

Student Satisfaction Survey

2023-2024 Institutional Report

Prepared by
Division of Institutional Effectiveness,
Office of Academic Planning and Compliance

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Student Satisfaction Survey

2023-2024 TTUHSC Institutional Report

Summary

- The *Student Satisfaction Survey* is administered every year. The 2023-2024 version is comparable to the 2022-2023 version. The 2023-2024 version included additional open response fields for qualitative feedback and with demographic data imported into the dataset.
- Approximately 90% 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, 74% 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. The qualitative feedback will be disseminated directly to their corresponding schools, divisions and organizations.
 - Common themes to question, “What do you like most about TTUHSC?”
 - Knowledgeable and available faculty
 - Academic and student support resources
 - Supportive and friendly staff

Methodology

The *2023-2024 Student Satisfaction Survey (SSS)* was administered in Spring 2024. The data collection period was April 16 – May 3, 2024. Targeted participants included all students enrolled at TTUHSC as of Spring 2024. The invitation to complete the online survey was sent via TTUHSC’s Survey tool—Qualtrics email relay by *TTUHSC Division of Institutional Effectiveness*. Six \$500 scholarships were offered as incentives for participation.

Demographics

Respondents represented the following TTUHSC schools and campuses/sites, listed in *Table 1*.

Table 1. TTUHSC Representation

SCHOOL	LOCATION
• Graduate School of Biomedical Sciences (GSBS) • School of Health Professions (SHP) • School of Medicine (SOM) • School of Nursing (SON) • Jerry H. Hodge School of Pharmacy (SOP) • Julia Jones Matthews School of Public and Population Health (SPPH)	• Abilene (ABL) • Amarillo (AMA) • Dallas (DAL) • Lubbock (LBB) • Lubbock-Covenant Health System (LBB-COV) • Mansfield (MAN) • Midland (MDL) • Odessa (ODS) • Distance Education (DE)^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.

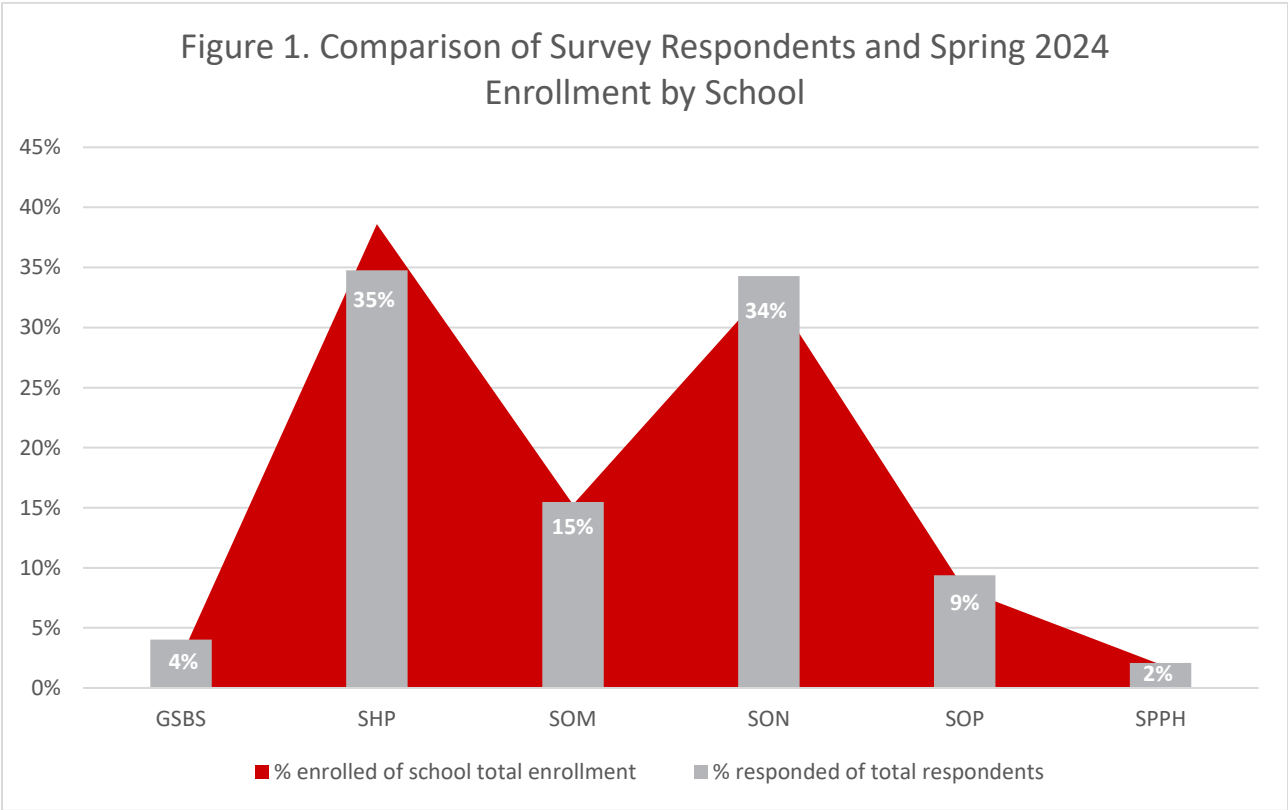
The survey was distributed to AY23-24 students enrolled in courses as of the Spring 2024 terms. The survey was distributed to 4,885 students and a total of 1,256 students responded, resulting in an overall response rate of 25.71%. The GSBS student respondents constituted the highest response rate at 40%. The response rate per school is listed in *Table 2*.

Table 2. Response Rate by School

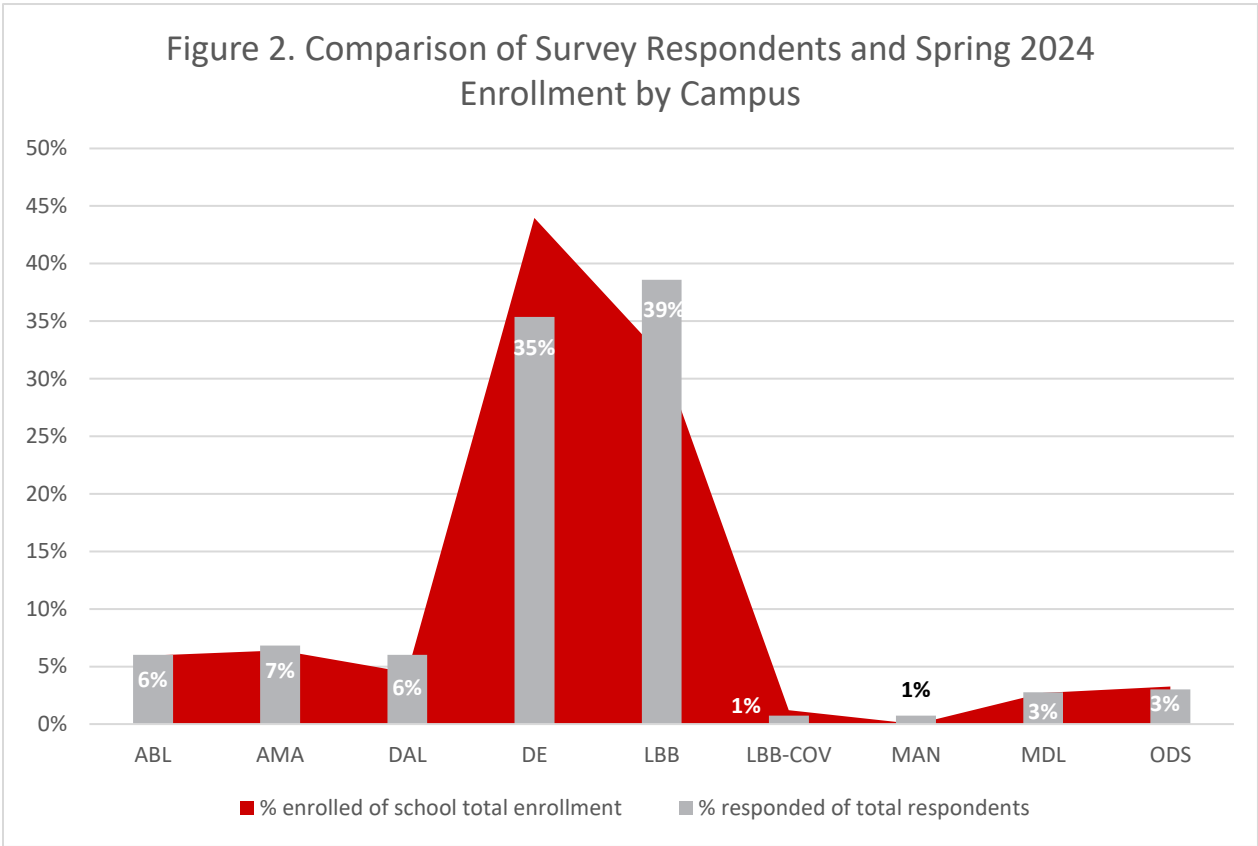
School	Response Rate
Graduate School of Biomedical Sciences (GSBS)	40%
School of Health Professions (SHP)	25%
School of Medicine (SOM)	28%
School of Nursing (SON)	23%
Jerry H. Hodge School of Pharmacy (SOP)	32%
Julia Jones Matthews School of Public and Population Health (SPPH)	22%

Note. Response rate per school is calculated from the total number of students who responded versus the total number of students emailed per school.

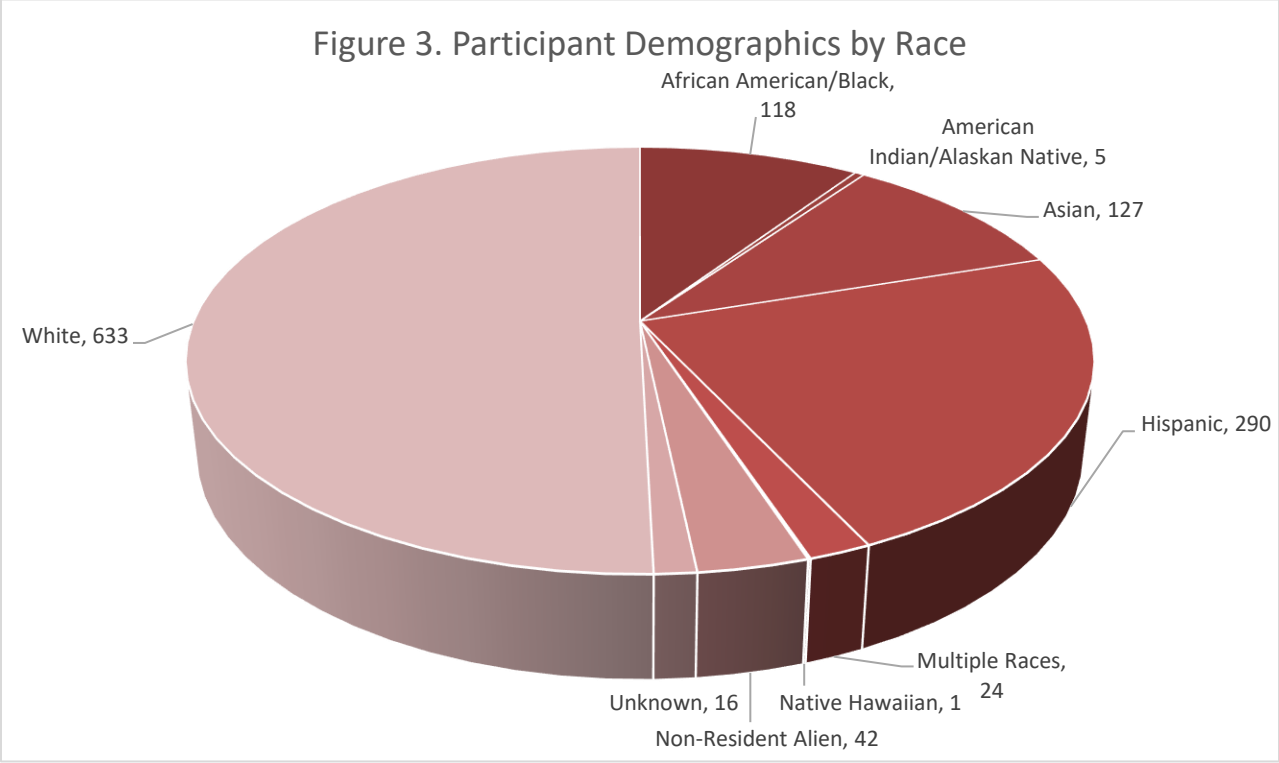
As shown below in *Figure 1*, the percent of students to respond by school mirrors the enrollment percentage for TTUHSC. In other words, the participants in the 23-24 survey closely reflect the composition of the HSC population. Therefore, no one school is overrepresented or underrepresented in this report. Enrollment numbers are based on the Spring 2024 Texas Higher Education Coordinating Board (THECB) Student Report.



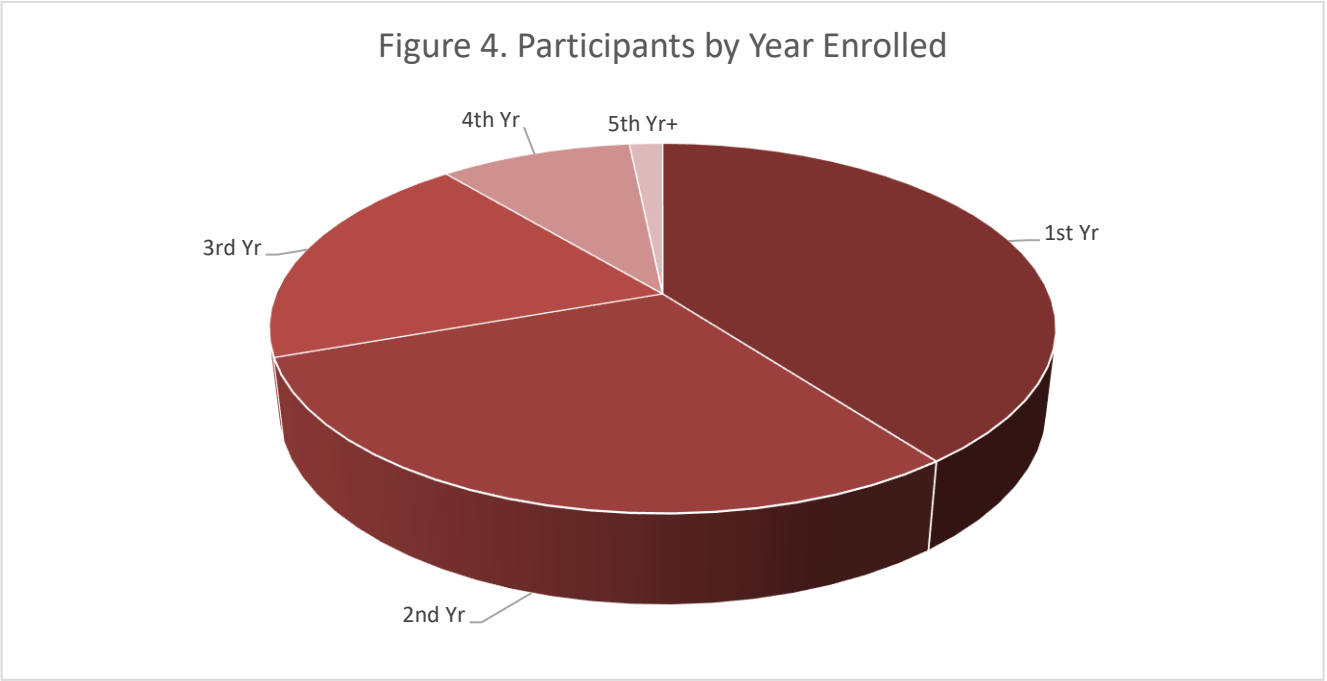
As shown below in *Figure 2*, the percent of students who responded by location mirrors the enrollment percentage for TTUHSC. Survey respondents were represented across all locations including Abilene, Amarillo, Dallas, Lubbock-Covenant, Mansfield, Midland, and Odessa. Please note that the students at the Mansfield location are represented in the 2024 enrollment data as distance education students. 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 of where they are enrolled. For example, some distance students affiliate themselves with a specific campus even though they are enrolled in a distance education program.



Of the total sample ($N = 1,256$), 75.4% were female ($n = 947$), 24% were male ($n = 302$), and 0.06% were unknown ($n = 7$). Of these participants across the institutions, 50% ($n = 633$) were White, 23% ($n = 290$) were Hispanic, 10% ($n = 127$) were Asian, 9 % ($n = 118$) were African American/Black/Non-Hispanic, 3% ($n = 42$) were Non-Residents, 2% ($n = 24$) were multiple races, and 0.4% ($n = 5$) were American Indian/Alaskan Native. See *Figure 3* for the full list of respondents by race.



Participants were also asked to indicate for how many years they had attended TTUHSC (First Year through Fifth Year or more). The majority (70%) of the students who responded were in their first or second year at TTUHSC. This data is reflected in *Figure 4*.

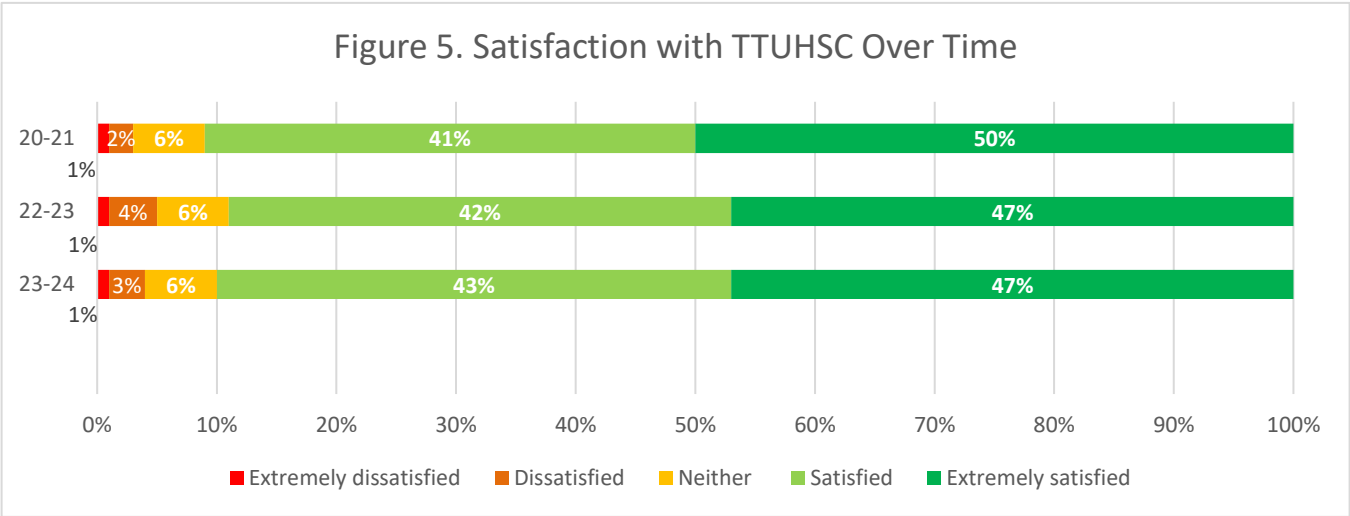


Results

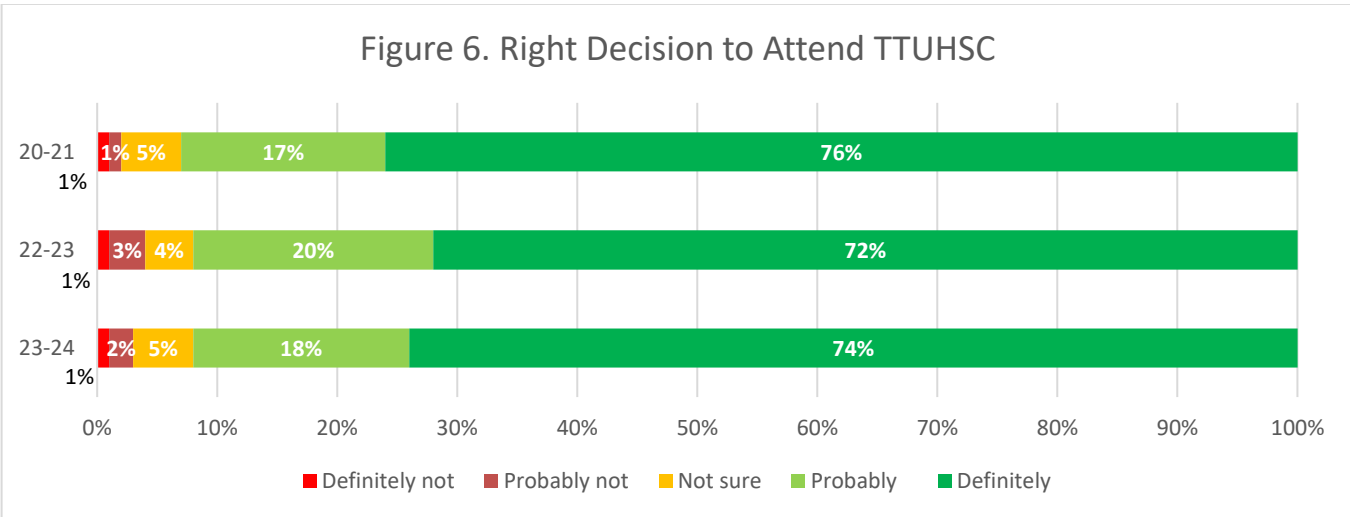
Quantitative Data

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 90% of respondents reported being *Extremely Satisfied* or *Satisfied*. As reflected in *Figure 5*, this is slightly more (1%) than satisfied respondents in the previous year.



When asked if they felt like they made the right decision to attend TTUHSC, students responded favorably. Approximately 74% of students indicated that they “definitely” made the right decision. See *Figure 6*.



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 *Writing Center* section and the *General Student* 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). Additionally, for items using the level of satisfaction, the percentage of students who are either *Satisfied* or *Extremely Satisfied* is provided.

Institutional Results (pp. 8-16): *Appendix A* presents survey results for the institution as a whole. For each item, the following data are provided:

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

Results by School (pp. 17-26): *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 scaled responses

Results by Campus/Site (pp. 27-37): *Appendix C* presents survey results according to campus/site. For each item, the following data are provided:

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

Qualitative Data

As part of the survey, students were given an opportunity to provide open-ended comments in response to the following questions:

- 1) *What 3 aspects do you like most about TTUHSC?*
- 2) *What 3 aspects would improve your experiences at TTUHSC?*
- 3) Additionally, space was provided wherein students could provide qualitative feedback for each specific service area (e.g. *If you have additional comments regarding the facilities/buildings, please enter them here*)

Respondents provided 812 comments to the first question and 742 comments to the second question. For the service specific comments, a total 652 comments were provided. An additional 166 comments were provided by respondents about their degree program-specific educational experience. 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*), and were thus eliminated.

Due to the sensitive nature of some comments, the actual text comments will be only be distributed 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

Use of Results

The *Student Satisfaction Survey* provides a snapshot of the perceptions by the respondents. The snapshot provides a resource for identifying trends and patterns for the specific window of time. The snapshot provides information to inform assessment, evaluation, effectiveness and decision-making versus drive decision-making. The snapshot serves a data point for consideration in unit, program and institutional continuous improvement. The snapshot results should be reviewed through a deliberate process of questions, for example:

- What is the contextual environment of the current data?
- What confounding events potentially influenced the current data?
- Does the current data align, support, or conflict with other data sources?
- Does additional information need to be gathered? (*e.g., follow-up surveys, focus groups, interviews*)
- Does the current data indicate an area(s) of strength?
- Does the current data indicate an area(s) of enhancement?
- Does the current data indicate an item(s) of critical need for action?
- Does the current data lead to a continuous improvement goal, outcome, metrics, plan, and timeline?

The *Student Satisfaction Survey* is one tool to enable the ongoing and sustained continuous improvement process across TTUHSC. 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 and support in understanding the results, incorporation in assessment plans and/or developing continuous improvement plans.

Appendix A. Institutional Results

General Academics

General Academics	Satisfied ^a	Mean ^b	SD
			n
Clarity of student expectations in my courses	90%	4.32	0.76 1200
Effectiveness of teaching strategies used by my professors	81%	4.07	0.95 1200
Quality of instructional materials used to enhance my learning	85%	4.22	0.88 1200
Academic advisor's knowledge of program requirements	86%	4.35	0.83 1200
Faculty/staff knowledge of career opportunities in my field of study	84%	4.30	0.86 1200

Physical Environment

Physical Environment	Satisfied ^a	Mean ^b	SD
			n
General adequacy of classrooms	89%	4.39	0.76 877
Adequacy of study facilities, excluding the library	79%	4.13	1.06 860
Availability of common spaces for students to congregate between classes	79%	4.14	1.02 859
Cleanliness of campus buildings	92%	4.52	0.70 892
Safety/security in campus buildings, excluding the library	92%	4.52	0.68 881
Safety/security outside of campus buildings, including parking lots	89%	4.43	0.76 881
Parking availability	82%	4.25	0.93 877

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Information Technology

Information Technology	Satisfied ^a	Mean ^b	SD
			n
Reliability of the learning management system (i.e. Sakai, Canvas)	89%	4.33	0.78 1165
Reliability of wireless connection (i.e., HSC-AIR) on my campus	86%	4.28	0.83 1040
Quality of audio-video equipment used in my classrooms	83%	4.24	0.85 1052
Availability of TTUHSC IT Solution Center staff to assist my technology needs	88%	4.40	0.78 1084
Knowledge/skill of TTUHSC IT Solution Center technicians	88%	4.40	0.77 1072
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	84%	4.32	0.80 992
Usability of the TTUHSC website overall	85%	4.25	0.83 1161
Availability of your school's technology support staff	88%	4.38	0.77 1096
Knowledge/skill of your school's technology support staff	89%	4.40	0.74 1088
Usability of your school's website	86%	4.28	0.81 1157
Overall perception of technology at TTUHSC	90%	4.36	0.74 1163

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Office of Institutional Health and Wellness

The **Office of Institutional Health and Wellness** 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. The office also encourages and supports TTUHSC students, residents, staff, and faculty to build positive daily habits that will improve their quality of life and their overall mental health.

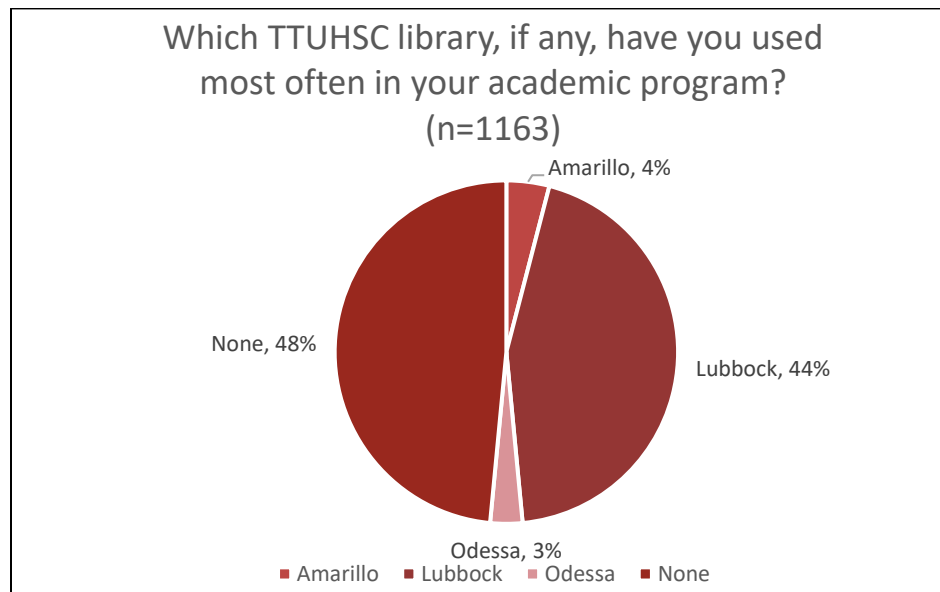
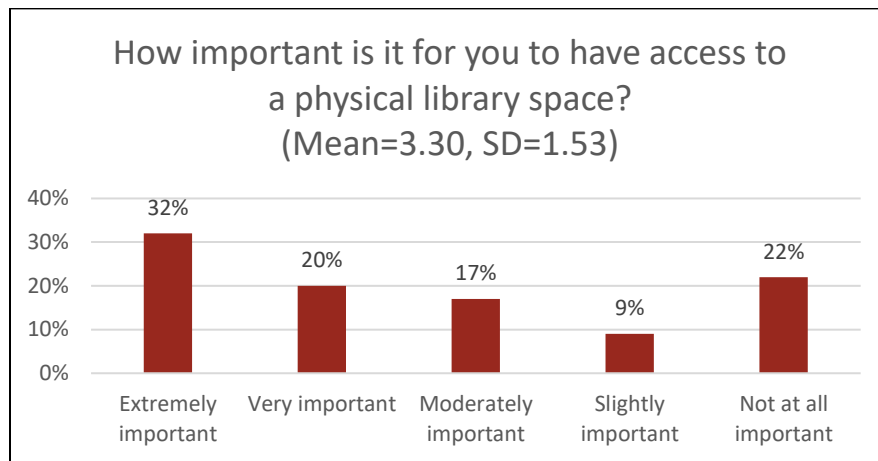
Institutional Health and Wellness	Satisfied ^a	Mean ^b	SD
			n
Professionalism of employees	89%	4.41	0.74 958
Accuracy of information provided by staff	89%	4.38	0.75 956
Speed/response time for services	88%	4.39	0.74 951
Convenience of accessing services/information	88%	4.39	0.74 952

Library

General Library	Satisfied ^a	Mean ^b	SD
			n
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live chat)	81%	4.26	0.83 911
Helpfulness of librarians in responding to my questions	81%	4.28	0.83 871
Availability of appropriate online databases for my field of study	89%	4.40	0.75 1092
Availability of appropriate online journals for my field of study	88%	4.37	0.77 1105
Availability of appropriate e-books for my field of study	86%	4.31	0.82 1073
Overall perception of services provided by the library	87%	4.35	0.76 1092

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.



Physical Library

Physical Library	Satisfied ^a	Mean ^b	SD
			n
Hours of operation	85%	4.20	0.86 561
Availability of resource materials on-site	80%	4.18	0.85 540
Availability of computers for your use	81%	4.24	0.85 525
Adequacy of study facilities in the library	69%	3.87	1.19 560
Safety/security in the library	91%	4.42	0.69 557

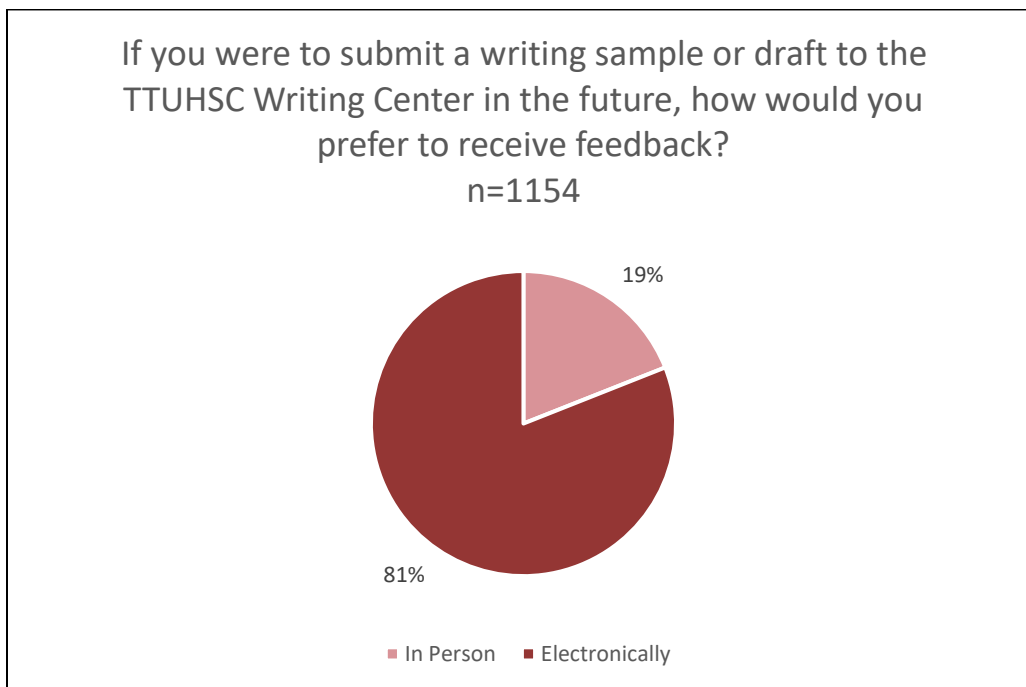
^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Writing Center

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. Of the 1,154 students who responded to the Writing Center items, 8% (n=95) stated that they did submit a writing sample or draft for critique within the past year. As can be seen in the table below, 84% of these students who utilized the Writing Center were *satisfied* or *extremely satisfied* with the Writing Center.

Writing Center	Satisfied ^a	Mean ^b	SD
			n
If you submitted a writing sample or draft to the TTUHSC Writing Center for critique, how satisfied were you with the services you received from the TTUHSC Writing Center?	84%	4.23	0.99
			95



Writing Center	Total Workshops Attended				
	0	1	2	≥2	Not sure
How many workshops or class presentations by the TTUHSC Writing Center have you attended in the past year?	84%	6%	1%	1%	7%

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Interprofessional Education

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	Satisfied ^a	Mean ^b	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	89%	4.36	0.79 1177
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	86%	4.29	0.83 1177
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	86%	4.31	0.83 1177
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	83%	4.24	0.86 1177
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	82%	4.18	0.95 1177
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	80%	4.15	0.95 1177

Financial Aid

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

Financial Aid	Satisfied ^a	Mean ^b	SD
			n
Professionalism of employees	89%	4.41	0.74 1002
Accuracy of information provided by staff	88%	4.39	0.76 1002
Speed/response time for services	86%	4.36	0.80 1001
Convenience of accessing services/information	88%	4.38	0.77 1006

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Office of the Registrar

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

Registrar	Satisfied ^a	Mean ^b	SD
			n
Professionalism of employees	90%	4.42	0.68 1042
Accuracy of information provided by staff	90%	4.41	0.72 1044
Speed/response time for services	89%	4.40	0.71 1041
Convenience of accessing services/information	89%	4.41	0.71 1048

Office of Student Business Services

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

Student Business Services	Satisfied ^a	Mean ^b	SD
			n
Professionalism of employees	72%	4.37	0.74 1081
Accuracy of information provided by staff	72%	4.37	0.75 1079
Speed/response time for services	73%	4.36	0.76 1085
Convenience of accessing services/information	72%	4.36	0.77 1090

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Veterans Resource Center

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

Veterans Resource Center	Satisfied ^a	Mean ^b	SD
			n
Professionalism of employees	72%	4.23	0.89 410
Accuracy of information provided by staff	72%	4.23	0.90 410
Speed/response time for services	73%	4.23	0.90 408
Convenience of accessing services/information	72%	4.22	0.89 409

Office of Student Life

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	Satisfied ^a	Mean ^b	SD
			n
Professionalism of employees	87%	4.41	0.72 890
Accuracy of information provided by staff	87%	4.40	0.73 888
Speed/response time for services	86%	4.39	0.74 885
Convenience of accessing services/information	86%	4.38	0.76 885

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Student Disability Services

Student Disability Services provides services for students with disabilities.

Student Disability Services	Satisfied ^a	Mean ^b	SD
			n
Professionalism of employees	80%	4.36	0.79 502
Accuracy of information provided by staff	80%	4.36	0.79 501
Speed/response time for services	80%	4.36	0.80 501
Convenience of accessing services/information	80%	4.33	0.82 502

General Student

The following items refer to the respondents' level of agreement with each statement (1 = *Strongly Disagree*, 2 = *Disagree*, 3 = *Neutral*, 4 = *Agree*, 5 = *Strongly Agree*).

General Student	Mean ^b	SD
		n
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.13	0.97 1124
The Student Government Association represents my needs as a TTUHSC student.	4.07	0.91 1050
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.89	1.13 1124
TTUHSC provides sufficient programs and resources to foster success.	4.29	0.83 1129
I am familiar with the mental health resources available to me as a TTUHSC student.	4.18	0.95 1124
Maintaining healthy balances across different aspects of my life is a priority for me.	4.58	0.64 1138
In difficult situations, I am able to recognize my own emotions before responding.	4.45	0.64 1142
I can often recognize other people's emotions without them telling me how they feel.	4.45	0.65 1141
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.41	0.71 1141
I am aware of the possible health effects resulting from drug and alcohol use.	4.68	0.55 1140

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Appendix B. Results by School^c

Overall Satisfaction

Overall Satisfaction	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
	<i>M</i> ^b	SD	<i>M</i> ^b	SD	<i>M</i> ^b		<i>M</i> ^b	SD	<i>M</i> ^b	SD	<i>M</i> ^b	SD	<i>M</i> ^b	SD
		n		n				n		n		n		n
How <i>Satisfied</i> are you with your experiences at TTUHSC?	4.32	0.78 1227	4.04	0.83 49	4.53	0.66 428	4.13	0.78 190	4.34	0.78 418	3.93	0.89 116	4.19	0.68 26

General Academics

General Academics	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Clarity of student expectations in my courses	4.32	0.76 1200	4.22	0.84 49	4.52	0.69 423	4.09	0.79 185	4.29	0.78 409	4.17	0.73 108	4.15	0.60 26
Effectiveness of teaching strategies used by my professors	4.07	0.95 1200	4.14	0.93 49	4.33	0.81 423	3.59	0.94 185	4.07	1.00 409	3.88	0.99 108	4.12	0.80 26
Quality of instructional materials used to enhance my learning	4.22	0.88 1200	4.06	1.00 49	4.45	0.75 423	4.06	0.93 185	4.13	0.92 409	4.03	0.90 108	4.12	0.70 26
Academic advisor's knowledge of program requirements	4.35	0.83 1200	4.43	0.64 49	4.52	0.79 423	4.02	0.87 185	4.33	0.84 409	4.29	0.78 108	4.35	0.68 26
Faculty/staff knowledge of career opportunities in my field of study	4.30	0.86 1200	3.96	1.01 49	4.51	0.77 423	4.02	0.87 185	4.30	0.83 409	4.15	1.00 108	4.00	0.78 26

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Physical Environment

Physical Environment	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
General adequacy of classrooms	4.39	0.76	4.40	0.65	4.48	0.71	4.31	0.72	4.44	0.72	4.14	0.99	4.40	0.66
		877		45		296		180		246		100		10
Adequacy of study facilities, excluding the library	4.13	1.06	3.91	1.24	4.41	0.82	3.77	1.22	4.29	0.94	3.72	1.21	4.09	1.00
		860		45		294		181		231		98		11
Availability of common spaces for students to congregate between classes	4.14	1.02	3.93	1.20	4.42	0.77	3.81	1.10	4.26	0.97	3.75	1.21	4.40	0.66
		859		45		291		180		233		100		10
Cleanliness of campus buildings	4.52	0.70	4.56	0.62	4.56	0.68	4.44	0.75	4.57	0.67	4.48	0.77	4.18	0.72
		892		45		294		181		261		100		11
Safety/security in campus buildings, excluding the library	4.52	0.68	4.60	0.53	4.59	0.63	4.49	0.68	4.53	0.69	4.30	0.78	4.18	0.57
		881		45		293		181		251		100		11
Safety/security outside of campus buildings, including parking lots	4.43	0.76	4.42	0.71	4.51	0.76	4.39	0.74	4.48	0.73	4.22	0.83	4.18	0.57
		881		45		293		180		252		100		11
Parking availability	4.25	0.93	4.16	0.83	4.44	0.79	4.14	0.99	4.25	0.95	3.97	1.05	3.91	0.90
		877		45		290		180		253		100		11

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Information Technology

Information Technology	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Reliability of the learning management system (i.e. Sakai, Canvas)	4.33	0.78	4.22	0.93	4.39	0.76	4.08	0.83	4.47	0.65	4.13	0.96	4.00	1.00
		1165		46		416		181		396		100		26
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.28	0.83	3.93	1.01	4.38	0.75	4.07	0.98	4.43	0.68	3.99	0.96	4.06	0.64
		1040		46		364		182		331		100		17
Quality of audio-video equipment used in my classrooms	4.24	0.85	4.30	0.66	4.36	0.75	4.17	0.82	4.29	0.83	3.69	1.14	4.17	0.83
		1052		46		372		180		336		100		18
Availability of TTUHSC IT Solution Center staff to assist my technology needs	4.40	0.78	4.32	0.76	4.40	0.78	4.34	0.83	4.50	0.65	4.08	1.01	4.41	0.65
		1084		44		386		165		371		96		22
Knowledge/skill of TTUHSC IT Solution Center technicians	4.40	0.77	4.16	0.89	4.44	0.74	4.29	0.86	4.50	0.65	4.15	0.99	4.45	0.66
		1072		43		383		164		365		95		22
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.32	0.80	4.14	0.86	4.40	0.75	4.16	0.90	4.42	0.69	4.01	1.01	4.26	0.78
		992		42		365		139		336		91		19
Usability of the TTUHSC website overall	4.25	0.83	3.96	1.07	4.40	0.77	3.94	0.94	4.35	0.74	3.98	0.89	4.15	0.77
		1161		45		417		178		395		100		26
Availability of your school's technology support staff	4.38	0.77	4.07	0.96	4.42	0.75	4.29	0.78	4.49	0.66	4.08	1.02	4.40	0.63
		1096		44		392		167		371		97		25
Knowledge/skill of your school's technology support staff	4.40	0.74	4.18	0.94	4.43	0.72	4.24	0.81	4.51	0.63	4.23	0.90	4.42	0.70
		1088		44		391		167		365		97		24
Usability of your school's website	4.28	0.81	3.93	1.02	4.43	0.71	3.94	0.94	4.38	0.73	4.05	0.85	4.04	0.77
		1157		45		414		178		395		100		25
Overall perception of technology at TTUHSC	4.36	0.74	3.98	0.95	4.46	0.69	4.16	0.80	4.46	0.64	4.12	0.90	4.15	0.60
		1163		45		415		182		395		100		26

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Institutional Health and Wellness

Institutional Health and Wellness	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Professionalism of employees	4.41	0.74	4.23	0.70	4.53	0.66	4.29	0.79	4.44	0.70	4.21	0.92	4.06	0.66
		958		44		326		174		309		89		16
Accuracy of information provided by staff	4.38	0.75	4.18	0.72	4.52	0.65	4.24	0.84	4.40	0.73	4.22	0.85	4.13	0.70
		956		44		324		174		308		90		16
Speed/response time for services	4.39	0.74	4.18	0.72	4.49	0.68	4.32	0.77	4.43	0.70	4.14	0.91	4.00	0.71
		951		44		324		168		309		90		16
Convenience of accessing services/information	4.39	0.74	4.16	0.85	4.52	0.65	4.28	0.79	4.43	0.69	4.12	0.94	4.06	0.66
		952		44		324		169		309		90		16

General Library

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)	4.26	0.83	4.02	0.94	4.35	0.78	4.23	0.90	4.31	0.77	3.84	0.97	3.94	0.75
		911		42		327		145		314		67		16
Helpfulness of librarians in responding to my questions	4.28	0.83	4.16	0.86	4.33	0.81	4.25	0.89	4.35	0.77	3.87	0.91	4.07	0.68
		871		43		315		145		291		62		15
Availability of appropriate online databases for my field of study	4.40	0.75	4.00	0.93	4.44	0.73	4.31	0.71	4.47	0.71	4.36	0.79	4.00	0.90
		1092		44		393		157		380		96		22
Availability of appropriate online journals for my field of study	4.37	0.77	3.89	1.10	4.43	0.72	4.27	0.73	4.46	0.72	4.30	0.87	3.88	0.97
		1105		45		397		161		382		96		24
Availability of appropriate e-books for my field of study	4.31	0.82	3.82	0.96	4.40	0.77	4.24	0.73	4.38	0.78	4.24	0.95	3.65	1.13
		1073		44		381		160		370		95		23
Overall perception of services provided by the library	4.35	0.76	3.96	0.84	4.39	0.74	4.25	0.79	4.45	0.71	4.23	0.80	3.86	0.76
		1092		45		392		166		372		95		22

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Physical Library

Physical Library	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Hours of operation	4.20	0.86	3.94	0.94	4.37	0.73	3.91	0.98	4.44	0.74	3.91	0.51	3.43	0.73
		561		34		219		172		118		11		7
Availability of resource materials on-site	4.18	0.85	4.12	0.98	4.30	0.83	3.96	0.83	4.37	0.78	3.80	0.40	3.29	0.88
		540		33		210		159		121		10		7
Availability of computers for your use	4.24	0.85	4.03	1.14	4.39	0.73	4.04	0.91	4.42	0.77	3.50	0.67	3.57	0.90
		525		33		202		156		117		10		7
Adequacy of study facilities in the library	3.87	1.19	3.85	1.19	4.06	1.09	3.30	1.27	4.36	0.93	3.82	0.57	3.57	0.90
		560		34		218		172		118		11		7
Safety/security in the library	4.42	0.69	4.48	0.56	4.52	0.62	4.29	0.76	4.48	0.70	4.00	0.63	4.00	0.53
		557		33		217		173		117		10		7

Writing Center

Writing Center	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
If you submitted a writing sample or draft to the TTUHSC Writing Center for critique, how satisfied were you with the services you received from the TTUHSC Writing Center?	4.23	0.99	3.83	1.34	4.36	0.78	4.00	1.00	4.13	1.18	4.00	0.00	4.00	0.00
		95		6		53		2		31		1		2

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Interprofessional Education

Interprofessional Education	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
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	0.79	4.04	1.05	4.52	0.70	4.07	0.86	4.41	0.72	4.26	0.84	4.00	0.83
		1177		47		417		182		402		103		26
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.29	0.83	4.06	0.98	4.48	0.71	3.90	0.94	4.36	0.75	4.07	0.98	4.12	0.80
		1177		47		417		182		402		103		26
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.31	0.83	4.06	0.95	4.50	0.72	3.86	0.97	4.39	0.74	4.17	0.91	4.19	0.79
		1177		47		417		182		402		103		26
<u>Quantity</u> of interprofessional education and practice learning activities offered at TTUHSC	4.24	0.86	4.06	0.95	4.42	0.75	3.90	0.91	4.27	0.84	4.05	0.99	4.15	0.77
		1177		47		417		182		402		103		26
<u>Quality</u> of interprofessional education and practice learning activities offered at TTUHSC	4.18	0.95	3.94	1.06	4.44	0.77	3.54	1.16	4.33	0.80	3.87	1.09	4.08	0.78
		1177		47		417		182		402		103		26
<u>Variety</u> of interprofessional education and practice learning activities offered at TTUHSC	4.15	0.95	3.85	1.09	4.35	0.84	3.74	1.04	4.26	0.84	3.76	1.16	4.04	0.81
		1177		47		417		182		402		103		26

Financial Aid

Financial Aid	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Professionalism of employees	4.41	0.74	4.41	0.61	4.52	0.68	4.28	0.81	4.40	0.73	4.26	0.87	4.45	0.59
		1002		44		352		165		330		91		20
Accuracy of information provided by staff	4.39	0.76	4.25	0.68	4.51	0.69	4.25	0.82	4.39	0.77	4.28	0.80	4.30	0.71
		1002		44		350		165		333		90		20
Speed/response time for services	4.36	0.80	4.30	0.69	4.49	0.70	4.17	0.90	4.36	0.79	4.20	0.96	4.30	0.64
		1001		44		351		164		332		90		20
Convenience of accessing services/information	4.38	0.77	4.34	0.71	4.48	0.73	4.22	0.84	4.39	0.76	4.27	0.83	4.25	0.70
		1006		44		353		164		334		91		20

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Registrar

Registrar	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Professionalism of employees	4.42	0.68	4.29	0.65	4.49	0.62	4.33	0.76	4.44	0.70	4.34	0.71	4.27	0.69
		1042		45		380		153		351		91		22
Accuracy of information provided by staff	4.41	0.72	4.24	0.70	4.48	0.65	4.28	0.79	4.44	0.73	4.34	0.73	4.23	0.79
		1044		45		378		154		354		91		22
Speed/response time for services	4.40	0.71	4.27	0.74	4.48	0.66	4.29	0.73	4.42	0.71	4.31	0.81	4.23	0.73
		1041		45		378		152		353		91		22
Convenience of accessing services/information	4.41	0.71	4.24	0.70	4.49	0.65	4.31	0.73	4.42	0.74	4.34	0.73	4.33	0.64
		1048		45		379		153		359		91		21

Student Business Services

Student Business Services	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Professionalism of employees	4.37	0.74	4.22	0.78	4.48	0.69	4.26	0.81	4.36	0.75	4.27	0.76	4.25	0.60
		1081		46		385		170		365		91		24
Accuracy of information provided by staff	4.37	0.75	4.09	0.75	4.49	0.67	4.21	0.85	4.38	0.75	4.30	0.73	4.25	0.72
		1079		46		384		170		364		91		24
Speed/response time for services	4.36	0.76	4.11	0.81	4.48	0.69	4.22	0.80	4.37	0.75	4.23	0.84	4.25	0.72
		1085		46		388		169		365		93		24
Convenience of accessing services/information	4.36	0.77	4.11	0.84	4.47	0.70	4.21	0.83	4.37	0.76	4.25	0.84	4.21	0.76
		1090		46		389		170		369		92		24

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Veterans Resource Center

Veterans Resource Center	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Professionalism of employees	4.23	0.89 410	4.11	0.87 18	4.30	0.89 166	3.92	0.95 36	4.32	0.84 146	4.08	0.83 36	3.75	0.97 8
Accuracy of information provided by staff		0.90 410		0.85 18		0.87 165		0.91 36		0.91 147		0.81 36		0.97 8
Speed/response time for services	4.23	0.90 408	4.11	0.87 18	4.30	0.87 164	3.86	1.00 36	4.32	0.87 146	4.08	0.83 36	3.75	0.97 8
Convenience of accessing services/information		0.89 409		0.88 18		0.90 163		0.91 36		0.87 146		0.81 37		0.94 9

Office of Student Life

Office of Student Life	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Professionalism of employees	4.41	0.72 890	4.23	0.74 43	4.48	0.71 315	4.42	0.68 165	4.36	0.75 261	4.42	0.75 89	4.18	0.71 17
Accuracy of information provided by staff		0.73 888		0.73 43		0.67 310		0.73 165		0.78 264		0.76 89		0.76 17
Speed/response time for services	4.39	0.74 885	4.16	0.74 43	4.49	0.68 309	4.37	0.74 164	4.36	0.76 263	4.36	0.82 89	4.18	0.78 17
Convenience of accessing services/information		0.76 885		0.71 43		0.69 310		0.79 164		0.78 262		0.81 89		1.03 17

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Student Disability Services

Student Disability Services	TTUHSC		GSBS		SHP		SOM		SON		SOP		SPPH	
Professionalism of employees	4.36	0.79	4.36	0.79	4.45	0.75	4.23	0.86	4.38	0.76	4.24	0.87	3.67	0.94
		502		25		199		53		171		45		9
Accuracy of information provided by staff	4.36	0.79	4.36	0.79	4.43	0.77	4.17	0.87	4.39	0.74	4.24	0.85	3.67	0.94
		501		25		199		52		171		45		9
Speed/response time for services	4.36	0.80	4.32	0.84	4.47	0.73	4.15	0.88	4.38	0.78	4.24	0.85	3.67	0.94
		501		25		198		53		171		45		9
Convenience of accessing services/information	4.33	0.82	4.24	0.86	4.42	0.79	4.15	0.89	4.36	0.79	4.24	0.86	3.67	0.94
		502		25		200		52		170		46		9

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

General Student

The following items refer to the respondents' level of agreement with each statement (1 = *Strongly Disagree*, 2 = *Disagree*, 3 = *Neutral*, 4 = *Agree*, 5 = *Strongly Agree*).

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.	4.13	0.97 1124	4.38	0.68 45	4.14	1.00 399	3.82	1.03 176	4.26	0.90 380	4.12	0.96 100	4.00	1.00 24
The Student Government Association represents my needs as a TTUHSC student.	4.07	0.91 1050	4.11	0.99 45	4.14	0.87 371	3.88	0.96 177	4.16	0.87 333	3.89	1.00 99	3.96	0.92 25
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.89	1.13 1124	3.84	1.15 45	3.96	1.09 400	3.40	1.18 178	4.00	1.12 376	4.05	0.98 100	3.72	1.11 25
TTUHSC provides sufficient programs and resources to foster success.	4.29	0.83 1129	4.09	0.78 45	4.43	0.68 402	4.16	0.89 178	4.29	0.88 379	4.08	0.98 100	4.08	0.74 25
I am familiar with the mental health resources available to me as a TTUHSC student.	4.18	0.95 1124	4.29	0.72 45	4.32	0.86 398	4.08	0.97 177	4.11	1.03 381	4.13	0.92 99	3.79	1.04 24
Maintaining healthy balances across different aspects of my life is a priority for me.	4.58	0.64 1138	4.47	0.75 45	4.68	0.52 403	4.51	0.71 180	4.58	0.64 385	4.40	0.77 100	4.52	0.57 25
In difficult situations, I am able to recognize my own emotions before responding.	4.45	0.64 1142	4.38	0.64 45	4.52	0.59 405	4.39	0.64 180	4.46	0.65 387	4.36	0.73 100	4.16	0.78 25
I can often recognize other people's emotions without them telling me how they feel.	4.45	0.65 1141	4.27	0.57 45	4.55	0.60 405	4.36	0.73 180	4.46	0.64 387	4.35	0.68 100	4.08	0.81 24
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.41	0.71 1141	4.27	0.77 45	4.46	0.71 405	4.39	0.69 180	4.41	0.69 387	4.33	0.76 100	4.08	0.76 25
I am aware of the possible health effects resulting from drug and alcohol use.	4.68	0.55 1140	4.62	0.53 45	4.72	0.53 405	4.67	0.56 180	4.66	0.53 386	4.62	0.65 99	4.68	0.55 25

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Appendix C. Results by TTUHSC Location (Campus/Site)^c

Overall Satisfaction

Overall Satisfaction	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
	M ^b	SD	M ^b	SD	M ^b	SD	M ^b	SD	M ^b	SD	M ^b	SD	M ^b	SD	M ^b	SD	M ^b	SD	M ^b	SD
		n		n		n		n		n		n		n		n		n		n
How <i>Satisfied</i> are you with your experiences at TTUHSC?	4.32	0.78 1227	3.95	0.96 73	4.35	0.78 83	4.11	0.87 9	4.03	0.84 73	4.38	0.72 473	4.22	0.92 9	3.88	0.91 33	4.14	0.81 37	4.42	0.73 436

General Academics

General Academics	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Clarity of student expectations in my courses	4.32	0.76 1200	4.12	0.83 69	4.40	0.62 81	4.11	0.57 9	4.19	0.67 69	4.36	0.77 468	3.78	1.13 9	3.97	0.83 33	4.18	0.97 33	4.37	0.73 428
Effectiveness of teaching strategies used by my professors	4.07	0.95 1200	3.83	1.05 69	4.00	0.85 81	3.44	1.07 9	4.01	0.94 69	4.12	0.93 468	3.56	1.17 9	3.45	1.08 33	3.94	1.04 33	4.17	0.91 428
Quality of instructional materials used to enhance my learning	4.22	0.88 1200	3.86	1.13 69	4.22	0.74 81	4.22	0.63 9	4.06	0.90 69	4.31	0.86 468	3.33	1.25 9	3.70	0.80 33	4.06	1.01 33	4.28	0.82 428
Academic advisor's knowledge of program requirements	4.35	0.83 1200	4.20	0.83 69	4.38	0.71 81	4.33	0.67 9	4.30	0.80 69	4.38	0.83 468	3.89	1.20 9	4.30	0.67 33	4.30	0.90 33	4.35	0.85 428
Faculty/staff knowledge of career opportunities in my field of study	4.30	0.86 1200	4.00	1.05 69	4.42	0.70 81	4.22	0.79 9	4.23	0.89 69	4.38	0.81 468	3.89	1.20 9	4.15	0.78 33	4.03	1.11 33	4.28	0.86 428

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Physical Environment

Physical Environment	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
General adequacy of classrooms	4.39	0.76	4.25	0.81	4.30	0.76	4.33	0.47	4.13	1.08	4.45	0.69	4.00	0.76	4.63	0.60	4.00	0.76	4.38	0.76
		877		64		76		9		63		433		7		32		7		159
Adequacy of study facilities, excluding the library	4.13	1.06	3.78	1.20	4.11	0.97	4.22	0.63	3.76	1.28	4.12	1.10	3.67	0.94	4.66	0.69	3.67	0.94	4.39	0.79
		860		63		76		9		62		433		6		32		6		145
Availability of common spaces for students to congregate between classes	4.14	1.02	3.75	1.27	4.17	0.86	3.67	1.05	3.67	1.25	4.17	1.00	3.67	0.94	4.59	0.65	3.67	0.94	4.37	0.82
		859		64		76		9		63		429		6		32		6		146
Cleanliness of campus buildings	4.52	0.70	4.64	0.57	4.45	0.75	4.44	0.50	4.48	0.83	4.55	0.67	4.00	0.53	4.56	0.79	4.00	0.53	4.49	0.73
		892		64		76		9		63		435		7		32		7		172
Safety/security in campus buildings, excluding the library	4.52	0.68	4.47	0.77	4.54	0.66	4.44	0.50	4.32	0.73	4.57	0.63	4.00	0.58	4.66	0.54	4.00	0.58	4.46	0.71
		881		64		76		9		63		435		6		32		6		162
Safety/security outside of campus buildings, including parking lots	4.43	0.76	4.33	0.82	4.49	0.68	4.22	0.92	4.19	0.83	4.49	0.72	4.00	0.58	4.59	0.65	4.00	0.58	4.44	0.72
		881		63		76		9		63		434		6		32		6		165
Parking availability	4.25	0.93	4.31	0.86	4.22	1.03	3.89	0.87	4.08	0.96	4.29	0.91	3.67	0.75	4.66	0.64	4.00	0.75	4.19	0.96
		877		64		76		9		63		429		6		32		6		164

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

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Information Technology

Information Technology	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Reliability of the learning management system (i.e. Sakai, Canvas)	4.33	0.78	4.19	0.79	4.32	0.78	3.78	0.79	4.16	1.00	4.31	0.79	4.11	0.57	4.41	0.65	4.55	0.50	4.41	0.75
		1165		64		77		9		64		461		9		32		33		415
Reliability of wireless connection (i.e., HSC-AIR) on my campus	4.28	0.83	4.16	0.83	4.23	0.83	3.89	0.87	4.08	0.97	4.23	0.87	3.78	0.63	4.09	0.95	4.18	0.87	4.50	0.63
		1040		64		78		9		64		454		9		32		33		296
Quality of audio-video equipment used in my classrooms	4.24	0.85	3.86	0.91	4.15	0.96	3.89	0.74	3.81	1.18	4.31	0.74	3.78	0.63	4.00	0.94	4.00	1.04	4.38	0.78
		1052		63		78		9		64		451		9		32		33		312
Availability of TTUHSC IT Solution Center staff to assist my technology needs	4.40	0.78	4.29	0.89	4.33	0.83	4.22	0.79	4.21	1.02	4.42	0.77	4.11	0.74	4.06	0.88	4.47	0.71	4.47	0.69
		1084		62		73		9		62		436		9		31		32		369
Knowledge/skill of TTUHSC IT Solution Center technicians	4.40	0.77	4.34	0.82	4.38	0.73	4.22	0.79	4.25	1.05	4.40	0.79	4.22	0.63	4.19	0.78	4.31	0.77	4.47	0.68
		1072		62		73		9		61		431		9		31		32		363
Usefulness of information provided in SolveIT, TTUHSC's searchable database for common technology questions and solutions	4.32	0.80	4.21	0.90	4.38	0.68	4.13	0.78	4.07	1.05	4.32	0.81	4.11	0.74	4.07	0.80	4.43	0.76	4.40	0.72
		992		56		69		9		58		401		9		28		30		332
Usability of the TTUHSC website overall	4.25	0.83	4.05	0.87	4.18	0.80	4.11	0.57	4.16	0.91	4.23	0.88	3.89	0.74	4.16	0.71	4.39	0.78	4.34	0.77
		1161		64		77		9		64		457		9		32		33		415
Availability of your school's technology support staff	4.38	0.77	4.35	0.86	4.16	0.92	4.22	0.63	4.17	1.09	4.43	0.72	4.00	0.67	4.06	0.86	4.36	0.81	4.45	0.69
		1096		62		76		9		63		438		9		32		33		373
Knowledge/skill of your school's technology support staff	4.40	0.74	4.32	0.88	4.28	0.77	4.22	0.63	4.33	0.91	4.40	0.76	4.11	0.57	4.23	0.71	4.42	0.70	4.47	0.66
		1088		62		76		9		63		438		9		31		33		366
Usability of your school's website	4.28	0.81	4.08	0.94	4.22	0.71	4.22	0.63	4.25	0.77	4.27	0.84	4.11	0.57	4.28	0.72	4.33	0.80	4.33	0.79
		1157		64		77		9		64		455		9		32		33		413
Overall perception of technology at TTUHSC	4.36	0.74	4.25	0.79	4.32	0.74	4.11	0.57	4.30	0.86	4.37	0.74	4.11	0.57	4.22	0.82	4.27	0.83	4.41	0.69
		1163		64		78		9		64		460		9		32		33		413

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

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Institutional Health and Wellness

Institutional Health and Wellness	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Professionalism of employees	4.41	0.74	4.20	0.95	4.37	0.74	4.13	0.60	4.21	0.90	4.46	0.68	4.00	0.50	4.34	0.76	4.39	0.87	4.45	0.71
		958		59		76		8		56		423		8		29		31		267
Accuracy of information provided by staff	4.38	0.75	4.18	0.94	4.38	0.74	4.13	0.60	4.21	0.82	4.41	0.72	3.75	0.66	4.34	0.76	4.42	0.87	4.43	0.71
		956		60		76		8		56		423		8		29		31		264
Speed/response time for services	4.39	0.74	4.18	0.92	4.37	0.70	4.25	0.66	4.18	0.91	4.43	0.69	4.00	0.71	4.28	0.78	4.48	0.76	4.43	0.71
		951		60		76		8		56		417		8		29		31		265
Convenience of accessing services/information	4.39	0.74	4.22	0.91	4.36	0.72	4.13	0.60	4.20	0.89	4.42	0.72	3.75	0.66	4.31	0.75	4.45	0.76	4.45	0.68
		952		60		76		8		56		419		8		29		31		264

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

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General Library

General Library	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Availability of librarians via multiple communication methods (i.e., in person, telephone, email, text, live)	4.26	0.83	3.71	1.00	4.34	0.67	4.00	0.93	3.82	1.03	4.32	0.81	3.63	0.70	3.88	0.78	4.60	0.71	4.32	0.77
		911		45		64		7		44		393		8		24		30		295
Helpfulness of librarians in responding to my questions	4.28	0.83	3.80	0.87	4.25	0.77	3.88	0.93	3.95	0.99	4.35	0.82	3.75	0.83	3.87	0.85	4.61	0.70	4.33	0.77
		871		44		64		8		39		388		8		23		31		265
Availability of appropriate online databases for my field of study	4.40	0.75	4.22	0.82	4.41	0.71	3.88	0.33	4.34	0.88	4.42	0.72	3.88	0.60	4.39	0.66	4.58	0.75	4.43	0.76
		1092		59		76		8		62		431		8		31		31		385
Availability of appropriate online journals for my field of study	4.37	0.77	4.14	0.98	4.39	0.74	4.00	0.00	4.26	0.91	4.39	0.74	3.89	0.57	4.35	0.70	4.56	0.66	4.40	0.77
		1105		59		77		8		62		435		9		31		32		391
Availability of appropriate e-books for my field of study	4.31	0.82	4.05	1.01	4.38	0.74	3.88	0.60	4.23	0.94	4.34	0.76	3.89	0.57	4.42	0.79	4.53	0.71	4.32	0.84
		1073		58		76		8		60		423		9		31		32		375
Overall perception of services provided by the library	4.35	0.76	4.14	0.85	4.41	0.57	4.13	0.33	4.20	0.88	4.36	0.75	3.89	0.74	4.20	0.75	4.56	0.75	4.39	0.76
		1092		57		75		8		61		439		9		30		32		380

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Physical Library

Physical Library	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Hours of operation	4.20	0.86	4.33	0.47	4.19	0.79	3.57	1.18	4.00	0.00	4.19	0.88	-	-	-	-	4.09	1.08	4.40	0.56
		561		3		63		7		1		396		-		-		33		57
Availability of resource materials on-site	4.18	0.85	4.50	0.50	4.22	0.71	3.83	0.69	4.00	0.00	4.16	0.89	-	-	-	-	4.21	0.95	4.30	0.69
		540		2		59		6		1		378		-		-		33		60
Availability of computers for your use	4.24	0.85	4.50	0.50	4.10	0.90	4.00	0.76	3.00	0.00	4.24	0.86	-	-	-	-	4.42	0.89	4.35	0.74
		525		2		59		7		1		367		-		-		33		55
Adequacy of study facilities in the library	3.87	1.19	4.50	0.50	4.03	1.02	2.88	0.78	3.00	0.00	3.75	1.25	-	-	-	-	4.45	0.86	4.32	0.76
		560		2		64		8		1		395		-		-		33		56
Safety/security in the library	4.42	0.69	4.50	0.50	4.41	0.73	4.13	0.78	3.00	0.00	4.44	0.67	-	-	-	-	4.33	0.84	4.42	0.62
		557		2		63		8		1		394		-		-		33		55

Note. If no answer (-), it is because there is no physical library space for these sites.

Writing Center

Writing Center	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
If you submitted a writing sample or draft to the TTUHSC Writing Center for critique, how satisfied were you with the services you received from the TTUHSC Writing Center?	4.23	0.99	-	-	3.50	0.87	-	-	4.00	0.00	4.16	1.00	-	-	-	-	4.50	0.50	4.33	0.96
		95		-		4		9		1		37		-	-	-		2		51

Note. If no answer (-), it is because none of these respondents at the site used the Writing Center.

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

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Interprofessional Education

Interprofessional Education	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
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	0.79	4.20	0.94	4.41	0.67	3.67	1.15	4.26	0.85	4.39	0.78	4.33	0.67	4.19	0.77	4.33	0.84	4.39	0.76
		1177		66		80		9		65		462		9		32		33		420
Degree to which learning opportunities about interprofessional education and practice are integrated throughout your program's curriculum	4.29	0.83	4.05	0.98	4.36	0.75	3.78	0.92	4.18	0.89	4.29	0.85	4.22	0.63	4.00	0.66	4.18	1.00	4.37	0.77
		1177		66		80		9		65		462		9		32		33		420
Development of the interprofessional knowledge, skills, and values needed to work collaboratively with others	4.31	0.83	4.11	0.86	4.35	0.81	3.78	0.79	4.25	0.88	4.31	0.84	4.33	0.67	4.09	0.76	4.27	0.99	4.38	0.78
		1177		66		80		9		65		462		9		32		33		420
Quantity of interprofessional education and practice learning activities offered at TTUHSC	4.24	0.86	3.91	1.04	4.25	0.83	3.78	0.79	4.22	0.85	4.28	0.84	4.44	0.50	3.84	0.83	4.00	1.15	4.29	0.82
		1177		66		80		9		65		462		9		32		33		420
Quality of interprofessional education and practice learning activities offered at TTUHSC	4.18	0.95	3.94	1.06	4.15	0.90	3.67	1.15	3.95	1.09	4.16	1.02	4.33	0.67	3.88	0.93	3.97	1.09	4.35	0.79
		1177		66		80		9		65		462		9		32		33		420
Variety of interprofessional education and practice learning activities offered at TTUHSC	4.15	0.95	3.85	1.12	4.08	0.96	3.56	1.26	3.92	1.10	4.18	0.93	4.22	0.63	3.81	0.95	3.85	1.18	4.27	0.84
		1177		66		80		9		65		462		9		32		33		420

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^b Means (*M*) 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). ^c See Table 1 in main report for school and location abbreviations.

Financial Aid

Financial Aid	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Professionalism of employees	4.41	0.74	4.29	0.84	4.46	0.60	4.00	0.53	4.27	0.84	4.45	0.74	4.00	0.76	4.32	0.76	4.50	0.61	4.41	0.74
		1002		56		74		7		59		419		7		28		32		319
Accuracy of information provided by staff	4.39	0.76	4.36	0.72	4.41	0.66	3.86	0.83	4.24	0.85	4.43	0.73	3.86	0.83	4.25	0.74	4.47	0.71	4.40	0.78
		1002		56		73		7		59		419		7		28		32		321
Speed/response time for services	4.36	0.80	4.32	0.73	4.29	0.77	3.57	0.90	4.15	1.05	4.40	0.76	3.57	1.05	4.18	0.80	4.41	0.78	4.40	0.78
		1001		56		73		7		59		419		7		28		32		319
Convenience of accessing services/information	4.38	0.77	4.29	0.82	4.39	0.67	3.71	0.88	4.22	0.88	4.41	0.75	3.71	1.03	4.18	0.93	4.53	0.61	4.41	0.76
		1006		56		74		7		59		419		7		28		32		323

Registrar

Registrar	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Professionalism of employees	4.42	0.68	4.33	0.77	4.46	0.62	4.00	0.58	4.29	0.77	4.44	0.68	4.00	0.76	4.34	0.60	4.60	0.61	4.44	0.67
		1042		58		71		6		58		421		7		29		30		361
Accuracy of information provided by staff	4.41	0.72	4.28	0.94	4.48	0.60	4.00	0.58	4.28	0.78	4.41	0.72	4.00	0.76	4.28	0.64	4.67	0.54	4.44	0.68
		1044		58		71		6		58		422		7		29		30		362
Speed/response time for services	4.40	0.71	4.29	0.81	4.45	0.65	4.00	0.58	4.28	0.89	4.41	0.70	4.00	0.76	4.24	0.68	4.63	0.60	4.42	0.69
		1041		58		71		6		58		420		7		29		30		361
Convenience of accessing services/information	4.41	0.71	4.22	0.93	4.48	0.60	4.00	0.58	4.28	0.78	4.43	0.68	4.00	0.76	4.31	0.65	4.67	0.54	4.44	0.71
		1048		58		71		6		58		422		7		29		30		366

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Student Business Services

Student Business Services	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Professionalism of employees	4.37	0.74	4.24	0.77	4.33	0.75	3.88	1.17	4.32	0.73	4.42	0.71	4.00	0.53	4.24	0.86	4.58	0.60	4.37	0.76
		1081		59		76		8		56		439		7		29		33		373
Accuracy of information provided by staff	4.37	0.75	4.24	0.83	4.28	0.75	3.88	1.17	4.36	0.69	4.40	0.73	3.86	0.64	4.17	0.79	4.48	0.82	4.40	0.72
		1079		59		76		8		56		438		7		29		33		372
Speed/response time for services	4.36	0.76	4.19	0.72	4.30	0.71	3.75	1.20	4.28	0.91	4.40	0.74	3.57	0.90	4.17	0.79	4.52	0.70	4.39	0.73
		1085		59		76		8		58		439		7		29		33		375
Convenience of accessing services/information	4.36	0.77	4.19	0.83	4.31	0.78	3.75	1.20	4.28	0.87	4.38	0.76	3.71	0.88	4.21	0.76	4.55	0.66	4.39	0.73
		1090		59		77		8		57		440		7		29		33		379

Veterans Resource Center

Veterans Resource Center	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Professionalism of employees	4.23	0.89	4.38	0.79	4.06	0.93	5.00	0.00	4.15	0.86	4.24	0.88	3.60	0.80	4.06	0.91	4.46	0.84	4.28	0.88
		410		26		32		1		26		164		5		18		13		125
Accuracy of information provided by staff	4.23	0.90	4.31	0.82	4.09	0.88	5.00	0.00	4.19	0.83	4.26	0.86	3.75	0.83	4.17	0.90	4.46	0.84	4.22	0.96
		410		26		32		1		26		163		4		18		13		127
Speed/response time for services	4.23	0.90	4.35	0.78	4.13	0.89	5.00	0.00	4.15	0.86	4.23	0.89	3.75	0.83	4.17	0.90	4.46	0.84	4.25	0.93
		408		26		32		1		26		162		4		18		13		126
Convenience of accessing services/information	4.22	0.89	4.35	0.78	4.13	0.89	5.00	0.00	4.22	0.83	4.22	0.87	3.75	0.83	4.06	1.03	4.46	0.84	4.25	0.93
		409		26		32		1		27		162		4		18		13		126

^a Satisfied is the cumulative percent of those who answered *Extremely Satisfied* and *Satisfied*.

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Office of Student Life

Office of Student Life	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Professionalism of employees	4.41	0.72	4.23	0.91	4.39	0.72	4.17	0.37	4.42	0.73	4.47	0.66	3.86	0.64	4.14	0.87	4.57	0.67	4.40	0.74
		890		56		72		6		55		406		7		28		30		229
Accuracy of information provided by staff	4.40	0.73	4.23	0.94	4.31	0.74	4.00	0.58	4.44	0.73	4.45	0.67	3.86	0.64	4.27	0.76	4.57	0.67	4.38	0.78
		888		57		72		6		55		405		7		26		30		229
Speed/response time for services	4.39	0.74	4.18	0.96	4.32	0.76	4.17	0.37	4.38	0.77	4.44	0.69	3.86	0.64	4.27	0.76	4.57	0.67	4.39	0.75
		885		57		72		6		55		403		7		26		30		228
Convenience of accessing services/information	4.38	0.76	4.19	0.93	4.32	0.80	4.17	0.37	4.38	0.77	4.43	0.71	3.86	0.64	4.27	0.76	4.57	0.67	4.38	0.80
		885		57		72		6		55		403		7		26		30		228

Student Disability Services

Student Disability Services	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
Professionalism of employees	4.36	0.79	4.38	0.80	4.32	0.81	4.50	0.50	4.31	0.81	4.39	0.78	3.67	0.75	4.44	0.70	4.72	0.56	4.32	0.80
		502		34		41		2		32		213		6		16		18		
Accuracy of information provided by staff	4.36	0.79	4.35	0.80	4.34	0.81	4.50	0.50	4.31	0.77	4.37	0.79	3.67	0.75	4.50	0.71	4.72	0.56	4.31	0.80
		501		34		41		2		32		212		6		16		18		139
Speed/response time for services	4.36	0.80	4.35	0.84	4.34	0.81	4.50	0.50	4.31	0.77	4.38	0.79	4.00	0.82	4.50	0.61	4.72	0.56	4.32	0.82
		501		34		41		2		32		212		6		16		18		139
Convenience of accessing services/information	4.33	0.82	4.35	0.80	4.34	0.81	4.50	0.50	4.30	0.80	4.35	0.80	3.83	0.69	4.44	0.70	4.67	0.58	4.27	0.89
		502		34		41		2		33		212		6		16		18		139

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General Student

The following items refer to the respondents' level of agreement with each statement (1 = *Strongly Disagree*, 2 = *Disagree*, 3 = *Neutral*, 4 = *Agree*, 5 = *Strongly Agree*).

General Student	TTUHSC		ABL		AMA		COV		DAL		LBB		MAN		MDL		ODS		DE	
I know how to report incidents of sexual discrimination, harassment, misconduct, and assault to University administrators.	4.13	0.97	4.33	0.79	4.18	0.86	3.78	1.13	3.92	1.10	4.04	0.99	3.71	0.88	3.90	1.12	4.06	1.09	4.28	0.91
		1124		64		77		9		63		449		7		31		32		391
The Student Government Association represents my needs as a TTUHSC student.	4.07	0.91	3.95	0.95	4.17	0.82	3.44	1.42	3.97	1.01	4.07	0.87	3.86	0.83	4.00	0.77	4.13	1.01	4.12	0.93
		1050		63		78		9		61		441		7		30		31		329
I know how to submit a formal, written complaint about an academic and/or non-academic issue, if necessary.	3.89	1.13	4.00	1.05	4.06	0.98	3.67	1.05	3.86	1.11	3.74	1.17	3.29	1.03	3.32	1.23	3.88	1.24	4.07	1.07
		1124		63		78		9		63		451		7		31		32		389
TTUHSC provides sufficient programs and resources to foster success.	4.29	0.83	3.95	1.02	4.37	0.64	3.78	1.03	4.05	1.03	4.34	0.79	3.71	0.70	4.13	0.66	4.03	1.11	4.36	0.79
		1129		64		78		9		63		452		7		31		33		391
I am familiar with the mental health resources available to me as a TTUHSC student.	4.18	0.95	4.22	0.84	4.36	0.70	4.22	0.42	3.94	1.06	4.19	0.97	3.86	0.64	4.17	0.90	4.36	0.81	4.16	0.99
		1124		64		78		9		62		450		7		30		33		390
Maintaining healthy balances across different aspects of my life is a priority for me.	4.58	0.64	4.48	0.68	4.58	0.59	4.11	1.20	4.35	0.80	4.60	0.62	3.71	0.70	4.55	0.61	4.67	0.53	4.64	0.59
		1138		64		78		9		63		454		7		31		33		398
In difficult situations, I am able to recognize my own emotions before responding.	4.45	0.64	4.28	0.72	4.44	0.63	4.67	0.47	4.33	0.80	4.43	0.63	3.86	0.64	4.47	0.56	4.55	0.50	4.52	0.62
		1142		64		78		9		63		455		7		30		33		402
I can often recognize other people's emotions without	4.45	0.65	4.34	0.67	4.37	0.62	4.67	0.47	4.32	0.73	4.45	0.67	3.71	0.70	4.53	0.56	4.45	0.66	4.50	0.62
		1141		64		78		9		63		455		7		30		33		401

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them telling me how they feel.																				
I am confident in my ability to "bounce back" after stressful or traumatic events in life.	4.41	0.71 1141	4.27	0.78 64	4.32	0.72 78	4.33	0.67 9	4.37	0.82 63	4.40	0.72 455	4.00	0.76 7	4.43	0.62 30	4.61	0.60 33	4.46	0.67 401
I am aware of the possible health effects resulting from drug and alcohol use.	4.68	0.55 1140	4.59	0.58 64	4.65	0.55 78	4.78	0.42 9	4.58	0.71 62	4.68	0.53 454	4.29	0.70 7	4.71	0.52 31	4.79	0.41 33	4.71	0.53 401

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