TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™
Office *of the* Provost
Division of Student Affairs

Student Satisfaction Survey

TTUHSC Institutional Report
2020-2021

Summary

- The *Student Satisfaction Survey* is administered once every two years. The 2020-2021 version is comparable to the 2018-2019 version. New and revised items are marked appropriately.
- Approximately 87% of respondents reported being "extremely satisfied" or "satisfied" with their overall experiences at TTUHSC.
- When asked if they made the right decision to attend TTUHSC, more than 71% students indicated that they "definitely" made the right decision.
- Maintaining healthy balances across different aspects of their lives continues to be a priority for students, and a desire for increased support for mental health was highlighted by student comments.
- 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.
- While some students have welcomed online learning that resulted from the COVID pandemic, most students indicated a strong desire to return to fully in person instruction and activities.
- One key area of student dissatisfaction was the availability of common spaces to gather between classes, at night, and on weekends.
- Diversity and inclusion were highlighted as both something students most appreciate about TTUHSC and an area for improvement.
- As expected, open-ended comments reflect a variety 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 *2020-2021 Student Satisfaction Survey (SSS)* was administered in Spring 2021. The data collection period lasted approximately one month (March 15 – April 16, 2021). Targeted participants included all students enrolled at TTUHSC as of March 15, 2021. The initial invitation to complete the online survey was sent via email by *TTUHSC Student Affairs*. A subsequent reminder was sent via email about one week before data collection ended. Information about the survey was also posted on the TTUHSC announcements online and the HSC Rounds. 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 2,126 of 5,463 students responded to the survey, resulting in a response rate of 39%. Respondents represented the following schools and campuses.

SCHOOL	CAMPUS
• Graduate School of Biomedical Sciences (GSBS) • Jerry H. Hodge School of Pharmacy (SOP) • School of Health Professions (SHP) • School of Medicine (SOM) • School of Nursing (SON)	• Abilene (ABL) • Amarillo (AMA) • Dallas (DAL) • Lubbock (LBB) • Lubbock-Covenant Health System (LBB-COV) • Midland (MDL) • Odessa (ODS) • Distance education (DIST)[a]

[a] 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 2021. Survey respondents were appropriately represented in GSBS and SOM. SON and SOP students constituted a higher percent of survey respondents than expected, whereas SHP respondents were underrepresented in comparison to the student population.
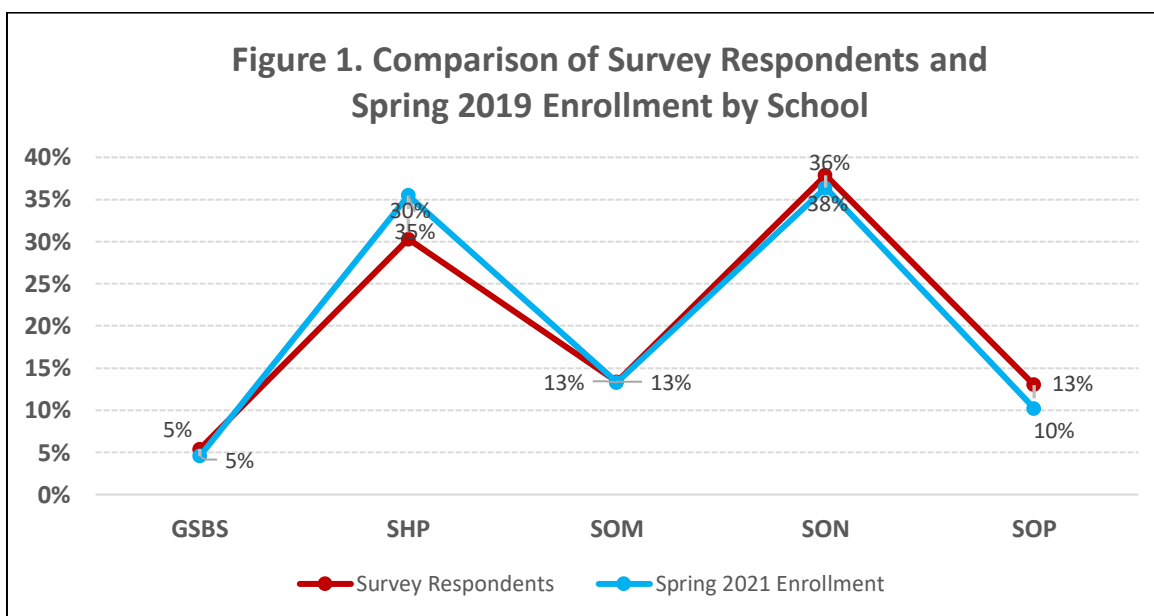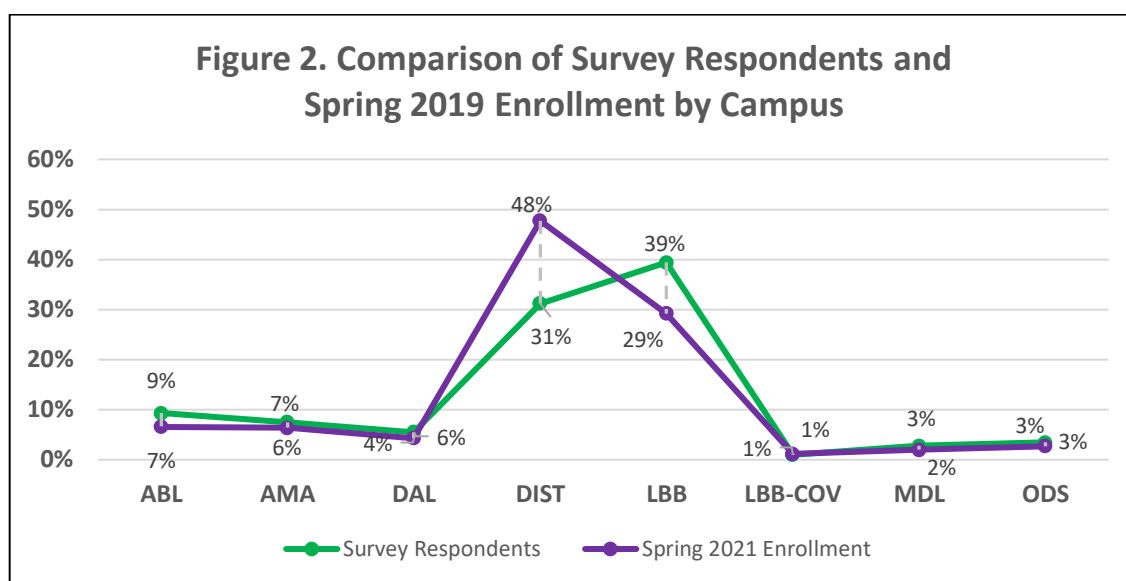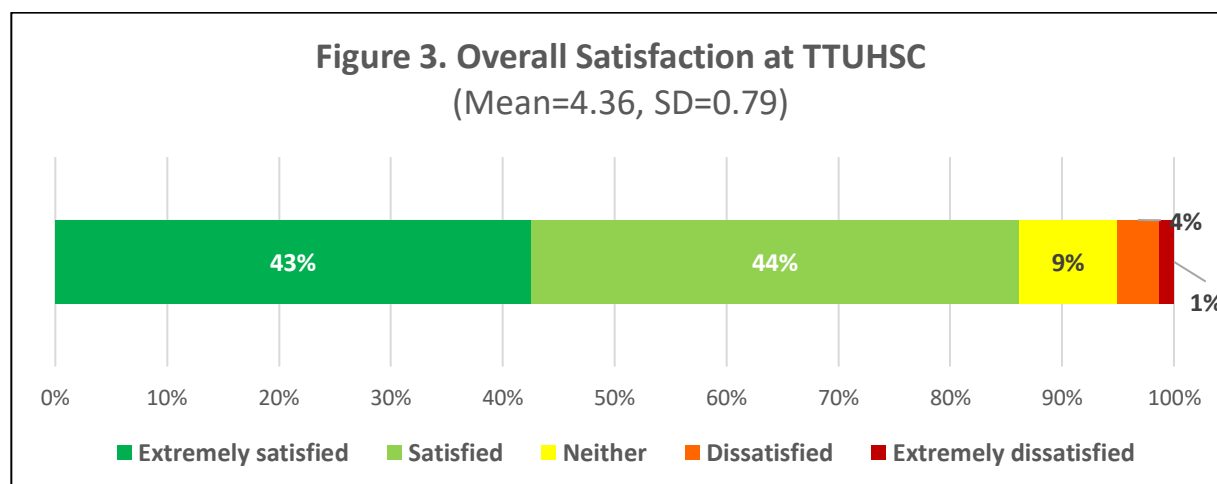

Figure 1. Comparison of Survey Respondents and Spring 2019 Enrollment by School

Figure 2 illustrates the percent of survey respondents by campus in comparison to the percent of students enrolled by campus in Spring 2021. 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.
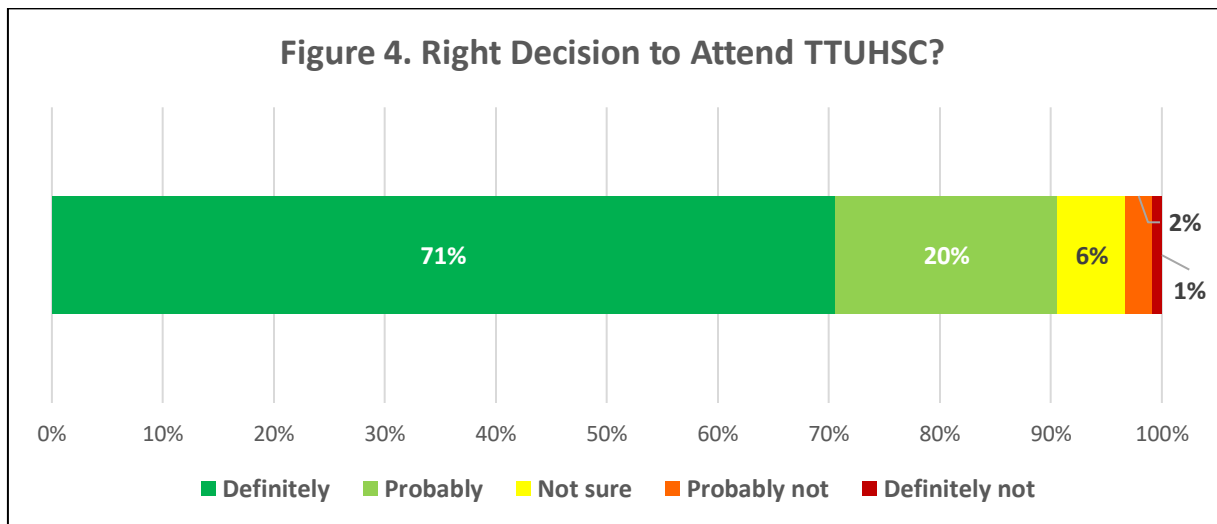
Figure 2. Comparison of Survey Respondents and Spring 2019 Enrollment by Campus

A line chart comparing Survey Respondents (green) and Spring 2021 Enrollment (purple) across campuses.

Campus	Survey Respondents	Spring 2021 Enrollment
ABL	9%	7%
AMA	7%	6%
DAL	4%	6%
DIST	31%	48%
LBB	39%	29%
LBB-COV	1%	1%
MDL	3%	2%
ODS	3%	3%

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 87% of respondents reported being "extremely satisfied" or "satisfied." See *Figure 3.*

Figure 3. Overall Satisfaction at TTUHSC
(Mean=4.36, SD=0.79)

A stacked horizontal bar chart showing:

Category	Percentage
Extremely satisfied	43%
Satisfied	44%
Neither	9%
Dissatisfied	4%
Extremely dissatisfied	1%

When asked if they felt like they made the right decision to attend TTUHSC, students responded favorably. Approximately 71% of students indicated that they "definitely" made the right decision. See *Figure 4.*

Figure 4. Right Decision to Attend TTUHSC?

71%	Definitely
20%	Probably
6%	Not sure
2%	Probably not
1%	Definitely not

■ Definitely ■ Probably ■ Not sure ■ Probably not ■ Definitely not

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.

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:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥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 <u>scaled</u> 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 1,464 comments to the first prompt and 1,309 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 Academic Planning and Compliance* for additional guidance in this process.

APPENDIX A. INSTITUTIONAL RESULTS

General Academics	Mean[a]	SD	Distribution
		n	
Clarity of student expectations in my courses	4.30	0.76	
		2,106	
Effectiveness of teaching strategies used by my professors	4.07	0.91	
		2,106	
Quality of instructional materials used to enhance my learning	4.15	0.88	
		2,106	
Academic advisor's knowledge of program requirements	4.33	0.84	
		2,106	
Faculty/staff knowledge of career opportunities in my field of study	4.27	0.88	
		2,106	

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

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[a]	SD / n	Distribution
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.32	0.82 / 2,064	
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.23	0.88 / 2,064	
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.27	0.85 / 2,064	
Quantity of interprofessional education and practice learning activities offered at TTUHSC	4.16	0.91 / 2,064	
Quality of interprofessional education and practice learning activities offered at TTUHSC	4.13	0.97 / 2,064	
Variety of interprofessional education and practice learning activities offered at TTUHSC	4.08	0.96 / 2,064	

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

Technology	Mean[a]	SD	Distribution
		n	
Reliability of the learning management system (i.e., Sakai, Canvas)	4.28	0.85	
		2,034	
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.29	0.79	
		1,715	
Quality of audio-video equipment used in my classrooms	4.13	0.89	
		1,755	
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.31	0.84	
		1,839	
Knowledge/skill of TTUHSC IT Solution Center technicians	4.34	0.81	
		1,826	
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.22	0.85	
		1,686	
Usability of the TTUHSC website overall	4.20	0.87	
		2,027	
Availability of your school's technology support staff	4.31	0.79	
		1,886	
Knowledge/skill of your school's technology support staff	4.30	0.79	
		1,891	
Usability of your school's website	4.23	0.85	
		2,028	
Overall perception of technology at TTUHSC	4.27	0.81	
		2,024	

[a] Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).
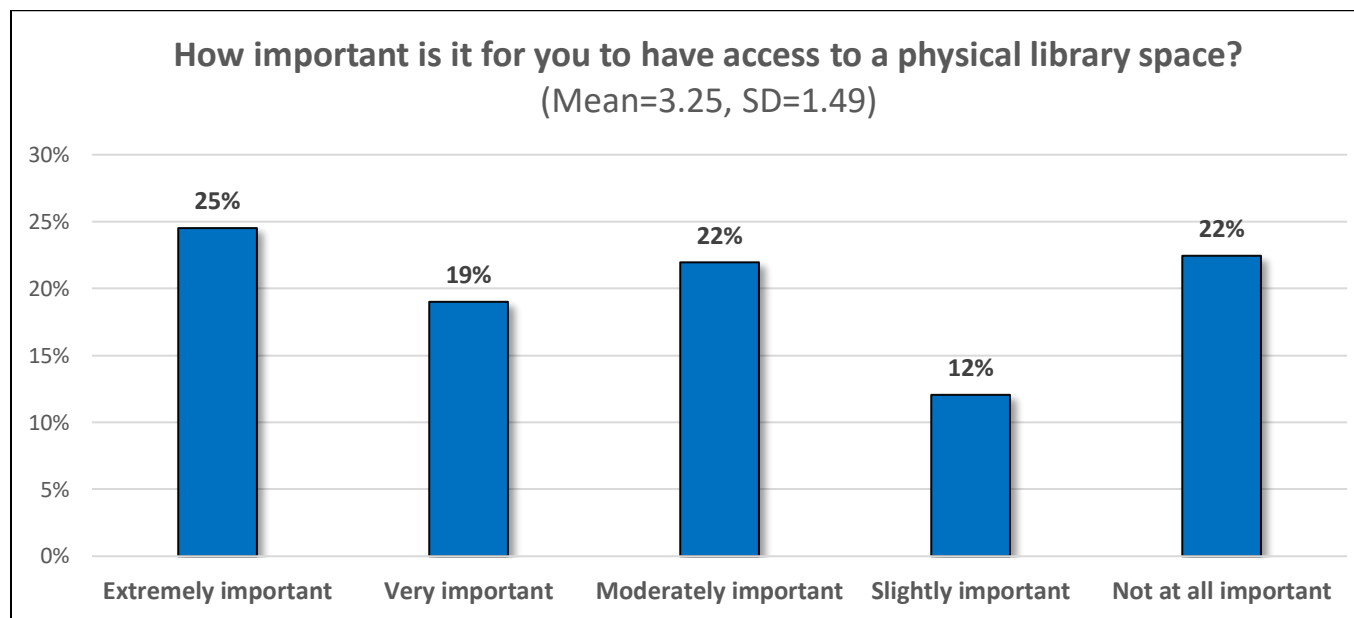
Physical Environment	Mean[a]	SD	Distribution
		n	
General adequacy of classrooms	4.28	0.79	
		1,423	
Adequacy of study facilities, excluding the library	4.08	1.01	
		1,393	
Availability of common spaces for students to congregate between classes	3.94	1.10	
		1,352	
Cleanliness of campus buildings	4.47	0.71	
		1,454	
Safety/security in campus buildings, excluding the library	4.42	0.73	
		1,446	
Safety/security outside of campus buildings, including parking lots	4.32	0.80	
		1,456	
Parking availability	4.13	0.99	
		1,465	

The **Office of Student Business Services** coordinates payment of tuition and fees, answers billing questions, and oversees payment plans.
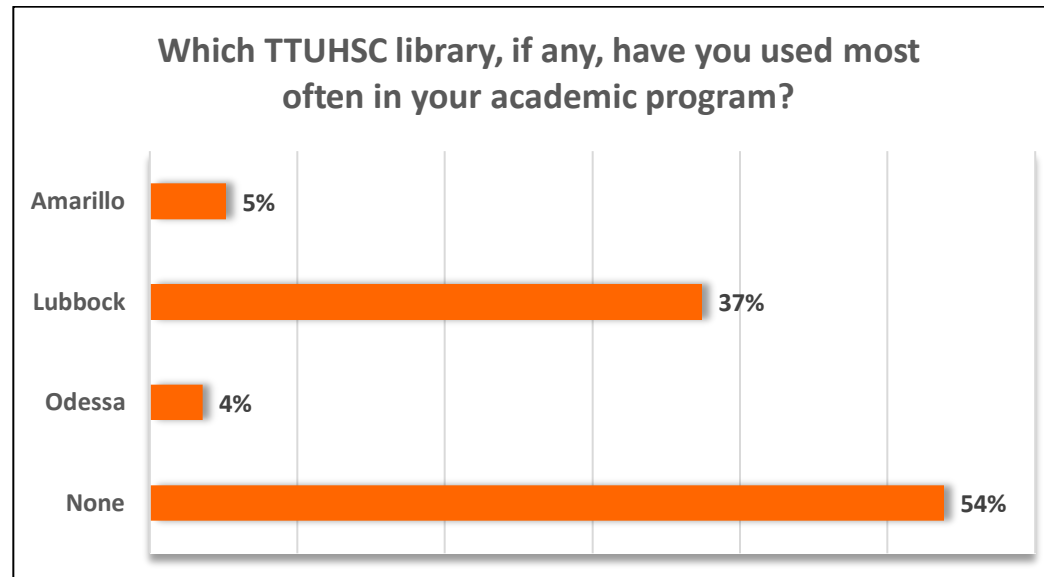
Student Business Services	Mean[a]	SD	Distribution
		n	
Professionalism of employees	4.40	0.71	
		1,861	
Accuracy of information provided by staff	4.36	0.76	
		1,864	
Speed/response time for services	4.33	0.79	
		1,871	
Convenience of accessing services/information	4.34	0.78	
		1,884	

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

General Library	Mean[a]	SD	Distribution
		n	
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.18	0.85	
		1,534	
Helpfulness of librarians in responding to my questions	4.18	0.86	
		1,438	
Availability of appropriate online databases for my field of study	4.31	0.81	
		1,866	
Availability of appropriate online journals for my field of study	4.29	0.81	
		1,873	
Availability of appropriate e-books for my field of study	4.22	0.85	
		1,794	
Overall perception of services provided by the library	4.29	0.77	
		1,846	

How important is it for you to have access to a physical library space?
(Mean=3.25, SD=1.49)

Category	Percentage
Extremely important	25%
Very important	19%
Moderately important	22%
Slightly important	12%
Not at all important	22%

[a] Means are color-coded to highlight areas of strength and potential improvement (**Red:** ≤1.99, **Yellow:** 2.00-2.99, **White:** 3.00-4.49, **Green:** ≥4.50).
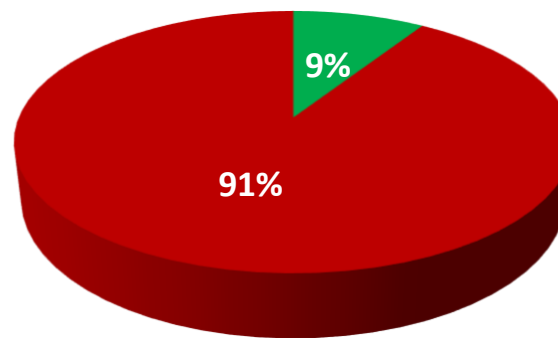
Which TTUHSC library, if any, have you used most often in your academic program?

Location	Percentage
Amarillo	5%
Lubbock	37%
Odessa	4%
None	54%

Physical Library	Lubbock		Amarillo		Odessa	
Hours of operation	3.8	1.04	3.64	1.13	3.78	1.10
		682		95		68
Availability of resource materials on-site	4.1	0.79	3.96	1.00	4.17	0.93
		652		90		64
Availability of computers for your use	4.12	0.82	4.03	0.90	4.21	0.89
		635		88		61
Adequacy of study facilities in the library	4.03	0.94	3.94	1.05	4.04	1.06
		680		94		67
Safety/security in the library	4.25	0.78	4.2	0.83	4.19	0.88
		678		94		68

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

Have you submitted a writing sample or draft to the TTUHSC Writing Center for critique within the past year?

■ Yes ■ No

9%

91%

n=2,023

Writing Center	Mean[a]	SD	Distribution
		n	
If you submitted a writing sample/draft this year, how satisfied were you with the services you received from the TTUHSC Writing Center?	4.35	0.89	
		186	

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

How many workshops or class presentations by the TTUHSC Writing Center have you attended in the past year?
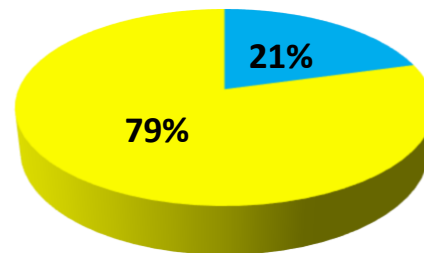
■ 0 ■ 1 ■ 2 ■ More than 2 ■ Not sure

2% 5%
6% 1%
86%
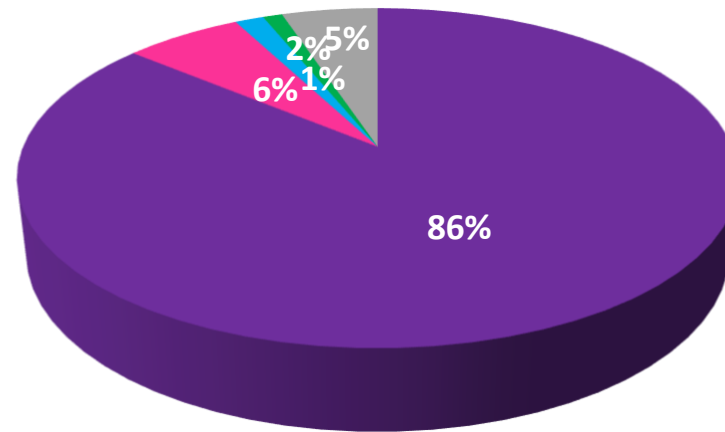
n=2,019

If you were to submit a writing sample or draft to the TTUHSC Writing Center in the future, how would you prefer to receive feedback?

■ In person ■ Electronically

21%
79%

n=2,019

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

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

Financial Aid	Mean[a]	SD	Distribution
		n	
Professionalism of employees	4.37	0.75	
		1,777	
Accuracy of information provided by staff	4.31	0.80	
		1,782	
Speed/response time for services	4.2	0.92	
		1,789	
Convenience of accessing services/information	4.26	0.85	
		1,798	

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

Registrar	Mean[a]	SD	Distribution
		n	
Professionalism of employees	4.40	0.71	
		1,813	
Accuracy of information provided by staff	4.39	0.72	
		1,816	
Speed/response time for services	4.34	0.77	
		1,820	
Convenience of accessing services/information	4.35	0.76	
		1,836	

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

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

Institutional Health	Mean[a]	SD	Distribution
		n	
Professionalism of employees	4.41	0.74	
		1,672	
Accuracy of information provided by staff	4.40	0.73	
		1,666	
Speed/response time for services	4.38	0.77	
		1,669	
Convenience of accessing services/information	4.36	0.78	
		1,674	

The **Veterans Resource Center** assists students with their VA benefits and Hazelwood exemption.

Veterans Resource Center *(Department Name Change)*	Mean[a]	SD	Distribution
		n	
Professionalism of employees	4.19	0.91	
		545	
Accuracy of information provided by staff	4.19	0.90	
		547	
Speed/response time for services	4.16	0.91	
		548	
Convenience of accessing services/information	4.18	0.90	
		547	

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

Student Disability Services provides services for students with disabilities.

Office of Student Disability Services (NEW)	Mean[a]	SD	Distribution
		n	
Professionalism of employees	4.18	0.91	
		526	
Accuracy of information provided by staff	4.16	0.93	
		528	
Speed/response time for services	4.15	0.93	
		527	
Convenience of accessing services/information	4.17	0.94	
		525	

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

Office of Student Life (Department Name Change)	Mean[a]	SD	Distribution
		n	
Professionalism of employees	4.29	0.82	
		1,290	
Accuracy of information provided by staff	4.25	0.84	
		1,296	
Speed/response time for services	4.24	0.85	
		1,289	
Convenience of accessing services/information	4.23	0.86	
		1,295	

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

General Student *(Survey Heading Change)*	Mean[a]	SD	Distribution
		n	
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.04	0.99	
		1,929	
The Student Government Association represents my needs as a TTUHSC student.	4.02	0.94	
		1,824	
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.79	1.13	
		1,948	
TTUHSC provides sufficient programs and resources to foster the success of a diverse student body. *(NEW)*	4.12	0.93	
		1,928	
I am aware of TTUHSC's Office of Diversity, Equity, and Inclusion and know how to report bias-related incidents. *(NEW)*	3.92	1.08	
		1,939	
I am familiar with the mental health resources available to me as a TTUHSC student.	4.22	0.87	
		1,960	
Maintaining healthy balances across different aspects of my life is a priority for me.	4.53	0.66	
		1,980	
In difficult situations, I am able to recognize my own emotions before responding.	4.39	0.68	
		1,982	
I can often recognize other people's emotions without them telling me how they feel.	4.38	0.68	
		1,983	
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.31	0.78	
		1,984	
I am aware of the possible health effects resulting from drug and alcohol use.	4.64	0.56	
		1,980	

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

APPENDIX B. RESULTS BY SCHOOL

Overall Satisfaction	TTUHSC		GSBS		SHP		SOM		SON		SOP	
	Mean	SD	**Mean**	SD	**Mean**	SD	**Mean**	SD	**Mean**	SD	**Mean**	SD
		n		n		n		n		n		n
Overall satisfaction with TTUHSC experiences	**4.22**	0.86	**4.01**	0.81	**4.39**	0.74	**4.13**	0.81	**4.41**	0.73	**3.47**	1.04
		2,128		113		639		287		808		281

General Academics	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Clarity of student expectations in my courses	**4.30**	0.76	**4.04**	0.84	**4.45**	0.65	**4.14**	0.79	**4.44**	0.70	**3.86**	0.83
		2,106		113		633		285		803		272
Effectiveness of teaching strategies used by my professors	**4.07**	0.91	**3.88**	0.88	**4.24**	0.78	**3.73**	0.96	**4.21**	0.90	**3.72**	0.94
		2,106		113		633		285		803		272
Quality of instructional materials used to enhance my learning	**4.15**	0.88	**3.95**	0.87	**4.30**	0.81	**3.91**	0.95	**4.26**	0.87	**3.84**	0.86
		2,106		113		633		285		803		272
Academic advisor's knowledge of program requirements	**4.33**	0.84	**4.13**	0.96	**4.41**	0.85	**4.27**	0.80	**4.42**	0.77	**4.00**	0.88
		2,106		113		633		285		803		272
Faculty/staff knowledge of career opportunities in my field of study	**4.27**	0.88	**4.04**	1.03	**4.38**	0.88	**4.14**	0.85	**4.38**	0.78	**3.90**	0.96
		2,106		113		633		285		803		272

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

Interprofessional Education

Interprofessional Education	TTUHSC			GSBS			SHP			SOM			SON			SOP		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.32	0.82	2,064	4.06	0.97	110	4.44	0.75	619	4.06	0.90	281	4.47	0.71	793	4.01	0.91	261
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.23	0.88	2,064	3.87	1.04	110	4.34	0.81	619	3.86	1.01	281	4.44	0.71	793	3.86	0.98	261
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.27	0.85	2,064	3.87	1.02	110	4.40	0.75	619	3.88	0.99	281	4.47	0.69	793	3.93	0.94	261
Quantity of interprofessional education and practice learning activities offered at TTUHSC	4.16	0.91	2,064	3.86	1.04	110	4.27	0.86	619	3.82	0.99	281	4.35	0.79	793	3.84	1.03	261
Quality of interprofessional education and practice learning activities offered at TTUHSC	4.13	0.97	2,064	3.83	1.05	110	4.26	0.88	619	3.61	1.19	281	4.40	0.76	793	3.72	1.08	261
Variety of interprofessional education and practice learning activities offered at TTUHSC	4.08	0.96	2,064	3.75	1.05	110	4.20	0.86	619	3.70	1.07	281	4.32	0.80	793	3.65	1.12	261

Student Business Services

Student Business Services	TTUHSC			GSBS			SHP			SOM			SON			SOP		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Professionalism of employees	4.40	0.71	1,861	4.09	0.85	97	4.42	0.67	572	4.38	0.74	238	4.45	0.66	713	4.3	0.79	241
Accuracy of information provided by staff	4.36	0.76	1,864	4.01	0.91	97	4.37	0.74	571	4.37	0.72	239	4.43	0.72	716	4.29	0.81	241
Speed/response time for services	4.33	0.79	1,871	4.00	0.90	98	4.35	0.74	574	4.29	0.87	241	4.41	0.74	717	4.23	0.85	241
Convenience of accessing services/information	4.34	0.78	1,884	3.97	0.88	97	4.36	0.76	577	4.27	0.85	242	4.43	0.74	726	4.24	0.81	242

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

Technology	TTUHSC			GSBS			SHP			SOM			SON			SOP		
Reliability of the learning management system (i.e., Sakai, Canvas)	4.28	0.85	2,034	4.06	0.86	105	4.44	0.67	612	3.82	1.06	278	4.50	0.68	783	3.82	1.03	256
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.29	0.79	1,715	4.00	0.88	88	4.37	0.68	502	4.21	0.83	270	4.42	0.72	605	3.98	0.95	250
Quality of audio-video equipment used in my classrooms	4.13	0.89	1,755	3.89	0.89	93	4.17	0.88	521	3.90	0.93	273	4.41	0.71	619	3.70	1.01	249
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.31	0.84	1,839	4.09	0.95	94	4.30	0.79	535	4.16	0.89	255	4.54	0.67	717	3.89	1.04	238
Knowledge/skill of TTUHSC IT Solution Center technicians	4.34	0.81	1,826	4.00	0.95	91	4.34	0.76	534	4.21	0.82	251	4.55	0.65	711	3.95	1.01	239
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.22	0.85	1,686	3.91	0.91	86	4.24	0.80	505	3.96	0.96	208	4.48	0.68	664	3.80	1.02	223
Usability of the TTUHSC website overall	4.20	0.87	2,027	3.78	1.00	105	4.32	0.78	609	3.87	0.99	272	4.41	0.71	784	3.78	1.04	257
Availability of your school's technology support staff	4.31	0.79	1,886	4.03	0.79	95	4.30	0.77	548	4.17	0.83	254	4.50	0.66	743	4.00	0.95	246
Knowledge/skill of your school's technology support staff	4.30	0.79	1,891	3.93	0.96	96	4.27	0.78	549	4.17	0.83	256	4.52	0.65	743	4.04	0.92	247
Usability of your school's website	4.23	0.85	2,028	3.89	0.97	105	4.33	0.76	609	3.92	1.00	273	4.43	0.69	785	3.87	1.04	256
Overall perception of technology at TTUHSC	4.27	0.81	2,024	4.04	0.87	106	4.36	0.71	603	3.87	0.94	278	4.51	0.61	782	3.85	1.01	255

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

Physical Environment

Physical Environment	TTUHSC Mean	SD	N	GSBS Mean	SD	N	SHP Mean	SD	N	SOM Mean	SD	N	SON Mean	SD	N	SOP Mean	SD	N
General adequacy of classrooms	4.28	0.79	1,423	4.30	0.63	87	4.37	0.73	408	4.29	0.78	259	4.35	0.77	426	3.98	0.89	243
Adequacy of study facilities, excluding the library	4.08	1.01	1,393	3.99	0.96	86	4.19	0.93	399	4.00	1.07	260	4.28	0.85	411	3.68	1.18	237
Availability of common spaces for students to congregate between classes	3.94	1.10	1,352	3.70	1.15	83	3.98	1.10	393	4.00	1.05	258	4.16	0.99	380	3.53	1.19	238
Cleanliness of campus buildings	4.47	0.71	1,454	4.37	0.87	87	4.45	0.73	411	**4.55**	0.60	267	**4.51**	0.65	441	4.38	0.77	248
Safety/security in campus buildings, excluding the library	4.42	0.73	1,446	4.31	0.81	87	4.41	0.75	408	4.47	0.69	266	4.48	0.68	437	4.31	0.78	248
Safety/security outside of campus buildings, including parking lots	4.32	0.80	1,456	4.14	1.00	87	4.33	0.78	409	4.28	0.87	267	4.42	0.72	444	4.22	0.80	249
Parking availability	4.13	0.99	1,465	4.02	1.01	84	4.24	0.91	410	4.09	1.03	268	4.29	0.87	453	3.76	1.16	250

General Library

General Library	TTUHSC Mean	SD	N	GSBS Mean	SD	N	SHP Mean	SD	N	SOM Mean	SD	N	SON Mean	SD	N	SOP Mean	SD	N
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.18	0.85	1,534	4.03	0.76	73	4.10	0.88	454	4.26	0.85	204	4.30	0.75	631	3.88	1.02	172
Helpfulness of librarians in responding to my questions	4.18	0.86	1,438	4.07	0.75	72	4.11	0.88	420	4.31	0.85	195	4.29	0.77	586	3.87	1.04	165
Availability of appropriate online databases for my field of study	4.31	0.81	1,866	4.08	0.97	97	4.23	0.86	550	4.32	0.82	232	4.44	0.70	752	4.18	0.90	235
Availability of appropriate online journals for my field of study	4.29	0.81	1,873	4.13	0.86	100	4.21	0.87	552	4.33	0.78	234	4.43	0.70	753	4.09	0.91	234
Availability of appropriate e-books for my field of study	4.22	0.85	1,794	4.02	0.92	93	4.13	0.92	527	4.30	0.78	220	4.33	0.76	725	4.05	0.94	229
Overall perception of services provided by the library	4.29	0.77	1,846	4.07	0.81	98	4.22	0.78	538	4.34	0.74	238	4.42	0.70	742	4.07	0.89	230

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

Writing Center	TTUHSC		GSBS		SHP		SOM		SON		SOP	
How satisfied were you with the services you received from the TTUHSC Writing Center?	4.35	0.89	4.14	1.06	4.33	0.88	4.42	0.57	4.44	0.96	4.00	0.71
		186		14		82		24		62		4

Financial Aid	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees	4.37	0.75	4.13	0.73	4.42	0.71	4.42	0.70	4.38	0.77	4.29	0.81
		1,777		90		540		249		662		236
Accuracy of information provided by staff	4.31	0.80	4.07	0.74	4.35	0.81	4.35	0.73	4.38	0.76	4.11	0.95
		1,782		90		543		248		664		237
Speed/response time for services	4.2	0.92	4.02	0.76	4.25	0.90	4.24	0.88	4.23	0.95	4.03	0.98
		1,789		91		546		249		665		238
Convenience of accessing services/information	4.26	0.85	4.01	0.81	4.29	0.81	4.21	0.91	4.33	0.84	4.12	0.89
		1,798		91		546		252		670		239

Registrar	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees	4.40	0.71	4.19	0.68	4.40	0.70	4.37	0.73	4.48	0.66	4.26	0.83
		1,813		85		561		223		709		235
Accuracy of information provided by staff	4.39	0.72	4.16	0.79	4.40	0.69	4.35	0.70	4.46	0.67	4.24	0.86
		1,816		85		561		222		713		235
Speed/response time for services	4.34	0.77	4.09	0.76	4.34	0.77	4.32	0.77	4.41	0.73	4.23	0.83
		1,820		86		565		223		711		235
Convenience of accessing services/information	4.35	0.76	4.00	0.90	4.36	0.75	4.30	0.75	4.44	0.71	4.23	0.83
		1,836		87		566		225		721		237

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Veterans Resource Center (Department Name Change)	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees	4.19	0.91	3.92	0.81	4.24	0.86	4.04	0.99	4.4	0.80	3.7	1.01
		545		24		167		45		226		83
Accuracy of information provided by staff	4.19	0.90	3.92	0.76	4.23	0.89	4.07	0.95	4.38	0.80	3.71	0.95
		547		24		168		45		227		83
Speed/response time for services	4.16	0.91	3.83	0.99	4.20	0.89	4.02	1.00	4.36	0.81	3.73	0.95
		548		24		168		45		228		83
Convenience of accessing services/information	4.18	0.90	3.88	0.97	4.19	0.89	4.04	0.97	4.39	0.80	3.72	0.95
		547		24		168		45		227		83

Office of Student Disability Services (NEW)	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees	4.18	0.91	4.28	0.73	4.23	0.92	4.08	0.90	4.31	0.84	3.80	1.02
		526		18		166		51		212		79
Accuracy of information provided by staff	4.16	0.93	4.22	0.71	4.23	0.91	4.02	0.94	4.28	0.88	3.77	1.01
		528		18		168		51		212		79
Speed/response time for services	4.15	0.93	4.28	0.73	4.20	0.93	4.04	0.93	4.27	0.86	3.77	1.02
		527		18		166		51		213		79
Convenience of accessing services/information	4.17	0.94	4.22	0.71	4.18	0.97	4.06	0.95	4.30	0.86	3.83	1.01
		525		18		167		52		211		77

Office of Student Life (Department Name Change)	TTUHSC		GSBS		SHP		SOM		SON		SOP	
Professionalism of employees	4.29	0.82	4.01	0.96	4.29	0.79	4.40	0.77	4.39	0.74	4.04	0.94
		1,290		71		369		226		425		199
Accuracy of information provided by staff	4.25	0.84	3.93	1.03	4.26	0.80	4.34	0.80	4.36	0.76	4.02	0.94
		1,296		71		371		224		431		199
Speed/response time for services	4.24	0.85	3.99	0.93	4.24	0.79	4.27	0.94	4.38	0.73	3.96	0.99
		1,289		70		368		224		428		199
Convenience of accessing services/information	4.23	0.86	3.97	0.94	4.22	0.83	4.30	0.87	4.36	0.76	3.97	1.00
		1,295		70		371		225		430		199

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General Student (Survey Heading Change)	TTUHSC		GSBS		SHP		SOM		SON		SOP	
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.04	0.99 / 1,929	3.92	0.99 / 101	4.03	1.00 / 581	3.82	1.07 / 266	4.25	0.88 / 734	3.72	1.03 / 247
The Student Government Association represents my needs as a TTUHSC student.	4.02	0.94 / 1,824	3.63	1.07 / 99	3.97	0.93 / 545	4.04	0.95 / 267	4.19	0.84 / 667	3.78	1.05 / 246
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.79	1.13 / 1,948	3.44	1.18 / 104	3.64	1.19 / 590	3.51	1.18 / 267	4.06	1.01 / 738	3.77	1.06 / 249
TTUHSC provides sufficient programs and resources to foster the success of a diverse student body. (NEW)	4.12	0.93 / 1,928	3.93	0.94 / 101	4.17	0.89 / 577	4.00	1.03 / 267	4.30	0.79 / 736	3.69	1.11 / 247
I am aware of TTUHSC's Office of Diversity, Equity, and Inclusion and know how to report bias-related incidents. (NEW)	3.92	1.08 / 1,939	3.55	1.22 / 105	3.86	1.12 / 584	3.83	1.09 / 267	4.17	0.93 / 736	3.53	1.18 / 247
I am familiar with the mental health resources available to me as a TTUHSC student.	4.22	0.87 / 1,960	4.02	0.91 / 104	4.19	0.91 / 590	4.32	0.68 / 268	4.29	0.86 / 747	4.05	0.91 / 251
Maintaining healthy balances across different aspects of my life is a priority for me.	4.53	0.66 / 1,980	4.44	0.73 / 105	4.55	0.64 / 598	4.61	0.59 / 268	4.57	0.62 / 758	4.32	0.83 / 251
In difficult situations, I am able to recognize my own emotions before responding.	4.39	0.68 / 1,982	4.21	0.79 / 105	4.43	0.63 / 600	4.38	0.68 / 269	4.46	0.63 / 757	4.14	0.79 / 251
I can often recognize other people's emotions without them telling me how they feel.	4.38	0.68 / 1,983	4.22	0.76 / 105	4.42	0.63 / 600	4.35	0.75 / 269	4.46	0.63 / 758	4.15	0.73 / 251
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.31	0.78 / 1,984	4.15	0.89 / 106	4.30	0.79 / 600	4.39	0.77 / 269	4.42	0.65 / 758	3.95	0.98 / 251
I am aware of the possible health effects resulting from drug and alcohol use.	4.64	0.56 / 1,980	4.58	0.71 / 106	4.66	0.52 / 598	4.69	0.54 / 269	4.65	0.53 / 757	4.49	0.63 / 250

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Overall Satisfaction	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
		n		n		n		n		n		n		n		n		n
Overall satisfaction with TTUHSC experiences	4.22	0.86	4.13	0.89	3.90	0.98	3.47	1.09	4.32	0.74	4.38	0.79	4.09	0.99	4.23	0.69	4.35	0.82
		2,128		198		160		116		839		21		58		73		628

General Academics	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Clarity of student expectations in my courses	4.30	0.76	4.29	0.80	4.10	0.81	3.81	0.90	4.33	0.69	4.29	0.88	4.44	0.80	4.28	0.69	4.41	0.73
		2,106		197		157		113		829		21		57		72		625
Effectiveness of teaching strategies used by my professors	4.07	0.91	4.18	0.81	3.89	1.00	3.82	0.85	4.07	0.88	4.14	0.77	4.02	0.91	4.07	0.84	4.12	0.94
		2,106		197		157		113		829		21		57		72		625
Quality of instructional materials used to enhance my learning	4.15	0.88	4.24	0.81	3.92	0.96	3.83	0.85	4.19	0.84	4.05	0.79	3.95	1.02	4.25	0.72	4.19	0.91
		2,106		197		157		113		829		21		57		72		625
Academic advisor's knowledge of program requirements	4.33	0.84	4.33	0.85	4.26	0.84	3.90	0.91	4.37	0.79	4.29	0.76	4.40	0.83	4.49	0.69	4.34	0.89
		2,106		197		157		113		829		21		57		72		625
Faculty/staff knowledge of career opportunities in my field of study	4.27	0.88	4.35	0.83	4.10	0.92	3.87	0.96	4.37	0.81	4.43	0.66	4.12	0.97	4.42	0.68	4.22	0.92
		2,106		197		157		113		829		21		57		72		625

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Interprofessional Education	TTUHSC			ABL			AMA			DAL			LBB			LBB-COV			MDL			ODS			DIST		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.32	0.82	2,064	4.37	0.77	193	4.10	0.94	153	4.02	0.91	106	4.38	0.77	813	4.14	0.99	21	4.30	0.84	56	4.34	0.80	71	4.34	0.80	617
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.23	0.88	2,064	4.28	0.81	193	3.97	0.96	153	3.90	0.99	106	4.26	0.86	813	4.19	0.96	21	4.13	1.00	56	4.21	0.80	71	4.29	0.84	617
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.27	0.85	2,064	4.27	0.89	193	4.07	0.93	153	3.98	0.91	106	4.29	0.83	813	4.14	0.83	21	4.14	0.93	56	4.24	0.76	71	4.33	0.81	617
Quantity of interprofessional education and practice learning activities offered at TTUHSC	4.16	0.91	2,064	4.21	0.93	193	3.97	0.98	153	3.85	1.04	106	4.18	0.90	813	3.95	1.05	21	4.04	0.93	56	4.13	0.82	71	4.24	0.88	617
Quality of interprofessional education and practice learning activities offered at TTUHSC	4.13	0.97	2,064	4.21	0.92	193	3.84	1.08	153	3.77	1.11	106	4.15	0.99	813	3.76	1.15	21	4.07	0.94	56	4.03	0.93	71	4.24	0.89	617
Variety of interprofessional education and practice learning activities offered at TTUHSC	4.08	0.96	2,064	4.06	1.00	193	3.81	1.08	153	3.80	1.09	106	4.11	0.94	813	3.81	1.18	21	3.96	0.91	56	3.94	0.95	71	4.19	0.89	617

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

Technology	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Reliability of the learning management system (i.e., Sakai, Canvas)	4.28	0.85 / 2,034	4.23	0.95 / 191	3.95	1.02 / 152	3.91	0.97 / 103	4.23	0.85 / 800	4.05	1.09 / 21	4.46	0.57 / 54	4.27	0.84 / 71	4.49	0.68 / 608
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.29	0.79 / 1,715	4.30	0.80 / 184	4.12	0.89 / 151	3.88	1.02 / 97	4.30	0.75 / 744	4.10	1.02 / 21	**4.58**	0.63 / 52	4.31	0.74 / 65		
Quality of audio-video equipment used in my classrooms	4.13	0.89 / 1,755	4.15	0.92 / 186	3.86	0.93 / 151	3.64	1.08 / 96	4.15	0.86 / 755	4.29	0.88 / 21	3.70	1.25 / 47	3.92	0.95 / 61		
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.31	0.84 / 1,839	4.42	0.78 / 183	3.95	1.01 / 148	3.86	1.10 / 93	4.34	0.81 / 740	4.43	0.79 / 21	4.11	0.97 / 47	4.42	0.89 / 65	4.43	0.71 / 514
Knowledge/skill of TTUHSC IT Solution Center technicians	4.34	0.81 / 1,826	4.45	0.79 / 183	4.05	0.92 / 150	3.91	1.01 / 92	4.37	0.78 / 734	4.48	0.73 / 21	4.26	0.82 / 46	4.48	0.79 / 65	4.41	0.73 / 507
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.22	0.85 / 1,686	4.31	0.87 / 182	3.85	0.99 / 133	3.87	0.92 / 85	4.23	0.83 / 674	4.12	1.13 / 17	4.24	0.79 / 45	4.27	0.92 / 56	4.35	0.76 / 468
Usability of the TTUHSC website overall	4.20	0.87 / 2,027	4.24	0.91 / 191	3.91	1.05 / 150	3.73	1.05 / 103	4.20	0.84 / 796	3.86	1.08 / 21	4.39	0.62 / 54	4.32	0.76 / 71	4.30	0.80 / 607
Availability of your school's technology support staff	4.31	0.79 / 1,886	4.44	0.75 / 186	4.06	0.88 / 149	3.94	0.98 / 98	4.32	0.78 / 746	4.24	0.81 / 21	4.20	0.85 / 46	4.35	0.72 / 68	4.40	0.70 / 542
Knowledge/skill of your school's technology support staff	4.30	0.79 / 1,891	4.47	0.76 / 187	4.07	0.90 / 150	3.95	0.95 / 98	4.30	0.78 / 748	4.38	0.90 / 21	4.20	0.77 / 46	4.29	0.76 / 70	4.39	0.72 / 541
Usability of your school's website	4.23	0.85 / 2,028	4.32	0.89 / 191	3.95	1.03 / 150	3.84	1.05 / 103	4.23	0.84 / 797	4.00	1.02 / 21	4.39	0.65 / 54	4.37	0.72 / 71	4.30	0.77 / 607
Overall perception of technology at TTUHSC *(NEW)*	4.27	0.81 / 2,024	4.35	0.85 / 191	4.03	0.90 / 152	3.77	1.07 / 103	4.27	0.80 / 796	4.19	0.79 / 21	4.20	0.73 / 54	4.24	0.68 / 71	4.39	0.70 / 602

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Physical Environment

Physical Environment	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
General adequacy of classrooms	4.28 / 0.79 / 1,423	4.31 / 0.72 / 173	4.18 / 0.81 / 146	3.68 / 1.00 / 95	4.38 / 0.71 / 683	4.24 / 0.68 / 21	4.00 / 0.94 / 48	4.39 / 0.78 / 59	
Adequacy of study facilities, excluding the library	4.08 / 1.01 / 1,393	4.08 / 1.03 / 169	3.90 / 1.12 / 142	3.42 / 1.20 / 92	4.19 / 0.92 / 672	3.95 / 0.84 / 21	3.96 / 0.98 / 46	4.00 / 1.19 / 61	
Availability of common spaces for students to congregate between classes	3.94 / 1.10 / 1,352	3.97 / 1.06 / 163	3.76 / 1.17 / 140	3.24 / 1.27 / 94	4.09 / 1.00 / 653	4.05 / 0.95 / 21	3.80 / 1.04 / 44	3.37 / 1.35 / 59	
Cleanliness of campus buildings	4.47 / 0.71 / 1,454	**4.59** / 0.60 / 178	4.47 / 0.68 / 148	4.14 / 0.87 / 97	**4.53** / 0.65 / 700	**4.50** / 0.67 / 20	**4.59** / 0.57 / 49	4.23 / 0.98 / 61	
Safety/security in campus buildings, excluding the library	4.42 / 0.73 / 1,446	**4.60** / 0.62 / 181	4.36 / 0.78 / 148	4.05 / 0.89 / 97	4.45 / 0.67 / 699	**4.52** / 0.73 / 21	**4.57** / 0.57 / 49	4.31 / 0.87 / 59	
Safety/security outside of campus buildings, including parking lots	4.32 / 0.80 / 1,456	**4.54** / 0.68 / 182	4.22 / 0.89 / 148	4.00 / 0.86 / 97	4.34 / 0.77 / 706	4.19 / 0.91 / 21	4.49 / 0.64 / 49	4.02 / 1.02 / 59	
Parking availability	4.13 / 0.99 / 1,465	4.18 / 1.06 / 184	4.00 / 1.06 / 149	3.75 / 1.07 / 97	4.21 / 0.93 / 706	3.90 / 1.02 / 21	**4.53** / 0.64 / 49	3.73 / 1.19 / 62	

Student Business Services

Student Business Services	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
Professionalism of employees	4.40 / 0.71 / 1,861	4.44 / 0.71 / 181	4.34 / 0.72 / 148	4.21 / 0.85 / 94	4.39 / 0.71 / 739	**4.52** / 0.66 / 21	4.39 / 0.68 / 44	4.38 / 0.72 / 63	4.43 / 0.67 / 539
Accuracy of information provided by staff	4.36 / 0.76 / 1,864	4.44 / 0.73 / 180	4.33 / 0.77 / 148	4.18 / 0.92 / 94	4.35 / 0.75 / 739	4.33 / 0.84 / 21	4.42 / 0.68 / 45	4.33 / 0.76 / 63	4.39 / 0.74 / 542
Speed/response time for services	4.33 / 0.79 / 1,871	4.35 / 0.76 / 181	4.30 / 0.79 / 148	4.17 / 0.92 / 94	4.31 / 0.81 / 741	4.33 / 0.84 / 21	4.33 / 0.84 / 45	4.32 / 0.71 / 63	4.39 / 0.75 / 546
Convenience of accessing services/information	4.34 / 0.78 / 1,884	4.42 / 0.72 / 180	4.27 / 0.78 / 149	4.16 / 0.91 / 94	4.32 / 0.79 / 742	4.29 / 0.82 / 21	4.42 / 0.68 / 45	4.31 / 0.74 / 65	4.38 / 0.77 / 556

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General Library

General Library	TTUHSC Mean	TTUHSC SD	TTUHSC N	ABL Mean	ABL SD	ABL N	AMA Mean	AMA SD	AMA N	DAL Mean	DAL SD	DAL N	LBB Mean	LBB SD	LBB N	LBB-COV Mean	LBB-COV SD	LBB-COV N	MDL Mean	MDL SD	MDL N	ODS Mean	ODS SD	ODS N	DIST Mean	DIST SD	DIST N
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.18	0.85	1,534	4.20	0.87	141	4.05	0.95	116	3.71	1.03	73	4.19	0.83	603	4.53	0.68	19	4.13	0.85	39	4.50	0.72	60	4.23	0.80	459
Helpfulness of librarians in responding to my questions	4.18	0.86	1,438	4.14	0.87	139	4.08	0.98	112	3.77	1.02	71	4.20	0.84	571	4.53	0.68	19	4.15	0.70	33	4.54	0.70	59	4.21	0.82	413
Availability of appropriate online databases for my field of study	4.31	0.81	1,866	4.31	0.84	181	4.36	0.79	137	4.04	0.91	94	4.32	0.80	708	4.57	0.66	21	4.25	0.76	51	4.47	0.63	66	4.32	0.82	579
Availability of appropriate online journals for my field of study	4.29	0.81	1,873	4.32	0.82	182	4.33	0.76	138	3.89	0.94	93	4.31	0.78	711	4.52	0.66	21	4.21	0.74	52	4.38	0.73	66	4.31	0.82	580
Availability of appropriate e-books for my field of study	4.22	0.85	1,794	4.27	0.87	179	4.18	0.92	130	3.91	0.91	91	4.21	0.82	678	4.38	0.84	21	4.28	0.84	53	4.20	0.68	66	4.26	0.96	546
Overall perception of services provided by the library *(NEW)*	4.29	0.77	1,846	4.27	0.81	174	4.25	0.84	133	3.89	0.90	93	4.29	0.76	709	4.52	0.66	21	4.33	0.70	51	4.45	0.66	66	4.35	0.71	569

Physical Library

Physical Library	LBB Mean	LBB SD	LBB N	AMA Mean	AMA SD	AMA N	ODS Mean	ODS SD	ODS N
Hours of operation	3.80	1.04	682	3.64	1.13	95	3.78	1.10	68
Availability of resource materials on-site	4.10	0.79	652	3.96	1.00	90	4.17	0.93	64
Availability of computers for your use	4.12	0.82	635	4.03	0.90	88	4.21	0.89	61
Adequacy of study facilities in the library	4.03	0.94	680	3.94	1.05	94	4.04	1.06	67
Safety/security in the library	4.25	0.78	678	4.20	0.83	94	4.19	0.88	68

Writing Center

Writing Center	TTUHSC Mean	TTUHSC SD	TTUHSC N	ABL Mean	ABL SD	ABL N	AMA Mean	AMA SD	AMA N	DAL Mean	DAL SD	DAL N	LBB Mean	LBB SD	LBB N	LBB-COV Mean	LBB-COV SD	LBB-COV N	MDL Mean	MDL SD	MDL N	ODS Mean	ODS SD	ODS N	DIST Mean	DIST SD	DIST N
How satisfied were you with the services you received from the TTUHSC Writing Center?	4.35	0.89	186	4.67	0.47	3	4.38	0.70	8	3.50	1.12	4	4.52	0.64	85	4.00	0.00	3	4.25	0.83	4	4.80	0.40	5	4.21	1.11	73

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Financial Aid

Financial Aid	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
Professionalism of employees	4.37 (0.75, 1,777)	4.38 (0.81, 178)	4.36 (0.72, 143)	4.18 (0.79, 95)	4.39 (0.72, 712)	4.40 (0.73, 20)	4.31 (0.98, 45)	4.40 (0.66, 62)	4.38 (0.74, 492)
Accuracy of information provided by staff	4.31 (0.80, 1,782)	4.33 (0.87, 177)	4.24 (0.81, 144)	3.98 (1.03, 95)	4.35 (0.74, 713)	4.30 (0.78, 20)	4.39 (0.75, 44)	4.32 (0.78, 62)	4.33 (0.81, 497)
Speed/response time for services	4.20 (0.92, 1,789)	4.21 (1.00, 177)	4.16 (0.87, 143)	3.94 (1.02, 96)	4.21 (0.90, 712)	4.15 (0.91, 20)	4.07 (1.11, 46)	4.14 (0.91, 63)	4.26 (0.88, 502)
Convenience of accessing services/information	4.26 (0.85, 1,798)	4.33 (0.86, 177)	4.19 (0.84, 144)	4.03 (0.88, 95)	4.25 (0.85, 717)	4.10 (0.99, 20)	4.30 (0.78, 46)	4.27 (0.86, 62)	4.31 (0.84, 507)

Registrar

Registrar	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
Professionalism of employees	4.40 (0.71, 1,813)	4.53 (0.61, 177)	4.25 (0.78, 144)	4.18 (0.91, 94)	4.43 (0.67, 705)	4.35 (0.73, 20)	4.45 (0.78, 44)	4.31 (0.86, 61)	4.43 (0.68, 536)
Accuracy of information provided by staff	4.39 (0.72, 1,816)	4.53 (0.56, 176)	4.23 (0.83, 145)	4.17 (0.94, 94)	4.41 (0.68, 706)	4.20 (0.75, 20)	4.50 (0.62, 44)	4.33 (0.81, 60)	4.40 (0.72, 539)
Speed/response time for services	4.34 (0.77, 1,820)	4.48 (0.67, 176)	4.22 (0.78, 145)	4.19 (0.88, 94)	4.35 (0.74, 706)	4.15 (0.91, 20)	4.38 (0.88, 45)	4.21 (0.90, 62)	4.36 (0.75, 540)
Convenience of accessing services/information	4.35 (0.76, 1,836)	4.5 (0.63, 177)	4.26 (0.78, 144)	4.18 (0.89, 93)	4.34 (0.75, 713)	4.15 (0.79, 20)	4.42 (0.80, 45)	4.21 (0.94, 62)	4.38 (0.74, 550)

Institutional Health

Institutional Health	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
Professionalism of employees	4.41 (0.74, 1,672)	4.44 (0.72, 165)	4.32 (0.80, 144)	4.14 (0.93, 85)	4.47 (0.70, 719)	4.52 (0.66, 21)	4.39 (0.67, 46)	4.39 (0.78, 66)	4.40 (0.72, 401)
Accuracy of information provided by staff	4.40 (0.73, 1,666)	4.44 (0.70, 165)	4.31 (0.78, 144)	4.12 (0.95, 85)	4.45 (0.71, 720)	4.52 (0.66, 21)	4.46 (0.65, 46)	4.43 (0.68, 63)	4.39 (0.71, 397)
Speed/response time for services	4.38 (0.77, 1,669)	4.42 (0.71, 165)	4.27 (0.81, 143)	4.12 (0.98, 85)	4.43 (0.74, 720)	4.52 (0.66, 21)	4.35 (0.81, 46)	4.34 (0.73, 65)	4.37 (0.76, 400)
Convenience of accessing services/information	4.36 (0.78, 1,674)	4.43 (0.74, 165)	4.22 (0.81, 143)	4.13 (0.94, 86)	4.41 (0.77, 718)	4.52 (0.66, 21)	4.43 (0.77, 46)	4.38 (0.69, 66)	4.35 (0.77, 405)

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Veterans Resource Center *(Department Name Change)*

	TTUHSC			ABL			AMA			DAL			LBB			LBB-COV			MDL			ODS			DIST		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Professionalism of employees	4.19	0.91	545	4.26	0.94	66	3.74	1.07	50	3.85	0.87	41	4.31	0.85	205	4.00	1.00	4	4.40	0.80	10	4.12	0.90	17	4.25	0.85	140
Accuracy of information provided by staff	4.19	0.90	547	4.27	0.84	66	3.72	1.06	50	3.83	0.85	41	4.31	0.85	207	4.00	1.00	4	4.40	0.80	10	4.12	0.90	17	4.22	0.86	140
Speed/response time for services	4.16	0.91	548	4.27	0.86	67	3.74	1.04	50	3.85	0.87	41	4.27	0.87	207	4.00	1.00	4	4.40	0.80	10	4.12	0.90	17	4.19	0.89	140
Convenience of accessing services/information	4.18	0.90	547	4.29	0.87	66	3.74	1.04	50	3.85	0.84	41	4.29	0.84	207	4.00	1.00	4	4.40	0.80	10	4.06	0.94	17	4.19	0.90	140

Office of Student Disability Services *(NEW)*

	TTUHSC			ABL			AMA			DAL			LBB			LBB-COV			MDL			ODS			DIST		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Professionalism of employees	4.18	0.91	526	4.26	0.83	57	3.82	0.97	50	3.89	0.97	38	4.24	0.91	207	4.00	0.82	6	4.25	0.83	12	4.27	0.96	22	4.34	0.80	124
Accuracy of information provided by staff	4.16	0.93	528	4.26	0.82	58	3.8	0.98	50	3.79	0.95	38	4.22	0.91	208	4.00	0.82	6	4.25	0.83	12	4.24	0.97	21	4.31	0.86	125
Speed/response time for services	4.15	0.93	527	4.26	0.86	58	3.82	1.01	50	3.82	0.94	38	4.23	0.90	205	4.00	0.82	6	4.18	0.83	11	4.14	0.92	22	4.28	0.88	127
Convenience of accessing services/information	4.17	0.94	525	4.35	0.83	57	3.88	0.96	49	3.78	1.04	37	4.22	0.92	205	4.00	0.82	6	4.18	0.83	11	4.23	0.95	22	4.27	0.90	128

Office of Student Life *(Department Name Change)*

	TTUHSC			ABL			AMA			DAL			LBB			LBB-COV			MDL			ODS			DIST		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Professionalism of employees	4.29	0.82	1,290	4.29	0.82	148	4.18	0.90	118	3.92	0.90	74	4.36	0.76	571	4.45	0.67	20	4.25	0.78	28	4.36	0.76	45	4.27	0.85	266
Accuracy of information provided by staff	4.25	0.84	1,296	4.26	0.86	147	4.14	0.93	118	3.92	0.91	75	4.33	0.75	572	4.20	0.98	20	4.25	0.78	28	4.25	0.83	44	4.23	0.88	272
Speed/response time for services	4.24	0.85	1,289	4.26	0.83	147	4.09	1.01	117	3.89	0.96	75	4.30	0.78	571	4.20	0.98	20	4.21	0.82	28	4.22	0.89	45	4.24	0.86	266
Convenience of accessing services/information	4.23	0.86	1,295	4.23	0.91	147	4.12	0.94	117	3.86	1.00	76	4.30	0.80	572	4.25	0.83	20	4.25	0.78	28	4.22	0.84	45	4.23	0.87	270

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General Student *(Survey Heading Change)*	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University	4.04	0.99	4.10	1.00	3.99	0.97	3.77	0.96	3.98	1.02	4.19	0.96	3.96	1.10	3.99	1.06	4.16	0.91
		1,929		183		148		98		764		21		51		67		565
The Student Government Association represents my needs as a TTUHSC student.	4.02	0.94	4.22	0.86	3.95	1.02	3.61	1.07	4.05	0.92	4.10	1.06	3.81	1.02	4.10	0.81	4.00	0.92
		1,824		179		149		93		749		21		47		63		495
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.79	1.13	3.95	1.09	3.81	1.15	3.71	1.01	3.66	1.16	4.14	0.99	3.61	1.19	3.70	1.20	3.94	1.08
		1,948		184		151		97		771		21		51		67		574
TTUHSC provides sufficient programs and resources to foster the success of a diverse student body. *(NEW)*	4.12	0.93	4.18	0.92	3.82	1.11	3.65	1.12	4.15	0.90	4.33	0.99	4.16	0.83	4.15	0.80	4.20	0.86
		1,928		183		151		96		765		21		50		66		565
I am aware of TTUHSC's Office of Diversity, Equity, and Inclusion and know how to report bias-related incidents. *(NEW)*	3.92	1.08	3.87	1.17	3.83	1.10	3.55	1.11	3.89	1.10	4.29	0.98	3.67	1.22	3.89	1.11	4.06	0.99
		1,939		181		150		99		772		21		51		64		568
I am familiar with the mental health resources available to me as a TTUHSC student.	4.22	0.87	4.38	0.76	4.18	0.92	3.94	0.92	4.27	0.82	4.52	0.66	4.24	0.88	4.24	0.90	4.15	0.92
		1,960		185		151		99		774		21		50		67		580
Maintaining healthy balances across different aspects of my life is a priority for me.	4.53	0.66	4.54	0.67	4.47	0.82	4.23	0.81	4.56	0.63	4.67	0.64	4.65	0.52	4.54	0.65	4.55	0.62
		1,980		185		151		100		779		21		51		68		592
In difficult situations, I am able to recognize my own emotions before responding.	4.39	0.68	4.37	0.71	4.29	0.83	4.11	0.65	4.40	0.68	4.57	0.66	4.51	0.50	4.44	0.65	4.42	0.63
		1,982		185		151		100		780		12		51		68		593
I can often recognize other people's emotions without them telling me how they feel.	4.38	0.68	4.39	0.72	4.30	0.75	4.06	0.66	4.41	0.66	4.43	0.79	4.55	0.60	4.46	0.65	4.39	0.64
		1,983		186		151		100		780		21		51		68		593
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.31	0.78	4.29	0.79	4.19	0.99	3.99	0.82	4.32	0.77	4.67	0.64	4.47	0.64	4.29	0.79	4.34	0.73
		1,984		186		151		100		780		21		51		68		594
I am aware of the possible health effects resulting from drug and alcohol use.	4.64	0.56	4.68	0.51	4.61	0.64	4.37	0.63	4.66	0.54	4.71	0.63	4.73	0.45	4.79	0.40	4.61	0.56
		1,980		186		150		100		779		21		51		68		592

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