# **Student Satisfaction Survey**

# TTUHSC Institutional Report 2018-2019

#### Summary

- The *Student Satisfaction Survey* is administered once every two years. The 2018-2019 version is comparable to the 2016-2017 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 91% 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 in the School of Nursing report noticeably high levels of satisfaction with services across the institution.
- Student satisfaction is comparable, if not higher, for students enrolled in distance education programs compared to students in more traditional, face-to-face programs.
- In general, students at the Lubbock—Covenant Health System instructional site continue to express noticeably high levels of satisfaction with their experiences.
- Two areas of student dissatisfaction include: (1) availability of common spaces to gather between 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 announcements 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> <li>Graduate School of Biomedical Sciences (GSBS)</li> </ul>	Abilene (ABL)
<ul> <li>School of Health Professions (SHP)</li> </ul>	Amarillo (AMA)
<ul> <li>School of Medicine (SOM)</li> </ul>	Dallas (DAL)
<ul> <li>School of Nursing (SON)</li> </ul>	Lubbock (LBB)
<ul> <li>School of Pharmacy (SOP)</li> </ul>	Lubbock-Covenant Health System (LBB-COV)
	Midland (MDL)
	Odessa (ODS)
	Distance education (DIST) <sup>a</sup>

<sup>&</sup>lt;sup>a</sup> Respondents were classified as distance education students if they self-reported that 50% or more of their coursework is completed through distance education.

Figure 1 illustrates the percent of survey respondents by school in comparison to the percent of students enrolled by school in Spring 2019. Survey respondents were appropriately represented in GSBS, SOM, and SOP. SHP students constituted a higher percent of survey respondents than expected, whereas SON respondents were underrepresented in comparison to the student population.

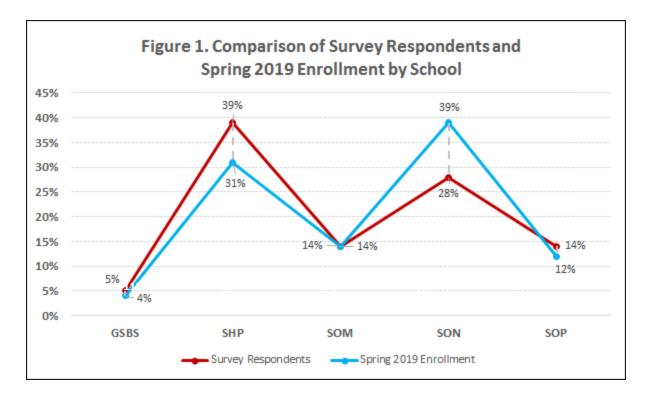
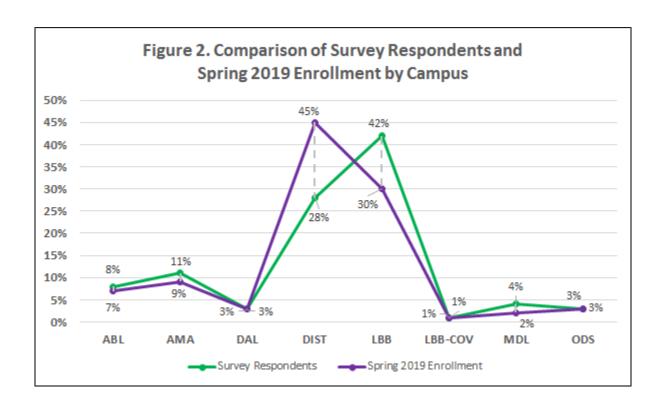
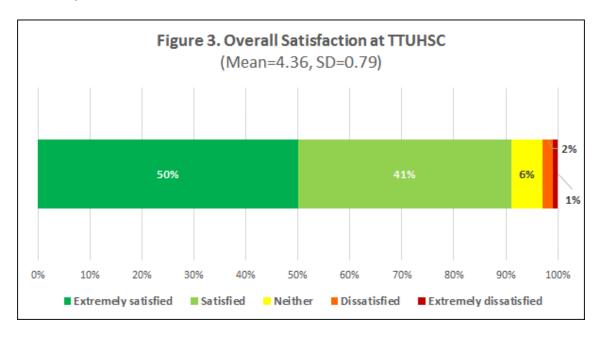


Figure 2 illustrates the percent of survey respondents by campus in comparison to the percent of students enrolled by campus in Spring 2019. Survey respondents were appropriately represented in Abilene, Amarillo, Dallas, Lubbock-Covenant, Midland, and Odessa. Students based on the Lubbock campus constituted a higher percent of survey respondents than expected, whereas distance students were underrepresented in the survey. This may be due, in large part, to student perception. Some distance students affiliated themselves with a specific campus even though they are enrolled in a distance education program.

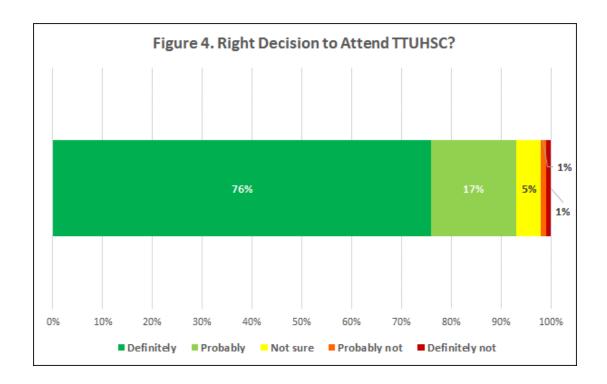


#### **Results**

**Quantitative Data.** 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 91% of respondents reported being "extremely satisfied" or "satisfied." See Figure 3.



When asked if they felt like they made the right decision to attend TTUHSC, students responded favorably. More than three of four students indicated that they "definitely" made the right decision. See *Figure 4*.



For the remainder of the survey items, students were asked to indicate their level of satisfaction using a 5-point scale (5=Extremely satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Extremely dissatisfied). In the Student Life section, students were asked to indicate their level of agreement with several statements using a 5-point scale (5=Strongly agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree). Respondents were also given a Not Applicable option for some items. New and revised items have been marked appropriately.

For all items, the possible range of means is 1.00-5.00. All means are color-coded to highlight areas of strength and potential improvement (**Red**:  $\le$ 1.99, **Yellow**: 2.00-2.99, **White**: 3.00-4.49, **Green**:  $\ge$ 4.50).

**Institutional Results (pp. 6-17):** Appendix A presents survey results for the institution as a whole. For each item, the following data are provided:

- Mean level of satisfaction/agreement
- Standard deviation
- Total number of respondents for the scaled responses
- Color-coded graph illustrating the distribution of responses

**Results by School (pp. 18-24):** Appendix B presents survey results according to school. For each item, the following data are provided:

- Mean level of satisfaction/agreement
- Standard deviation
- Total number of respondents for the <u>scaled</u> responses

**Results by Campus (pp. 25-32):** Appendix C presents survey results according to campus. For each item, the following data are provided:

- Mean level of satisfaction/agreement
- Standard deviation
- Total number of respondents for the <u>scaled</u> responses

**Qualitative Data.** As part of the survey, students were given an opportunity to provide open-ended comments in response to the following prompts:

- 1) What do you like most about TTUHSC?
- 2) How can we improve your experiences at TTUHSC?

Respondents provided 1,131 comments to the first prompt and 836 comments to the second prompt. Any comments which indicated the student did not have a comment (e.g., *N/A*, *none*) or were otherwise not useful (e.g., *all*, *nothing*) were eliminated. 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. Due to time constraints, no qualitative analyses have been conducted on these data.

#### Conclusion

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., follow-up surveys, focus groups, interviews)

Once you have gained an appropriate perspective, identify an area of potential improvement or strength upon which to build. Consider what your desired outcome will be. Then, identify and implement a potential strategy for improvement. After a reasonable timeframe, evaluate whether the strategy has been successful. Did you achieve the desired outcome?

Continuous improvement is a process. Sometimes strategies for improvement will be successful—sometimes they will not. Although the ultimate outcome is indeed important, what is equally critical is the documentation of your efforts to make those improvements. Contact the *Office of Institutional Effectiveness and Accreditation* for additional guidance in this process.

# **APPENDIX A. INSTITUTIONAL RESULTS**

General Academics	Mean <sup>a</sup>	SD n	Distribution
Clarity of student expectations in my courses	4.31	0.78 1,661	
Effectiveness of teaching strategies used by my professors	4.12	0.90 1,661	
Quality of instructional materials used to enhance my learning	4.20	0.87 1,661	
Academic advisor's knowledge of program requirements	4.39	0.83 1,661	
Faculty/staff knowledge of career opportunities in my field of study	4.32	0.84 1,661	

<sup>&</sup>lt;sup>a</sup> 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** occurs when students from two or more professions learn about, from, and with each other to enable effective collaboration and improve health outcomes. Once students understand how to work interprofessionally, they are ready to enter the workplace as members of collaborative practice teams.

Interprofessional Education	Mean <sup>a</sup>	SD n	Distribution
Degree to which TTUHSC advocates for interprofessional practice and		0.82	
education in order to prepare you to be a collaborative clinician, educator, or researcher	4.39	1,655	
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's	4.28	0.88	
curriculum	4.20	1,655	
Development of the interprofessional knowledge, skills, and values	4.34	0.81	
needed to work collaboratively with others	4.54	1,655	
Quantity of interprofessional education and practice learning activities	4.23	0.90	
offered at TTUHSC	7.23	1,655	
Quality of interprofessional education and practice learning activities	4.19	0.97	
offered at TTUHSC	4.19	1,655	
<u>Variety</u> of interprofessional education and practice learning activities	4.14	0.94	
offered at TTUHSC		1,655	

<sup>&</sup>lt;sup>a</sup> 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	Mean <sup>a</sup>	SD n	Distribution
		0.87	
Reliability of the learning management system (i.e., Sakai, Canvas)	4.24	1,647	
		0.91	
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.17	1,493	
	2.02	1.03	
Quality of audio-video equipment used in my classrooms	3.93	1,481	
Availability of TTUHSC IT Solution Center staff to assist with my	4.27	0.86	
technology needs	4.27	1,521	
Knowledge/skill of TTUHSC IT Solution Center technicians	4.26	0.88	
knowledge/skiii of 110115e 11 Solution center technicians	7.20	1,515	
Usefulness of information provided in SolveIT, TTUHSC's searchable	4.13	0.93	
database for common technology questions and solutions	7.13	1,340	
Usability of the TTUHSC website overall	4.11	0.97	
		1,637	
Availability of your school's technology support staff	4.29	0.83	
		1,541	
Knowledge/skill of your school's technology support staff	4.29	0.85	
37 7		1,546	
Usability of your school's website	4.15	0.94	
		1,633	
Overall perception of technology at TTUHSC (NEW)	4.20	0.87	
<del></del>	1120	1,638	

<sup>&</sup>lt;sup>a</sup> 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).

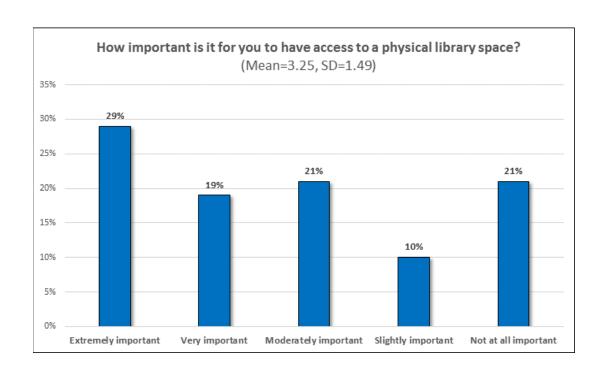
Physical Environment	Mean <sup>a</sup>	SD n	Distribution
General adequacy of classrooms	4.24	0.80 1,334	
Adequacy of study facilities, excluding the library	3.95	1.10 1,307	
Availability of common spaces for students to congregate between classes	3.86	1.15 1,304	
Cleanliness of campus buildings	4.48	0.70 1,366	
Safety/security in campus buildings, excluding the library	4.35	0.78 1,348	
Safety/security outside of campus buildings, including parking lots	4.12	0.97 1,353	
Parking availability	3.75	1.19 1,361	

The Office of Student Business Services coordinates payment of tuition and fees, answers billing questions, and oversees payment plans.

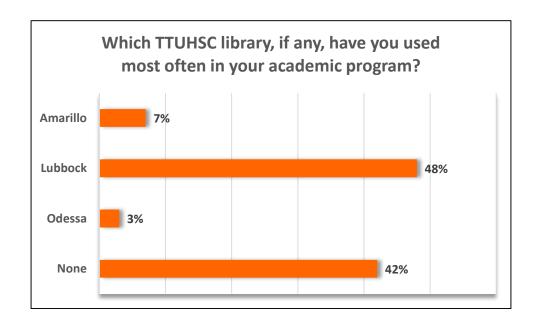
Student Business Services	Mean <sup>a</sup>	SD n	Distribution
Professionalism of employees (REVISED WORDING)	4.40	0.74 1,503	
Accuracy of information provided by staff	4.38	0.78 1,502	
Speed/response time for services (REVISED WORDING)	4.37	0.77 1,505	
Convenience of accessing services/information (NEW)	4.35	0.82 1,516	

<sup>&</sup>lt;sup>a</sup> 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).

General Library	Mean <sup>a</sup>	SD n	Distribution
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.23	0.84 1,313	
Helpfulness of librarians in responding to my questions	4.23	0.85 1,241	
Availability of appropriate online <u>databases</u> for my field of study	4.34	0.82 1,540	
Availability of appropriate online <u>journals</u> for my field of study	4.32	0.81 1,545	
Availability of appropriate <u>e-books</u> for my field of study	4.22	0.88 1,474	
Overall perception of services provided by the library (NEW)	4.31	0.79 1,519	

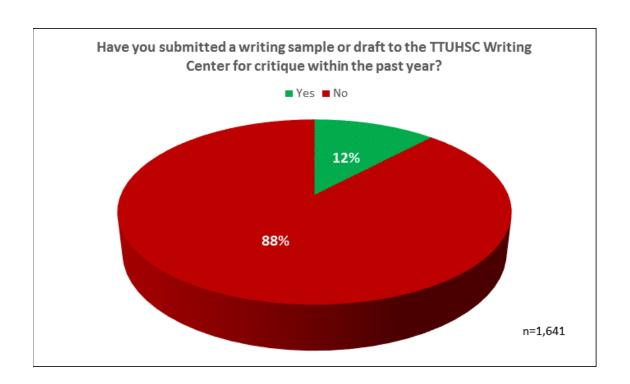


<sup>&</sup>lt;sup>a</sup> Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).



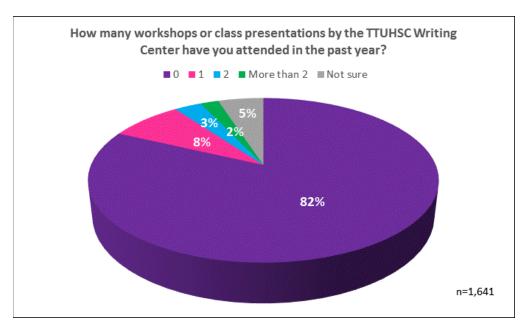
Physical Library	Lubbock Amarillo Ode		Lubbock Amarillo		essa	
Hours of operation	3.97	1.00	3.83	1.02	3.42	1.35
Hours of operation	3.37	728	3.63	101	3.42	59
Availability of resource materials on-site	4.21	0.73	3.95	0.91	4.18	0.81
Availability of resource materials on-site	4.21	695	3.33	99		60
Availability of computers for your use	4.24	0.77	3.86	1.09	4.36	0.67
Availability of computers for your use	4.24	688		93		58
Adequacy of study facilities in the library	4.02	0.98	3.86	1.09	3.90	1.05
Adequacy of study facilities in the library	4.02	721	3.80	101		60
Safety/security in the library	4.23	0.83	4.15	0.93	4.33	0.68
Safety/security in the library	4.23	718	4.15	100	4.33	60

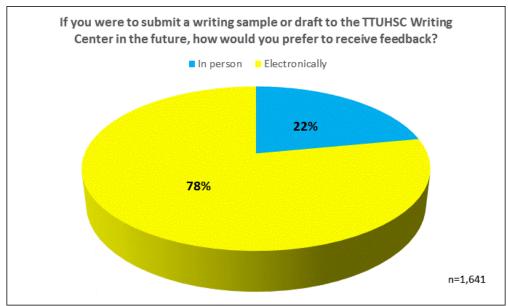
<sup>&</sup>lt;sup>a</sup> Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).



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

<sup>&</sup>lt;sup>a</sup> 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).





<sup>&</sup>lt;sup>a</sup> 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.

Financial Aid	Mean <sup>a</sup>	SD n	Distribution
Professionalism of employees (REVISED WORDING)	4.39	0.75 1,435	
Accuracy of information provided by staff	4.35	0.79 1,439	
Speed/response time for services (REVISED WORDING)	4.28	0.86 1,435	
Convenience of accessing services/information (NEW)	4.30	0.84 1,438	

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

Registrar	Mean	SD	Distribution				
negistrai	iviean	n	Distribution				
Professionalism of employees (REVISED WORDING)	4.45	0.68					
Trolessionalism of employees (KLVISLD WOKDING)	4.45	1,457					
Accuracy of information provided by staff	4.42	0.72					
Accuracy of information provided by stair		1,461					
Speed/response time for services (REVISED WORDING)	4.40	0.74					
speed/response time for services (kevised wokding)	4.40	4.40	1,467				
Convenience of accessing convince/information (AUTIA)	4.39	0.75					
Convenience of accessing services/information (NEW)		4.39	4.39	4.39	4.39	(NEW) <b>4.39</b>	1,474

<sup>&</sup>lt;sup>a</sup> 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.

Institutional Health	Mean <sup>a</sup>	SD n	Distribution
Professionalism of employees (REVISED WORDING)	4.40	0.75 1,350	
Accuracy of information provided by staff	4.40	0.75 1,352	
Speed/response time for services (REVISED WORDING)	4.41	0.74 1,349	
Convenience of accessing services/information (NEW)	4.38	0.77 1,350	

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

Veterans and Military Advising (NEW)	Mean <sup>a</sup>	SD n	Distribution
Professionalism of employees	4.24	0.89	
Professionalism of employees	4.24	519	
Accuracy of information provided by staff	4.24	0.89	
Accuracy of information provided by stair	7.27	520	
Speed/response time for services	4.23	0.91	
Speed/response time for services	4.23	520	
Convenience of accessing services/information	4.20	0.94	
Convenience of accessing services/information	4.20	523	

<sup>&</sup>lt;sup>a</sup> 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 <sup>a</sup>	SD n	Distribution
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	

<sup>&</sup>lt;sup>a</sup> 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	Mean <sup>a</sup>	SD	Distribution
Student Line	IVICALI	n	Distribution
am familiar with the process for requesting accommodations	3.85	1.10	
through Student Disability Services.	3.63	1,155	
am aware of the possible health effects resulting from drug and	4.67	0.53	
alcohol use.	4.07	1,594	
know how to report incidents of sexual discrimination, harassment,	4.13	1.03	
misconduct, and assault to University administrators.	4.13	1,570	
I know how to submit a formal, written complaint about an academic	3.87	1.17	
and/or non-academic issue, if necessary. (NEW)	3.07	1,580	
I am familiar with the mental health resources available to me as a	4.18	0.99	
TTUHSC student.	4.10	1,569	
The Student Government Association represents my needs as a	4.02	1.01	
TTUHSC student.	4.02	1,475	
Maintaining healthy balances across different aspects of my life is a	4.59	0.67	
oriority for me. (NEW)	4.55	1,604	
n difficult situations, I am able to recognize my own emotions before	4.43	0.70	
responding. (NEW)	4.43	1,607	
can often recognize other people's emotions without them telling	4.39	0.71	
me how they feel. (NEW)	4.53	1,607	
am confident in my ability to "bounce back" after stressful or	4 27	0.79	
raumatic events in life. (NEW)	4.37	1,608	

<sup>&</sup>lt;sup>a</sup> 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).

# APPENDIX B. RESULTS BY SCHOOL

	TTU	TTUHSC		BS	Sł	łΡ	SOM		M SON		SOP	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Overall Satisfaction	iviean	n	iviean	n	ivieaii	n	ivieali	n	ivieaii	n	IVICALI	n
Overall satisfaction with TTUHSC experiences	4.36	0.79	4.14	0.90	4.51	0.67	4.17	0.78	4.57	0.61	3.76	0.99
Overall satisfaction with 110H3C experiences	4.30	1,661	4.14	86	4.51	654	4.17	229	4.57	459	3.70	233

General Academics	TTU	TTUHSC		BS	SHP		SC	SOM		ON S		OP
Clarity of student expectations in my courses	4.31	0.78	4.13	0.90	4.44	0.69	4.00	0.81	4.52	0.64	3.88	0.92
Clarity of student expectations in my courses	4.51	1,661	4.13	86	4.44	654	4.00	229	4.52	459	5.00	233
Effectiveness of teaching strategies used by my professors	4.12	0.90	4.09	0.83	4.30	0.79	3.63	0.95	4.35	0.78	3.65	1.03
Lifectiveness of teaching strategies used by my professors	4.12	1,661	4.03	86	4.30	654	3.03	229	4.33	459	3.03	233
Quality of instructional materials used to enhance my learning	4.20	0.87	4.12	0.93	4.36	0.78	3.83	1.00	4.36	0.78	3.87	0.89
Quality of instructional materials used to emilance my learning	4.20	1,661	4.12	86	4.30	654	3.83	229	4.30	459	5.07	233
Academic advisor's knowledge of program requirements	4.39	0.83	4.12	1.14	4.52	0.76	4.16	0.91	4.50	0.68	4.14	0.93
Academic advisor's knowledge or program requirements	4.33	1,661	4.12	86	4.52	654	4.16	229	4.50	459	4.14	233
Faculty/staff knowledge of career opportunities in my field of study	4.32	0.84	3.98	1.12	4.46	0.76	4.10	0.89	4.46	0.73	4.00	0.95
raculty/stail knowledge of career opportunities in my field of study	4.32	1,661	3.30	86	4.40	654	4.10	229	4.40	459	4.00	233

<sup>&</sup>lt;sup>a</sup> 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	TTU	HSC	GS	BS	Sł	łΡ	SC	M	SC	N	SC	OP
Degree to which TTUHSC advocates for interprofessional practice and	4.20	0.82	4.12	0.96	4.40	0.75	4.10	0.88	4.57	0.66	4.05	1.00
education in order to prepare you to be a collaborative clinician, educator, or researcher	4.39	1,655	4.13	86	4.49	652	4.18	228	4.57	457	4.05	232
Degree to which learning opportunities about interprofessional		0.88		0.99		0.75		0.94		0.71		1.08
education and practice are integrated throughout your program's curriculum	4.28	1,655	4.02	86	4.45	652	3.96	228	4.51	457	3.80	232
Development of the interprofessional knowledge, skills, and values	4.34	0.81	4.14	0.97	4.49	0.70	4.03	0.90	4.53	0.66	3.92	0.95
needed to work collaboratively with others	4.54	1,655	4.14	86	4.43	652	4.03	228	4.55	457	3.32	232
Quantity of interprofessional education and practice learning activities	4.23	0.90	3.99	0.98	4.37	0.81	3.97	0.94	4.44	0.75	3.73	1.10
offered at TTUHSC	7.23	1,655	3.55	86	7.57	652	3.57	228	7.77	457	3.	232
Quality of interprofessional education and practice learning activities	4.19	0.97	4.01	1.05	4.36	0.84	3.72	1.09	4.50	0.69	3.64	1.17
offered at TTUHSC	4.19	1,655	4.01	86	4.30	652	3.72	228	4.50	457	3.04	232
Variety of interprofessional education and practice learning activities	4.14	0.94	3.92	0.98	4.27	0.86	3.84	0.95	4.40	0.79	3.65	1.10
offered at TTUHSC	4.14	1,655	3.32	86	4.27	652	3.04	228	4.40	457	3.03	232

<sup>&</sup>lt;sup>a</sup> 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	TTU	HSC	GS	BS	Sł	НP	SC	M	SC	ON	S	OP
Reliability of the learning management system (i.e., Sakai, Canvas)	4.24	0.87	3.95	0.94	4.45	0.70	3.62	1.05	4.48	0.63	3.88	1.06
		1,647		85		651		228		454		229
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.17	0.91	3.73	1.14	4.29	0.78	3.70	1.11	4.52	0.63	3.86	0.99
, , , , , ,		1,493		81		564		226		393		229
Quality of audio-video equipment used in my classrooms	3.93	1.03	3.60	1.15	4.12	0.87	3.30	1.15	4.28	0.81	3.59	1.12
		1,481		82		566		224		380		229
Availability of TTUHSC IT Solution Center staff to assist with my	4.27	0.86	3.91	1.12	4.37	0.76	3.89	1.00	4.60	0.58	3.85	0.99
technology needs	,	1,521	0.52	81		594	0.00	206		421	0.00	219
Knowledge/skill of TTUHSC IT Solution Center technicians	4.26	0.88	3.93	1.13	4.37	0.76	3.56	1.01	4.61	0.63	3.81	0.99
infowredge/skiii of Fronse if Solution center teenincians	4.20	1,515	3.55	80	4.57	592	3.30	209	4.01	416	3.01	218
Usefulness of information provided in SolveIT, TTUHSC's searchable	4.13	0.93	3.89	1.11	4.25	0.83	3.62	1.07	4.46	0.74	3.72	0.95
database for common technology questions and solutions	4.13	1,340	3.83	66	4.23	529	3.02	164	4.40	375	3.72	206
Usability of the TTUHSC website overall	4.11	0.97	3.54	1.30	4.31	0.77	3.64	1.11	4.43	0.70	3.55	1.15
Cosability of the FFORSC website overall	4.11	1,637	5.54	85	4.51	648	3.04	221	4.43	454	3.33	229
Availability of your school's technology support staff	4.29	0.83	3.95	1.02	4.38	0.74	3.92	0.99	4.61	0.57	3.92	0.91
Availability of your school's technology support staff	4.23	1,541	3.33	81	4.56	602	3.32	211	4.01	425	3.32	222
Knowledge (skill of your school's technology support staff	4.29	0.85	3.99	0.98	4.39	0.74	3.86	1.07	4.62	0.58	3.91	0.91
Knowledge/skill of your school's technology support staff	4.29	1,546	3.99	81	4.59	605	3.80	214	4.62	424	3.91	222
Heability of your school's website	4.15	0.94	2 61	1.23	4.36	0.73	3.67	1.07	4.46	0.70	3.63	1.11
Usability of your school's website	4.15	1,633	3.61	84	4.30	648	3.0/	219	4.40	454	3.03	228
Overall percention of technology at TTURSC (AUGU)	4.20	0.87	3.93	0.99	4.37	0.68	3.54	1.11	4.54	0.61	3.78	0.94
Overall perception of technology at TTUHSC (NEW)	4.20	1,638	3.33	85	4.5/	644	3.54	228	4.54	454	3./8	227

<sup>&</sup>lt;sup>a</sup> 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	TTU	HSC	GS	BS	Sł	НP	SC	M	SC	N	SC	OP
General adequacy of classrooms	4.24	0.80	4.25	0.78	4.30	0.74	4.18	0.79	4.41	0.71	3.92	0.97
deficial adequacy of classicoms	7.27	1,334	7.23	77	7.30	493	7.10	226	7.71	312	3.52	226
Adequacy of study facilities, excluding the library	3.95	1.10	4.07	0.91	4.01	1.07	3.68	1.18	4.35	0.77	3.50	1.28
Adequacy of study facilities, excluding the library	3.93	1,307	4.07	76	4.01	484	3.08	224	4.55	297	3.30	226
Availability of common spaces for students to congregate between	3.86	1.15	3.89	1.05	3.88	1.13	3.79	1.14	4.24	0.97	3.42	1.27
classes	3.80	1,304	3.83	76	3.88	482	3.79	225	4.24	295	3.42	226
Cleanliness of campus buildings	4.48	0.70	4.55	0.60	4.52	0.61	4.51	0.61	4.59	0.62	4.20	0.98
clearniness of campus buildings	4.40	1,366	4.55	76	4.52	495	4.51	226	4.55	343	4.20	226
Safety/security in campus buildings, excluding the library	4.35	0.78	4.42	0.74	4.34	0.79	4.36	0.75	4.44	0.72	4.22	0.88
Safety/security in campus buildings, excluding the library	4.33	1,348	4.42	76	4.54	494	4.30	226	4.44	326	4.22	226
Safety/security outside of campus buildings, including parking lots	4.12	0.97	4.07	1.06	4.10	0.96	4.01	1.05	4.27	0.88	4.10	0.98
Safety/security outside of campus buildings, including parking lots	4.12	1,353	4.07	76	4.10	493	4.01	226	4.27	332	4.10	226
Parking availability	3.75	1.19	3.73	1.33	3.85	1.14	3.75	1.13	3.86	1.18	3.36	1.29
raiking availability	3.75	1,361	3./3	74	3.65	490	3./5	225	3.00	347	3.30	225

Student Business Services	TTU	TTUHSC		GSBS		SHP		SOM		ON S		OP
Professionalism of employees (REVISED WORDING)	4.40	0.74	4.18	0.95	4.47	0.67	4.35	0.78	4.50	0.67	4.15	0.84
Trotessionalism of employees (REVISED WORDING)	7.70	1,503	7.10	80	7.77	601	7.33	192	4.50	414	7.13	216
Accuracy of information provided by staff	4.38	0.78	4.16	0.93	4.44	0.75	4.33	0.78	4.49	0.68	4.13	0.91
Accuracy of information provided by stair	4.30	1,502	4.10	79	4.44	600	4.33	192	4.43	415	4.13	216
Speed/response time for services (REVISED WORDING)	4.37	0.77	4.17	0.93	4.44	0.73	4.33	0.76	4.48	0.69	4 11	0.89
speed/response time for services (REVISED WORDING)	4.57	1,505	4.17	81	4.44	599	4.33	192	4.40	415	4.11	218
Convenience of accessing services/information (NEW)	4.35	0.82	4.15	0.99	4.40	0.79	4.30	0.84	4.48	0.71	4.10	0.96
Convenience of accessing services/information (NEW)	4.33	1,516	4.15	81	4.40	603	4.30	193	4.40	421	4.10	218

<sup>&</sup>lt;sup>a</sup> 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).

General Library	TTU	IHSC	GS	BS	SI	HP	SC	M	SC	ON	SC	)P
Availability of librarians via multiple communication methods (i.e., in	4.23	0.84	4.06	0.83	4.30	0.81	4.35	0.75	4.35	0.76	3.72	0.99
person, telephone, email, text, live chat)		1,313		64		511		171		395		172
Helpfulness of librarians in responding to my questions	4.23	0.85	4.07	0.83	4.26	0.85	4.41	0.74	4.33	0.79	3.77	0.95
The pruniess of librarians in responding to my questions	4.23	1,241	4.07	59	4.20	481	4.41	169	4.33	370	3.77	162
Availability of appropriate online <u>databases</u> for my field of study	4.34	0.82	4.08	0.93	4.33	0.84	4.29	0.79	4.50	0.71	4.17	0.87
Availability of appropriate offline <u>databases</u> for my field of study	4.54	1,540	4.08	76	4.33	608	4.29	191	4.50	446	4.17	219
Availability of appropriate online journals for my field of study	4.32	0.81	4.01	0.99	4.29	0.85	4.30	0.74	4.48	0.68	4.16	0.87
Availability of appropriate offiline journals for the field of study	4.32	1,545	4.01	78	4.29	614	4.30	192	4.40	445	4.10	216
Availability of appropriate a books for my field of study	4.22	0.88	3.91	1.00	4.19	0.91	4.18	0.84	4.48	0.75	4.08	0.92
Availability of appropriate <u>e-books</u> for my field of study	4.22	1,474	3.91	70	4.19	583	4.10	189	4.40	416	4.08	216
Overall perception of services provided by the library (NEW)	4.31	0.79	4.05	0.87	4.33	0.78	4.29	0.80	4.45	0.71	4.07	0.86
Overall perception of services provided by the library (NEW)	4.51	1,519	4.05	75	4.33	592	4.29	204	4.45	438	4.07	210

Writing Center	TTU	HSC	GSBS		SHP		IP SO		SON		SC	OP
How satisfied were you with the services you received from the	1.16	0.99	2.75	0.86	4 22	0.79	4 20	0.94	4.09	0.91	3.40	0.74
TTUHSC Writing Center?	4.16	191	3./5	8	4.52	53	4.38	39	4.09	81	3.40	10

Financial Aid	TTU	TTUHSC		GSBS		SHP		M	SON		SC	)P
Professionalism of employees (REVISED WORDING)	4.39	0.75	4.32	0.69	4.45	0.70	4.36	0.72	4.49	0.71	4.13	0.96
Professionalism of employees (kevised wording)	4.33	1,435	4.32	65	4.43	562	4.30	199	4.43	387	4.13	221
Accuracy of information provided by staff	4.35	0.79	4.20	0.77	4.40	0.74	4.31	0.78	4.45	0.75	4.10	1.00
Accuracy of information provided by stair	4.33	1,439	4.20	66	4.40	565	4.51	198	4.45	388	4.10	222
Speed/response time for services (REVISED WORDING)	4.28	0.86	4.17	0.80	4.32	0.85	4.29	0.74	4.39	0.82	4.03	1.00
Speed/response time for services (kevised wokding)	4.20	1,435	4.17	65	4.32	565	4.23	198	4.33	386	4.05	221
Convenience of accessing services/information (NEW)	4.30	0.84	4.18	0.79	4.35	0.80	4.21	0.84	4.45	0.75	4.00	0.80
Convenience of accessing services/information (NEW)	4.50	1,438	4.10	65	4.33	565	4.21	197	4.45	388	4.00	223

<sup>&</sup>lt;sup>a</sup> 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	TTU	IHSC	GS	BS	SH	łР	SC	M	SC	N	SC	)P
Professionalism of employees (REVISED WORDING)	4.45	0.68	4.38	0.65	4.48	0.67	4.43	0.67	4.55	0.62	4.23	0.80
Professionalism of employees (NEVISED WONDING)	4.43	1,457	4.56	77	4.40	586	4.43	173	4.55	412	4.23	209
Accuracy of information provided by staff	4.42	0.72	4.26	0.88	4.46	0.70	4.39	0.70	4.52	0.67	4.21	0.80
Accuracy of information provided by stair	4.42	1,461	4.20	77	4.40	590	4.55	171	4.52	413	4.21	210
Speed/response time for services (REVISED WORDING)		0.74	4.26	0.80	4.45	0.70	4.39	0.71	4.51	0.66	4.13	0.91
Speed/response time for services (REVISED WORDING)	4.40	1,467	4.20	77	4.45	590	4.33	171	4.51	417	4.13	212
Convenience of accessing services/information (NEW)		0.75	4.23	0.81	4.45	0.69	121	0.77	4.50	0.67	4.13	0.92
Convenience of accessing services/illiorifiation (NEW)	4.39	1,474	4.23	77	4.45	593	4.34	174	4.50	418	4.13	212

Institutional Health	TTU	HSC	GS	BS	Sł	ΗР	SC	M	SC	N	SC	)P
Professionalism of employees (REVISED WORDING)	4.40	0.75	4.07	1.11	4.46	0.68	4.48	0.70	4.49	0.67	4.14	0.84
Professionalism of employees (keviseb wokbling)	4.40	1,350	4.07	67	4.40	512	4.40	221	4.43	346	4.14	204
Accuracy of information provided by staff	4.40	0.75	4.12	1.04	4.45	0.70	4.47	0.70	4.49	0.70	4.14	0.84
curacy of information provided by staff	4.40	1,352	4.12	67	4.45	513	4.47	220	4.49	348	4.14	204
Speed/response time for services (REVISED WORDING)	4.41	0.74	A 11	0.99	1 16	0.68	4.52	0.68	4.40	0.69	4.13	0.86
Speed/response time for services (REVISED WORDING)	4.41	1,349	4.11	66	4.46	512	4.52	221	4.48	347	4.13	203
Convenience of accessing convices (information (AUTA))	4.38	0.77	4.09	1.04	4.45	0.70	4.45	0.74	4.48	0.70	4.08	0.90
Convenience of accessing services/information (NEW)	4.30	1,350	4.09	67	4.45	511	4.45	220	4.40	347	4.08	205

Veterans and Military Advising (NEW)	TTU	IHSC	GS	BS	Sł	<del>I</del> P	SC	M	SC	N	SC	)P
Professionalism of employees	4.24	0.89	4.14	0.91	4.32	0.85	4.38	0.80	4.33	0.82	3.93	1.02
Professionalism of employees	4.24	519	4.14	21	4.32	199	4.36	47	4.33	150	3.93	102
Accuracy of information provided by staff	4.24	0.89	4.14	0.91	4.31	0.85	4.38	0.80	4.32	0.84	3.93	1.02
Accuracy of information provided by stair	4.24	520	4.14	21	4.51	199	4.36	47	4.32	151	3.33	102
Speed/response time for services	4.23	0.91	4.14	0.91	4.28	0.92	4.40	0.80	4.35	0.81	3.88	1.01
speed/response time for services	4.23	520	4.14	21	4.20	199	4.40	47	4.33	150	3.00	103
Convenience of accessing services/information	4 20	0.94	4.00	1.11	4.27	0.87	4.36	0.82	4 21	0.88	3.86	1.07
convenience of accessing services/information	4.20	523	4.00	22	4.27	199	4.30	47	4.31	152	3.00	103

<sup>&</sup>lt;sup>a</sup> 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).

Office of Student Services	TTU	HSC	GS	BS	Sł	НP	SC	M	SC	N	SC	)P
Professionalism of employees (REVISED WORDING)	4.44	0.75	4.22	0.84	4.47	0.66	4.53	0.68	4.51	0.64	4.25	1.01
Professionalism of employees (kevised wokulng)	4.44	1,321	4.22	72	4.47	515	4.55	204	4.51	308	4.25	222
Accuracy of information provided by staff	4.42	0.78	4.21	0.87	4.46	0.68	4.52	0.74	4.51	0.65	4.19	1.05
Accuracy of information provided by stair	4.42	1,321	4.21	72	4.40	514	4.52	204	4.51	309	4.13	222
Speed/response time for services (REVISED WORDING)		0.75	4.21	0.84	4.45	0.69	4.49	0.76	4.52	0.65	4.27	0.95
Speed/response time for services (REVISED WORDING)	4.43	1,319	4.21	72	4.45	513	4.43	203	4.52	309	4.27	222
Convenience of accessing convices linformation (AUTIA)		0.77	4 17	0.87	4.45	0.69	1 10	0.82	4.50	0.66	4.29	0.97
Convenience of accessing services/information (NEW)	1 4.42 H	1,323	4.17	72	4.45	514	4.48	204	4.50	311	4.29	222

Student Life	TTU	HSC	GS	BS	Sł	НP	SC	M	SC	N	SC	)P
I am familiar with the process for requesting accommodations	3.85	1.10	3.81	1.07	3.97	1.00	3.39	1.34	3.97	1.10	3.78	1.02
through Student Disability Services.	3.03	1,155	3.01	54	3.37	459	3.33	163	3.37	307	5.70	172
I am aware of the possible health effects resulting from drug and	4.67	0.53	4.62	0.58	4.68	0.50	4.70	0.50	4.75	0.48	4.50	0.64
alcohol use.	4.07	1,594	4.02	81	4.08	630	4.70	223	4.75	436	4.50	224
I know how to report incidents of sexual discrimination, harassment,	4.13	1.03	4.16	1.00	4.18	0.99	3.92	1.10	4.32	0.97	3.81	1.11
misconduct, and assault to University administrators.	4.13	1,570	4.10	80	4.10	618	3.92	223	4.52	428	3.01	221
I know how to submit a formal, written complaint about an	3.87	1.17	3.85	1.17	3.84	1.17	3.58	1.26	4.12	1.07	3.75	1.15
academic and/or non-academic issue, if necessary. (NEW)	3.07	1,580	3.03	80	3.04	626	3.50	221	4.12	432	5.75	221
I am familiar with the mental health resources available to me as a	4.18	0.99	3.99	1.14	4.22	0.93	4.37	0.83	4.16	1.08	3.94	1.02
TTUHSC student.	4.10	1,569	3.33	80	4.22	617	4.57	225	4.10	424	3.54	223
The Student Government Association represents my needs as a	4.02	1.01	3.87	1.08	4.12	0.90	3.99	1.09	4.11	0.95	3.67	1.17
TTUHSC student.	4.02	1,475	3.07	76	4.12	571	3.33	224	4.11	383	3.07	221
Maintaining healthy balances across different aspects of my life is a	4.59	0.67	4.52	0.74	4.61	0.61	4.65	0.63	4.69	0.56	4.29	0.90
priority for me. (NEW)	4.59	1,604	4.52	81	4.01	633	4.05	224	4.09	441	4.29	225
In difficult situations, I am able to recognize my own emotions	4.43	0.70	4.28	0.85	4.47	0.65	4.46	0.65	4.54	0.62	4.15	0.86
before responding. (NEW)	4.43	1,607	4.20	82	4.47	634	4.40	224	4.54	441	4.15	225
I can often recognize other people's emotions without them telling	4.39	0.71	4.23	0.84	4.46	0.61	4.38	0.76	4.47	0.66	4.12	0.88
me how they feel. (NEW)	4.39	1,607	4.23	82	4.40	634	4.30	225	4.47	442	4.12	224
I am confident in my ability to "bounce back" after stressful or	4.37	0.79	4.39	0.73	4.40	0.75	4.33	0.78	4.49	0.71	4.04	0.99
traumatic events in life. (NEW)	4.37	1,608	4.39	82	4.40	633	4.33	225	4.49	444	4.04	224

<sup>&</sup>lt;sup>a</sup> 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).

# **APPENDIX C. RESULTS BY CAMPUS**

	TTU	HSC	AE	3L	ΑN	ΛA	DA	٩L	LB	В	LBB-	cov	MI	DL	00	OS	DIS	ST
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Overall Satisfaction	iviean	n	iviean	n	iviean	n	iviean	n	iviean	n	iviean	n	iviean	n	iviean	n	iviean	n
Overall satisfaction with TTUHSC experiences	4.36	0.79	4.24	0.86	4.02	0.93	3.42	1.07	4.44	0.70	4.40	0.60	3.94	0.72	4.28	0.73	4.56	0.68
Overall satisfaction with 110H3C experiences	4.50	1,661	4.24	139	4.02	173	3.42	55	4.44	686	÷.40	20	3.54	67	+.20	50	4.30	471

General Academics	TTU	HSC	AE	3L	A۱	ΛA	DA	٩L	LE	BB	LBB-	cov	MI	DL	00	OS	DI	ST
Clarity of student expectations in my courses	4.31	0.78	4.16	0.82	4.04	0.94	3.85	0.97	4.35	0.73	4.20	0.62	3.94	0.74	4.44	0.64	4.48	0.71
Clarity of student expectations in my courses	4.51	1,661	4.10	139	4.04	173	3.63	55	4.33	686	4.20	20	3.54	67	4.44	50	4.40	471
Effectiveness of teaching strategies used by my	4.12	0.90	4.06	0.91	3.82	0.99	3.55	1.09	4.19	0.86	4.00	0.86	3.36	0.73	4.18	0.80	4.31	0.83
professors	4.12	1,661	4.00	139	3.02	173	3.33	55	4.19	686	4.00	20	3.30	67	4.10	50	4.51	471
Quality of instructional materials used to enhance my	4.20	0.87	4.22	0.80	3.99	0.93	3.73	0.95	4.27	0.83	4.20	0.83	3.49	0.84	4.32	0.71	4.33	0.84
learning	4.20	1,661	4.22	139	3.33	173	3.73	55	4.27	686	4.20	20	3.43	67	4.32	50	4.5	471
Academic advisor's knowledge of program	4.39	0.83	4.39	0.82	4.27	0.93	3.98	1.08	4.43	0.80	4.45	1.00	4.12	0.66	4.40	0.73	4.46	0.80
requirements	4.33	1,661	4.33	139	4.27	173	3.30	55	4.43	686	4.45	20	4.12	67	4.40	50	4.40	471
Faculty/staff knowledge of career opportunities in my	4.32	0.84	4.34	0.82	4.10	0.98	3.73	1.10	4.43	0.78	4.35	1.14	4.10	0.76	4.44	0.67	4.32	0.82
field of study	4.52	1,661	4.54	139	4.10	173	3.73	55	4.43	686	4.55	20	4.10	67	4.44	50	4.32	471

<sup>&</sup>lt;sup>a</sup> 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	TTU	HSC	AE	3L	A۱	ΛA	D	AL.	LB	В	LBB-	cov	MI	DL	0[	OS	DI	ST
Degree to which TTUHSC advocates for		0.82		0.88		1.00		1.00		0.77		0.86		0.92		0.74		0.72
interprofessional practice and education in order to	4.39		4.33		4.13		4.04		4.43		4.30		4.15		4.48		4.50	
prepare you to be a collaborative clinician, educator, or		1,655		139		172		55		684		20		65		50		470
Degree to which learning opportunities about		0.88		1.01		1.08		1.04		0.81		0.69		0.97		0.78		0.76
interprofessional education and practice are integrated	4.28		4.15		3.90		3.91		4.33		4.45		3.97		4.42		4.47	-
throughout your program's curriculum		1,655		139		172		55		684		20		65		50		470
Development of the interprofessional knowledge, skills,	4.34	0.81	4.23	0.92	4.03	0.97	3.91	0.91	4.37	0.77	4.40	3.68	4.08	0.85	4.42	0.61	4.50	0.72
and values needed to work collaboratively with others	4.54	1,655	4.23	139	4.03	172	3.31	55	4.37	684	4.40	20	4.00	65	4.42	50	4.50	470
Quantity of interprofessional education and practice	4.23	0.90	4.02	1.09	3.95	1.01	3.75	1.06	4.27	0.84	4.30	0.80	3.95	0.89	4.34	0.85	4.40	0.83
learning activities offered at TTUHSC	4.23	1,655	4.02	139	3.33	172	3.75	55	4.27	684	4.50	20	3.33	65	4.54	50	4.40	470
Quality of interprofessional education and practice	4.19	0.97	4.06	1.10	3.83	1.15	3.73	1.08	4.20	0.93	4.20	1.01	3.94	0.92	4.38	0.75	A A1	0.84
learning activities offered at TTUHSC	4.19	1,655	4.00	139	3.63	172	3.73	55	4.20	684	4.20	20	3.94	65	4.50	50	4.41	470
Variety of interprofessional education and practice	4 14	0.94	3.99	1.13	3.87	1.05	3.65	0.97	4.16	0.88	4.00	0.97	3.86	0.97	4.26	0.90	4.35	0.85
learning activities offered at TTUHSC	4.14	1,655	3.33	139	3.07	172	3.03	55	4.10	684	4.00	20	3.00	65	4.20	50	4.33	470

<sup>&</sup>lt;sup>a</sup> 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	TTU	HSC	AE	3L	A۱	ΛA	D	AL	LB	ВВ	LBB-	COV	MI	DL	0[	OS	DI	ST
Reliability of the learning management system (i.e.,	4.24	0.87	4.08	1.00	3.99	1.01	3.93	0.99	4.19	0.89	3.60	1.23	4.31	0.58	4.16	0.87	4.50	0.66
Sakai, Canvas)		1,647		139		170		54		682		20		65		50		467
Reliability of wireless connection (i.e., HSC-AIR) on my	4.17	0.91	4.10	0.90	3.94	1.05	3.81	0.93	4.12	0.93	3.80	1.01	4.05	0.87	4.18	0.90		
campus		1,493		139		170		54		677		20		65		50		
Quality of audio-video equipment used in my	3.93	1.03	3.81	1.00	3.58	1.13	3.52	1.13	3.87	1.04	4.00	0.97	3.77	0.90	3.74	0.96		
classrooms	3.3	1,481	5.	139	3.5	169	3.32	54	3.07	670	÷.0	20	,	65	3.74	50		
Availability of TTUHSC IT Solution Center staff to assist	4 27	0.86	4.27	0.89	3.81	1.11	3.88	0.86	4.31	0.84	4.11	0.81	4.05	0.88	4.30	0.67	4.48	0.71
with my technology needs	4.27	1,521	4.27	135	3.01	160	3.00	52	4.51	650	4.11	19	4.05	59	4.30	44	4.40	402
Knowledge/skill of TTUHSC IT Solution Center	4.26	0.88	4 27	0.94	2.02	1.13	2.02	0.88	4 34	0.85	2.00	0.96	2.07	0.86	4.27	0.66	4.40	0.72
technicians	4.26	1,515	4.27	135	3.82	160	3.83	52	4.31	649	3.89	18	3.97	60	4.27	44	4.48	397
Usefulness of information provided in SolveIT,		0.93		0.97		1.05		0.88		0.92		0.92		0.97		0.74		0.80
TTUHSC's searchable database for common technology	4.13	0.55	4.04	0.57	3.77		3.80		4.16	0.52	3.87	0.52	3.81	0.57	4.21	0.7 1	4.38	0.00
questions and solutions		1,340		119		151		50		571		15		52		38		344
Harbilla of the TTHICC contribute account		0.97	2.05	1.10	2.64	1.22	2.67	0.99	4.44	0.96	2.70	0.86	4.47	0.80	4.33	0.79	4 27	0.77
Usability of the TTUHSC website overall	4.11	1,637	3.95	139	3.64	168	3.67	54	4.11	676	3.70	20	4.17	65	4.32	50	4.37	465
	4.00	0.83		0.89		1.01		0.78		0.81		0.76		0.88		0.73		0.69
Availability of your school's technology support staff	4.29	1,541	4.33	138	3.91	164	4.00	53	4.32	655	4.16	19	4.13	62	4.29	45	4.46	405
Knowledge/skill of your school's technology support		0.85		0.89		1.03		0.77		0.85		0.75		0.91		0.72		0.68
staff	4.29	1,546	4.31	138	3.91	164	3.94	53	4.31	660	4.00	19	4.03	61	4.27	45	4.50	406
		0.94		1.06		1.17		0.92		0.94		0.79		0.71		0.81		0.77
Usability of your school's website	4.15	1,633	4.02	139	3.74	167	3.80	54	4.15	676	3.79	19	4.23	64	4.20	50	4.39	464
		0.87		0.91		0.99		0.89		0.90		0.83		0.80		0.90		0.67
Overall perception of technology at TTUHSC (NEW)	4.20	1,638	4.15	139	3.84	168	3.65	54	4.18	682	3.80	20	4.02	65	4.08	50	4.48	460

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Physical Environment	TTU	HSC	AE	3L	A۱	ЛΑ	DA	٩L	LB	В	LBB-	cov	MI	DL	0[	os	DIST
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	4.17	0.68	4.14	0.87	
deficial adequacy of classicomis	7.27	1,334		135	7.20	166	3.33	54	7.27	660	4.50	20	7.17	64	7.27	49	
Adequacy of study facilities, excluding the library	3.95	1.10	3.93	1.12	3.95	1.11	3.07	1.40	3.96	1.08	4.30	0.86	3.57	1.17	3.67	1.15	
Adequacy of study facilities, excluding the library	3.33	1,307	3.53	136	3.33	166	3.07	54	3.30	651	4.50	20	3.57	63	3.07	48	
Availability of common spaces for students to	3.86	1.15	3.89	1.14	3.88	1.10	2.93	1.40	3.82	1.17	4.35	0.75	3.72	1.08	3.69	1.19	
congregate between classes	3.00	1,304	3.03	137	5.00	166	2.93	54	3.02	650	4.55	20	5.72	64	3.03	49	
Cleanliness of campus buildings	4.48	0.70	4.68	0.55	4.40	0.82	3.63	1.17	4.53	0.60	4.85	0.37	4.56	0.56	4.39	0.57	
Clearininess of Carripus buildings	4.40	1,366	4.00	137	4.40	167	3.03	54	4.55	664	4.05	20	4.50	64	4.55	49	
Safety/security in campus buildings, excluding the	4.35	0.78	4.58	0.63	4.40	0.77	3.87	1.06	4.34	0.80	4.60	0.50	4.31	0.69	4.18	0.78	
library	4.33	1,348	4.50	137	4.40	167	3.07	54	4.54	663	4.60	20	4.51	64	4.10	49	
Safety/security outside of campus buildings, including	4.12	0.97	4.45	0.78	4.28	0.91	3.70	1.19	4.01	1.02	4.20	1.01	4.19	0.79	3.90	1.08	
parking lots	4.12	1,353	4.40	137	4.20	167	3.70	54	4.01	665	4.20	20	4.15	64	3.50	48	
Parking availability	2 75	1.19	3.66	1.33	3.75	1.24	3.45	1.19	3.77	1.16	3.95	0.69	4.33	0.67	2.98	1.42	
Parking availability	3.75	1,361	3.00	136	3.73	167	3.43	53	3.//	663	3.33	20	4.55	64	2.38	47	

Student Business Services	TTU	HSC	AE	BL	A۱	ΛA	D	AL	LB	В	LBB-	cov	M	DL	0[	OS	DI	ST
Professionalism of employees (REVISED WORDING)	4.40	0.74	4.35	0.69	4.23	0.98	4.04	0.85	4.38	0.73	4 70	0.47	4.30	0.67	4.41	0.73	4.57	0.62
Professionalism of employees (keviseb wokbling)	4.40	1,503	4.33	131	4.23	155	4.04	53	4.30	624	4.70	20	4.50	61	4.41	49	4.57	410
Accuracy of information provided by staff	1 20	0.78	4.34	0.74	4.22	1.00	4.00	0.98	4.36	0.77	4.65	0.49	4.30	0.76	4.37	0.78	4.53	0.66
Accuracy of information provided by staff	4.30	1,502 4.	4.54	131	4.22	154	4.00	53	4.30	622	4.05	20	4.50	61	4.37	49	4.55	412
Chand/washansa time for samiless (DEL/ICED MADDING)	4 27	0.77	4 22	0.77	4 10	1.00	2.00	0.98	4.26	0.75	4.70	0.47	4 22	0.79	4 27	0.84	4 55	0.62
Speed/response time for services (REVISED WORDING)	4.37	1,505	4.32	131	4.18	157	3.96	53	4.36	622	4.70	20	4.23	60	4.27	49	4.55	413
Convenience of accessing convices (information (ALCIA))	4.25	0.82	4 21	0.80	4.20	1.04	2 01	1.10	4 21	0.82	4.60	0.75	4.25	0.83	4.20	0.91	4.56	0.61
Convenience of accessing services/information (NEW)	4.35	1,516	4.31	133	4.20	158	3.91	53	4.31	625	4.60	20	4.25	61	4.20	49	4.50	417

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General Library	TTU	HSC	AE	3L	A۱	ΛA	D	AL.	LB	ВВ	LBB-	COV	MI	DL	0[	OS	DI	ST
Availability of librarians via multiple communication		0.84		0.92		0.98		0.99		0.75		0.47		0.83		0.54		0.80
methods (i.e., in person, telephone, email, text, live chat)	4.23	1,313	3.92	102	3.96	140	3.47	45	4.32	555	4.70	20	4.00	50	4.58	50	4.35	351
Helpfulness of librarians in responding to my questions	4.23	0.85	3.95	0.92	4.02	0.96	3.52	0.93	4.29	0.78	4.60	0.50	3.94	0.91	4.65	0.56	4.34	0.82
Theipfulliess of librarians in responding to my questions	4.23	1,241	3.93	94	4.02	132	3.32	44	4.23	541	÷.	20	3.	48	†	48	† †	314
Availability of appropriate online <u>databases</u> for my field	4.34	0.82	4.35	0.76	4.22	0.87	3.98	1.04	4.33	0.78	4.63	0.50	4.10	0.98	4.56	0.58	4.44	0.81
of study	4.54	1,540	4.33	133	4.22	161	3.30	52	4.55	625	4.03	19	4.10	63	4.50	50	4.44	437
Availability of appropriate online journals for my field	4.32	0.81	4.20	0.79	4 21	0.87	4.02	0.96	4 21	0.79	4.65	0.49	4.06	0.90	4.44	0.67	A A1	0.80
of study	4.52	1,545	4.29	131	4.21	160	4.02	52	4.31	628	4.65	20	4.06	63	4.44	50	4.41	441
Availability of appropriate a backs for my field of study	4 22	0.88	4.25	0.83	4.07	0.99	2.02	1.04	4 22	0.83	4.40	0.82	1 11	0.87	4.30	0.81	4.20	0.89
Availability of appropriate <u>e-books</u> for my field of study	4.22	1,474	4.25	127	4.07	156	3.92	52	4.22	601	4.40	20	4.11	62	4.30	50	4.28	406
Overall perception of services provided by the library	1 21	0.79	116	0.80	4 1 5	0.85	2 00	0.95	4 22	0.78	4.65	0.49	4 12	0.77	4.56	0.58	4.42	0.77
(NEW)	4.31	1,519	4.16	129	4.15	158	3.90	50	4.32	631	4.65	20	4.12	58	4.56	50	4.43	423

Physical Library	LE	3B	AN	1A	0[	)S
Hours of operation	3.97	1.00	3.83	1.02	3.42	1.35
	3.37	728	3.63	101	3.42	59
Availability of resource materials on-site	4.21	0.73	3.95	0.91	4.18	0.81
Availability of resource materials off-site	4.21	695	3.33	99	4.10	60
Availability of computers for your use	4 24	0.77	2 06	1.09	4.26	0.67
Availability of computers for your use	4.24	688	3.86	93	4.36	58
Adaguasy of study facilities in the library	4.03	0.98	2.00	1.09	2.00	1.05
Adequacy of study facilities in the library	4.02	721	3.86	101	3.90	60
Cafaty/accurity in the library	4.23	0.83	4.15	0.93	4 22	0.68
Safety/security in the library	4.23	718	4.15	100	4.33	60

Writing Center	TTU	TTUHSC		3L	AMA		DAL		LBB		LBB-COV		MDL		ODS		DI	ST
How satisfied were you with the services you received	1.16	0.99	2 22	0.70	4.30	0.73	3.20	0.94	4 27 1	0.82	167	0.84	1775	0.78	1 02	0.97	4.10	0.92
from the TTUHSC Writing Center?	4.16	191	3.33	9	4.30	10	3.20	5	4.27	78	4.07	6	4.25	4	4.85	6	4.10	73

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Financial Aid	TTU	HSC	AE	3L	AMA		DAL		LBB		LBB-	cov	MI	DL	00	)S	DIS	ST
Professionalism of employees (REVISED WORDING)	4.39	0.75	4.29	0.84	4.24	0.88	4.00	1.03	4.40	0.70	4.58	0.77	4.40	0.62	4.32	0.75	4.54	0.66
Professionalism of employees (REVISED WORDING)	4.39	1,435	4.23	129	4.24	156	4.00	54	4.40	600	4.56	19	4.40	57	4.32	47	4.54	372
Accuracy of information provided by staff	4 2E	0.79	4.29	0.84	1 10	0.97	3.96	1.03	4.34	0.74	4.68	0.48	4.35	0.64	4.20	1.00	4 FO	0.72
Accuracy of information provided by staff	4.35	1,439	4.23	129	4.18	158	3.30	54	4.54	602	4.00	19	4.33	57	4.20	46	4.50	374
Speed/response time for services (REVISED WORDING)	4 20	0.86	4.18	0.91	4.11	1.00	3.85	1.07	4.28	0.82	4.68	0.48	4.21	0.94	4 21	0.95	4.46	0.74
Speed/response time for services ( <i>REVISED WORDING</i> )	4.28	1,435	4.10	130	4.11	155	3.65	54	4.20	603	4.00	19	4.21	57	4.21	47	4.40	370
Convenience of accessing convices linformation (NEW)	4 20	0.84	4 17	0.99	4.00	0.98	2 00	1.02	4.29	0.80	4.52	0.77	4.25	0.89	4 22	0.84	4 51	0.69
Convenience of accessing services/information (NEW)	4.30	1,438	4.17	130	4.08	156	3.89	54	4.29	602	4.53	19	4.25	57	4.22	46	4.51	374

Registrar	TTU	HSC	AE	ABL		AMA		DAL		LBB		cov	COV MI		00	OS	DI	ST
Professionalism of employees (REVISED WORDING)	4.45	0.68	4.46	0.64	4.31	0.85	4.20	0.83	4.45	0.65	4.69	0.48	4.37	0.64	4.43	0.68	4.55	0.65
Professionalism of employees (NEVISED WONDING)	4.45	1,457	<b>†</b>	127	÷.	149	4.20	51	4.43	595	4.03	16	4.37	57	† †	47	) †	415
Accuracy of information provided by staff	4.42	0.72	A A1	0.67	4.34	0.81	4.10	0.90	4.41	0.70	4 71	0.47	4.28	0.81	4.41	0.65	4.52	0.69
Accuracy of information provided by staff	4.42	1,461	4.41	129	<b>4.34</b>	149	4.10	51	4.41	597	4.71	17	4.20	58	4.41	46	4.52	414
Speed/response time for services (REVISED WORDING)	4.40	0.74	121	0.79	4.29	1	4.02	1.05	4.39	0.71	4 71	0.47	4.40	0.67	4.34	0.70	4 52	0.68
Speed/response time for services ( <i>REVISED WORDING</i> )	4.40	1,467	4.34	131	4.29	149	4.02	51	4.33	596	4.71	17	4.40	58	4.54	47	4.52	418
Comparison of according complete Vision (1951)	4.20	0.75	4 24	0.77	4.20	0.89	9	1.05	4.20	0.71	4.52	0.80	4 22	0.76	4 27	0.68	4.52	0.68
Convenience of accessing services/information (NEW)	4.39	1,474	4.34	130	4.28	151	4.04	51	4.38	599	4.53	17	4.33	58	4.37	46	4.52	422

Institutional Health	TTU	HSC	ABL		AMA		DAL		LBB		LBB-CO		MI	DL	00	)S	DI	ST
Professionalism of ampleyees (REVISED WORDING)	4.40	0.75	4.41	0.63	4.21	0.95	4.08	0.90	4.44	0.72	4.55	0.69	4.22	0.81	4.64	0.57	4.46	0.68
Professionalism of employees (REVISED WORDING)	4.40	1,350	4.41	123	4.21	144	4.00	50	4.44	637	4.55	20	4.22	55	4.04	45	4.40	276
Accuracy of information provided by staff	4.40	0.75	4.40	0.62	4.22	0.96	4.04	0.90	4.44	0.72	4.55	0.76	4.22	0.79	4.60	0.58	4.46	0.71
Accuracy of information provided by staff	4.40	1,352	4.40	123	4.22	144	4.04	50	4.44	637	4.55	20	4.22	54	4.60	45	4.40	279
Chand/washansa time for samiless (DEL/ICED MADDING)	A A1	0.74	4 20	0.63	4 22	1	4.04	0.90	1 16	0.70	4.60	0.60	4 20	0.83	4.62	0.58	1.16	0.69
Speed/response time for services (REVISED WORDING)	4.41	1,349	4.38	123	4.23	143	4.04	50	4.46	636	4.60	20	4.20	54	4.62	45	4.46	278
Convenience of accessing convices (information (ALCIA))	4 20	0.77	4 22	0.73	4.10	0.97	2.00	0.98	4.43	0.73	4.45	0.89	4 17	0.86	4 50	0.58	1.16	0.69
Convenience of accessing services/information (NEW)	4.38	1,350	4.32	124	4.19	144	3.98	50	4.43	635	4.45	20	4.17	54	4.58	45	4.46	278

<sup>&</sup>lt;sup>a</sup> 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)	TTU	HSC	AE	ABL		AMA		DAL				cov	MI	DL	0[	)S	DI	ST
Professionalism of employees	4.24	0.89	4.07	0.99	3.99	1.04	4.10	0.86	4.29	0.84	/ 7E	0.50	3.94	0.75	4.26	0.87	4.46	0.81
Professionalism of employees	4.24	519	4.07	56	3.33	67	4.10	29	4.23	212	) †	4	3.54	17	4.20	19	4	115
Accuracy of information provided by staff	4 24	0.89	4.00	1.00	1.04	4.10	0.86	4 27	0.84	4 7E	0.50	2 04	0.75	1 22	0.89	1 12	0.83	
Accuracy of information provided by staff	4.24 -	520 4.09	56	4.00	67	4.10	29	4.27	212	4.75	4	3.94	17	4.52	19	4.43	116	
Speed/response time for services	4 22	0.91	4.00	1.01	4.00	1.04	4.07	0.84	4.27	0.88	4 7E	0.50	2 00	0.93	4.26	0.87	1 16	0.82
speed/response time for services	4.23	520	4.00	56	4.00	68	4.07	29	4.27	212	4.75	4	3.88	17	4.20	19	4.46	115
Convenience of accessing convices (information	4 20	0.94	2.06	1.06	2 00	1.04	3.97	1.00	4.25	0.86	4 7E	0.50	3.94	0.83	4.26	0.87	4.40	0.91
Convenience of accessing services/information	4.20	523	3.96	<b>3.96</b> 56	3.99	67	3.37	30	4.25	213	4.75	4	3.54	17	4.20	19	4.40	117

Office of Student Services	TTU	HSC	ABL		AMA		DAL		LBB		LBB-	cov	M	DL	00	OS	DIS	ST
Professionalism of employees (REVISED WORDING)	1 11	0.75	4.34	0.82	4.37	0.96	4.11	1.06	4.47	0.67	4.76	0.56	4.28	0.70	4.57	0.55	4 E0	0.69
Professionalism of employees (keviseb wokbling)	4.44	1,321	4.54	129	4.37	157	4.11	54	4.47	600	4.70	17	4.20	57	4.57	42	4.50	265
Accuracy of information provided by staff	4.42	0.78	4 27	0.87	4.36	0.98	4.07	1.06	4.47	0.69	4 71	0.77	4.25	0.69	4.45	0.67	4.51	0.71
Accuracy of information provided by staff	4.42	1,321	4.27	129	129	157	4.07	54	4.47	599	4.71	17	4.25	57	4.45	42	4.51	266
Speed/response time for services (REVISED WORDING)	4.42	0.75	4.37	0.75	4.39	0.90	4.09	1.05	4.45	0.70	4.65	0.79	4.19	0.74	4.43	0.70	4.53	0.67
Speed/response time for services (kevised wording)	4.43	1,319	4.57	128	4.33	157	4.09	54	4.45	598	4.05	17	4.19	57	4.45	42	4.55	266
Convenience of accessing convices (information (ALCIA))	4.42	0.77	4 22	0.83	4.40	0.95	4 11	1.04	4.45	0.71	4 71	0.59	4.00	0.83	4.42	0.70	4.52	0.67
Convenience of accessing services/information (NEW)	4.42	1,323	4.33	129	4.40	157 <b>4.11</b>	54	4.45	598	4./1	17	4.09	57	4.43	42	4.55	269	

<sup>&</sup>lt;sup>a</sup> 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	TTU	HSC	AE	3L	A۱	ΛA	D	AL	LB	ВВ	LBB-	cov	MI	DL	0[	OS	DI	ST
I am familiar with the process for requesting accommodations through Student Disability Services.	3.85	1.10 1,155	3.86	1.04 98	3.87	1.07 124	3.77	1.02 43	3.78	1.14 490	3.64	1.45 14	4.09	0.98 49	3.81	1.13 37	4.01	1.08 300
I am aware of the possible health effects resulting from drug and alcohol use.	4.67	0.53 1,594	4.63	0.56 135	4.56	0.64 163	4.50	0.61 54	4.66	0.54 667	4.90	0.31	3.71	0.48 63	4.74	0.44 47	4.75	0.45 445
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.13	1.03 1,570	4.01	1.07	3.94	1.15	3.94	1.08 53	4.06	1.05 662	4.45	20	4.67	1.02 63	4.11	47	4.38	0.92 428
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary. (NEW)	3.87	1.17 1,580	3.93	1.10	3.80	1.21	3.70	1.24 54	3.77	1.18	3.95	20	3.89	1.16	3.91	1.21 46	4.11	1.10 438
I am familiar with the mental health resources available to me as a TTUHSC student.	4.18	0.99 1,569	4.14	0.98 134	4.16	0.93 164	3.85	1.14 54	4.24	0.93 663	4.60	0.60	3.33	0.97 63	4.36	0.87 47	4.13	1.10 424
The Student Government Association represents my needs as a TTUHSC student.	4.02	1.01 1,475	4.06	1.09 134	3.91	1.10 160	3.51	1.17 53	4.06	0.97 649	4.05	1.15 20	3.97	0.97 59	4.15	0.87 46	4.05	0.98 354
Maintaining healthy balances across different aspects of my life is a priority for me. (NEW)	4.59	0.67 1,604	4.47	0.77 135	4.47	0.79 165	4.17	1.04 54	4.60	0.65 670	4.70	0.47 20	3.83	0.56 63	4.54	0.68 48	4.71	0.52 449
In difficult situations, I am able to recognize my own emotions before responding. (NEW)	4.43	0.70 1,607	4.32	0.78 135	4.36	0.76 165	4.02	0.94 54	4.41	0.72 670	4.65	0.49	4.52	0.56 64	4.48	0.58 48	4.57	0.58 451
I can often recognize other people's emotions without them telling me how they feel. (NEW)	4.39	0.71 1,607	4.28	0.79 134	4.28	0.86 165	4.09	0.85 54	4.39	0.71 671	4.45	0.60 20	4.42	0.56 64	4.29	0.74 48	4.51	0.61 451
I am confident in my ability to "bounce back" after stressful or traumatic events in life. (NEW)	4.37	0.79 1,608	4.28	0.92 135	4.19	0.86 165	3.94	0.99	4.34	0.81 672	4.30	0.76	4.35	0.65 63	4.46	0.74	4.54	0.65 452

<sup>&</sup>lt;sup>a</sup> 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).