



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER.
EL PASO

Office of Institutional Research *and* Effectiveness

Office of Institutional Research and Effectiveness

2018 TTUHSC El Paso Student 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

- **652 unduplicated currently enrolled students with TTUHSC e-mail addresses**
- **271 respondents**
- **41.5% response rate for Spring 2018 students with active TTUHSC e-mail addresses**

Respondent Demographics

The 2018 TTUHSC EL Paso Student 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 currently enrolled students (N=652). A total of 271 students participated in the survey (41.5% response rate), with 241 participants completing all items (89% completion rate). Participants were informed of the voluntary nature of the survey and were assured as to the anonymity of their responses. 60% of respondents were enrolled in the Paul L. Foster School of Medicine (PLFSOM), 34% were enrolled in the Gayle Greve Hunt School of Nursing (GGHSON), and 6% were enrolled in the Graduate School of Biomedical Sciences (GSBS).

Method

In order to determine the survey population, a currently enrolled student report was generated from Banner Student in January 2018 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 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

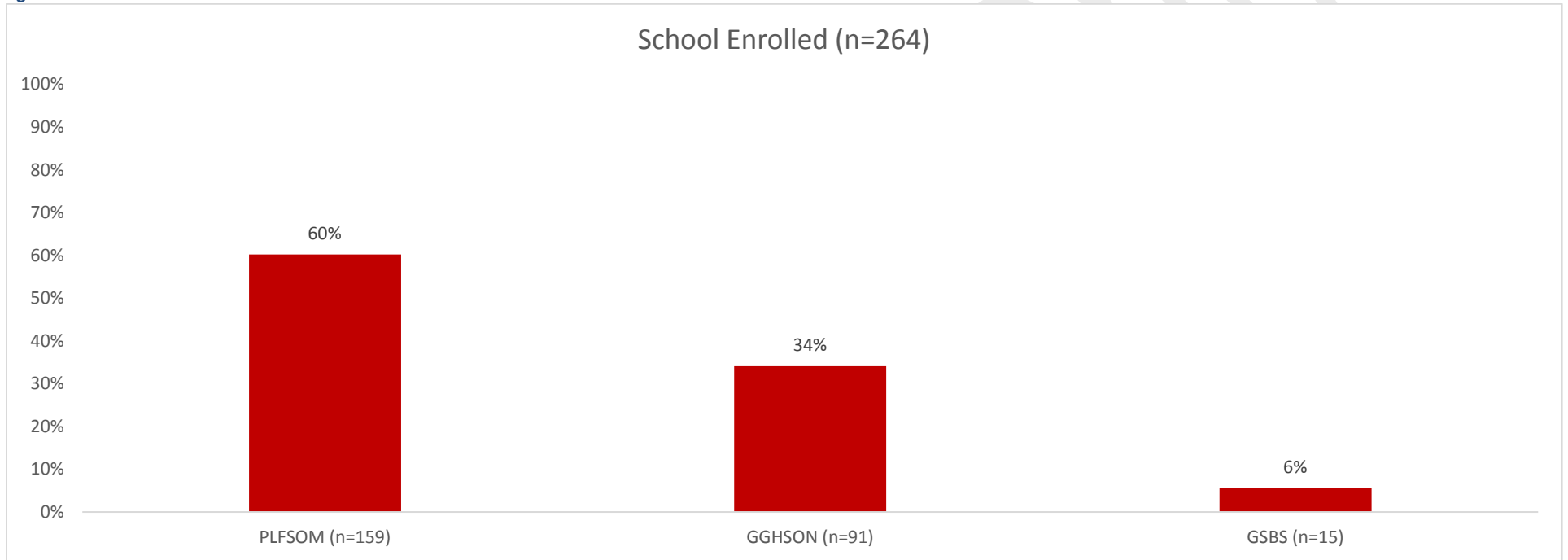
warehoused at this site. Secured access to the data is available to OIRE staff via user authentication. One reminder email was sent out weekly for a period of three weeks, in order to bolster response rate. Descriptive analysis of the data was conducted in March 2018; a qualitative analysis was conducted in June 2018. 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.

Academics

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

Figure 1

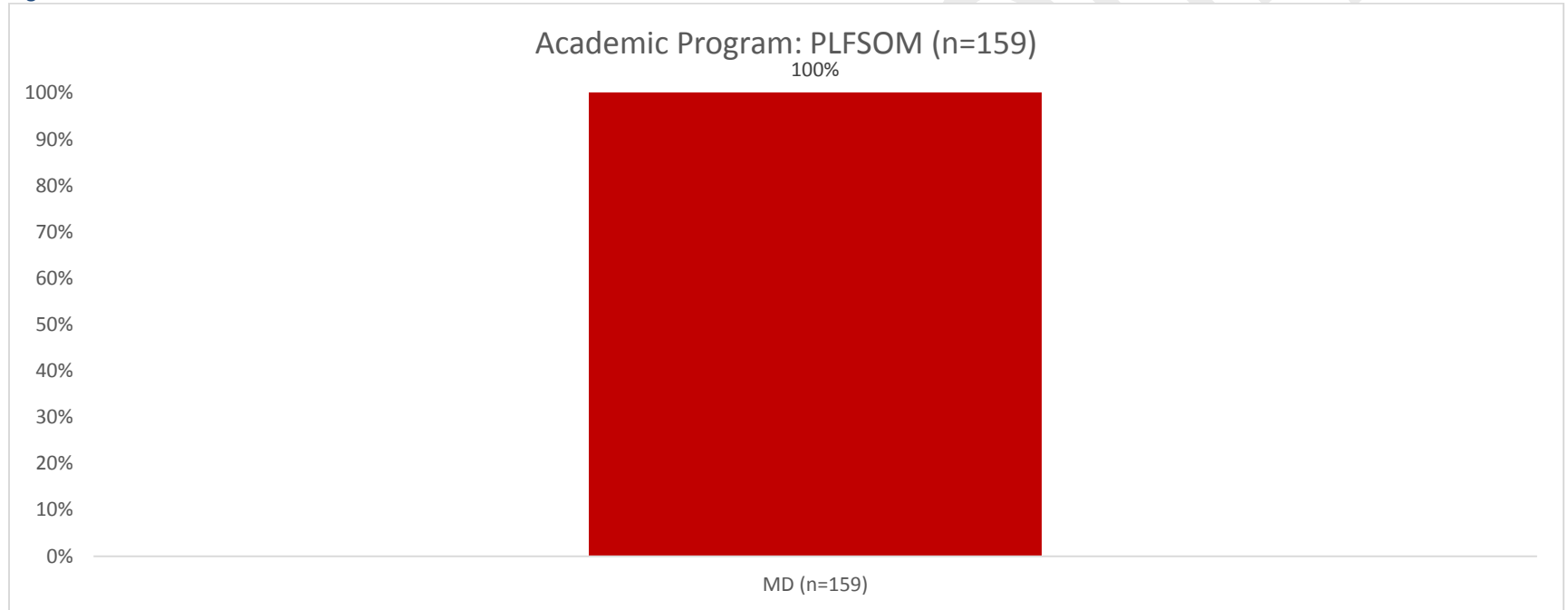


Answer	%	Count
PLFSOM	60.2%	159
GGHSON	34.1%	91
GSBS	5.7%	15
Total	100%	264

Q2 Indicate your academic program.

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

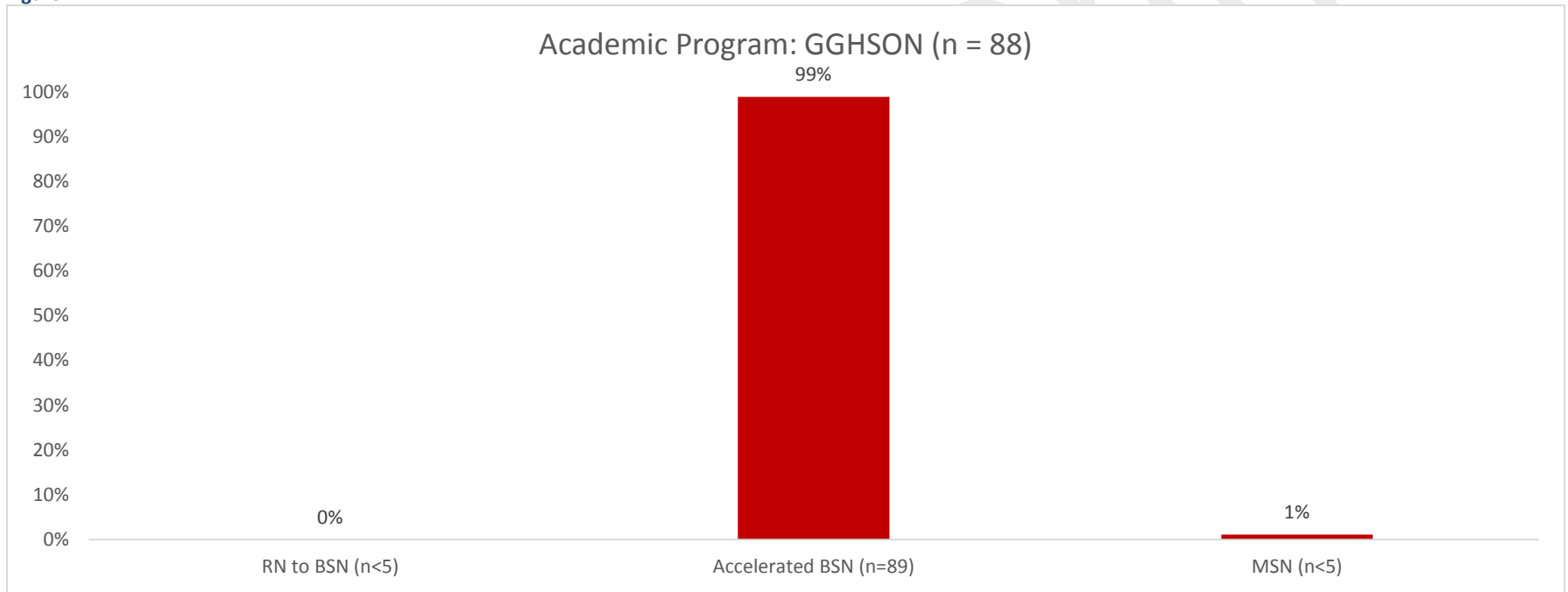
Figure 2A



Answer	%	Count
MD	100.0%	159
Total	100%	159

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

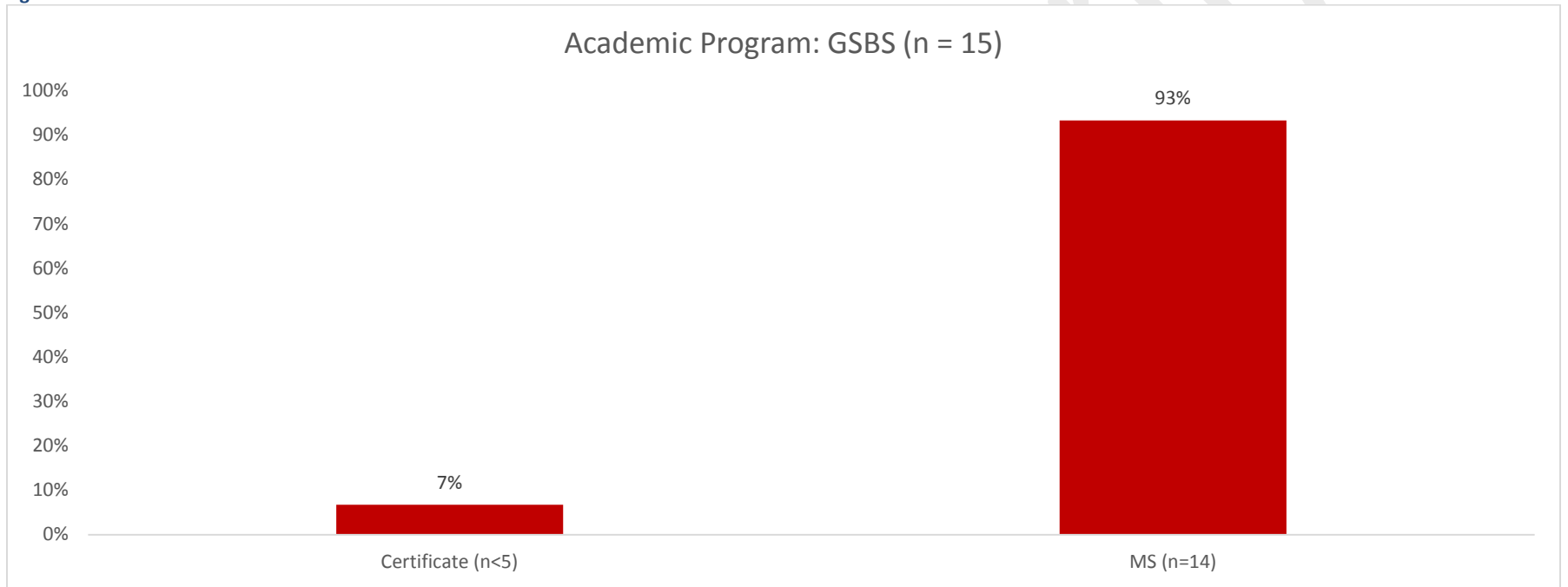
Figure 2B



Answer	%	Count
RN to BSN	0.0%	n < 5
Accelerated BSN	98.9%	89
MSN	1.1%	n < 5
Total	100%	88

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

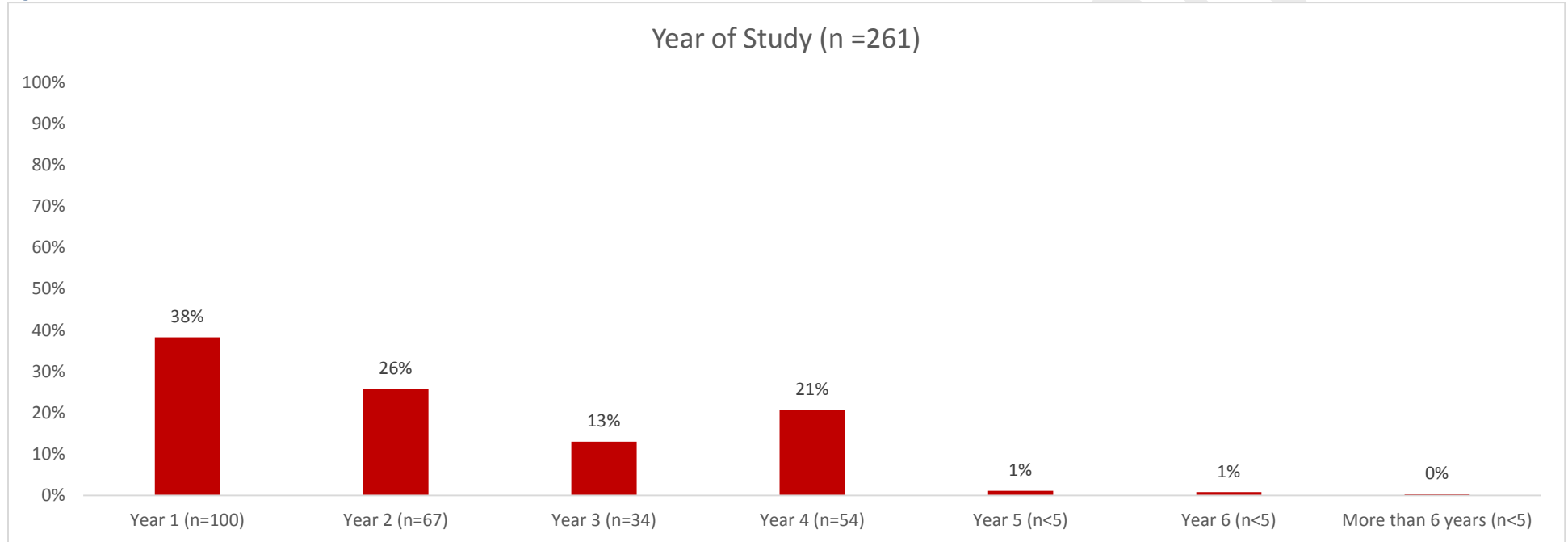
Figure 2C



Answer	%	Count
Certificate	6.7%	n < 5
MS	93.3%	14
Total	100%	15

Q3 Which year of study are you currently enrolled in?

Figure 3

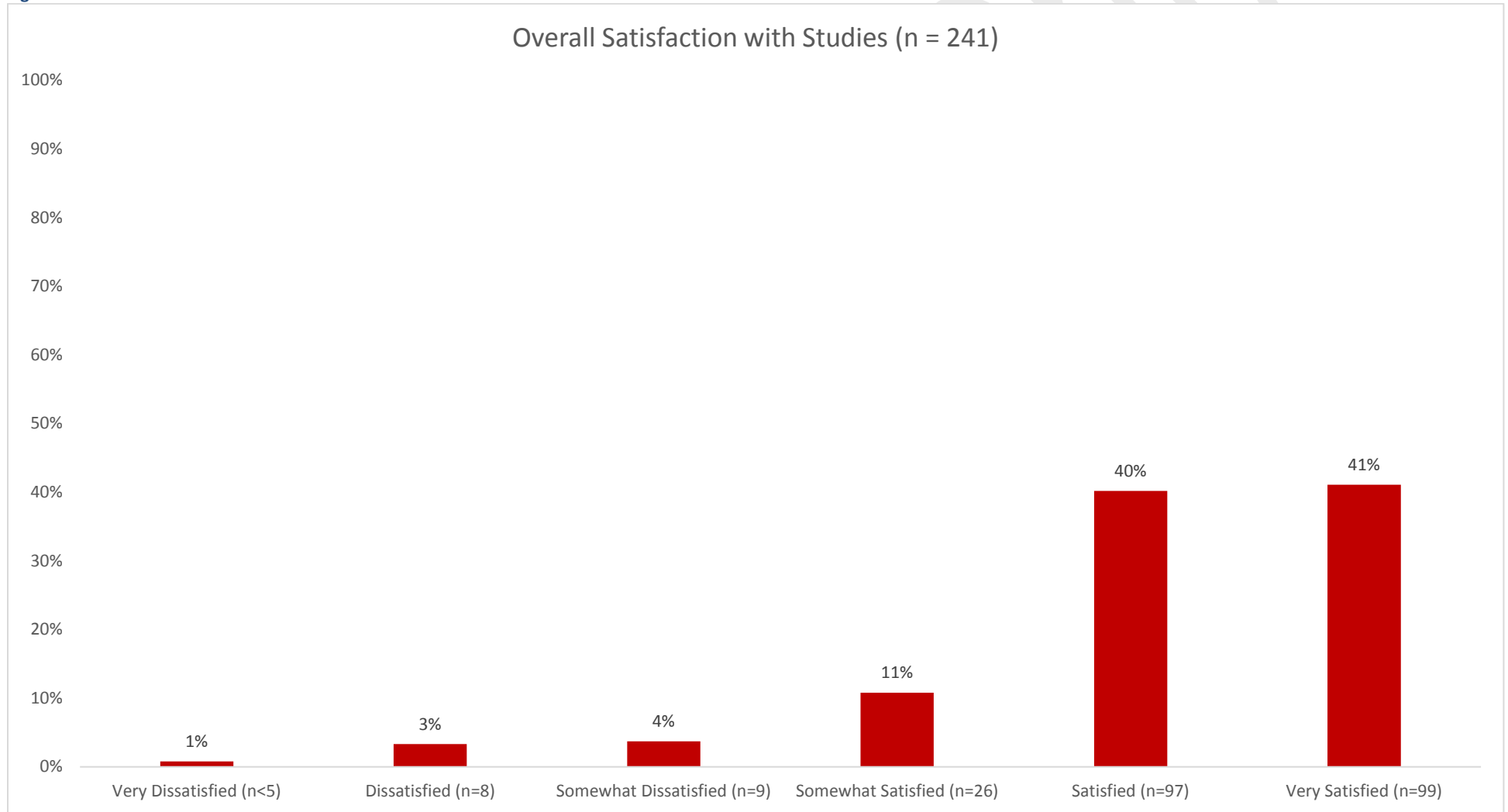


Answer	%	Count
Year 1	38.3%	100
Year 2	25.7%	67
Year 3	13.0%	34
Year 4	20.7%	54
Year 5	1.1%	n < 5
Year 6	0.8%	n < 5
More than 6 years	0.4%	n < 5
Total	100%	261

Satisfaction

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

Figure 4



2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

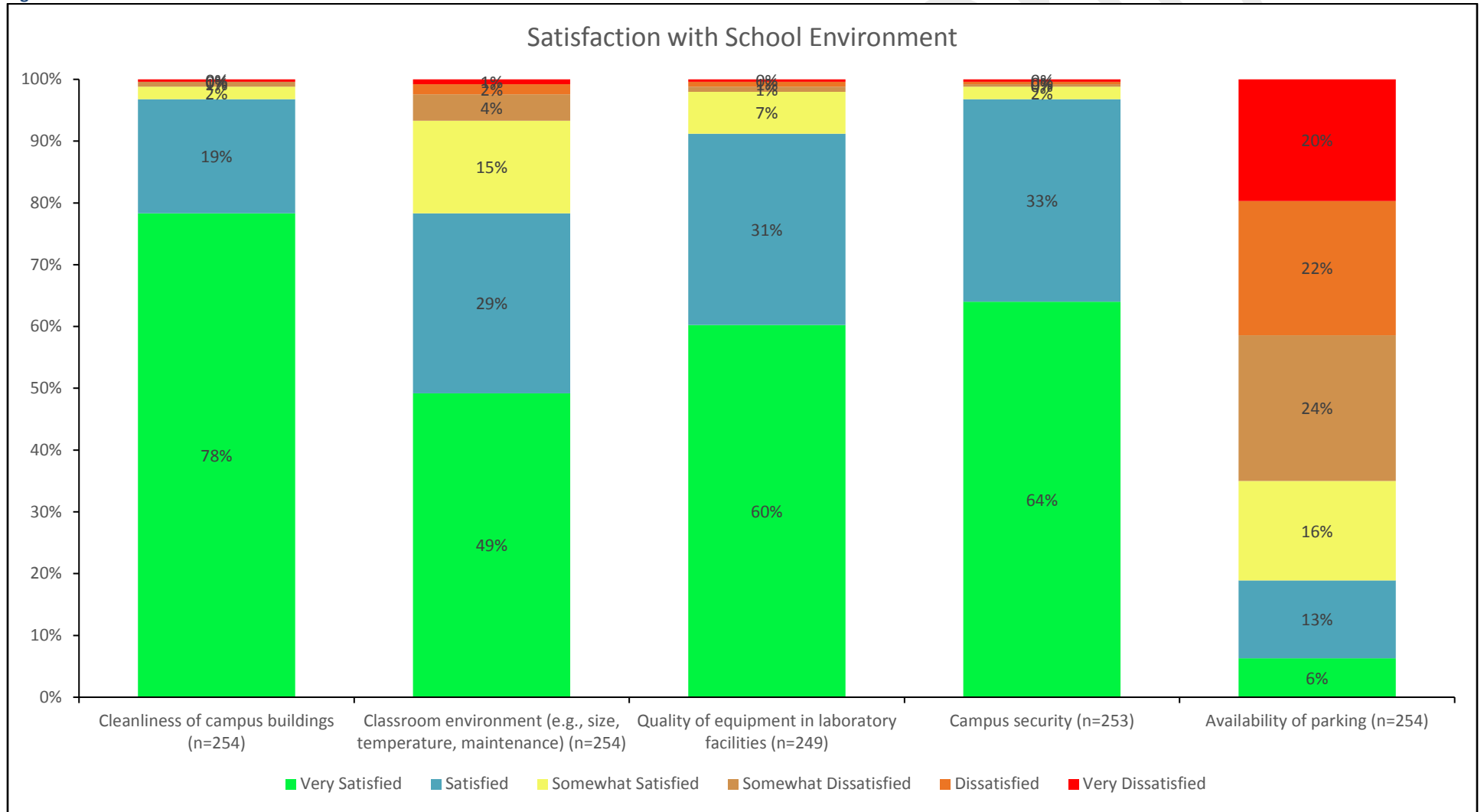
Answer			%			Count
Very Dissatisfied			0.8%			n < 5
Dissatisfied			3.3%			8
Somewhat Dissatisfied			3.7%			9
Somewhat Satisfied			10.8%			26
Satisfied			40.2%			97
Very Satisfied			41.1%			99
Total			100%			241

Summary Statistics	Minimum	Maximum	Mean	Median	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	5.1	5.00	1.0	241	7.9%	92.1%

Environment

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

Figure 5



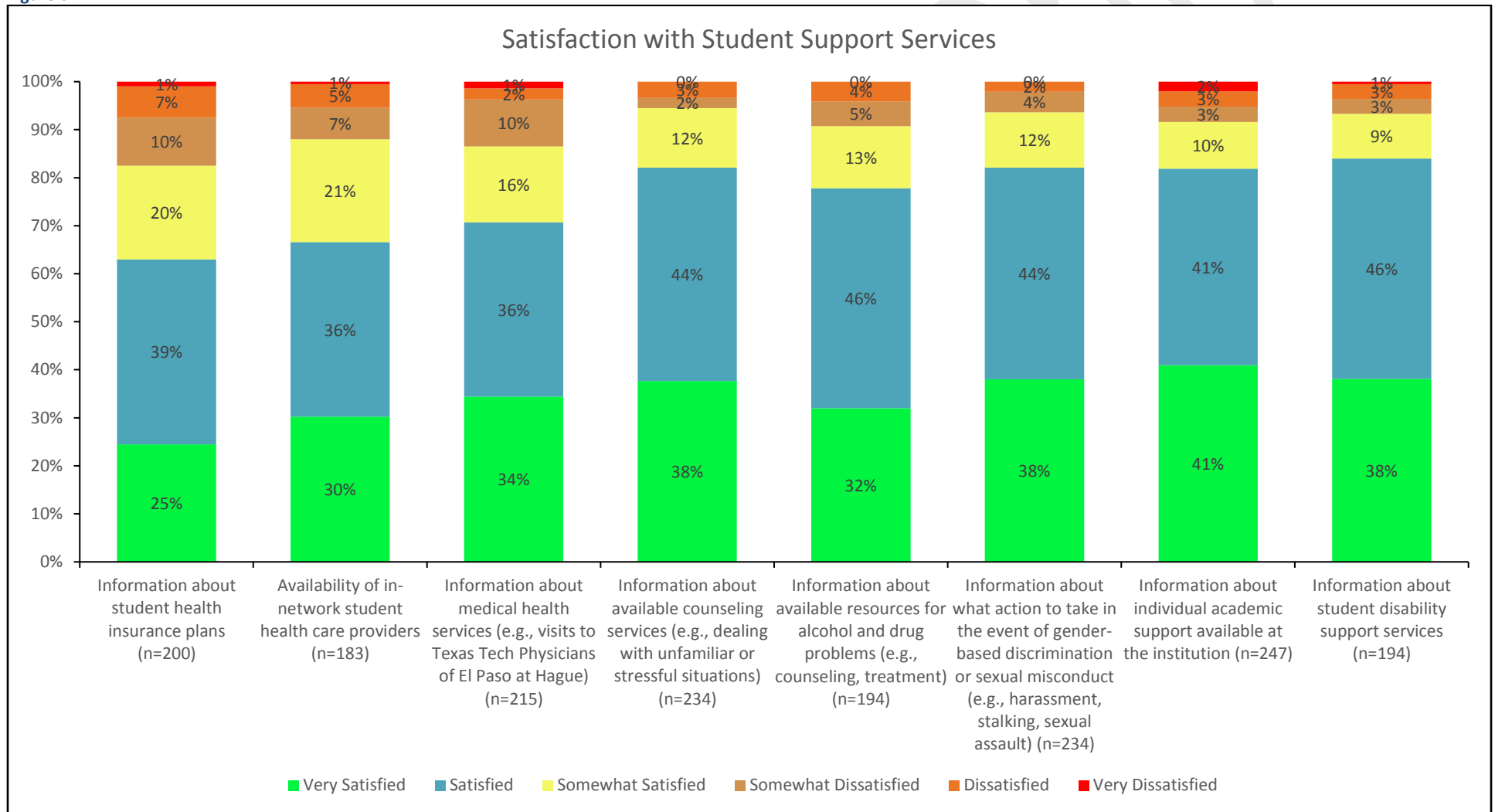
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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	0.4%	1	0.0%	0	0.8%	2	2.0%	5	18.5%	47	78.3%	199	254
Classroom environment (e.g., size, temperature, maintenance)	0.8%	2	1.6%	4	4.3%	11	15.0%	38	29.1%	74	49.2%	125	254
Quality of equipment in laboratory facilities	0.4%	1	0.8%	2	0.8%	2	6.8%	17	30.9%	77	60.2%	150	249
Campus security	0.4%	1	0.4%	1	0.4%	1	2.0%	5	32.8%	83	64.0%	162	253
Availability of parking	19.7%	50	21.7%	55	23.6%	60	16.1%	41	12.6%	32	6.3%	16	254
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Cleanliness of campus buildings	1.0	6.0	5.7	6.0	0.6	254	1.2%	98.8%					
Classroom environment (e.g., size, temperature, maintenance)	1.0	6.0	5.2	5.0	1.0	254	6.7%	93.3%					
Quality of equipment in laboratory facilities	1.0	6.0	5.5	6.0	0.8	249	2.0%	98.0%					
Campus security	1.0	6.0	5.6	6.0	0.7	253	1.2%	98.8%					
Availability of parking	1.0	6.0	3.0	3.0	1.5	254	65.0%	35.0%					

Student Support Services

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

Figure 6



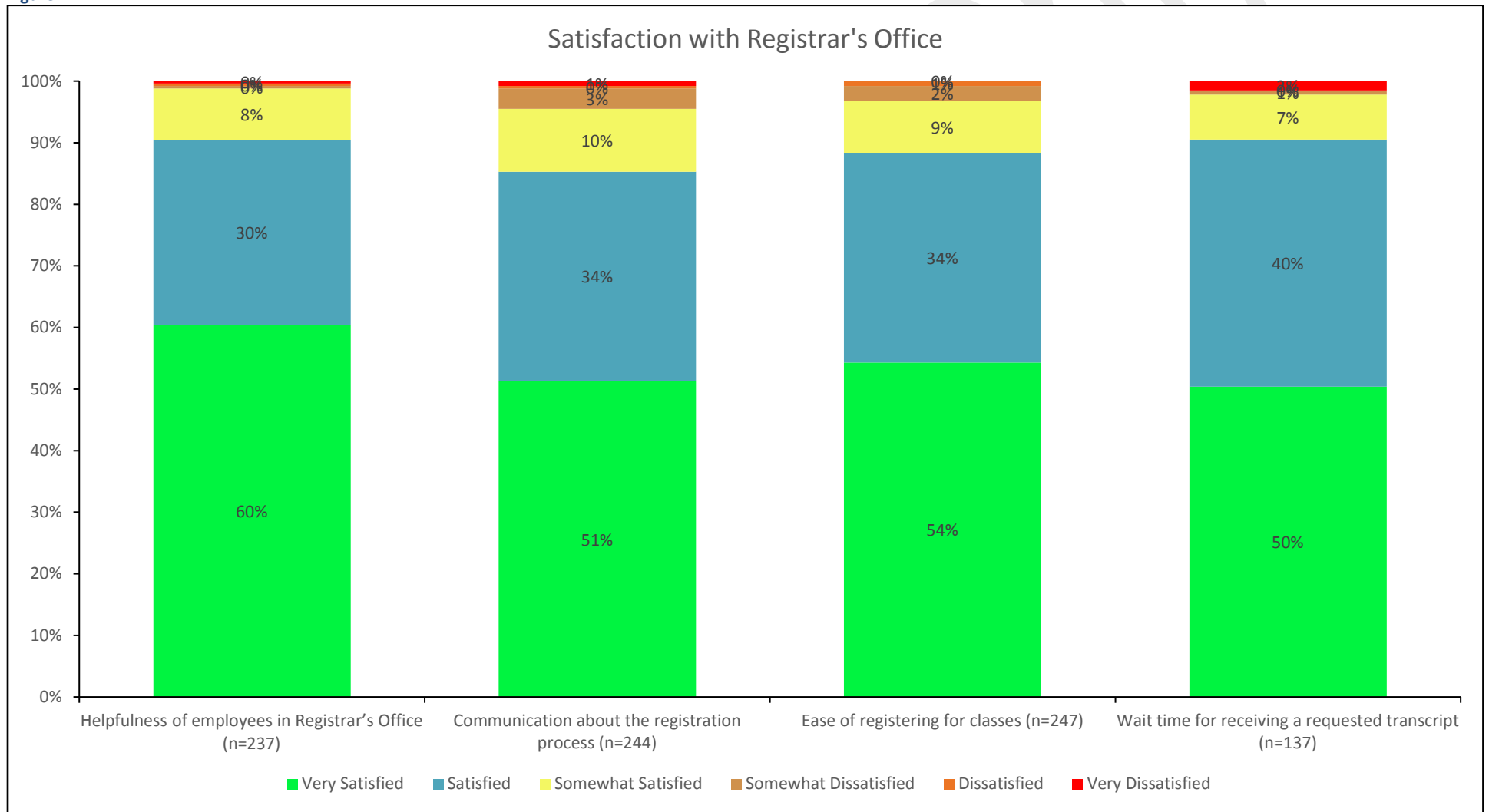
Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
Information about student health insurance plans	1.0%	2	6.5%	13	10.0%	20	19.5%	39	38.5%	77	24.5%	49	200
Availability of in-network student health care providers	0.5%	1	4.9%	9	6.6%	12	21.4%	39	36.3%	66	30.2%	55	183
Information about medical health services (e.g., visits to Texas Tech Physicians of El Paso at Hague)	1.4%	3	2.3%	5	9.8%	21	15.8%	34	36.3%	78	34.4%	74	215
Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	0.0%	0	3.4%	8	2.1%	5	12.4%	29	44.4%	104	37.6%	88	234
Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	0.0%	0	4.1%	8	5.2%	10	12.9%	25	45.9%	89	32.0%	62	194
Information about what action to take in the event of gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault)	0.0%	0	2.1%	5	4.3%	10	11.5%	27	44.0%	103	38.0%	89	234
Information about individual academic support available at the institution	2.0%	5	3.2%	8	3.2%	8	9.7%	24	40.9%	101	40.9%	101	247
Information about student disability support services	0.5%	1	3.1%	6	3.1%	6	9.3%	18	45.9%	89	38.1%	74	194

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Information about student health insurance plans	1.0	6.0	4.6	5.0	1.2	200	17.5%	82.5%
Availability of in-network student health care providers	1.0	6.0	4.8	5.0	1.1	182	12.1%	87.9%
Information about medical health services (e.g., visits to Texas Tech Physicians of El Paso at Hague)	1.0	6.0	4.9	5.0	1.1	215	13.5%	86.5%
Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	2.0	6.0	5.1	5.0	0.9	234	5.6%	94.4%
Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	2.0	6.0	5.0	5.0	1.0	194	9.3%	90.7%
Information about what action to take in the event of gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault)	2.0	6.0	5.1	5.0	0.9	234	6.4%	93.6%
Information about individual academic support available at the institution	1.0	6.0	5.1	5.0	1.1	247	8.5%	91.5%
Information about student disability support services	1.0	6.0	5.1	5.0	1.0	194	6.7%	93.3%

Registrar

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

Figure 7



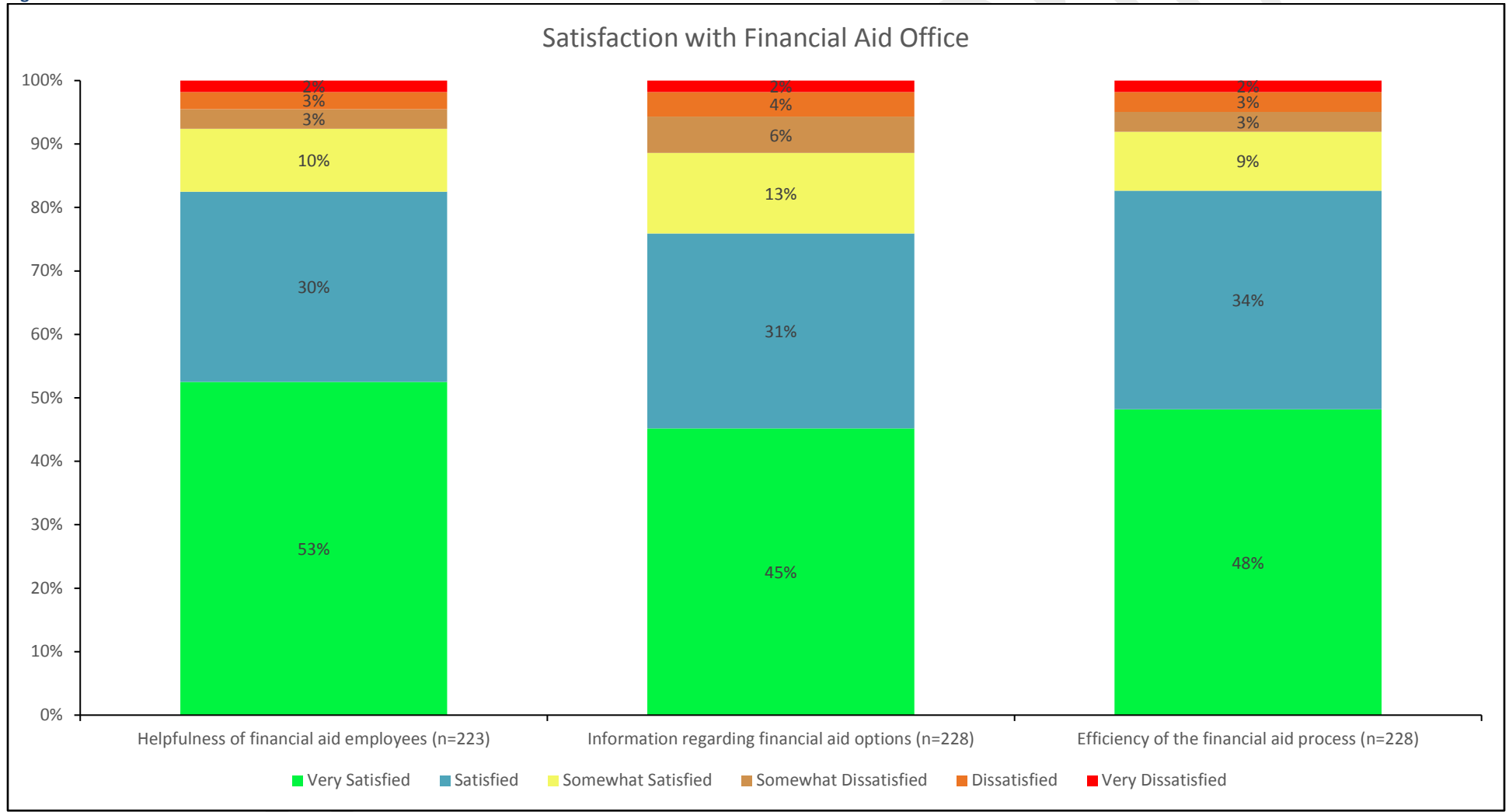
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total	
	0.4%	1	0.4%	1	0.4%	1	8.4%	20	30.0%	71	60.3%	143		
Helpfulness of employees in Registrar's Office	0.4%	1	0.4%	1	0.4%	1	8.4%	20	30.0%	71	60.3%	143	237	
Communication about the registration process	0.8%	2	0.4%	1	3.3%	8	10.2%	25	34.0%	83	51.2%	125	244	
Ease of registering for classes	0.0%	0	0.8%	2	2.4%	6	8.5%	21	34.0%	84	54.3%	134	247	
Wait time for receiving a requested transcript	1.5%	2	0.0%	0	0.7%	1	7.3%	10	40.1%	55	50.4%	69	137	
Summary Statistics	Minimum		Maximum		Mean		Median		Std Deviation		Count		Combined Dissatisfied Levels	Combined Satisfied Levels
Helpfulness of employees in Registrar's Office	1.0		6.0		5.5		6.0		0.8		237		1.3%	98.7%
Communication about the registration process	1.0		6.0		5.3		6.0		0.9		244		4.5%	95.5%
Ease of registering for classes	2.0		6.0		5.4		6.0		0.8		247		3.2%	96.8%
Wait time for receiving a requested transcript	1.0		6.0		5.4		6.0		0.8		137		2.2%	97.8%

Financial Aid

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

Figure 8



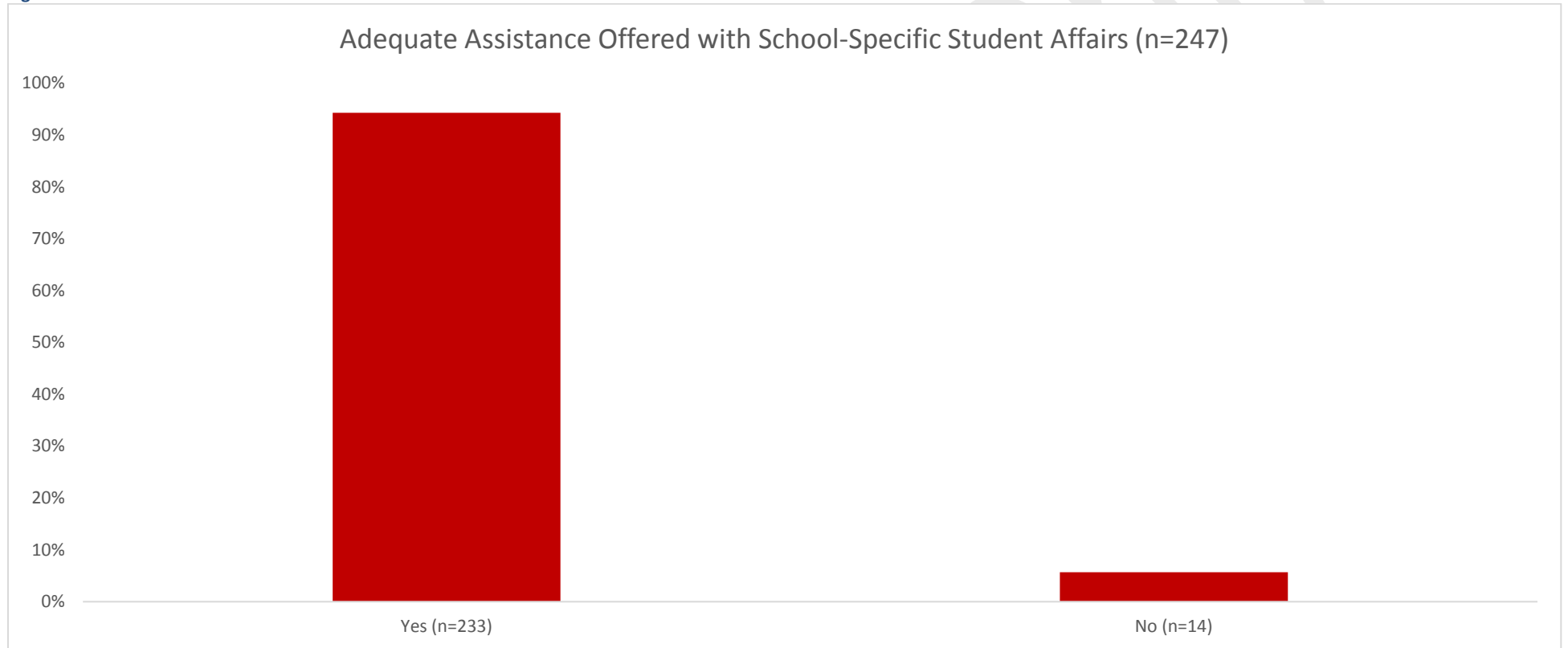
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total			
	1.8%	4	2.7%	6	3.1%	7	9.9%	22	30.0%	67	52.5%	117				
Helpfulness of financial aid employees	1.8%	4	2.7%	6	3.1%	7	9.9%	22	30.0%	67	52.5%	117	223			
Information regarding financial aid options	1.8%	4	3.9%	9	5.7%	13	12.7%	29	30.7%	70	45.2%	103	228			
Efficiency of the financial aid process	1.8%	6	3.1%	7	3.1%	7	9.2%	21	34.2%	78	47.8%	109	228			
Summary Statistics	Minimum		Maximum		Mean		Median		Std Deviation		Count		Combined Dissatisfied Levels		Combined Satisfied Levels	
Helpfulness of financial aid employees	1.0		6.0		5.2		6.0		1.1		223		7.6%		92.4%	
Information regarding financial aid options	1.0		6.0		5.0		5.0		1.2		228		11.4%		88.6%	
Efficiency of the financial aid process	1.0		6.0		5.1		5.0		1.2		228		8.8%		91.2%	

School-specific Student Affairs

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

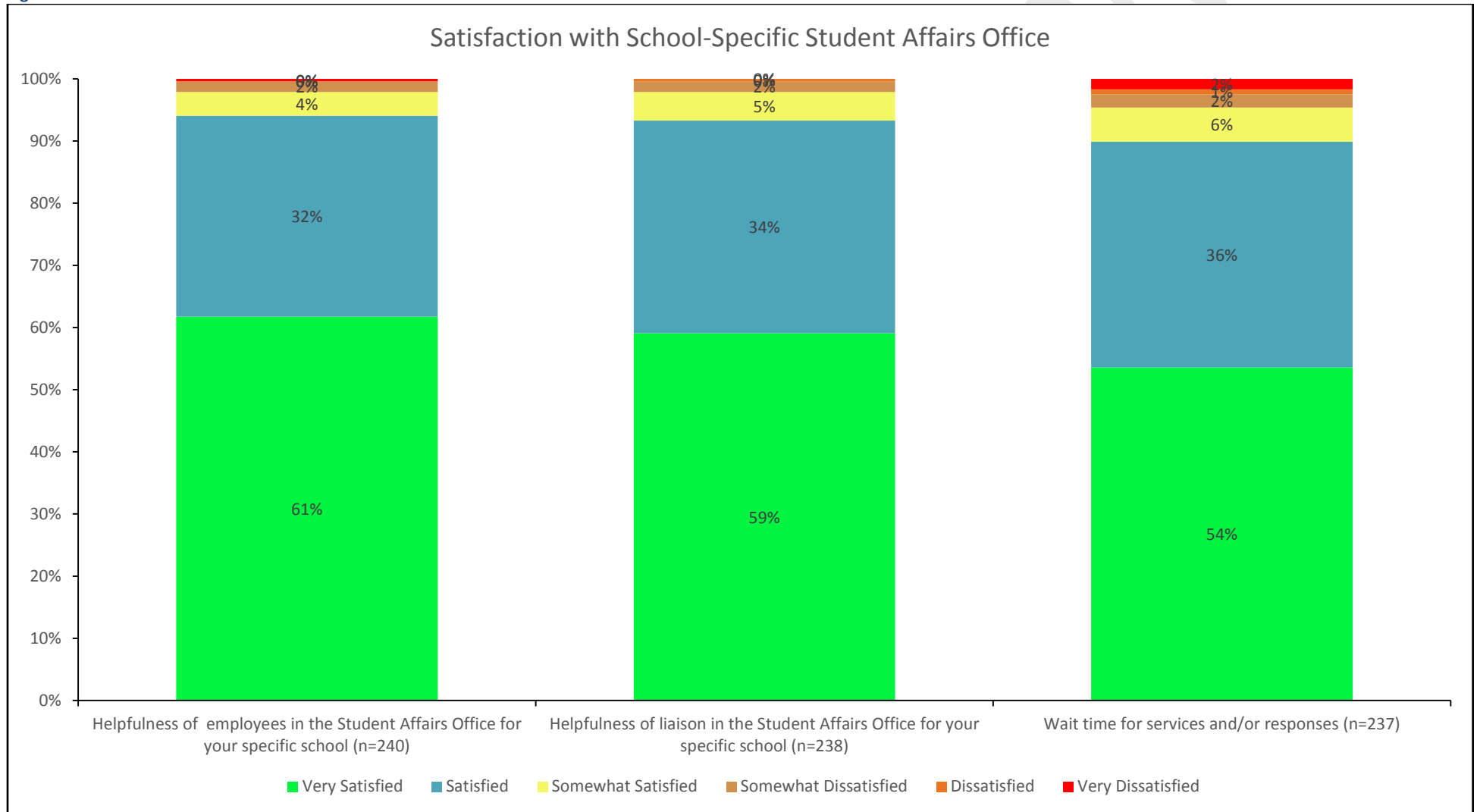
Figure 9



Answer	%	Count
Yes	94.3%	233
No	5.7%	14
Total	100%	247

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

Figure 10



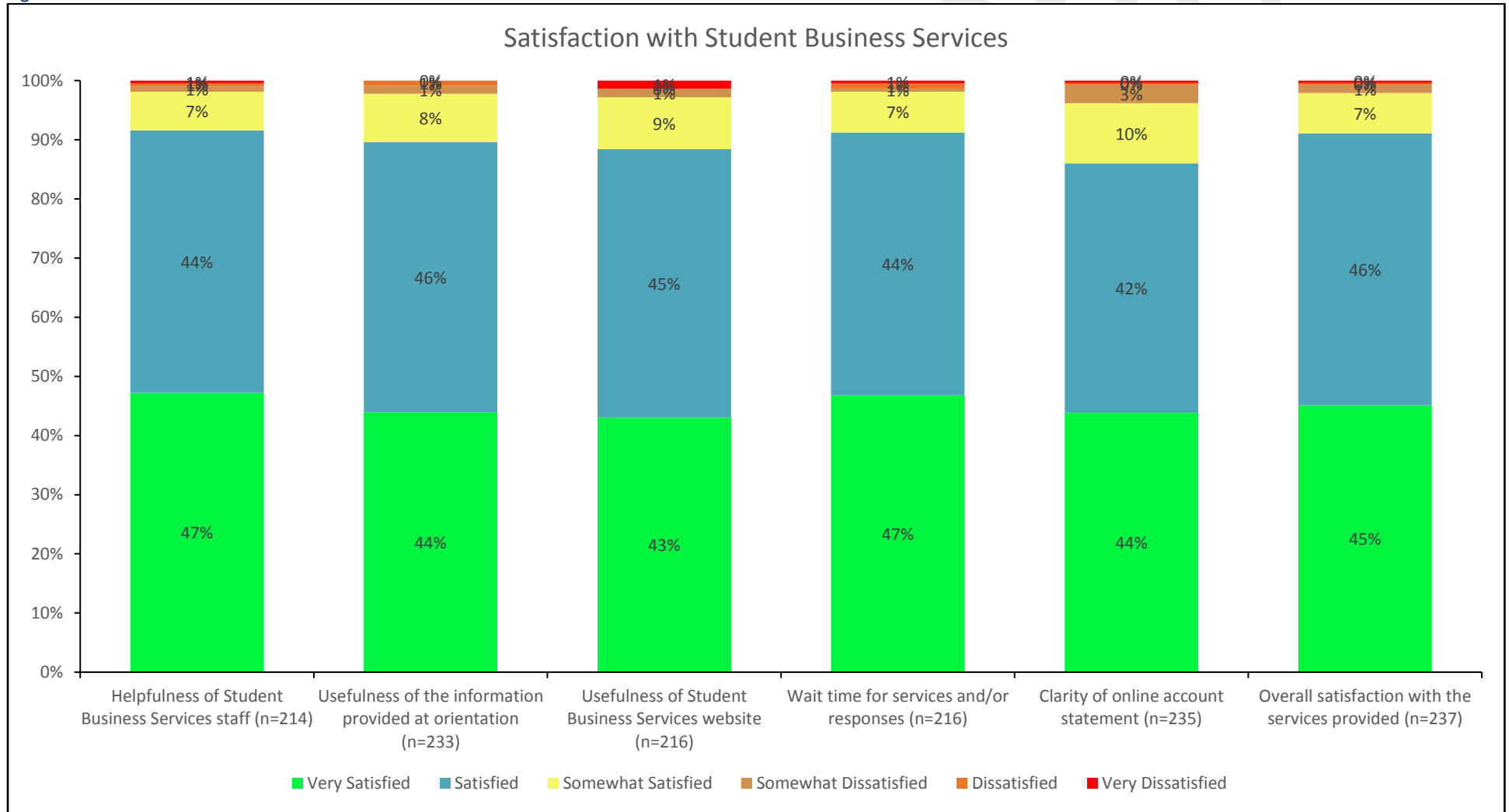
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Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total			
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count				
Helpfulness of employees in the Student Affairs Office for your specific school	0.4%	1	0.0%	2	1.7%	4	3.8%	9	32.1%	77	61.3%	147	240			
Helpfulness of liaison in the Student Affairs Office for your specific school	0.4%	1	0.4%	1	1.7%	4	4.6%	11	34.0%	81	58.8%	140	238			
Wait time for services and/or responses	1.7%	4	0.8%	2	2.1%	5	5.5%	13	36.3%	86	53.6%	127	237			
Summary Statistics	Minimum		Maximum		Mean		Median		Std Deviation		Count		Combined Dissatisfied Levels		Combined Satisfied Levels	
Helpfulness of employees in the Student Affairs Office for your specific school	1.0		6.0		5.5		6.0		0.8		240		2.9%		97.1%	
Helpfulness of liaison in the Student Affairs Office for your specific school	1.0		6.0		5.5		6.0		0.8		238		2.5%		97.5%	
Wait time for services and/or responses	1.0		6.0		5.3		6.0		0.9		237		4.6%		95.4%	

Student Business Services

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

Figure 11



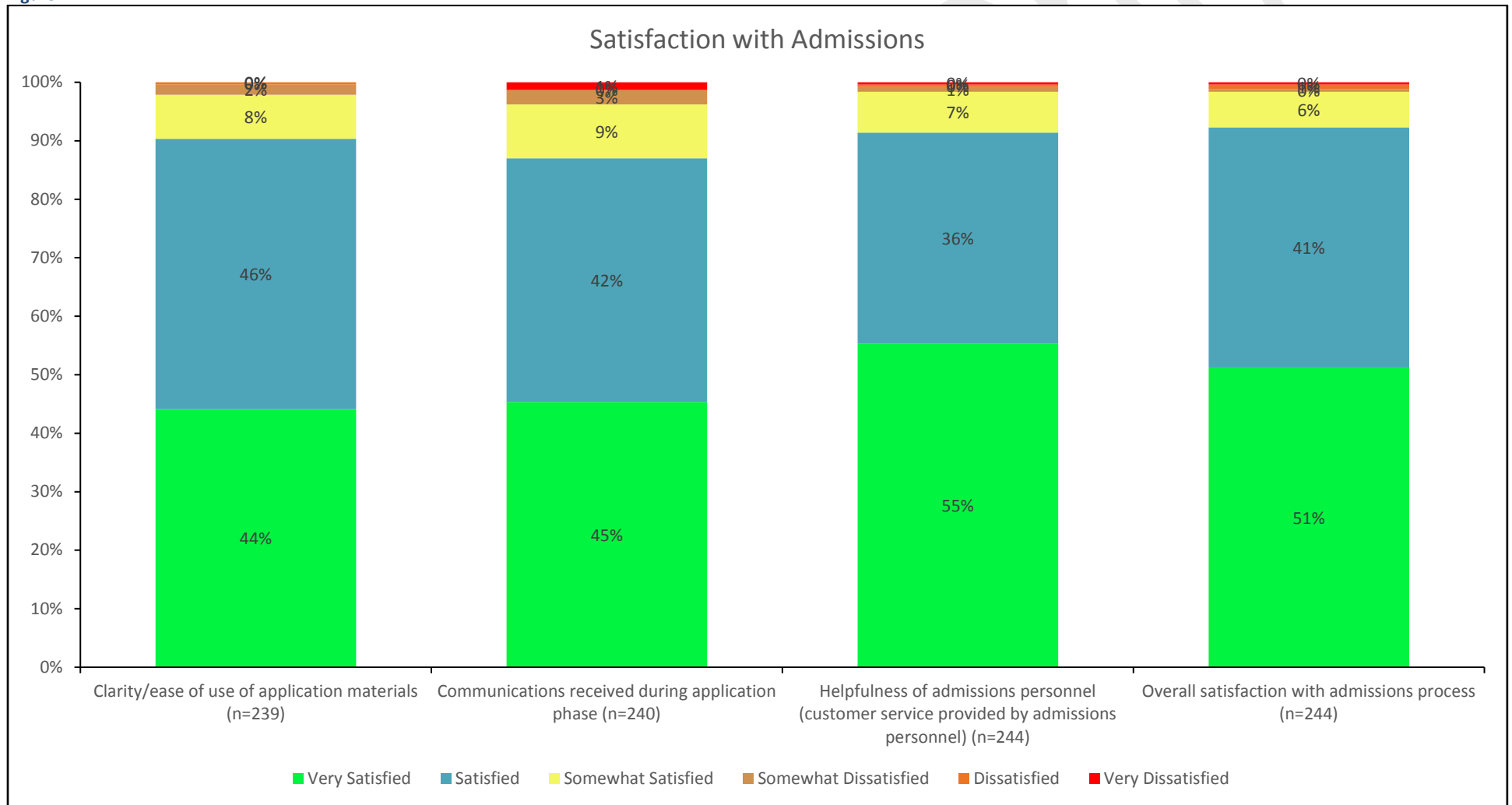
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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 Student Business Services staff	0.5%	1	0.5%	1	0.9%	2	6.5%	14	44.4%	95	47.2%	101	214
Usefulness of the information provided at orientation	0.4%	1	0.9%	2	1.3%	3	8.2%	19	45.5%	106	43.8%	102	233
Usefulness of Student Business Services website	1.4%	3	0.0%	0	1.4%	3	8.8%	19	45.4%	98	43.1%	93	216
Wait time for services and/or responses	0.5%	1	0.9%	2	0.5%	1	6.9%	15	44.4%	96	46.8%	101	216
Clarity of online account statement	0.4%	1	0.4%	1	3.0%	7	10.2%	24	42.1%	99	43.8%	103	235
Overall satisfaction with the services provided	0.4%	1	0.4%	1	1.3%	3	6.8%	16	46.0%	109	45.1%	107	237
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Helpfulness of Student Business Services staff	1.0	6.0	5.4	5.0	0.8	214	1.9%	98.1%					
Usefulness of the information provided at orientation	1.0	6.0	5.3	5.0	0.8	233	2.6%	97.4%					
Usefulness of Student Business Services website	1.0	6.0	5.3	5.0	0.9	216	2.8%	97.2%					
Wait time for services and/or responses	1.0	6.0	5.3	5.0	0.8	216	1.9%	98.1%					
Clarity of online account statement	1.0	6.0	5.2	5.0	0.8	235	3.8%	96.2%					
Overall satisfaction with the services provided	1.0	6.0	5.3	5.0	0.8	237	2.1%	97.9%					

Admissions

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

Figure 12



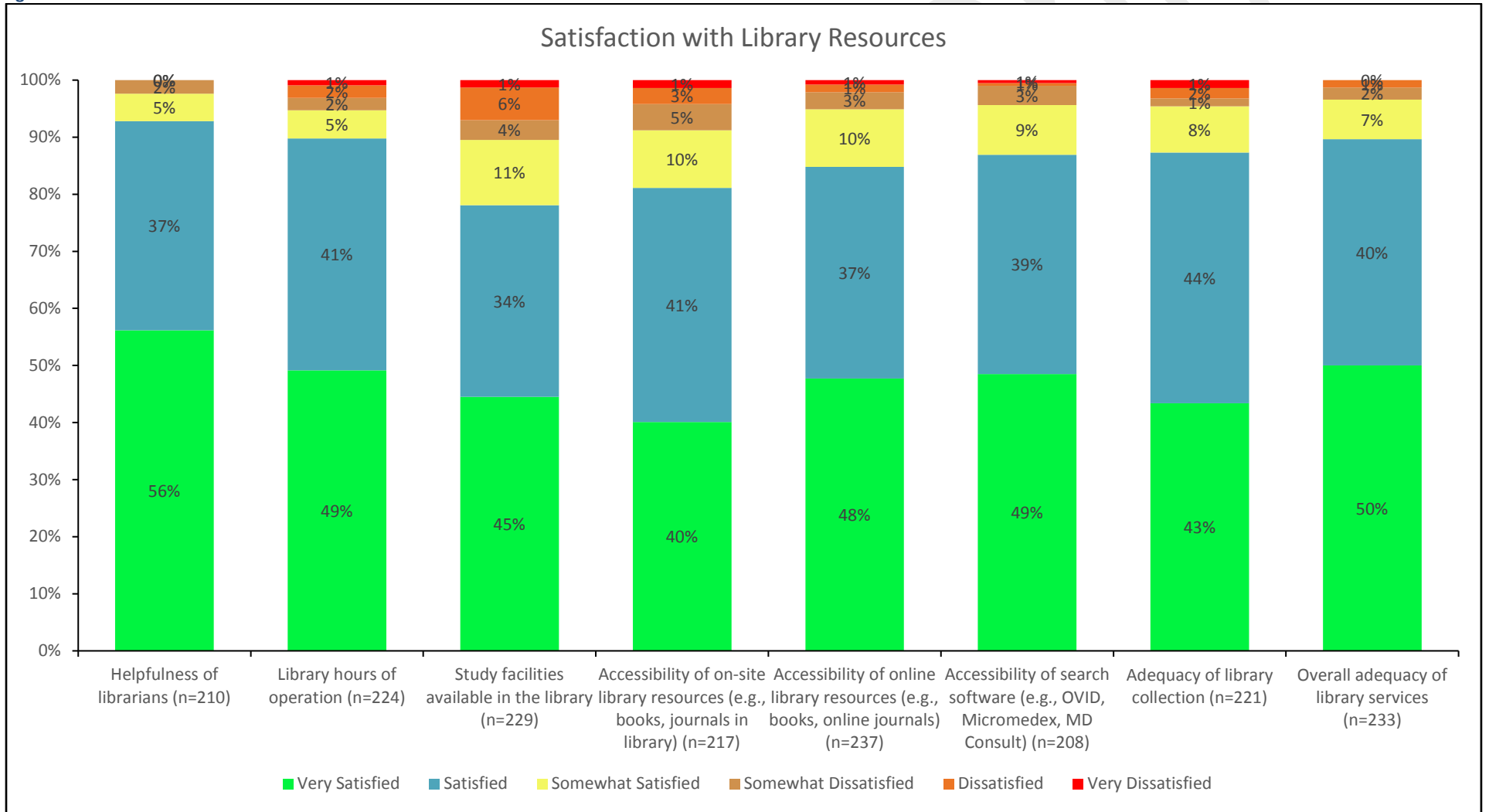
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Clarity/ease of use of application materials	0.4%	1	0.4%	1	1.7%	4	7.5%	18	46.0%	110	43.9%	105	239
Communications received during application phase	1.3%	3	0.0%	0	2.5%	6	9.2%	22	41.7%	100	45.4%	109	240
Helpfulness of admissions personnel (customer service provided by admissions personnel)	0.4%	1	0.4%	1	0.8%	2	7.0%	17	36.1%	88	55.3%	135	244
Overall satisfaction with admissions process	0.4%	1	0.8%	2	0.4%	1	6.1%	15	41.0%	100	51.2%	125	244
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Clarity/ease of use of application materials	1.0	6.0	5.3	5.0	0.8	239	2.5%	97.5%					
Communications received during application phase	1.0	6.0	5.3	5.0	0.9	240	3.8%	96.3%					
Helpfulness of admissions personnel (customer service provided by admissions personnel)	2.0	6.0	5.4	6.0	0.8	244	1.6%	98.4%					
Overall satisfaction with admissions process	3.0	6.0	5.4	6.0	0.8	244	1.6%	98.4%					

Library Resources

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

Figure 13



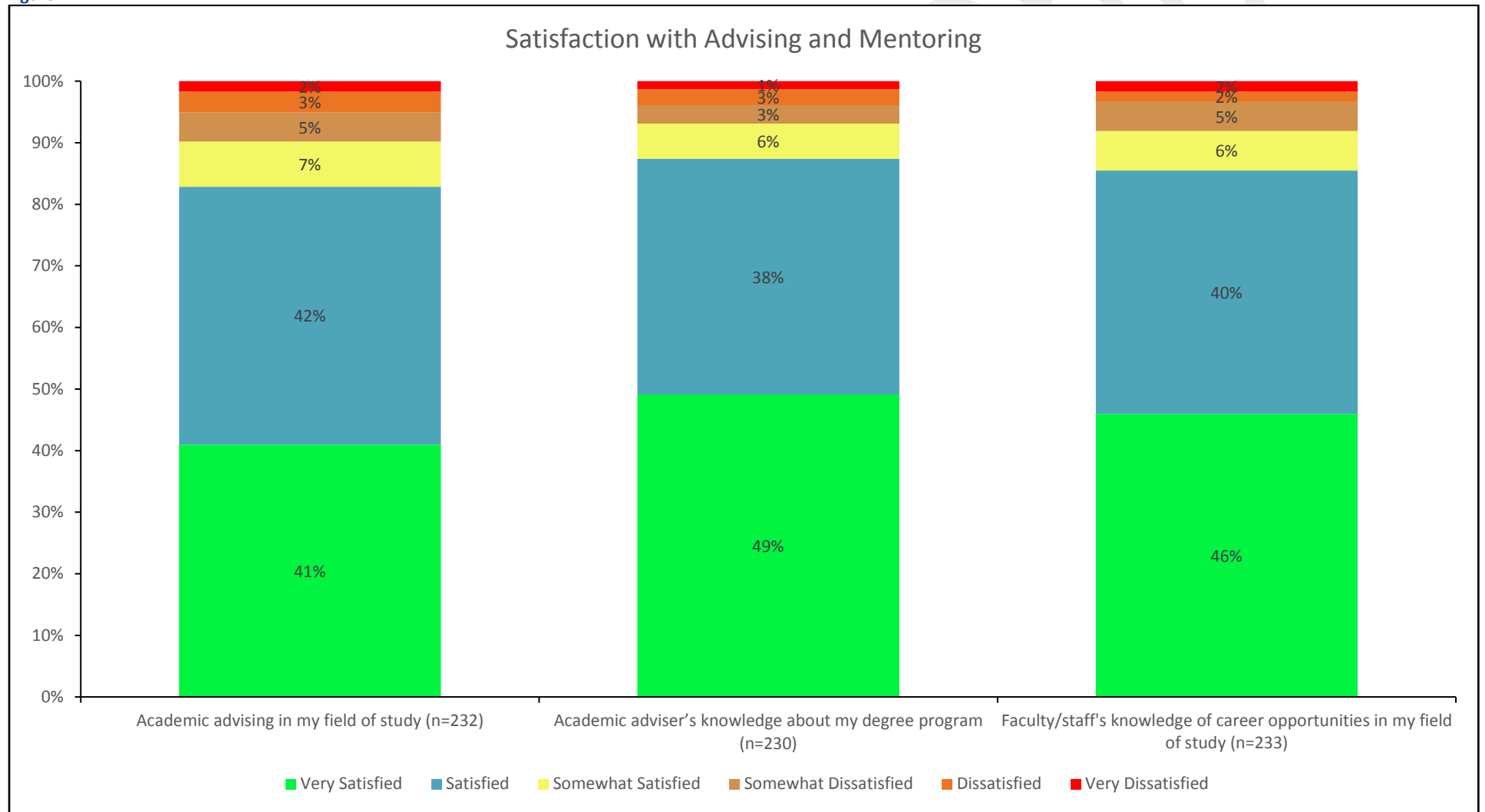
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Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total			
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count				
Helpfulness of librarians	0.0%	0	0.0%	0	2.4%	5	4.8%	10	36.7%	77	56.2%	118	210			
Library hours of operation	0.9%	2	2.2%	5	2.2%	5	4.9%	11	40.6%	91	49.1%	110	224			
Study facilities available in the library	1.3%	3	5.7%	13	3.5%	8	11.4%	26	33.6%	77	44.5%	102	229			
Accessibility of on-site library resources (e.g., books, journals in library)	1.4%	3	2.8%	6	4.6%	10	10.1%	22	41.0%	89	40.1%	87	217			
Accessibility of online library resources (e.g., books, online journals)	0.8%	2	1.3%	3	3.0%	7	10.1%	24	37.1%	88	47.7%	113	237			
Accessibility of search software (e.g., OVID, Micromedex, MD Consult)	0.5%	1	0.5%	1	3.4%	7	8.7%	18	38.5%	80	48.6%	101	208			
Adequacy of library collection	1.4%	3	1.8%	4	1.4%	3	8.1%	18	43.9%	97	43.4%	96	221			
Overall adequacy of library services	0.4%	1	1.3%	3	2.1%	5	6.9%	16	39.5%	92	49.8%	116	233			
Summary Statistics	Minimum		Maximum		Mean		Median		Std Deviation		Count		Combined Dissatisfied Levels		Combined Satisfied Levels	
Helpfulness of librarians	3.0		6.0		5.5		6.0		0.7		210		2.4%		97.6%	
Library hours of operation	1.0		6.0		5.3		5.0		0.9		224		5.4%		94.6%	
Study facilities available in the library	1.0		6.0		5.0		5.0		1.2		229		10.5%		89.5%	
Accessibility of on-site library resources (e.g., books, journals in library)	1.0		6.0		5.1		5.0		1.1		217		8.8%		91.2%	
Accessibility of online library resources (e.g., books, online journals)	1.0		6.0		5.2		5.0		0.9		237		5.1%		94.9%	
Accessibility of search software (e.g., OVID, Micromedex, MD Consult)	1.0		6.0		5.3		5.0		0.9		208		4.3%		95.7%	
Adequacy of library collection	1.0		6.0		5.2		5.0		1.0		221		4.5%		95.5%	
Overall adequacy of library services	1.0		6.0		5.3		5.0		0.9		233		3.9%		96.1%	

Advising and Mentoring

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

Figure 14



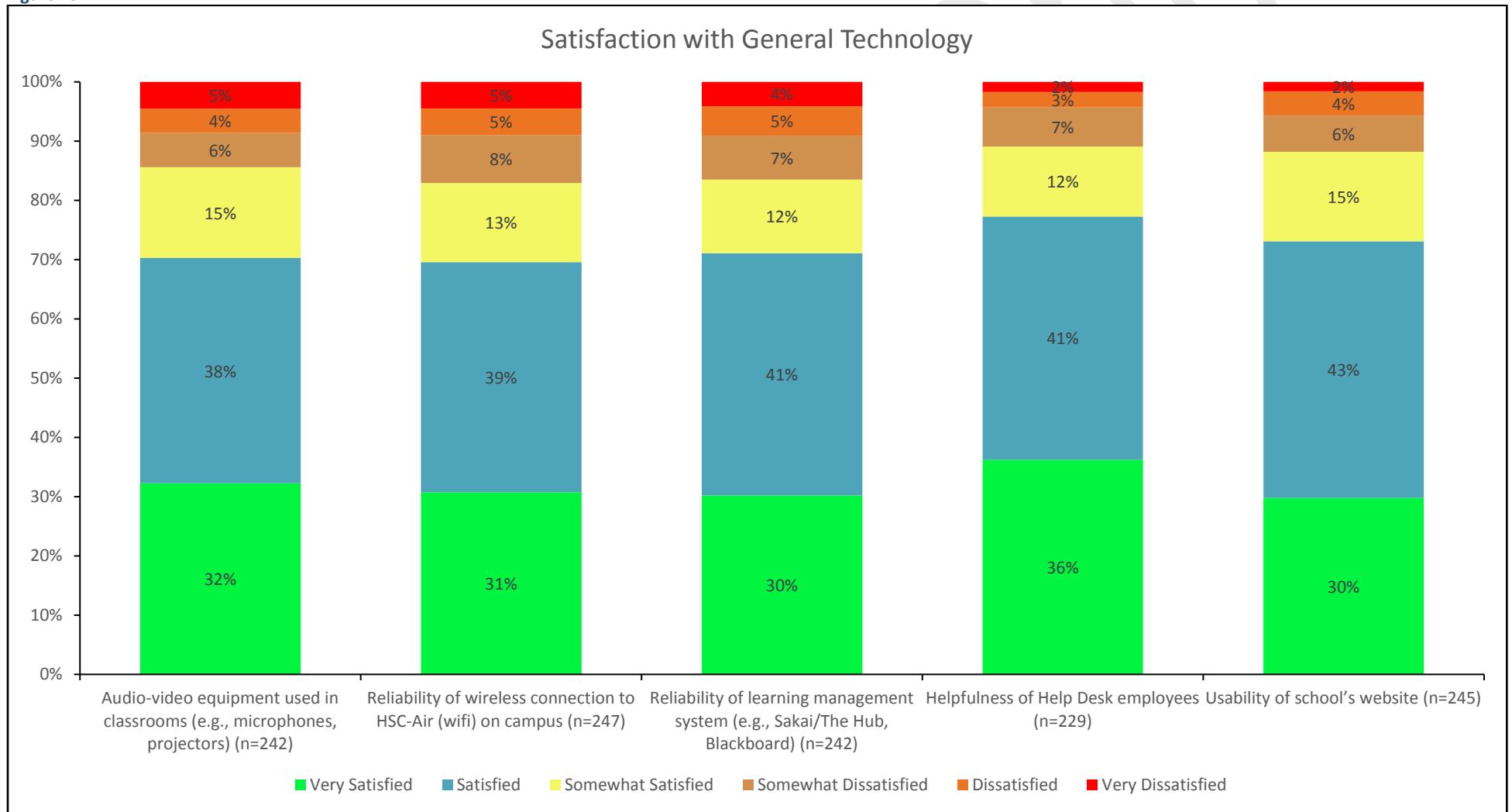
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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	1.7%	4	3.4%	8	4.7%	11	7.3%	17	41.8%	97	40.9%	95	232			
Academic adviser's knowledge about my degree program	1.3%	3	2.6%	6	3.0%	7	5.7%	13	38.3%	88	49.1%	113	230			
Faculty/staff's knowledge of career opportunities in my field of study	1.7%	4	1.7%	4	4.7%	11	6.4%	15	39.5%	92	45.9%	107	233			
Summary Statistics	Minimum		Maximum		Mean		Median		Std Deviation		Count		Combined Dissatisfied Levels		Combined Satisfied Levels	
Academic advising in my field of study	1.0		6.0		5.1		5.0		1.1		232		9.9%		90.1%	
Academic adviser's knowledge about my degree program	1.0		6.0		5.2		5.0		1.0		230		7.0%		93.0%	
Faculty/staff's knowledge of career opportunities in my field of study	1.0		6.0		5.2		5.0		1.1		233		8.2%		91.8%	

General Technology

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

Figure 15



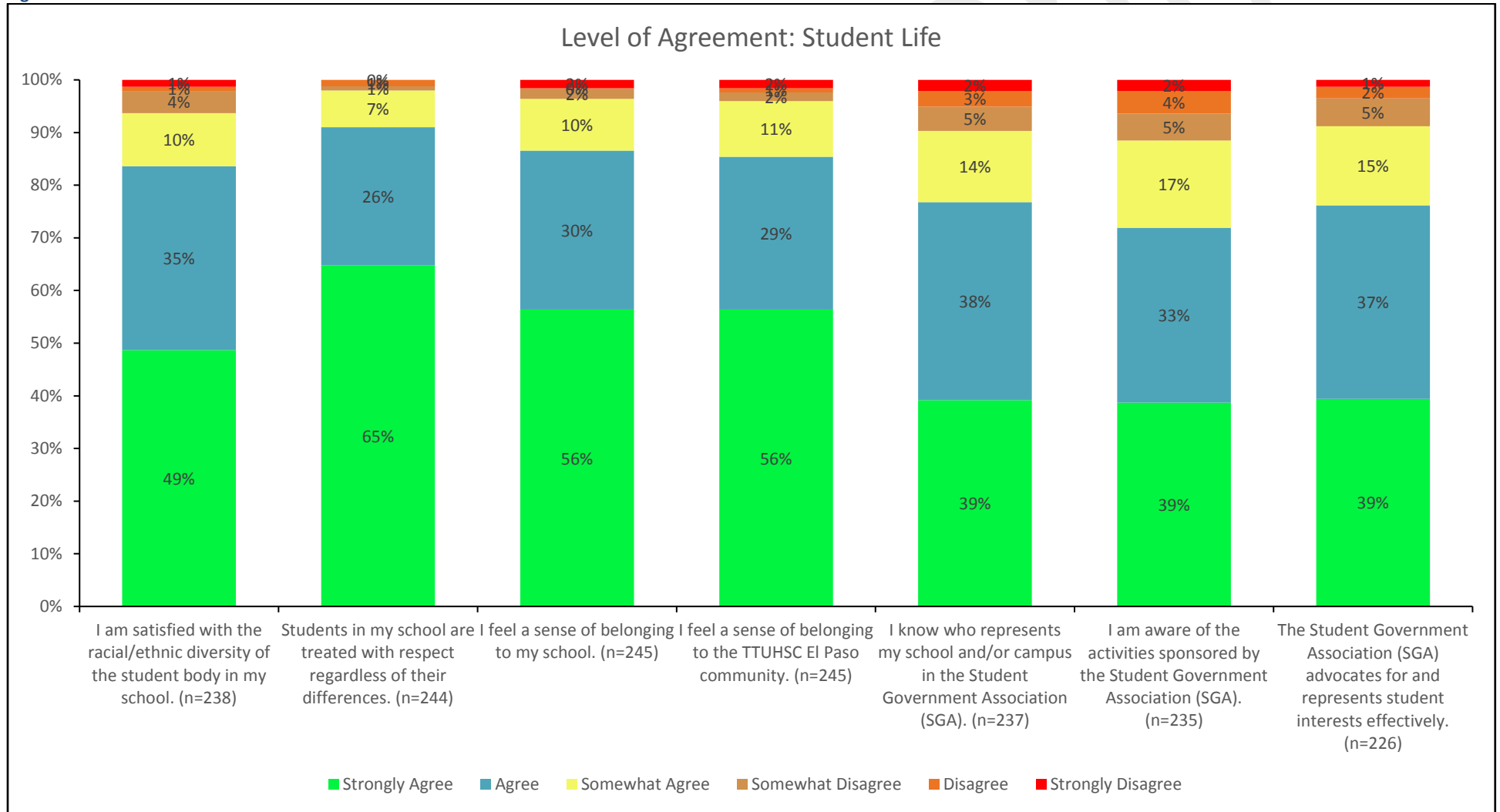
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Audio-video equipment used in classrooms (e.g., microphones, projectors)	4.5%	11	4.1%	10	5.8%	14	15.3%	37	38.0%	92	32.2%	78	242
Reliability of wireless connection to HSC-Air (wifi) on campus	4.5%	11	4.5%	11	8.1%	20	13.4%	33	38.9%	96	30.8%	76	247
Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)	4.1%	10	5.0%	12	7.4%	18	12.4%	30	40.9%	99	30.2%	73	242
Helpfulness of Help Desk employees	1.7%	4	2.6%	6	6.6%	15	11.8%	27	41.0%	94	36.2%	83	229
Usability of school's website	1.6%	4	4.1%	10	6.1%	15	15.1%	37	43.3%	106	29.8%	73	245
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Audio-video equipment used in classrooms (e.g., microphones, projectors)	1.0	6.0	4.7	5.0	1.3	242	14.5%	85.5%					
Reliability of wireless connection to HSC-Air (wifi) on campus	1.0	6.0	4.7	5.0	1.3	247	17.0%	83.0%					
Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)	1.0	6.0	4.7	5.0	1.3	242	16.5%	83.5%					
Helpfulness of Help Desk employees	1.0	6.0	5.0	5.0	1.1	229	10.9%	89.1%					
Usability of school's website	1.0	6.0	4.8	5.0	1.1	245	11.8%	88.2%					

Student Life

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

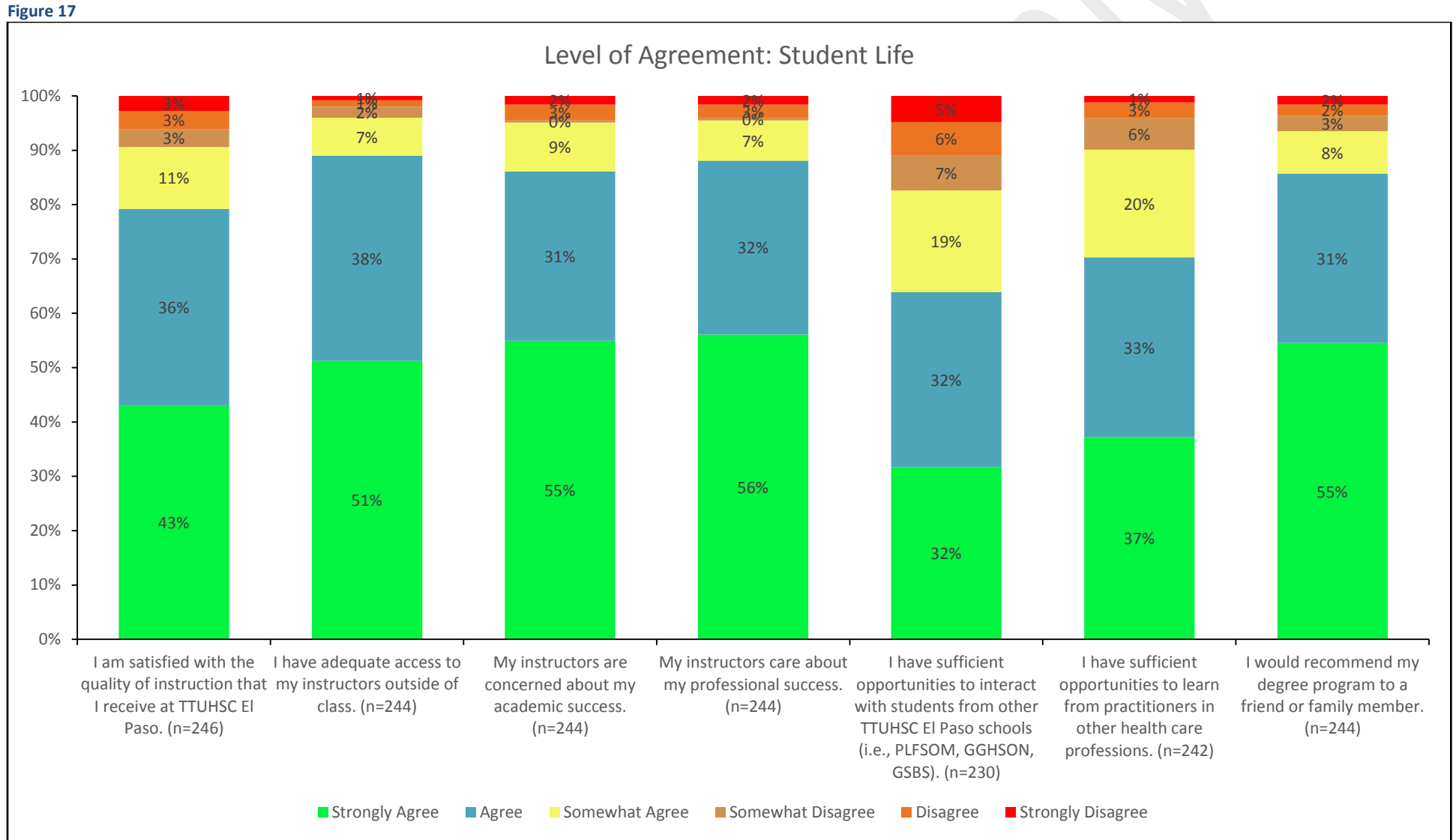
Figure 16



2018 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.	1.3%	3	0.8%	2	4.2%	10	10.1%	24	34.9%	83	48.7%	116	238			
Students in my school are treated with respect regardless of their differences.	0.0%	0	1.2%	3	0.8%	2	7.0%	17	26.2%	64	64.8%	158	244			
I feel a sense of belonging to my school.	1.6%	4	0.0%	0	2.0%	5	9.8%	24	30.2%	74	56.3%	138	245			
I feel a sense of belonging to the TTUHSC El Paso community.	1.6%	4	0.8%	2	1.6%	4	10.6%	26	29.0%	71	56.3%	138	245			
I know who represents my school and/or campus in the Student Government Association (SGA).	2.1%	5	3.0%	7	4.6%	11	13.5%	32	37.6%	89	39.2%	93	237			
I am aware of the activities sponsored by the Student Government Association (SGA).	2.1%	5	4.3%	10	5.1%	12	16.6%	39	33.2%	78	38.7%	91	235			
The Student Government Association (SGA) advocates for and represents student interests effectively.	1.3%	3	2.2%	5	5.3%	12	15.0%	34	36.7%	83	39.4%	89	226			
Summary Statistics	Minimum		Maximum		Mean		Median		Std Deviation		Count		Combined Disagree 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		5.0		1.0		238		6.3%		93.7%	
Students in my school are treated with respect regardless of their differences.	1.0		6.0		5.5		6.0		0.8		244		2.0%		98.0%	
I feel a sense of belonging to my school.	1.0		6.0		5.4		6.0		0.9		245		3.7%		96.3%	
I feel a sense of belonging to the TTUHSC El Paso community.	1.0		6.0		5.3		6.0		1.0		245		4.1%		95.9%	
I know who represents my school and/or campus in the Student Government Association (SGA).	1.0		6.0		5.0		5.0		1.1		237		9.7%		90.3%	
I am aware of the activities sponsored by the Student Government Association (SGA).	1.0		6.0		4.9		5.0		1.2		235		11.5%		88.5%	
The Student Government Association (SGA) advocates for and represents student interests effectively.	1.0		6.0		5.0		5.0		1.1		226		8.8%		91.2%	

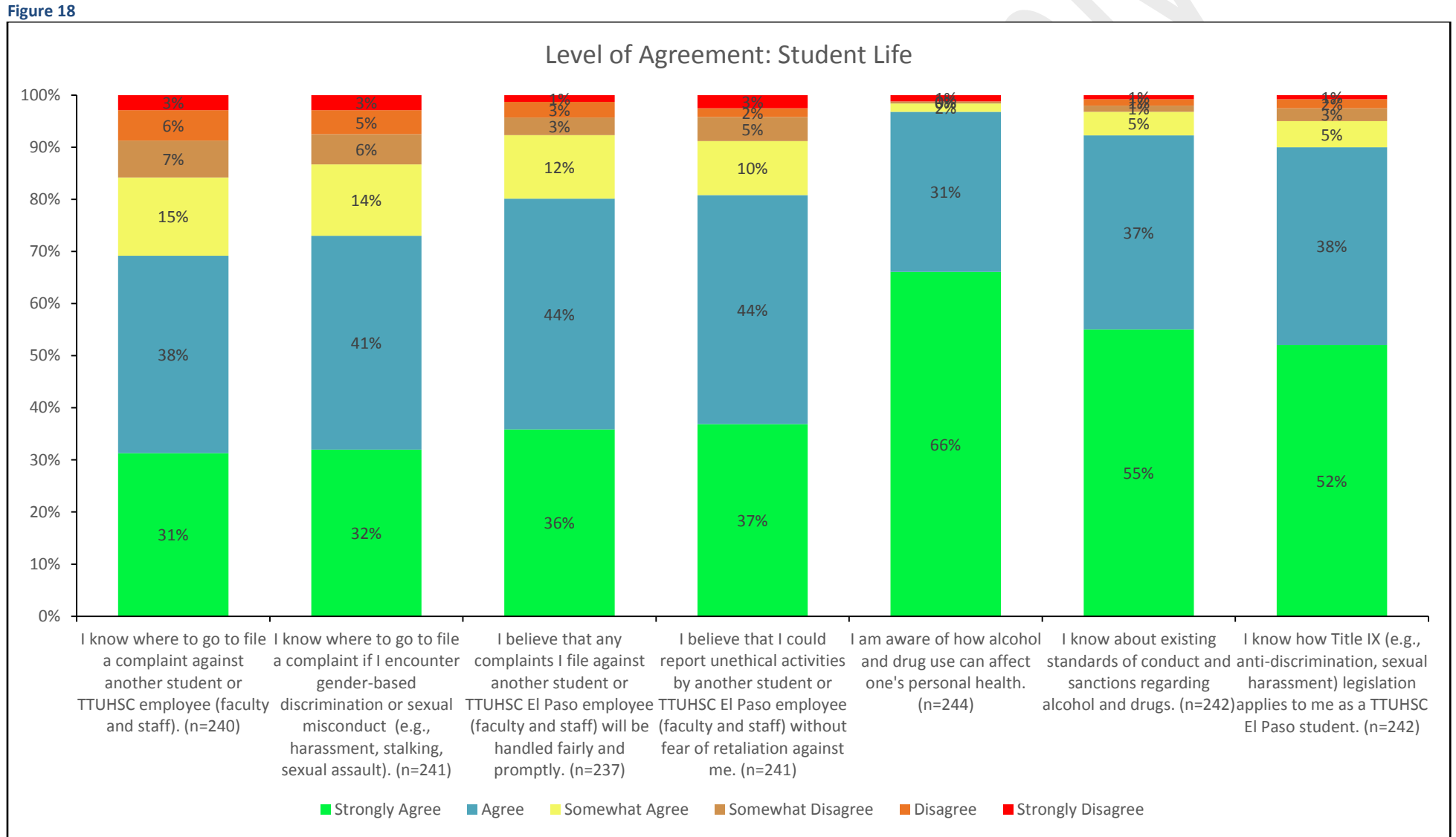
Q17 Please indicate your level of agreement with each of the following statements.



2018 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 instruction that I receive at TTUHSC El Paso.	2.8%	7	3.3%	8	3.3%	8	11.4%	28	36.2%	89	43.1%	106	246	
I have adequate access to my instructors outside of class.	0.8%	2	1.2%	3	2.0%	5	7.0%	17	37.7%	92	51.2%	125	244	
My instructors are concerned about my academic success.	1.6%	4	2.9%	7	0.4%	1	9.0%	22	31.1%	76	54.9%	134	244	
My instructors care about my professional success.	1.6%	4	2.5%	6	0.4%	1	7.4%	18	32.0%	78	56.1%	137	244	
I have sufficient opportunities to interact with students from other TTUHSC El Paso schools (i.e., PLFSOM, GGHSO, GSBS).	4.8%	11	6.1%	14	6.5%	15	18.7%	43	32.2%	74	31.7%	73	230	
I have sufficient opportunities to learn from practitioners in other health care professions.	1.2%	3	2.9%	7	5.8%	14	19.8%	48	33.1%	80	37.2%	90	242	
I would recommend my degree program to a friend or family member.	1.6%	4	2.0%	5	2.9%	7	7.8%	19	31.1%	76	54.5%	133	244	
Summary Statistics	Minimum		Maximum		Mean		Median		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		5.0		5.0		1.2		246		9.3%	90.7%
I have adequate access to my instructors outside of class.	1.0		6.0		5.3		6.0		0.9		244		4.1%	95.9%
My instructors are concerned about my academic success.	1.0		6.0		5.3		6.0		1.0		244		4.9%	95.1%
My instructors care about my professional success.	1.0		6.0		5.3		6.0		1.0		244		4.5%	95.5%
I have sufficient opportunities to interact with students from other TTUHSC El Paso schools (i.e., PLFSOM, GGHSO, GSBS).	1.0		6.0		4.6		5.0		1.4		230		17.4%	82.6%
I have sufficient opportunities to learn from practitioners in other health care professions.	1.0		6.0		4.9		5.0		1.1		242		9.9%	90.1%
I would recommend my degree program to a friend or family member.	1.0		6.0		5.3		6.0		1.1		244		6.6%	93.4%

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



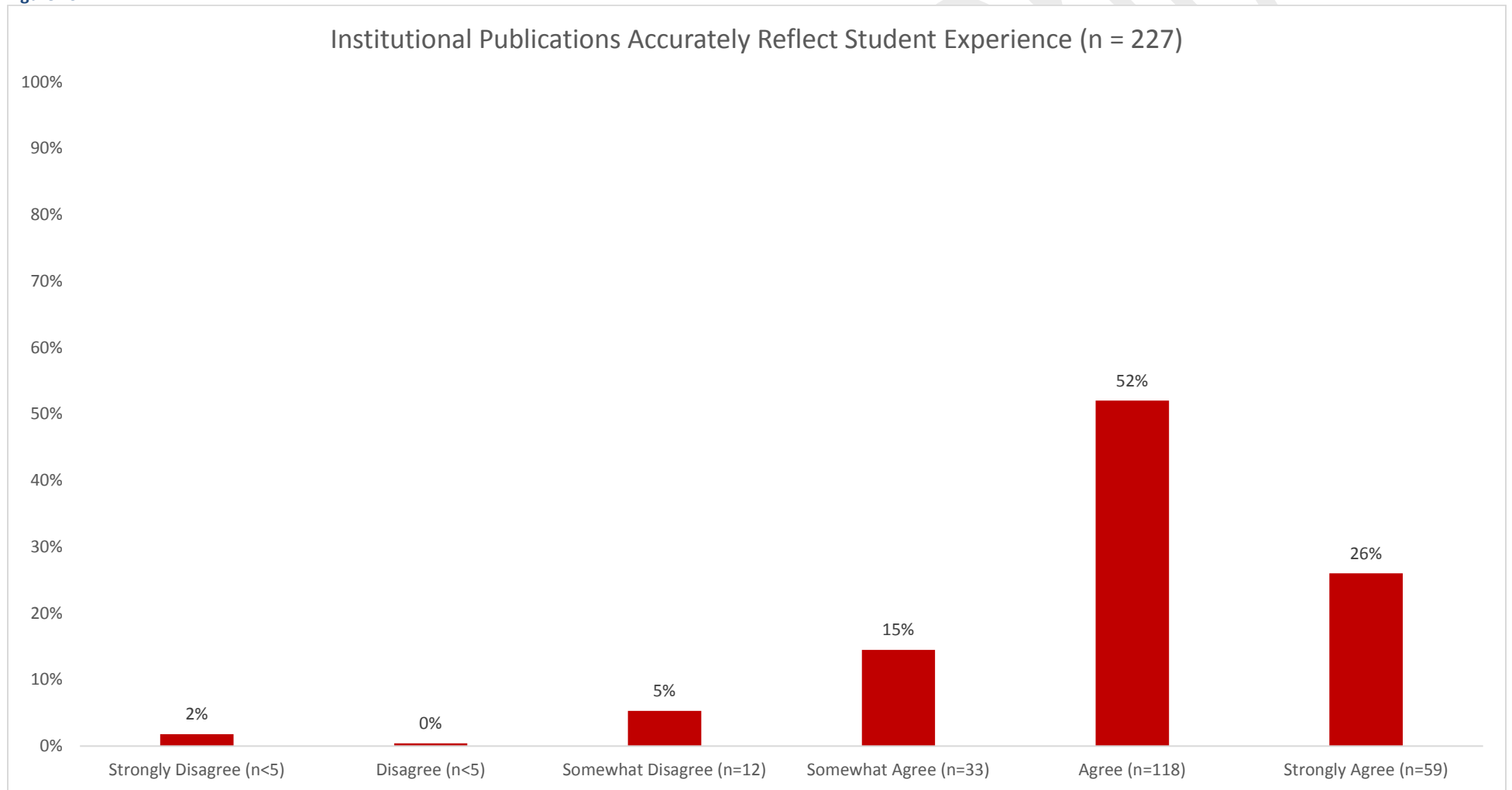
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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).	2.9%	7	5.8%	14	7.1%	17	15.0%	36	37.9%	91	31.3%	75	240	
I know where to go to file a complaint if I encounter gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault).	2.9%	7	4.6%	11	5.8%	14	13.7%	33	41.1%	99	32.0%	77	241	
I believe that any complaints I file against another student or TTUHSC El Paso employee (faculty and staff) will be handled fairly and promptly.	1.3%	3	3.0%	7	3.4%	8	12.2%	29	44.3%	105	35.9%	85	237	
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.	2.5%	6	1.7%	4	4.6%	11	10.4%	25	44.0%	106	36.9%	89	241	
I am aware of how alcohol and drug use can affect one's personal health.	1.2%	3	0.0%	0	0.4%	1	1.6%	4	30.7%	75	66.0%	161	244	
I know about existing standards of conduct and sanctions regarding alcohol and drugs.	0.8%	2	1.2%	3	1.2%	3	4.5%	11	37.2%	90	55.0%	133	242	
I know how Title IX (e.g., anti-discrimination, sexual harassment) legislation applies to me as a TTUHSC El Paso student.	0.8%	2	1.7%	4	2.5%	6	5.0%	12	38.0%	92	52.1%	126	242	
Summary Statistics			Minimum	Maximum	Mean	Median	Std Deviation	Count			Combined Disagree Levels	Combined Agree Levels		
I know where to go to file a complaint against another student or TTUHSC employee (faculty and staff).			1.0	6.0	4.7	5.0	1.3	240			15.8%	84.2%		
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	4.8	5.0	1.2	241			13.3%	86.7%		
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	5.0	5.0	1.0	237			7.6%	92.4%		
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	5.0	5.0	1.1	241			8.7%	91.3%		
I am aware of how alcohol and drug use can affect one's personal health.			1.0	6.0	5.6	6.0	0.7	244			1.6%	98.4%		
I know about existing standards of conduct and sanctions regarding alcohol and drugs.			1.0	6.0	5.4	6.0	0.8	242			3.3%	96.7%		
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	6.0	0.9	242			5.0%	95.0%		

Institutional Publication/Website

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

Figure 19



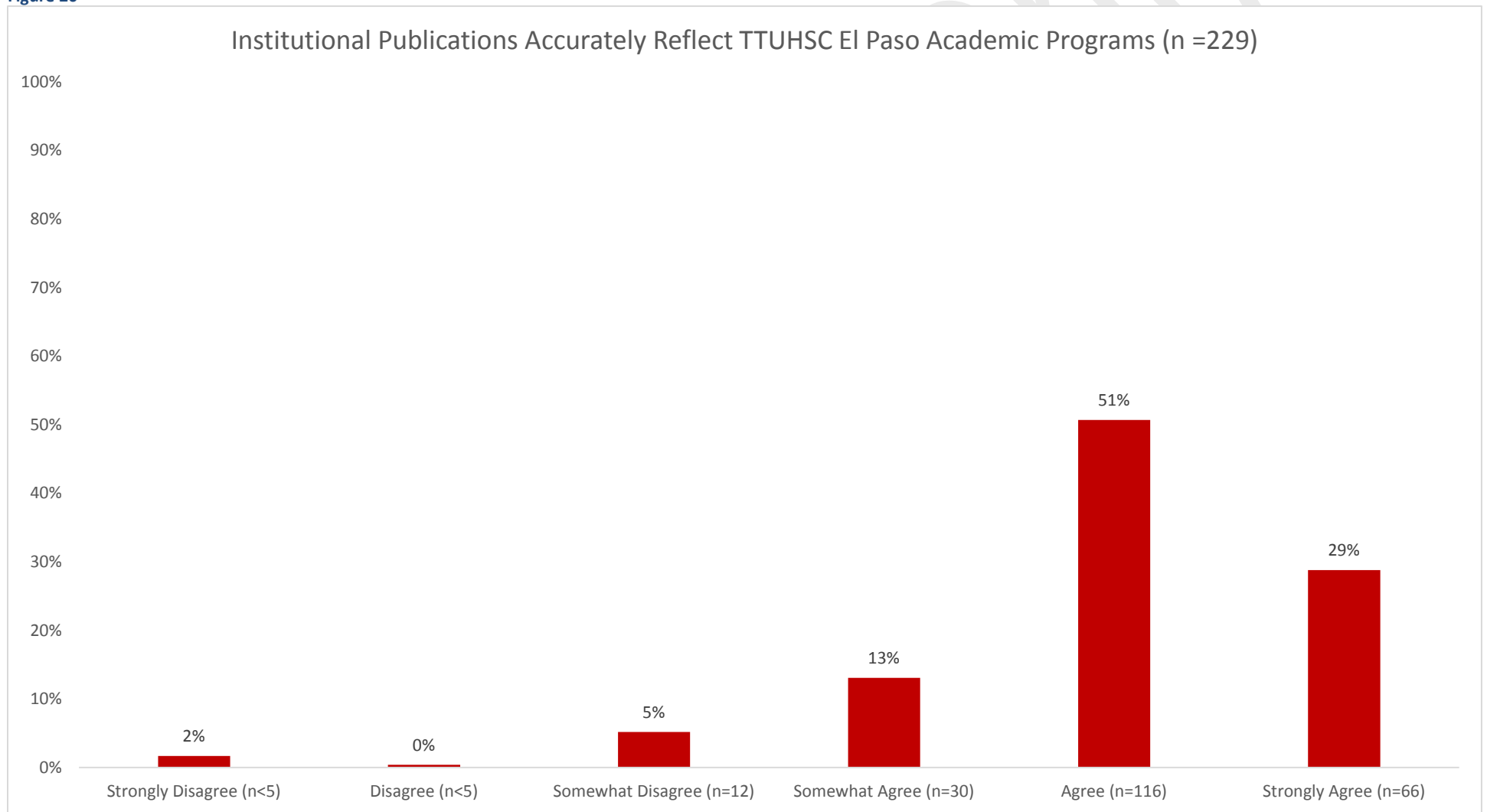
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Answer			%	Count
Strongly Disagree			1.8%	n < 5
Disagree			0.4%	n < 5
Somewhat Disagree			5.3%	12
Somewhat Agree			14.5%	33
Agree			52.0%	118
Strongly Agree			26.0%	59
Total			100%	227

Summary Statistics	Minimum	Maximum	Mean	Median	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	5.0	1.0	227	7.5%	92.5%

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

Figure 20



2018 Student Satisfaction Survey
 TTUHSC El Paso Results Summary

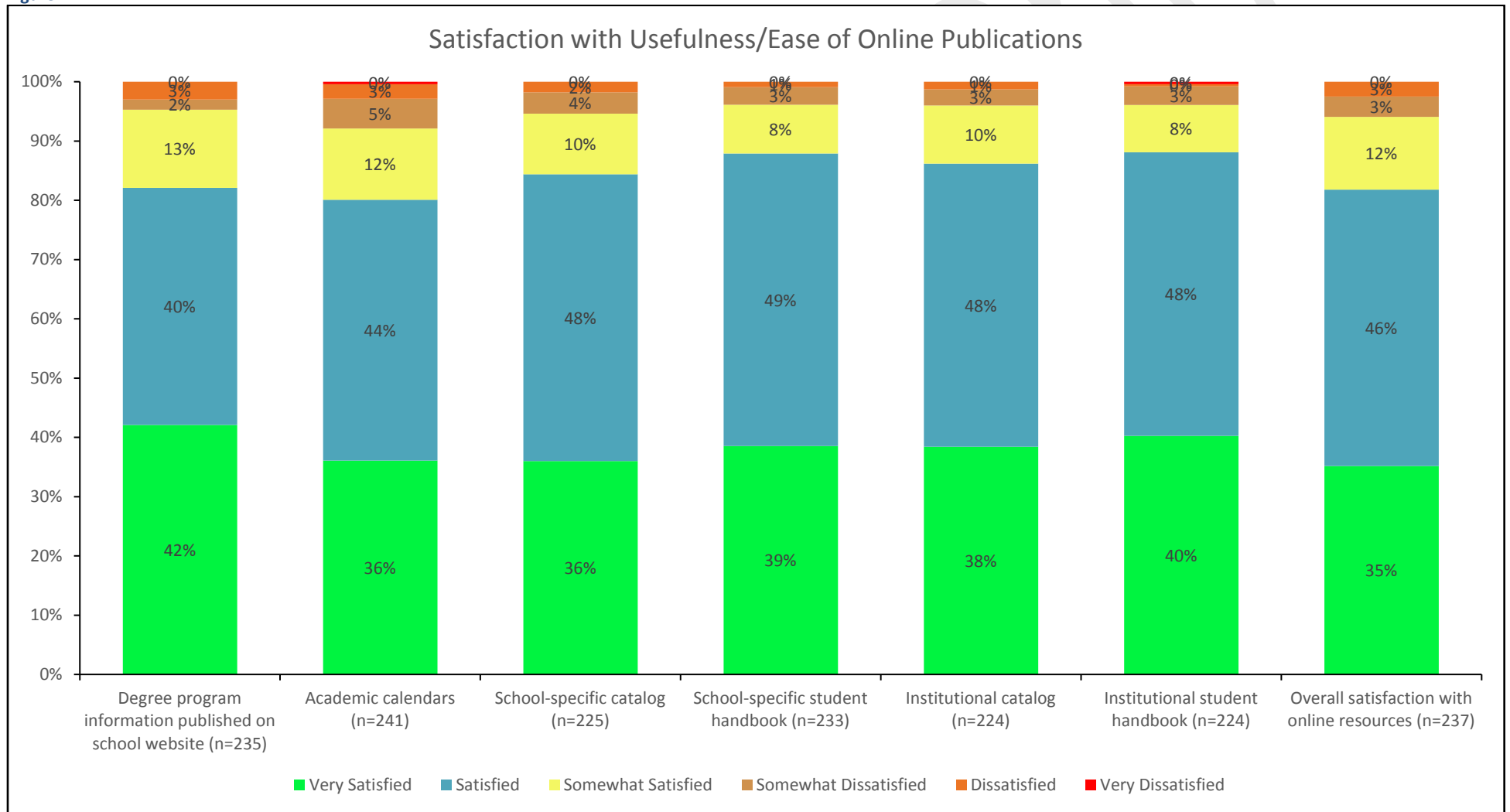
Answer						%	Count	
Strongly Disagree						1.7%	n < 5	
Disagree						0.4%	n < 5	
Somewhat Disagree						5.2%	12	
Somewhat Agree						13.1%	30	
Agree						50.7%	116	
Strongly Agree						28.8%	66	
Total						100%	229	

Summary Statistics	Minimum	Maximum	Mean	Median	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	5.0	1.0	229	7.4%	92.6%

Usefulness/Ease of Online Publications

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

Figure 21



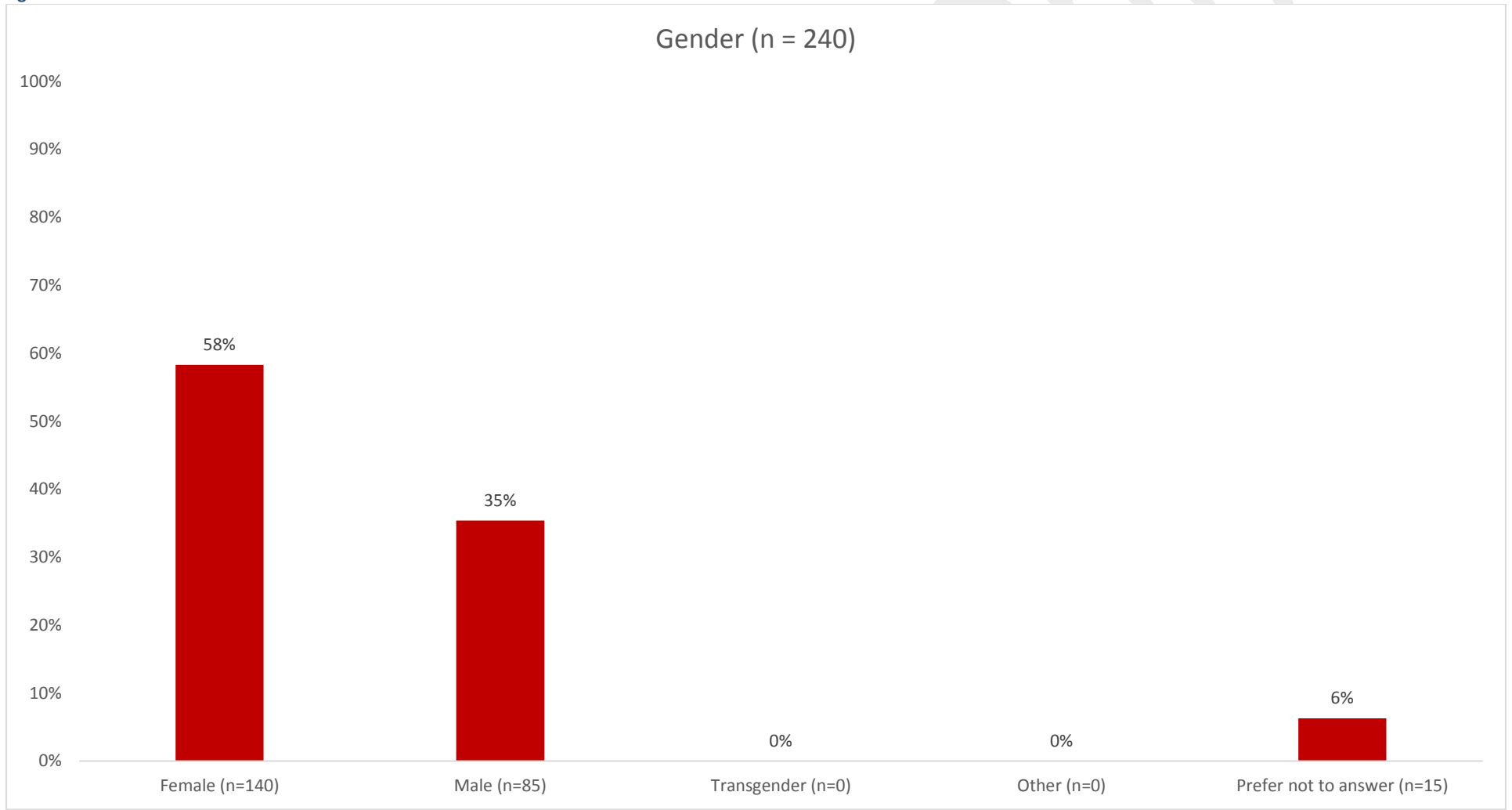
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
Degree program information published on school website	0.0%	0	3.0%	7	1.7%	4	13.2%	31	40.0%	94	42.1%	99	235
Academic calendars	0.4%	1	2.5%	6	5.0%	12	12.0%	29	44.0%	106	36.1%	87	241
School-specific catalog	0.0%	0	1.8%	4	3.6%	8	10.2%	23	48.4%	109	36.0%	81	225
School-specific student handbook	0.0%	0	0.9%	2	3.0%	7	8.2%	19	49.4%	115	38.6%	90	233
Institutional catalog	0.0%	0	1.3%	3	2.7%	6	9.8%	22	47.8%	107	38.4%	86	224
Institutional student handbook	0.4%	1	0.4%	1	3.1%	7	8.0%	18	47.8%	107	40.2%	90	224
Overall satisfaction with online resources	0.4%	1	2.5%	6	3.4%	8	12.2%	29	46.4%	110	35.0%	83	237
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Degree program information published on school website	2.0	6.0	5.2	5.0	0.9	235	4.7%	95.3%					
Academic calendars	1.0	6.0	5.0	5.0	1.0	241	7.9%	92.1%					
School-specific catalog	2.0	6.0	5.1	5.0	0.9	225	5.3%	94.7%					
School-specific student handbook	2.0	6.0	5.2	5.0	0.8	233	3.9%	96.1%					
Institutional catalog	2.0	6.0	5.2	5.0	0.8	224	4.0%	96.0%					
Institutional student handbook	1.0	6.0	5.2	5.0	0.8	224	4.0%	96.0%					
Overall satisfaction with online resources	1.0	6.0	5.1	5.0	0.9	237	6.3%	93.7%					

Demographics

Q22 What is your gender?

Figure 22

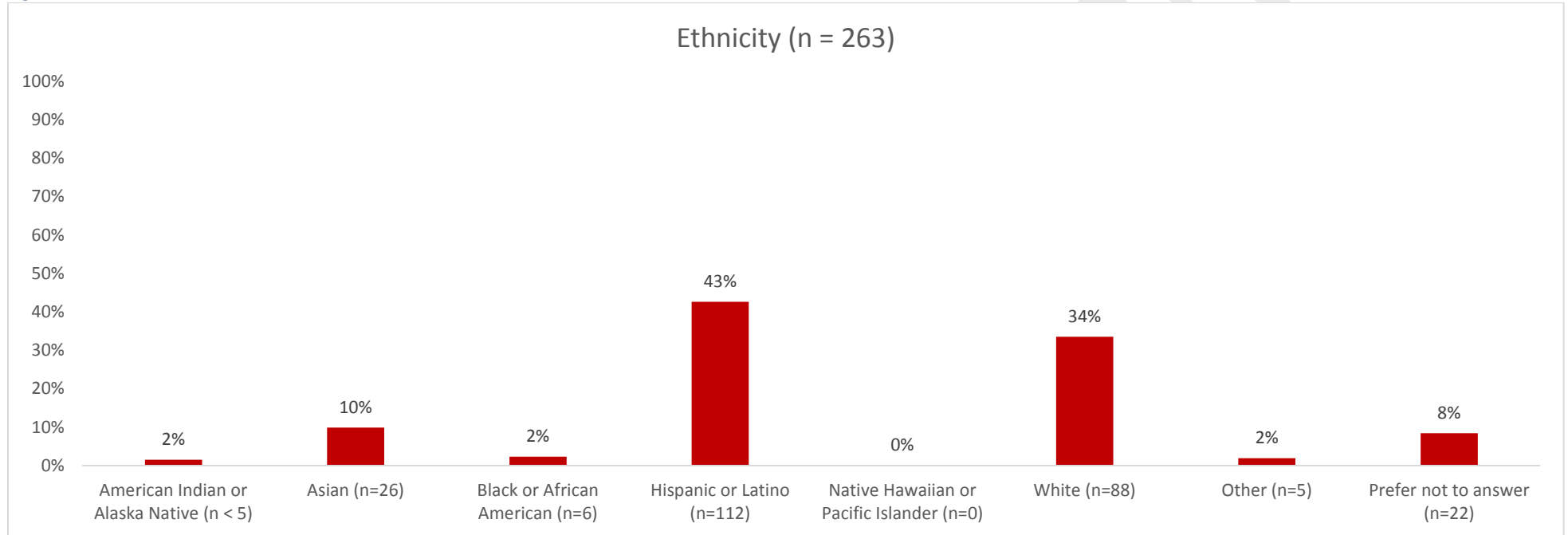


Answer	%	Count
Female	58.3%	140
Male	35.4%	85
Transgender	0.0%	0
Other, please specify	0.0%	0
Prefer not to answer	6.3%	15
Total	100%	240

Internal Use Only

Q23 What is your race and/or Ethnicity? Mark all that apply

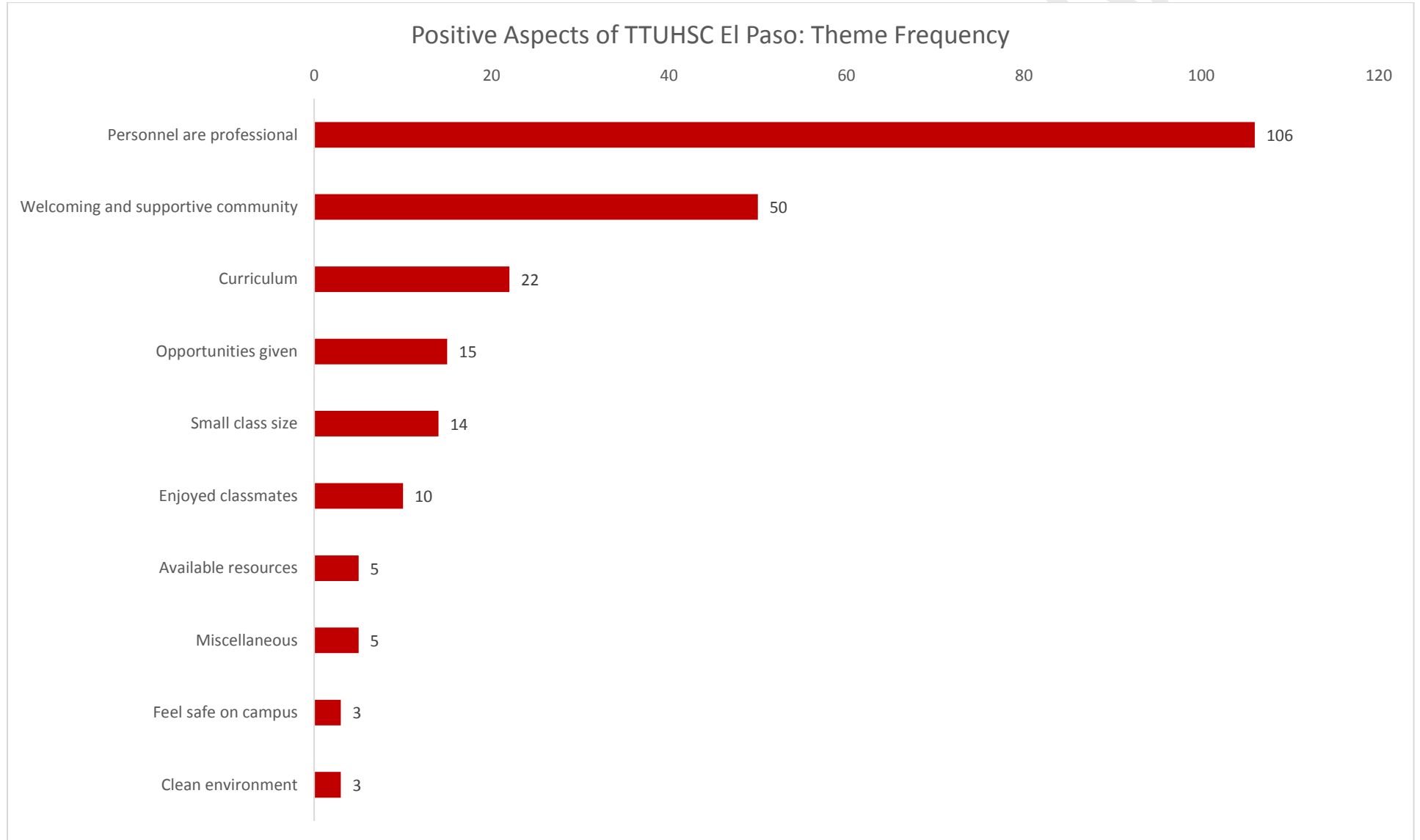
Figure 23



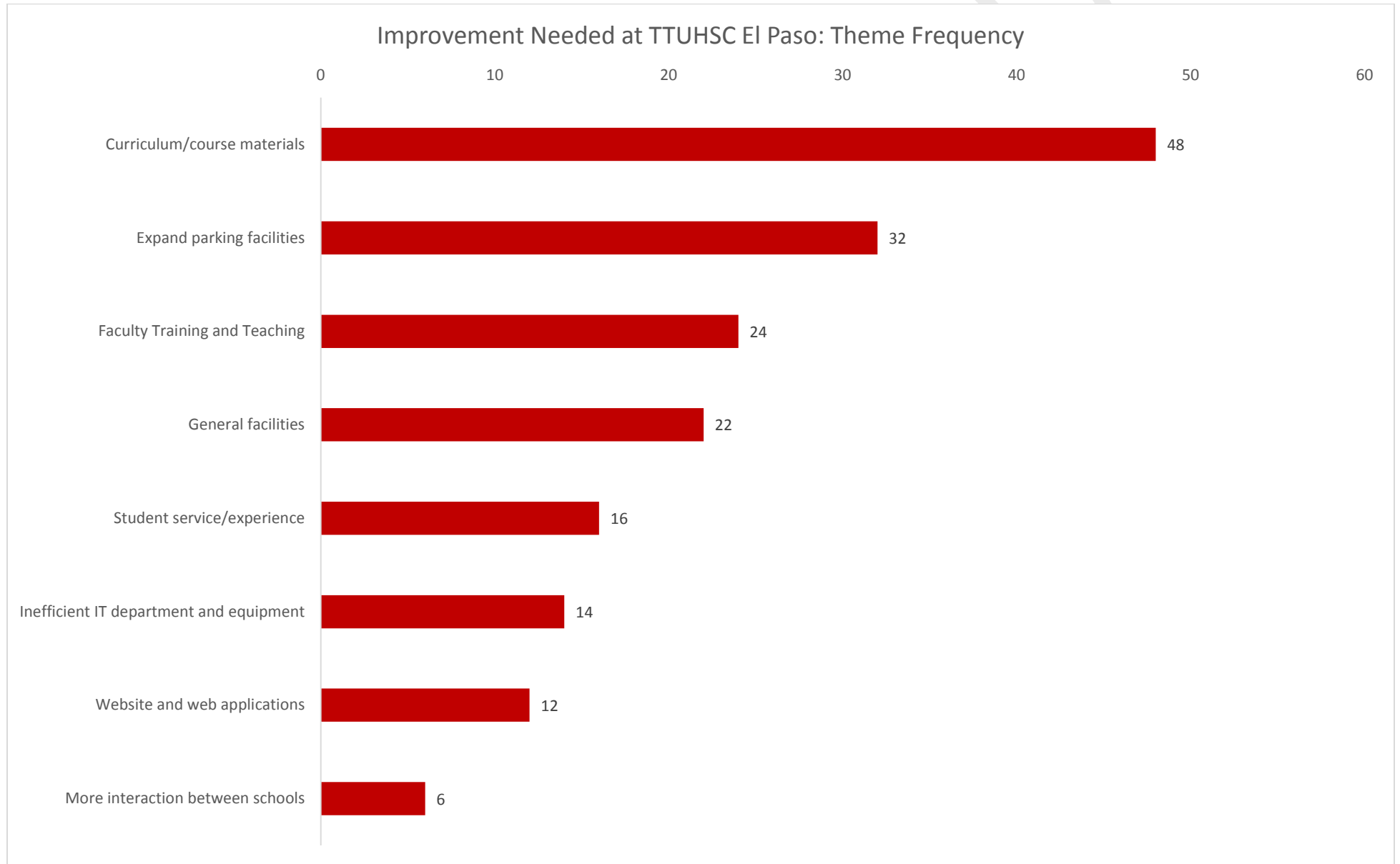
2018 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Answer	%	Count
American Indian or Alaska Native	1.5%	n < 5
Asian	9.9%	26
Black or African American	2.3%	6
Hispanic or Latino	42.6%	112
Native Hawaiian or Pacific Islander	0.0%	0
White	33.5%	88
Other (please specify)	1.9%	5
Prefer not to answer	8.4%	22
Total	100%	263
Other (please specify)		
European American		
Multiethnic		
Multiethnic		
Persian		

Qualitative Analyses



Themes: Positive Aspects of TTUHSC El Paso	Theme Frequency	Description
Personnel are professional	106	Respondents noted that faculty and staff are personable and approachable and genuinely care about the students.
Welcoming and supportive community	50	Respondents expressed they feel welcomed at supported at TTUHSC El Paso.
Curriculum	22	Respondents noted they enjoyed several aspects of their schools' curriculum, including the distance education and online courses, the variety of instructors, and unique educational opportunities at TTUHSC El Paso.
Opportunities given	15	Respondents noted they appreciate the variety of opportunities available to them, such as research and career growth, working with an underserved population, and the "hands on" training they receive.
Small class size	14	Respondents noted that they enjoyed the small class size, which they expressed provided more opportunity for faculty interaction.
Enjoyed classmates	10	Respondents expressed an appreciation for their peers, the cohesiveness of their cohort, and the support they are provided by their classmates.
Available resources	5	Respondents noted they appreciate the resources and support provided by their respective schools.
Miscellaneous	5	
Feel safe on campus	3	Respondents noted they feel a sense of personal safety while on campus.
Clean environment	3	Respondents noted they appreciate the cleanliness of the campus and facilities.



Themes: Improvement Needed	Theme Frequency	Description
Curriculum/course materials	48	Respondents noted that some aspects of the curriculum should be streamlined. Also, some classes should provide opportunities to practice, skills (e.g. more homework in statistics courses) prior to exams. Also, a need to prepare students for standardized testing was reported.
Expand parking facilities	32	Respondents expressed a need for better parking options for students.
Faculty Training and Teaching	24	Respondents noted faculty should undergo training in teaching methods in order to improve the quality of instruction.
General facilities	22	Improvements to general facilities included building a gym, better temperature regulation of building, providing more study areas, and providing more amenities to students, such as a bookstore, a coffee shop or dedicated coffee machine for students.
Student service/experience	16	Respondents noted career advising or job fairs on campus would be helpful. Also noted was difficulties with obtaining some support services on campus, such as for financial aid or veteran support services.
Inefficient IT department and equipment	14	Respondents comment the technology provided on campus could be improved, such as the audio/visual equipment in classrooms, the reliability of the Wi-Fi on campus, and software and systems used for online testing.
Website and web applications	12	Respondents noted improvement was needed in terms of ease of navigating TTUHSC El Paso's website as well as accessing CHAMP and CANVAS.
More interaction between schools	6	Respondents stated there should be more opportunities to interact with students from other TTUHSC El Paso schools.