TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™

Office *of the* Provost
Division of Student Affairs

Student Satisfaction Survey

2022-2023 TTUHSC Institutional Report

Summary

- The *Student Satisfaction Survey* is administered once every two years. The 2022-2023 version is comparable to the 2020-2021 version with the addition of the Julia Jones Matthews School of Public and Population Health (SPPH) being the only significant change.
- Approximately 89% 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, 72% students indicated that they "definitely" made the right decision.
- 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 *2022-20213 Student Satisfaction Survey (SSS)* was administered in Spring 2023. The data collection period was March 15 – April 16, 2023. Targeted participants included all students enrolled at TTUHSC as of March 15, 2023. The invitation to complete the online survey was sent via email by *TTUHSC Student Affairs*. A reminder email was sent about one week before data collection ended. Six $500 scholarships were offered as incentives for participation.

Demographics

A total of 1,370 of 5,133students responded to the survey, resulting in a response rate of 26.7%. Respondents represented the following schools and campuses.

SCHOOL	CAMPUS
- Graduate School of Biomedical Sciences (GSBS) - Jerry H. Hodge School of Pharmacy (SOP) - Julia Jones Matthews School of Public and Population Health (SPPH) - 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 2023. Survey respondents were appropriately represented in GSBS, SOM, SOP, and SPPH. SHP students constituted a higher percent of survey respondents than expected, whereas SON respondents were underrepresented in comparison to the student population.
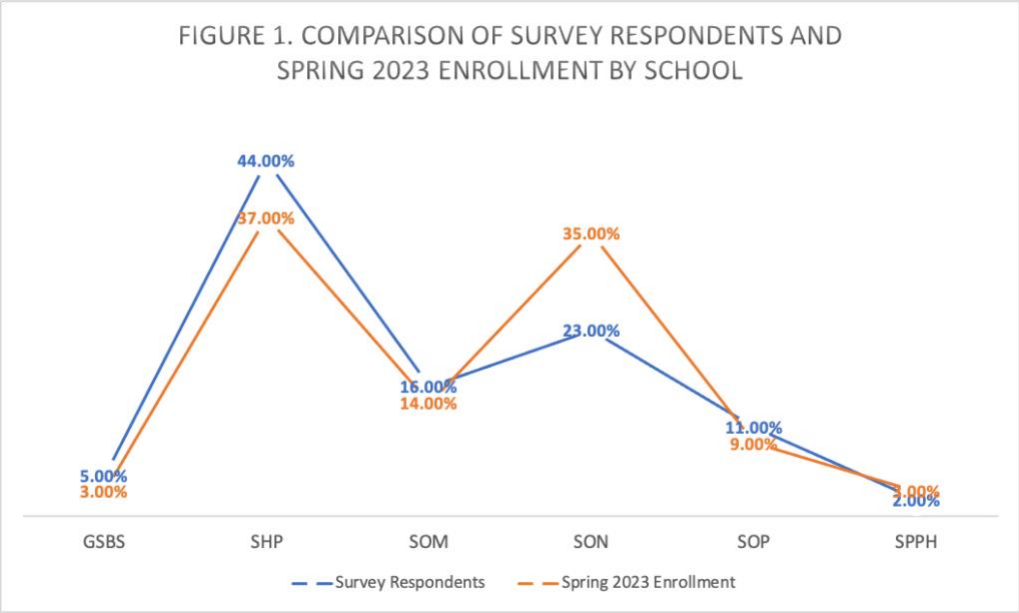

FIGURE 1. COMPARISON OF SURVEY RESPONDENTS AND SPRING 2023 ENROLLMENT BY SCHOOL

Figure 2 illustrates the percent of survey respondents by campus in comparison to the percent of students enrolled by campus in Spring 2023. 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 affiliate themselves with a specific campus even though they are enrolled in a distance education program.


FIGURE 2. COMPARISON OF SURVEY RESPONDENTS AND SPRING 2023 ENROLLMENT BY CAMPUS
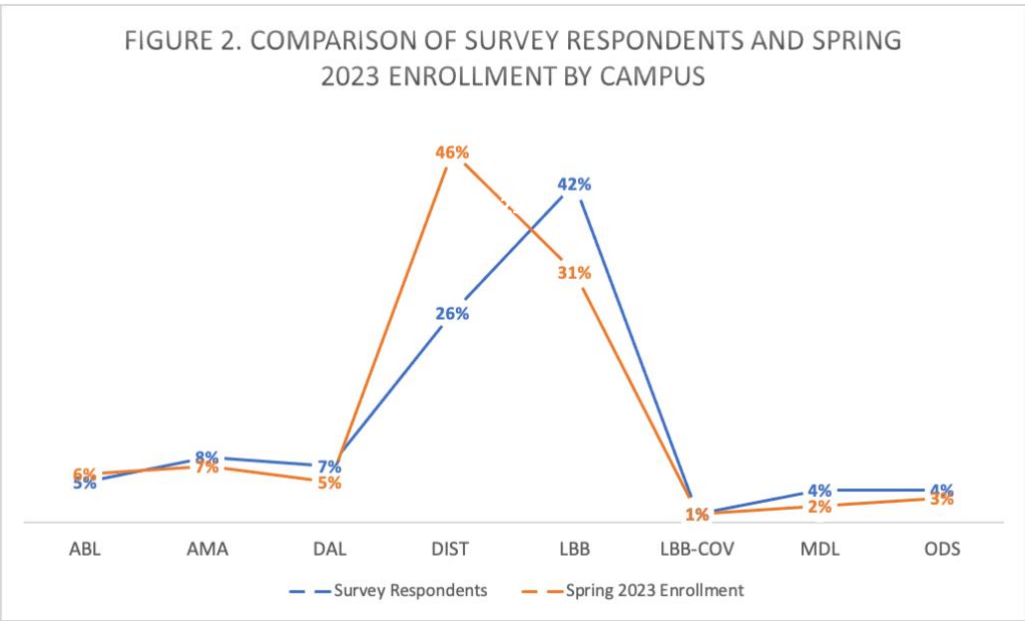
Results

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 89% of respondents reported being "extremely satisfied" or "satisfied." See *Figure 3.*

Figure 3. Overall Satisfaction at TTUHSC
(Mean=4.30, SD=0.81)

Extremely satisfied	47%
Satisfied	42%
Neither	7%
Dissatisfied	4%
Extremely dissatisfied	1%
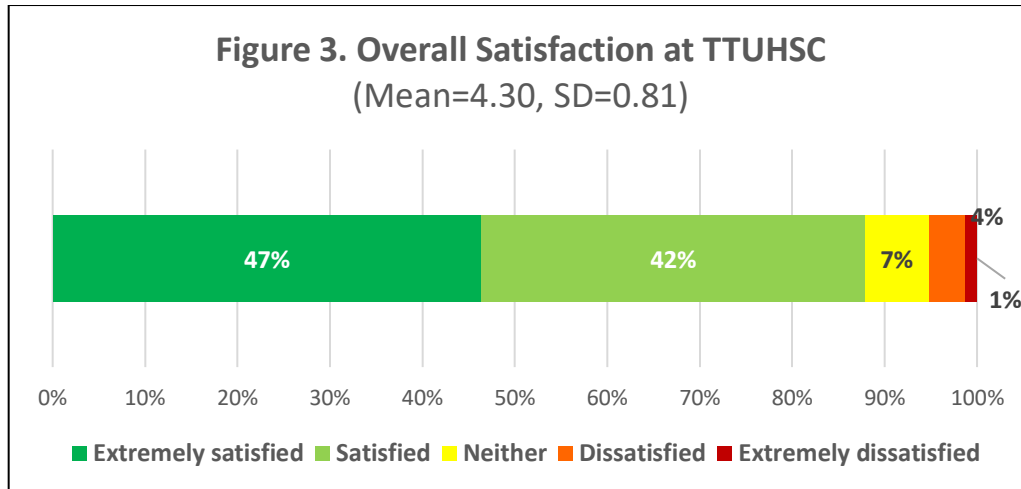
When asked if they felt like they made the right decision to attend TTUHSC, students responded favorably. Approximately 72% of students indicated that they "definitely" made the right decision. See *Figure 4*.

Figure 4. Right Decision to Attend TTUHSC?

Definitely	72%
Probably	20%
Not sure	4%
Probably not	3%
Definitely not	1%
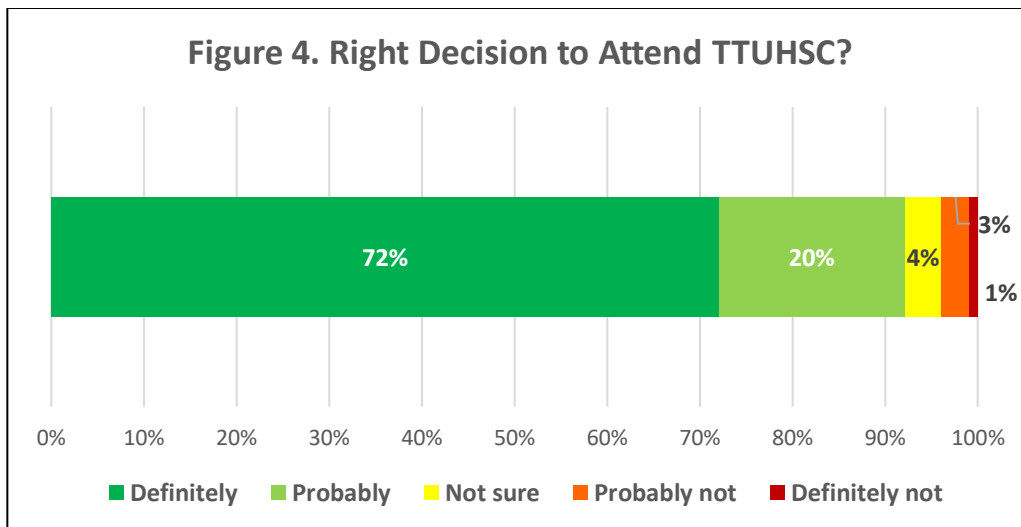
For the remainder of the survey items, students were asked to indicate their level of satisfaction using a 5-point scale *(5=Extremely satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Extremely dissatisfied)*. In the *Student Life* section, students were asked to indicate their level of agreement 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. 6-14):** *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. 15-21):** *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. 22-28):** *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 942 comments to the first prompt and 832 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, in-depth qualitative analyses were not conducted on these data, however, general themes can be found in the document summary on page 1.

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.
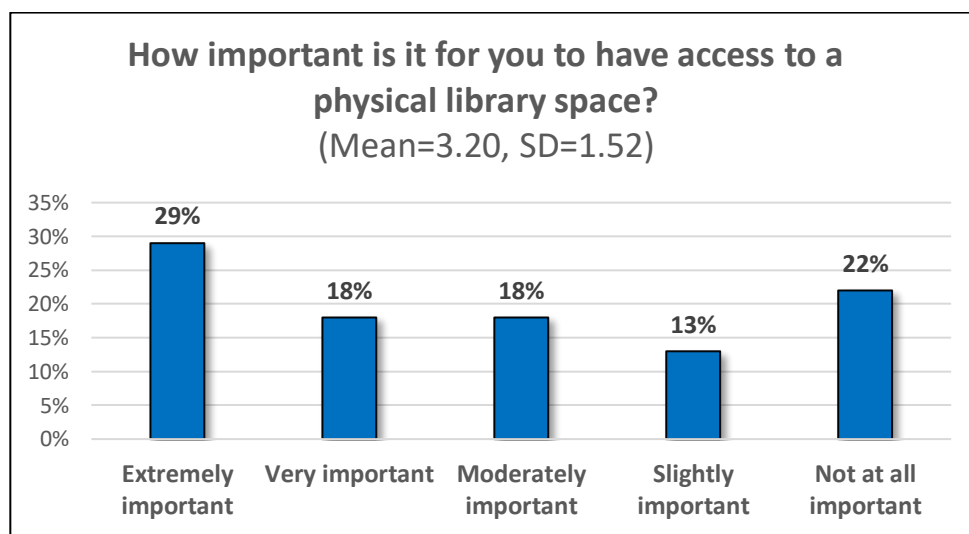
APPENDIX A. INSTITUTIONAL RESULTS

General Academics	Mean[a]	SD
		n
Clarity of student expectations in my courses	4.33	0.75
		1,300
Effectiveness of teaching strategies used by my professors	4.09	0.91
		1,300
Quality of instructional materials used to enhance my learning	4.23	0.87
		1,300
Academic advisor's knowledge of program requirements	4.38	0.81
		1,300
Faculty/staff knowledge of career opportunities in my field of study	4.32	0.86
		1,300

General Student *(Survey Heading Change)*	Mean[a]	SD
		n
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.15	0.92
		1,208
The Student Government Association represents my needs as a TTUHSC student.	4.02	0.96
		1,147
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.86	1.11
		1,217
TTUHSC provides sufficient programs and resources to foster the success of a diverse student body. *(NEW)*	4.16	0.92
		1,209
I am aware of TTUHSC's Office of Diversity, Equity, and Inclusion and know how to report bias-related incidents. *(NEW)*	4.07	0.98
		1,217
I am familiar with the mental health resources available to me as a TTUHSC student.	4.24	0.88
		1,220
Maintaining healthy balances across different aspects of my life is a priority for me.	4.59	0.64
		1,227
In difficult situations, I am able to recognize my own emotions before responding.	4.42	0.68
		1,227
I can often recognize other people's emotions without them telling me how they feel.	4.40	0.71
		1,226
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.34	0.77
		1,225
I am aware of the possible health effects resulting from drug and alcohol use.	4.66	0.56
		1,221

[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
		n
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.24	0.83
		983
Helpfulness of librarians in responding to my questions	4.24	0.85
		934
Availability of appropriate online databases for my field of study	4.37	0.79
		1,182
Availability of appropriate online journals for my field of study	4.34	0.81
		1,179
Availability of appropriate e-books for my field of study	4.26	0.87
		1,143
Overall perception of services provided by the library	4.34	0.78
		1,164

Physical Library	Lubbock		Amarillo		Odessa	
Hours of operation	4.26	0.83	4.11	0.92	4.13	0.87
		520		72		45
Availability of resource materials on-site	4.28	0.82	4.14	0.78	4.38	0.71
		470		70		45
Availability of computers for your use	4.27	0.84	3.96	1.03	4.44	0.82
		467		70		43
Adequacy of study facilities in the library	4.04	1.07	3.90	1.12	4.56	0.65
		516		72		45
Safety/security in the library	4.45	0.68	4.18	0.87	4.38	0.77
		520		72		45

How important is it for you to have access to a physical library space?
(Mean=3.20, SD=1.52)

- Extremely important: 29%
- Very important: 18%
- Moderately important: 18%
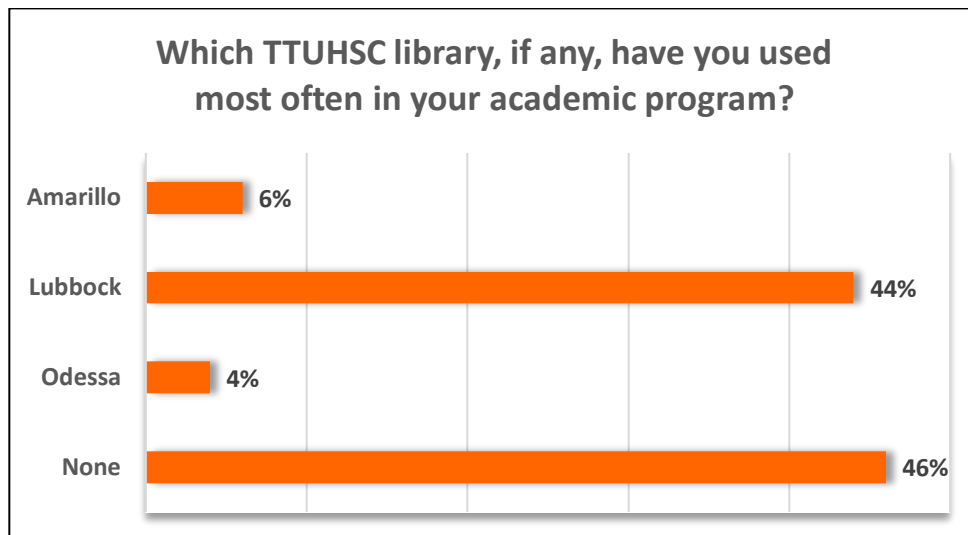- Slightly important: 13%
- Not at all important: 22%

[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	6%
Lubbock	44%
Odessa	4%
None	46%

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
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.36	0.81
		1,276
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.30	0.85
		1,276
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.33	0.82
		1,276
Quantity of interprofessional education and practice learning activities offered at TTUHSC	4.25	0.88
		1,276
Quality of interprofessional education and practice learning activities offered at TTUHSC	4.18	0.98
		1,276
Variety of interprofessional education and practice learning activities offered at TTUHSC	4.14	0.96
		1,276

[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
		n
Professionalism of employees	4.41	0.75
		1,047
Accuracy of information provided by staff	4.41	0.73
		1,043
Speed/response time for services	4.39	0.76
		1,049
Convenience of accessing services/information	4.37	0.78
		1,052

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

Financial Aid	Mean[a]	SD
		n
Professionalism of employees	4.36	0.77
		1,104
Accuracy of information provided by staff	4.31	0.81
		1,112
Speed/response time for services	4.24	0.89
		1,110
Convenience of accessing services/information	4.25	0.87
		1,117

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

Registrar	Mean[a]	SD
		n
Professionalism of employees	4.43	0.69
		1,151
Accuracy of information provided by staff	4.41	0.70
		1,153
Speed/response time for services	4.37	0.75
		1,156
Convenience of accessing services/information	4.36	0.76
		1,161

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
		n
Professionalism of employees	4.40	0.73
		1,164
Accuracy of information provided by staff	4.35	0.79
		1,170
Speed/response time for services	4.34	0.78
		1,170
Convenience of accessing services/information	4.34	0.80
		1,179

[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 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
		n
Professionalism of employees	4.36	0.78
		890
Accuracy of information provided by staff	4.32	0.82
		892
Speed/response time for services	4.32	0.81
		888
Convenience of accessing services/information	4.30	0.85
		895

Physical Environment	Mean[a]	SD
		n
General adequacy of classrooms	4.36	0.73
		994
Adequacy of study facilities, excluding the library	4.17	0.99
		987
Availability of common spaces for students to congregate between classes	4.18	0.98
		984
Cleanliness of campus buildings	4.51	0.67
		999
Safety/security in campus buildings, excluding the library	4.46	0.73
		993
Safety/security outside of campus buildings, including parking lots	4.30	0.89
		992
Parking availability	4.10	1.03
		991

[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
		n
Professionalism of employees	**4.30**	0.84
		359
Accuracy of information provided by staff	**4.28**	0.86
		358
Speed/response time for services	**4.29**	0.83
		357
Convenience of accessing services/information	**4.29**	0.84
		358

Technology	Mean[a]	SD
		n
Reliability of the learning management system (i.e., Sakai, Canvas)	**4.33**	0.80
		1,264
Reliability of wireless connection (i.e., HSC-AIR) on my campus	**4.29**	0.86
		1,114
Quality of audio-video equipment used in my classrooms	**4.22**	0.84
		1,123
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	**4.36**	0.80
		1,168
Knowledge/skill of TTUHSC IT Solution Center technicians	**4.38**	0.78
		1,155
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	**4.27**	0.84
		1,067
Usability of the TTUHSC website overall	**4.22**	0.85
		1,255
Availability of your school's technology support staff	**4.37**	0.78
		1,182
Knowledge/skill of your school's technology support staff	**4.38**	0.77
		1,188
Usability of your school's website	**4.24**	0.87
		1,253
Overall perception of technology at TTUHSC	**4.32**	0.77
		1,265

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

Veterans Resource Center *(Department Name Change)*	Mean[a]	SD
		n
Professionalism of employees	4.31	0.83
		360
Accuracy of information provided by staff	4.29	0.86
		359
Speed/response time for services	4.25	0.90
		358
Convenience of accessing services/information	4.26	0.89
		360

The **Writing Center** engages with writers (students, faculty, staff, researchers, residents, etc.) at any stage of the writing process, with the key aim of helping these writers become more engaged, confident, and self-reflective.

Have you submitted a draft to the Writng Center for critique in the past year?

■ Yes ■ No   n=1,256
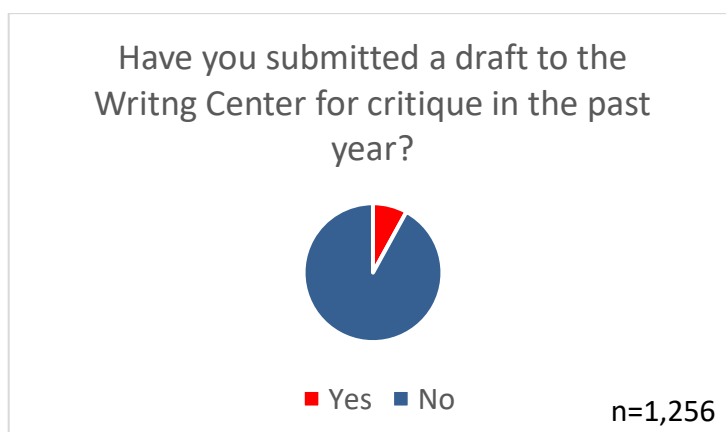
Writing Center	Mean[a]	SD
		n
If you submitted a writing sample/draft this year, how satisfied were you with the services you received from the TTUHSC Writing Center?	4.37	0.68
		105

[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).

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?
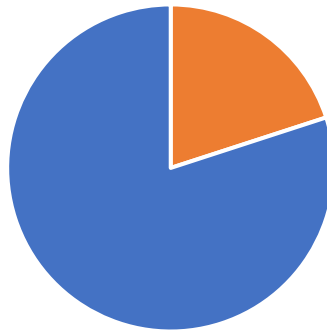
In person   Electronically   n=1,254

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% 4%
5% 1%
87%

n=1,254

APPENDIX B. RESULTS BY SCHOOL

Overall Satisfaction	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
	Mean	SD	**Mean**	SD	**Mean**	SD	**Mean**	SD	**Mean**	SD	**Mean**	SD	**Mean**	SD
		n		n		n		n		n		n		n
Overall satisfaction with TTUHSC experiences	**4.30**	0.81	**3.92**	0.96	**4.45**	0.71	**4.11**	0.90	**4.46**	0.73	**3.81**	0.88	**4.21**	0.82
		1,318		62		567		209		310		146		24

General Academics	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Clarity of student expectations in my courses	**4.33**	0.75	**4.15**	0.80	**4.44**	0.71	**4.16**	0.77	**4.40**	0.74	**4.03**	0.68	**4.25**	0.78
		1,300		62		562		206		305		141		24
Effectiveness of teaching strategies used by my professors	**4.09**	0.91	**4.02**	0.92	**4.30**	0.81	**3.60**	1.03	**4.18**	0.90	**3.79**	0.76	**4.13**	0.83
		1,300		62		562		206		305		141		24
Quality of instructional materials used to enhance my learning	**4.23**	0.87	**4.00**	0.98	**4.41**	0.77	**3.93**	1.09	**4.29**	0.82	**3.93**	0.75	**4.17**	0.85
		1,300		62		562		206		305		141		24
Academic advisor's knowledge of program requirements	**4.38**	0.81	**4.19**	0.88	**4.50**	0.75	**4.14**	0.90	**4.45**	0.78	**4.20**	0.80	**4.25**	0.88
		1,300		62		562		206		305		141		24
Faculty/staff knowledge of career opportunities in my field of study	**4.32**	0.86	**3.89**	1.03	**4.47**	0.76	**4.03**	1.01	**4.44**	0.74	**4.09**	0.92	**4.04**	1.02
		1,300		62		562		206		305		141		24

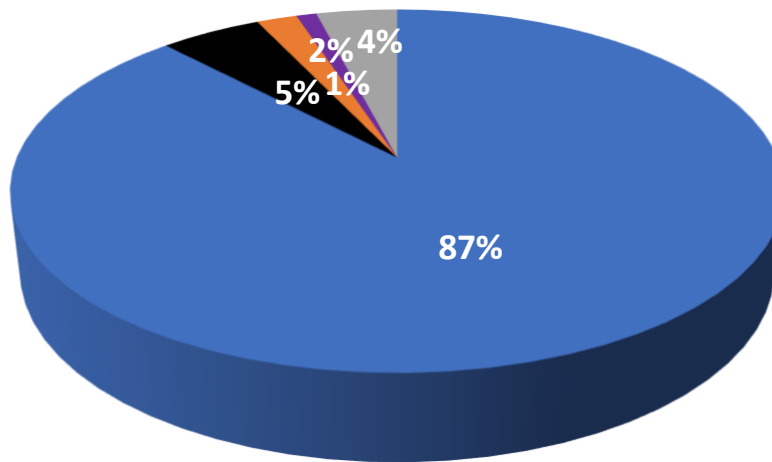| General Library	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	**4.24**	0.83	**4.04**	0.88	**4.27**	0.83	**4.34**	0.73	**4.33**	0.79	**3.81**	0.96	**4.18**	0.72
		983		52		430		149		249		81		22
Helpfulness of librarians in responding to my questions	**4.24**	0.85	**4.10**	0.86	**4.24**	0.87	**4.32**	0.79	**4.37**	0.77	**3.81**	0.98	**4.16**	0.74
		9,334		52		408		148		232		75		19
Availability of appropriate online databases for my field of study	**4.37**	0.79	**3.95**	0.96	**4.38**	0.80	**4.40**	0.72	**4.54**	0.66	**4.21**	0.79	**3.78**	1.02
		1,182		57		510		179		283		130		23
Availability of appropriate online journals for my field of study	**4.34**	0.81	**3.81**	0.98	**4.35**	0.82	**4.37**	0.77	**4.54**	0.67	**4.13**	0.82	**3.91**	0.97
		1,179		57		511		176		283		129		23
Availability of appropriate e-books for my field of study	**4.26**	0.87	**3.85**	0.88	**4.26**	0.86	**4.33**	0.82	**4.45**	0.79	**4.05**	0.89	**3.41**	1.07
		1,143		55		491		174		274		127		22
Overall perception of services provided by the library	**4.34**	0.78	**3.98**	0.82	**4.37**	0.78	**4.41**	0.74	**4.49**	0.66	**3.97**	0.88	**4.00**	0.83
		1,164		55		501		180		281		124		23

[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	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.15	0.92	4.33	0.60	4.17	0.90	3.94	0.98	4.32	0.86	3.93	0.99	3.85	1.06
		1,208		58		521		189		286		134		20
The Student Government Association represents my needs as a TTUHSC student.	4.02	0.96	3.89	0.93	4.06	0.89	3.91	1.01	4.23	0.87	3.76	1.10	3.36	1.30
		1,147		57		486		187		260		135		22
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.86	1.11	3.72	1.08	3.81	1.14	3.50	1.19	4.19	0.95	3.99	0.96	3.45	1.20
		1,217		58		530		189		285		135		20
TTUHSC provides sufficient programs and resources to foster the success of a diverse student body. *(NEW)*	4.16	0.92	3.89	1.02	4.23	0.85	3.97	1.04	4.31	0.84	3.98	0.99	3.73	1.25
		1,209		57		521		189		286		134		22
I am aware of TTUHSC's Office of Diversity, Equity, and Inclusion and know how to report bias-related incidents. *(NEW)*	4.07	0.98	4.12	0.77	4.09	0.98	3.86	1.06	4.25	0.90	3.98	0.96	3.38	1.05
		1,217		57		528		189		287		135		21
I am familiar with the mental health resources available to me as a TTUHSC student.	4.24	0.88	4.29	0.70	4.22	0.91	4.26	0.89	4.36	0.79	4.10	0.82	3.39	1.34
		1,220		58		529		189		286		135		23
Maintaining healthy balances across different aspects of my life is a priority for me.	4.59	0.64	4.53	0.65	4.63	0.61	4.63	0.58	4.62	0.56	4.35	0.87	4.27	0.91
		1,227		58		534		189		289		135		22
In difficult situations, I am able to recognize my own emotions before responding.	4.42	0.68	4.26	0.66	4.45	0.63	4.48	0.63	4.49	0.65	4.19	0.83	4.00	1.10
		1,227		58		534		189		288		135		23
I can often recognize other people's emotions without them telling me how they feel.	4.40	0.71	4.21	0.66	4.43	0.70	4.42	0.68	4.48	0.64	4.22	0.82	4.09	1.00
		1,226		58		534		189		288		135		22
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.34	0.77	4.22	0.79	4.34	0.75	4.50	0.67	4.46	0.64	3.93	0.97	3.91	1.14
		1,225		58		533		189		288		134		23
I am aware of the possible health effects resulting from drug and alcohol use.	4.66	0.56	4.64	0.48	4.69	0.55	4.68	0.53	4.69	0.49	4.44	0.71	4.45	0.89
		1,221		58		532		189		287		133		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).

Interprofessional Education

Interprofessional Education	TTUHSC mean	TTUHSC SD	TTUHSC n	GSBS mean	GSBS SD	GSBS n	SHP mean	SHP SD	SHP n	SOM mean	SOM SD	SOM n	SON mean	SON SD	SON n	SOP mean	SOP SD	SOP n	SPPH mean	SPPH SD	SPPH n
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.36	0.81	1,276	4.03	0.82	62	4.50	0.70	553	4.07	0.94	203	4.54	0.63	296	4.03	1.02	139	4.17	1.01	23
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.30	0.85	1,276	4.00	0.88	62	4.45	0.73	553	3.97	1.01	203	4.49	0.71	296	3.94	1.04	139	4.17	0.76	23
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.33	0.82	1,276	4.02	0.79	62	4.47	0.71	553	4.00	1.02	203	4.52	0.65	296	3.99	0.95	139	4.17	0.87	23
Quantity of interprofessional education and practice learning activities offered at TTUHSC	4.25	0.88	1,276	3.94	0.97	62	4.38	0.79	553	4.00	0.99	203	4.42	0.76	296	3.88	1.04	139	4.09	0.83	23
Quality of interprofessional education and practice learning activities offered at TTUHSC	4.18	0.98	1,276	3.81	0.93	62	4.38	0.80	553	3.65	1.21	203	4.47	0.73	296	3.71	1.21	139	4.00	1.02	23
Variety of interprofessional education and practice learning activities offered at TTUHSC	4.14	0.96	1,276	3.79	0.95	62	4.30	0.84	553	3.73	1.13	203	4.40	0.76	296	3.68	1.14	139	4.09	0.93	23

Institutional Health

Institutional Health	TTUHSC mean	TTUHSC SD	TTUHSC n	GSBS mean	GSBS SD	GSBS n	SHP mean	SHP SD	SHP n	SOM mean	SOM SD	SOM n	SON mean	SON SD	SON n	SOP mean	SOP SD	SOP n	SPPH mean	SPPH SD	SPPH n
Professionalism of employees	4.41	0.75	1,047	4.24	0.76	55	4.45	0.70	432	4.41	0.77	184	4.55	0.65	239	4.13	0.91	124	4.15	0.66	13
Accuracy of information provided by staff	4.41	0.73	1,043	4.28	0.74	53	4.46	0.67	429	4.41	0.74	184	4.53	0.68	239	4.10	0.89	125	4.15	0.66	13
Speed/response time for services	4.39	0.76	1,049	4.20	0.85	54	4.41	0.75	434	4.43	0.71	185	4.50	0.68	238	4.12	0.87	125	4.00	0.88	13
Convenience of accessing services/information	4.37	0.78	1,052	4.20	0.90	55	4.43	0.71	434	4.34	0.82	185	4.50	0.69	240	4.08	0.93	125	4.15	0.66	13

Financial Aid

Financial Aid	TTUHSC mean	TTUHSC SD	TTUHSC n	GSBS mean	GSBS SD	GSBS n	SHP mean	SHP SD	SHP n	SOM mean	SOM SD	SOM n	SON mean	SON SD	SON n	SOP mean	SOP SD	SOP n	SPPH mean	SPPH SD	SPPH n
Professionalism of employees	4.36	0.77	1,104	4.29	0.65	56	4.41	0.75	473	4.29	0.79	167	4.48	0.72	256	4.09	0.92	132	4.45	0.67	20
Accuracy of information provided by staff	4.31	0.81	1,112	4.14	0.71	57	4.35	0.76	477	4.22	0.89	166	4.43	0.78	260	4.09	0.92	132	4.40	0.66	20
Speed/response time for services	4.24	0.89	1,110	4.11	0.67	57	4.28	0.86	478	4.11	1.02	166	4.39	0.78	258	4.01	1.01	131	4.20	0.81	20
Convenience of accessing services/information	4.25	0.87	1,117	4.12	0.74	58	4.28	0.87	480	4.11	0.93	166	4.43	0.74	261	4.07	0.95	132	4.10	0.94	20

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).

Registrar

Registrar	TTUHSC Mean	SD	N	GSBS Mean	SD	N	SHP Mean	SD	N	SOM Mean	SD	N	SON Mean	SD	N	SOP Mean	SD	N	SPPH Mean	SD	N
Professionalism of employees	4.43	0.69	1,151	4.37	0.65	54	4.45	0.70	505	4.37	0.67	163	4.50	0.63	279	4.34	0.75	130	4.15	0.85	20
Accuracy of information provided by staff	4.41	0.70	1,153	4.35	0.69	55	4.42	0.70	507	4.34	0.70	163	4.50	0.62	279	4.31	0.78	130	4.16	0.74	19
Speed/response time for services	4.37	0.75	1,156	4.22	0.71	54	4.39	0.76	509	4.37	0.68	164	4.43	0.73	280	4.25	0.80	129	4.10	0.77	20
Convenience of accessing services/information	4.36	0.76	1,161	4.25	0.74	56	4.39	0.75	508	4.30	0.74	166	4.45	0.71	280	4.24	0.88	131	4.10	0.89	20

Office of Student Disability Services

Office of Student Disability Services	TTUHSC Mean	SD	N	GSBS Mean	SD	N	SHP Mean	SD	N	SOM Mean	SD	N	SON Mean	SD	N	SOP Mean	SD	N	SPPH Mean	SD	N
Professionalism of employees	4.30	0.84	359	4.27	0.81	22	4.30	0.83	165	4.52	0.70	33	4.36	0.85	98	3.97	0.89	39	5.00	0.00	2
Accuracy of information provided by staff	4.28	0.86	358	4.27	0.81	22	4.29	0.84	164	4.45	0.82	33	4.36	0.79	97	3.97	0.92	39	3.67	1.89	3
Speed/response time for services	4.29	0.83	357	4.23	0.79	22	4.29	0.83	163	4.53	0.74	34	4.36	0.79	96	3.97	0.86	39	4.00	1.41	3
Convenience of accessing services/information	4.29	0.84	358	4.27	0.81	22	4.28	0.86	165	4.48	0.74	34	4.37	0.78	97	3.97	0.87	38	4.33	0.94	3

Office of Student Life

Office of Student Life	TTUHSC Mean	SD	N	GSBS Mean	SD	N	SHP Mean	SD	N	SOM Mean	SD	N	SON Mean	SD	N	SOP Mean	SD	N	SPPH Mean	SD	N
Professionalism of employees	4.36	0.78	890	4.04	0.90	49	4.37	0.75	364	4.38	0.74	159	4.51	0.74	185	4.20	0.88	119	4.36	0.48	14
Accuracy of information provided by staff	4.32	0.82	892	3.90	1.05	49	4.35	0.74	363	4.33	0.81	159	4.48	0.74	185	4.16	0.90	120	3.94	1.03	16
Speed/response time for services	4.32	0.81	888	4.00	0.96	48	4.35	0.77	362	4.34	0.84	160	4.48	0.74	182	4.17	0.87	120	4.06	0.83	16
Convenience of accessing services/information	4.30	0.85	895	3.94	1.04	49	4.35	0.77	363	4.29	0.90	161	4.48	0.79	185	4.11	0.92	121	4.00	1.00	16

[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			GSBS			SHP			SOM			SON			SOP			SPPH		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
General adequacy of classrooms	4.36	0.73	994	4.22	0.61	59	4.42	0.69	375	4.36	0.69	192	4.47	0.70	220	4.11	0.87	134	3.93	0.96	14
Adequacy of study facilities, excluding the library	4.17	0.99	987	3.83	1.07	58	4.33	0.85	374	4.06	1.12	191	4.32	0.91	217	3.78	1.08	134	3.77	0.70	13
Availability of common spaces for students to congregate between classes	4.18	0.98	984	3.49	1.39	59	4.36	0.81	371	4.14	1.03	190	4.34	0.87	216	3.80	1.06	134	3.93	0.70	14
Cleanliness of campus buildings	4.51	0.67	999	4.49	0.67	59	4.53	0.62	379	4.46	0.76	192	4.65	0.55	221	4.36	0.78	134	4.14	0.83	14
Safety/security in campus buildings, excluding the library	4.46	0.73	993	4.42	0.76	59	4.49	0.68	376	4.53	0.65	191	4.61	0.60	219	4.12	0.96	134	4.07	1.03	14
Safety/security outside of campus buildings, including parking lots	4.30	0.89	992	4.14	0.96	59	4.37	0.78	376	4.36	0.86	191	4.51	0.72	219	3.78	1.17	134	4.08	0.92	13
Parking availability	4.10	1.03	991	3.82	1.11	57	4.28	0.86	373	4.03	1.09	191	4.20	1.00	222	3.68	1.21	134	3.86	0.99	14

Student Business Services

Student Business Services	TTUHSC			GSBS			SHP			SOM			SON			SOP			SPPH		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Professionalism of employees	4.40	0.73	1,164	4.09	0.89	54	4.44	0.70	507	4.35	0.71	172	4.49	0.67	279	4.24	0.85	129	4.13	0.85	23
Accuracy of information provided by staff	4.35	0.79	1,170	4.07	0.86	54	4.38	0.78	509	4.23	0.87	173	4.49	0.66	282	4.26	0.83	129	4.04	0.91	23
Speed/response time for services	4.34	0.78	1,170	4.04	0.93	55	4.38	0.77	510	4.29	0.78	173	4.46	0.70	280	4.19	0.84	129	4.00	1.06	23
Convenience of accessing services/information	4.34	0.80	1,179	4.04	0.93	56	4.37	0.80	513	4.25	0.81	174	4.47	0.68	283	4.24	0.80	130	3.87	1.08	23

[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		SPPH	
Reliability of the learning management system (i.e., Sakai, Canvas)	4.33	0.80 / 1,264	4.11	0.85 / 61	4.39	0.80 / 549	4.08	0.89 / 199	4.55	0.61 / 294	4.09	0.82 / 138	4.26	0.99 / 23
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.29	0.86 / 1,114	3.89	1.15 / 62	4.38	0.81 / 459	4.19	0.86 / 199	4.51	0.70 / 240	3.99	0.94 / 137	4.18	0.71 / 17
Quality of audio-video equipment used in my classrooms	4.22	0.84 / 1,123	4.11	0.79 / 62	4.39	0.76 / 464	4.10	0.82 / 195	4.37	0.78 / 247	3.62	0.94 / 138	4.06	0.94 / 17
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.36	0.80 / 1,168	4.08	1.08 / 59	4.41	0.72 / 496	4.25	0.89 / 182	4.55	0.69 / 277	4.06	0.87 / 131	4.35	0.76 / 23
Knowledge/skill of TTUHSC IT Solution Center technicians	4.38	0.78 / 1,155	4.05	0.97 / 60	4.45	0.69 / 489	4.27	0.89 / 182	4.59	0.62 / 272	4.06	0.93 / 129	4.26	0.74 / 23
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.27	0.84 / 1,067	3.91	1.09 / 58	4.35	0.77 / 467	4.12	0.92 / 156	4.51	0.70 / 247	3.88	0.94 / 120	4.00	0.79 / 19
Usability of the TTUHSC website overall	4.22	0.85 / 1,255	3.81	1.01 / 62	4.34	0.79 / 546	3.96	0.95 / 193	4.45	0.69 / 294	3.89	0.89 / 137	3.91	0.93 / 23
Availability of your school's technology support staff	4.37	0.78 / 1,182	4.20	0.81 / 60	4.40	0.74 / 504	4.24	0.83 / 184	4.53	0.69 / 277	4.19	0.87 / 134	4.09	0.88 / 23
Knowledge/skill of your school's technology support staff	4.38	0.77 / 1,188	4.18	0.80 / 61	4.41	0.74 / 510	4.26	0.84 / 183	4.57	0.63 / 278	4.17	0.87 / 133	4.13	0.74 / 23
Usability of your school's website	4.24	0.87 / 1,253	3.79	1.05 / 62	4.35	0.80 / 543	3.96	0.99 / 193	4.44	0.72 / 295	4.00	0.85 / 137	3.96	1.12 / 23
Overall perception of technology at TTUHSC	4.32	0.77 / 1,265	4.05	0.92 / 62	4.40	0.73 / 549	4.10	0.86 / 199	4.52	0.67 / 294	4.08	0.77 / 138	4.17	0.70 / 23

Veterans Resource Center	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Professionalism of employees	4.31	0.83 / 360	4.26	0.78 / 19	4.29	0.85 / 166	4.44	0.85 / 34	4.43	0.76 / 94	4.00	0.84 / 43	4.75	0.43 / 4
Accuracy of information provided by staff	4.29	0.86 / 359	4.32	0.80 / 19	4.26	0.86 / 163	4.44	0.85 / 34	4.39	0.79 / 95	4.05	0.89 / 43	4.00	1.55 / 5
Speed/response time for services	4.25	0.90 / 358	4.26	0.78 / 19	4.21	0.93 / 163	4.38	0.87 / 34	4.39	0.80 / 94	3.98	0.93 / 43	4.20	1.17 / 5
Convenience of accessing services/information	4.26	0.89 / 360	4.26	0.78 / 19	4.23	0.92 / 163	4.34	0.98 / 35	4.40	0.78 / 94	4.07	0.85 / 43	3.83	1.46 / 6

[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		SPPH	
How satisfied were you with the services you received from the TTUHSC Writing Center?	4.37	0.68	4.50	0.50	4.46	0.69	4.46	0.50	4.29	0.59	4.00	0.00	3.00	0.82
		105		8		52		13		28		1		3

APPENDIX C. RESULTS BY CAMPUS

Overall Satisfaction	TTUHSC Mean	TTUHSC SD / n	ABL Mean	ABL SD / n	AMA Mean	AMA SD / n	DAL Mean	DAL SD / n	LBB Mean	LBB SD / n	LBB-COV Mean	LBB-COV SD / n	MDL Mean	MDL SD / n	ODS Mean	ODS SD / n	DIST Mean	DIST SD / n
Overall satisfaction with TTUHSC experiences	4.30	0.81 / 1,318	3.81	1.12 / 63	4.10	0.78 / 109	4.00	0.83 / 88	4.40	0.76 / 560	4.29	0.88 / 14	3.88	0.97 / 48	4.21	0.97 / 47	4.43	0.72 / 340

General Academics	TTUHSC Mean	TTUHSC SD / n	ABL Mean	ABL SD / n	AMA Mean	AMA SD / n	DAL Mean	DAL SD / n	LBB Mean	LBB SD / n	LBB-COV Mean	LBB-COV SD / n	MDL Mean	MDL SD / n	ODS Mean	ODS SD / n	DIST Mean	DIST SD / n
Clarity of student expectations in my courses	4.33	0.75 / 1,300	4.06	0.76 / 62	4.25	0.74 / 106	4.11	0.72 / 85	4.37	0.69 / 553	4.29	0.88 / 14	3.98	0.89 / 47	4.40	0.89 / 47	4.41	0.77 / 337
Effectiveness of teaching strategies used by my professors	4.09	0.91 / 1,300	3.82	0.83 / 62	3.91	0.93 / 106	3.81	0.86 / 85	4.14	0.90 / 553	3.93	1.10 / 14	3.77	1.02 / 47	4.13	1.02 / 47	4.21	0.86 / 337
Quality of instructional materials used to enhance my learning	4.23	0.87 / 1,300	3.97	0.76 / 62	4.09	0.85 / 106	3.93	0.84 / 85	4.31	0.89 / 553	4.00	1.25 / 14	3.85	0.90 / 47	4.19	0.98 / 47	4.31	0.82 / 337
Academic advisor's knowledge of program requirements	4.38	0.81 / 1,300	4.31	0.89 / 62	4.36	0.74 / 106	4.29	0.79 / 85	4.42	0.78 / 553	4.29	0.88 / 14	4.28	0.92 / 47	4.43	0.89 / 47	4.38	0.81 / 337
Faculty/staff knowledge of career opportunities in my field of study	4.32	0.86 / 1,300	4.05	1.04 / 62	4.33	0.88 / 106	4.18	0.88 / 85	4.38	0.82 / 553	4.07	1.28 / 14	4.26	0.84 / 47	4.34	0.97 / 47	4.31	0.84 / 337

General Library	TTUHSC Mean	TTUHSC SD / n	ABL Mean	ABL SD / n	AMA Mean	AMA SD / n	DAL Mean	DAL SD / n	LBB Mean	LBB SD / n	LBB-COV Mean	LBB-COV SD / n	MDL Mean	MDL SD / n	ODS Mean	ODS SD / n	DIST Mean	DIST SD / n
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	4.24	0.83 / 983	3.57	1.20 / 30	4.24	0.83 / 82	3.75	0.89 / 56	4.32	0.76 / 438	4.23	0.89 / 13	3.59	0.91 / 37	4.67	0.52 / 43	4.31	0.79 / 250
Helpfulness of librarians in responding to my questions	4.24	0.85 / 934	3.56	1.24 / 25	4.13	0.90 / 78	3.85	0.86 / 52	4.33	0.78 / 431	4.23	0.97 / 13	3.61	0.95 / 36	4.64	0.57 / 42	4.29	0.81 / 224
Availability of appropriate online databases for my field of study	4.37	0.79 / 1,182	4.00	0.94 / 56	4.40	0.67 / 98	4.17	0.82 / 78	4.40	0.79 / 498	4.36	0.89 / 14	4.14	0.76 / 44	4.70	0.50 / 44	4.42	0.76 / 312
Availability of appropriate online journals for my field of study	4.34	0.81 / 1,179	4.00	0.98 / 54	4.36	0.70 / 98	4.09	0.83 / 78	4.35	0.82 / 495	4.29	0.96 / 14	4.07	0.79 / 43	4.77	0.47 / 44	4.42	0.78 / 313
Availability of appropriate e-books for my field of study	4.26	0.87 / 1,143	3.94	1.05 / 53	4.23	0.76 / 96	4.06	0.89 / 77	4.32	0.82 / 480	4.07	1.22 / 14	4.16	0.82 / 45	4.45	0.86 / 44	4.26	0.91 / 296
Overall perception of services provided by the library (NEW)	4.34	0.78 / 1,164	3.98	0.96 / 49	4.28	0.81 / 92	3.97	0.81 / 76	4.37	0.76 / 499	4.36	1.11 / 14	4.09	0.83 / 43	4.68	0.51 / 44	4.42	0.71 / 306

[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 Library	AMA		ODS		LBB	
Hours of operation	4.11	0.92 / 72	4.13	0.93 / 45	4.26	0.83 / 520
Availability of resource materials on-site	4.14	0.78 / 70	4.38	0.71 / 45	4.28	0.82 / 470
Availability of computers for your use	3.96	1.03 / 70	4.44	0.82 / 43	4.27	0.84 / 467
Adequacy of study facilities in the library	3.90	1.12 / 72	**4.56**	0.65 / 45	4.04	1.07 / 516
Safety/security in the library	4.18	0.87 / 72	4.38	0.77 / 45	4.45	0.68 / 520

Interprofessional Education	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
Degree to which TTUHSC advocates for interprofessional practice and education in order to prepare you to be a collaborative clinician, educator, or researcher	4.36	0.81 / 1,276	4.03	0.96 / 61	4.31	0.83 / 106	4.14	1.01 / 84	4.41	0.79 / 542	4.00	0.93 / 14	4.04	0.95 / 46	**4.50**	0.74 / 46	4.44	0.70 / 331
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.30	0.85 / 1,276	3.97	1.06 / 61	4.25	0.93 / 106	4.10	0.98 / 84	4.34	0.83 / 542	3.79	1.01 / 14	4.04	0.98 / 46	4.48	0.85 / 46	4.38	0.73 / 331
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.33	0.82 / 1,276	3.93	1.04 / 61	4.32	0.77 / 106	4.13	0.91 / 84	4.35	0.82 / 542	3.79	1.15 / 14	4.09	0.93 / 46	4.46	0.80 / 46	4.43	0.71 / 331
Quantity of interprofessional education and practice learning activities offered at TTUHSC	4.25	0.88 / 1,276	3.95	1.02 / 61	4.22	0.93 / 106	3.99	1.07 / 84	4.27	0.85 / 542	4.00	1.07 / 14	4.00	0.93 / 46	4.46	0.77 / 46	4.32	0.82 / 331
Quality of interprofessional education and practice learning activities offered at TTUHSC	4.18	0.98 / 1,276	3.72	1.19 / 61	4.07	1.07 / 106	3.87	1.18 / 84	4.18	0.98 / 542	3.64	1.44 / 14	4.02	1.03 / 46	4.37	0.84 / 46	4.34	0.80 / 331
Variety of interprofessional education and practice learning activities offered at TTUHSC	4.14	0.96 / 1,276	3.70	1.16 / 61	4.00	1.06 / 106	3.86	1.06 / 84	4.17	0.96 / 542	3.57	1.29 / 14	3.85	1.02 / 46	4.39	0.79 / 46	4.26	0.83 / 331

[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).

Institutional Health

Institutional Health	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
Professionalism of employees	4.41 (0.75, 1,047)	4.08 (1.13, 53)	4.39 (0.65, 99)	4.24 (0.78, 71)	4.47 (0.71, 486)	4.43 (0.73, 14)	4.35 (0.57, 40)	**4.67** (0.60, 42)	4.40 (0.75, 207)
Accuracy of information provided by staff	4.41 (0.73, 1,043)	4.11 (1.04, 53)	4.34 (0.74, 99)	4.19 (0.81, 72)	4.49 (0.65, 482)	4.21 (0.94, 14)	4.35 (0.57, 40)	**4.64** (0.57, 42)	4.39 (0.77, 206)
Speed/response time for services	4.39 (0.76, 1,049)	4.06 (1.09, 53)	4.33 (0.72, 100)	4.24 (0.77, 72)	4.46 (0.69, 485)	4.36 (0.89, 14)	4.35 (0.65, 40)	**4.57** (0.62, 42)	4.34 (0.85, 208)
Convenience of accessing services/information	4.37 (0.78, 1,052)	4.06 (1.09, 53)	4.28 (0.80, 100)	4.21 (0.85, 72)	4.45 (0.71, 487)	4.36 (0.81, 14)	4.28 (0.71, 40)	**4.55** (0.66, 42)	4.38 (0.77, 208)

Financial Aid

Financial Aid	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
Professionalism of employees	4.36 (0.77, 1,104)	4.22 (0.97, 54)	4.33 (0.82, 102)	4.11 (0.91, 79)	4.40 (0.73, 468)	**4.54** (0.75, 13)	4.05 (0.88, 41)	4.45 (0.63, 40)	4.44 (0.70, 266)
Accuracy of information provided by staff	4.31 (0.81, 1,112)	4.24 (0.95, 55)	4.25 (0.86, 102)	4.18 (0.87, 79)	4.35 (0.78, 469)	4.46 (0.93, 13)	4.02 (0.77, 42)	4.44 (0.73, 41)	4.34 (0.79, 269)
Speed/response time for services	4.24 (0.89, 1,110)	4.02 (1.07, 55)	4.16 (0.96, 102)	4.15 (0.81, 79)	4.24 (0.90, 467)	**4.54** (0.63, 13)	3.95 (1.01, 41)	4.38 (0.69, 42)	4.31 (0.82, 269)
Convenience of accessing services/information	4.25 (0.87, 1,117)	4.06 (0.99, 54)	4.21 (0.88, 102)	4.19 (0.85, 80)	4.28 (0.87, 473)	4.15 (1.17, 13)	4.05 (0.82, 41)	4.27 (0.83, 41)	4.30 (0.85, 271)

Registrar

Registrar	TTUHSC	ABL	AMA	DAL	LBB	LBB-COV	MDL	ODS	DIST
Professionalism of employees	4.43 (0.69, 1,151)	4.38 (0.88, 55)	**4.51** (0.56, 100)	4.29 (0.77, 79)	4.48 (0.64, 479)	4.42 (0.64, 12)	4.15 (0.65, 40)	4.44 (0.75, 45)	4.41 (0.73, 298)
Accuracy of information provided by staff	4.41 (0.70, 1,153)	4.40 (0.82, 55)	4.48 (0.66, 100)	4.24 (0.78, 79)	4.45 (0.66, 480)	**4.50** (0.65, 12)	4.13 (0.64, 40)	4.49 (0.65, 45)	4.40 (0.74, 299)
Speed/response time for services	4.37 (0.75, 1,156)	4.37 (0.85, 54)	4.43 (0.65, 101)	4.13 (0.82, 78)	4.42 (0.68, 481)	**4.50** (0.65, 12)	4.17 (0.67, 40)	4.40 (0.80, 45)	4.34 (0.82, 302)
Convenience of accessing services/information	4.36 (0.76, 1,161)	4.36 (0.88, 55)	4.42 (0.72, 100)	4.16 (0.87, 80)	4.40 (0.70, 484)	4.31 (0.91, 13)	4.21 (0.72, 39)	4.40 (0.74, 45)	4.36 (0.80, 302)

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Office of Student Disability Services

	TTUHSC	SD	N	ABL	SD	N	AMA	SD	N	DAL	SD	N	LBB	SD	N	LBB-COV	SD	N	MDL	SD	N	ODS	SD	N	DIST	SD	N
Professionalism of employees	4.30	0.84	359	4.45	0.78	11	4.34	0.86	35	3.91	0.84	32	4.35	0.85	155	4.60	0.49	5	4.13	0.81	15	4.50	0.73	14	4.35	0.78	80
Accuracy of information provided by staff	4.28	0.86	358	4.45	0.78	11	4.34	0.86	35	3.91	0.88	32	4.34	0.85	154	4.60	0.49	5	4.13	0.81	15	4.50	0.73	14	4.28	0.87	80
Speed/response time for services	4.29	0.83	357	4.45	0.78	11	4.29	0.86	34	3.91	0.80	32	4.35	0.83	155	4.80	0.40	5	4.13	0.81	15	4.50	0.73	14	4.32	0.80	79
Convenience of accessing services/information	4.29	0.84	358	4.45	0.78	11	4.31	0.84	36	3.90	0.83	30	4.34	0.87	155	4.60	0.49	5	4.21	0.77	14	4.50	0.73	14	4.33	0.77	81

Office of Student Life

	TTUHSC	SD	N	ABL	SD	N	AMA	SD	N	DAL	SD	N	LBB	SD	N	LBB-COV	SD	N	MDL	SD	N	ODS	SD	N	DIST	SD	N
Professionalism of employees	4.36	0.78	890	4.25	0.92	52	4.37	0.78	90	4.02	0.93	66	4.43	0.72	413	4.25	1.01	12	4.07	0.74	29	4.39	0.73	41	4.44	0.74	158
Accuracy of information provided by staff	4.32	0.82	892	4.17	0.91	52	4.31	0.81	91	4.02	0.93	66	4.36	0.78	411	4.17	1.14	12	4.11	0.72	28	4.37	0.72	41	4.41	0.79	162
Speed/response time for services	4.32	0.81	888	4.17	0.91	52	4.29	0.83	91	4.06	0.87	66	4.37	0.79	411	4.33	0.85	12	4.07	0.75	28	4.41	0.71	39	4.41	0.79	160
Convenience of accessing services/information	4.30	0.80	895	4.12	1.01	52	4.25	0.85	92	4.09	0.83	66	4.35	0.82	415	4.08	1.44	12	4.07	0.78	29	4.35	0.88	40	4.41	0.79	160

Physical Environment

	TTUHSC	SD	N	ABL	SD	N	AMA	SD	N	DAL	SD	N	LBB	SD	N	LBB-COV	SD	N	MDL	SD	N	ODS	SD	N	DIST	SD	N
General adequacy of classrooms	4.36	0.73	994	4.22	0.90	59	4.22	0.77	103	4.14	0.86	80	4.44	0.64	495	4.50	0.82	14	4.52	0.66	44	4.24	0.81	46	4.40	0.76	126
Adequacy of study facilities, excluding the library	4.17	0.99	987	3.88	1.06	59	4.05	1.01	103	3.66	1.17	80	4.23	0.94	493	4.50	1.05	14	4.30	1.08	44	4.17	1.15	46	4.43	0.68	121
Availability of common spaces for students to congregate between classes	4.18	0.98	984	3.75	1.19	59	4.15	0.89	101	3.79	1.10	80	4.22	0.97	495	4.50	0.82	14	4.45	0.81	44	4.24	1.00	46	4.41	0.70	118
Cleanliness of campus buildings	4.51	0.67	999	4.64	0.58	59	4.42	0.66	103	4.44	0.79	80	4.52	0.66	498	4.50	0.82	14	4.66	0.52	44	4.54	0.71	46	4.49	0.67	128
Safety/security in campus buildings, excluding the library	4.46	0.73	993	4.58	0.74	59	4.41	0.67	103	3.98	1.08	80	4.52	0.65	497	4.57	0.62	14	4.60	0.49	43	4.50	0.77	46	4.47	0.72	125
Safety/security outside of campus buildings, including parking lots	4.30	0.89	992	4.53	0.77	59	4.21	0.92	103	3.59	1.27	80	4.38	0.79	497	4.21	0.94	14	4.49	0.54	43	4.13	1.15	46	4.43	0.73	124
Parking availability	4.10	1.03	991	4.27	0.84	59	4.19	0.93	102	3.44	1.33	80	4.15	0.96	496	3.79	1.42	14	4.52	0.66	44	3.93	1.10	45	4.21	1.01	126

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Student Business Services

Student Business Services	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	4.40	0.73	1,164	4.29	0.99	56	4.37	0.74	100	4.25	0.81	76	4.42	0.71	491	4.46	0.84	13	4.16	0.75	37	4.56	0.58	43	4.42	0.70	305
Accuracy of information provided by staff	4.35	0.79	1,170	4.30	0.98	56	4.35	0.74	99	4.26	0.80	77	4.35	0.80	492	4.36	0.89	14	4.16	0.78	38	4.49	0.62	43	4.38	0.77	308
Speed/response time for services	4.34	0.78	1,170	4.25	0.97	56	4.33	0.72	99	4.19	0.81	77	4.35	0.76	494	4.29	1.03	14	4.08	0.85	37	4.49	0.59	43	4.38	0.80	307
Convenience of accessing services/information	4.34	0.80	1,179	4.25	0.96	55	4.36	0.71	100	4.24	0.80	78	4.34	0.81	497	4.14	0.91	14	4.11	0.82	38	4.47	0.69	43	4.38	0.77	311

General Student

General Student	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
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University	4.15	0.92	1,208	4.02	0.98	59	4.18	0.91	103	4.06	0.90	79	4.09	0.94	518	4.14	0.91	14	3.77	0.96	43	4.27	0.86	44	4.28	0.88	302
The Student Government Association represents my needs as a TTUHSC student.	4.02	0.96	1,147	3.97	1.13	59	3.93	0.90	102	3.81	1.13	79	4.05	0.92	508	3.64	1.29	14	3.65	1.01	43	4.10	0.91	41	4.11	0.92	261
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.86	1.11	1,217	3.93	0.99	59	4.12	0.95	104	4.04	0.91	80	3.69	1.15	518	3.79	1.42	14	3.40	1.20	43	3.82	1.15	44	4.02	1.08	309
TTUHSC provides sufficient programs and resources to foster the success of a diverse student body. (NEW)	4.16	0.92	1,209	3.95	1.02	58	4.16	0.90	104	3.91	1.04	80	4.16	0.93	517	3.93	1.33	14	3.93	0.95	43	4.36	0.74	44	4.26	0.87	303
I am aware of TTUHSC's Office of Diversity, Equity, and Inclusion and know how to report bias-related incidents. (NEW)	4.07	0.98	1,217	4.03	0.92	59	4.14	0.88	103	4.06	0.97	80	4.01	1.00	517	4.14	1.12	14	3.63	1.03	43	4.23	0.85	44	4.14	0.99	311
I am familiar with the mental health resources available to me as a TTUHSC student.	4.24	0.88	1,220	4.17	0.78	59	4.34	0.72	104	4.15	0.85	80	4.26	0.90	518	4.43	0.73	14	4.05	0.75	43	4.42	0.71	45	4.17	0.98	311
Maintaining healthy balances across different aspects of my life is a priority for me.	4.59	0.64	1,227	4.34	0.84	59	4.52	0.65	104	4.49	0.80	81	4.66	0.57	520	4.57	0.62	14	4.58	0.49	43	4.51	0.75	45	4.58	0.66	315
In difficult situations, I am able to recognize my own emotions before responding.	4.42	0.68	1,227	4.27	0.73	59	4.36	0.73	104	4.22	0.89	81	4.44	0.63	520	4.57	0.62	14	4.44	0.50	43	4.56	0.58	45	4.43	0.70	315
I can often recognize other people's emotions without them telling me how they feel.	4.40	0.71	1,226	4.17	0.89	59	4.34	0.70	104	4.33	0.72	81	4.44	0.66	520	4.43	0.62	14	4.44	0.50	43	4.47	0.75	45	4.39	0.78	314
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.34	0.77	1,225	4.15	0.90	59	4.17	0.97	103	4.16	0.79	81	4.39	0.72	519	4.36	0.72	14	4.33	0.67	43	4.47	0.65	45	4.33	0.79	315
I am aware of the possible health effects resulting from drug and alcohol use.	4.66	0.56	1,221	4.46	0.72	59	4.60	0.51	103	4.55	0.69	80	4.71	0.51	519	4.64	0.61	14	4.65	0.48	43	4.69	0.51	45	4.66	0.59	312

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Technology	TTUHSC Mean	SD	N	ABL Mean	SD	N	AMA Mean	SD	N	DAL Mean	SD	N	LBB Mean	SD	N	LBB-COV Mean	SD	N	MDL Mean	SD	N	ODS Mean	SD	N	DIST Mean	SD	N
Reliability of the learning management system (i.e., Sakai, Canvas)	4.33	0.80	1,264	4.23	0.88	60	4.24	0.83	105	4.23	0.81	84	4.32	0.78	535	3.71	1.22	14	4.39	0.79	46	4.13	0.85	46	4.44	0.79	328
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.29	0.86	1,114	4.25	0.84	59	4.17	0.94	105	4.02	0.98	84	4.34	0.81	518	4.07	1.03	14	3.87	1.13	46	4.09	1.06	46	4.46	0.69	207
Quality of audio-video equipment used in my classrooms	4.22	0.84	1,123	3.95	0.99	60	3.96	0.89	105	3.74	0.95	84	4.31	0.77	517	4.07	1.10	14	4.29	0.75	45	3.76	0.99	45	4.44	0.69	215
Availability of TTUHSC IT Solution Center staff to assist with my technology needs	4.36	80.00	1,168	4.26	0.92	58	4.31	0.84	98	4.16	0.86	82	4.40	0.77	504	**4.58**	0.49	12	4.25	0.77	44	4.11	0.98	44	4.42	0.75	284
Knowledge/skill of TTUHSC IT Solution Center technicians	4.38	0.78	1,155	4.29	0.84	56	4.29	0.94	98	4.25	0.81	81	4.42	0.75	500	4.23	1.12	13	4.36	0.64	44	4.23	0.88	44	4.43	0.72	277
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.27	0.84	1,067	4.04	1.00	52	4.09	0.99	94	4.12	0.86	76	4.33	0.81	462	4.40	0.80	10	4.05	0.79	42	4.11	0.99	38	4.36	0.78	253
Usability of the TTUHSC website overall	4.22	0.85	1,255	3.98	0.92	60	4.08	0.97	102	4.13	0.82	83	4.24	0.84	532	4.14	1.06	14	4.17	0.84	46	4.11	0.89	46	4.31	0.82	326
Availability of your school's technology support staff	4.37	0.78	1,182	4.35	0.85	60	4.35	0.77	99	4.29	0.83	82	4.42	0.73	508	4.38	0.74	13	4.34	0.71	44	4.09	0.96	45	4.35	0.81	289
Knowledge/skill of your school's technology support staff	4.38	0.77	1,188	4.37	0.75	60	4.39	0.82	97	4.23	0.87	82	4.43	0.69	509	4.07	1.39	14	4.30	0.79	43	4.22	0.92	45	4.36	0.77	295
Usability of your school's website	4.24	0.87	1,253	4.20	0.92	59	4.12	0.90	101	4.12	0.85	84	4.26	0.87	530	4.14	1.06	14	4.13	0.81	45	4.20	0.88	46	4.30	0.85	328
Overall perception of technology at TTUHSC (NEW)	4.32	0.77	1,265	4.22	0.84	60	4.22	0.77	105	4.19	0.75	84	4.39	0.73	535	4.07	1.22	14	4.17	0.76	46	4.07	1.01	46	4.36	0.75	329

Veterans Resource Center	TTUHSC Mean	SD	N	ABL Mean	SD	N	AMA Mean	SD	N	DAL Mean	SD	N	LBB Mean	SD	N	LBB-COV Mean	SD	N	MDL Mean	SD	N	ODS Mean	SD	N	DIST Mean	SD	N
Professionalism of employees	4.31	0.83	360	**4.82**	0.39	11	4.33	0.77	33	3.81	0.78	31	4.33	0.83	150	4.25	0.83	4	4.00	0.65	14	4.45	0.89	11	4.38	0.85	89
Accuracy of information provided by staff	4.29	0.86	359	**4.82**	0.39	11	4.33	0.80	33	3.87	0.87	31	4.33	0.82	150	4.00	1.22	4	3.93	0.70	14	4.36	0.88	11	4.32	0.93	87
Speed/response time for services	4.25	0.90	358	**4.82**	0.39	11	4.24	0.89	33	3.84	0.92	31	4.27	0.88	150	4.25	0.83	4	3.93	0.70	14	4.27	0.96	11	4.31	0.93	88
Convenience of accessing services/information	4.26	0.89	360	**4.82**	0.39	11	4.30	0.80	33	3.94	0.80	31	4.29	0.88	150	4.00	1.55	5	3.93	0.70	14	4.27	0.86	11	4.27	0.96	89

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Writing Center	TTUHSC		ABL		AMA		DAL		LBB		LBB-COV		MDL		ODS		DIST	
How satisfied were you with the services you received from the TTUHSC Writing Center?	4.37	0.68	4.50	0.50	4.50	0.50	N/A	0.00	4.54	0.59	4.67	0.47	4.00	0.00	4.67	0.47	4.16	0.76
		105		2		4		0		41		3		1		3		45

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