11	0.92
5.5. Receiving recognition for team accomplishments	3.83	12	0.94	3.80	5	0.84	3.71	114	1.29	4.06	102	0.89	4.00	12	0.74
5.6. Being recognized by managers/supervisors	3.92	12	1.00	3.60	5	0.89	3.64	116	1.24	3.97	102	0.91	4.25	12	0.62
5.7. Being recognized by peers and coworkers	3.67	12	0.98	3.80	5	0.84	3.66	116	1.14	3.64	102	0.92	3.92	12	0.67

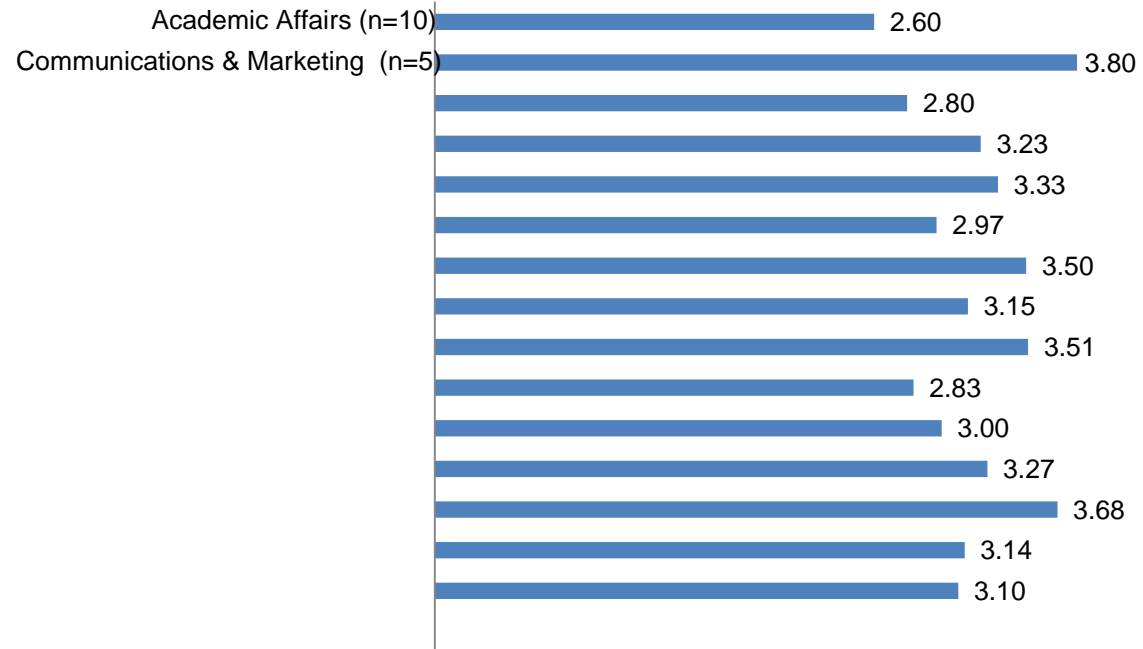
\*Respondents were asked to rate the importance of these items using a 5-point scale (1 = Unimportant, 2 = Of Little Importance, 3 = Moderately Important, 4 = Important, and 5 = Very Important). Means are color-coded.



APPENDIX K. RESULTS BY AFFILIATION (CONT.)

IMPORTANCE I - SECTION 3	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
5.1. Feeling that your work is valued and appreciated	4.44	34	0.89	4.34	193	0.85	4.49	41	0.71	4.29	41	0.84	4.23	236	0.95
5.2. Receiving formal recognition for your contributions/achievements	3.21	34	1.41	3.48	194	1.14	4.05	40	0.93	3.38	40	1.00	3.62	236	1.10
5.3. Receiving informal recognition for your contributions/achievements	4.06	34	1.04	3.87	193	0.97	4.12	41	0.90	3.79	39	0.98	3.82	235	1.02
5.4. Receiving recognition for individual accomplishments	3.62	34	1.21	3.65	193	1.06	4.10	41	0.89	3.34	41	0.96	3.75	233	1.09
5.5. Receiving recognition for team accomplishments	3.94	34	1.10	3.91	194	1.00	4.	41	0.89	3.34	41	0.96	3.75	233	1.09

APPENDIX K. RESULTS BY AFOCUS STAFF (CONT.)





APPENDIX K. RESULTS BY AFFILIATION (CONT.)

SATISFACTION III - SECTION 1	Academic Affairs			Communications & Marketing			CMHC			Finance & Administration			Graduate School of Biomedical Sciences		
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
11.1. Institutional leaders' awareness of staff needs	4.58	12	0.90	3.80	5	1.10	3.36	111	1.62	4.11	100	1.31	3.82	11	1.08
11.2. Effectiveness of Staff Senators in representing my interests	4.78	9	0.67	3.25	4	1.50	3.36	59	1.36	3.81	73	1.45	4.17	6	0.41
11.3. Workload for my position	4.67	12	0.89	4.00	5	1.22	4.29	112	1.34	4.45	101	1.11	3.75	12	1.29
11.4. Opportunities for professional development/continuing education	4.50	10	1.58	4.40	5	0.89	3.99	115	1.46	4.16	100	1.38	4.70	10	0.95

\*Respondents were asked to indicate their level of satisfaction using a 6-point scale: 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Somewhat Satisfied, 5 = Satisfied, and 6 = Very Satisfied.

APPENDIX K. RESULTS BY AFFILIATION (CONT.)

School of Allied Health Sciences																
SATISFACTION III - SECTION 3	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	
11.1. Institutional leaders' awareness of staff needs	3.88	33	1.52	3.81	188	1.39	4.59	39	1.23	4.03	40	1.35	3.76	229	1.35	
11.2. Effectiveness of Staff Senators in representing my interests	4.36	25	1.60	4.01	154	1.27	4.63	35	1.06	4.10	30	1.32	3.94	191	1.30	
11.3. Workload for my position	4.18	33	1.53	4.23	192	1.26	4.83	41	1.05	4.59	41	1.05	4.11	229	1.37	
11.4. Opportunities for professional development/continuing education	4.03	32	1.56	4.32	187	1.37	4.31	39	1.20	4.26	38	1.33	4.12	226	1.48	

\*Respondents were asked to indicate their level of satisfaction using a 6-point scale: 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Somewhat Satisfied, 5 = Satisfied, and 6 = Very Satisfied.





APPENDIX K. RESULTS BY AFFILIATION (CONT.)

Information Technology															
SATISFACTION IV - SECTION 2	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
12.1. Communication within my department	3.72	39	1.70	5.22	9	1.09	4.18	95	1.56	4.60	48	1.44	3.72	18	1.99
12.2. My interactions with my immediate coworkers	5.05	38	.87	5.78	9	.67	4.97	95	1.15	5.26	47	.77	5.00	18	1.37
12.3. My interactions with my immediate supervisor	4.62	39	1.53	5.78	9	.67	4.77	94	1.53	4.98	48	1.21	5.00	18	1.14
12.4. My understanding of my job responsibilities	5.16	38	.95	5.56	9	.73	5.09	95	1.13	5.33	48	.69	5.22	18	.55
12.5. My awareness of performance expectations for my position	4.95	38	1.18	5.56	9	.73	5.04	94	1.19	5.27	48	.87	5.17	18	.99
12.6. Clarity of the performance evaluation process	4.70	37	1.31	5.56	9	.53	4.83	93	1.25	5.10	48	.93	5.06	18	1.06
12.7. Usefulness of feedback on annual performance evaluation	4.13	38	1.56	5.38	8	.92	4.43	89	1.40	4.78	45	1.11	4.88	17	1.11
12.8. Opportunities to voice concerns/provide feedback in my area	4.08	37	1.75	5.44	9	.73	4.22	94	1.60	4.80	46	1.26	4.06	18	1.98





APPENDIX L. RESULTS BY CAMPUS (CONT.)

SATISFACTION I - SECTION 2	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
1. Overall, how satisfied are you with your position at TTUHSC?	4.69	700	1.31	4.90	10	1.20	4.82	55	1.09	5.04	27	0.90
2.1. Contribution of my work to the institutional mission	5.12	700	0.98	5.40	10	0.70	5.20	55	0.87	5.04	26	0.72
2.2. Sense of belonging at TTUHSC	4.77	692	1.28	5.00	9	1.00	4.82	55	1.19	4.35	26	1.26
2.3. My awareness of the President's visit for TTUHSC	4.79	681	1.11	4.78	9	1.56	4.91	55	0.78	4.36	25	1.32
2.4. Community awareness of the President's visit for TTUHSC	4.30	681	1.11	4.78	9	1.56	4.91	55	0.78	4.36	25	1.32



APPENDIX L. RESULTS BY CAMPUS (CONTS.)

SATISFACTION II - SECTION 2	Lubbock			Midland			Odessa			Other		
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
7.1. Effectiveness of local Human Resources services	4.39	673	1.34	4.00	9	1.58	4.43	54	1.31	4.48	23	1.38
7.2. Library resources	4.96	464	1.02	5.25	8	0.71	5.16	49	0.72	4.15	13	1.86
7.3. Cleanliness/maintenance of my work environment	4.54	680	1.29	4.90	10	0.88	4.98	55	0.93	5.00	19	1.11
7.4. TTUHSC technology support (IT Solution Center)	4.58	689	1.31	3.80	10	1.93	4.67	55	1.19	4.96	27	1.09
7.5. Interactive video broadcasting system (i.e., TechLink)	4.63	502	1.15	4.50	6	1.87	4.73	48	1.09	4.63	16	1.20
7.6. Office/work space	4.64	686	1.25	4.50	10	1.65	4.69	55	1.17	4.61	23	0.94
7.7. Clerical/administrative assistance	4.81	635	1.22	4.43	7	1.81	5.06	51	0.86	5.13	23	0.76
7.8. Availability of office equipment and supplies	4.90	691	1.14	5.00	10	0.82	4.82	55	1.09	4.43	23	1.31

\*Respondents were asked to indicate their level of satisfaction using a 6-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Somewhat Satisfied, 5 = Satisfied, and 6 = Very Satisfied).

APPENDIX L. RESULTS BY CAMPUS (CONT.)

IMPORTANCE I - SECTION 1	Abilene			Amarillo			Dallas/Ft. Worth			El Paso		
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
5.1. Feeling that your work is valued and appreciated	4.41	32	0.80	4.31	187	0.89	4.50	10	0.71	4.24	355	0.96
5.2. Receiving formal recognition for your contributions/achievements	3.63	32	0.98	3.37	187	1.14	3.80	10	1.23	3.63	354	1.12
5.3. Receiving informal recognition for your contributions/achievements	3.75	32	0.92	3.78	187	1.01	4.00	9	0.87	3.84	354	1.04
5.4. Receiving recognition for individual accomplishments	3.84	31	0.90	3.50	186	1.06	3.40	10	1.07	3.73	353	1.12
5.5. Receiving recognition for team accomplishments	4.00	32	0.84	3.90	186	0.98	3.70	10	0.82	3.99	355	1.06
5.6. Being recognized by managers/supervisors	4.03	32	0.86	3.76	187	1.07	3.80	10	1.14	3.98	351	1.04
5.7. Being recognized by peers and coworkers	3.75	32	0.72	3.68	187	1.05	3.56	9	0.88	3.73	353	1.04

\*Respondents were asked to rate the importance of these items using a 5-point scale (1 = Unimportant, 2 = Of Little Importance, 3 = Moderately Important, 4 = Important, and 5 = Very Important).



APPENDIX L. RESULTS BY CAMPUS (M.D.S.T.)

IMPORTANCE I - SECTION 2	Lubbock			Midland			Odessa			Other		
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
5.1. Feeling that your work is valued and appreciated	4.35	697	0.88	4.40	10	0.70	4.24	55	0.88	4.04	27	1.22
5.2. Receiving formal recognition for your contributions/achievements	3.48	694	1.15	3.40	10	1.07	3.59	54	1.06	3.30	27	1.27
5.3. Receiving informal recognition for your contributions/achievements	3.84	695	1.01	3.90	10	0.99	3.87	55	0.77	3.70	27	1.23
5.4. Receiving recognition for individual accomplishments	3.66	694	1.07	3.40	10	1.07	3.76	55	1.04	3.26	27	1.32
5.5. Receiving recognition for team accomplishments	3.96	695	1.02	3.80	10	0.79	3.98	55	0.99	3.89	27	1.28
5.6. Being recognized by managers/supervisors	3.92	697	1.01	3.80	10	1.23	3.93	55	0.96	3.67	27	1.21
5.7. Being recognized by peers and coworkers	3.72	694	1.02	3.20	10	1.32	3.76	55	1.05	3.65	26	1.13



APPENDIX L. RESULTS BY CAMPUS (CONT.)

STAFF ONLY I - SECTION 1	Abilene			Amarillo			Dallas/Ft. Worth			El Paso		
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
11.1. Institutional leaders' awareness of staff needs	4.32	22	1.25	4.04	162	1.35	4.00	4	1.63	3.86	290	1.41
11.2. Effectiveness of Staff Senators in representing my interests	4.37	19	1.34	4.20	124	1.21	3.00	3	1.00	3.93	239	1.32
11.3. Workload for my position	4.55	22	1.22	4.34	162	1.31	5.00	4	0.82	4.17	290	1.33
11.4. Opportunities for professional development/continuing education	4.05	20	1.47	4.25	162	1.34	3.00	4	1.63	3.81	286	1.56

\*Respondents were asked to indicate their level of satisfaction using a 6-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Somewhat Satisfied, 5 = Satisfied and 6 = Very Satisfied)

STAFF ONLY I - SECTION 2	Lubbock			Midland			Odessa			Other		
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
11.1. Institutional leaders' awareness of staff needs	3.83	554	1.41	3.00	3	1.73	3.91	46	1.26	4.00	23	1.41
11.2. Effectiveness of Staff Senators in representing my interests	3.94	429	1.34	2.33	3	1.53	4.23	43	1.00	4.56	9	0.73
11.3. Workload for my position	4.33	556	1.25	4.20	5	1.79	4.35	46	0.99	4.64	25	1.19
11.4. Opportunities for professional development/continuing education	4.28	551	1.39	3.50	4	1.91	4.23	44	1.14	3.88	25	1.83

\*Respondents were asked to indicate their level of satisfaction using a 6-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Somewhat Satisfied, 5 = Satisfied and 6 = Very Satisfied)





APPENDIX L. RESULTS BY CAMPUS (CONT.)

FACULTY ONLY I - SECTION 1	Mean*	n**	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
17-19.1. Sense of belonging to my school	5.27	11	0.79	5.08	24	0.93	4.83	6	1.17	4.15	48	1.61
17-19.2. Leadership of my school dean	5.27	11	0.65	5.08	24	0.97	5.50	6	0.55	4.15	47	1.43
17-19.3. Opportunities to voice concerns/provide feedback in my school	4.73	11	0.79	4.78	23	0.95	4.83	6	1.47	3.73	49	1.68
17-19.4. Collaboration among faculty with my school	5.18	11	0.98	4.83	24	1.13	4.17	6	1.33	4.02	49	1.48
17-19.5. Communication within my school	4.13	11	1.13	4.17	24	1.13	4.17	6	1.33	4.02	49	1.48







APPENDIX L. RESULTS BY CAMPUS.)

APPENDIX L. RESULTS BY CAMPUS (CONT.)

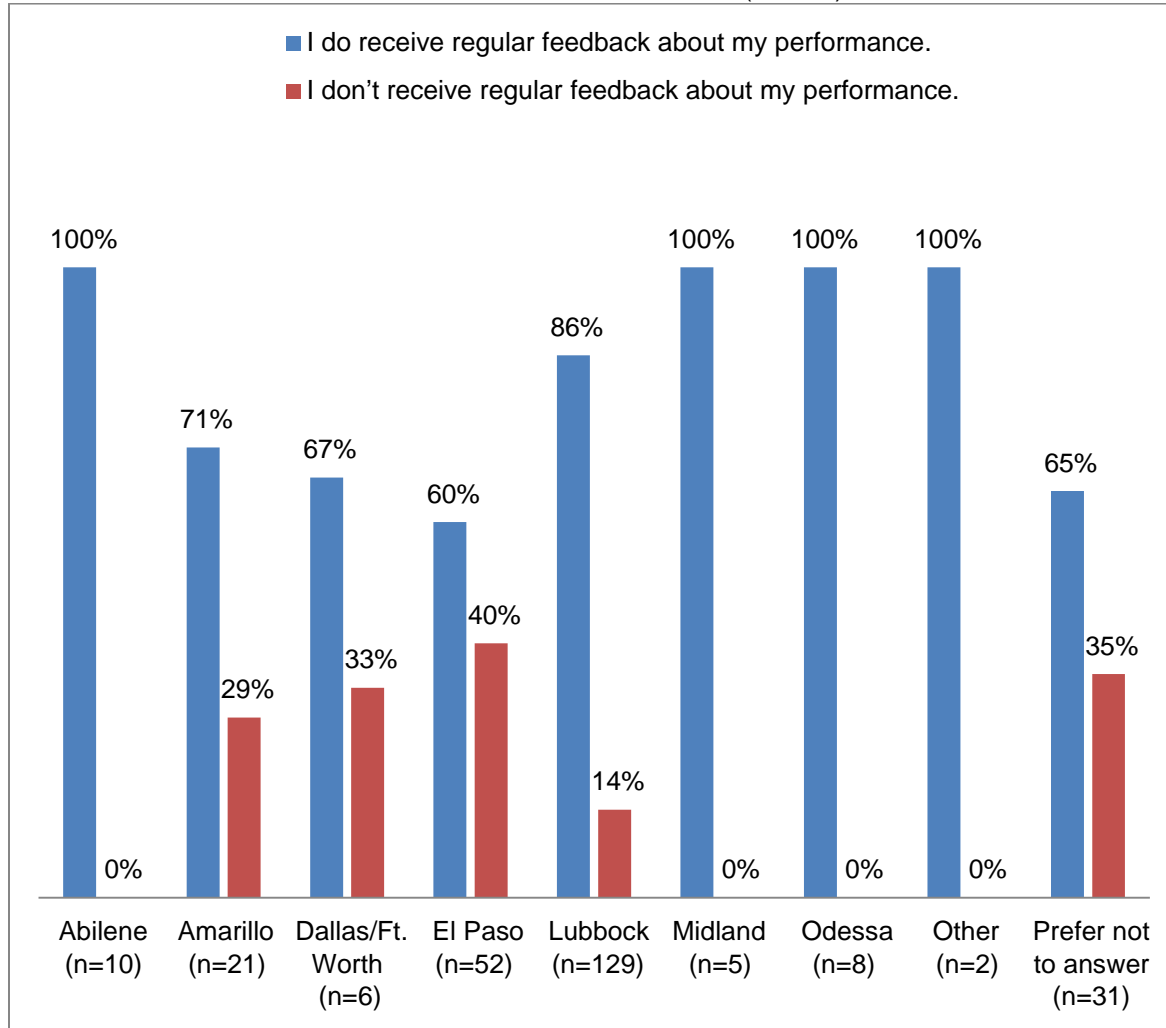
FACULTY ONLY III - SECTION 1	Abilene			Amarillo			Dallas/Ft. Worth			El Paso		
	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
21.1. Institutional leaders' awareness of faculty needs	4.80	10	0.79	4.79	19	0.98	4.17	6	1.33	3.15	46	1.62
21.2. Communication with my chair	5.20	10	1.03	4.89	18	1.23	4.33	6	1.21	4.17	48	1.81
21.3. Effectiveness of Faculty Senators in representing my interests	5.25	8	0.71	4.72	18	0.96	4.00	4	1.15	3.87	39	1.52
21.4. Collaboration among faculty across schools	4.89	9	0.93	4.37	19	1.12	3.80	5	0.84	3.71	42	1.61
21.5. Formal evaluation process of faculty	4.56	9	1.42	5.00	19	0.88	4.00	5	1.41	3.92	48	1.47
21.6. Clarity of the tenure process	4.13	8	1.73	5.24	17	0.83	3.00	2	0.00	3.47	36	1.63
21.7. Clarity of the promotion process	4.30	10	1.57	5.28	18	0.75	3.00	5	1.22	3.60	43	1.58

\*Respondents were asked to indicate their level of satisfaction using a 6-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Somewhat Satisfied, 5 = Satisfied, and 6 = Very Satisfied).

APPENDIX L. RESULTS BY CAMPUS (CONT.)

FACULTY ONLY III - SECTION 2	Mean*	n	SD	Mean	n	SD	Mean	n	SD	Mean	n	SD
21.1. Institutional leaders' awareness of faculty needs	4.75	122	1.05	5.20	5	0.84	4.50	8	1.41	4.00	2	1.41
21.2. Communication with my chair	5.21	116	1.16	5.80	5	0.45	6.00	8	0.00	4.00	2	1.41
21.3. Effectiveness of Faculty Senators in representing my interests	4.73	106	1.13	5.25	4	0.50	4.40	5	1.14	4.00	2	1.41
21.4. Collaboration among faculty across schools	4.45	117	1.12	4.75	4	0.96	4.50	8	0.93	5.00	2	1.41
21.5. Formal evaluation process of faculty	4.70	119	1.09	5.00	4	0.00	4.71	7	0.95	4.50	2	0.71
21.6. Clarity of the tenure process	5.00	101	1.12	5.00	3	0.00	4.57	7	0.79	4.00	1	0.00
21.7. Clarity of the promotion process	5.01	113	1.06	5.20	5	0.45	4.63	8	0.92	4.50	2	2.12

APPENDIX L. RESULTS BY CAMPUS (CONST.)



Note: Only faculty responded to this question.

APPENDIX L. RESULTS BY CAMPUS.)

Note: Only faculty who do not receive regular feedback from their chairs responded to this question.

APPENDIX L. RESULTS BY CAMPUS.)

Note: Only faculty who receive regular feedback from their classes responded to this question.