More often than not, it is difficult to determine what to do with information collected from general surveys like the *Student 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:

Do these results support other existing data? Does additional information need to be gathered? (*e.g. focus groups, interviews*)

Once you ha

	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	-

** 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 SUPPORT SERVICES	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
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	-	-

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2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2009-2010 vs. 2013-2014

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	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
FINANCIAL AID	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
1. Helpfulness of Financial Aid employees	5.22	5.21	5.31	5.27	5.21	Νο
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
STUDENT AFFAIRS	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
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

** p-value of independent samples t test is below .05/49 (Bonferroni correction)
*** Distance students from SOAHS, SON, and GGHSON 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
STUDENT BUSINESS SERVICES	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
1. Helpfulness of Student Business Services employees	5.14	5.08	5.21	5.17	5.13	Νο
2. Wait time for services and/or responses	5.10	5.04	5.18	5.16	5.08	Νο
3. Usefulness of Student Business Services website	4.94	4.95	5.04	5.07	5.02	Νο
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
LIBRARY RESOURCES	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
1. Helpfulness of librarians	5.28	5.36	5.41	5.39	5.30	Νο
2. Hours of operation***	4.84	4.93	4.89	4.83	4.66	Νο
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
ADVISING/MENTORING	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
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	Νο
3. Faculty/staff knowledge of career opportunities in my field of study	5.12	5.16	5.16	5.18	5.18	Νο

* 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
ENVIRONMENT***	Mean*	Mean	Mean	Mean	Mean	Difference significant?**

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
GENERAL TECHNOLOGY	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
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	Νο
5. Usability of my school's website	4.90	4.92	4.86	4.90	5.02	No

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

*** Distance students from SOAHS, SON, and GGHSON 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
STUDENT LIFE	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
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	Νο
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

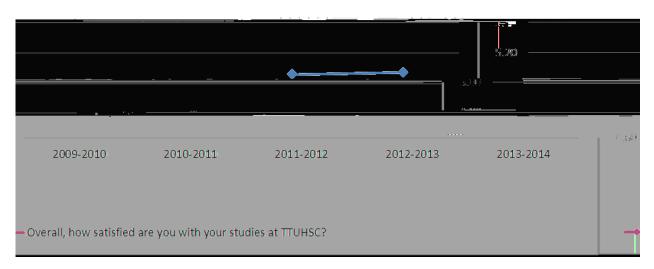
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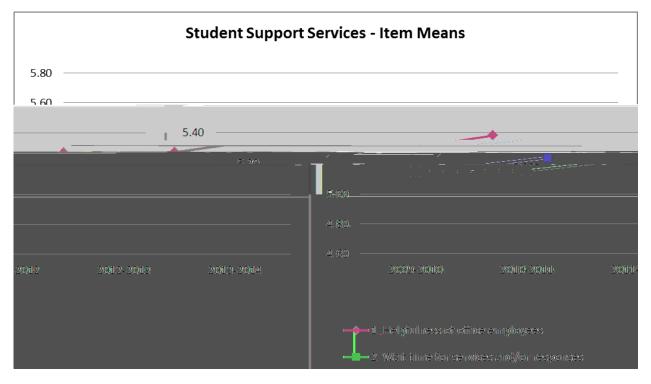
	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT LIFE (cont.)	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
13. I am satisfied with the quality of instruction that I receive at TTUHSC.	4.82	4.83	4.97	4.98	5.02	Yes
			.			
14. I have adequate access to my instructors outside of class.	5.04	5.06	5.14	5.20	5.22	Yes
16. My instructors are concerned about my academic success.	5.00	5.04	5.13	5.18	5.24	Yes
17. My instructors care about my professional success.	5.02	5.05	5.14	5.17	5.24	Yes
20. I would recommend my degree program to a friend or family member.	4.94	4.98	5.08	5.13	5.15	Yes
18. I have sufficient opportunities to interact with students from other TTUHSC schools (i.e. Medicine, Allied Health, Nursing, Pharmacy, Biomedical Sciences).	3.79	3.86	4.07	4.14	4.22	Yes
19. I have sufficient opportunities to learn about, from, and with students and/or practitioners from other healthcare professions.	-	-	-	4.38	4.51	-

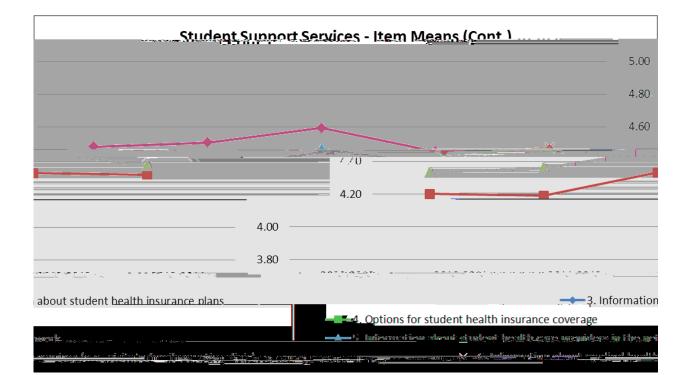
	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2009-2010 vs. 2013-2014
STUDENT LIFE (cont.)	Mean*	Mean	Mean	Mean	Mean	Difference significant?**
15. I know about available counseling services if I need to talk to someone about dealing with unfamiliar or stressful situations in my life.	-	-	-	4.70	-	-
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	-

* 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)

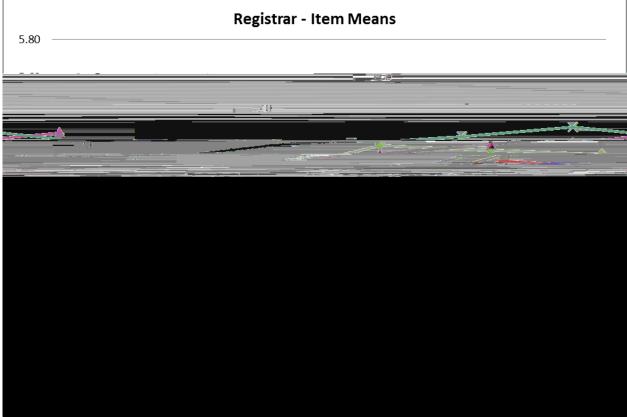




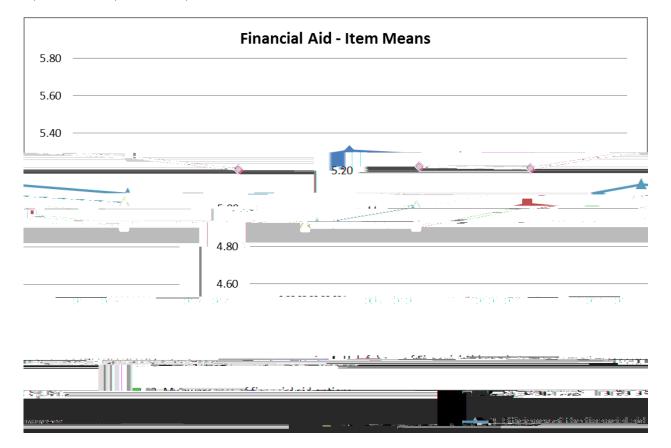


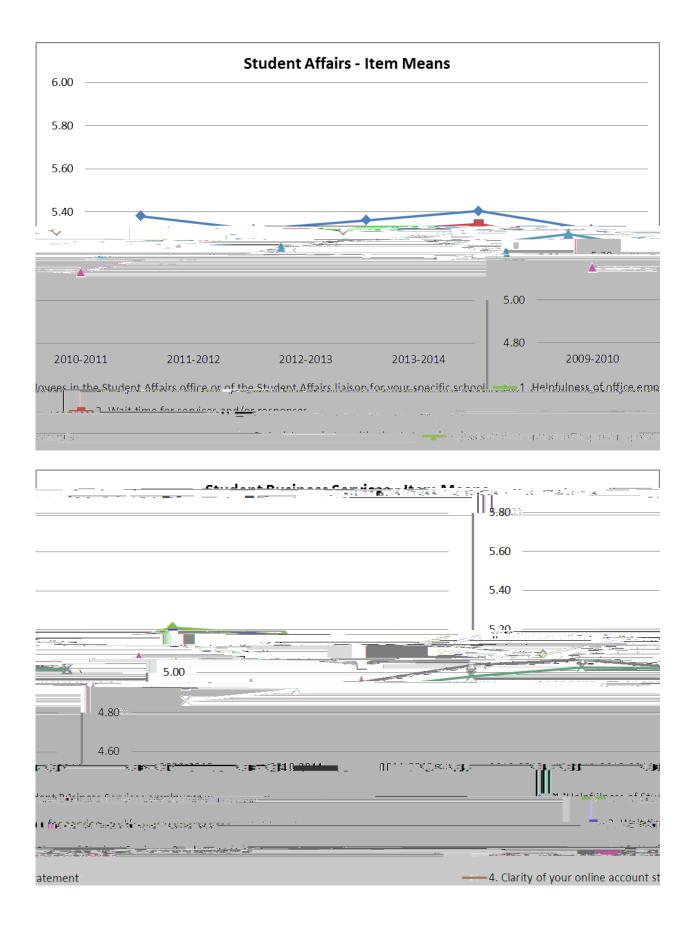


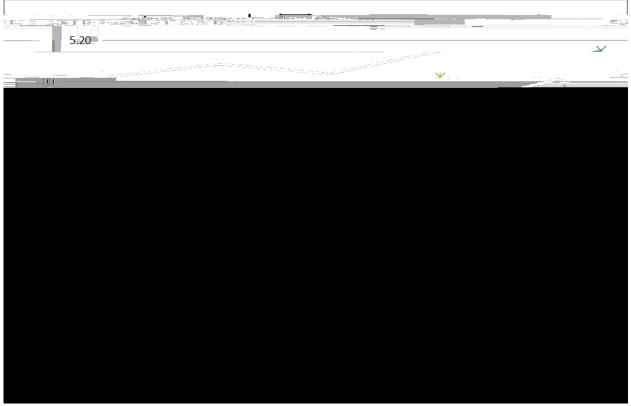




* p-value of independent samples t test is below .05/49 (Bonferroni correction)



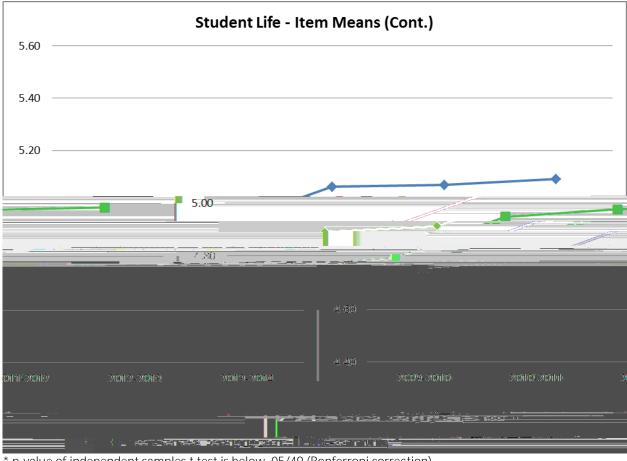




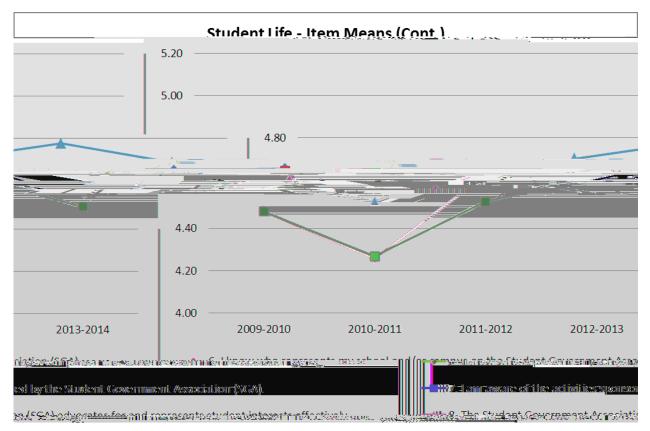
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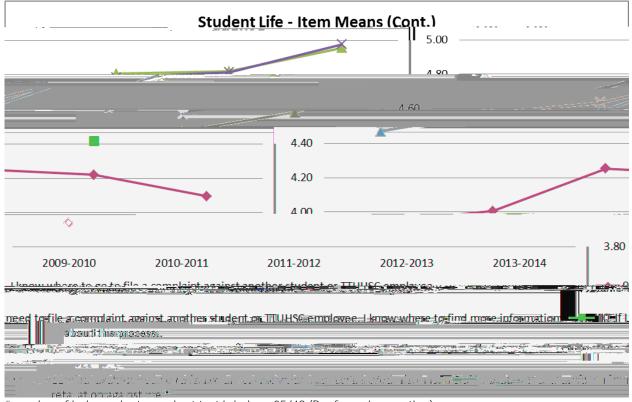


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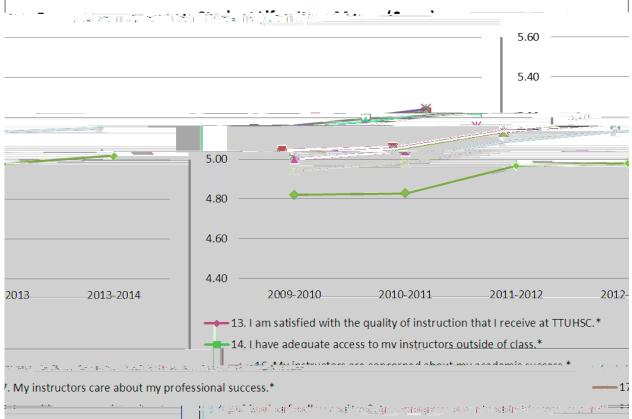


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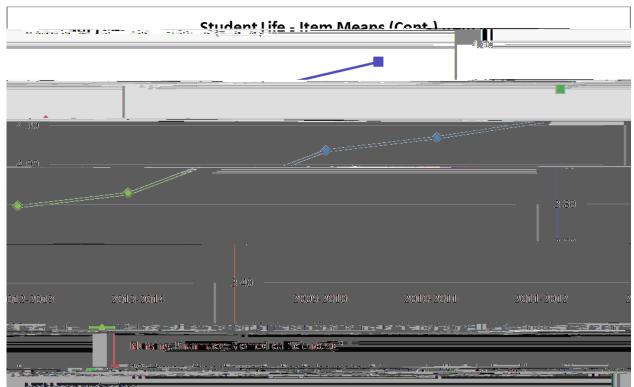




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