



TEXAS TECH UNIVERSITY  
HEALTH SCIENCES CENTER.  
EL PASO

Office of Institutional Research *and* Effectiveness

Office of Institutional Research and Effectiveness

# 2018 TTUHSC El Paso Staff Satisfaction Survey

## Results Summary

*Note: This report is for internal TTUHSC El Paso use only. The descriptive statistics were not analyzed for statistical significance; therefore, results may not be generalizable. All results should be interpreted with caution.*

## Executive Summary

### Response Rate

- **1571 unduplicated staff members with e-mail addresses; 1552 surveys delivered**
- **745 respondents**
- **48% response rate for Spring 2018 staff members with active e-mail addresses**

### Respondent Demographics

The 2018 TTUHSC EL Paso Staff Satisfaction Survey was conducted over the course of three weeks in February 2018. A link to the online survey was distributed via email to all staff on the employee distribution list (n=1571). A total of 745 staff self-selected to complete the survey (33.5% response rate), and 502 participants completed all items (67.4% completion rate). Participants were informed of the voluntary nature of the survey and were assured as to the anonymity of their responses. 42% of respondents were primarily affiliated with TTUHSC El Paso at the institutional level. 31% selected the Paul L. Foster School of Medicine (PLFSOM), 2% selected the Gayle Greve Hunt School of Nursing (GGHSON) or Graduate School of Biomedical Sciences (GSBS) respectively as their primary TTUHSC El Paso school affiliation.

### Method

In order to determine the survey population, an active staff report was generated from Banner HR in January 2018 by staff at the Office of Institutional Research and Effectiveness (OIRE). This report was compared against the staff email distribution list also maintained by the OIRE and updated appropriately to ensure all currently employed staff were included.

Survey questions were originally developed by Texas Tech University Health Sciences Center Lubbock and modified for TTUHSC El Paso in 2015. Modifications were based on a review of surveys used by other institutions of higher education, as well as input from departments across TTUHSC El Paso. The final survey was reviewed and approved by the President of TTUHSC El Paso.

The survey was administered via the subscription service Qualtrics, an online service software that provides an external online site for the development and delivery of the survey. Qualtrics provides an anonymous link to the survey, which was included in the email sent to all staff on the TTUHSC El Paso employee distribution lists. The anonymous link does not collect any personal information on the participant and cannot be linked to an individual IP address. Respondents return their online surveys to Qualtrics.com and the de-identified data is warehoused at this site. Secured access to the data is available to OIRE staff via user authentication. One reminder email was sent out weekly for a period of three weeks, in order to bolster response rate. Descriptive analysis of the data was

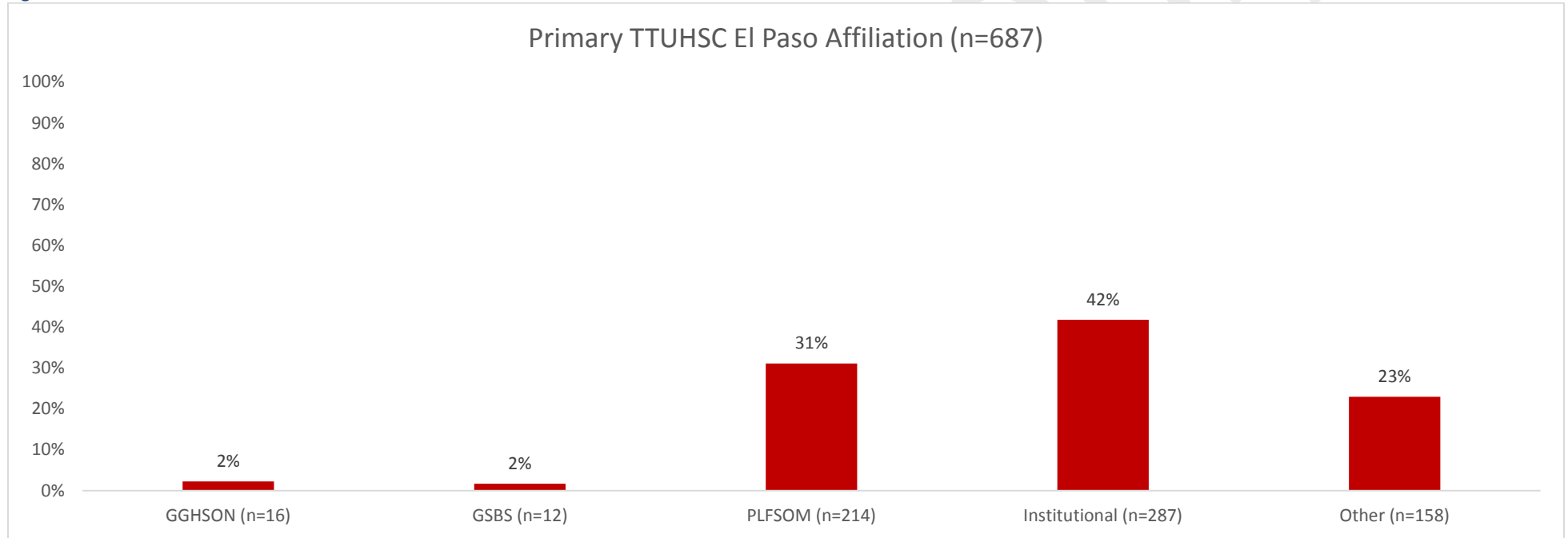
conducted in March 2018; a qualitative analysis was conducted in May 2018. All data is reported in aggregate format. Overall results less than a value of five were not reported in order maintain the confidentiality of responses. Combined levels of dissatisfaction or disagreement at or above 25% are highlighted in yellow in the tables.

The descriptive statistics presented in this report were not analyzed for statistical significance; therefore, results may not be generalizable. All results should be interpreted with caution.

Internal Use Only

**Q1 Indicate your PRIMARY TTUHSC El Paso affiliation?**

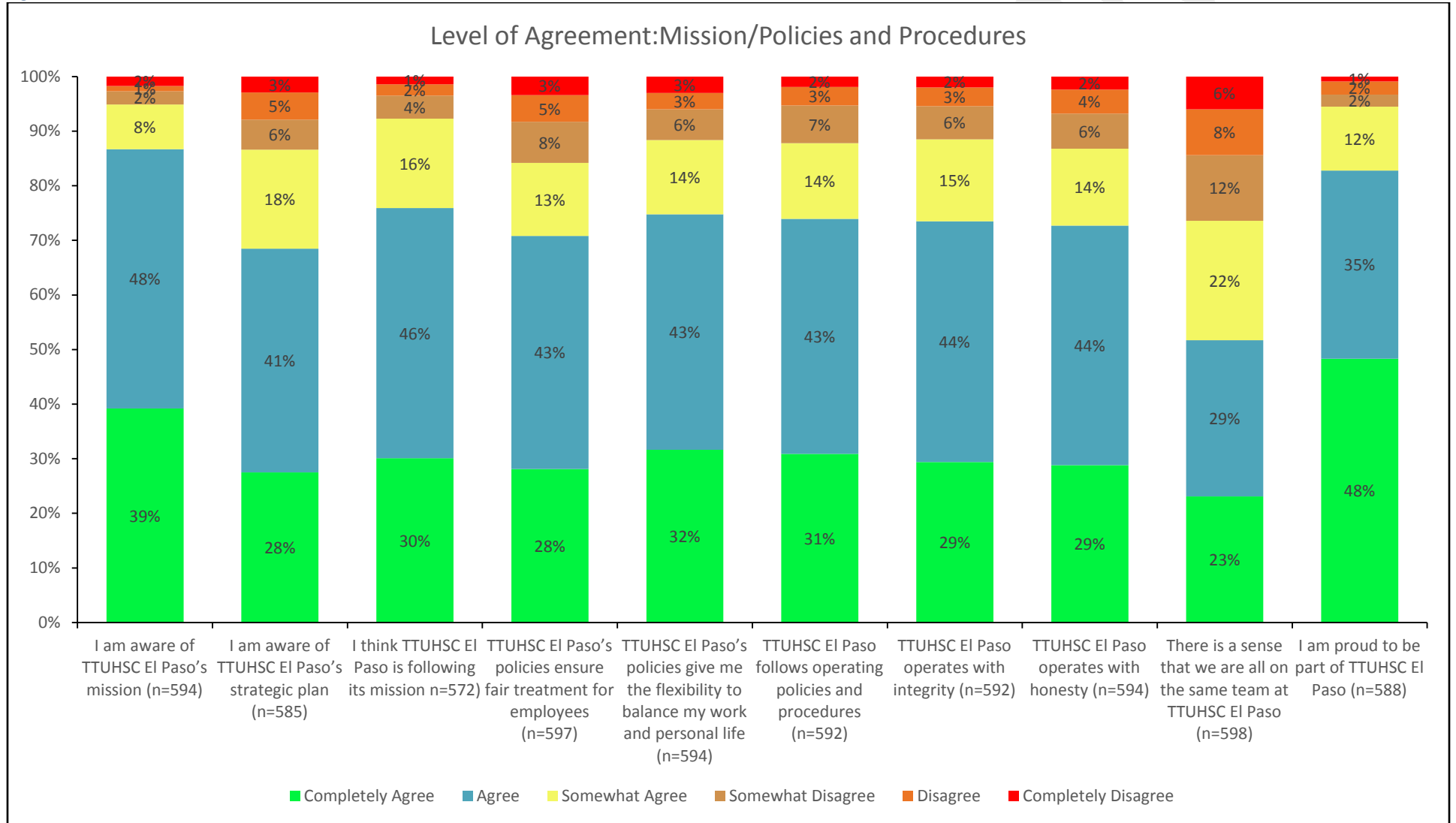
**Figure 1**



Answer	%	Count
GGHSON	2.3	16
GSBS	1.7	12
PLFSOM	31.1	214
Institutional	41.8	287
Other	23	158
Total	100	687

Q2 Please indicate your level of agreement with each of the following statements about TTUHSC El Paso:

Figure 2



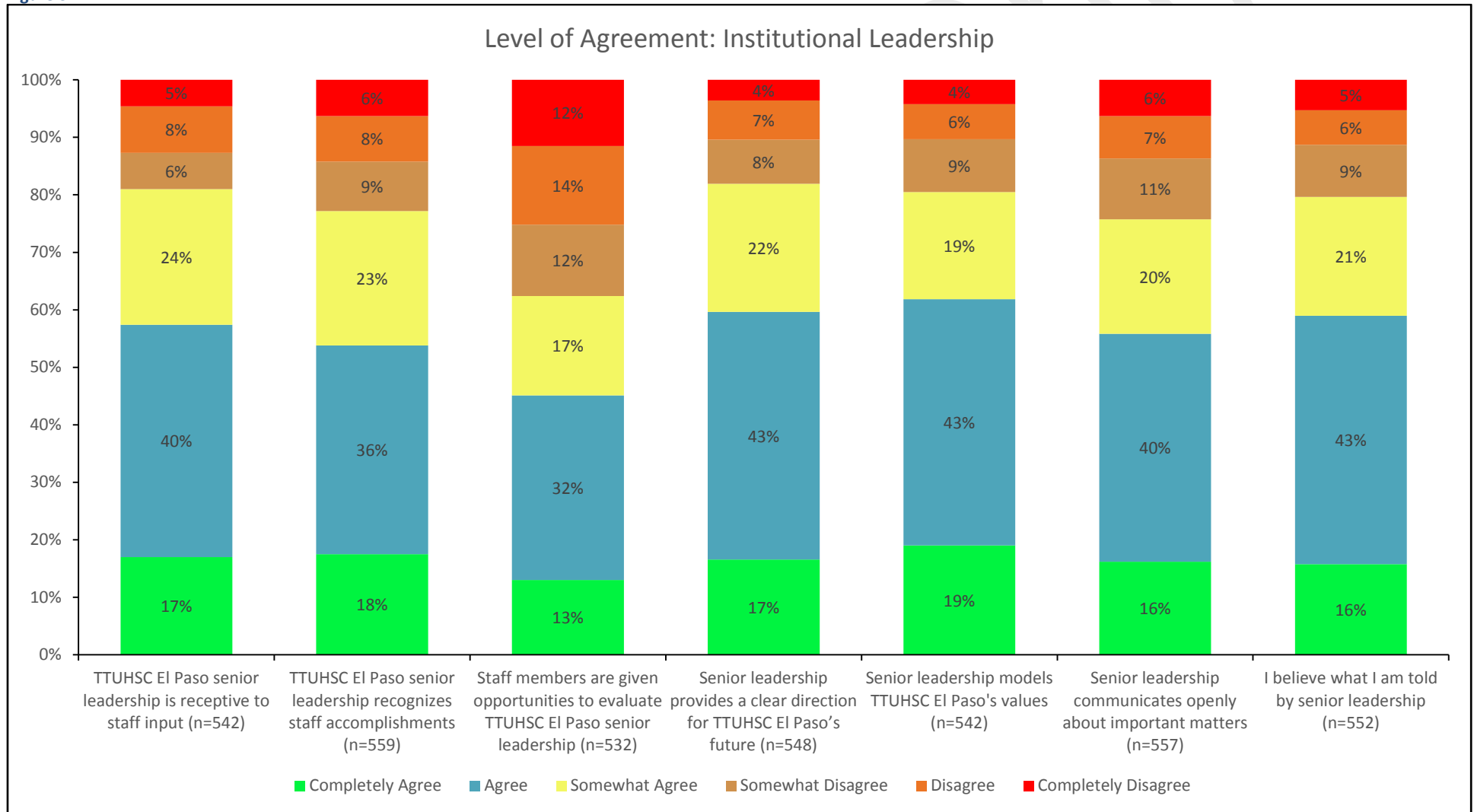
2018 Staff Satisfaction Survey  
Results Summary

Question: Mission/ Policies and Procedures	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
I am aware of TTUHSC El Paso's mission.	1.7%	10	1.0%	6	2.4%	14	8.2%	49	47.5%	282	39.2%	233	594
I am aware of TTUHSC El Paso's strategic plan.	2.9%	17	5.0%	29	5.5%	32	18.1%	106	41.0%	240	27.5%	161	585
I think TTUHSC El Paso is following its mission.	1.4%	8	2.1%	12	4.2%	24	16.4%	94	45.8%	262	30.1%	147	572
TTUHSC El Paso's policies ensure fair treatment for employees.	3.4%	20	4.9%	29	7.5%	45	13.4%	80	42.7%	255	28.1%	168	597
TTUHSC El Paso's policies give me the flexibility to balance my work and personal life.	3.0%	18	3.0%	18	5.6%	33	13.6%	81	43.1%	256	31.6%	188	594
TTUHSC El Paso follows operating policies and procedures.	1.9%	11	3.4%	20	6.9%	41	13.9%	82	43.1%	255	30.9%	183	592
TTUHSC El Paso operates with integrity.	2.0%	12	3.4%	20	6.1%	36	15.0%	89	44.1%	261	29.4%	174	592
TTUHSC El Paso operates with honesty.	2.4%	14	4.4%	26	6.4%	38	14.1%	84	43.9%	261	28.8%	171	594
There is a sense that we're all on the same team at TTUHSC El Paso.	6.0%	36	8.4%	50	12.0%	72	21.9%	131	28.6%	171	23.1%	138	598
I am proud to be part of TTUHSC El Paso.	0.9%	5	2.4%	14	2.2%	13	11.7%	69	34.5%	203	48.3%	284	588

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels
I am aware of TTUHSC El Paso's mission.	1.0	6.0	5.2	5.00	0.9	594	5.1%	94.9%
I am aware of TTUHSC El Paso's strategic plan.	1.0	6.0	4.7	5.00	1.2	585	13.3%	86.7%
I think TTUHSC El Paso is following its mission.	1.0	6.0	4.9	5.00	1.0	572	7.7%	92.3%
TTUHSC El Paso's policies ensure fair treatment for employees.	1.0	6.0	4.7	5.00	1.3	597	15.7%	84.3%
TTUHSC El Paso's policies give me the flexibility to balance my work and personal life.	1.0	6.0	4.9	5.00	1.2	594	11.6%	88.4%
TTUHSC El Paso follows operating policies and procedures.	1.0	6.0	4.9	5.00	1.1	592	12.2%	87.8%
TTUHSC El Paso operates with integrity.	1.0	6.0	4.8	5.00	1.1	592	11.5%	88.5%
TTUHSC El Paso operates with honesty.	1.0	6.0	4.8	5.00	1.2	594	13.1%	86.9%
There is a sense that we're all on the same team at TTUHSC El Paso.	1.0	6.0	4.3	5.00	1.5	598	26.4%	73.6%
I am proud to be part of TTUHSC El Paso.	1.0	6.0	5.2	5.00	1.0	588	5.4%	94.6%

**Q3 Please indicate your level of agreement with each of the following statements about TTUHSC El Paso institutional leadership (e.g. President, Vice President, CFO, COO, etc.):**

**Figure 3**



2018 Staff Satisfaction Survey  
Results Summary

Question: Institutional Leadership	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count		
TTUHSC El Paso's senior leadership is receptive to staff input.	4.6%	25	8.1%	44	6.3%	34	23.6%	128	40.4%	219	17.0%	92	542	
TTUHSC El Paso's senior leadership recognizes staff accomplishments.	6.3%	35	7.9%	44	8.6%	48	23.4%	131	36.3%	203	17.5%	98	559	
Staff members are given opportunities to evaluate TTUHSC El Paso senior leadership.	11.5%	61	13.7%	73	12.4%	66	17.3%	92	32.1%	171	13.0%	69	532	
Senior leadership provides a clear direction for TTUHSC El Paso's future.	3.6%	20	6.8%	37	7.7%	42	22.3%	122	43.1%	236	16.6%	91	548	
Senior leadership regularly models TTUHSC El Paso's values.	4.2%	23	6.1%	33	9.2%	50	18.6%	101	42.8%	232	19.0%	103	542	
Senior leadership communicates openly about important matters.	6.3%	35	7.4%	41	10.6%	59	19.9%	111	39.7%	221	16.2%	90	557	
I believe what I am told by senior leadership.	5.3%	29	6.0%	33	9.1%	50	20.7%	114	43.3%	239	15.8%	87	552	
Summary Statistics			Minimum	Maximum	Mean	Median	Std Deviation	Count			Combined Disagree Levels	Combined Agree Levels		
TTUHSC El Paso's senior leadership is receptive to staff input.			1.0	6.0	4.4	5.00	1.3	542			19.0%	81.0%		
TTUHSC El Paso's senior leadership recognizes staff accomplishments.			1.0	6.0	4.3	5.00	1.4	559			22.7%	77.3%		
Staff members are given opportunities to evaluate TTUHSC El Paso senior leadership.			1.0	6.0	3.8	4.00	1.6	532			37.6%	62.4%		
Senior leadership provides a clear direction for TTUHSC El Paso's future.			1.0	6.0	4.4	5.00	1.3	548			18.1%	81.9%		
Senior leadership regularly models TTUHSC El Paso's values.			1.0	6.0	4.5	5.00	1.3	542			19.6%	80.4%		
Senior leadership communicates openly about important matters.			1.0	6.0	4.3	5.00	1.4	557			24.2%	75.8%		
I believe what I am told by senior leadership.			1.0	6.0	4.4	5.00	1.3	552			20.3%	79.7%		



**Q4 Please indicate your level of agreement with each of the following statements about your department:**

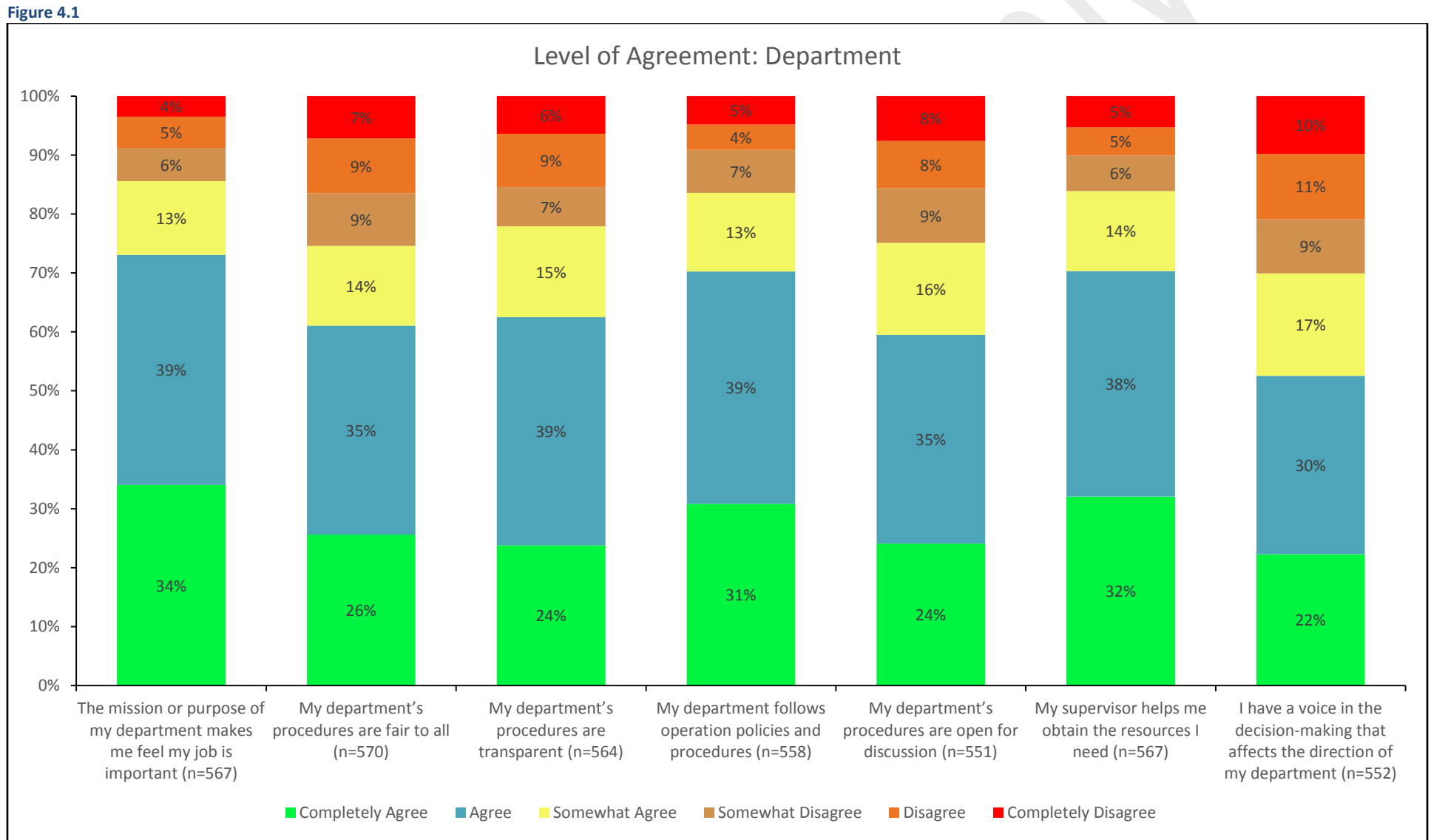
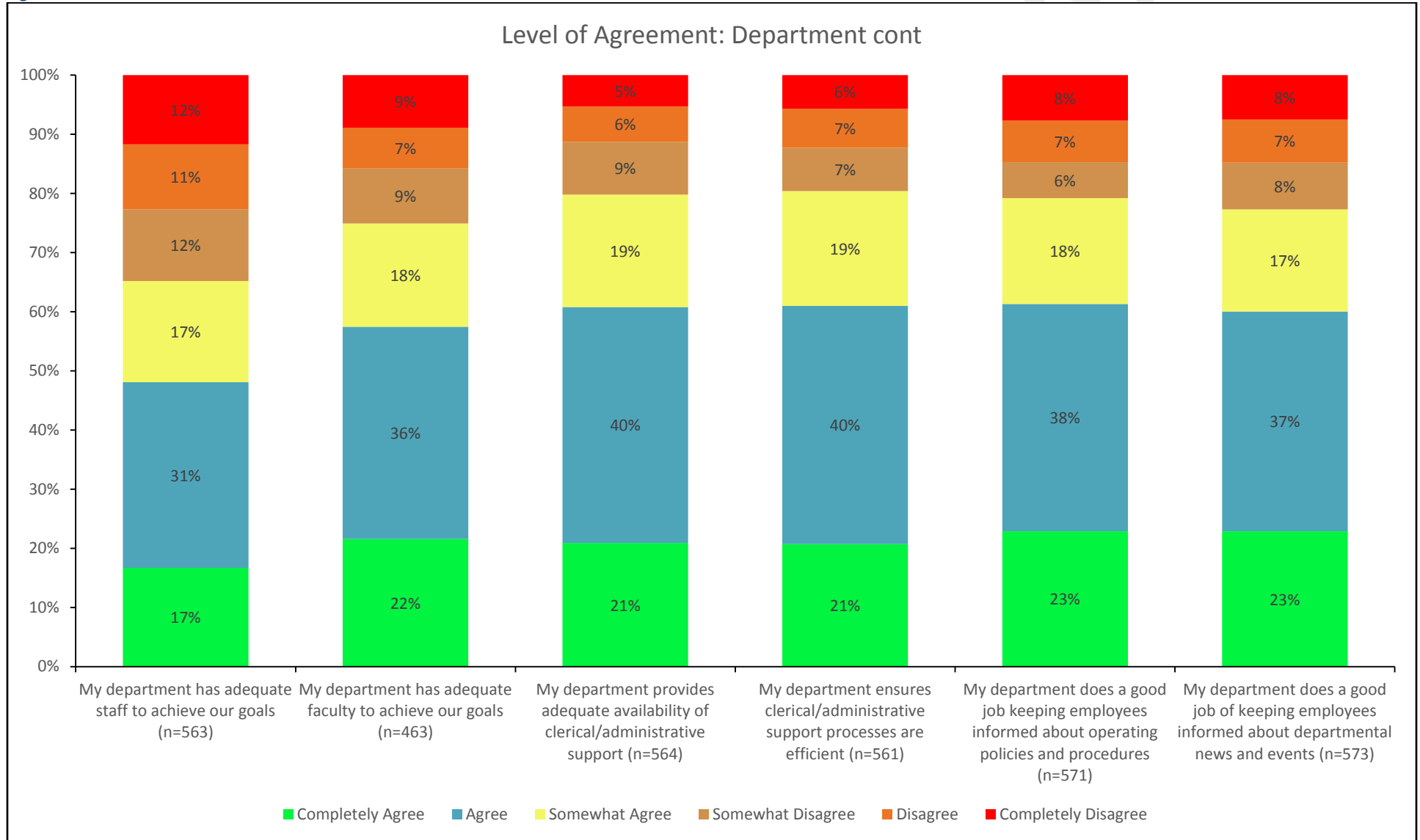


Figure 4.2



2018 Staff Satisfaction Survey  
Results Summary

Question: Department Satisfaction	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
The mission of my department makes me feel my job is important.	3.5%	20	5.3%	30	5.6%	32	12.5%	71	39.0%	221	34.0%	193	567
My department's procedures are fair to all.	7.2%	41	9.3%	53	8.9%	51	13.5%	77	35.4%	202	25.6%	146	570
My department's procedures are transparent.	6.4%	36	9.0%	51	6.7%	38	15.4%	87	38.7%	218	23.8%	134	564
My department follows operation policies and procedures.	4.8%	27	4.3%	24	7.3%	41	13.3%	74	39.4%	220	30.8%	172	558
My department's procedures are open for discussion.	7.6%	42	8.0%	44	9.3%	51	15.6%	86	35.4%	195	24.1%	133	551
My supervisor helps me obtain the resources I need.	5.3%	30	4.8%	27	6.0%	34	13.6%	77	38.3%	217	32.1%	182	567
I have a voice in decision-making that affects the direction of my department.	9.8%	54	11.1%	61	9.2%	51	17.4%	96	30.3%	167	22.3%	123	552
My department has adequate staff to achieve its goals.	11.7%	66	11.0%	62	12.1%	68	17.1%	96	31.4%	177	16.7%	94	563
My department has adequate faculty to achieve its goals.	8.9%	41	6.9%	32	9.3%	43	17.5%	81	35.9%	166	21.6%	100	463
My department provides adequate availability of clerical/administrative support.	5.3%	30	6.0%	34	8.9%	50	19.0%	107	39.9%	225	20.9%	118	564
My department ensures clerical/administrative support processes are efficient.	5.7%	32	6.6%	37	7.3%	41	19.4%	109	40.3%	226	20.7%	116	561
My department does a good job keeping employees informed about operating policies and procedures.	7.7%	44	7.0%	40	6.1%	35	17.9%	102	38.4%	219	22.9%	131	571
My department does a good job of keeping employees informed about departmental news and events.	7.5%	43	7.3%	42	7.9%	45	17.3%	99	37.2%	213	22.9%	131	573
<b>Summary Statistics</b>		<b>Minimum</b>	<b>Maximum</b>		<b>Mean</b>	<b>Median</b>	<b>Std Deviation</b>		<b>Count</b>		<b>Combined Disagree Levels</b>	<b>Combined Agree Levels</b>	
The mission of my department makes me feel my job is important.		1.0	6.0		4.8	5.00	1.3		567		14.5%	85.5%	
My department's procedures are fair to all.		1.0	6.0		4.4	5.00	1.5		570		25.4%	74.6%	
My department's procedures are transparent.		1.0	6.0		4.4	5.00	1.5		564		22.2%	77.8%	
My department follows operation policies and procedures.		1.0	6.0		4.7	5.00	1.3		558		16.5%	83.5%	
My department's procedures are open for discussion.		1.0	6.0		4.4	5.00	1.5		551		24.9%	75.1%	
My supervisor helps me obtain the resources I need.		1.0	6.0		4.7	5.00	1.4		567		16.0%	84.0%	
I have a voice in decision-making that affects the direction of my department.		1.0	6.0		4.1	5.00	1.6		552		30.1%	69.9%	
My department has adequate staff to achieve its goals.		1.0	6.0		4.0	4.00	1.6		563		34.8%	65.2%	
My department has adequate faculty to achieve its goals.		1.0	6.0		4.3	5.00	1.5		463		25.1%	74.9%	

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My department provides adequate availability of clerical/administrative support.	1.0	6.0	4.4	5.00	1.4	564	20.2%	79.8%
My department ensures clerical/administrative support processes are efficient.	1.0	6.0	4.4	5.00	1.4	561	19.6%	80.4%
My department does a good job keeping employees informed about operating policies and procedures.	1.0	6.0	4.4	5.00	1.5	571	20.8%	79.2%
My department does a good job of keeping employees informed about departmental news and events.	1.0	6.0	4.4	5.00	1.5	573	22.7%	77.3%

Internal Use Only

Q5 Please indicate your level of agreement with each of the following statements about your department:

Figure 5.1

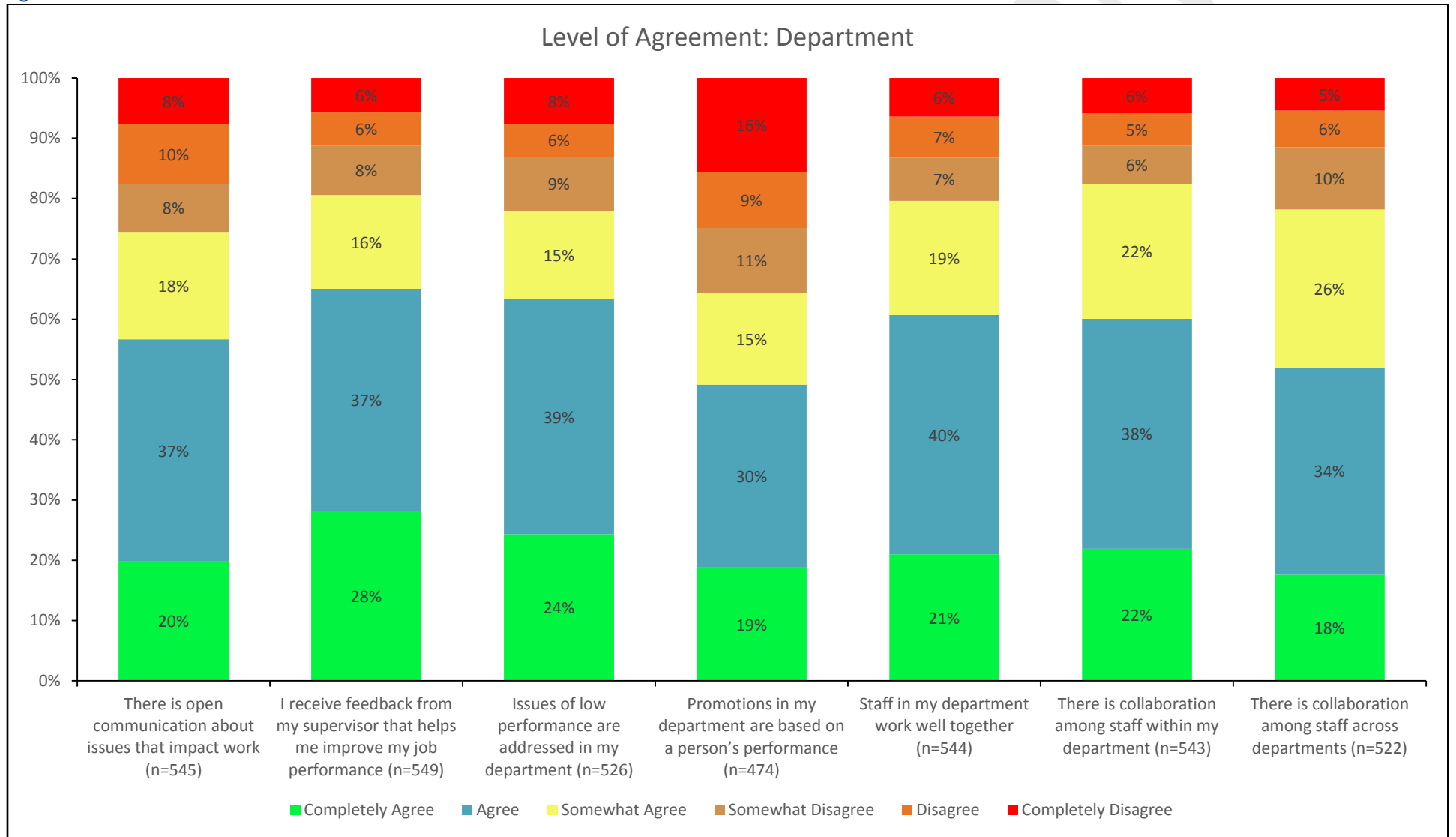
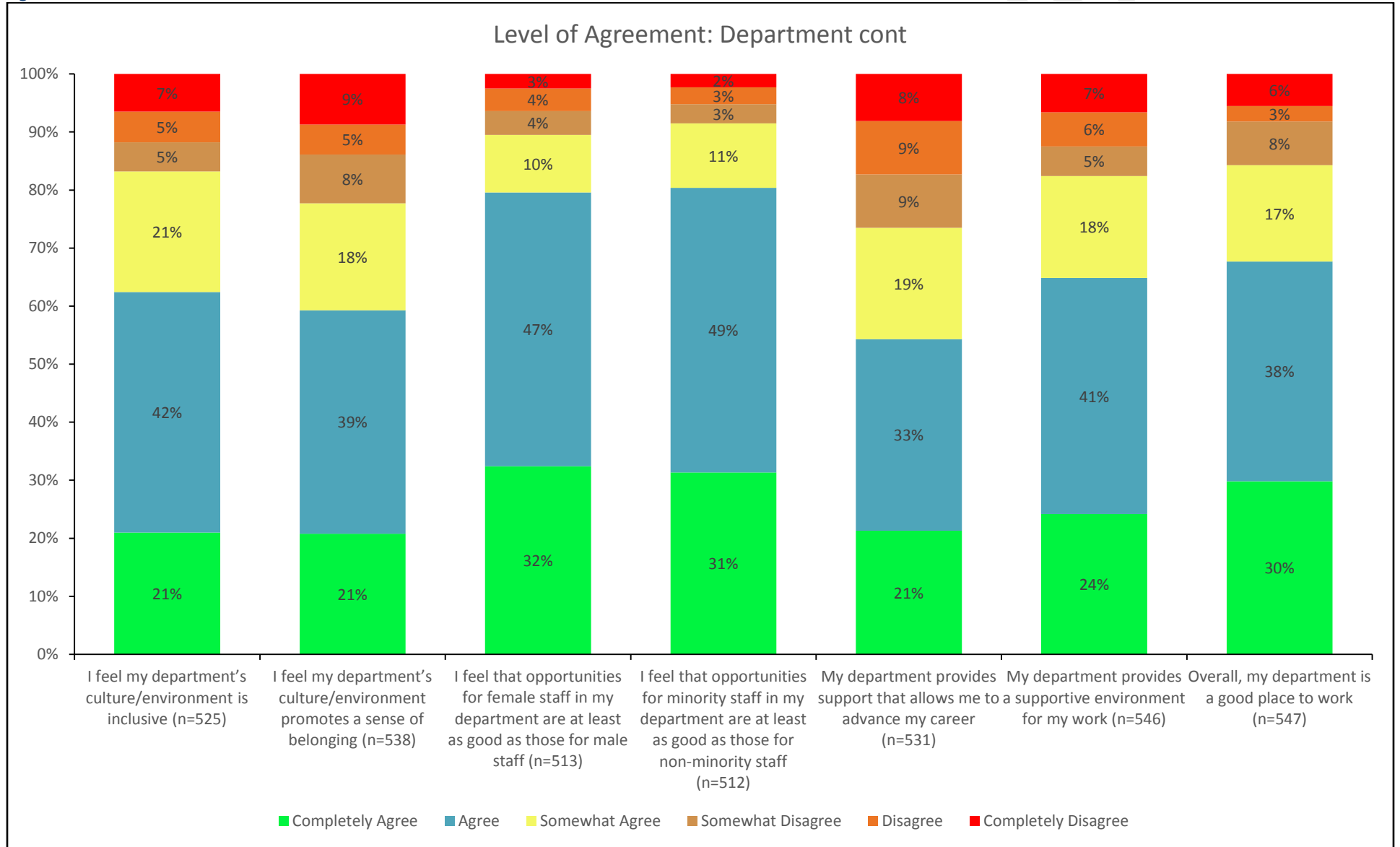


Figure 5.2



2018 Staff Satisfaction Survey  
Results Summary

Question: Department Satisfaction	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
There is open communication about issues that impact work.	7.7%	42	9.9%	54	7.9%	43	17.8%	97	36.9%	201	19.8%	108	545
I receive feedback from my supervisor that helps me improve my job performance.	5.6%	31	5.6%	31	8.2%	45	15.5%	85	36.8%	202	28.2%	155	549
Issues of low performance are addressed in my department.	7.6%	40	5.5%	29	8.9%	47	14.6%	77	39.0%	205	24.3%	128	526
Promotions in my department are based on a person's performance.	15.6%	74	9.3%	44	10.8%	51	15.2%	72	30.4%	144	18.8%	89	474
Staff in my department work well together.	6.4%	35	6.8%	37	7.2%	39	18.9%	103	39.7%	216	21.0%	114	544
There is collaboration among staff within my department.	5.9%	32	5.3%	29	6.4%	35	22.3%	121	38.1%	207	21.9%	119	543
There is collaboration among staff across departments.	5.4%	28	6.1%	32	10.3%	54	26.2%	137	34.3%	179	17.6%	92	522
I feel my department's culture/environment is inclusive.	6.5%	34	5.3%	28	5.0%	26	20.8%	109	41.5%	218	21.0%	110	525
I feel my department's culture/environment promotes a sense of belonging.	8.7%	47	5.2%	28	8.4%	45	18.4%	99	38.5%	207	20.8%	112	538
I feel that opportunities for female staff in my department are at least as good as those for male staff.	2.5%	13	3.9%	20	4.1%	21	9.9%	51	47.2%	242	32.4%	166	513
I feel that opportunities for minority staff in my department are at least as good as those for non-minority staff.	2.3%	12	2.9%	15	3.3%	17	11.1%	57	49.0%	251	31.3%	160	512
My department provides support that allows me to advance my career.	8.1%	43	9.2%	49	9.2%	49	19.2%	102	33.0%	175	21.3%	113	531
My department provides a supportive environment for my work.	6.6%	36	5.9%	32	5.1%	28	17.6%	96	40.7%	222	24.2%	132	546
Overall, my department is a good place to work.	5.5%	30	2.7%	15	7.5%	41	16.6%	91	37.8%	207	29.8%	163	547

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels
There is open communication about issues that impact work.	1.0	6.0	4.3	5.00	1.5	545	25.5%	74.5%
I receive feedback from my supervisor that helps me improve my job performance.	1.0	6.0	4.6	5.00	1.4	549	19.5%	80.5%
Issues of low performance are addressed in my department.	1.0	6.0	4.4	5.00	1.5	526	22.1%	77.9%
Promotions in my department are based on a person's performance.	1.0	6.0	3.9	4.00	1.7	474	35.7%	64.3%
Staff in my department work well together.	1.0	6.0	4.4	5.00	1.4	544	20.4%	79.6%
There is collaboration among staff within my department.	1.0	6.0	4.5	5.00	1.4	543	17.7%	82.3%
There is collaboration among staff across departments.	1.0	6.0	4.3	5.00	1.3	522	21.8%	78.2%
I feel my department's culture/environment is inclusive.	1.0	6.0	4.5	5.00	1.4	525	16.8%	83.2%

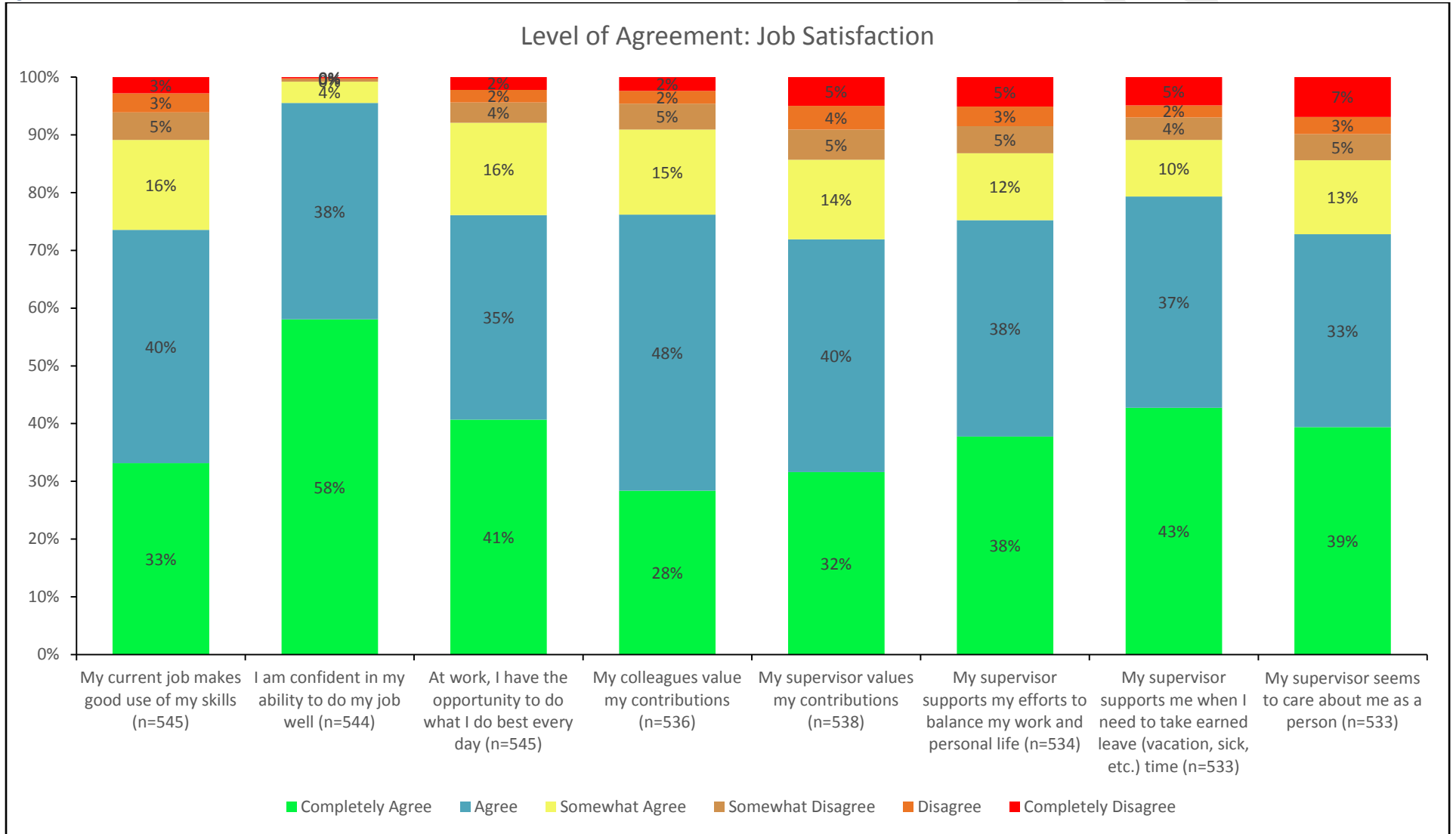
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I feel my department's culture/environment promotes a sense of belonging.	1.0	6.0	4.4	5.00	1.5	538	22.3%	77.7%
I feel that opportunities for female staff in my department are at least as good as those for male staff.	1.0	6.0	4.9	5.00	1.2	513	10.5%	89.5%
I feel that opportunities for minority staff in my department are at least as good as those for non-minority staff.	1.0	6.0	5.0	5.00	1.1	512	8.6%	91.4%
My department provides support that allows me to advance my career.	1.0	6.0	4.2	5.00	1.5	531	26.6%	73.4%
My department provides a supportive environment for my work.	1.0	6.0	4.5	5.00	1.4	546	17.6%	82.4%
Overall, my department is a good place to work.	1.0	6.0	4.7	5.00	1.3	547	15.7%	84.3%



Q6 Please indicate your level of agreement with each of the following statements about your job/position:

Figure 6

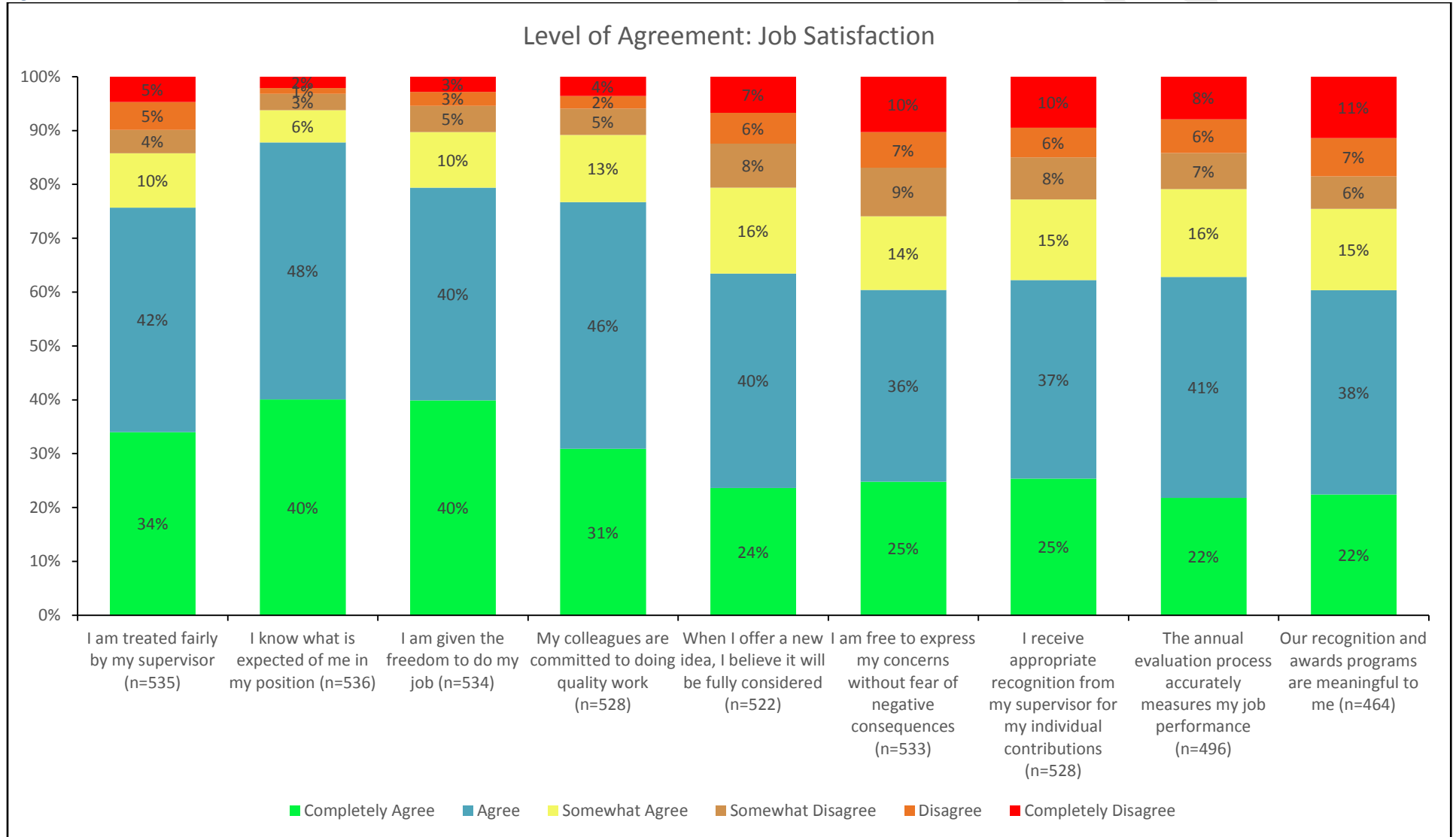


2018 Staff Satisfaction Survey  
Results Summary

Question: Job Satisfaction	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
My current job makes good use of my skills.	2.8%	15	3.3%	18	4.8%	26	15.6%	85	40.4%	220	33.2%	181	545
I am confident in my ability to do my job well.	0.2%	1	0.2%	1	0.4%	2	3.7%	20	37.5%	204	58.1%	316	544
At work, I have the opportunity to do what I do best every day.	2.2%	12	2.2%	12	3.5%	19	16.0%	87	35.4%	193	40.7%	222	545
My colleagues value my contributions.	2.4%	13	2.2%	12	4.5%	24	14.7%	79	47.8%	256	28.4%	152	536
My supervisor values my contributions.	5.0%	27	4.1%	22	5.2%	28	13.8%	74	40.3%	217	31.6%	170	538
My supervisor supports my efforts to balance my work and personal life.	5.1%	27	3.4%	18	4.7%	25	11.6%	62	37.5%	200	37.8%	202	534
My supervisor supports me when I need to take earned leave (vacation, sick, etc.) time.	4.9%	26	2.1%	11	3.9%	21	9.8%	52	36.6%	195	42.8%	228	533
My supervisor seems to care about me as a person.	6.9%	37	3.0%	16	4.5%	24	12.8%	68	33.4%	178	39.4%	210	533
Summary Statistics		Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels				
My current job makes good use of my skills.		1.0	6.0	4.9	5.00	1.2	545	10.8%	89.2%				
I am confident in my ability to do my job well.		1.0	6.0	5.5	6.00	0.6	544	0.7%	99.3%				
At work, I have the opportunity to do what I do best every day.		1.0	6.0	5.0	5.00	1.1	545	7.9%	92.1%				
My colleagues value my contributions.		1.0	6.0	4.9	5.00	1.1	536	9.1%	90.9%				
My supervisor values my contributions.		1.0	6.0	4.8	5.00	1.3	538	14.3%	85.7%				
My supervisor supports my efforts to balance my work and personal life.		1.0	6.0	4.9	5.00	1.3	534	13.1%	86.9%				
My supervisor supports me when I need to take earned leave (vacation, sick, etc.) time.		1.0	6.0	5.0	5.00	1.3	533	10.9%	89.1%				
My supervisor seems to care about me as a person.		1.0	6.0	4.8	5.00	1.4	533	14.4%	85.6%				

**Q7 Please indicate your level of agreement with each of the following statements about your job/position:**

**Figure 7**

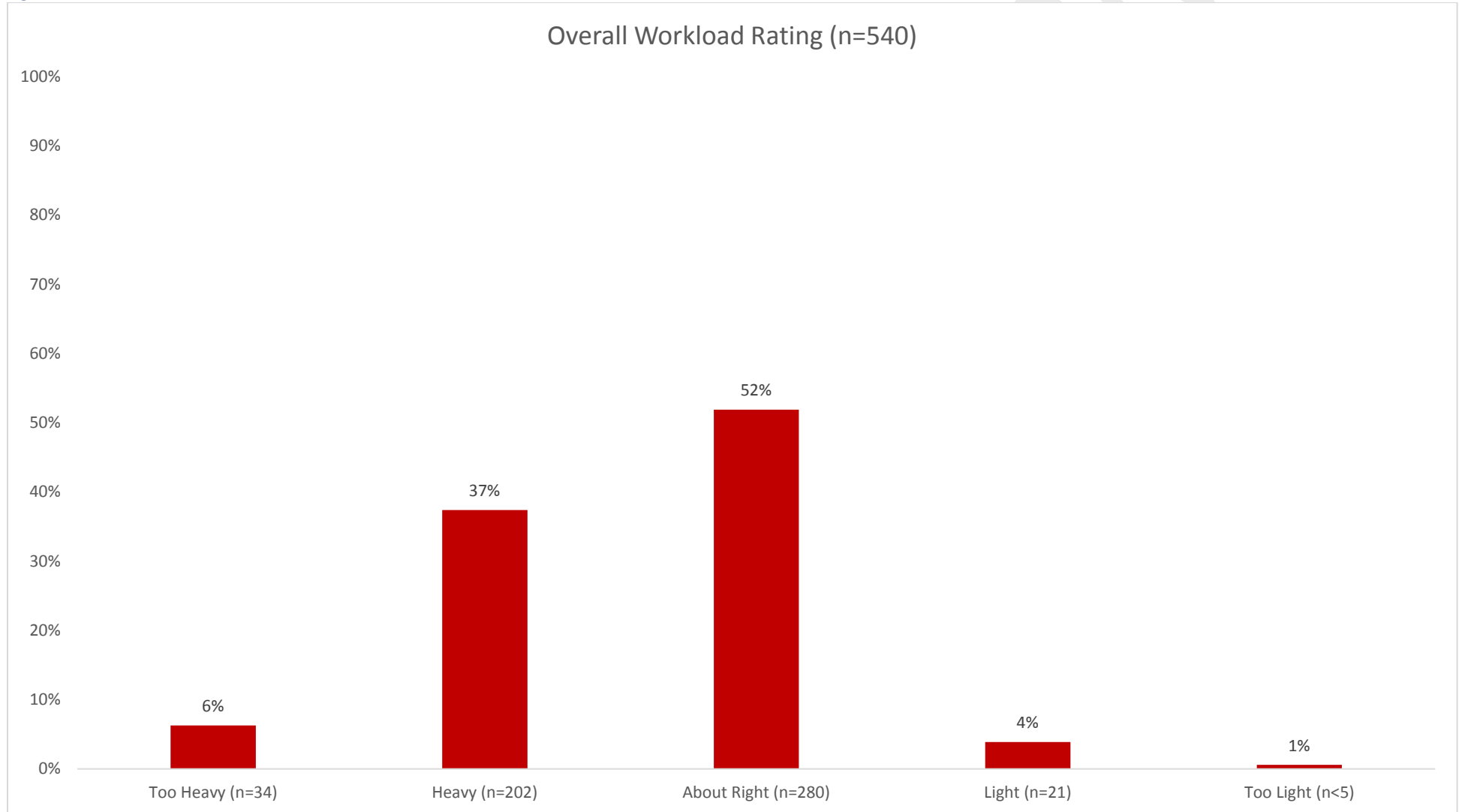


2018 Staff Satisfaction Survey  
Results Summary

Question: Job Satisfaction	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
I am treated fairly by my supervisor.	4.7%	25	5.2%	28	4.3%	23	10.1%	54	41.7%	223	34.0%	182	535
I know what is expected of me in my position.	2.1%	11	1.1%	6	3.0%	16	6.0%	32	47.8%	256	40.1%	215	536
I am given the freedom to do my job.	2.8%	15	2.6%	14	4.9%	26	10.3%	55	39.5%	211	39.9%	213	534
My colleagues are committed to doing quality work.	3.6%	19	2.3%	12	4.9%	26	12.5%	66	45.8%	242	30.9%	163	528
When I offer a new idea, I believe it will be fully considered.	6.7%	35	5.7%	30	8.2%	43	15.9%	83	39.8%	208	23.6%	123	522
I am free to express my concerns without fear of negative consequences.	10.3%	55	6.6%	35	9.0%	48	13.7%	73	35.6%	190	24.8%	132	533
I receive appropriate recognition from my supervisor for my individual contributions.	9.5%	50	5.5%	29	7.8%	41	15.0%	79	36.9%	195	25.4%	134	528
The annual evaluation process accurately measures my job performance.	7.9%	39	6.3%	31	6.7%	33	16.3%	81	41.1%	204	21.8%	108	496
Our recognition and awards programs are meaningful to me.	11.4%	53	7.1%	33	6.0%	28	15.1%	70	37.9%	176	22.4%	104	464
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels					
I am treated fairly by my supervisor.	1.0	6.0	4.8	5.00	1.3	535	14.2%	85.8%					
I know what is expected of me in my position.	1.0	6.0	5.2	5.00	1.0	536	6.2%	93.8%					
I am given the freedom to do my job.	1.0	6.0	5.0	5.00	1.2	534	10.3%	89.7%					
My colleagues are committed to doing quality work.	1.0	6.0	4.9	5.00	1.2	528	10.8%	89.2%					
When I offer a new idea, I believe it will be fully considered.	1.0	6.0	4.5	5.00	1.4	522	20.7%	79.3%					
I am free to express my concerns without fear of negative consequences.	1.0	6.0	4.3	5.00	1.6	533	25.9%	74.1%					
I receive appropriate recognition from my supervisor for my individual contributions.	1.0	6.0	4.4	5.00	1.5	528	22.7%	77.3%					
The annual evaluation process accurately measures my job performance.	1.0	6.0	4.4	5.00	1.5	494	20.8%	79.2%					
Our recognition and awards programs are meaningful to me.	1.0	6.0	4.3	5.00	1.6	464	24.6%	75.4%					

**Q8 Overall, how would you rate your workload?**

**Figure 8**



2018 Staff Satisfaction Survey  
Results Summary

Answer						Count
Too light						3
Light						21
About right						280
Heavy						202
Too heavy						34
Total						540
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count
Overall, how would you rate your workload?	1.0	5.0	3.5	3.00	0.7	540

Q9 Please indicate your level of satisfaction with each of the following:

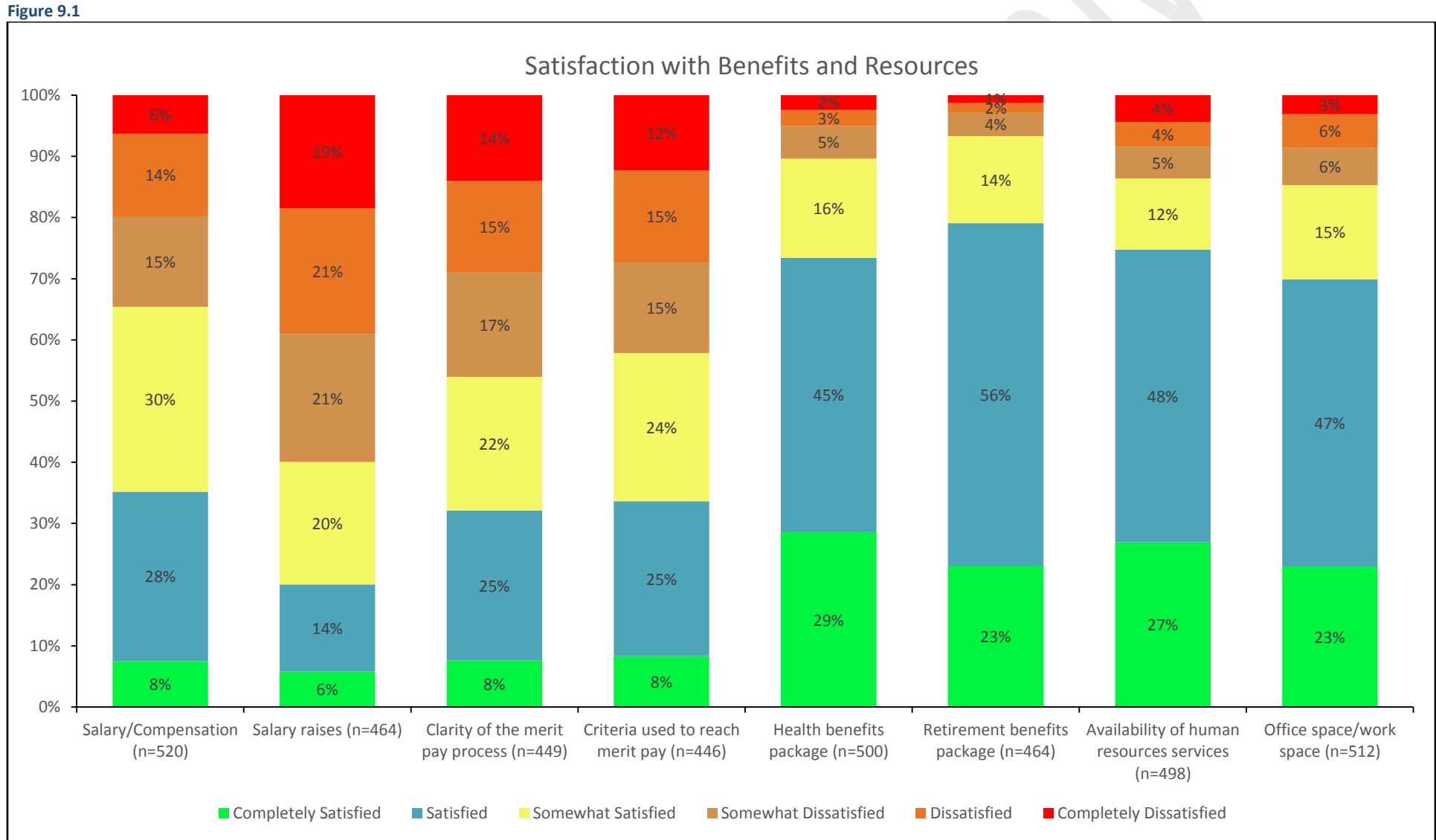
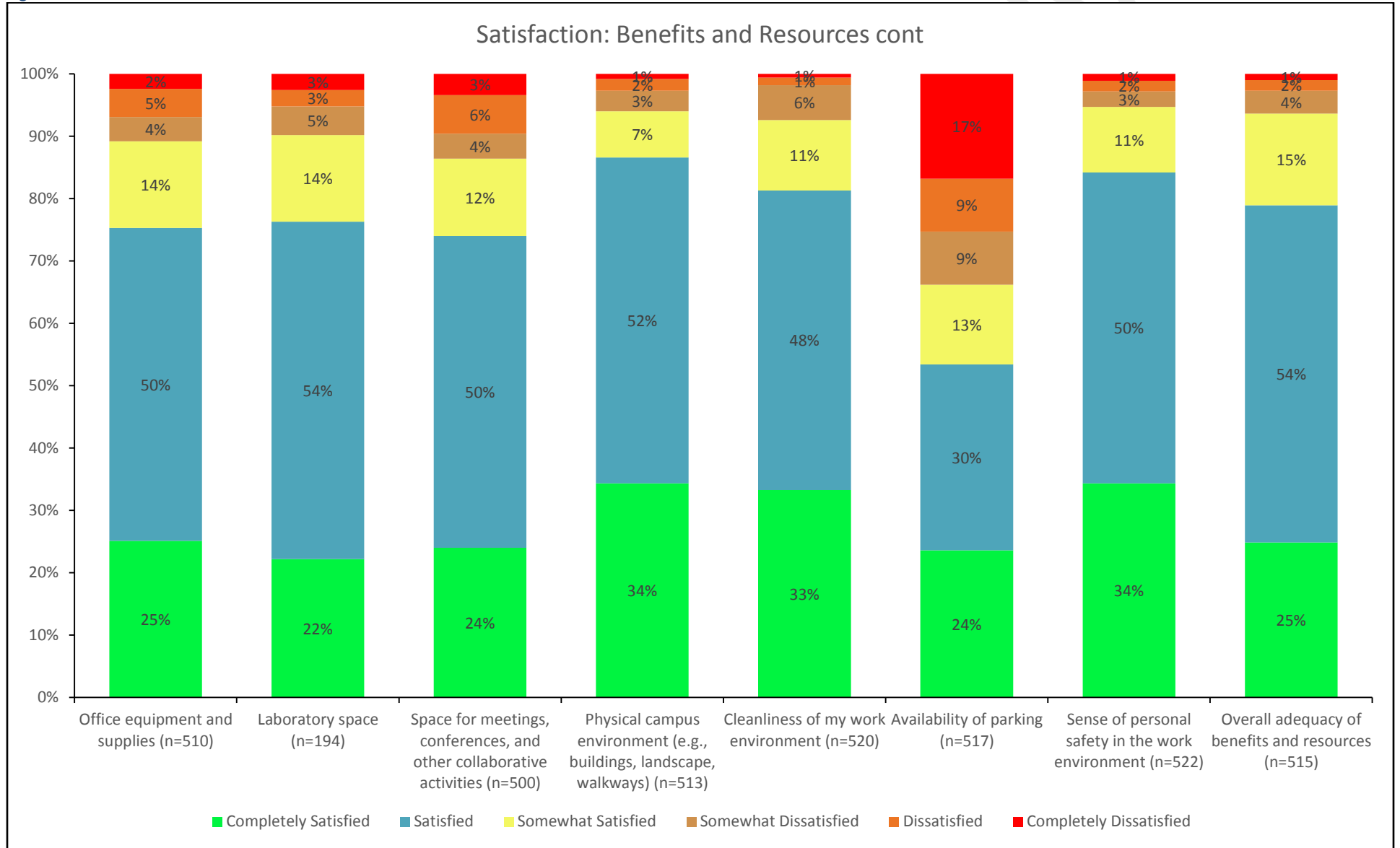


Figure 9.2





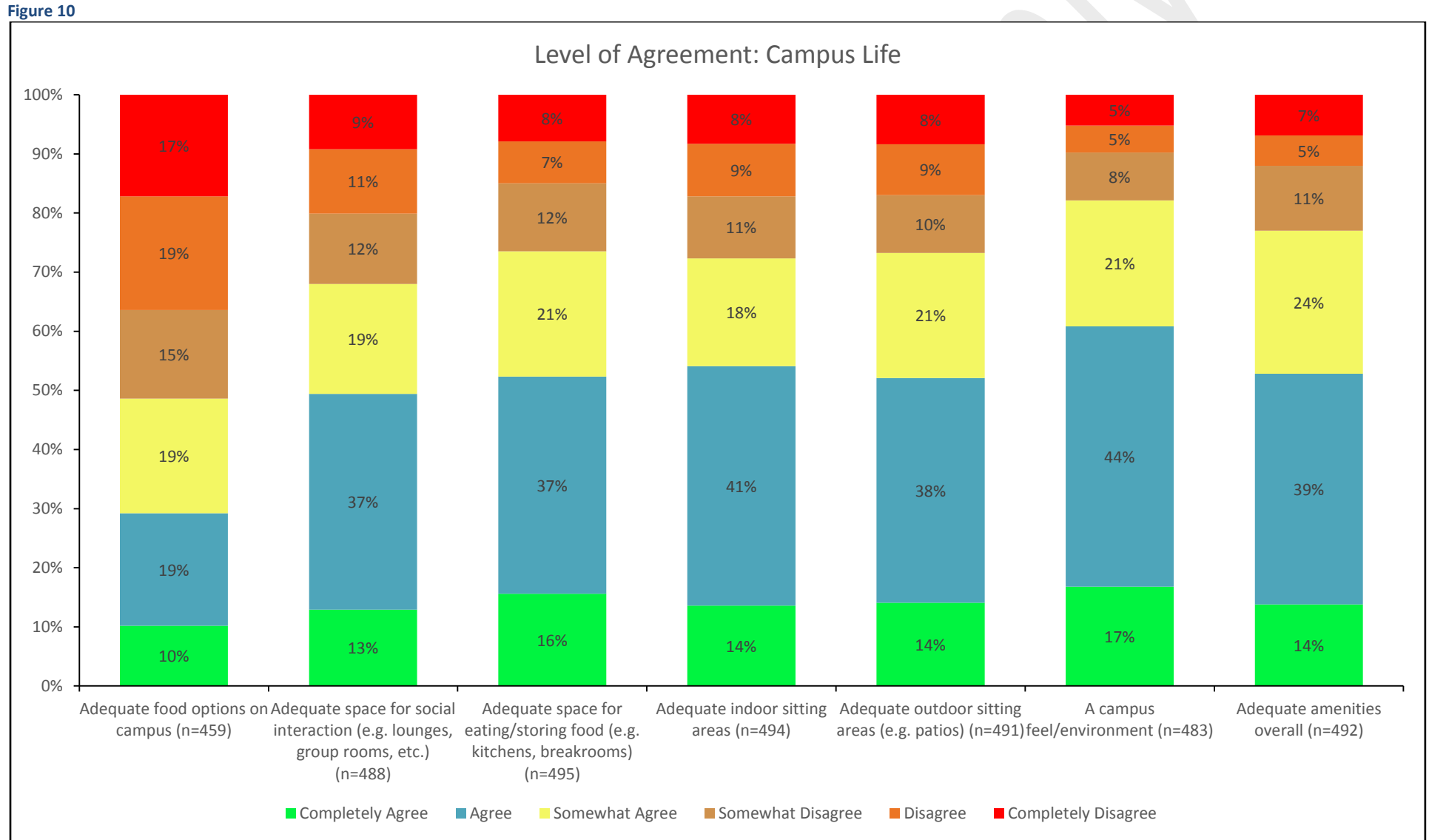
2018 Staff Satisfaction Survey  
Results Summary

Question: Benefits and Resources	Completely Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Completely Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Salary/compensation	6.3%	33	13.5%	70	14.8%	77	30.2%	157	27.7%	144	7.5%	39	520
Salary raises	18.5%	86	20.5%	95	20.9%	97	20.0%	93	14.2%	66	5.8%	27	464
Clarity of the merit pay process	14.0%	63	14.9%	67	17.1%	77	21.8%	98	24.5%	110	7.6%	34	449
Criteria used to reach merit pay	12.3%	55	15.0%	67	14.8%	66	24.2%	108	25.3%	113	8.3%	37	446
Health benefits package	2.4%	12	2.6%	13	5.4%	27	16.2%	81	44.8%	224	28.6%	143	500
Retirement benefits package	1.3%	6	1.5%	7	3.9%	18	14.2%	66	56.0%	260	23.1%	107	464
Availability of human resource services	4.4%	22	4.0%	20	5.2%	26	11.6%	58	47.8%	238	26.9%	134	498
Office/work space	3.1%	16	5.5%	28	6.1%	31	15.4%	79	46.9%	240	23.0%	118	512
Office equipment and supplies	2.4%	12	4.5%	23	3.9%	20	13.9%	71	50.2%	256	25.1%	128	510
Laboratory space	2.6%	5	2.6%	5	4.6%	9	13.9%	27	54.1%	105	22.2%	43	194
Space for meetings, conferences, and other collaborative activities	3.4%	17	6.2%	31	4.0%	20	12.4%	62	50.0%	250	24.0%	120	500
Physical campus environment (e.g., buildings, landscape, walkways)	0.8%	4	1.9%	10	3.3%	17	7.4%	38	52.2%	268	34.3%	176	513
Cleanliness of my work environment	0.6%	3	1.2%	6	5.6%	29	11.3%	59	48.1%	250	33.3%	173	520
Availability of parking	16.8%	87	8.5%	44	8.5%	44	12.8%	66	29.8%	154	23.6%	122	517
Sense of personal safety in the work environment	1.1%	6	1.7%	9	2.5%	13	10.5%	55	49.8%	260	34.3%	179	522
Overall adequacy of benefits and resources	1.0%	5	1.7%	9	3.7%	19	14.8%	76	54.4%	280	24.5%	126	515
<b>Summary Statistics</b>		<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Median</b>	<b>Std Deviation</b>	<b>Count</b>	<b>Combined Dissatisfied Levels</b>	<b>Combined Satisfied Levels</b>				
Salary/compensation		1.0	6.0	3.8	4.00	1.3	520	34.6%	65.4%				
Salary raises		1.0	6.0	3.1	3.00	1.5	464	59.9%	40.1%				
Clarity of the merit pay process		1.0	6.0	3.5	4.00	1.5	449	46.1%	53.9%				
Criteria used to reach merit pay		1.0	6.0	3.6	4.00	1.5	446	42.2%	57.8%				
Health benefits package		1.0	6.0	4.8	5.00	1.1	500	10.4%	89.6%				
Retirement benefits package		1.0	6.0	4.9	5.00	0.9	464	6.7%	93.3%				
Availability of human resource services		1.0	6.0	4.8	5.00	1.3	498	13.7%	86.3%				
Office/work space		1.0	6.0	4.7	5.00	1.2	512	14.6%	85.4%				

2018 Staff Satisfaction Survey  
Results Summary

Office equipment and supplies	1.0	6.0	4.8	5.00	1.1	510	10.8%	89.2%
Laboratory space	1.0	6.0	4.8	5.00	1.1	194	9.8%	90.2%
Space for meetings, conferences, and other collaborative activities	1.0	6.0	4.7	5.00	1.2	500	13.6%	86.4%
Physical campus environment (e.g., buildings, landscape, walkways)	1.0	6.0	5.1	5.00	0.9	513	6.0%	94.0%
Cleanliness of my work environment	1.0	6.0	5.0	5.00	0.9	520	7.3%	92.7%
Availability of parking	1.0	6.0	4.0	5.00	1.8	517	33.8%	66.2%
Sense of personal safety in the work environment	1.0	6.0	5.1	5.00	0.9	522	5.4%	94.6%
Overall adequacy of benefits and resources	1.0	6.0	4.9	5.00	0.9	515	6.4%	93.6%

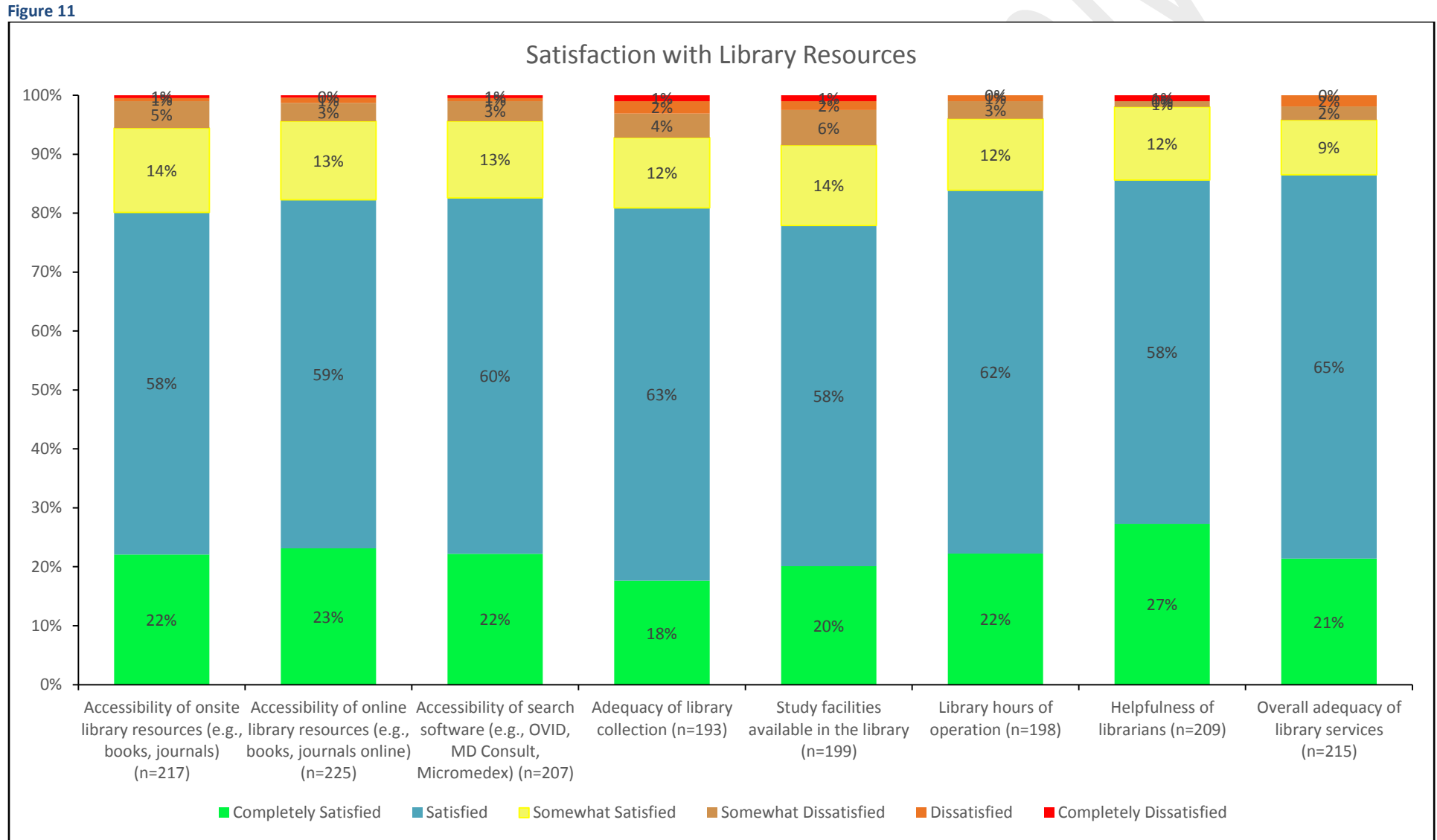
**Q10 Please indicate your level of agreement with each of the following statements about campus life:**



2018 Staff Satisfaction Survey  
Results Summary

Question: Campus Life	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
Adequate food options on campus	17.2%	79	19.2%	88	15.0%	69	19.4%	89	19.0%	87	10.2%	47	459
Adequate space for social interaction (e.g. lounges, group rooms, etc.)	9.2%	45	10.9%	53	11.9%	58	18.6%	91	36.5%	178	12.9%	63	488
Adequate space for eating/storing food (e.g. kitchens, breakrooms)	7.9%	39	7.1%	35	11.5%	57	21.2%	105	36.8%	182	15.6%	77	495
Adequate indoor sitting areas	8.3%	41	8.9%	44	10.5%	52	18.2%	90	40.5%	200	13.6%	67	494
Adequate outdoor sitting areas (e.g. patios)	8.4%	41	8.6%	42	9.8%	48	21.2%	104	38.1%	187	14.1%	69	491
A campus feel/environment	5.2%	25	4.6%	22	8.1%	39	21.3%	103	44.1%	213	16.8%	81	483
Adequate amenities overall	6.9%	34	5.1%	25	11.0%	54	24.2%	119	39.0%	192	13.8%	68	492
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels					
Adequate food options on campus	1.0	6.0	3.3	3.00	1.6	459	51.4%	48.6%					
Adequate space for social interaction (e.g. lounges, group rooms, etc.)	1.0	6.0	4.0	4.00	1.5	488	32.0%	68.0%					
Adequate space for eating/storing food (e.g. kitchens, breakrooms)	1.0	6.0	4.2	5.00	1.4	495	26.5%	73.5%					
Adequate indoor sitting areas	1.0	6.0	4.1	5.00	1.5	494	27.7%	72.3%					
Adequate outdoor sitting areas (e.g. patios)	2.0	6.0	4.1	5.00	1.5	491	26.7%	73.3%					
A campus feel/environment	2.0	6.0	4.4	5.00	1.3	483	17.8%	82.2%					
Adequate amenities overall	1.0	6.0	4.2	5.00	1.3	492	23.0%	77.0%					

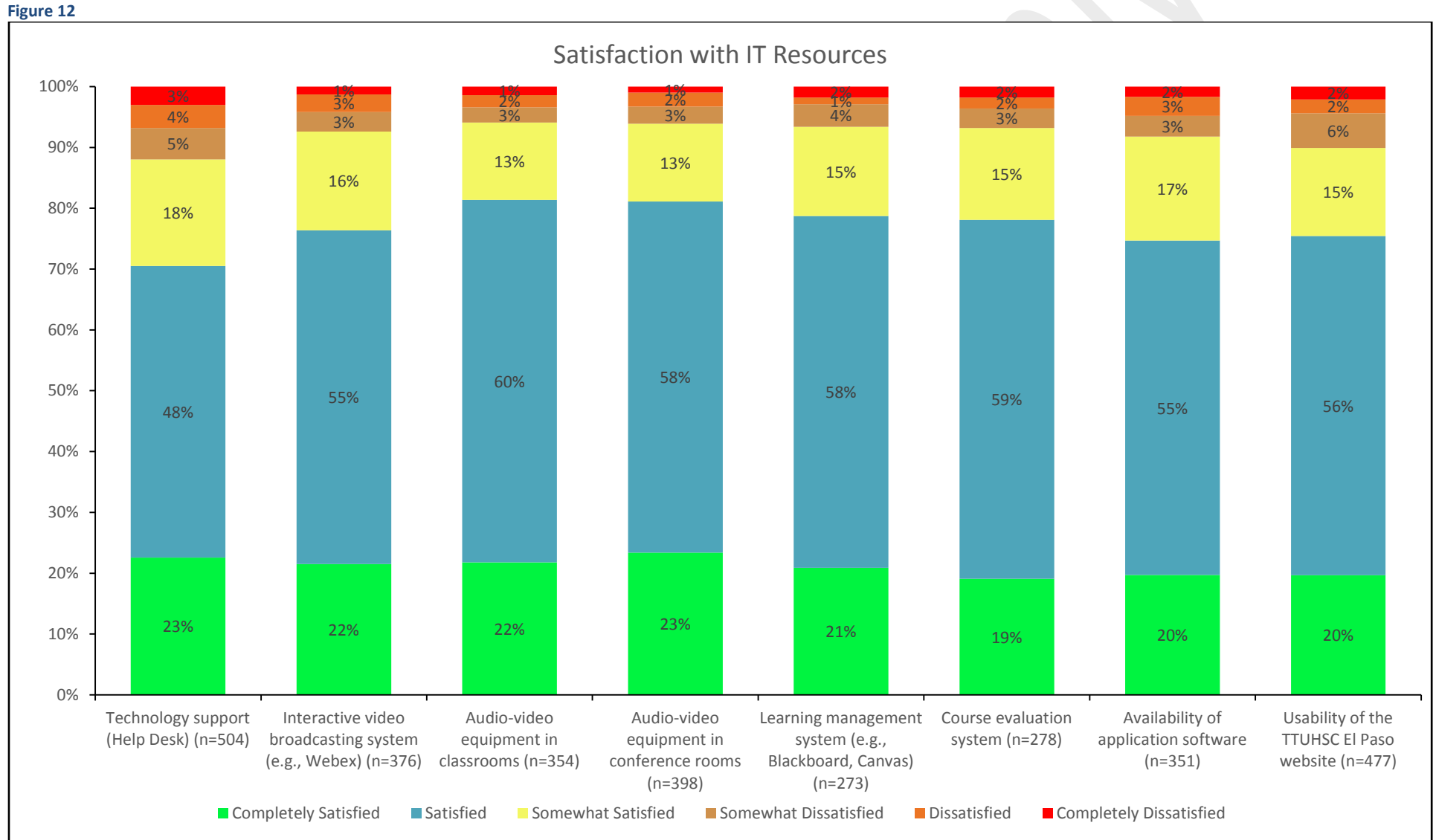
Q11 Please indicate your level of satisfaction with each of the following:



2018 Staff Satisfaction Survey  
Results Summary

Question: Library Resources	Completely Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Completely Satisfied		Total
Accessibility of on-site library resources (e.g., books, journals)	0.5%	1	0.5%	1	4.6%	10	14.3%	31	58.1%	126	22.1%	48	217
Accessibility of online library resources (e.g., books, online journals)	0.4%	1	0.9%	2	3.1%	7	13.3%	30	59.1%	133	23.1%	52	225
Accessibility of search software (e.g., OVID, MD Consult, Micromedex)	0.5%	1	0.5%	1	3.4%	7	13.0%	27	60.4%	125	22.2%	46	207
Adequacy of library collection	1.0%	2	2.1%	4	4.1%	8	11.9%	23	63.2%	122	17.6%	34	193
Study facilities available in the library	1.0%	2	1.5%	3	6.0%	12	13.6%	27	57.8%	115	20.1%	40	199
Library hours of operation	0.0%	0	1.0%	2	3.0%	6	12.1%	24	61.6%	122	22.2%	44	198
Helpfulness of librarians	1.0%	2	0.0%	0	1.0%	2	12.4%	26	58.4%	122	27.3%	57	209
Overall adequacy of library services	0.0%	0	1.9%	4	2.3%	5	9.3%	20	65.1%	140	21.4%	46	215
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Accessibility of on-site library resources (e.g., books, journals)	1.0	6.0	5.0	5.00	0.8	217	5.5%	94.5%					
Accessibility of online library resources (e.g., books, online journals)	1.0	6.0	5.0	5.00	0.8	225	4.4%	95.6%					
Accessibility of search software (e.g., OVID, MD Consult, Micromedex)	1.0	6.0	5.0	5.00	0.8	207	4.3%	95.7%					
Adequacy of library collection	1.0	6.0	4.9	5.00	0.9	193	7.3%	92.7%					
Study facilities available in the library	1.0	6.0	4.9	5.00	0.9	199	8.5%	91.5%					
Library hours of operation	2.0	6.0	5.0	5.00	0.7	198	4.0%	96.0%					
Helpfulness of librarians	1.0	6.0	5.1	5.00	0.8	209	1.9%	98.1%					
Overall adequacy of library services	2.0	6.0	5.0	5.00	0.8	215	4.2%	95.8%					

Q12 Please indicate your level of satisfaction with each of the following:



2018 Staff Satisfaction Survey  
Results Summary

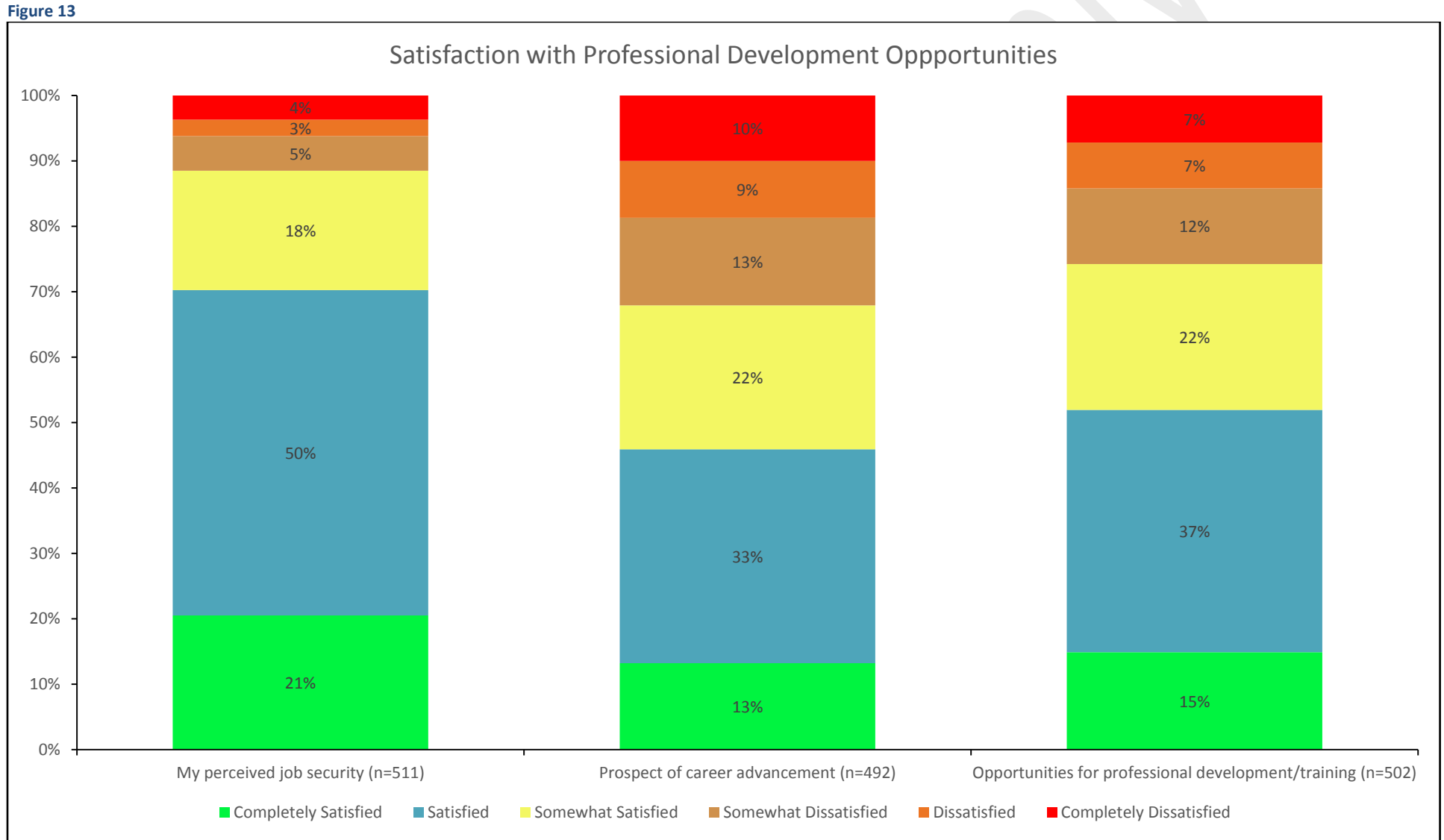
Question: IT Resources	Completely Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Completely Satisfied		Total
Technology support (Help Desk)	3.0%	15	3.8%	19	5.2%	26	17.5%	88	48.0%	242	22.6%	114	504
Interactive video broadcasting system (i.e., Webex)	1.3%	5	2.9%	11	3.2%	12	16.2%	61	54.8%	206	21.5%	81	376
Audio-video equipment in classrooms	1.4%	5	2.0%	7	2.5%	9	12.7%	45	59.6%	211	21.8%	77	354
Audio-video equipment in conference rooms	1.0%	4	2.3%	9	2.8%	11	12.8%	51	57.8%	230	23.4%	93	398
Learning management systems (e.g., Blackboard, Canvas)	1.8%	5	1.1%	3	3.7%	10	14.7%	40	57.9%	158	20.9%	57	273
Course evaluation system	1.8%	5	1.8%	5	3.2%	9	15.1%	42	59.0%	164	19.1%	53	278
Availability of application software	1.7%	6	3.1%	11	3.4%	12	17.1%	60	55.0%	193	19.7%	69	351
Usability of TTUHSC El Paso website	2.1%	10	2.3%	11	5.7%	27	14.5%	69	55.8%	266	19.7%	94	477

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Technology support (Help Desk)	1.0	6.0	4.7	5.00	1.2	504	11.9%	88.1%
Interactive video broadcasting system (i.e., Webex)	1.0	6.0	4.8	5.00	1.0	376	7.4%	92.6%
Audio-video equipment in classrooms	1.0	6.0	4.9	5.00	0.9	354	5.9%	94.1%
Audio-video equipment in conference rooms	1.0	6.0	4.9	5.00	0.9	398	6.0%	94.0%
Learning management systems (e.g., Blackboard, Canvas)	1.0	6.0	4.9	5.00	0.9	273	6.6%	93.4%
Course evaluation system	1.0	6.0	4.8	5.00	0.9	278	6.8%	93.2%
Availability of application software	1.0	6.0	4.8	5.00	1.0	351	8.3%	91.7%
Usability of TTUHSC El Paso website	1.0	6.0	4.8	5.00	1.0	477	10.1%	89.9%



Q13 Please indicate your level of satisfaction with each of the following:

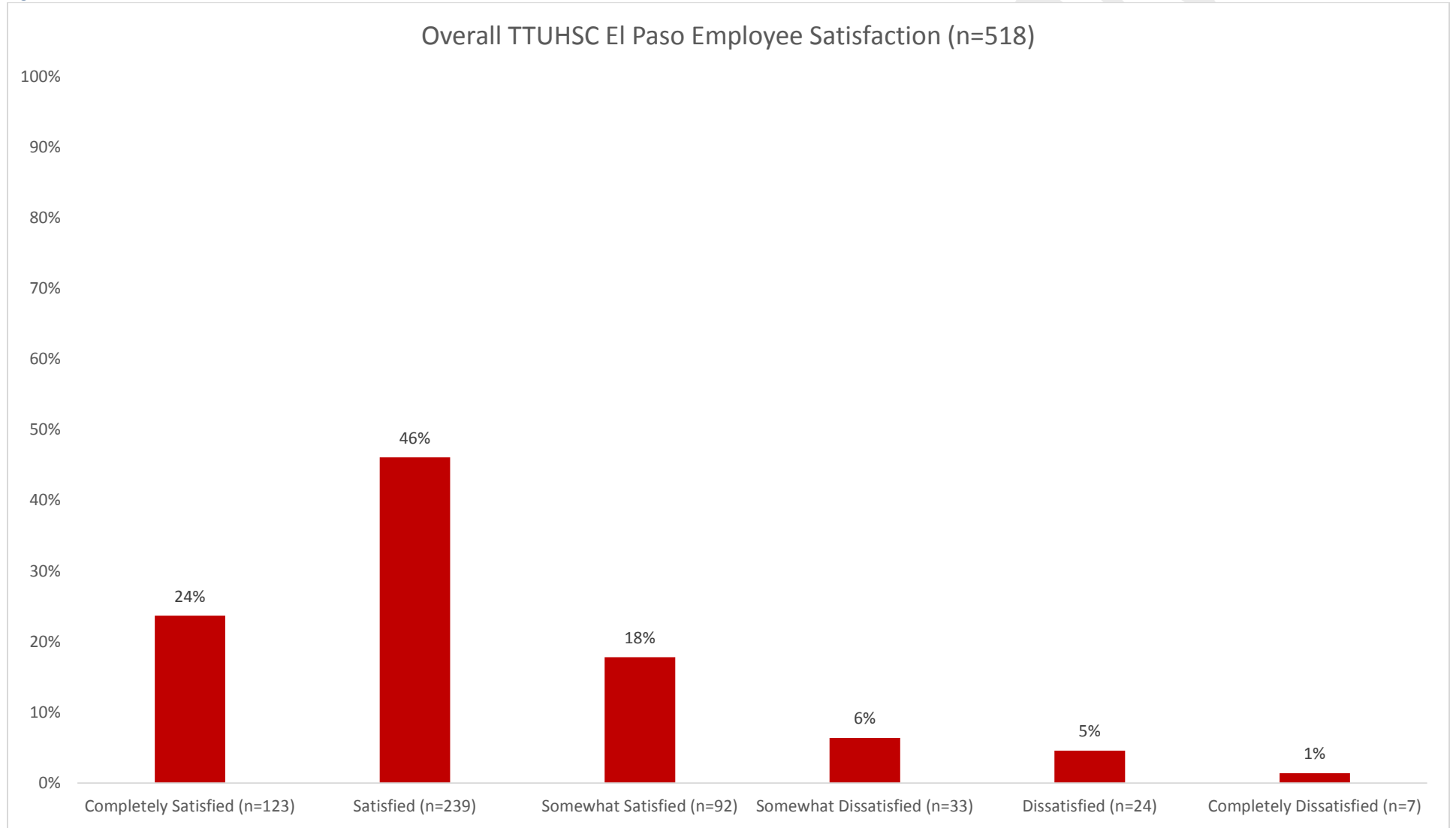


2018 Staff Satisfaction Survey  
Results Summary

Question	Completely Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Completely Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
My perceived job security	3.7%	19	2.5%	13	5.3%	27	18.2%	93	49.7%	254	20.5%	105	511
Prospect of career advancement	10.0%	49	8.7%	43	13.4%	66	22.0%	108	32.7%	161	13.2%	65	492
Opportunities for professional development/training	7.2%	36	7.0%	35	11.6%	58	22.3%	112	37.1%	186	14.9%	75	502
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
My perceived job security	1.0	6.0	4.7	5.00	1.2	511	11.5%	88.5%					
Prospect of career advancement	1.0	6.0	4.0	4.00	1.5	492	32.1%	67.9%					
Opportunities for professional development/training	1.0	6.0	4.2	5.00	1.4	502	25.7%	74.3%					

**Q14 Overall, how satisfied are you with being an employee at TTUHSC El Paso?**

**Figure 14**



2018 Staff Satisfaction Survey  
Results Summary

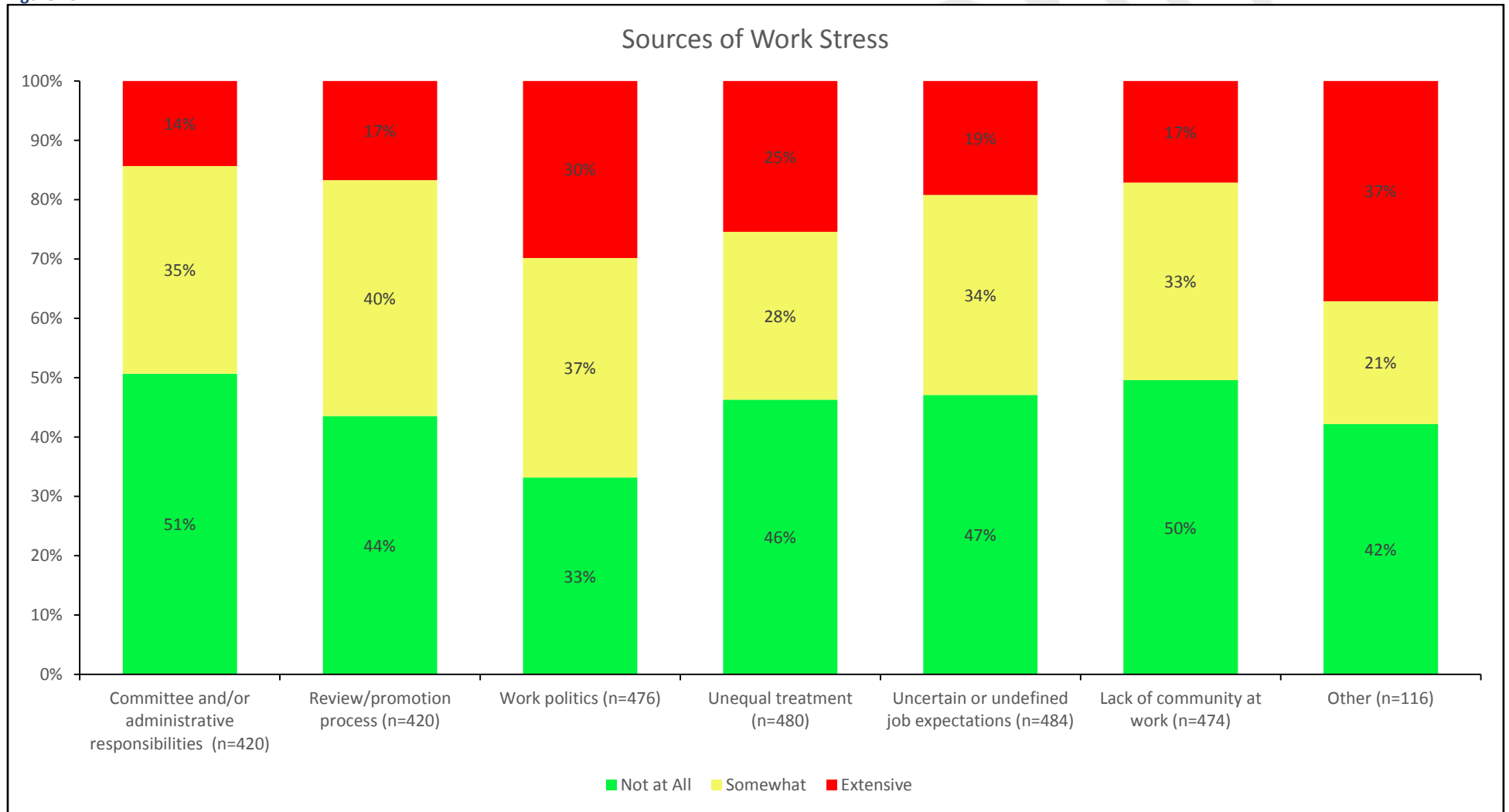
Answer	%	Count
Completely Dissatisfied	1.4	7
Dissatisfied	4.6	24
Somewhat Dissatisfied	6.4	33
Somewhat Satisfied	17.8	92
Satisfied	46.1	239
Completely Satisfied	23.7	123
Total	100	518

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Overall, how satisfied are you with being an employee at TTUHSC El Paso?	1.0	6.0	4.7	5.00	1.1	518	12.4%	87.6%

**Q15 Please indicate the extent to which each of the following aspects of WORK has been a source of STRESS for you over the past twelve months.**

**Figure 15**



2018 Staff Satisfaction Survey  
Results Summary

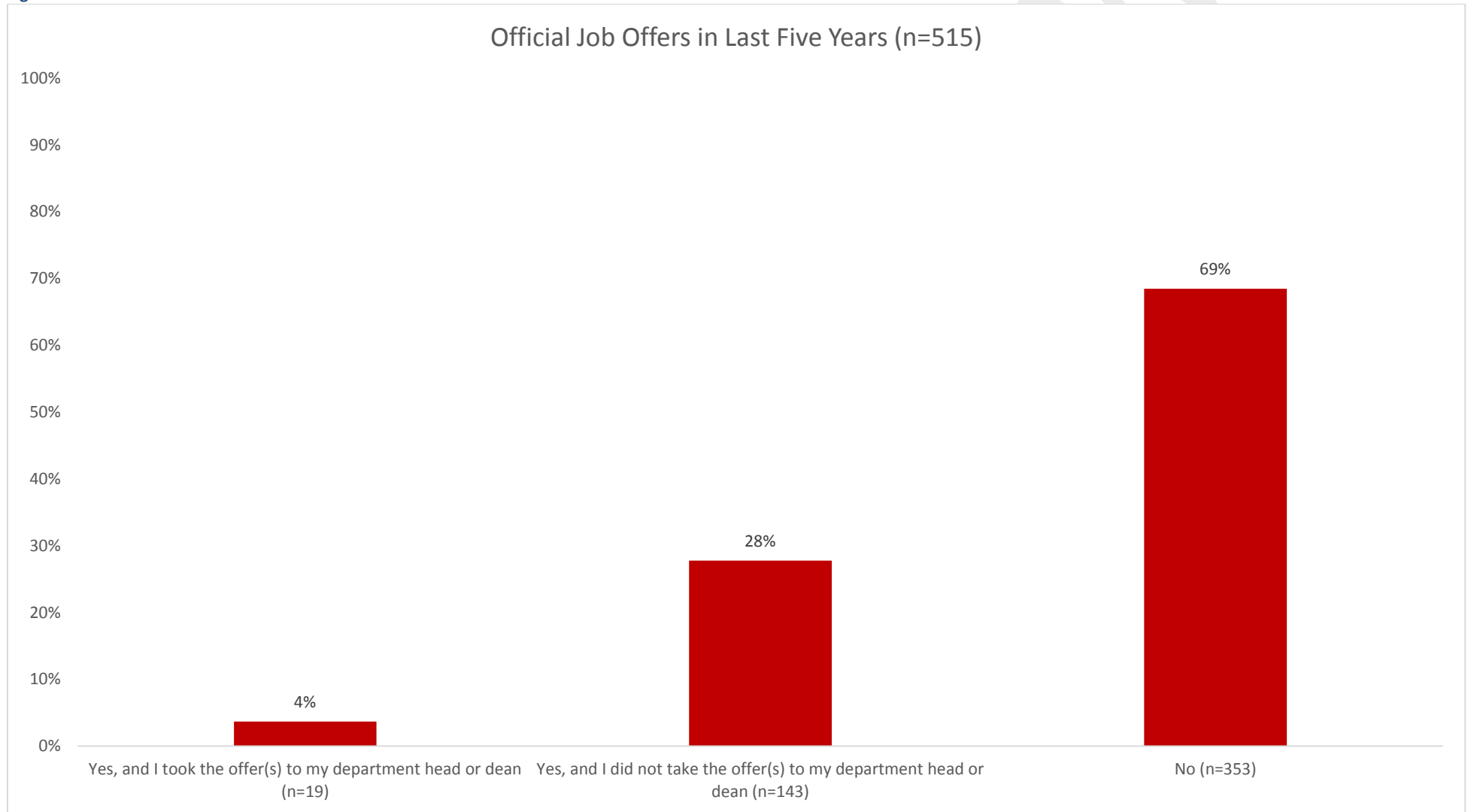
Question	Not at all		Somewhat		Extensive		Total
	Percentage	Count	Percentage	Count	Percentage	Count	
Committee and/or administrative responsibilities	50.7%	213	35.0%	147	14.3%	60	420
Review/promotion process	43.6%	183	39.8%	167	16.7%	70	420
Work politics	33.2%	158	37.0%	176	29.8%	142	476
Unequal treatment	46.3%	222	28.3%	136	25.4%	122	480
Uncertain or undefined job expectations	47.1%	228	33.7%	163	19.2%	93	484
Lack of community at work	49.6%	235	33.3%	158	17.1%	81	474
Other, specify:	42.2%	49	20.7%	24	37.1%	43	116

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count
Committee and/or administrative responsibilities	1.0	3.0	1.6	1.00	0.7	420
Review/promotion process	1.0	3.0	1.7	2.00	0.7	420
Work politics	1.0	3.0	2.0	2.00	0.8	476
Unequal treatment	1.0	3.0	1.8	2.00	0.8	480
Uncertain or undefined job expectations	1.0	3.0	1.7	2.00	0.8	484
Lack of community at work	1.0	3.0	1.7	2.00	0.7	474
Other, specify:	1.0	3.0	1.9	2.00	0.9	116

**Q16 In the last five years, while at TTUHSC El Paso, have you received outside official job offer(s)?**

**Figure 16**



2018 Staff Satisfaction Survey  
Results Summary

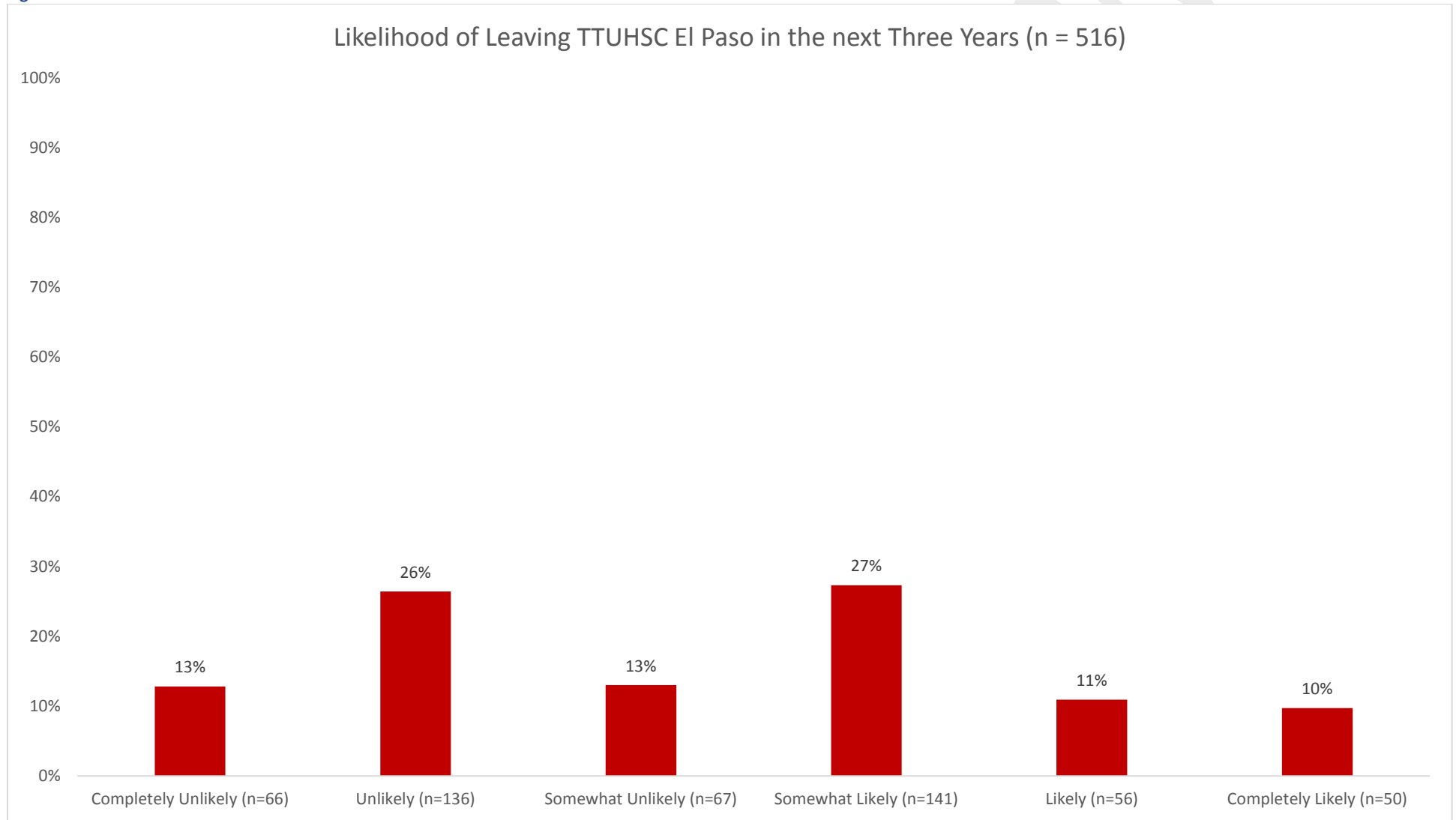
Answer	%	Count
Yes, and I took the offer(s) to my department head or dean.	3.7	19
Yes, and I did not take the offer(s) to my department head or dean.	27.8	143
No	68.5	353
Total	100	515

Internal Use Only



**Q17 In the next three years, how likely are you to leave TTUHSC El Paso, including retirement?**

**Figure 17**



2018 Staff Satisfaction Survey  
Results Summary

Answer	%	Count
Completely Unlikely	12.8	66
Unlikely	26.4	136
Somewhat Unlikely	13.0	67
Somewhat Likely	27.3	141
Likely	10.9	56
Completely Likely	9.7	50
Total	100	516

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Unlikely Levels	Combined Likely Levels
In the next three years, how likely are you to leave TTUHSC El Paso, including retirement?	1.0	6.0	3.3	3.00	1.5	516	52.1%	47.9%

**Q18 To what extent, if at all, have you considered the following as reasons to leave in the next three years?**

**Figure 18.1**

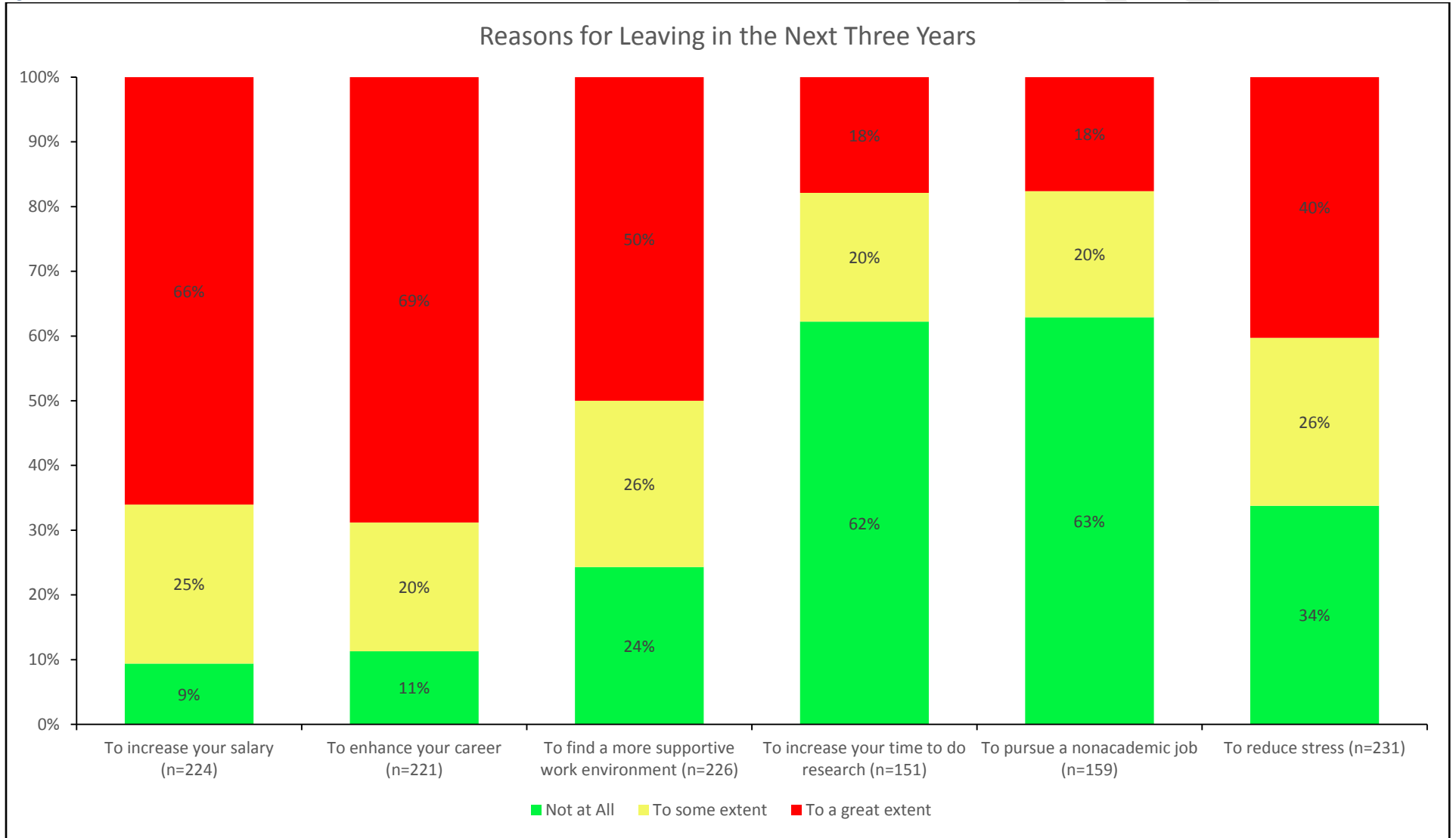
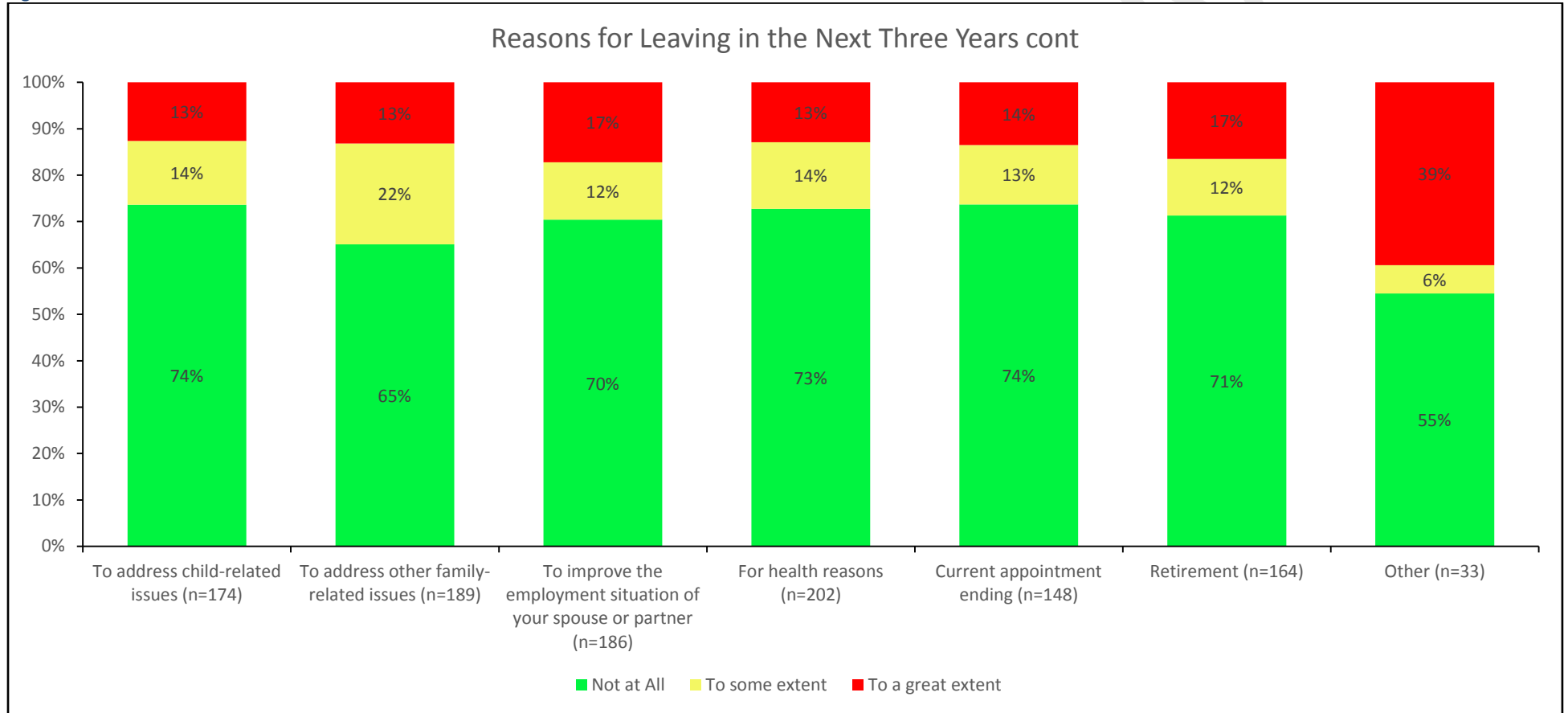


Figure 18.2



Question	Not at all		To some extent		To a great extent		Total
To increase your salary	9.4%	21	24.6%	55	66.1%	148	224
To enhance your career	11.3%	25	19.9%	44	68.8%	152	221
To find a more supportive work environment	24.3%	55	25.7%	58	50.0%	113	226
To increase your time to do research	62.3%	94	19.9%	30	17.9%	27	151

2018 Staff Satisfaction Survey  
Results Summary

To pursue a non-academic job	62.9%	100	19.5%	31	17.6%	28	159
To reduce stress	33.8%	78	26.0%	60	40.3%	93	231
To address child-related issues	73.6%	128	13.8%	24	12.6%	22	174
To address other family-related issues	65.1%	123	21.7%	41	13.2%	25	189
To improve the employment situation of your spouse or partner	70.4%	131	12.4%	23	17.2%	32	186
For health reasons	72.8%	147	14.4%	29	12.9%	26	202
Current appointment ending	73.6%	109	12.8%	19	13.5%	20	148
Retirement	71.3%	117	12.2%	20	16.5%	27	164
Other, specify:	54.5%	18	6.1%	2	39.4%	13	33
<b>Summary Statistics</b>		<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Median</b>	<b>Std Deviation</b>	<b>Count</b>
To increase your salary		1.0	3.0	2.6	3.00	0.7	224
To enhance your career		1.0	3.0	2.6	3.00	0.7	221
To find a more supportive work environment		1.0	3.0	2.3	2.50	0.8	226
To increase your time to do research		1.0	3.0	1.6	1.00	0.8	151
To pursue a non-academic job		1.0	3.0	1.5	1.00	0.8	159
To reduce stress		1.0	3.0	2.1	2.00	0.9	231
To address child-related issues		1.0	3.0	1.4	1.00	0.7	147
To address other family-related issues		1.0	3.0	1.5	1.00	0.7	189
To improve the employment situation of your spouse or partner		1.0	3.0	1.5	1.00	0.8	186
For health reasons		1.0	3.0	1.4	1.00	0.7	202
Current appointment ending		1.0	3.0	1.4	1.00	0.7	148
Retirement		1.0	3.0	1.5	1.00	0.8	164
Other, specify:		1.0	3.0	1.8	1.00	1.0	33

**Q19 Please select the level of improvement, if any, that is needed of the current TTUHSC El Paso environment.**

**Figure 19.1**

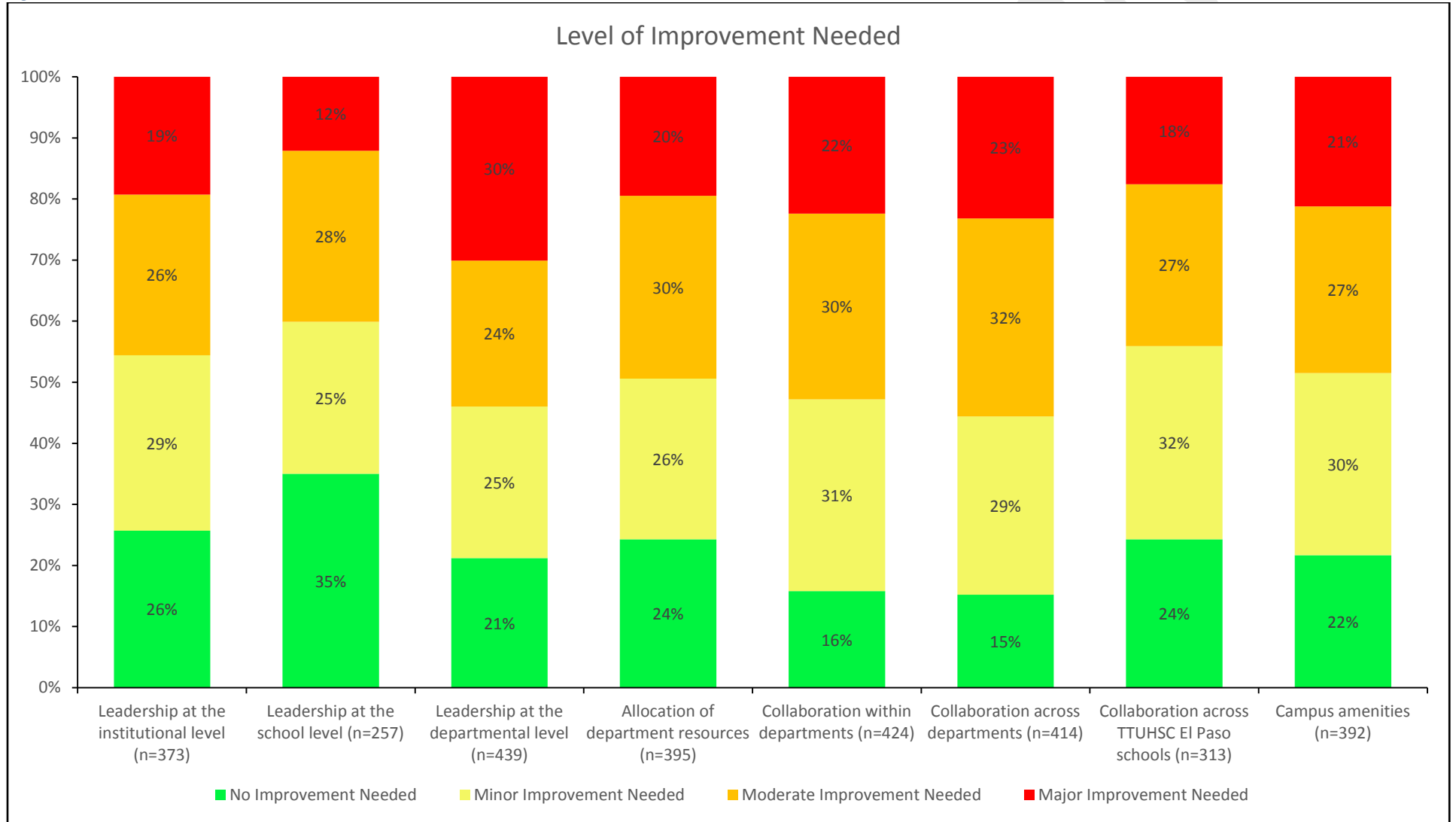
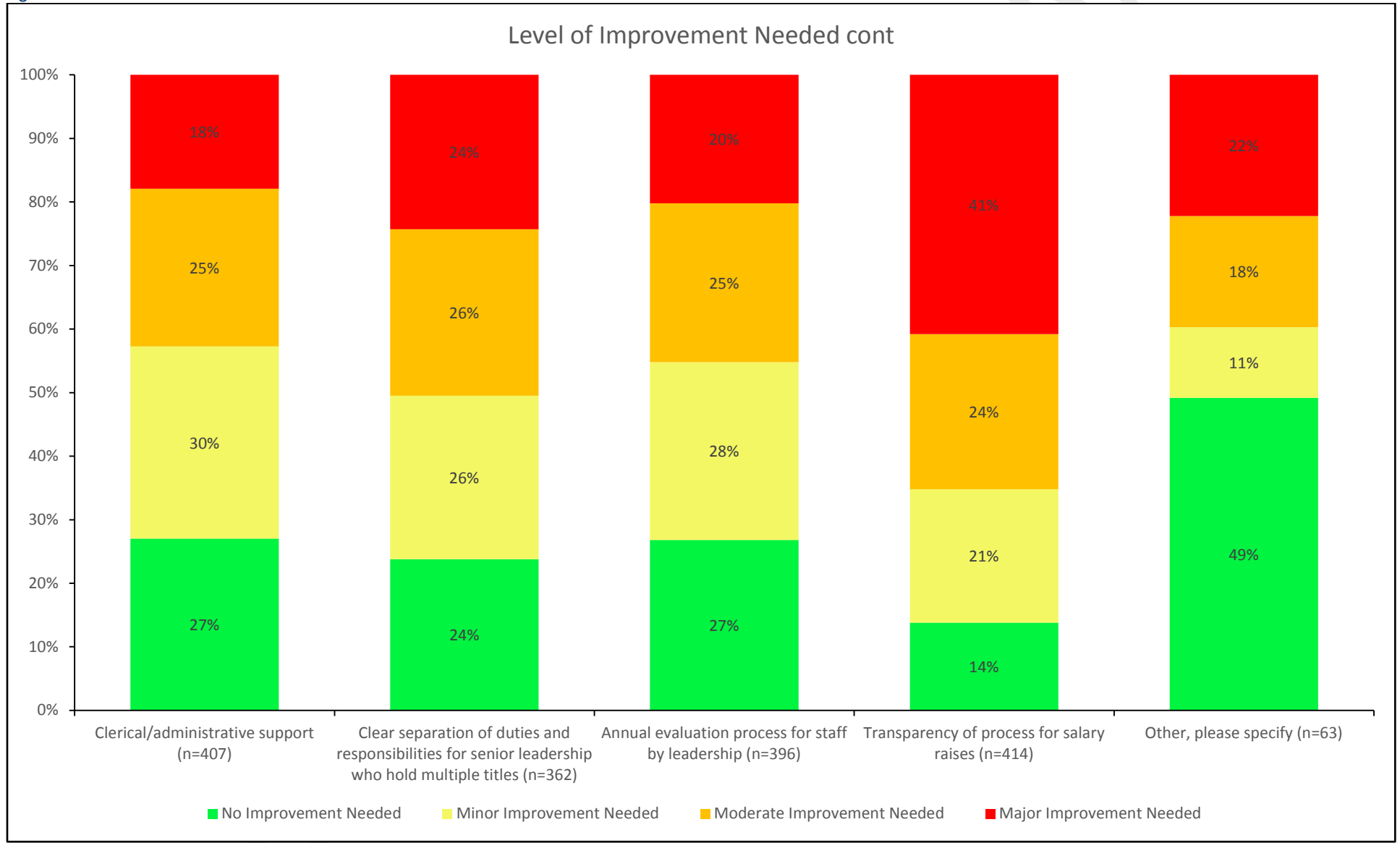


Figure 19.2



2018 Staff Satisfaction Survey  
Results Summary

Question	No Improvement Needed		Minor Improvement		Moderate Improvement		Major Improvement		Total
	%	Count	%	Count	%	Count	%	Count	
Leadership at the institutional level	25.7%	96	28.7%	107	26.3%	98	19.3%	72	373
Leadership at the school level	35.0%	90	24.9%	64	28.0%	72	12.1%	31	257
Leadership at the departmental level	21.2%	93	24.8%	109	23.9%	105	30.1%	132	439
Allocation of department resources	24.3%	96	26.3%	104	29.9%	118	19.5%	77	395
Collaboration within departments	15.8%	67	31.4%	133	30.4%	129	22.4%	95	424
Collaboration across departments	15.2%	63	29.2%	121	32.4%	134	23.2%	96	414
Collaboration across TTUHSC El Paso schools	24.3%	76	31.6%	99	26.5%	83	17.6%	55	313
Campus amenities	21.7%	85	29.8%	117	27.3%	107	21.2%	83	392
Clerical/administrative support	27.0%	110	30.2%	123	24.8%	101	17.9%	73	407
Clear separation of duties and responsibilities for senior leadership who hold multiple titles	23.8%	86	25.7%	93	26.2%	95	24.3%	88	362
Annual evaluation process for staff by leadership	26.8%	106	28.0%	111	25.0%	99	20.2%	80	396
Transparency of process for salary raises	13.8%	57	21.0%	87	24.4%	101	40.8%	169	414
Other, please specify	49.2%	31	11.1%	7	17.5%	11	22.2%	14	63
<b>Summary Statistics</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Median</b>	<b>Std Deviation</b>	<b>Count</b>			
Leadership at the institutional level	1.0	5.0	2.9	2.00	1.6	373			
Leadership at the school level	1.0	5.0	2.7	2.00	1.7	257			
Leadership at the departmental level	1.0	5.0	3.1	4.00	1.5	439			
Allocation of department resources	1.0	5.0	3.0	2.00	1.6	395			
Collaboration within departments	1.0	5.0	3.2	4.00	1.5	424			
Collaboration across departments	1.0	5.0	3.3	4.00	1.5	414			
Collaboration across TTUHSC El Paso schools	1.0	5.0	2.9	2.00	1.6	313			
Campus amenities	1.0	5.0	3.0	2.00	1.6	392			
Clerical/administrative support	1.0	5.0	2.8	2.00	1.6	407			
Clear separation of duties and responsibilities for senior leadership who hold multiple titles	1.0	5.0	3.0	4.00	1.6	362			
Annual evaluation process for staff by leadership	1.0	5.0	2.9	2.00	1.6	396			



2018 Staff Satisfaction Survey  
Results Summary

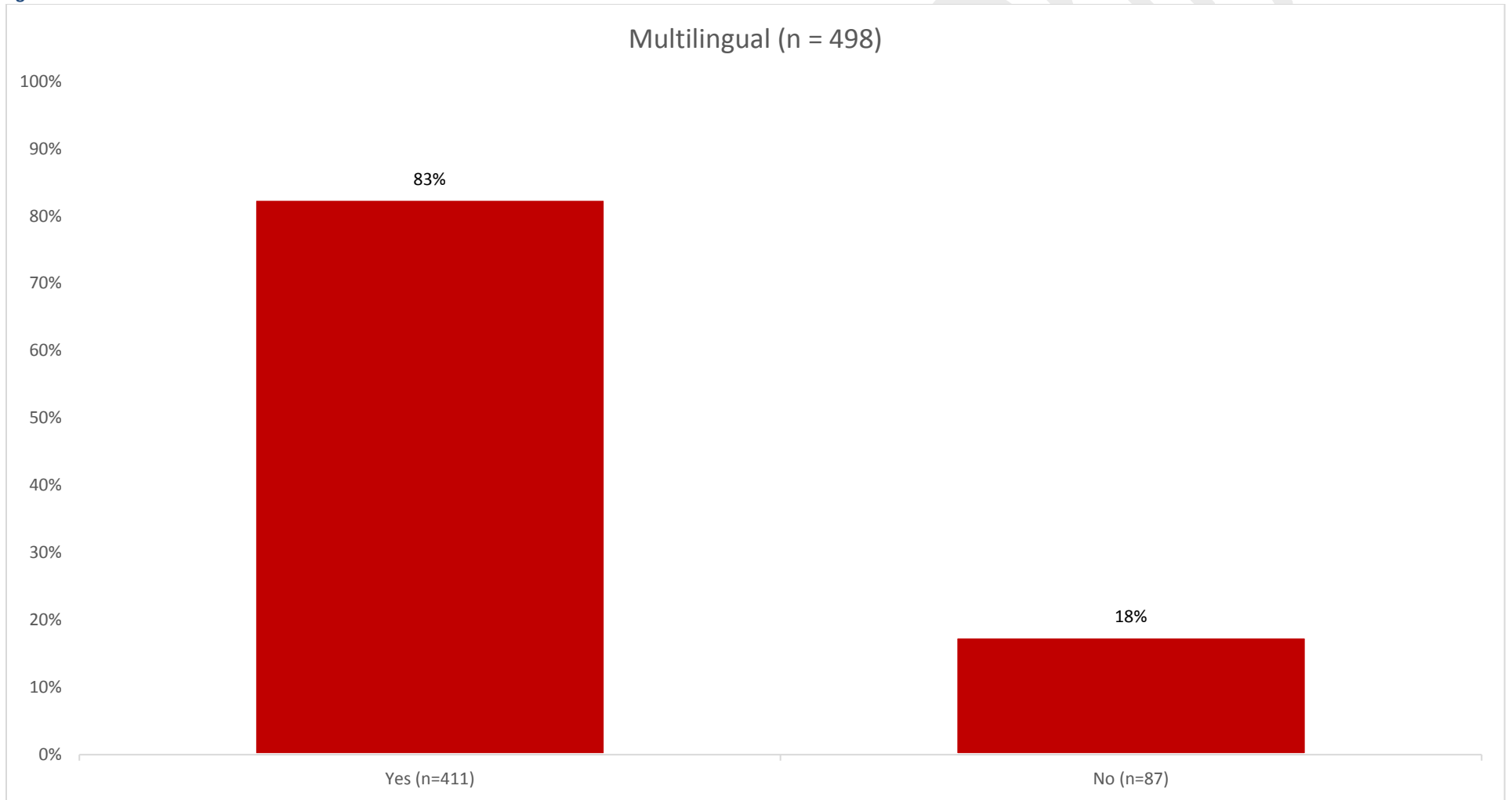
Transparency of process for salary raises	1.0	5.0	3.4	4.00	1.4	414
Other, please specify	1.0	5.0	2.5	2.00	1.7	63

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## Demographics

Q20 Do you consider yourself multilingual (able to converse fluently in a language other than English)?

Figure 20



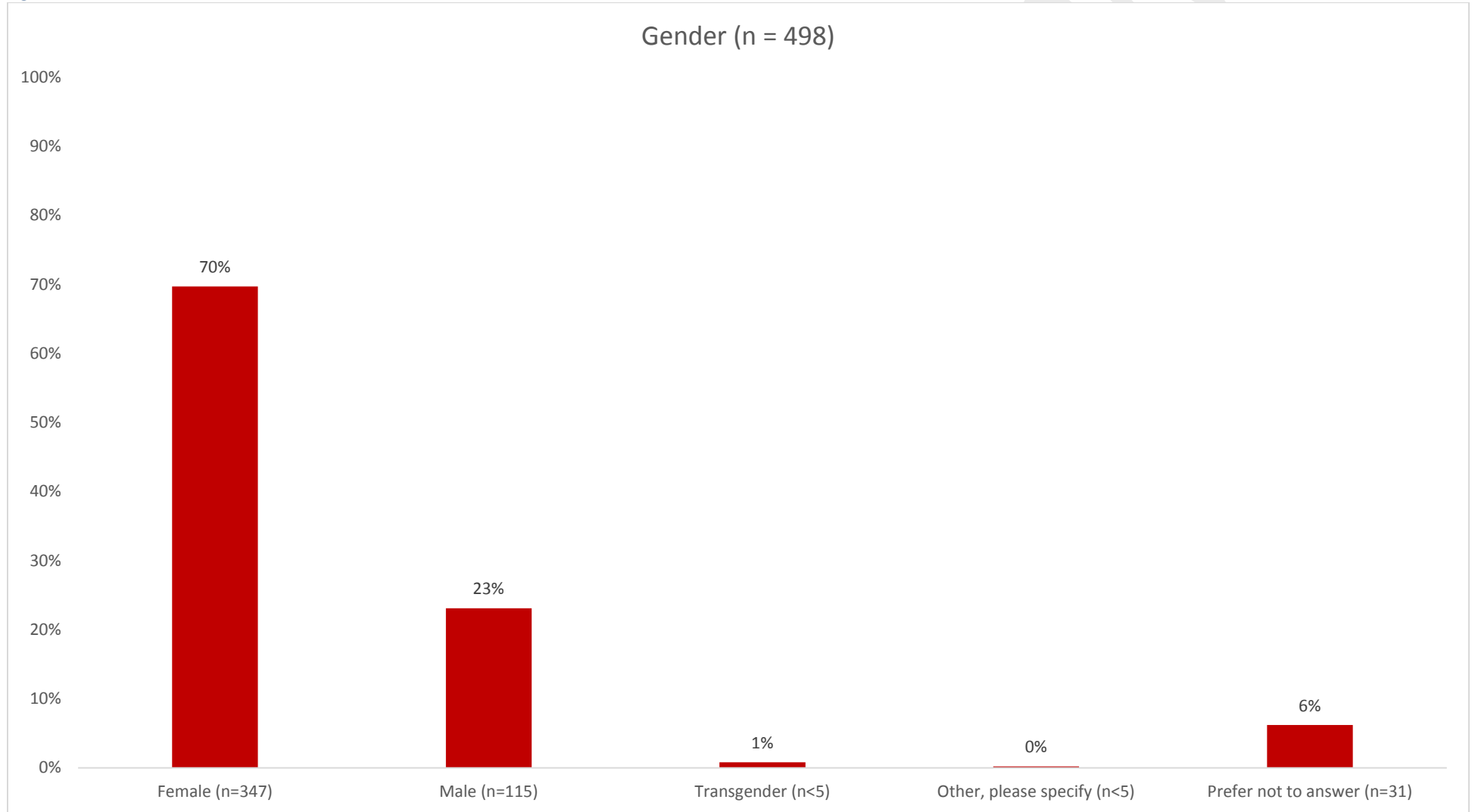
2018 Staff Satisfaction Survey  
Results Summary

<b>Answer</b>	<b>%</b>	<b>Count</b>
Yes	82.5	411
No	17.5	87
Total	100	498

Internal Use Only

Q21 What is your gender?

Figure 21



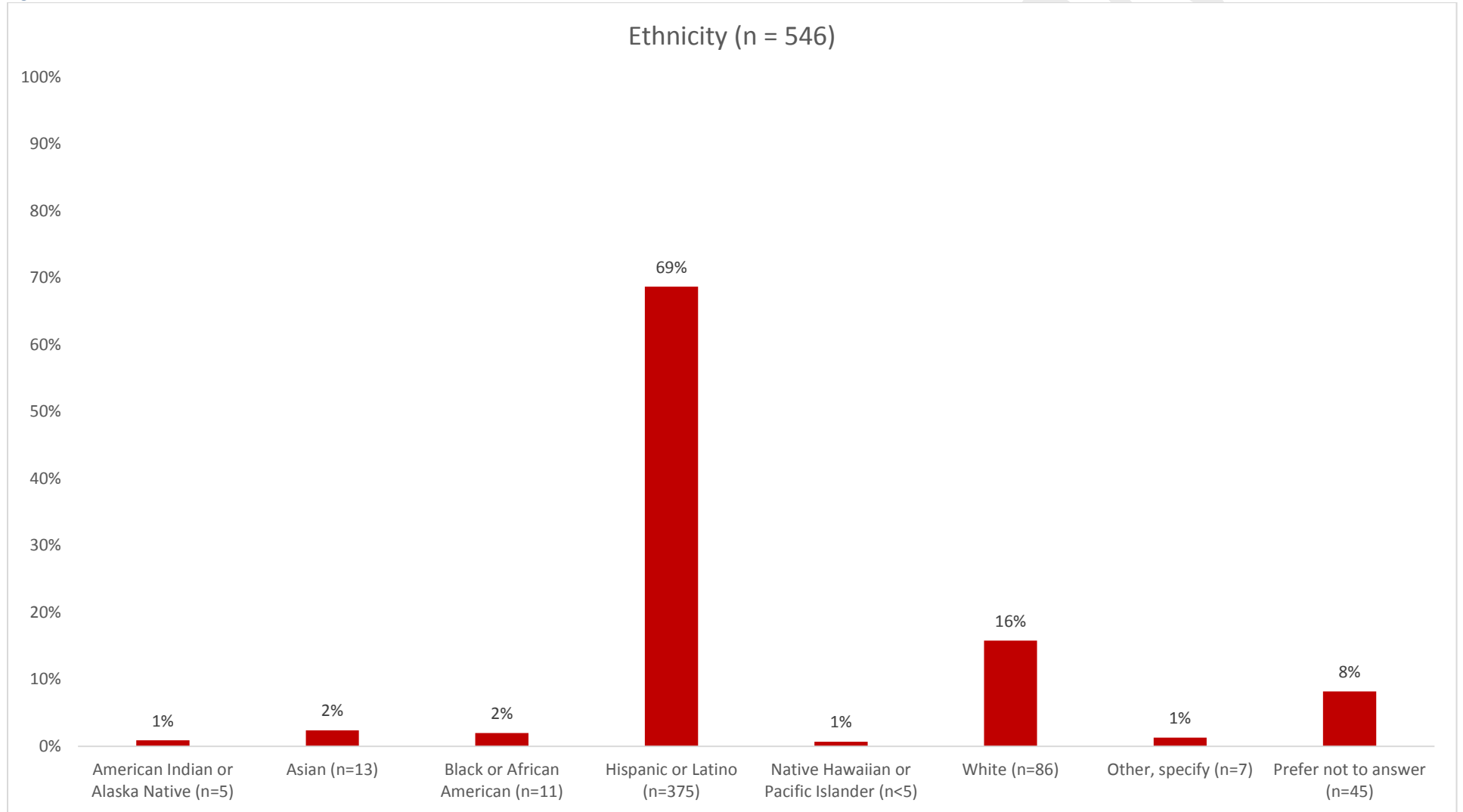
2018 Staff Satisfaction Survey  
Results Summary

Answer	%	Count
Female	69.7	347
Male	23.1	115
Transgender	0.8	4
Other, please specify	0.2	1
Prefer not to answer	6.2	31
Total	100	498

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**Q22 What is your race and/or ethnicity? Mark all that apply.**

**Figure 22**



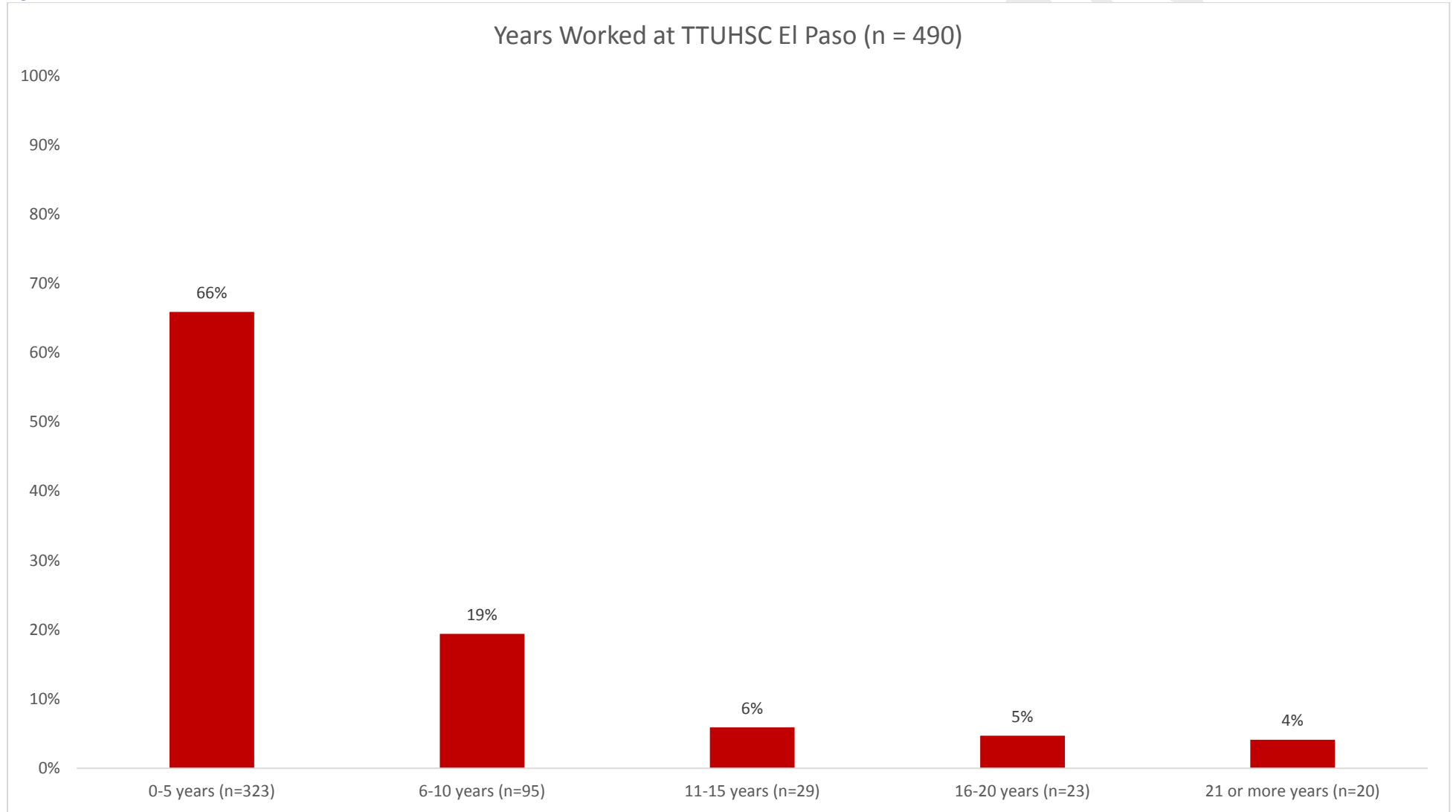
2018 Staff Satisfaction Survey  
Results Summary

<b>Answer</b>	<b>%</b>	<b>Count</b>
American Indian or Alaska Native	0.9%	5
Asian	2.4%	13
Black or African American	2.0%	11
Hispanic or Latino	68.7%	375
Native Hawaiian or Pacific Islander	0.7%	4
White	15.8%	86
Other, specify:	1.3%	7
Prefer not to answer	8.2%	45
Total	100%	546

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**Q23 How many years have you worked at TTUHSC El Paso?**

**Figure 23**



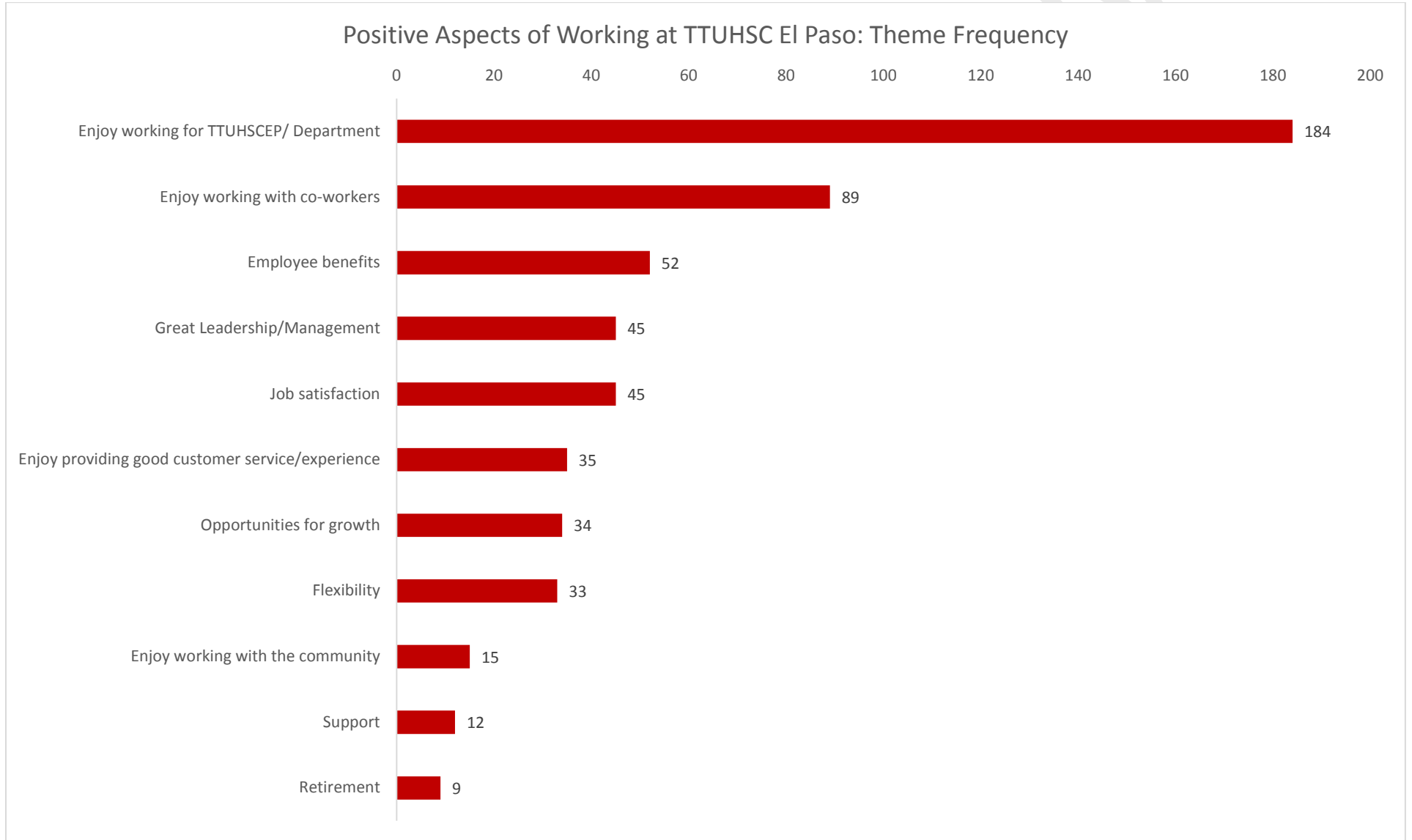


2018 Staff Satisfaction Survey  
Results Summary

Answer	%	Count
0-5 years	65.9%	323
6-10 years	19.4%	95
11 to 15 years	5.9%	29
16 to 20 years	4.7%	23
21 or more years	4.1%	20
Total	100%	490

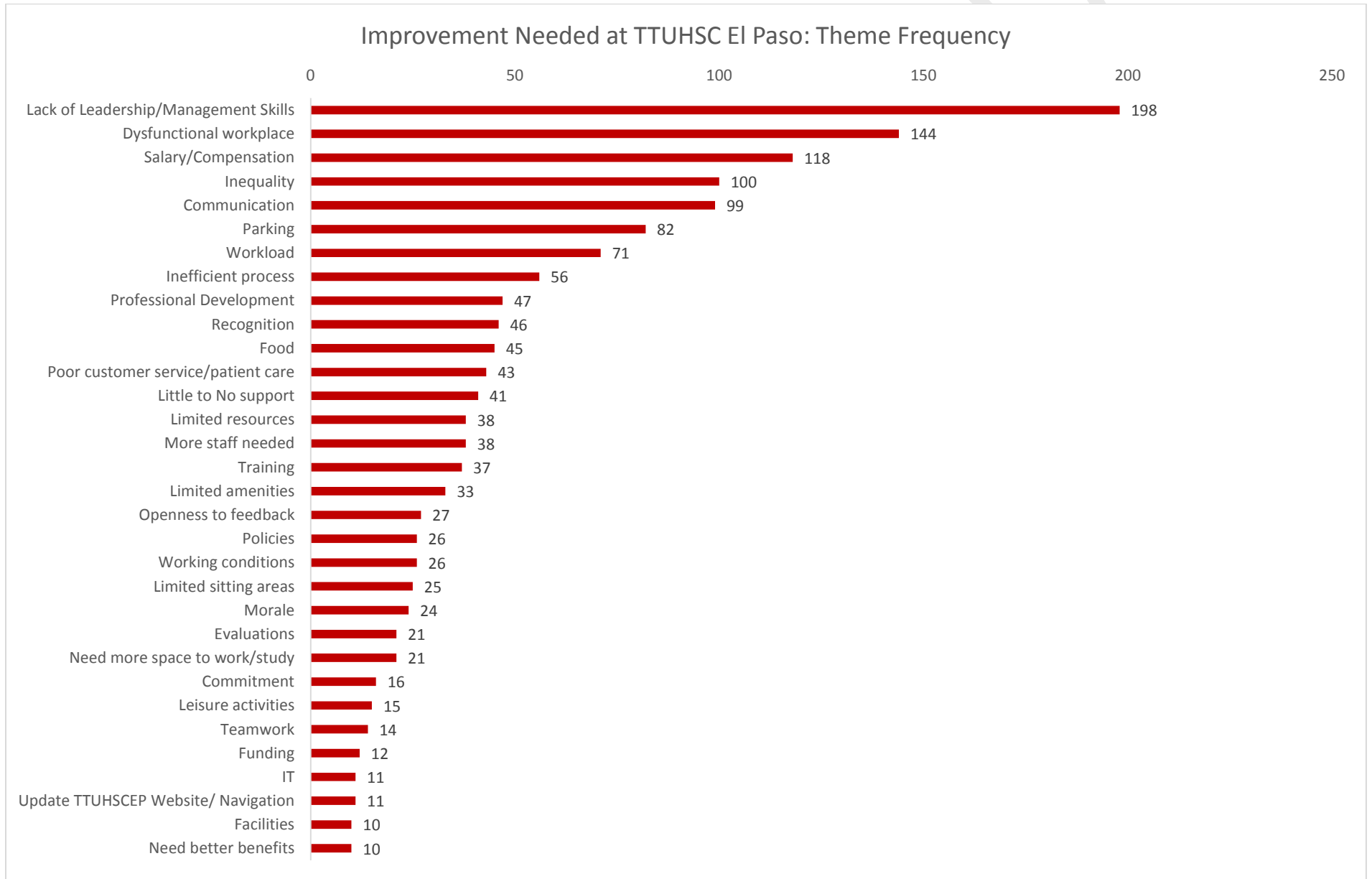
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## Qualitative Analyses



Themes: Positive Aspects of Working at TTUHSC El Paso	Theme Frequency	Description
Enjoy working for TTUHSC/ Department	184	Respondents note being generally satisfied with TTUHSC El Paso and enjoying the work they do.
Enjoy working with co-workers	89	Respondents stated they work well with their coworkers and feel like part of a good team.
Employee benefits	52	Respondents noted the employee health and retirement benefits are one reason they enjoy working at TTUHSC El Paso.
Great Leadership/Management	45	Respondents stated they believe their supervisors manage their team effectively.
Job satisfaction	45	Respondents noted they enjoy their work.
Enjoy providing good customer service/experience	35	Respondents stated that being able to provide good customer service to patients is a positive aspect of working for TTUHSC El Paso.
Opportunities for growth	34	Respondents noted that the professional development opportunities offered at the institution is a positive aspect of working for TTUHSC El Paso.
Flexibility	33	Respondents state they enjoy the work/life balance their work provides, as well as the independence they are given to complete their daily tasks.
Enjoy working with the community	15	Respondents noted that working with the El Paso community is a positive aspect of working for TTUHSC El Paso.
Support	12	Respondents noted they feel supported by their department, their supervisors, and their coworkers in their role at TTUHSC El Paso.

Retirement	9	Respondents noted that they enjoy working for TTUHSC El Paso and that they only plan to leave their role due to retirement.
Facilities	n < 5	Respondents noted they like the recent improvements to the campus grounds as well as updates IT have made to some technology in the classroom buildings.
Miscellaneous	n < 5	



Themes: Improvement Needed at TTUHSC El Paso	Theme Frequency	Description
Lack of Leadership/Management Skills	198	Respondents noted a lack of leadership, favoritism, and disrespectful treatment from supervisors.
Dysfunctional workplace	144	Respondents reported an “uncomfortable” and stressful work environment and a lack of collaborative effort within and between departments.
Salary/Compensation	118	Respondents cited that the process for merit raises is often unclear and inconsistently implemented. Respondents also noted a lack of raises that consider cost of living increases.
Inequality	100	Respondents noted that some policies and procedures within their departments are not implemented consistently and that favoritism is an issue.
Communication	99	Respondents cited a lack of transparency and communication within their department as a potential area of improvement.
Parking	82	Respondents stated that a lack of availability of parking around clinics and campus is problematic.
Workload	71	Respondents cited a heavy and unbalanced workload within their department as an area that needs improvement.
Inefficient process	56	Respondents noted that some processes within their department are inefficient and impeded the ability to complete work in a timely manner.

Professional Development	47	Respondents cite a lack of professional development opportunities as an area that needs improvement.
Recognition	46	Respondents noted they are often not recognized by their supervisor for their contributions to the department.
Food	45	Respondents noted that more healthy food options on and around campus would be an area that needs improvement.
Poor customer service/patient care	43	Respondents cited a lack of customer service and empathetic care for patients within the clinics as areas for improvement.
Little to No support	41	Respondents stated they feel unsupported by their supervisors and/or their department while performing their job duties.
Limited resources	38	Respondents cited various limitations in resources, such as a lack of choice of health benefits, limited access or ability to obtain office supplies or equipment needed to complete work, and limited training that directly relates to their duties.
More staff needed	38	Respondents related that more staff are needed within departments and clinics to offset heavy workloads.
Training	37	Respondents noted that training opportunities should be provided to those in leadership positions.
Limited amenities	33	Respondents noted a lack of space within buildings for breaks (lounges/kitchens).

Openness to feedback	27	Respondents noted that those in leadership positions are not open to feedback from staff within their departments.
Policies	26	Respondents noted that policies are not enforced consistently and are often not transparent.
Working conditions	26	Respondents noted some poor working conditions in older buildings, such as an inadequate number of working bathrooms to accommodate staff and patient load, or ergonomic work spaces.
Limited sitting areas	25	Respondents noted that there are few sitting areas outside that are well-maintained.
Morale	24	Respondents noted feeling morale was low within their department and that they did not have a sense of “institutional pride.”
Evaluations	21	Respondents noted that annual evaluations seem meaningless because exemplary evaluations are not rewarded with merit raises.
Need more space to work/study	21	Respondents stated that work space is limited in their department. They noted lack of space for group meetings as well as lack of office space for new staff or physician’s whose duties require a private office.
Commitment	16	Respondents noted they have plans to leave their position at TTUHSC El Paso in the near future. Reasons provided included: having a spouse in the military, attending school, finding a better paying job, or a lack of substantial change in their department.



Leisure activities	15	Respondents noted that more institution-wide events would be an improvement.
Teamwork	14	Respondents noted that more collaboration across departments and schools would be an improvement.
Funding	12	Respondents noted that funding is limited within their department, or that the allocation of funds is not transparent.
IT	11	Respondents noted being frustrated with slow IT response times and with general IT issues within their department.
Update TTUHSCEP Website/ Navigation	11	Respondents stated the TTUHSC El Paso website is outdated and often difficult to navigate.
Facilities	10	Respondents noted that the look of the campus could be improved with a few updates, painting, and repair.
Need better benefits	10	Respondents noted that benefit packages offered to employees could be improved.
Need more campus security	n < 5	Respondents noted that more security in parking lots and inside buildings is needed.