







	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
OVERALL SATISFACTION	Mean*	Mean	Mean	Mean	Mean	Difference significant?***
Overall, how satisfied are you with your studies at TTUHSC?	-	-	-	5.05	5.07	-

\* Means are color-coded to highlight areas of strength and potential improvement (Red: 3.49, Yellow: 3.50-4.49, Green: 5.50).

\*\* p-value of independent samples t test is below .05/49 (Bonferroni correction)

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
<b>STUDENT SUPPORT SERVICES</b>	<b>Mean*</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Difference significant?***</b>
1. Helpfulness of office employees	5.27	5.27	5.38	-	-	-
2. Wait time for services and/or responses	5.15	5.16	5.24	-	-	-
3. Information about student health insurance plans	4.48	4.51	4.60	4.45	4.46	No
4. Options for student health insurance coverage	4.20	4.19	4.33	4.32	-	-
5. Information about student health care providers in the network	4.33	4.36	4.47	4.37	-	-

60-1 724.45 282.46 Tm( )TETQ0.75 226.14 786 29.3 reW\* nBT/F5 9.775 Tf1 0 0 1 2.25 237.38 ( )TET 786 29.3 reW\* nBT/F5 98(n)19( )-28(a)19(bfc)-36(a)19(9/F5e)19( )-28(n)24.45

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
R*4 Tm0 0 1 671.15.000ToAG9(07)*R*4 T(M)-10(e)-57(a)-57(n*o)5.AG9(07)*R*4 T(M)-10(e)-57(a)-57(n 560.78 198.94 T(a)116.5(R)31(*4 T(M)-10(e)-57(a)-57(n 560.78 198.94 T(a)						

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
<b>FINANCIAL AID</b>	Mean*	Mean	Mean	Mean	Mean	Difference significant?*
1. Helpfulness of Financial Aid employees	5.22	5.21	5.31	5.27	5.21	No
2. My awareness of financial aid options	4.90	4.90	5.02	4.97	4.91	No
3. Efficiency of the financial aid process	4.92	5.02	5.13	5.08	5.04	No

\* Means are color-coded to highlight areas of strength and potential improvement (Red: 3.49, Yellow: 3.50-4.49, Green: 5.50).

\*\* p-value of independent samples t test is below .05/49 (Bonferroni correction)

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
<b>STUDENT AFFAIRS</b>	<b>Mean*</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Difference significant?***</b>
1. Helpfulness of office employees in the Student Affairs office or of the Student Affairs liaison for your specific school	5.38	5.32	5.36	5.40	5.32	No
2. Wait time for services and/or responses	5.28	5.26	5.31	5.34	5.25	No
3. Assistance in transitioning to a regional campus***	5.15	5.13	5.24	5.30	5.22	No

\* Means are color-coded to highlight areas of strength and potential improvement (Red: 3.49, Yellow: 3.50-4.49, Green: 5.50).

\*\* p-value of independent samples t test is below .05/49 (Bonferroni correction)

\*\*\* Distance students from SOAHS, SON, and GGHSO did not evaluate this statement starting with the 2012-2013 administration.

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
<b>STUDENT BUSINESS SERVICES</b>	<b>Mean*</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Difference significant?***</b>
1. Helpfulness of Student Business Services employees	5.14	5.08	5.21	5.17	5.13	No
2. Wait time for services and/or responses	5.10	5.04	5.18	5.16	5.08	No
3. Usefulness of Student Business Services website	4.94	4.95	5.04	5.07	5.02	No
4. Clarity of your online account statement	4.86	4.92	4.98	5.03	5.02	No



	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
<b>LIBRARY RESOURCES</b>	<b>Mean*</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Difference significant?***</b>
1. Helpfulness of librarians	5.28	5.36	5.41	5.39	5.30	No
2. Hours of operation***	4.84	4.93	4.89	4.83	4.66	No
3. Study facilities available in the library***	4.82	4.95	4.96	4.86	4.67	No
4. Accessibility of library resources (e.g. books, journals)	5.05	5.14	5.19	-	-	-

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
<b>ADVISING/MENTORING</b>	<b>Mean*</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Difference significant?***</b>
1. Academic advising in my field of study	4.95	4.95	5.08	5.08	5.03	No
2. Academic advisor's knowledge about my degree program	5.10	5.10	5.21	5.25	5.19	No
3. Faculty/staff knowledge of career opportunities in my field of study	5.12	5.16	5.16	5.18	5.18	No

\* Means are color-coded to highlight areas of strength and potential improvement (Red: 3.49, Yellow: 3.50-4.49, Green: 5.50).

\*\* p-value of independent samples t test is below .05/49 (Bonferroni correction)



	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
<b>GENERAL TECHNOLOGY</b>	<b>Mean*</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Difference significant?***</b>
1. Audio-video equipment used in classrooms (e.g. microphones, projectors)***	4.64	4.68	4.86	4.80	4.85	Yes
2. Reliability of wireless connectivity on my campus***	4.29	4.14	4.34	4.03	4.59	Yes
3. Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)	4.60	4.76	4.39	4.75	4.97	Yes
4. Helpfulness of Help Desk employees	5.03	5.03	5.09	5.04	5.15	No
5. Usability of my school's website	4.90	4.92	4.86	4.90	5.02	No

\* Means are color-coded to highlight areas of strength and potential improvement (Red: 3.49, Yellow: 3.50-4.49, Green: 5.50).

\*\* p-value of independent samples t test is below .05/49 (Bonferroni correction)

\*\*\* Distance students from SOAHS, SON, and GGHSO did not evaluate this statement starting with the 2012-2013 administration.

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
<b>STUDENT LIFE</b>	<b>Mean*</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Difference significant?***</b>
1. I have access to adequate student support services.	5.01	5.05	5.12	-	-	-
2. I am satisfied with the racial/ethnic diversity of the student body in my school.	4.95	5.04	5.07	5.09	5.07	No
3. Students in my school are treated fairly and with respect regardless of their differences.	5.00	5.08	5.10	5.23	5.26	Yes
4. I feel a sense of belonging to my school.	4.89	4.91	5.06	5.07	5.09	Yes
5. I feel a sense of belonging to the TTUHSC community.	4.76	4.79	4.95	4.98	4.98	Yes

\* Means are color-coded to highlight areas of strength and potential improvement (Red: 3.49, Yellow: 3.50-4.49, Green: 5.50).

\*\* p-value of independent samples t test is below .05/49 (Bonferroni correction)



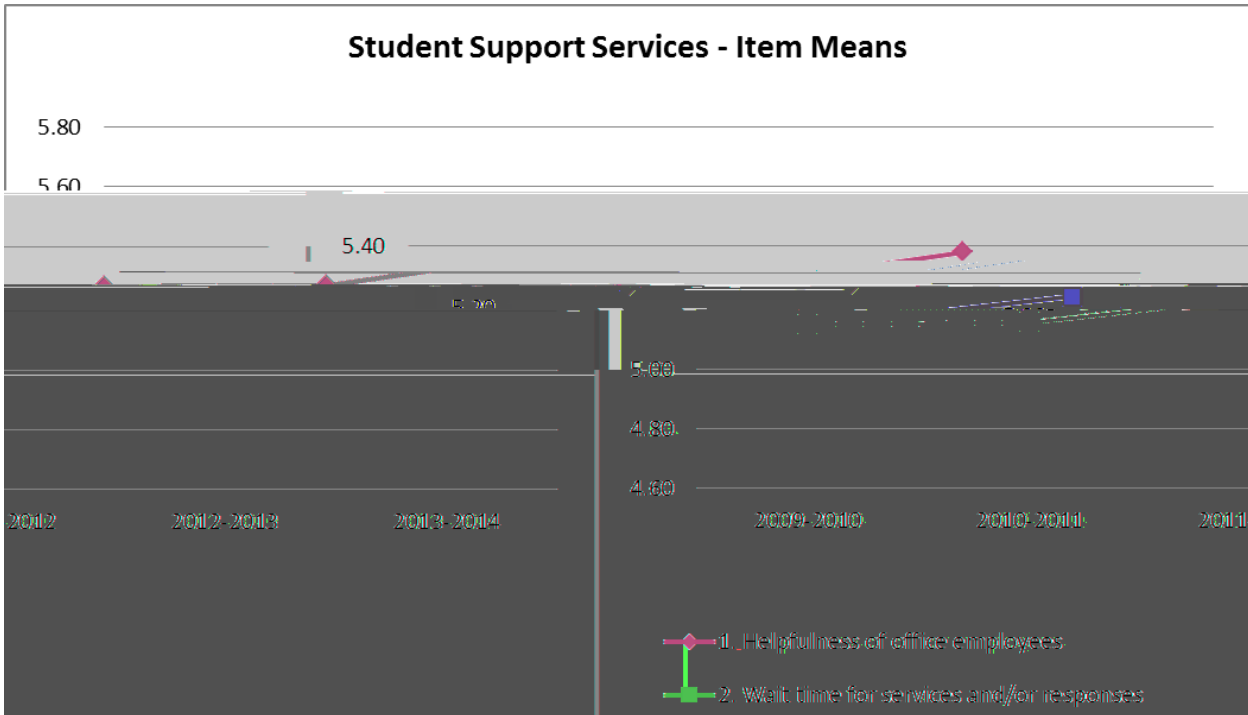
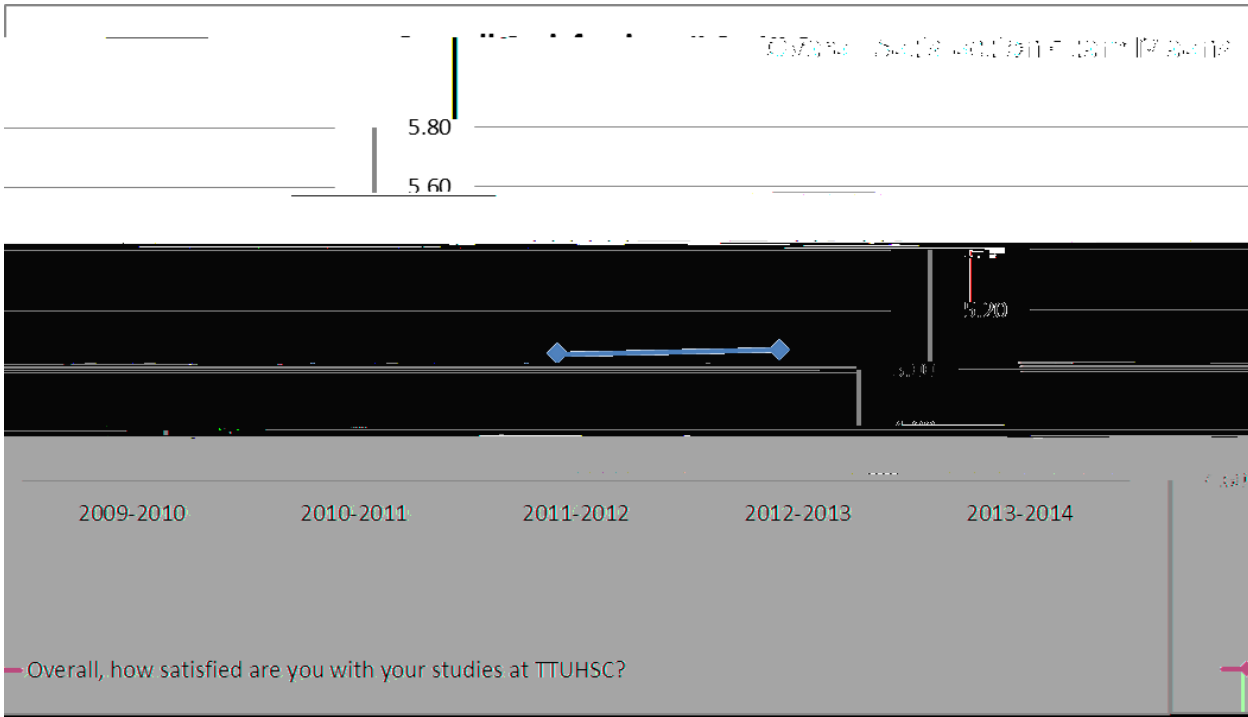


	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT LIFE (cont.)	Mean*	Mean	Mean	Mean	Mean	Difference significant? **
15. I know about available counseling services if I need to talk to someone about dealing with unfamiliar or stressful situations in my life.	-	-	-	4.70	-	-
21. I am aware of possible health effects resulting from alcohol and drug use.	-	-	-	-	5.55	-
22. I know about existing standards of conduct and sanctions regarding alcohol and illegal drugs.	-	-	-	-	5.29	-

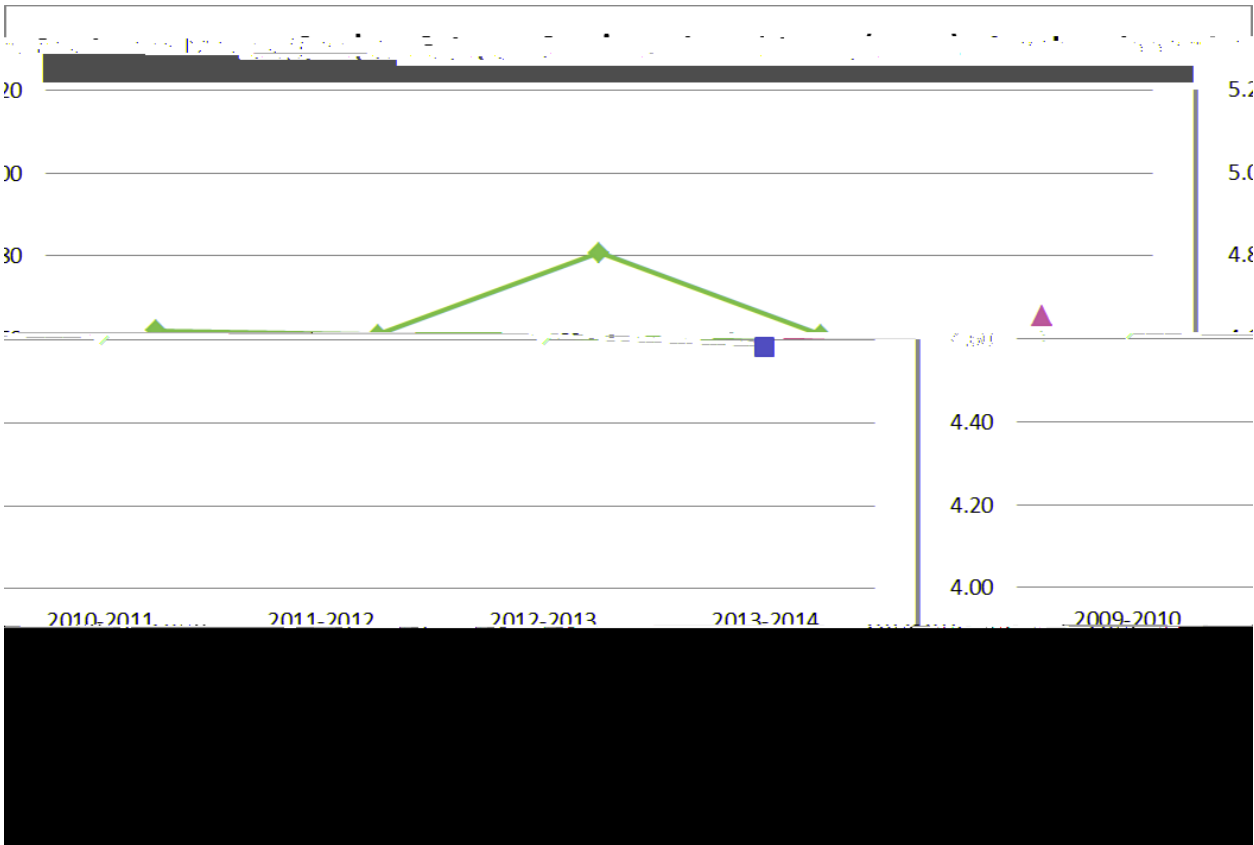
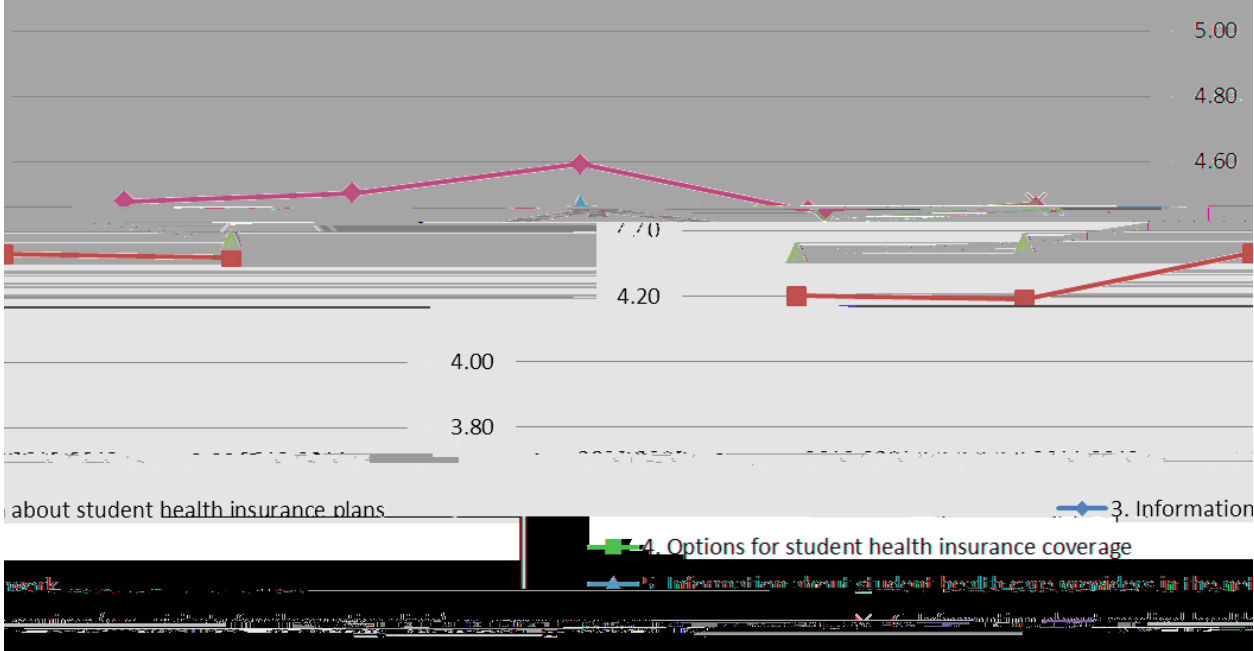
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\*\* p-value of independent samples t test is below .05/49 (Bonferroni correction)





### Student Support Services - Item Means (Cont.)



### Registrar - Item Means

5.80



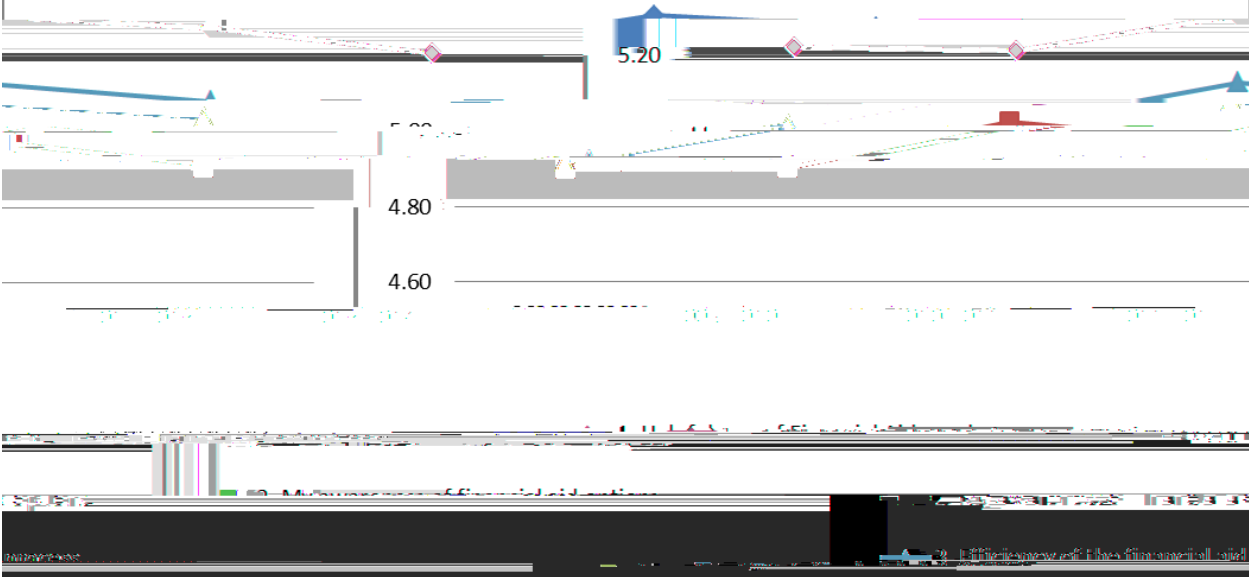
\* p-value of independent samples t test is below .05/49 (Bonferroni correction)

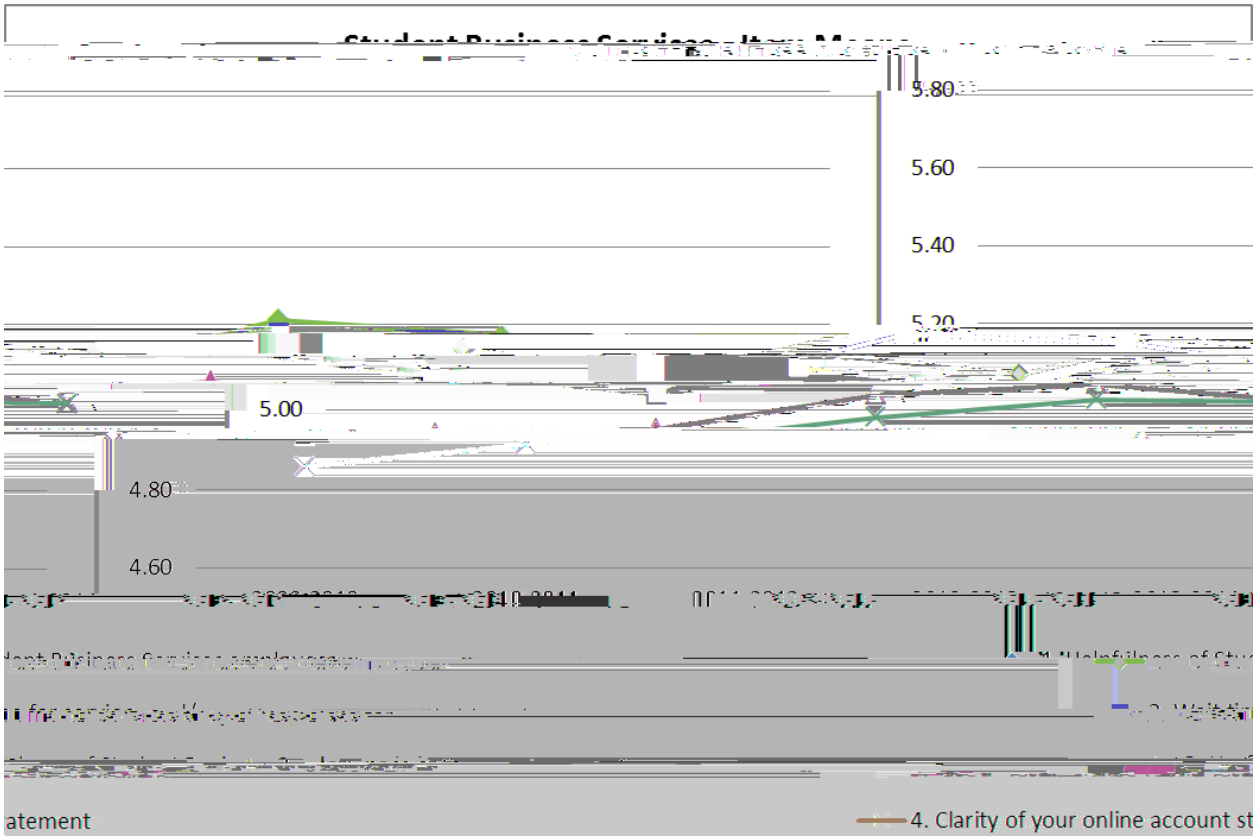
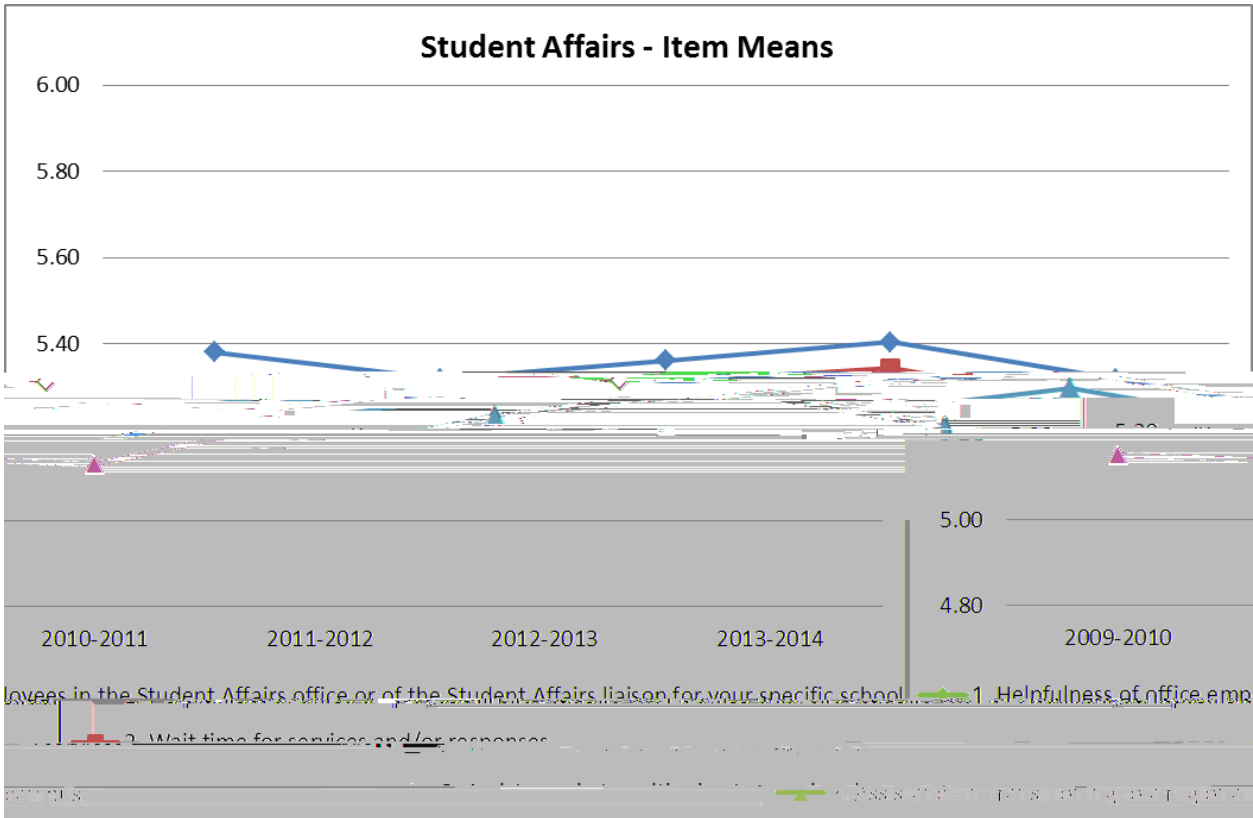
### Financial Aid - Item Means

5.80

5.60

5.40



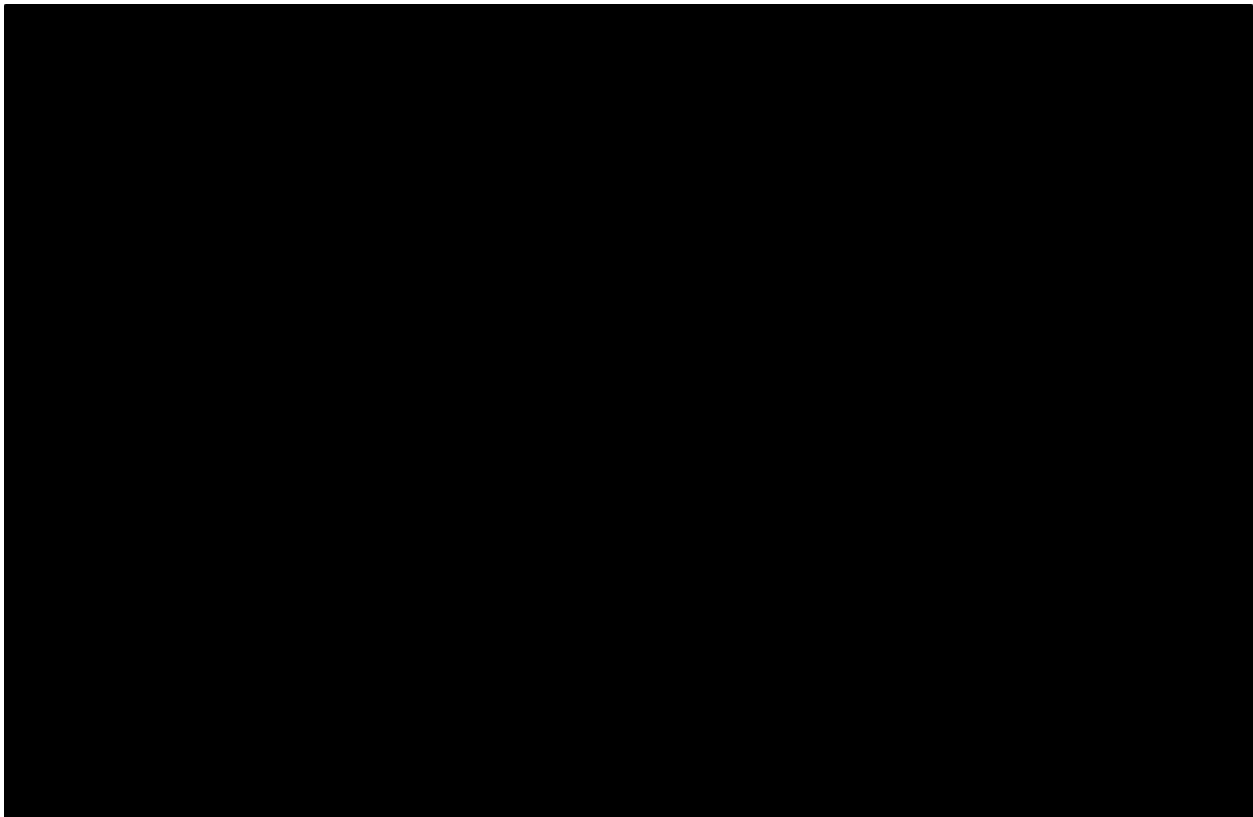




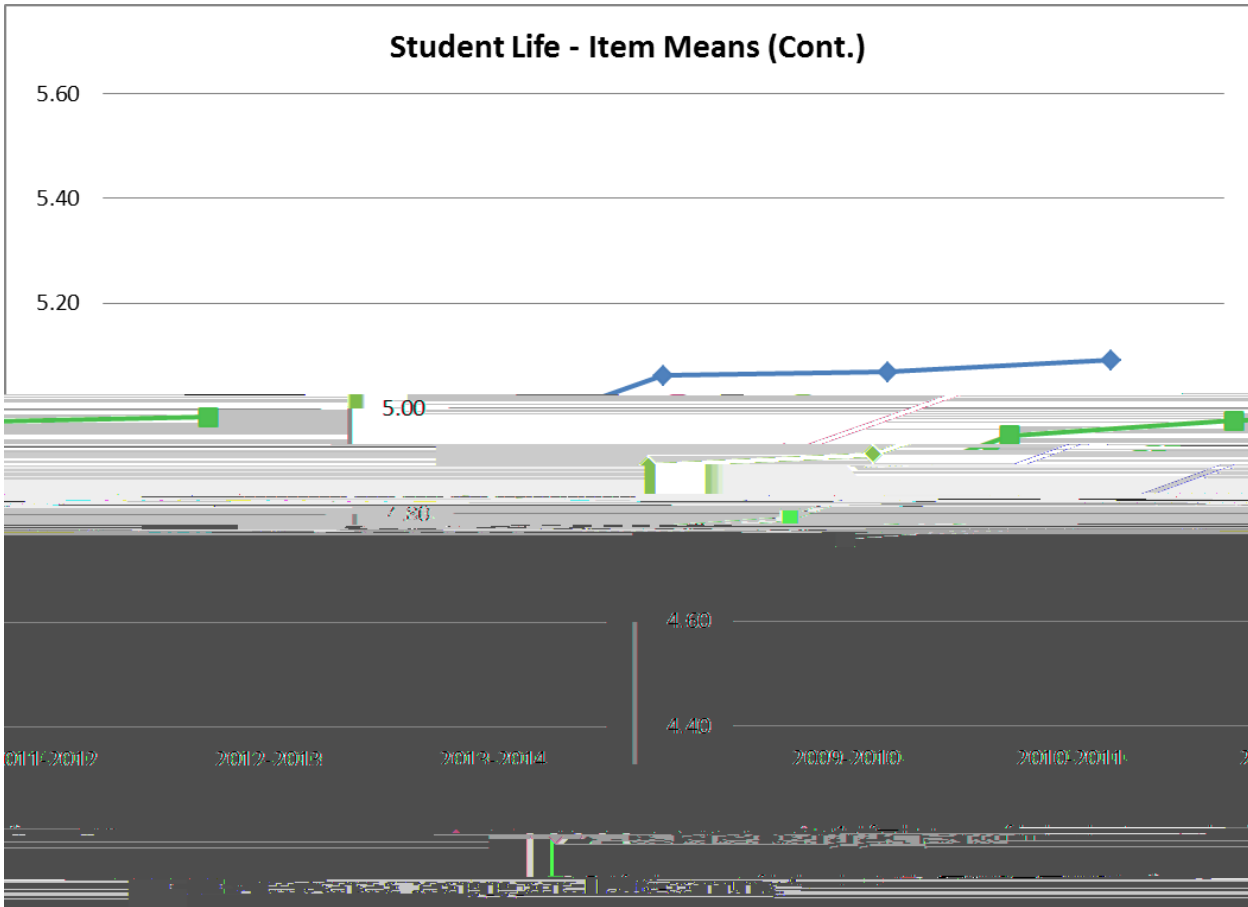
\* p-



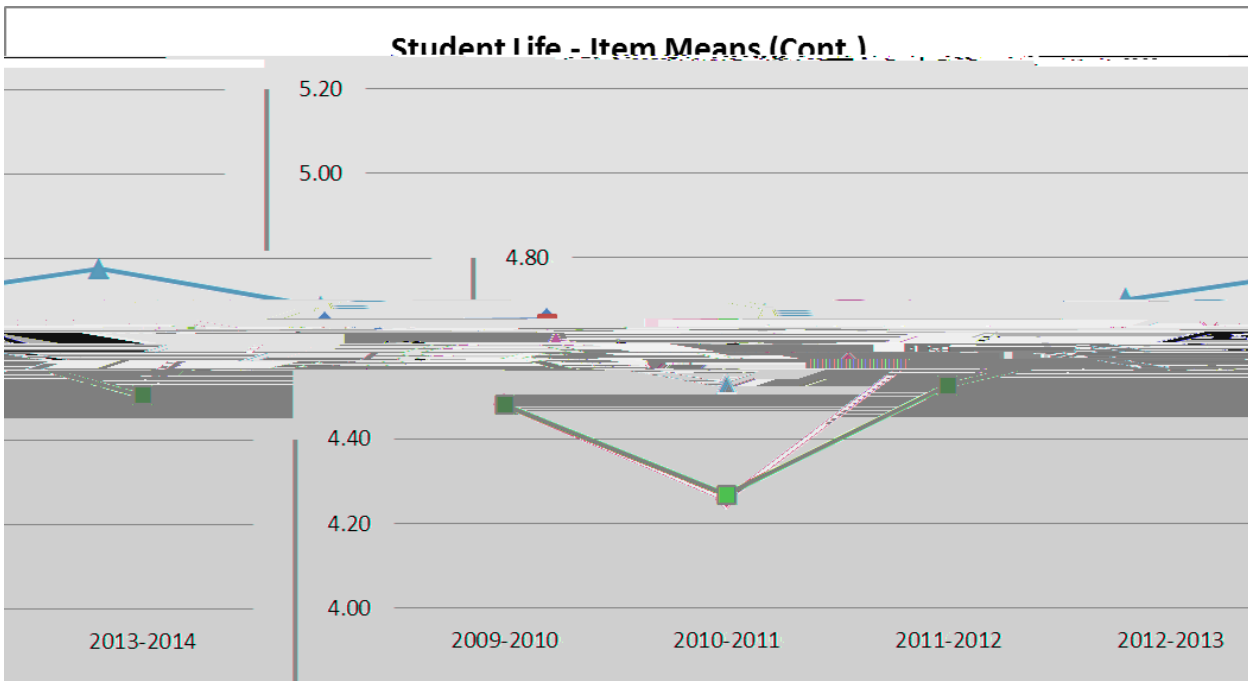
\* p-value of independent samples t test is below .05/49 (Bonferroni correction)



\* p-value of independent samples t test is below .05/49 (Bonferroni correction)



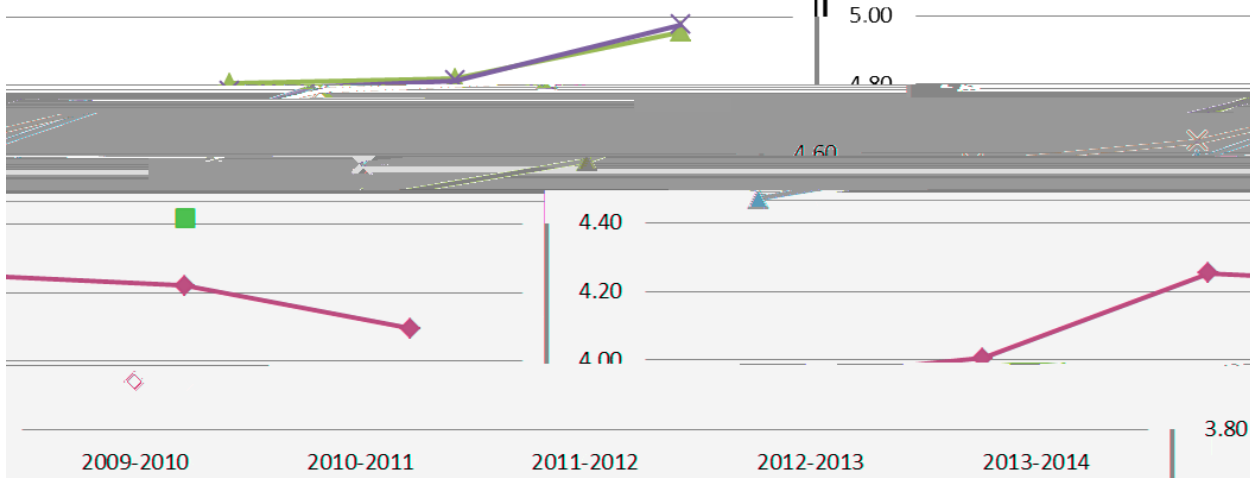
\* p-value of independent samples t test is below .05/49 (Bonferroni correction)



...tion (66%) ... ed by the Student Government Association (SGA) ... as (SSA) advocates for and represents student interests effectively ... The Student Government Associati

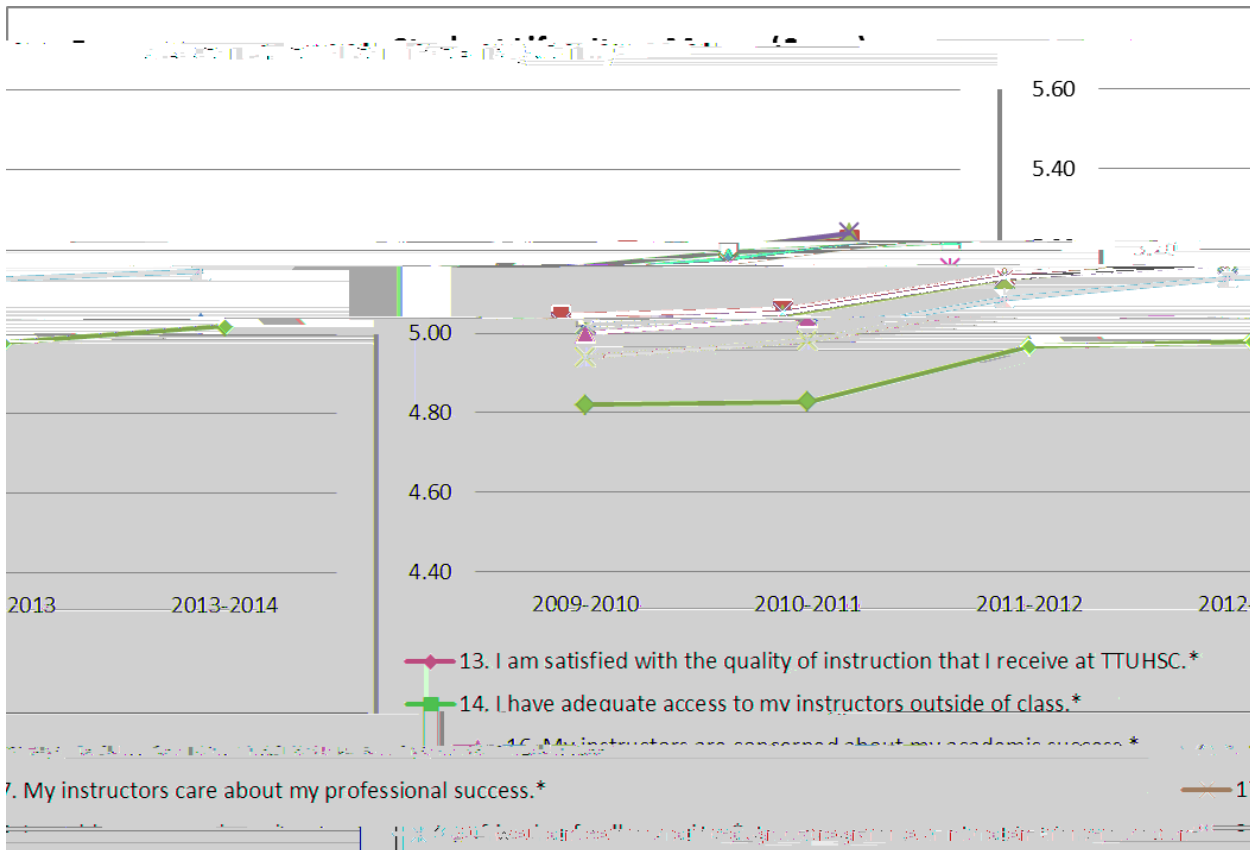


### Student Life - Item Means (Cont.)

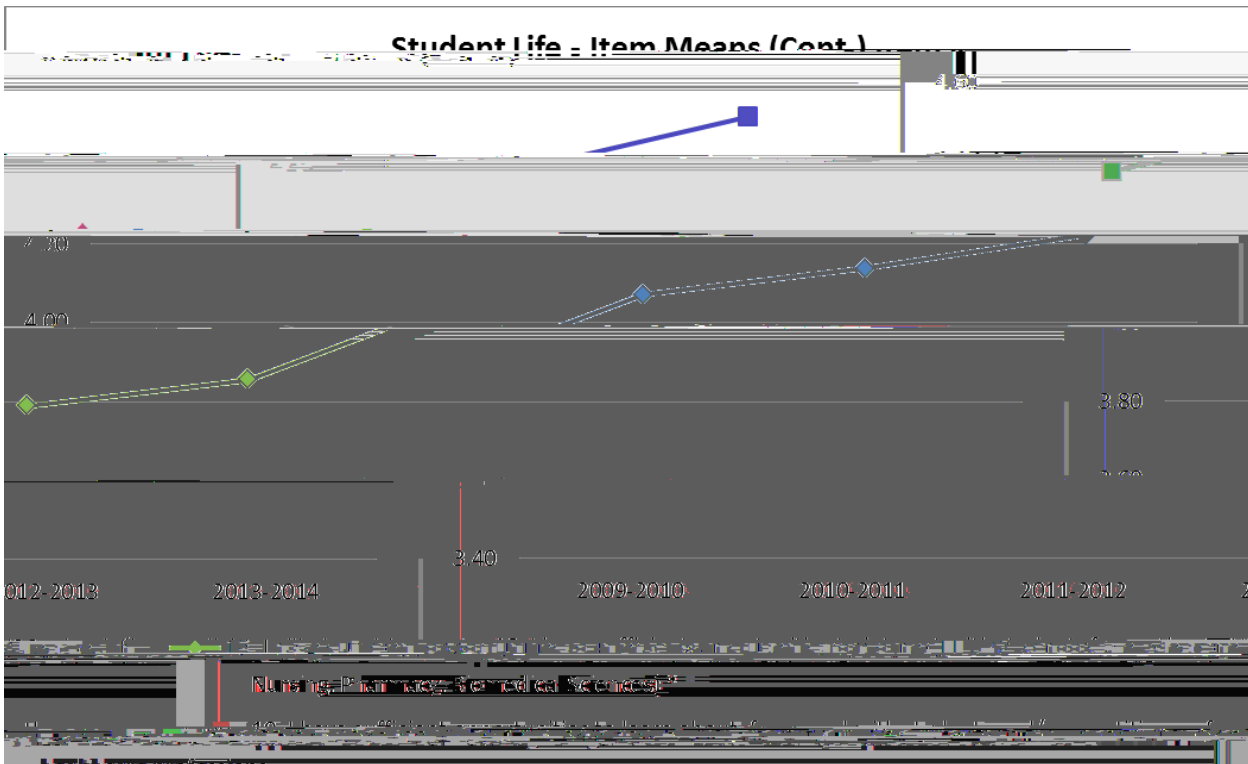


I know where to go to file a complaint against another student or TTUHSC employee...  
 need to file a complaint against another student or TTUHSC employee. I know where to find more information about this process.  
 My instructors are concerned about my academic success.\*  
 My instructors care about my professional success.\*

\* p-value of independent samples t test is below .05/49 (Bonferroni correction)



\* p-value of independent samples t test is below .05/49 (Bonferroni correction)



\* p-value of independent samples t test is below .05/49 (Bonferroni correction)

