



TEXAS TECH UNIVERSITY  
HEALTH SCIENCES CENTER.  
EL PASO

Office of Institutional Research *and* Effectiveness

Office of Institutional Research and Effectiveness

# 2017 TTUHSC El Paso Student Satisfaction Survey

## Results Summary

*Report Date: 4-11-2017*

*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

- **639 unduplicated students with TTUHSC e-mail addresses**
- **330 respondents**
- **51.6% response rate for Spring 2017 students with active TTUHSC e-mail addresses**

### Respondent Demographics

The 2017 TTUHSC EL Paso Student Satisfaction Survey was conducted over the course of three weeks in March 2017. A link to the online survey was distributed via email to all students on the distribution lists for the Paul L. Foster School of Medicine (PLFSOM), the Gayle Greve Hunt School of Nursing (GGHSON), and the Graduate School of Biomedical Sciences (GSBS). A total of 330 students self-selected to complete the survey (51.6% response rate). Participants were informed of the voluntary nature of the survey and were assured as to the anonymity of their responses. 63% of respondents selected the PLFSOM, 29% selected the GGHSON, and 8% selected GSBS as their TTUHSC El Paso school affiliation.

### Method

In order to determine the survey population, an active student report was generated from Banner Student in January 2017 by staff at the Office of Institutional Research and Effectiveness (OIRE). This report was compared against student email distribution lists maintained by staff at the PLFSOM, the GGHSON, and the GSBS and updated appropriately to ensure all currently enrolled students 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 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 returned 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 2016. 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.

Internal Use Only

## Academics

### Q1 For the current academic year, which school are you enrolled in?

Answer	%	Count
PLFSOM	63.0%	201
GGHSON	29.2%	93
GSBS	7.8%	25
Total	100%	319

### Q2 Indicate your academic program.

#### A. Paul L. Foster School of Medicine (If PLFSOM chosen from Q1)

Answer	%	Count
MD	100.0%	200
Total	100%	200

#### B. Gayle Greve Hunt School of Nursing (If GGHSON chosen from Q1)

Answer	%	Count
RN to BSN	3.3%	n < 5
Accelerated BSN	96.7%	89
Total	100%	92

#### C. Graduate School of Biomedical Sciences (If GSBS chosen from Q1)

Answer	%	Count
Certificate	20.0%	5

MS	80.0%	20
Total	100%	25

**Q3 Which year of study are you currently enrolled in?**

Answer	%	Count
Year 1	42.4%	134
Year 2	18.7%	59
Year 3	21.5%	68
Year 4	15.8%	50
Year 5	1.6%	5
Year 6	0.0%	0
More than 6 years	0.0%	0
Total	100%	316

**Satisfaction**

**Q4 Overall, how satisfied are you with your studies at TTUHSC El Paso?**

Answer	%	Count
Very Dissatisfied	1.3%	4
Dissatisfied	2.6%	8
Somewhat Dissatisfied	3.9%	12
Somewhat Satisfied	15.9%	49
Satisfied	45.3%	140
Very Satisfied	31.1%	96
Total	100%	309

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Overall, how satisfied are you with your studies at TTUHSC El Paso?	1.0	6.0	4.9	1.0	309	7.8%	92.2%

## Environment

Q5 Please indicate your level of satisfaction with each of the following.

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Cleanliness of campus buildings	0.7%	2	0.0%	0	0.3%	1	0.0%	0	18.4%	55	80.6%	241	299
Classroom environment (e.g., size, temperature, maintenance)	0.7%	2	0.7%	2	2.3%	7	11.7%	35	34.6%	103	50.0%	149	298
Quality of equipment in laboratory facilities	1.4%	4	0.7%	2	2.4%	7	5.1%	15	31.8%	93	58.6%	171	292
Campus security	0.7%	2	0.0%	0	1.7%	5	2.4%	7	28.6%	85	66.7%	198	297
Availability of parking	23.6%	70	20.5%	61	18.2%	54	19.5%	58	10.4%	31	7.7%	23	297

  

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Cleanliness of campus buildings	1.0	6.0	5.8	0.6	299	1.0%	99.0%
Classroom environment (e.g., size, temperature, maintenance)	1.0	6.0	5.3	0.9	298	3.7%	96.3%
Quality of equipment in laboratory facilities	1.0	6.0	5.4	0.9	292	4.5%	95.5%
Campus security	1.0	6.0	5.6	0.7	297	2.4%	97.6%
Availability of parking	1.0	6.0	3.0	1.6	297	62.3%	37.7%

## Student Support Services

Q6 Please indicate your level of satisfaction with each of the following.

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
Information about student health insurance plans	1.3%	3	6.7%	15	12.1%	27	19.2%	43	36.2%	81	24.6%	55	224
Availability of in-network student health care providers	2.4%	5	5.2%	11	9.5%	20	17.1%	36	41.4%	87	24.3%	51	210
Information about medical health services (e.g., visits to Texas Tech Physicians of El Paso at Hague)	1.6%	4	6.3%	16	7.5%	19	17.0%	43	40.3%	102	27.3%	69	253
Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	0.7%	2	4.7%	13	4.0%	11	13.5%	37	42.0%	115	35.0%	96	274
Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	1.4%	3	5.4%	12	4.1%	9	9.0%	20	43.0%	95	37.1%	82	221
Information about what action to take in the event of gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault)	1.1%	3	2.7%	7	3.1%	8	9.6%	25	44.4%	116	39.1%	102	261
Information about individual academic support available at the institution	1.8%	5	2.2%	6	4.3%	12	10.0%	28	41.6%	116	40.1%	112	279
Information about student disability support services	0.5%	1	1.8%	4	1.4%	3	10.0%	22	48.0%	106	38.5%	85	221

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Information about student health insurance plans	1.0	6.0	4.6	1.2	224	20.1%	79.9%
Availability of in-network student health care providers	1.0	6.0	4.6	1.2	210	17.1%	82.9%
Information about medical health services (e.g., visits to Texas Tech Physicians of El Paso at Hague)	1.0	6.0	4.7	1.2	253	15.4%	84.6%
Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	1.0	6.0	5.0	1.1	274	9.5%	90.5%
Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	1.0	6.0	5.0	1.2	221	10.9%	89.1%
Information about what action to take in the event of gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault)	1.0	6.0	5.1	1.0	261	6.9%	93.1%
Information about individual academic support available at the institution	1.0	6.0	5.1	1.1	279	8.2%	91.8%
Information about student disability support services	1.0	6.0	5.2	0.9	221	3.6%	96.4%

## Registrar

### Q7 Please indicate your level of satisfaction with each of the following.

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	0.4%	1	0.4%	1	0.7%	2	3.9%	11	36.8%	103	57.9%	162	
Helpfulness of employees in Registrar's Office	0.4%	1	0.4%	1	0.7%	2	3.9%	11	36.8%	103	57.9%	162	280
Communication about the registration process	0.0%	0	1.0%	3	1.0%	3	6.6%	19	39.0%	112	52.3%	150	287
Ease of registering for classes	0.0%	0	0.3%	1	1.4%	4	6.6%	19	35.9%	104	55.9%	162	290
Wait time for receiving a requested transcript	0.0%	0	0.0%	0	0.6%	1	5.8%	10	42.1%	72	51.5%	88	171
<b>Summary Statistics</b>			<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Std Deviation</b>	<b>Count</b>	<b>Combined Dissatisfied Levels</b>	<b>Combined Satisfied Levels</b>				
Helpfulness of employees in Registrar's Office			1.0	6.0	5.5	0.7	280	1.4%	98.6%				
Communication about the registration process			2.0	6.0	5.4	0.7	287	2.1%	97.9%				
Ease of registering for classes			2.0	6.0	5.5	0.7	290	1.7%	98.3%				
Wait time for receiving a requested transcript			3.0	6.0	5.4	0.6	171	0.6%	99.4%				

## Financial Aid

Q8 Please indicate your level of satisfaction with each of the following.

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	0.0%	0	0.4%	1	1.5%	4	3.4%	9	31.8%	83	62.8%	164	
Helpfulness of financial aid employees	0.0%	0	0.4%	1	1.5%	4	3.4%	9	31.8%	83	62.8%	164	261
Information regarding financial aid options	0.0%	0	1.5%	4	2.7%	7	6.5%	17	37.4%	98	51.9%	136	262
Efficiency of the financial aid process	0.4%	1	0.4%	1	3.4%	9	5.0%	13	33.6%	88	57.3%	150	262
<b>Summary Statistics</b>			<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Std Deviation</b>	<b>Count</b>	<b>Combined Dissatisfied Levels</b>	<b>Combined Satisfied Levels</b>				
Helpfulness of financial aid employees			2.0	6.0	5.6	0.7	261	1.9%	98.1%				
Information regarding financial aid options			2.0	6.0	5.4	0.8	262	4.2%	95.8%				
Efficiency of the financial aid process			1.0	6.0	5.4	0.8	262	4.2%	95.8%				

## School-specific Student Affairs

Q9 Does your school offer adequate assistance with issues related to student affairs?



Answer	%	Count
Yes	94.7%	270
NO	5.3%	15
Total	100%	285

**Q10 Please rate your satisfaction with the following aspects of the Student Affairs Office/liaison for your specific school.**

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Helpfulness of employees in the Student Affairs Office for your specific school	0.7%	2	0.0%	0	0.7%	2	3.2%	9	27.3%	76	68.0%	189	278
Helpfulness of liaison in the Student Affairs Office for your specific school	0.4%	1	0.0%	0	0.0%	0	4.1%	11	28.9%	78	66.7%	180	270
Wait time for services and/or responses	0.4%	1	0.0%	0	1.1%	3	5.6%	15	29.9%	80	63.1%	169	268
<b>Summary Statistics</b>			<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Std Deviation</b>	<b>Count</b>	<b>Combined Dissatisfied Levels</b>	<b>Combined Satisfied Levels</b>				
Helpfulness of employees in the Student Affairs Office for your specific school			1.0	6.0	5.6	0.7	278	1.4%	98.6%				
Helpfulness of liaison in the Student Affairs Office for your specific school			1.0	6.0	5.6	0.6	270	0.4%	99.6%				
Wait time for services and/or responses			1.0	6.0	5.5	0.7	268	1.5%	98.5%				

**Student Business Services -SBS**

**Q11 Please indicate your level of satisfaction with each of the following.**

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
Helpfulness of Student Business Services staff	0.4%	1	0.0%	0	1.5%	4	3.5%	9	40.2%	104	54.4%	141	259
Usefulness of the information provided at orientation	1.1%	3	1.9%	5	1.5%	4	7.4%	20	40.1%	108	48.0%	129	269
Usefulness of Student Business Services website	0.4%	1	1.2%	3	2.8%	7	5.6%	14	42.2%	105	47.8%	119	249
Wait time for services and/or responses	0.0%	0	0.0%	0	1.2%	3	4.7%	12	41.5%	105	52.6%	133	253
Clarity of online account statement	0.0%	0	0.0%	0	0.4%	1	8.5%	23	41.1%	111	50.0%	135	270
Overall satisfaction with the services provided	0.4%	1	0.7%	2	1.1%	3	4.7%	13	41.2%	113	51.8%	142	274

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Helpfulness of Student Business Services staff	1.0	6.0	5.5	0.7	259	1.9%	98.1%
Usefulness of the information provided at orientation	1.0	6.0	5.3	0.9	269	4.5%	95.5%
Usefulness of Student Business Services website	1.0	6.0	5.3	0.8	249	4.4%	95.6%
Wait time for services and/or responses	3.0	6.0	5.5	0.6	253	1.2%	98.8%
Clarity of online account statement	3.0	6.0	5.4	0.7	270	0.4%	99.6%
Overall satisfaction with the services provided	1.0	6.0	5.4	0.8	274	2.2%	97.8%

## Admissions

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

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
Clarity/ease of use of application materials	0.4%	1	0.4%	1	0.7%	2	4.4%	12	41.5%	112	52.6%	142	270
Communications received during application phase	0.4%	1	1.1%	3	0.7%	2	5.1%	14	38.2%	104	54.4%	148	272
Helpfulness of admissions personnel (customer service provided by admissions personnel)	0.0%	0	0.4%	1	0.4%	1	4.0%	11	33.0%	90	62.3%	170	273
Overall satisfaction with admissions process	0.0%	0	0.0%	0	0.7%	2	5.1%	14	35.6%	98	58.5%	161	275

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Clarity/ease of use of application materials	1.0	6.0	5.4	0.7	270	1.5%	98.5%
Communications received during application phase	1.0	6.0	5.4	0.8	272	2.2%	97.8%
Helpfulness of admissions personnel (customer service provided by admissions personnel)	2.0	6.0	5.6	0.6	273	0.7%	99.3%
Overall satisfaction with admissions process	3.0	6.0	5.5	0.6	275	0.7%	99.3%

## Library Resources

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

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	0.0%	0	0.4%	1	1.1%	3	3.8%	10	36.9%	97	57.8%	152	
Helpfulness of librarians	0.0%	0	0.4%	1	1.1%	3	3.8%	10	36.9%	97	57.8%	152	263
Library hours of operation	0.7%	2	1.5%	4	2.2%	6	7.3%	20	36.5%	100	51.8%	142	274
Study facilities available in the library	2.5%	7	4.7%	13	5.0%	14	12.6%	35	33.8%	94	41.4%	115	278
Accessibility of on-site library resources (e.g., books, journals in library)	1.5%	4	2.7%	7	3.1%	8	7.6%	20	39.3%	103	45.8%	120	262
Accessibility of online library resources (e.g., books, online journals)	0.7%	2	1.8%	5	1.4%	4	4.7%	13	38.4%	106	52.9%	146	276
Accessibility of search software (e.g., OVID, Micromedex, MD Consult)	0.8%	2	1.2%	3	1.2%	3	7.5%	18	41.1%	99	48.1%	116	241
Adequacy of library collection	1.2%	3	0.8%	2	1.6%	4	9.8%	25	40.4%	103	46.3%	118	255
Overall adequacy of library services	0.0%	0	2.2%	6	1.8%	5	6.5%	18	38.4%	107	51.3%	143	279

  

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Helpfulness of librarians	2.0	6.0	5.5	0.7	263	1.5%	98.5%
Library hours of operation	1.0	6.0	5.3	0.9	274	4.4%	95.6%
Study facilities available in the library	1.0	6.0	4.9	1.2	278	12.2%	87.8%
Accessibility of on-site library resources (e.g., books, journals in library)	1.0	6.0	5.2	1.1	262	7.3%	92.7%
Accessibility of online library resources (e.g., books, online journals)	1.0	6.0	5.4	0.9	276	4.0%	96.0%

Accessibility of search software (e.g., OVID, Micromedex, MD Consult)	1.0	6.0	5.3	0.9	241	3.3%	96.7%
Adequacy of library collection	1.0	6.0	5.3	0.9	255	3.5%	96.5%
Overall adequacy of library services	2.0	6.0	5.3	0.8	279	3.9%	96.1%

## Advising and Mentoring

**Q14 Please indicate your level of satisfaction with each of the following.**

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Academic advising in my field of study	0.7%	2	5.9%	16	5.9%	16	10.3%	28	32.4%	88	44.9%	122	272
Academic adviser's knowledge about my degree program	1.1%	3	1.9%	5	4.5%	12	7.4%	20	35.3%	95	49.8%	134	269
Faculty/staff's knowledge of career opportunities in my field of study	0.7%	2	2.2%	6	5.1%	14	7.6%	21	34.3%	95	50.2%	139	277
<b>Summary Statistics</b>			<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Std Deviation</b>	<b>Count</b>	<b>Combined Dissatisfied Levels</b>	<b>Combined Satisfied Levels</b>				
Academic advising in my field of study			1.0	6.0	5.0	1.2	272	12.5%	87.5%				
Academic adviser's knowledge about my degree program			1.0	6.0	5.2	1.0	269	7.4%	92.6%				
Faculty/staff's knowledge of career opportunities in my field of study			1.0	6.0	5.2	1.0	277	7.9%	92.1%				

## General Technology

**Q15 Please indicate your level of satisfaction with each of the following.**

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)	2.2%	6	1.8%	5	4.3%	12	11.1%	31	40.9%	114	39.8%	111	279
Reliability of wireless connection to HSC-Air (wifi) on campus	3.2%	9	1.8%	5	4.6%	13	16.6%	47	36.0%	102	37.8%	107	283
Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)	2.1%	6	3.9%	11	8.9%	25	18.5%	52	34.2%	96	32.4%	91	281
Helpfulness of Help Desk employees	0.8%	2	2.3%	6	2.3%	6	8.6%	22	44.1%	113	41.8%	107	256
Usability of school's website	1.1%	3	3.2%	9	6.1%	17	12.9%	36	40.0%	112	36.8%	103	280

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Audio-video equipment used in classrooms (e.g., microphones, projectors)	1.0	6.0	5.1	1.1	279	8.2%	91.8%
Reliability of wireless connection to HSC-Air (wifi) on campus	1.0	6.0	4.9	1.2	283	9.5%	90.5%
Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)	1.0	6.0	4.8	1.2	281	14.9%	85.1%
Helpfulness of Help Desk employees	1.0	6.0	5.2	0.9	256	5.5%	94.5%
Usability of school's website	1.0	6.0	5.0	1.1	280	10.4%	89.6%

## Student Life

Q16 Please indicate your level of agreement with each of the following statements.

Question	Strongly Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Strongly Agree		Total
I am satisfied with the racial/ethnic diversity of the student body in my school.	1.1%	3	1.1%	3	4.1%	11	9.3%	25	35.3%	95	49.1%	132	269
Students in my school are treated with respect regardless of their differences.	0.7%	2	0.7%	2	2.1%	6	2.5%	7	29.6%	83	64.3%	180	280
I feel a sense of belonging to my school.	1.4%	4	1.4%	4	2.9%	8	7.5%	21	28.2%	79	58.6%	164	280
I feel a sense of belonging to the TTUHSC El Paso community.	1.1%	3	1.4%	4	2.1%	6	10.7%	30	27.4%	77	57.3%	161	281
I know who represents my school and/or campus in the Student Government Association (SGA).	0.7%	2	2.5%	7	1.5%	4	10.5%	29	33.1%	91	51.6%	142	275
I am aware of the activities sponsored by the Student Government Association (SGA).	0.4%	1	2.9%	8	2.5%	7	13.7%	38	33.6%	93	46.9%	130	277
The Student Government Association (SGA) advocates for and represents student interests effectively.	1.5%	4	1.8%	5	2.6%	7	13.1%	36	35.0%	96	46.0%	126	274
Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissagree Levels	Combined Agree Levels						
I am satisfied with the racial/ethnic diversity of the student body in my school.	1.0	6.0	5.2	1.0	269	6.3%	93.7%						
Students in my school are treated with respect regardless of their differences.	1.0	6.0	5.5	0.8	280	3.6%	96.4%						
I feel a sense of belonging to my school.	1.0	6.0	5.4	1.0	280	5.7%	94.3%						
I feel a sense of belonging to the TTUHSC El Paso community.	1.0	6.0	5.3	1.0	281	4.6%	95.4%						

I know who represents my school and/or campus in the Student Government Association (SGA).	1.0	6.0	5.3	1.0	275	4.7%	95.3%
I am aware of the activities sponsored by the Student Government Association (SGA).	1.0	6.0	5.2	1.0	277	5.8%	94.2%
The Student Government Association (SGA) advocates for and represents student interests effectively.	1.0	6.0	5.2	1.0	274	5.8%	94.2%

**Q17 Please indicate your level of agreement with each of the following statements.**

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 instruction that I receive at TTUHSC El Paso.	2.5%	7	2.9%	8	6.1%	17	14.3%	40	37.6%	105	36.6%	102	279
I have adequate access to my instructors outside of class.	0.7%	2	0.7%	2	1.4%	4	7.6%	21	34.1%	94	55.4%	153	276
My instructors are concerned about my academic success.	1.1%	3	1.4%	4	2.9%	8	6.8%	19	31.9%	89	55.9%	156	279
My instructors care about my professional success.	1.1%	3	1.8%	5	1.1%	3	7.9%	22	30.6%	85	57.6%	160	278
I have sufficient opportunities to interact with students from other TTUHSC El Paso schools (i.e., PLFSOM, GGHSON, GSBS).	3.4%	9	7.2%	19	11.4%	30	18.2%	48	28.0%	74	31.8%	84	264
I have sufficient opportunities to learn from practitioners in other health care professions.	0.7%	2	3.0%	8	6.3%	17	14.9%	40	39.8%	107	35.3%	95	269
I would recommend my degree program to a friend or family member.	2.2%	6	2.5%	7	3.6%	10	10.1%	28	34.8%	96	46.7%	129	276
Summary Statistics			Minimum	Maximum	Mean	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels				
I am satisfied with the quality of instruction that I receive at TTUHSC El Paso.			1.0	6.0	4.9	1.2	279	11.5%	88.5%				
I have adequate access to my instructors outside of class.			1.0	6.0	5.4	0.8	276	2.9%	97.1%				
My instructors are concerned about my academic success.			1.0	6.0	5.3	1.0	279	5.4%	94.6%				
My instructors care about my professional success.			1.0	6.0	5.4	0.9	278	4.0%	96.0%				
I have sufficient opportunities to interact with students from other TTUHSC El Paso schools (i.e., PLFSOM, GGHSON, GSBS).			1.0	6.0	4.6	1.4	264	22.0%	78.0%				
I have sufficient opportunities to learn from practitioners in other health care professions.			1.0	6.0	5.0	1.1	269	10.0%	90.0%				
I would recommend my degree program to a friend or family member.			1.0	6.0	5.1	1.1	276	8.3%	91.7%				

**Q18 Please indicate your level of agreement with each of the following statements.**

2017 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).	1.8%	5	8.1%	22	5.5%	15	11.7%	32	38.1%	104	34.8%	95	273
I know where to go to file a complaint if I encounter gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault).	1.5%	4	6.2%	17	6.2%	17	12.1%	33	37.4%	102	36.6%	100	273
I believe that any complaints I file against another student or TTUHSC El Paso employee (faculty and staff) will be handled fairly and promptly.	1.1%	3	1.1%	3	3.2%	9	12.6%	35	40.8%	113	41.2%	114	277
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.	1.4%	4	1.8%	5	5.1%	14	10.9%	30	41.3%	114	39.5%	109	276
I am aware of how alcohol and drug use can affect one's personal health.	0.0%	0	0.0%	0	0.0%	0	1.1%	3	25.6%	71	73.3%	203	277
I know about existing standards of conduct and sanctions regarding alcohol and drugs.	0.0%	0	1.1%	3	1.4%	4	4.0%	11	30.8%	85	62.7%	173	276
I know how Title IX (e.g., anti-discrimination, sexual harassment) legislation applies to me as a TTUHSC El Paso student.	0.7%	2	1.1%	3	1.8%	5	4.0%	11	35.3%	97	57.1%	157	275
<b>Summary Statistics</b>			<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Std Deviation</b>	<b>Count</b>	<b>Combined Disagree Levels</b>	<b>Combined Agree Levels</b>				
I know where to go to file a complaint against another student or TTUHSC employee (faculty and staff).			1.0	6.0	4.8	1.3	273	15.4%	84.6%				
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	4.9	1.2	273	13.9%	86.1%				
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	5.1	1.0	277	5.4%	94.6%				
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	5.1	1.0	276	8.3%	91.7%				
I am aware of how alcohol and drug use can affect one's personal health.			4.0	6.0	5.7	0.5	277	0.0%	100.0%				
I know about existing standards of conduct and sanctions regarding alcohol and drugs.			2.0	6.0	5.5	0.7	276	2.5%	97.5%				
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	5.4	0.8	275	3.6%	96.4%				

Institutional Publication/Website

**Q19 I feel institutional publications (recruitment materials, website, program brochures, etc.) accurately reflect my experiences as a student.**

Answer			%	Count
Strongly Disagree			1.6%	4
Disagree			2.0%	5
Somewhat Disagree			3.9%	10
Somewhat Agree			14.9%	38
Agree			51.0%	130
Strongly Agree			26.7%	68
Total			100%	255

  

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels
I feel institutional publications (recruitment materials, website, program brochures, etc.) accurately reflect my experiences as a student.	1.0	6.0	4.9	1.0	255	7.5%	92.5%

**Q20 I feel institutional publications (recruitment materials, website, program brochures, etc.) accurately reflect the TTUHSC El Paso academic programs.**

Answer			%	Count
Strongly Disagree			1.6%	4
Disagree			2.3%	6
Somewhat Disagree			3.5%	9
Somewhat Agree			13.7%	35
Agree			48.8%	125
Strongly Agree			30.1%	77
Total			100%	256



Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels
I feel institutional publications (recruitment materials, website, program brochures, etc.) accurately reflect the TTUHSC El Paso academic programs.	1.0	6.0	5.0	1.0	256	7.4%	92.6%

### Usefulness/Ease of Online Publications

Q21 Please indicate your level of satisfaction with each of the following.

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Degree program information published on school website	1.6%	4	1.2%	3	1.9%	5	10.1%	26	46.9%	121	38.4%	99	258
Academic calendars	1.1%	3	2.2%	6	5.1%	14	14.2%	39	39.4%	108	38.0%	104	274
School-specific catalog	1.2%	3	1.6%	4	2.4%	6	9.9%	25	47.0%	119	37.9%	96	253
School-specific student handbook	1.2%	3	1.9%	5	1.9%	5	8.9%	23	47.9%	124	38.2%	99	259
Institutional student handbook	1.2%	3	1.6%	4	1.6%	4	7.8%	20	49.0%	126	38.9%	100	257
Overall satisfaction with online resources	0.7%	2	2.2%	6	2.9%	8	12.0%	33	45.1%	124	37.1%	102	275

Summary Statistics	Minimum	Maximum	Mean	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Degree program information published on school website	1.0	6.0	5.1	0.9	258	4.7%	95.3%
Academic calendars	1.0	6.0	5.0	1.0	274	8.4%	91.6%
School-specific catalog	1.0	6.0	5.1	0.9	253	5.1%	94.9%
School-specific student handbook	1.0	6.0	5.2	0.9	259	5.0%	95.0%
Institutional student handbook	1.0	6.0	5.2	0.9	257	4.3%	95.7%
Overall satisfaction with online resources	1.0	6.0	5.1	1.0	275	5.8%	94.2%

## Demographics

### Q24 What is your gender?

Answer	%	Count
Male	40.6%	113
Female	54.7%	152
Transgender	0.0%	0
Other, please specify	0.0%	0
Prefer not to answer	4.7%	13
Total	100%	278

### Q25 What is your race and/or Ethnicity? Mark all that apply

Answer	%	Count
White	44.9%	124
Hispanic or Latino	42.4%	117
Black or African American	4.0%	11
Asian	12.3%	34
American Indian or Alaska Native	0.4%	n < 5
Native Hawaiian or Pacific Islander	1.1%	n < 5
Other (please specify)	1.1%	n < 5
Prefer not to answer	7.6%	21
Total	100%	276

#### Other (please specify)

Middle eastern  
 Middle Eastern  
 Persian