



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER
EL PASO

Office of Institutional Research *and* Effectiveness

Office of Institutional Research and Effectiveness

2020 TTUHSC El Paso Student Satisfaction Survey

Results Summary for all Schools

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.

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Executive Summary

Response Rate

- **756 currently enrolled students**
- **276 respondents**
- **36.5% response rate**

Respondent Demographics

The 2020 TTUHSC EL Paso Student Satisfaction Survey was conducted over the course of three weeks in May 2020. A link to the online survey was distributed via email to all currently enrolled students (N=756). A total of 276 students participated in the survey (36.5% response rate). Participants were informed of the voluntary nature of the survey and were assured as to the anonymity of their responses. 51.7% of respondents were enrolled in the Paul L. Foster School of Medicine (PLFSOM), 43.3.8%% were enrolled in the Gayle Greve Hunt School of Nursing (GGHSON), and 4.9% were enrolled in the Graduate School of Biomedical Sciences (GSBS).

Method

In order to determine the survey population, student email distribution lists for the PLFSOM, the GGHSON, and the GSBS were generated from Banner by staff at the Office of Institutional Research and Effectiveness (OIRE).

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 survey is reviewed and updated annually.

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 currently enrolled students on the TTUHSC El Paso student 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 May 2019. All data is reported in aggregate format. Overall results less than a value of five were not reported in order to maintain the confidentiality of respondents. 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.

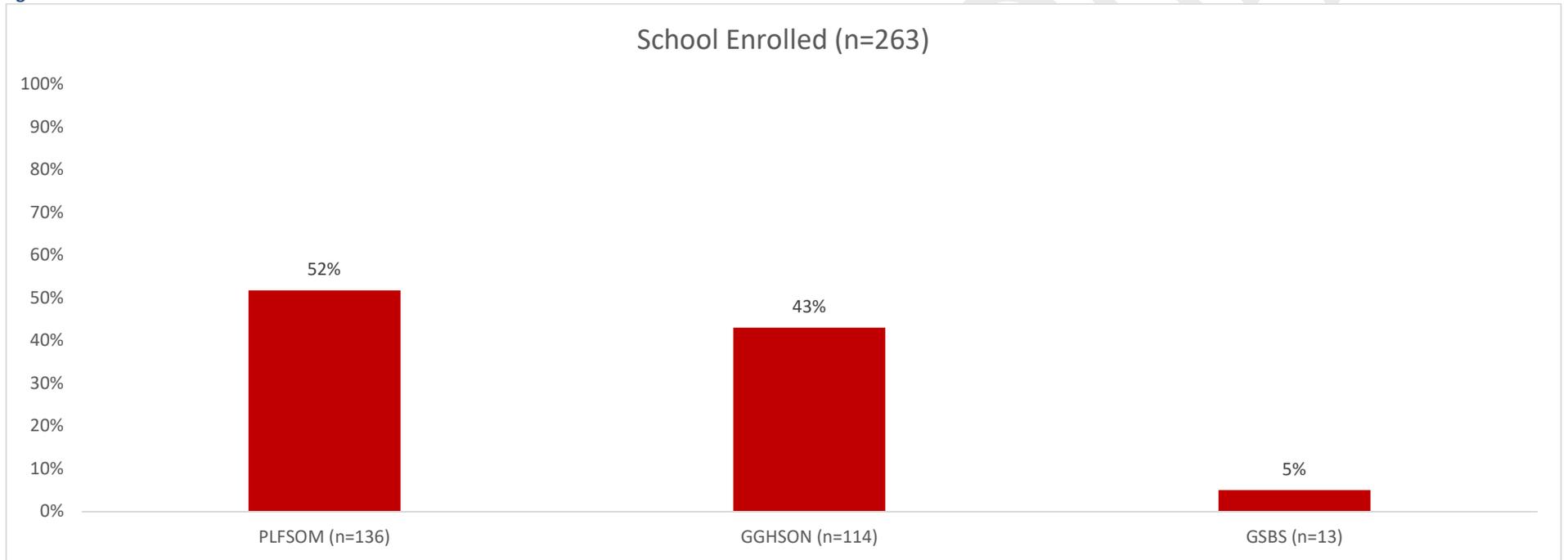
Highlights

- 86% of respondents reported overall satisfaction with their studies at TTUHSC El Paso (n=207)
- 57% of respondents reported they are dissatisfied with the availability of parking at TTUHSC El Paso (n=242)
- 85% of respondents reported that school specific Student Affairs services are adequate (n=207)
- 87% of respondents reported they are satisfied with the quality of face-to-face instruction at TTUHSC El Paso (n=212)
- 83% reported they are satisfied with the quality of eLearning at TTUHSC El Paso (n=214)
- 86% of respondents reported feeling a sense of belonging to the TTUHSC El Paso community (n=218)

Academics

School Enrolled

Figure 1

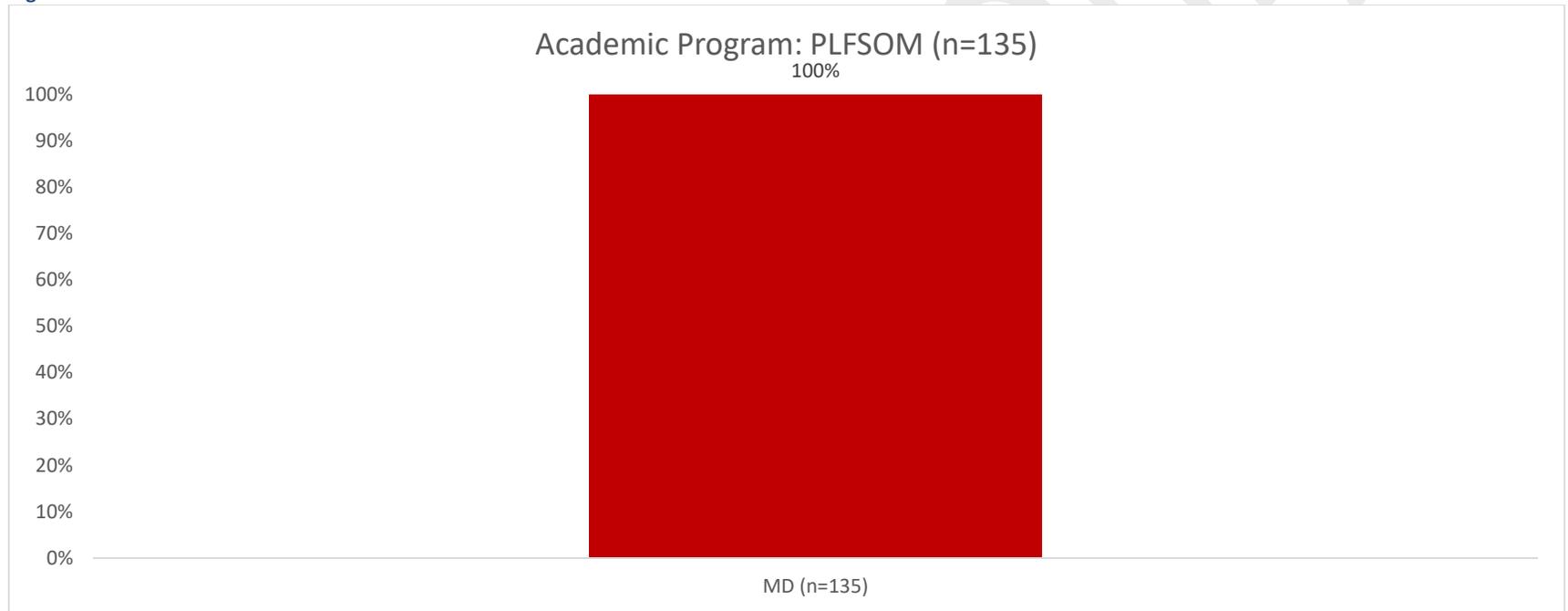


Answer	%	Count
PLFSOM	51.7%	136
GGHSON	43.3%	114
GSBS	4.9%	13
Total	100%	263

Academic Program

A. Paul L. Foster School of Medicine (If PLFSOM chosen from School Enrolled)

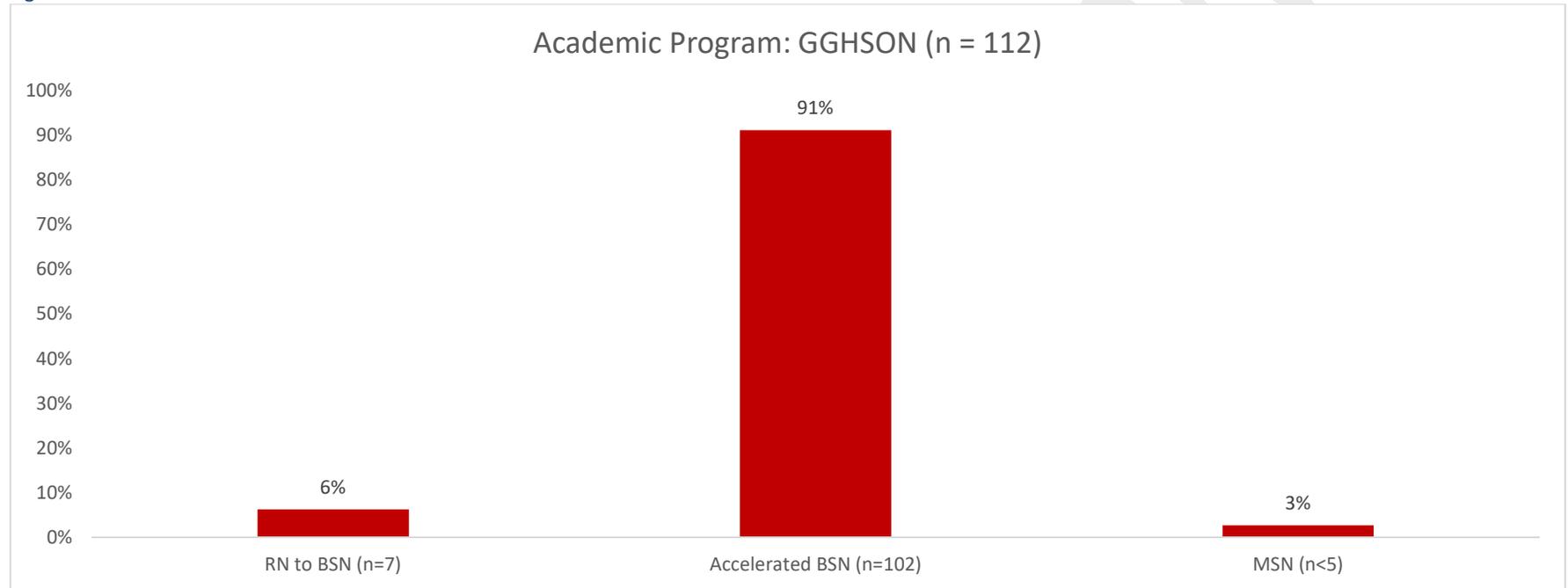
Figure 2A



Answer	%	Count
MD	100.0%	135
Total	100%	135

B. Gayle Greve Hunt School of Nursing (If GGHSON chosen from School Enrolled)

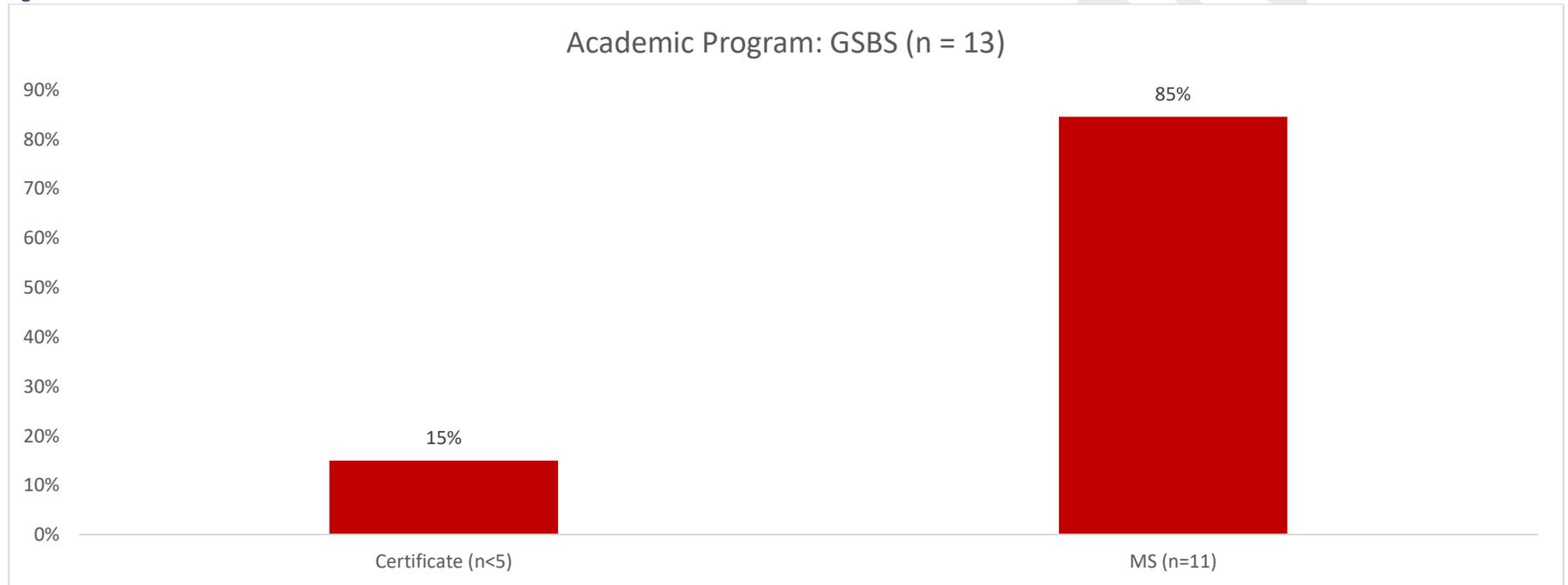
Figure 2B



Answer	%	Count
RN to BSN	6.3%	7
Accelerated BSN	91.1%	102
MSN	2.7%	n<5
Total	100%	112

C. Graduate School of Biomedical Sciences (If GSBS chosen from School Enrolled)

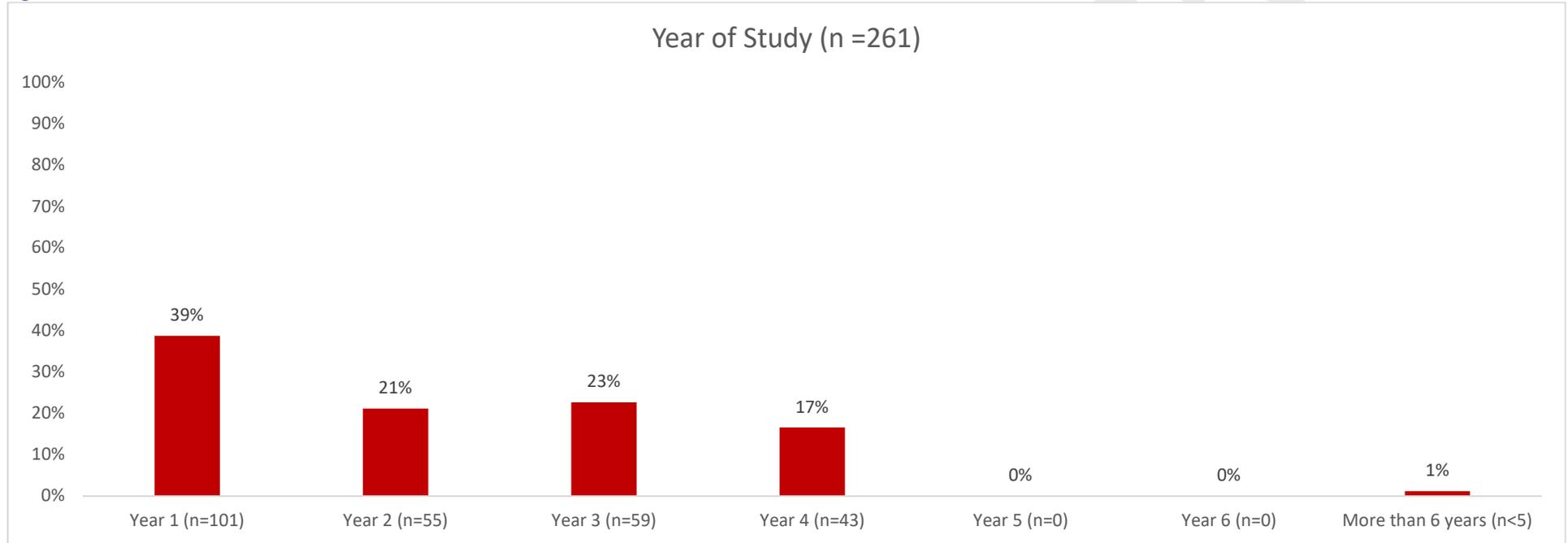
Figure 2C



Answer	%	Count
Certificate	15.4%	2
MS	84.6%	11
Total	100%	13

Year of Study

Figure 3

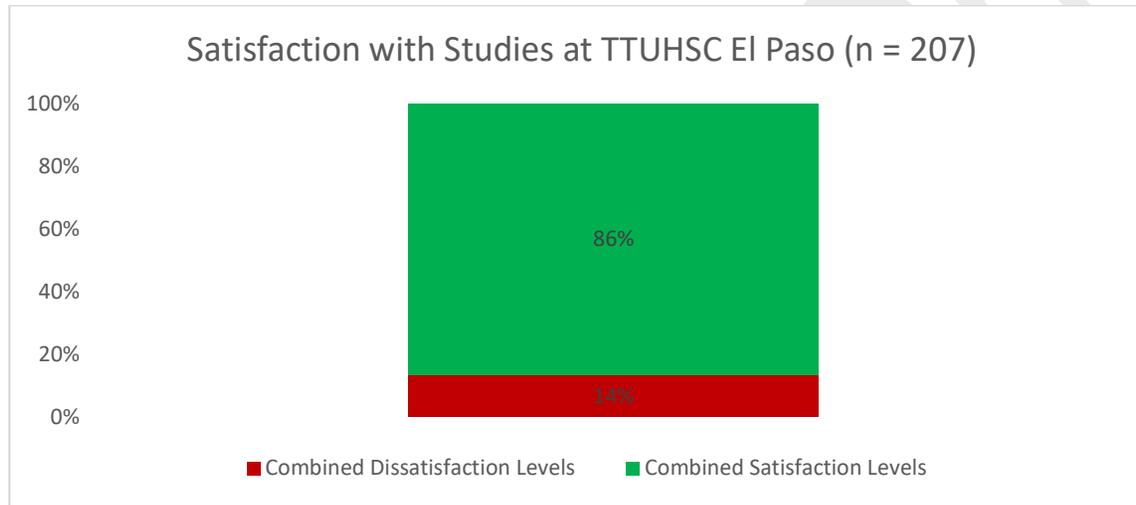


Answer	%	Count
Year 1	38.7%	101
Year 2	21.1%	55
Year 3	22.6%	59
Year 4	16.5%	43
Year 5	0.0%	0
Year 6	0.0%	0
More than 6 years	1.1%	n<5
Total	100%	261

Satisfaction

Overall satisfaction with studies at TTUHSC El Paso

Figure 4



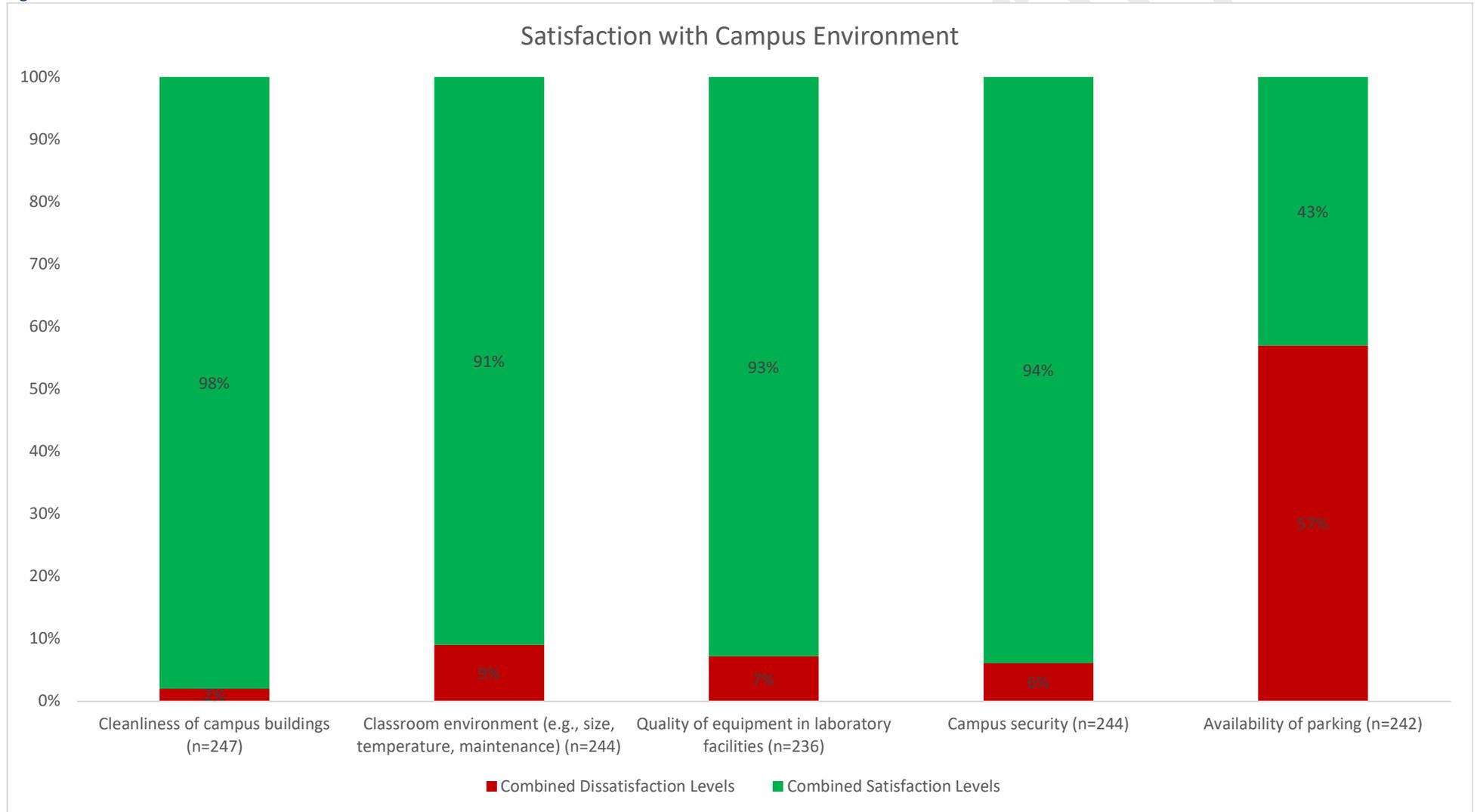
Answer	%	Count
Very Dissatisfied	3.9%	8
Dissatisfied	4.3%	9
Somewhat Dissatisfied	5.8%	12
Somewhat Satisfied	18.8%	39
Satisfied	35.7%	74
Very Satisfied	31.4%	65
Total	100%	207

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels
Overall, how satisfied are you with your studies at TTUHSC El Paso?	1.0	6.0	4.7	1.3	207	14.0%	86.0%

Environment

Level of satisfaction

Figure 5



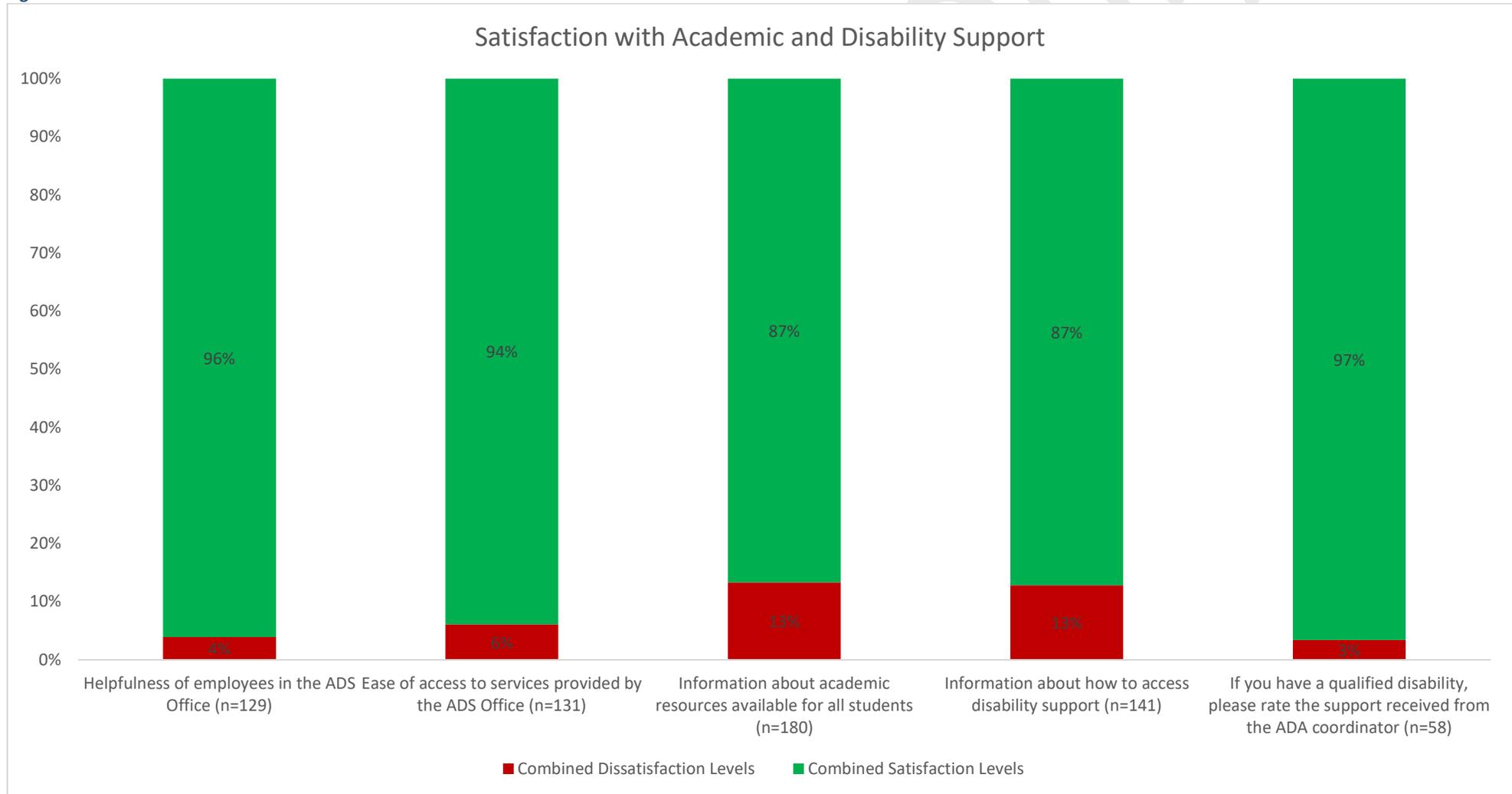
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Cleanliness of campus buildings	1.2%	3	0.4%	1	0.4%	1	4.0%	10	22.3%	55	71.7%	177	247
Classroom environment (e.g., size, temperature, maintenance)	0.4%	1	2.0%	5	6.6%	16	9.4%	23	38.5%	94	43.0%	105	244
Quality of equipment in laboratory facilities	1.7%	4	3.0%	7	2.5%	6	15.3%	36	31.8%	75	45.8%	108	236
Campus security	0.4%	1	0.8%	2	4.9%	12	5.7%	14	34.0%	83	54.1%	132	244
Availability of parking	23.1%	56	17.8%	43	16.1%	39	19.4%	47	13.6%	33	9.9%	24	242
Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels						
Cleanliness of campus buildings	1.0	6.0	5.6	0.8	247	2.0%	98.0%						
Classroom environment (e.g., size, temperature, maintenance)	1.0	6.0	5.1	1.0	244	9.0%	91.0%						
Quality of equipment in laboratory facilities	1.0	6.0	5.1	1.1	236	7.2%	92.8%						
Campus security	1.0	6.0	5.3	0.9	244	6.1%	93.9%						
Availability of parking	1.0	6.0	3.1	1.6	242	57.0%	43.0%						

Academic and Disability Support (ADS)

Level of satisfaction

Figure 6



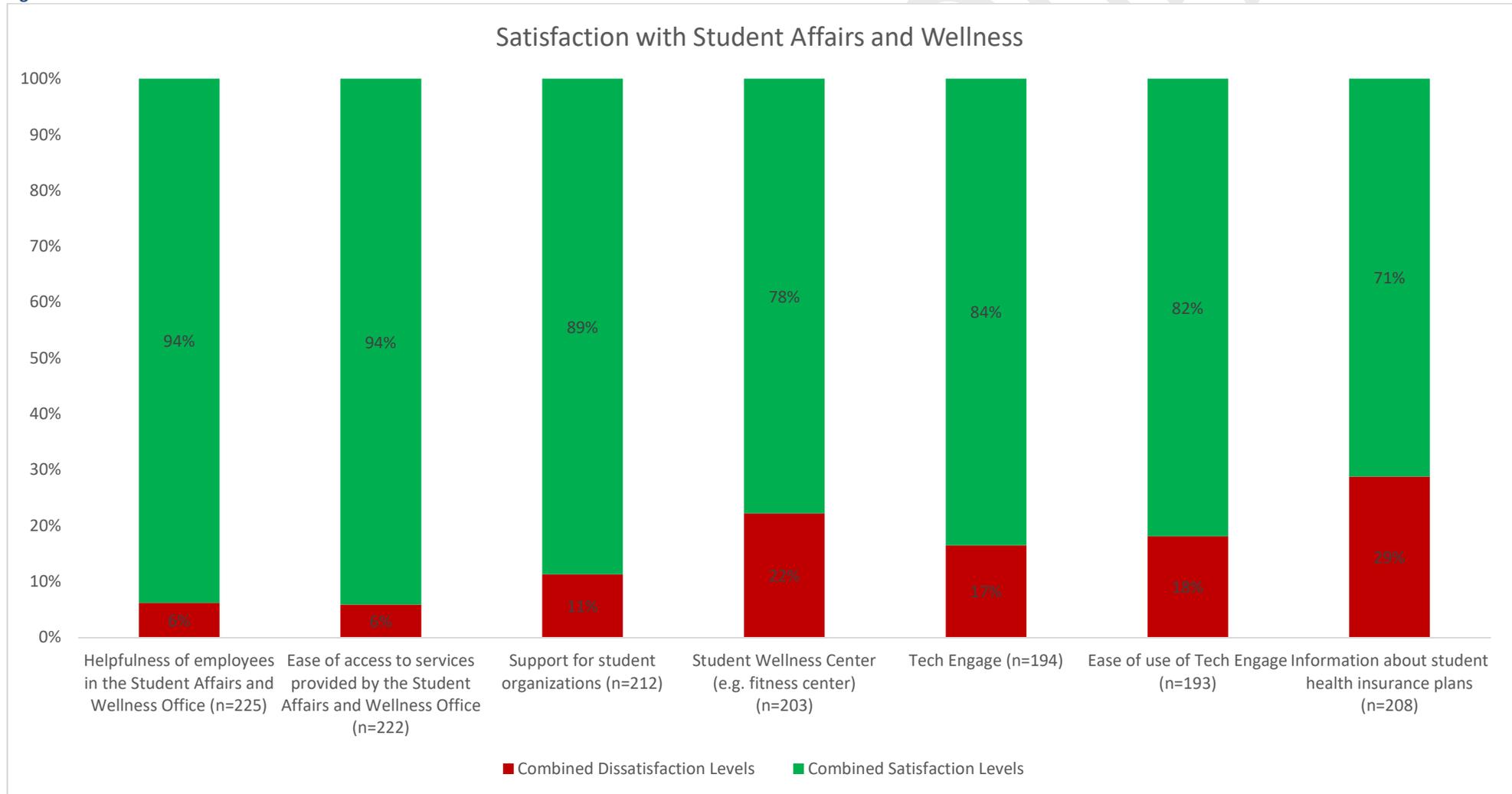
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Helpfulness of employees in the ADS Office	1.6%	2	0.8%	1	1.6%	2	8.5%	11	38.8%	50	48.8%	63	129
Ease of access to services provided by the ADS Office	1.5%	2	2.3%	3	2.3%	3	5.3%	7	42.0%	55	46.6%	61	131
Information about academic resources available for all students	2.2%	4	3.9%	7	7.2%	13	10.6%	19	42.2%	76	33.9%	61	180
Information about how to access disability support	2.8%	4	3.5%	5	6.4%	9	6.4%	9	39.0%	55	41.8%	59	141
If you have a qualified disability, please rate the support received from the ADA coordinator	3.4%	2	0.0%	0	0.0%	0	6.9%	4	36.2%	21	53.4%	31	58
Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels						
Helpfulness of employees in the ADS Office	1.0	6.0	5.3	0.9	129	3.9%	96.1%						
Ease of access to services provided by the ADS Office	1.0	6.0	5.2	1.0	131	6.1%	93.9%						
Information about academic resources available for all students	1.0	6.0	4.9	1.2	180	13.3%	86.7%						
Information about how to access disability support	1.0	6.0	5.0	1.2	141	12.8%	87.2%						
If you have a qualified disability, please rate the support received from the ADA coordinator	1.0	6.0	5.3	1.0	58	3.4%	96.6%						

Student Affairs and Wellness

Level of satisfaction

Figure 6



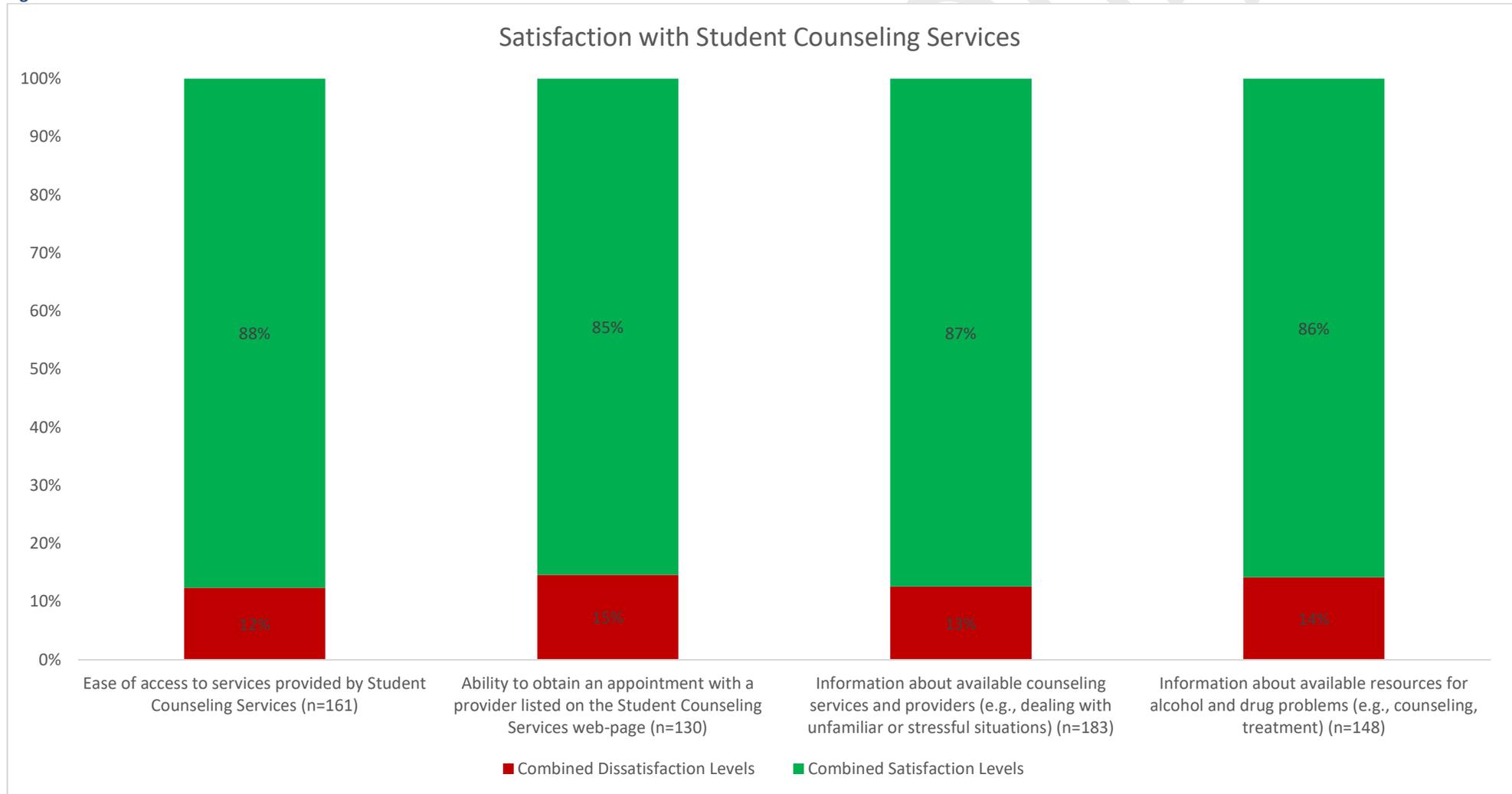
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Helpfulness of employees in the Student Affairs and Wellness Office	2.2%	5	0.9%	2	3.1%	7	9.8%	22	30.2%	68	53.8%	121	225
Ease of access to services provided by the Student Affairs and Wellness Office	1.4%	3	0.9%	2	3.6%	8	14.0%	31	33.3%	74	46.8%	104	222
Support for student organizations	5.2%	11	2.8%	6	3.3%	7	12.7%	27	35.4%	75	40.6%	86	212
Student Wellness Center (e.g. fitness center)	4.9%	10	6.9%	14	10.3%	21	16.7%	34	30.0%	61	31.0%	63	203
Tech Engage	7.2%	14	5.2%	10	4.1%	8	18.6%	36	35.6%	69	29.4%	57	194
Ease of use of Tech Engage	7.3%	14	3.6%	7	7.3%	14	20.2%	39	32.6%	63	29.0%	56	193
Information about student health insurance plans	7.2%	15	10.6%	22	11.1%	23	15.4%	32	30.8%	64	25.0%	52	208
Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels						
Helpfulness of employees in the Student Affairs and Wellness Office	1.0	6.0	5.3	1.1	225	6.2%	93.8%						
Ease of access to services provided by the Student Affairs and Wellness Office	1.0	6.0	5.2	1.0	222	5.9%	94.1%						
Support for student organizations	1.0	6.0	4.9	1.3	212	11.3%	88.7%						
Student Wellness Center (e.g. fitness center)	1.0	6.0	4.5	1.4	203	22.2%	77.8%						
Tech Engage	1.0	6.0	4.6	1.4	194	16.5%	83.5%						
Ease of use of Tech Engage	1.0	6.0	4.5	1.4	193	18.1%	81.9%						
Information about student health insurance plans	1.0	6.0	4.3	1.6	208	28.8%	71.2%						

Student Counseling Services

Level of satisfaction

Figure 8



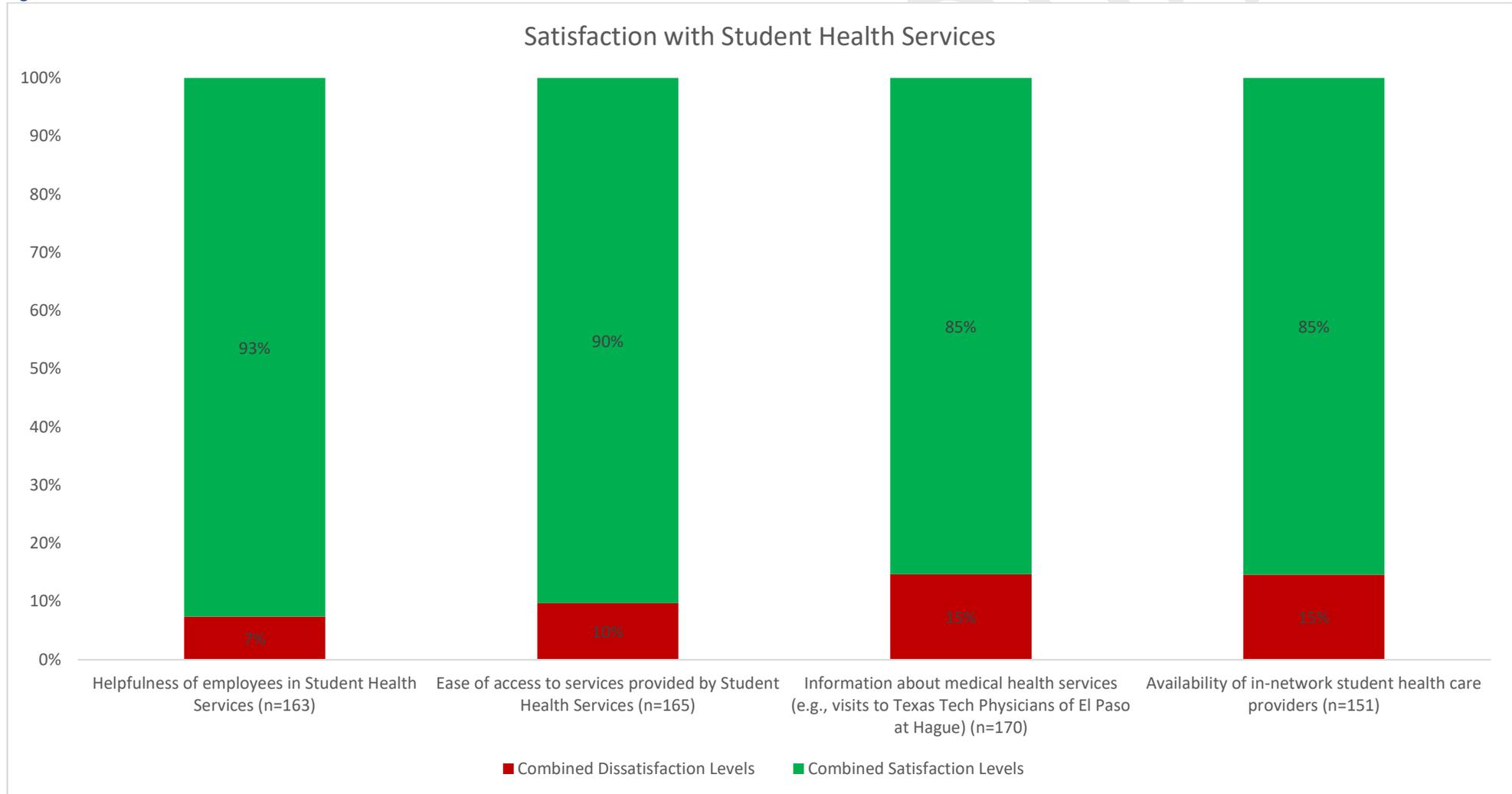
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total	
	3.7%	6	4.3%	7	4.3%	7	13.0%	21	33.5%	54	41.0%	66		
Ease of access to services provided by Student Counseling Services	3.7%	6	4.3%	7	4.3%	7	13.0%	21	33.5%	54	41.0%	66	161	
Ability to obtain an appointment with a provider listed on the Student Counseling Services web-page	3.8%	5	4.6%	6	6.2%	8	13.8%	18	32.3%	42	39.2%	51	130	
Information about available counseling services and providers (e.g., dealing with unfamiliar or stressful situations)	3.3%	6	4.9%	9	4.4%	8	11.5%	21	38.3%	70	37.7%	69	183	
Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	5.4%	8	5.4%	8	3.4%	5	14.2%	21	32.4%	48	39.2%	58	148	
Summary Statistics	Minimum		Maximum		Mean		Std Deviation		Count		Combined Dissatisfaction Levels		Combined Satisfaction Levels	
Ease of access to services provided by Student Counseling Services	1.0		6.0		4.9		1.3		161		12.4%		87.6%	
Ability to obtain an appointment with a provider listed on the Student Counseling Services web-page	1.0		6.0		4.8		1.3		130		14.6%		85.4%	
Information about available counseling services and providers (e.g., dealing with unfamiliar or stressful situations)	1.0		6.0		4.9		1.3		183		12.6%		87.4%	
Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	1.0		6.0		4.8		1.4		148		14.2%		85.8%	

Student Health Services

Level of satisfaction

Figure 9



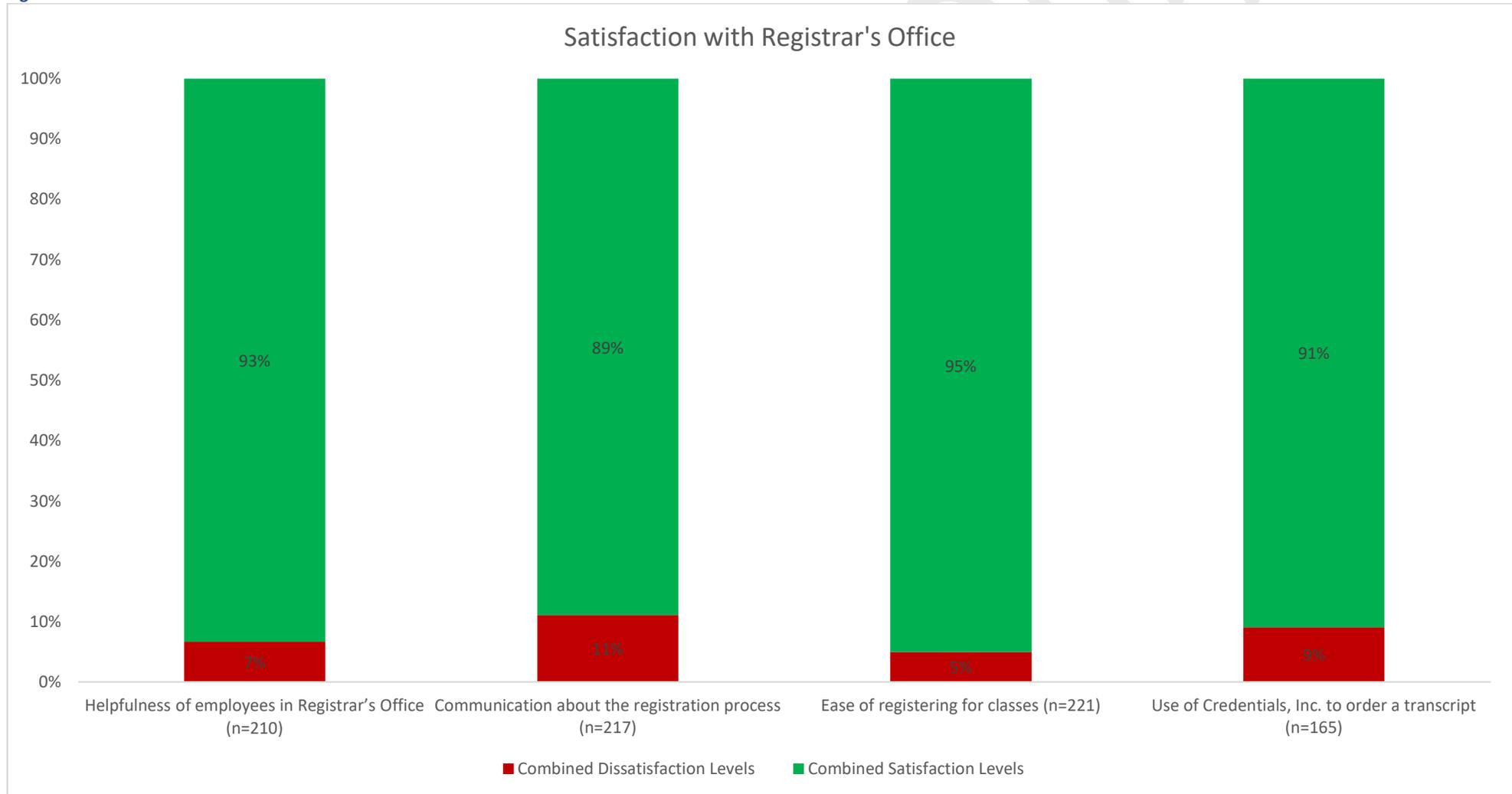
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Helpfulness of employees in Student Health Services	3.1%	5	2.5%	4	1.8%	3	12.3%	20	35.0%	57	45.4%	74	163
Ease of access to services provided by Student Health Services	3.0%	5	3.0%	5	3.6%	6	11.5%	19	33.9%	56	44.8%	74	165
Information about medical health services (e.g., visits to Texas Tech Physicians of El Paso at Hague)	5.3%	9	3.5%	6	5.9%	10	12.4%	21	35.3%	60	37.6%	64	170
Availability of in-network student health care providers	3.3%	5	6.6%	10	4.6%	7	10.6%	16	33.8%	51	41.1%	62	151
Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels						
Helpfulness of employees in Student Health Services	1.0	6.0	5.1	1.2	163	7.4%	92.6%						
Ease of access to services provided by Student Health Services	1.0	6.0	5.0	1.2	165	9.7%	90.3%						
Information about medical health services (e.g., visits to Texas Tech Physicians of El Paso at Hague)	1.0	6.0	4.8	1.4	170	14.7%	85.3%						
Availability of in-network student health care providers	1.0	6.0	4.9	1.3	151	14.6%	85.4%						

Registrar

Level of satisfaction

Figure 10



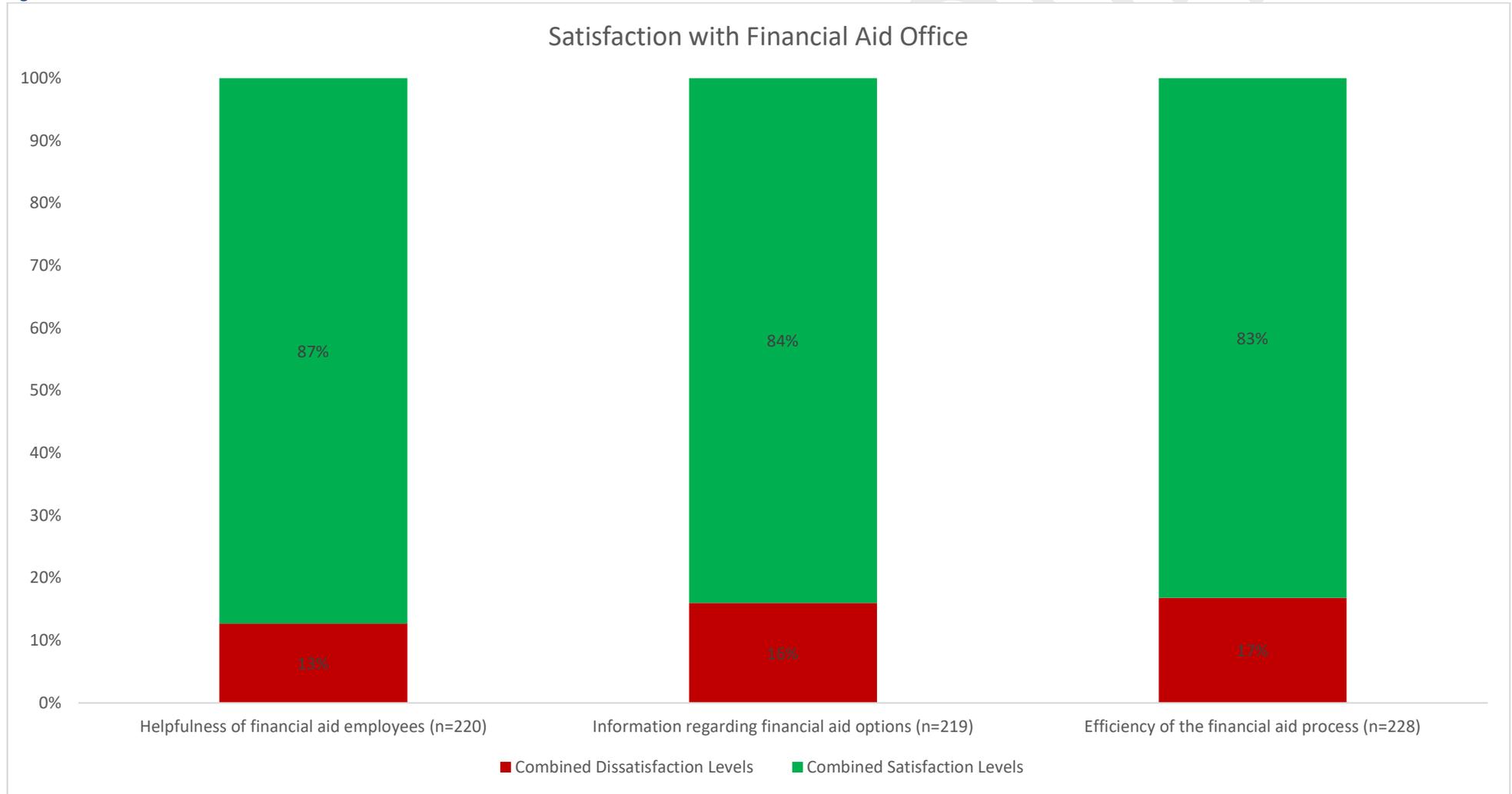
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count		
Helpfulness of employees in Registrar's Office	2.4%	5	1.4%	3	2.9%	6	11.0%	23	30.5%	64	51.9%	109	210	
Communication about the registration process	3.7%	8	1.8%	4	5.5%	12	8.8%	19	35.0%	76	45.2%	98	217	
Ease of registering for classes	2.3%	5	0.5%	1	2.3%	5	8.6%	19	33.9%	75	52.5%	116	221	
Use of Credentials, Inc. to order a transcript	4.2%	7	3.0%	5	1.8%	3	6.1%	10	36.4%	60	48.5%	80	165	
Summary Statistics	Minimum		Maximum		Mean		Std Deviation		Count		Combined Dissatisfaction Levels		Combined Satisfaction Levels	
Helpfulness of employees in the Registrar's Office	1.0		6.0		5.2		1.1		210		6.7%		93.3%	
Communication about the registration process	1.0		6.0		5.1		1.2		217		11.1%		88.9%	
Ease of registering for classes	1.0		6.0		5.3		1.0		221		5.0%		95.0%	
Use of Credentials, Inc. to order a transcript	1.0		6.0		5.1		1.2		165		9.1%		90.9%	

Financial Aid

Level of satisfaction

Figure 11



2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

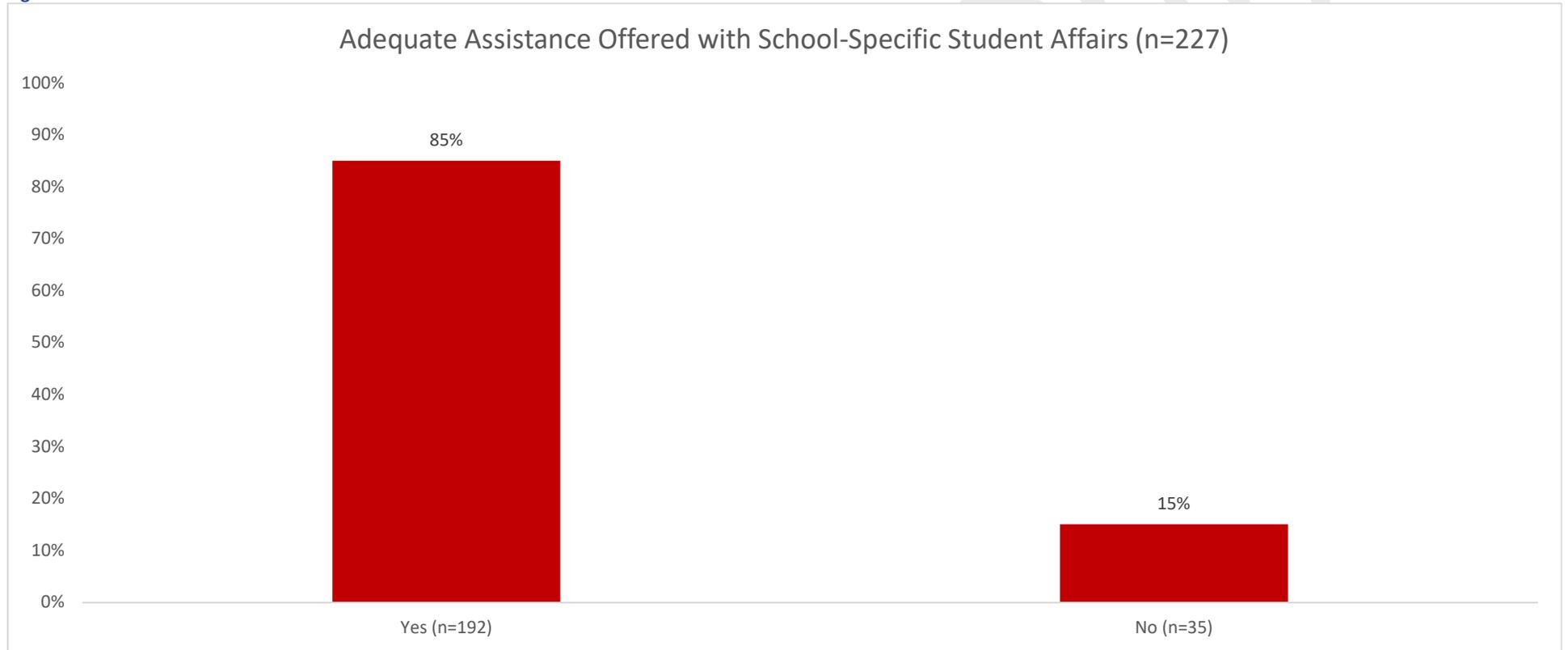
Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Helpfulness of financial aid employees	4.1%	9	3.6%	8	5.0%	11	8.6%	19	34.1%	75	44.5%	98	220
Information regarding financial aid options	4.6%	10	4.6%	10	6.8%	15	12.3%	27	32.0%	70	39.7%	87	219
Efficiency of the financial aid process	6.4%	14	2.7%	6	7.7%	17	11.4%	25	31.8%	70	40.0%	88	220

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels
Helpfulness of financial aid employees	1.0	6.0	5.0	1.3	220	12.7%	87.3%
Information regarding financial aid options	1.0	6.0	4.8	1.4	219	16.0%	84.0%
Efficiency of the financial aid process	1.0	6.0	4.8	1.4	220	16.8%	83.2%

School-specific Student Affairs

Does your school offer adequate assistance with issues related to student affairs?

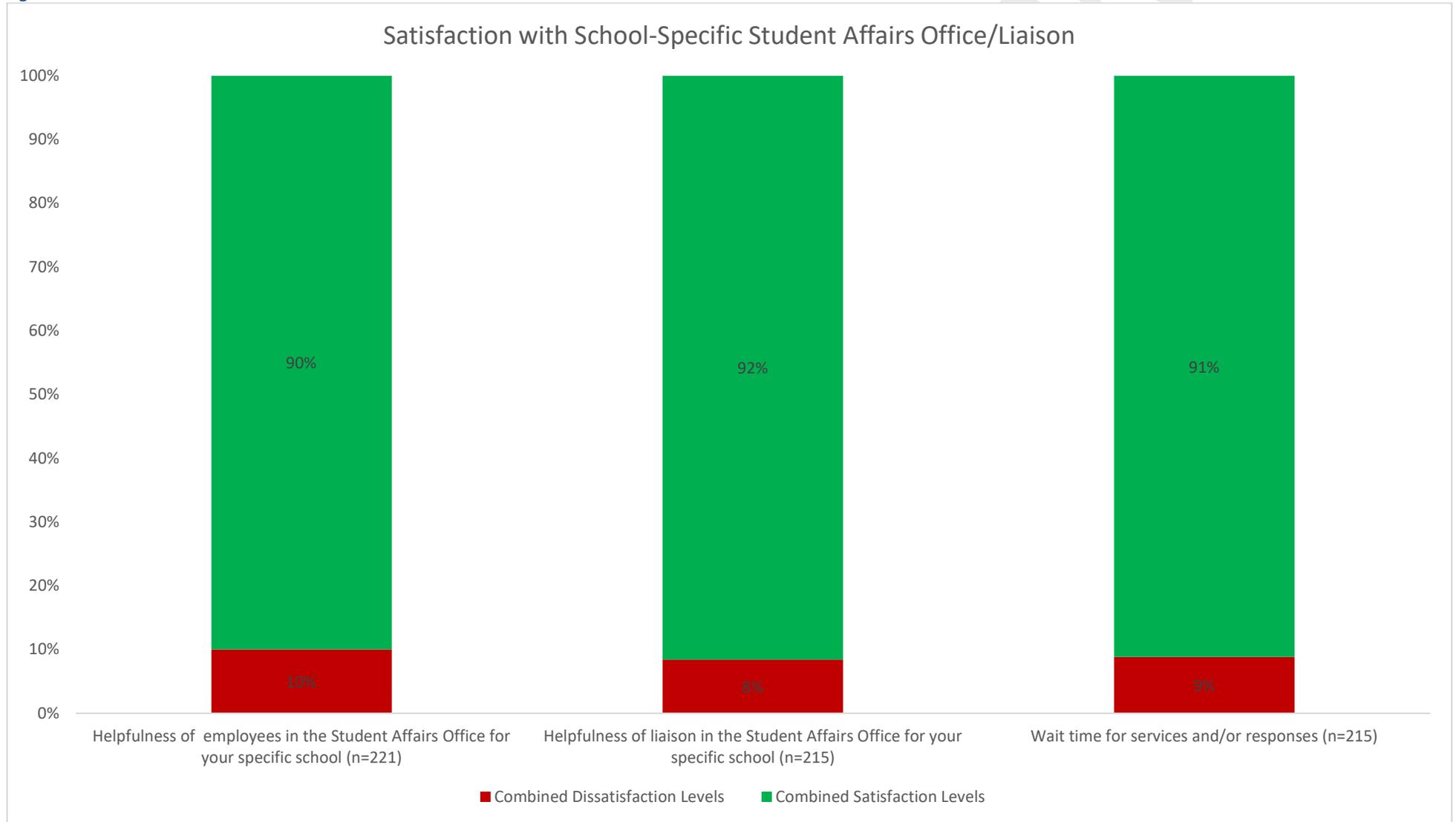
Figure 12



Answer	%	Count
Yes	84.6%	192
No	15.4%	35
Total	100%	227

Satisfaction with school-specific Student Affairs Office/liaison

Figure 13



2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

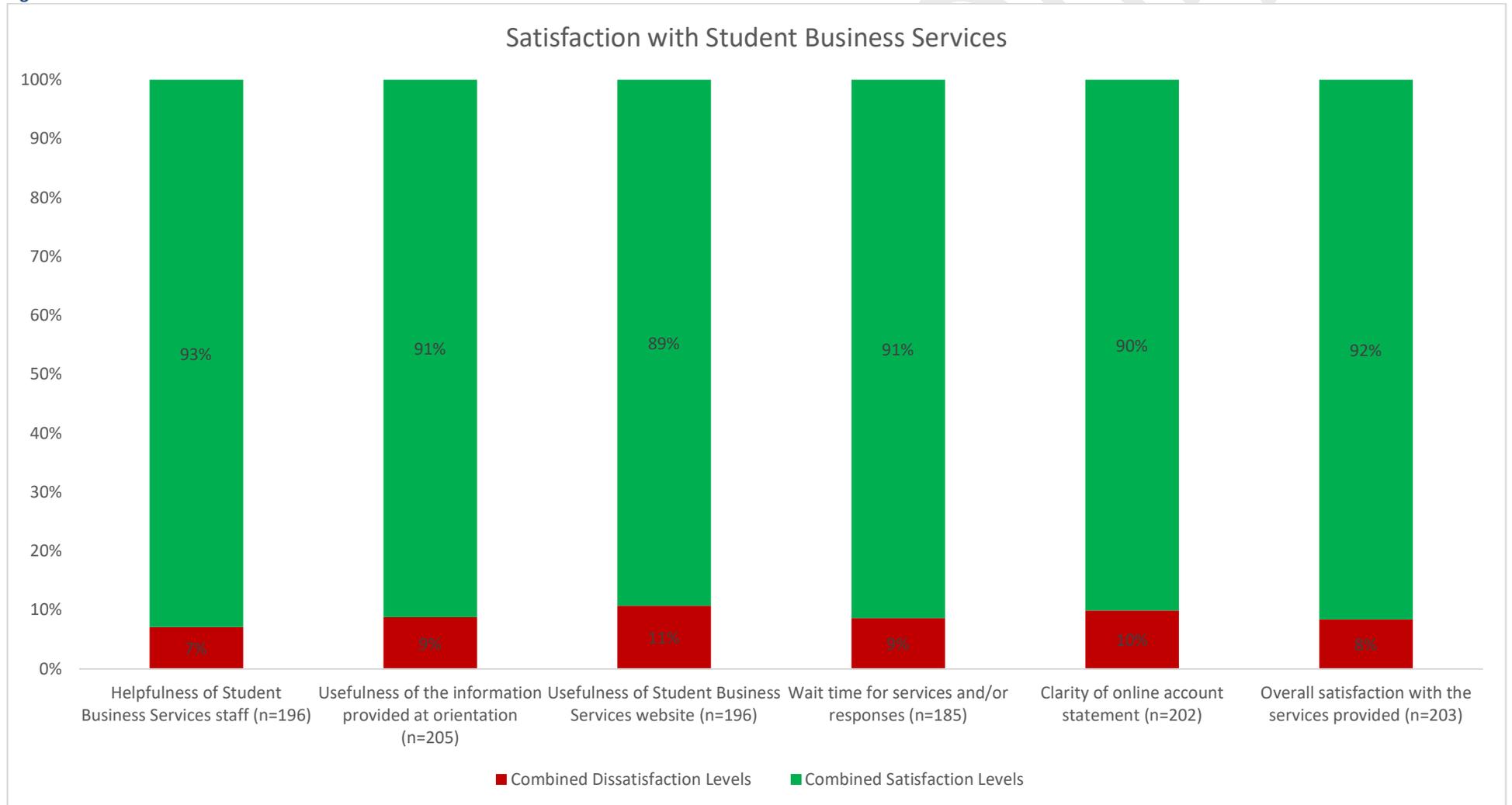
Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Helpfulness of employees in the Student Affairs Office for your specific school	3.2%	7	0.9%	2	5.9%	13	12.7%	28	27.6%	61	49.8%	110	221
Helpfulness of liaison in the Student Affairs Office for your specific school	2.8%	6	0.9%	2	4.7%	10	14.4%	31	27.4%	59	49.8%	107	215
Wait time for services and/or responses	4.2%	9	2.3%	5	2.3%	5	11.6%	25	36.7%	79	42.8%	92	215

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels
Helpfulness of employees in the Student Affairs Office for your specific school	1.0	6.0	5.1	1.2	221	10.0%	90.0%
Helpfulness of liaison in the Student Affairs Office for your specific school	1.0	6.0	5.1	1.2	215	8.4%	91.6%
Wait time for services and/or responses	1.0	6.0	5.0	1.2	215	8.8%	91.2%

Student Business Services

Level of satisfaction

Figure 14



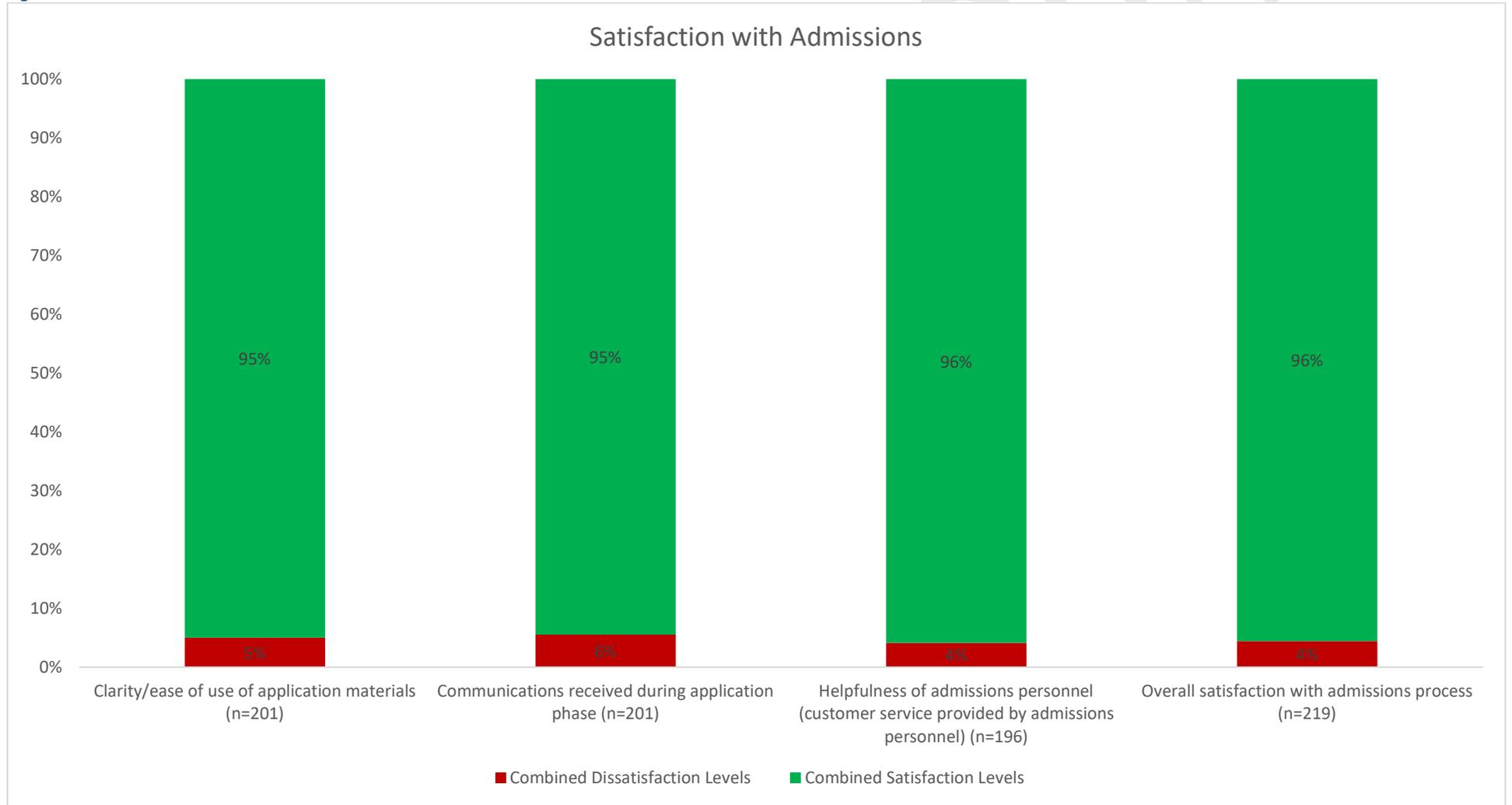
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count		
Helpfulness of Student Business Services staff	2.6%	5	1.5%	3	3.1%	6	12.8%	25	34.7%	68	45.4%	89	196	
Usefulness of the information provided at orientation	3.9%	8	1.0%	2	3.9%	8	15.6%	32	33.7%	69	42.0%	86	205	
Usefulness of Student Business Services website	2.6%	5	1.5%	3	6.6%	13	13.8%	27	35.7%	70	39.8%	78	196	
Wait time for services and/or responses	3.8%	7	1.1%	2	3.8%	7	12.4%	23	36.8%	68	42.2%	78	185	
Clarity of online account statement	3.5%	7	1.5%	3	5.0%	10	9.9%	20	42.6%	86	37.6%	76	202	
Overall satisfaction with the services provided	3.0%	6	2.0%	4	3.4%	7	12.8%	26	36.9%	75	41.9%	85	203	
Summary Statistics	Minimum		Maximum		Mean		Std Deviation		Count		Combined Dissatisfaction Levels		Combined Satisfaction Levels	
Helpfulness of Student Business Services staff	1.0		6.0		5.1		1.1		196		7.1%		92.9%	
Usefulness of the information provided at orientation	1.0		6.0		5.0		1.2		205		8.8%		91.2%	
Usefulness of Student Business Services website	1.0		6.0		5.0		1.2		196		10.7%		89.3%	
Wait time for services and/or responses	1.0		6.0		5.0		1.2		185		8.6%		91.4%	
Clarity of online account statement	1.0		6.0		5.0		1.2		202		9.9%		90.1%	
Overall satisfaction with the services provided	1.0		6.0		5.0		1.2		203		8.4%		91.6%	

Admissions

Level of satisfaction

Figure 15



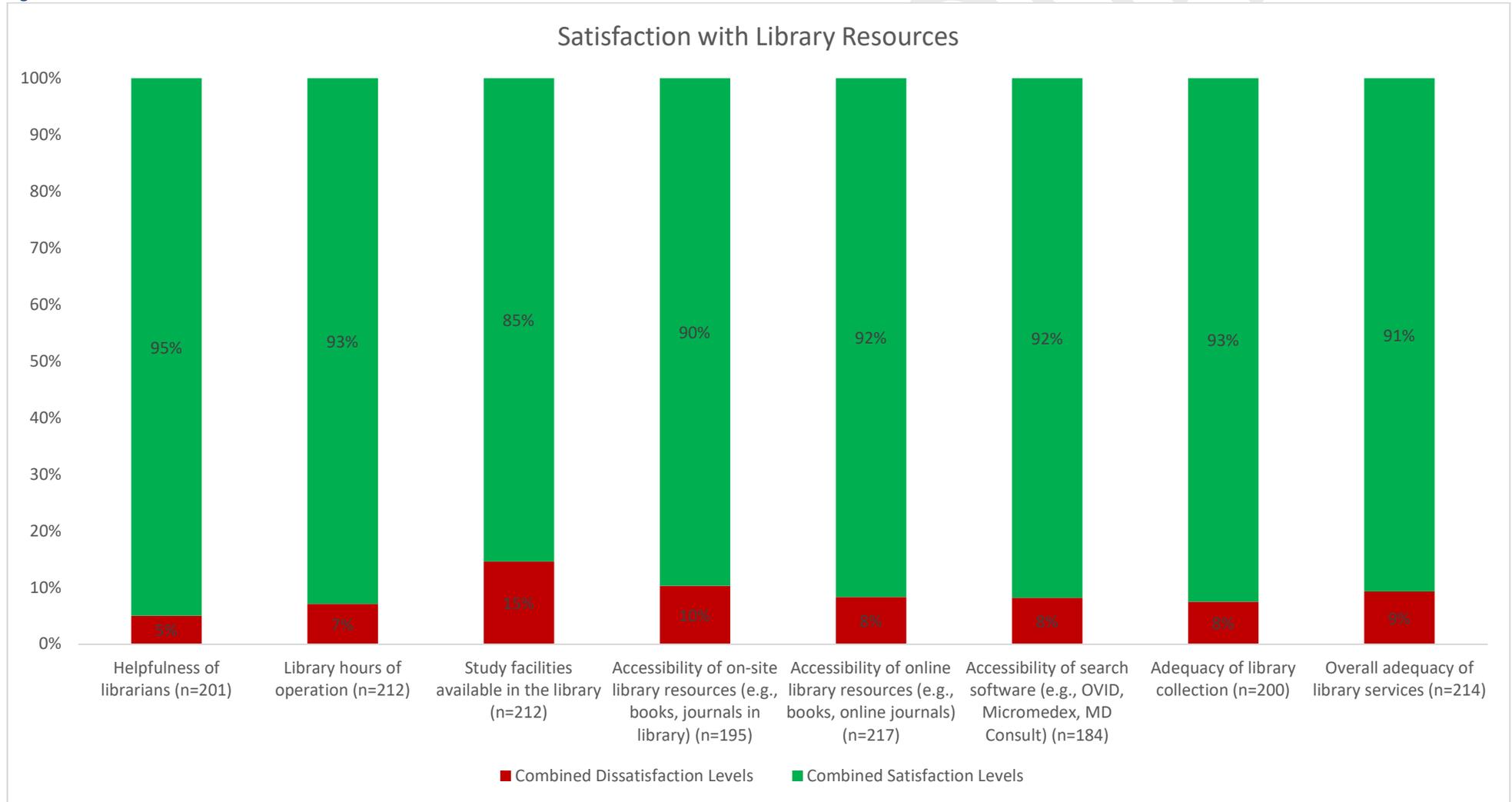
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count		
Clarity/ease of use of application materials	2.0%	4	0.5%	1	2.5%	5	9.0%	18	40.8%	82	45.3%	91	201	
Communications received during application phase	2.5%	5	0.5%	1	2.5%	5	9.0%	18	38.8%	78	46.8%	94	201	
Helpfulness of admissions personnel (customer service provided by admissions personnel)	2.0%	4	0.5%	1	1.5%	3	8.2%	16	37.2%	73	50.5%	99	196	
Overall satisfaction with admissions process	2.5%	5	0.0%	0	2.0%	4	8.3%	17	35.8%	73	51.5%	105	204	
Summary Statistics	Minimum		Maximum		Mean		Std Deviation		Count		Combined Dissatisfaction Levels		Combined Satisfaction Levels	
Clarity/ease of use of application materials	1.0		6.0		5.2		1.0		201		5.0%		95.0%	
Communications received during application phase	1.0		6.0		5.2		1.0		201		5.5%		94.5%	
Helpfulness of admissions personnel (customer service provided by admissions personnel)	1.0		6.0		5.3		1.0		196		4.1%		95.9%	
Overall satisfaction with admissions process	1.0		6.0		5.3		1.0		204		4.4%		95.6%	

Library Resources

Level of satisfaction

Figure 16



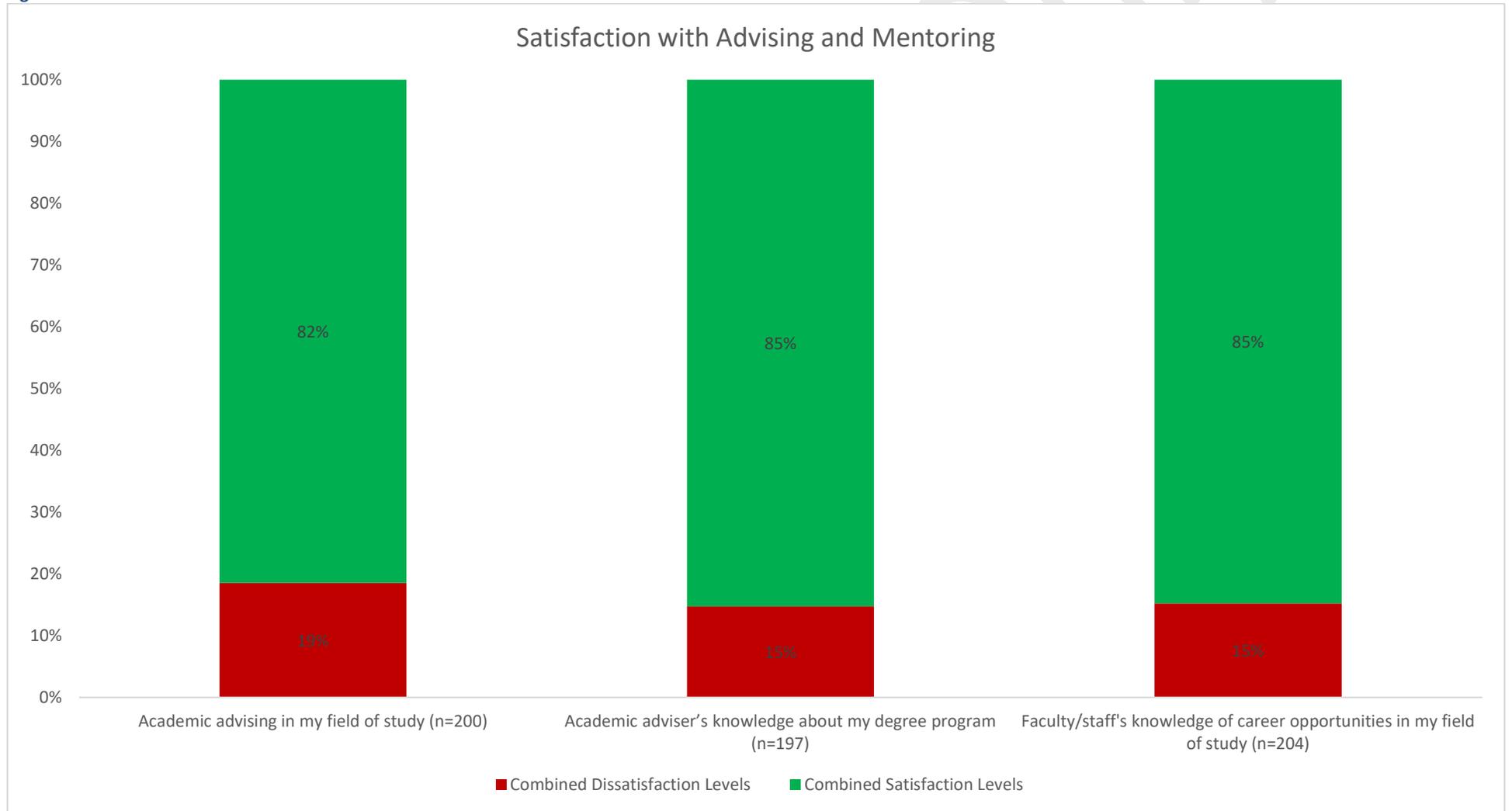
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Helpfulness of librarians	3.0%	6	1.5%	3	0.5%	1	5.5%	11	37.8%	76	51.7%	104	201
Library hours of operation	3.3%	7	0.9%	2	2.8%	6	6.1%	13	38.7%	82	48.1%	102	212
Study facilities available in the library	3.8%	8	5.2%	11	5.7%	12	13.7%	29	32.5%	69	39.2%	83	212
Accessibility of on-site library resources (e.g., books, journals in library)	4.6%	9	3.6%	7	2.1%	4	5.6%	11	36.9%	72	47.2%	92	195
Accessibility of online library resources (e.g., books, online journals)	4.1%	9	3.2%	7	0.9%	2	9.7%	21	32.7%	71	49.3%	107	217
Accessibility of search software (e.g., OVID, Micromedex, MD Consult)	3.3%	6	3.3%	6	1.6%	3	9.8%	18	34.8%	64	47.3%	87	184
Adequacy of library collection	3.5%	7	3.0%	6	1.0%	2	9.5%	19	39.5%	79	43.5%	87	200
Overall adequacy of library services	3.3%	7	1.9%	4	4.2%	9	7.5%	16	38.3%	82	44.9%	96	214
Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels						
Helpfulness of librarians	1.0	6.0	5.3	1.1	201	5.0%	95.0%						
Library hours of operation	1.0	6.0	5.2	1.1	212	7.1%	92.9%						
Study facilities available in the library	1.0	6.0	4.8	1.3	212	14.6%	85.4%						
Accessibility of on-site library resources (e.g., books, journals in library)	1.0	6.0	5.1	1.3	195	10.3%	89.7%						
Accessibility of online library resources (e.g., books, online journals)	1.0	6.0	5.1	1.3	217	8.3%	91.7%						
Accessibility of search software (e.g., OVID, Micromedex, MD Consult)	1.0	6.0	5.1	1.2	184	8.2%	91.8%						
Adequacy of library collection	1.0	6.0	5.1	1.2	200	7.5%	92.5%						
Overall adequacy of library services	1.0	6.0	5.1	1.2	214	9.3%	90.7%						

Advising and Mentoring

Level of satisfaction

Figure 17



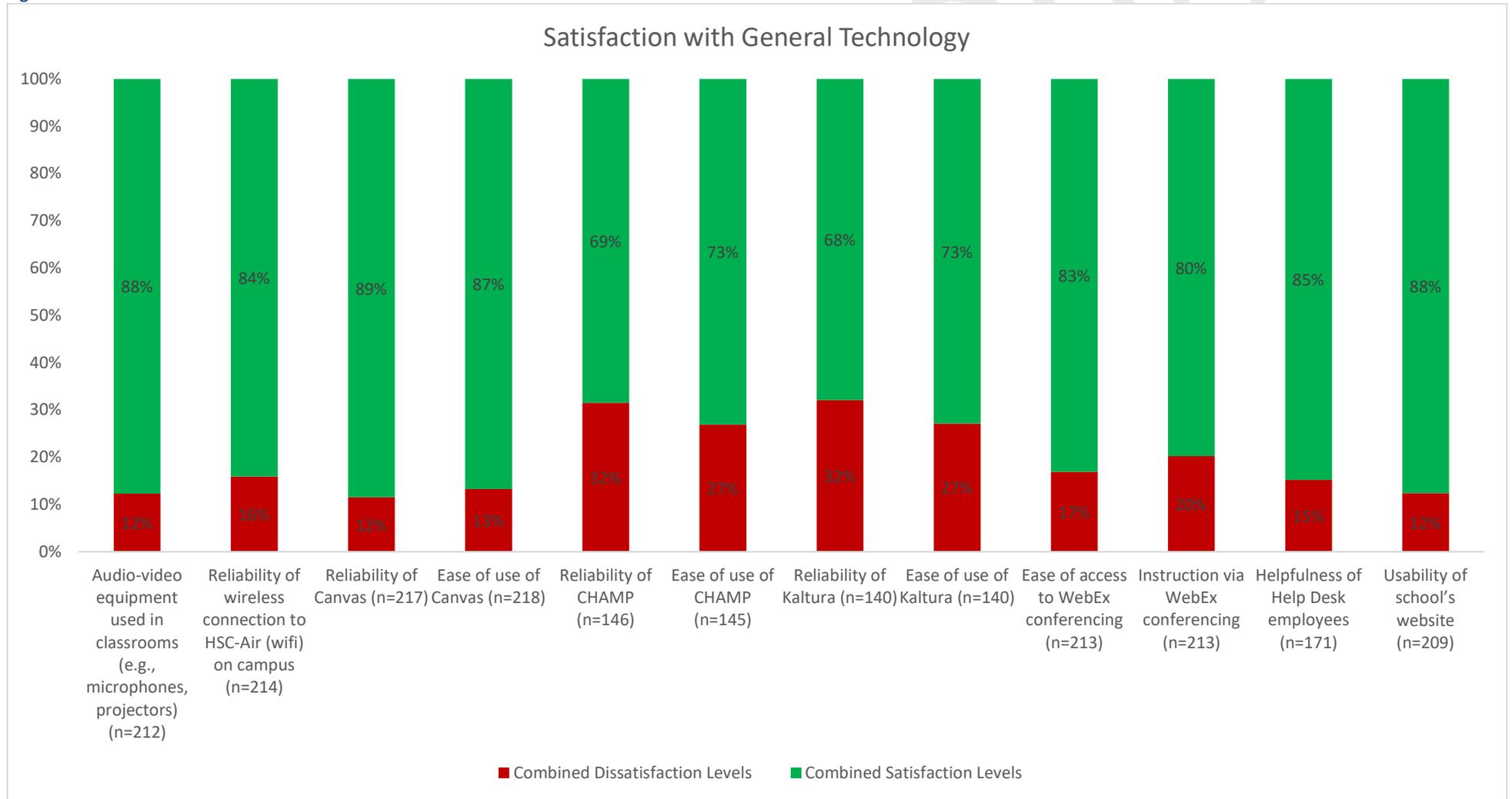
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total	
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count		
Academic advising in my field of study	6.5%	13	6.0%	12	6.0%	12	9.0%	18	32.0%	64	40.5%	81	200	
Academic adviser's knowledge about my degree program	6.1%	12	4.1%	8	4.6%	9	7.1%	14	34.0%	67	44.2%	87	197	
Faculty/staff's knowledge of career opportunities in my field of study	6.4%	13	3.4%	7	5.4%	11	7.8%	16	30.9%	63	46.1%	94	204	
Summary Statistics	Minimum		Maximum		Mean		Std Deviation		Count		Combined Dissatisfaction Levels		Combined Satisfaction Levels	
Academic advising in my field of study	1.0		6.0		4.8		1.5		200		18.5%		81.5%	
Academic adviser's knowledge about my degree program	1.0		6.0		4.9		1.4		197		14.7%		85.3%	
Faculty/staff's knowledge of career opportunities in my field of study	1.0		6.0		4.9		1.4		204		15.2%		84.8%	

General Technology

Level of satisfaction

Figure 18



2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

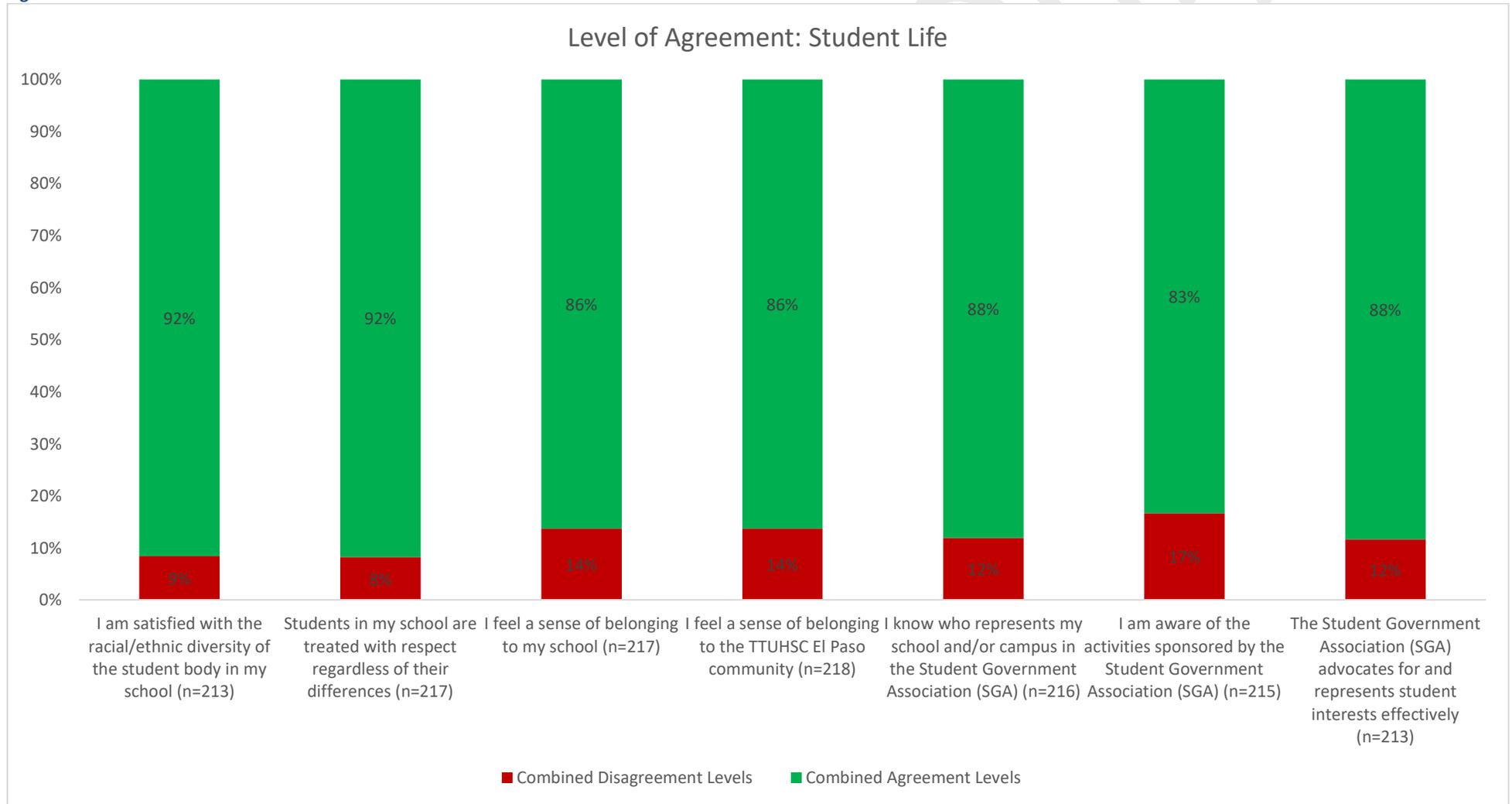
Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Audio-video equipment used in classrooms (e.g., microphones, projectors)	3.3%	7	2.8%	6	6.1%	13	18.4%	39	34.9%	74	34.4%	73	212
Reliability of wireless connection to HSC-Air (wifi) on campus	3.7%	8	3.3%	7	8.9%	19	12.1%	26	34.6%	74	37.4%	80	214
Reliability of Canvas	3.7%	8	3.2%	7	4.6%	10	14.7%	32	33.2%	72	40.6%	88	217
Ease of use of Canvas	5.0%	11	2.3%	5	6.0%	13	16.5%	36	29.4%	64	40.8%	89	218
Reliability of CHAMP	10.3%	15	6.8%	10	14.4%	21	17.8%	26	22.6%	33	28.1%	41	146
Ease of use of CHAMP	6.9%	10	7.6%	11	12.4%	18	17.2%	25	26.2%	38	29.7%	43	145
Reliability of Kaltura	8.6%	12	7.9%	11	15.7%	22	18.6%	26	22.1%	31	27.1%	38	140
Ease of use of Kaltura	5.7%	8	8.6%	12	12.9%	18	20.7%	29	25.0%	35	27.1%	38	140
Ease of access to WebEx conferencing	5.2%	11	4.7%	10	7.0%	15	16.9%	36	32.4%	69	33.8%	72	213
Instruction via WebEx conferencing	4.7%	10	6.6%	14	8.9%	19	15.0%	32	31.9%	68	32.9%	70	213
Helpfulness of Help Desk employees	5.3%	9	2.3%	4	7.6%	13	7.0%	12	32.7%	56	45.0%	77	171
Usability of school's website	5.7%	12	1.9%	4	4.8%	10	19.1%	40	32.5%	68	35.9%	75	209

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels
Audio-video equipment used in classrooms (e.g., microphones, projectors)	1.0	6.0	4.8	1.2	212	12.3%	87.7%
Reliability of wireless connection to HSC-Air (wifi) on campus	1.0	6.0	4.8	1.3	214	15.9%	84.1%
Reliability of Canvas	1.0	6.0	4.9	1.3	217	11.5%	88.5%
Ease of use of Canvas	1.0	6.0	4.9	1.3	218	13.3%	86.7%
Reliability of CHAMP	1.0	6.0	4.2	1.6	146	31.5%	68.5%
Ease of use of CHAMP	1.0	6.0	4.4	1.5	145	26.9%	73.1%
Reliability of Kaltura	1.0	6.0	4.2	1.6	140	32.1%	67.9%
Ease of use of Kaltura	1.0	6.0	4.3	1.5	140	27.1%	72.9%
Ease of access to WebEx conferencing	1.0	6.0	4.7	1.4	213	16.9%	83.1%
Instruction via WebEx conferencing	1.0	6.0	4.6	1.4	213	20.2%	79.8%
Helpfulness of Help Desk employees	1.0	6.0	4.9	1.4	171	15.2%	84.8%
Usability of school's website	1.0	6.0	4.8	1.3	209	12.4%	87.6%

Student Life

Level of agreement

Figure 19



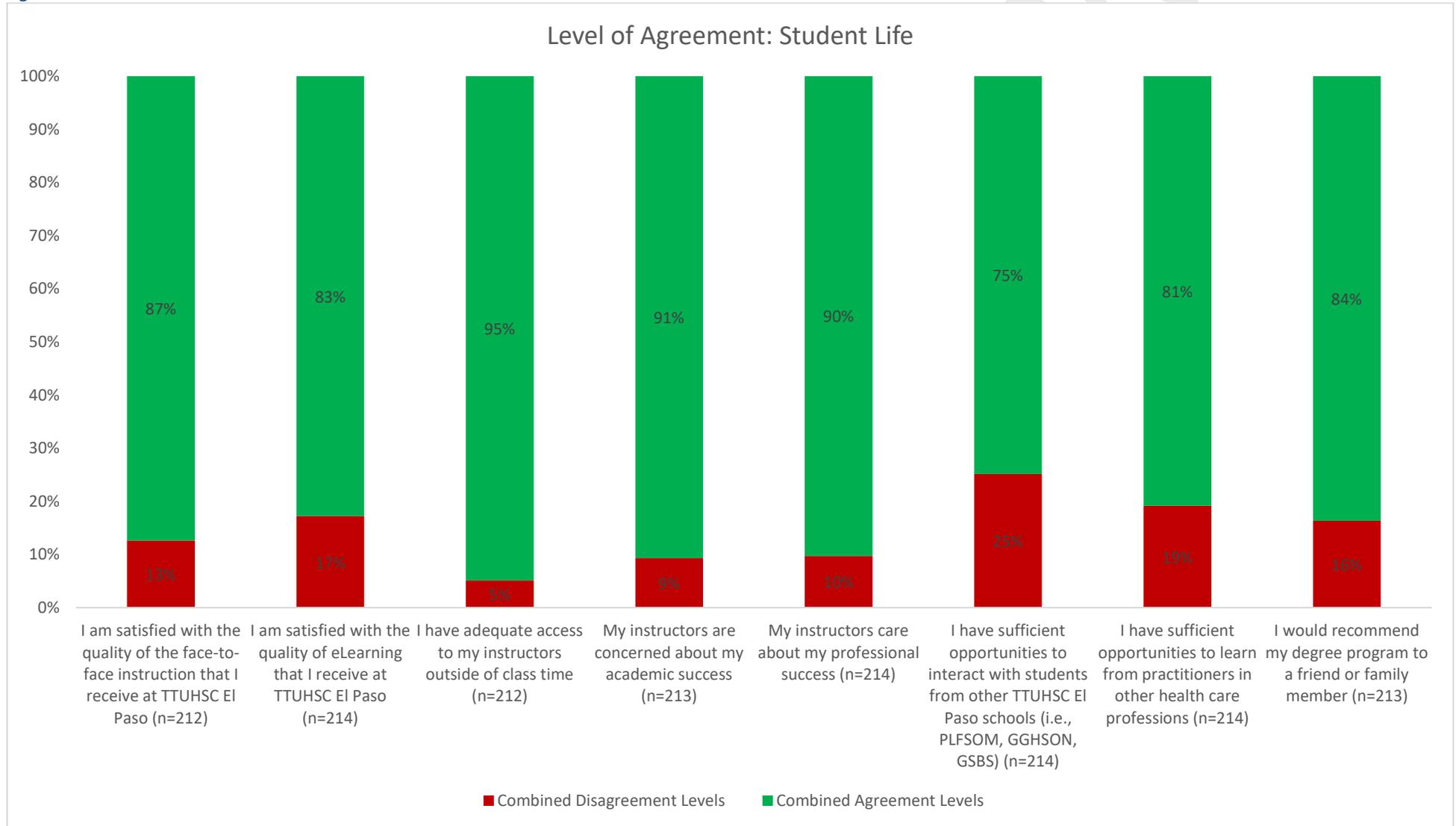
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Strongly Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Strongly Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
I am satisfied with the racial/ethnic diversity of the student body in my school	4.2%	9	0.9%	2	3.3%	7	13.1%	28	31.5%	67	46.9%	100	213
Students in my school are treated with respect regardless of their differences	2.3%	5	2.8%	6	3.2%	7	12.0%	26	29.5%	64	50.2%	109	217
I feel a sense of belonging to my school	4.6%	10	4.1%	9	5.1%	11	17.1%	37	25.3%	55	43.8%	95	217
I feel a sense of belonging to the TTUHSC El Paso community	4.1%	9	3.7%	8	6.0%	13	14.7%	32	27.5%	60	44.0%	96	218
I know who represents my school and/or campus in the Student Government Association (SGA)	3.7%	8	4.6%	10	3.7%	8	13.0%	28	33.8%	73	41.2%	89	216
I am aware of the activities sponsored by the Student Government Association (SGA)	4.7%	10	6.0%	13	6.0%	13	15.3%	33	28.4%	61	39.5%	85	215
The Student Government Association (SGA) advocates for and represents student interests effectively	6.1%	13	0.9%	2	4.7%	10	14.6%	31	31.0%	66	42.7%	91	213

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Disagreement Levels	Combined Agreement Levels
I am satisfied with the racial/ethnic diversity of the student body in my school	1.0	6.0	5.1	1.2	213	8.5%	91.5%
Students in my school are treated with respect regardless of their differences	1.0	6.0	5.1	1.2	217	8.3%	91.7%
I feel a sense of belonging to my school	1.0	6.0	4.9	1.4	217	13.8%	86.2%
I feel a sense of belonging to the TTUHSC El Paso community	1.0	6.0	4.9	1.3	218	13.8%	86.2%
I know who represents my school and/or campus in the Student Government Association (SGA)	1.0	6.0	4.9	1.3	216	12.0%	88.0%
I am aware of the activities sponsored by the Student Government Association (SGA)	1.0	6.0	4.8	1.4	215	16.7%	83.3%
The Student Government Association (SGA) advocates for and represents student interests effectively	1.0	6.0	4.9	1.3	213	11.7%	88.3%

Level of agreement

Figure 20



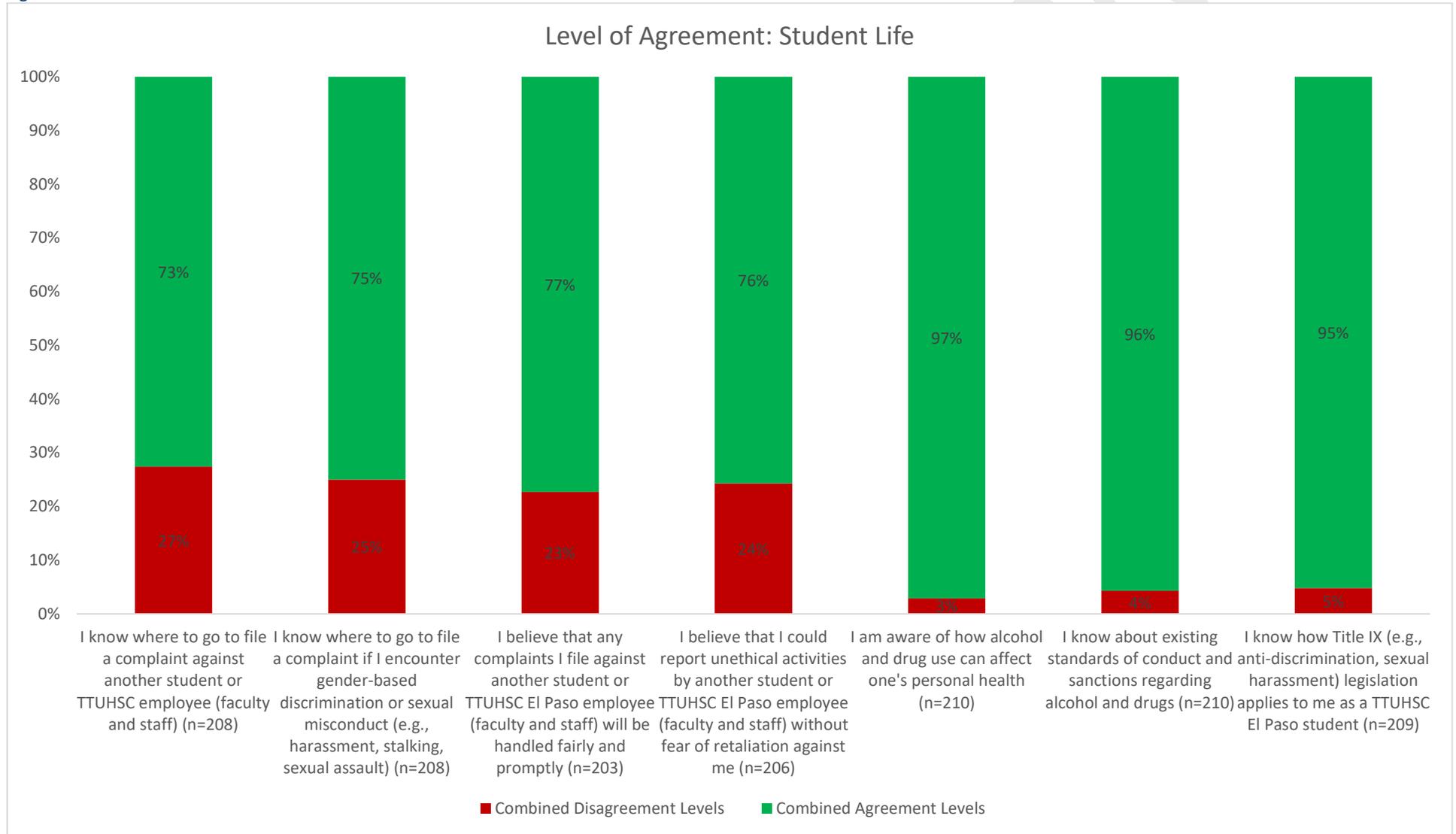
2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Strongly Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Strongly Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
I am satisfied with the quality of the face-to-face instruction that I receive at TTUHSC El Paso	6.1%	13	3.3%	7	3.3%	7	16.5%	35	35.4%	75	35.4%	75	212
I am satisfied with the quality of eLearning that I receive at TTUHSC El Paso	5.6%	12	5.1%	11	6.5%	14	16.4%	35	36.0%	77	30.4%	65	214
I have adequate access to my instructors outside of class time	1.9%	4	0.9%	2	2.4%	5	12.3%	26	40.6%	86	42.0%	89	212
My instructors are concerned about my academic success	4.2%	9	1.9%	4	3.3%	7	13.1%	28	32.4%	69	45.1%	96	213
My instructors care about my professional success	3.3%	7	2.3%	5	4.2%	9	10.3%	22	33.2%	71	46.7%	100	214
I have sufficient opportunities to interact with students from other TTUHSC El Paso schools (i.e., PLFSOM, GGHSON, GSBS)	7.5%	16	8.4%	18	9.3%	20	17.8%	38	26.2%	56	30.8%	66	214
I have sufficient opportunities to learn from practitioners in other health care professions	5.1%	11	7.5%	16	6.5%	14	17.3%	37	29.9%	64	33.6%	72	214
I would recommend my degree program to a friend or family member	7.0%	15	4.2%	9	5.2%	11	16.9%	36	24.4%	52	42.3%	90	213

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Disagreement Levels	Combined Agreement Levels
I am satisfied with the quality of the face-to-face instruction that I receive at TTUHSC El Paso	1.0	6.0	4.8	1.4	212	12.7%	87.3%
I am satisfied with the quality of eLearning that I receive at TTUHSC El Paso	1.0	6.0	4.6	1.4	214	17.3%	82.7%
I have adequate access to my instructors outside of class time	1.0	6.0	5.1	1.0	212	5.2%	94.8%
My instructors are concerned about my academic success	1.0	6.0	5.0	1.2	213	9.4%	90.6%
My instructors care about my professional success	1.0	6.0	5.1	1.2	214	9.8%	90.2%
I have sufficient opportunities to interact with students from other TTUHSC El Paso schools (i.e., PLFSOM, GGHSON, GSBS)	1.0	6.0	4.4	1.6	214	25.2%	74.8%
I have sufficient opportunities to learn from practitioners in other health care professions	1.0	6.0	4.6	1.5	214	19.2%	80.8%
I would recommend my degree program to a friend or family member	1.0	6.0	4.7	1.5	213	16.4%	83.6%

Level of agreement

Figure 21



2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

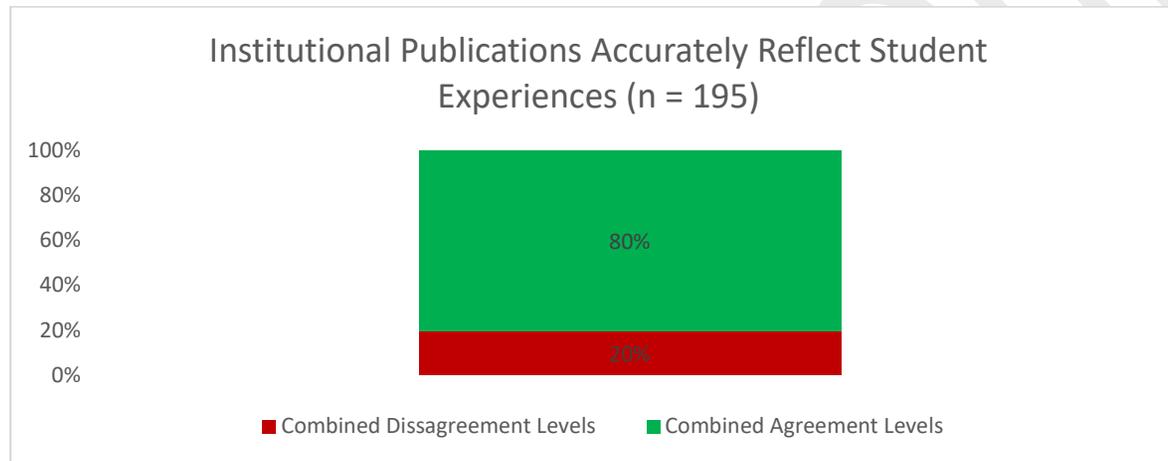
Question	Strongly Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Strongly Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
I know where to go to file a complaint against another student or TTUHSC employee (faculty and staff)	4.8%	10	12.0%	25	10.6%	22	16.3%	34	27.9%	58	28.4%	59	208
I know where to go to file a complaint if I encounter gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault)	4.3%	9	11.5%	24	9.1%	19	15.4%	32	29.8%	62	29.8%	62	208
I believe that any complaints I file against another student or TTUHSC El Paso employee (faculty and staff) will be handled fairly and promptly	4.9%	10	6.9%	14	10.8%	22	18.7%	38	31.5%	64	27.1%	55	203
I believe that I could report unethical activities by another student or TTUHSC El Paso employee (faculty and staff) without fear of retaliation against me	5.8%	12	7.3%	15	11.2%	23	14.1%	29	30.1%	62	31.6%	65	206
I am aware of how alcohol and drug use can affect one's personal health	1.9%	4	0.0%	0	1.0%	2	1.4%	3	30.5%	64	65.2%	137	210
I know about existing standards of conduct and sanctions regarding alcohol and drugs	1.9%	4	1.0%	2	1.4%	3	2.4%	5	35.7%	75	57.6%	121	210
I know how Title IX (e.g., anti-discrimination, sexual harassment) legislation applies to me as a TTUHSC El Paso student	1.9%	4	0.5%	1	2.4%	5	9.1%	19	34.9%	73	51.2%	107	209

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Disagreement Levels	Combined Agreement Levels
I know where to go to file a complaint against another student or TTUHSC employee (faculty and staff)	1.0	6.0	4.4	1.5	208	27.4%	72.6%
I know where to go to file a complaint if I encounter gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault)	1.0	6.0	4.4	1.5	208	25.0%	75.0%
I believe that any complaints I file against another student or TTUHSC El Paso employee (faculty and staff) will be handled fairly and promptly	1.0	6.0	4.5	1.4	203	22.7%	77.3%
I believe that I could report unethical activities by another student or TTUHSC El Paso employee (faculty and staff) without fear of retaliation against me	1.0	6.0	4.5	1.5	206	24.3%	75.7%
I am aware of how alcohol and drug use can affect one's personal health	1.0	6.0	5.5	0.8	210	2.9%	97.1%
I know about existing standards of conduct and sanctions regarding alcohol and drugs	1.0	6.0	5.4	0.9	210	4.3%	95.7%
I know how Title IX (e.g., anti-discrimination, sexual harassment) legislation applies to me as a TTUHSC El Paso student	1.0	6.0	5.3	1.0	209	4.8%	95.2%

Institutional Publication/Website

I feel institutional publications (recruitment materials, website, program brochures, etc.) accurately reflect my experiences as a student.

Figure 22

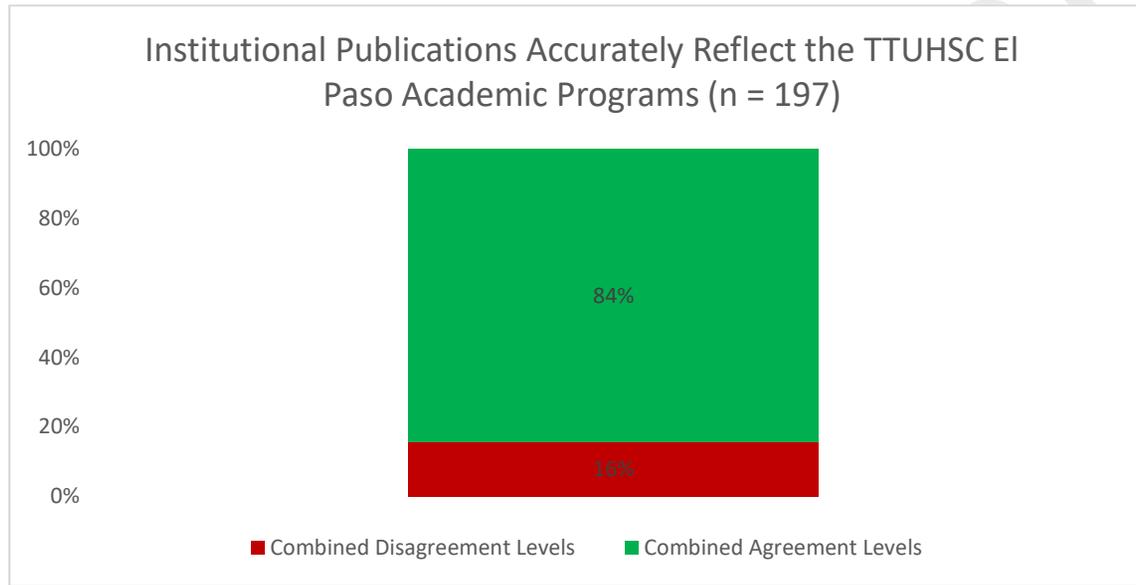


Answer	%	Count
Strongly Disagree	6.7%	13
Disagree	3.1%	6
Somewhat Disagree	9.7%	19
Somewhat Agree	16.9%	33
Agree	39.5%	77
Strongly Agree	24.1%	47
Total	100%	195

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Disagreement Levels	Combined Agreement Levels
I feel institutional publications (recruitment materials, website, program brochures, etc.) accurately reflect my experiences as a student	1.0	6.0	4.5	1.4	195	19.5%	80.5%

I feel institutional publications (recruitment materials, website, program brochures, etc.) accurately reflect the TTUHSC El Paso academic programs.

Figure 23



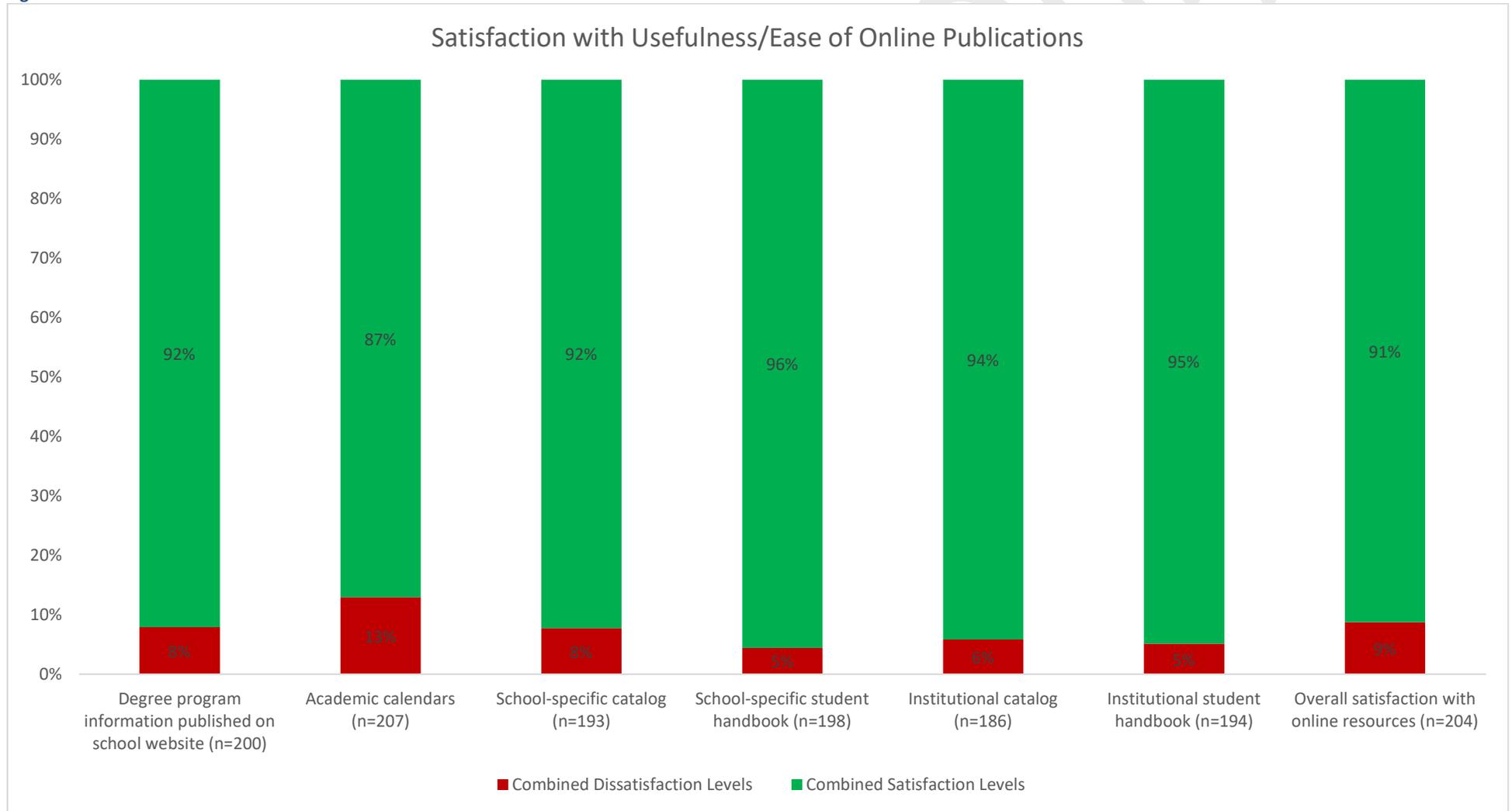
Answer	%	Count
Strongly Disagree	6.1%	12
Disagree	2.5%	5
Somewhat Disagree	7.6%	15
Somewhat Agree	18.8%	37
Agree	37.6%	74
Strongly Agree	27.4%	54
Total	100%	197

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Disagreement Levels	Combined Agreement Levels
I feel institutional publications (recruitment materials, website, program brochures, etc.) accurately reflect the TTUHSC El Paso academic programs	1.0	6.0	4.6	1.3	197	16.2%	83.8%

Usefulness/Ease of Online Publications

Level of satisfaction

Figure 24



2020 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

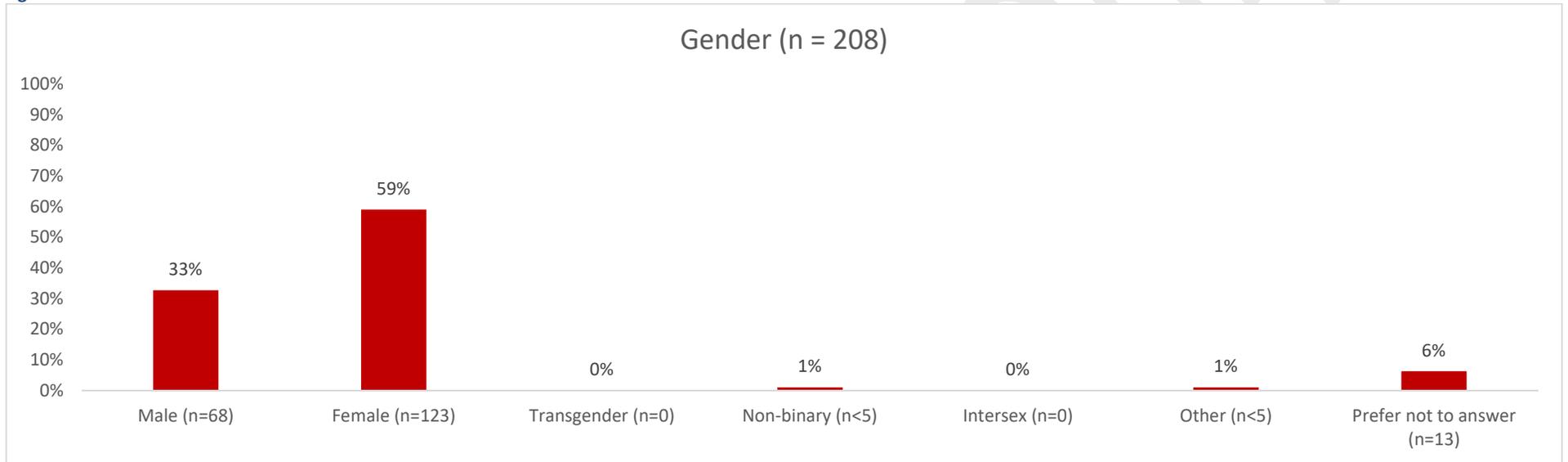
Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
Degree program information published on school website	3.5%	7	1.5%	3	3.0%	6	13.0%	26	44.5%	89	34.5%	69	200
Academic calendars	7.2%	15	3.9%	8	1.9%	4	13.0%	27	39.1%	81	34.8%	72	207
School-specific catalog	3.1%	6	1.6%	3	3.1%	6	14.5%	28	44.0%	85	33.7%	65	193
School-specific student handbook	2.0%	4	1.0%	2	1.5%	3	13.6%	27	47.5%	94	34.3%	68	198
Institutional catalog	2.2%	4	1.1%	2	2.7%	5	12.9%	24	46.2%	86	34.9%	65	186
Institutional student handbook	2.1%	4	2.1%	4	1.0%	2	13.4%	26	44.3%	86	37.1%	72	194
Overall satisfaction with online resources	3.4%	7	1.0%	2	4.4%	9	13.7%	28	42.6%	87	34.8%	71	204

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfaction Levels	Combined Satisfaction Levels
Degree program information published on school website	1.0	6.0	5.0	1.1	200	8.0%	92.0%
Academic calendars	1.0	6.0	4.8	1.4	207	13.0%	87.0%
School-specific catalog	1.0	6.0	5.0	1.1	193	7.8%	92.2%
School-specific student handbook	1.0	6.0	5.1	1.0	198	4.5%	95.5%
Institutional catalog	1.0	6.0	5.0	1.0	186	5.9%	94.1%
Institutional student handbook	1.0	6.0	5.1	1.0	194	5.2%	94.8%
Overall satisfaction with online resources	1.0	6.0	5.0	1.1	204	8.8%	91.2%

Demographics

Gender

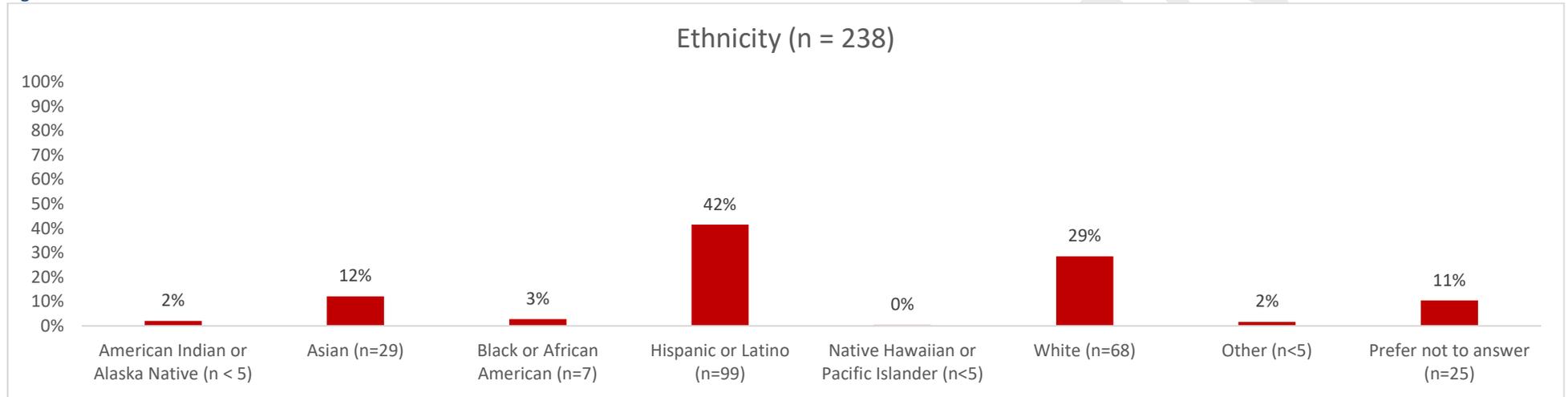
Figure 25



Answer	%	Count
Male	32.7%	68
Female	59.1%	123
Transgender	0.0%	0
Non-binary	1.0%	n<5
Intersex	0.0%	0
Other	1.0%	n<5
Prefer not to answer	6.3%	13
Total	100%	208

Race and/or Ethnicity

Figure 26



Answer	%	Count
American Indian or Alaska Native	2.1%	5
Asian	12.2%	29
Black or African American	2.9%	7
Hispanic or Latino	41.6%	99
Native Hawaiian or Pacific Islander	0.4%	n<5
White	28.6%	68
Other (please specify)	1.7%	n<5
Prefer not to answer	10.5%	25
Total	100%	238