



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER.
EL PASO

Office of Institutional Research *and* Effectiveness

Office of Institutional Research and Effectiveness

2019 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

- **744 unduplicated currently enrolled students with TTUHSC e-mail addresses**
- **271 respondents**
- **36.4% response rate for Spring 2019 students with active TTUHSC e-mail addresses**

Respondent Demographics

The 2019 TTUHSC EL Paso Student Satisfaction Survey was conducted over the course of three weeks in April 2019. A link to the online survey was distributed via email to all currently enrolled students (N=744). A total of 271 students participated in the survey (36.4% response rate). Participants were informed of the voluntary nature of the survey and were assured as to the anonymity of their responses. 61% of respondents were enrolled in the Paul L. Foster School of Medicine (PLFSOM), 31.8% were enrolled in the Gayle Greve Hunt School of Nursing (GGHSON), and 7.1% were enrolled in the Graduate School of Biomedical Sciences (GSBS).

Method

In order to determine the survey population, student email distribution lists maintained by staff at the PLFSOM, the GGHSON, and the GSBS were gathered 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 April 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.

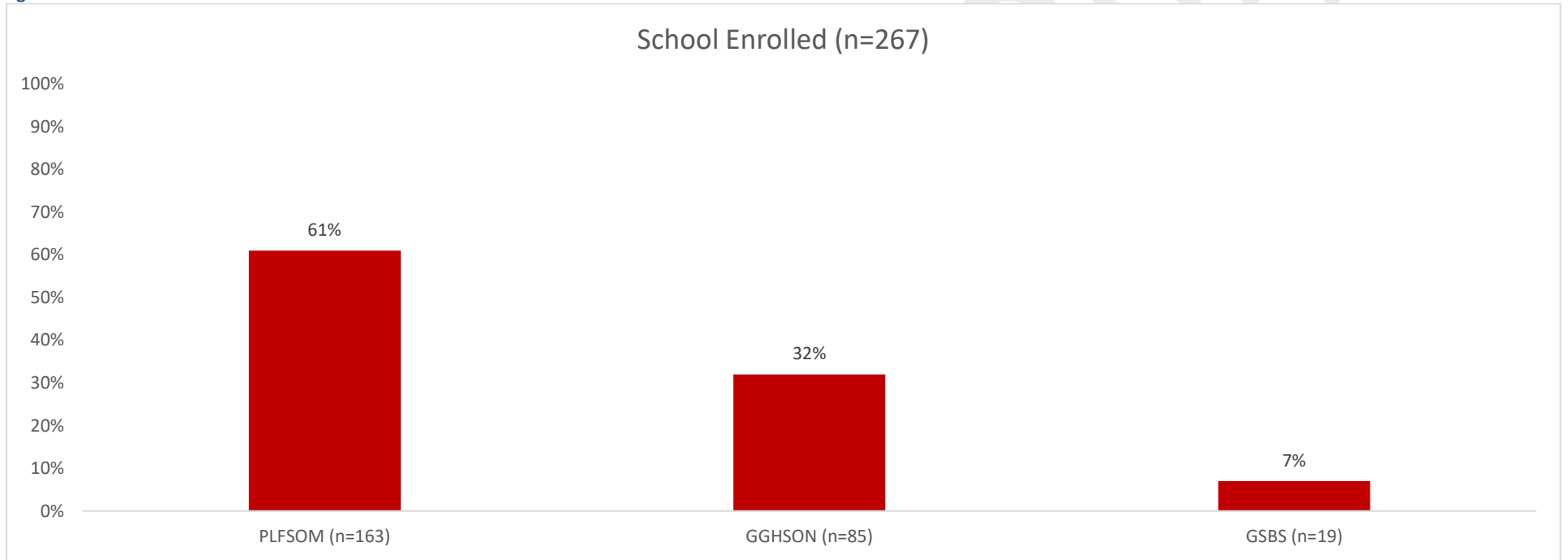
Highlights

- 87% of respondents reported they are satisfied with the education they receive at TTUHSC El Paso (n=221)
- 64% of respondents reported they are dissatisfied with the availability of parking at TTUHSC El Paso (n=244)
- 91% of respondents reported that school specific Student Affairs services are adequate (n=240)
- 96% of respondents reported they are satisfied with services provided by Student Business Services (n=232)
- 90% of respondents reported feeling a sense of belonging to the TTUHSC El Paso community (n=229)

Academics

School Enrolled

Figure 1

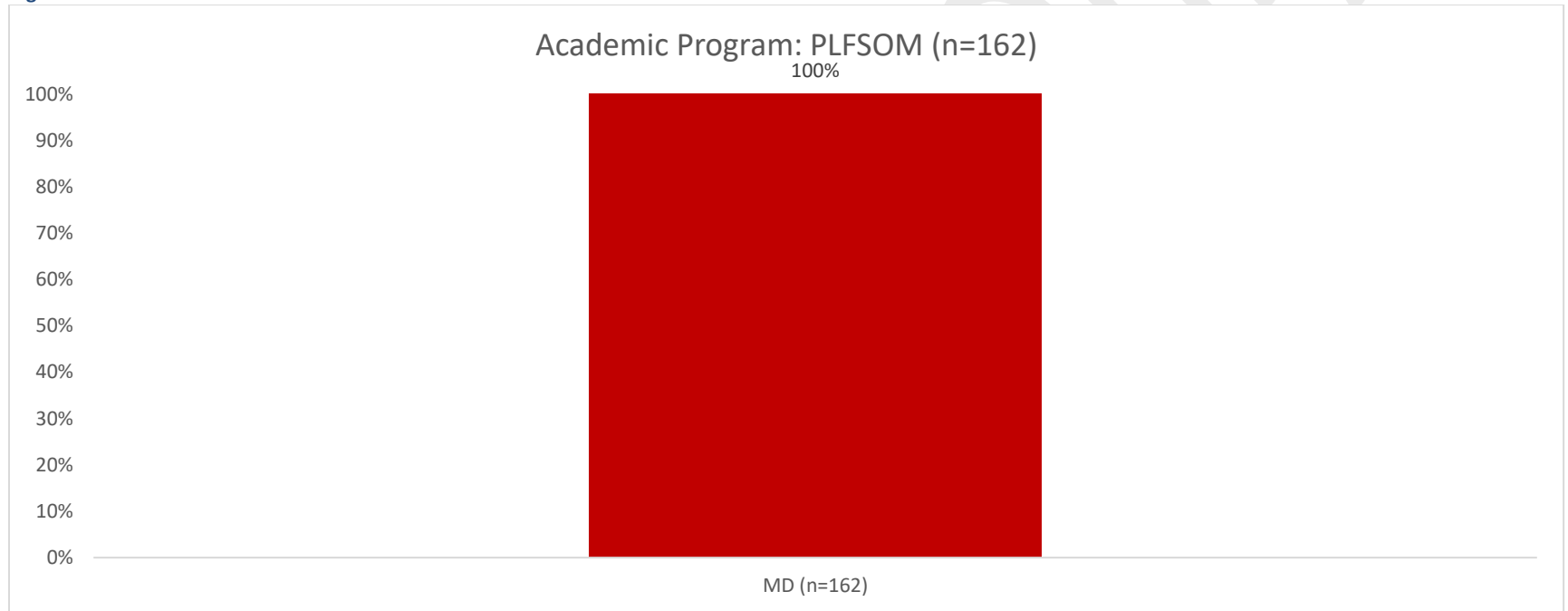


Answer	%	Count
PLFSOM	61.0%	163
GGHSON	31.8%	85
GSBS	7.1%	19
Total	100%	267

Academic Program

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

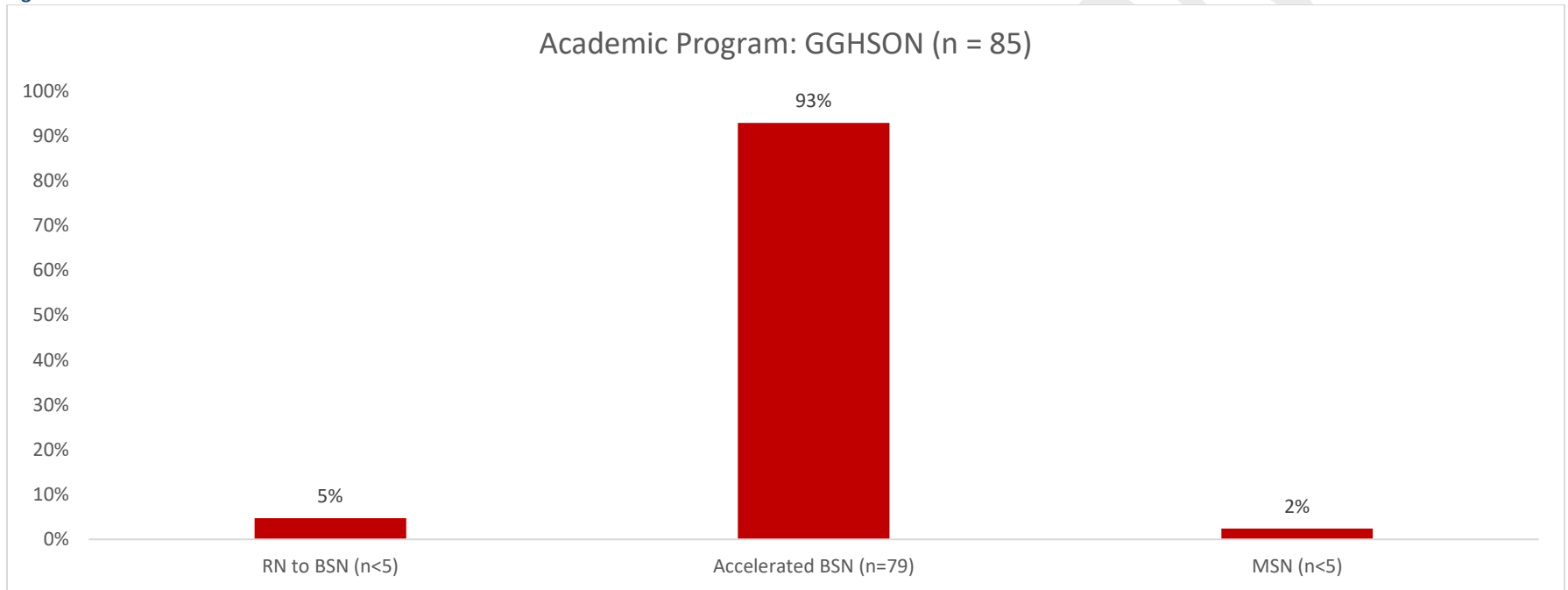
Figure 2A



Answer	%	Count
MD	100.0%	162
Total	100%	162

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

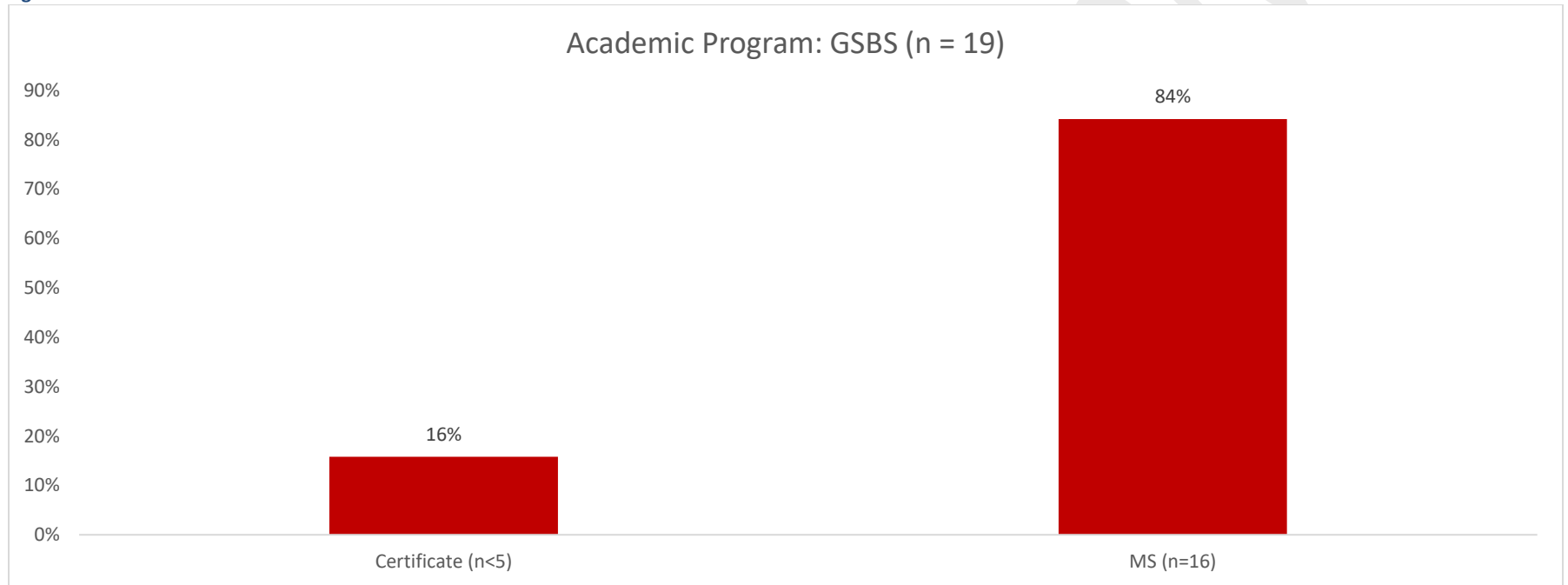
Figure 2B



Answer	%	Count
RN to BSN	4.7%	n < 5
Accelerated BSN	92.9%	79
MSN	2.4%	n < 5
Total	100%	85

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

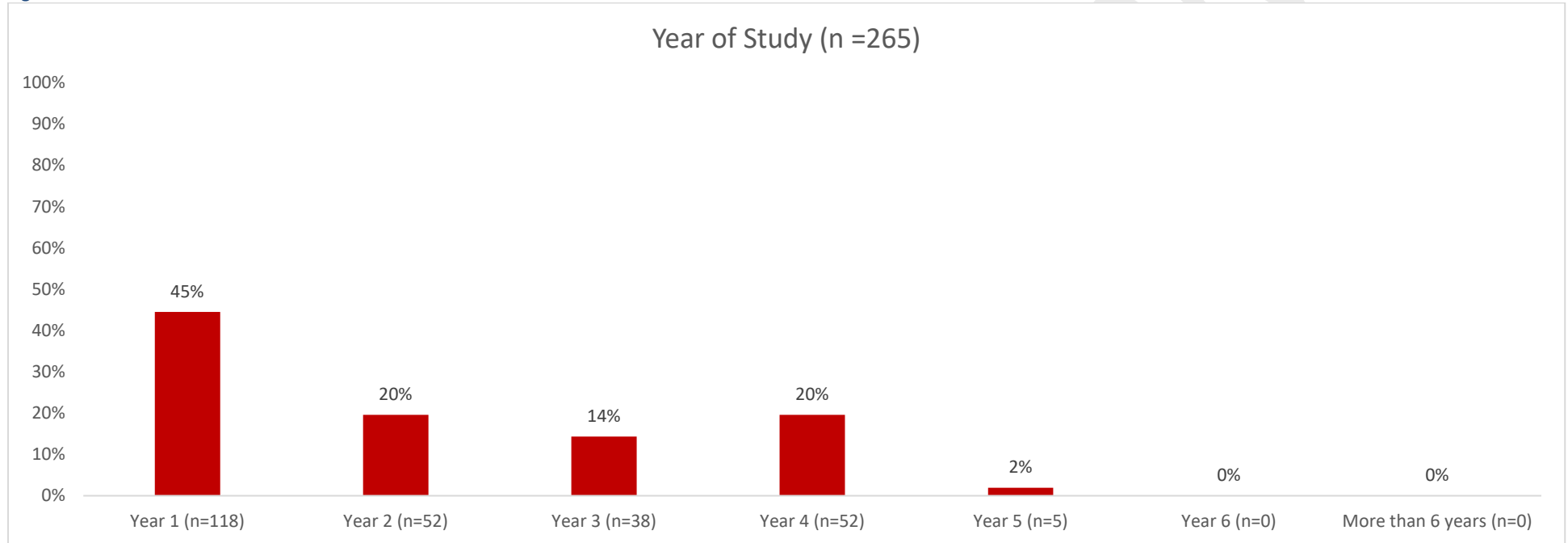
Figure 2C



Answer	%	Count
Certificate	15.8%	n < 5
MS	84.2%	16
Total	100%	19

Year of Study

Figure 3

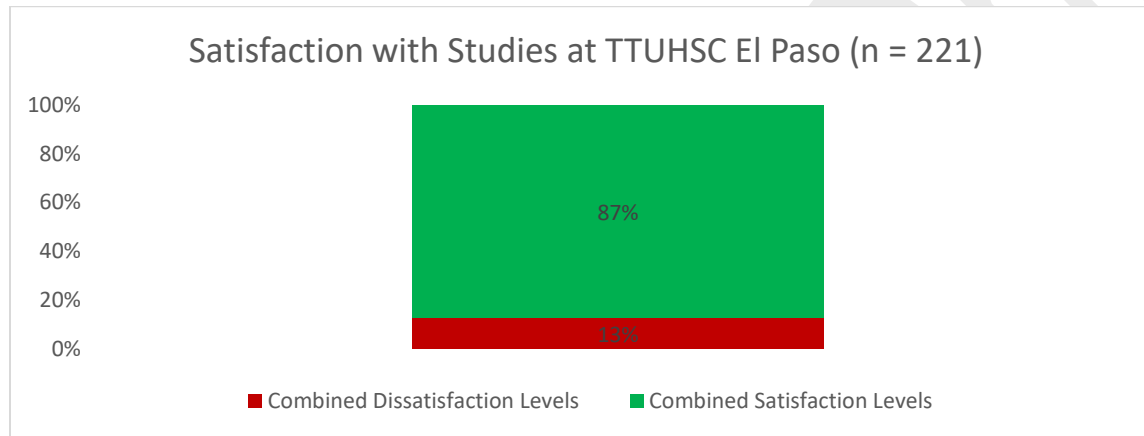


Answer	%	Count
Year 1	44.5%	118
Year 2	19.6%	52
Year 3	14.3%	38
Year 4	19.6%	52
Year 5	1.9%	5
Year 6	0.0%	0
More than 6 years	0.0%	0
Total	100%	265

Satisfaction

Overall satisfaction with studies at TTUHSC El Paso

Figure 4



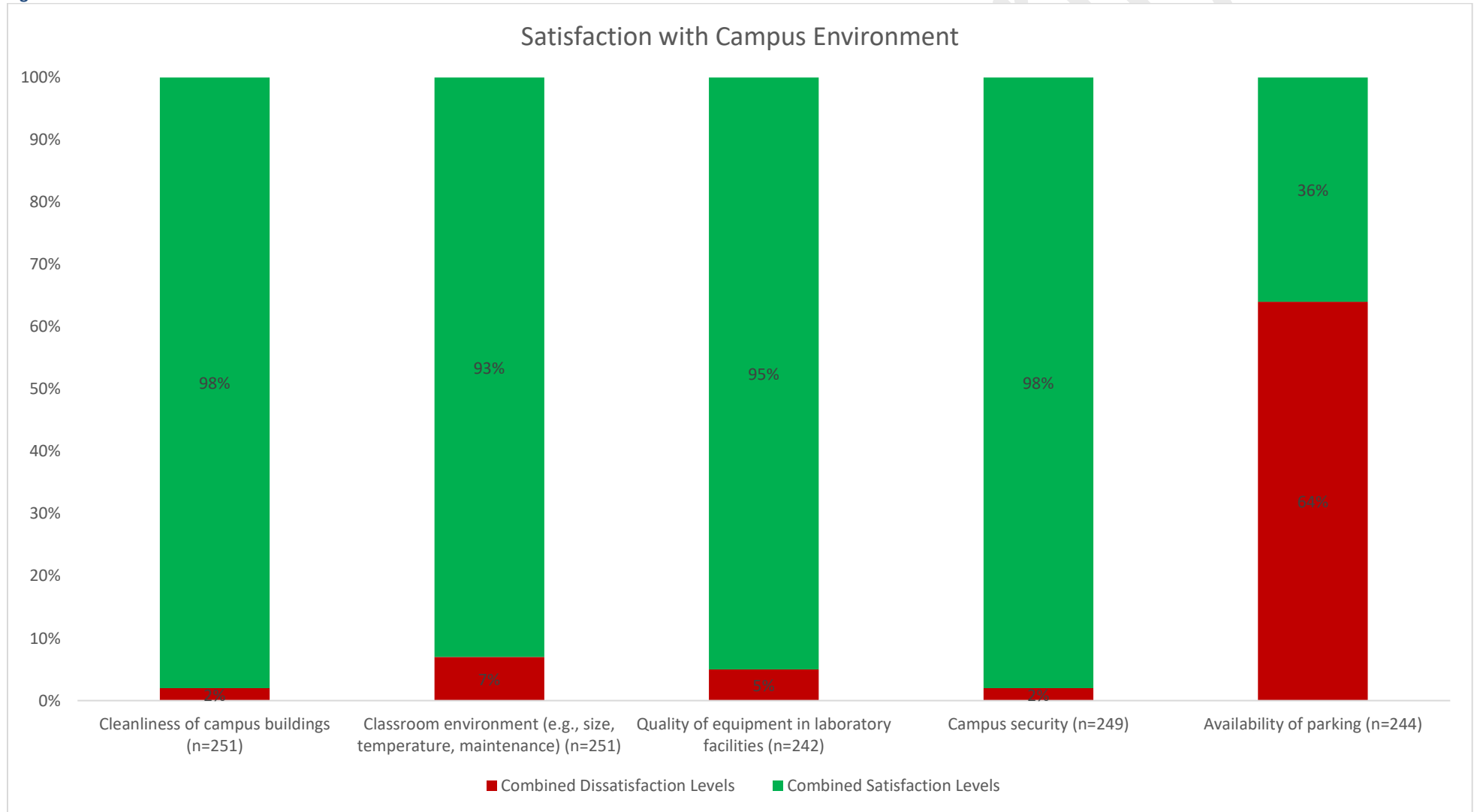
Answer	%	Count
Very Dissatisfied	2.7%	6
Dissatisfied	3.2%	7
Somewhat Dissatisfied	6.8%	15
Somewhat Satisfied	16.7%	37
Satisfied	40.3%	89
Very Satisfied	30.3%	67
Total	100%	221

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	4.8	5.0	1.2	221	12.7%	87.3%

Environment

Level of satisfaction

Figure 5



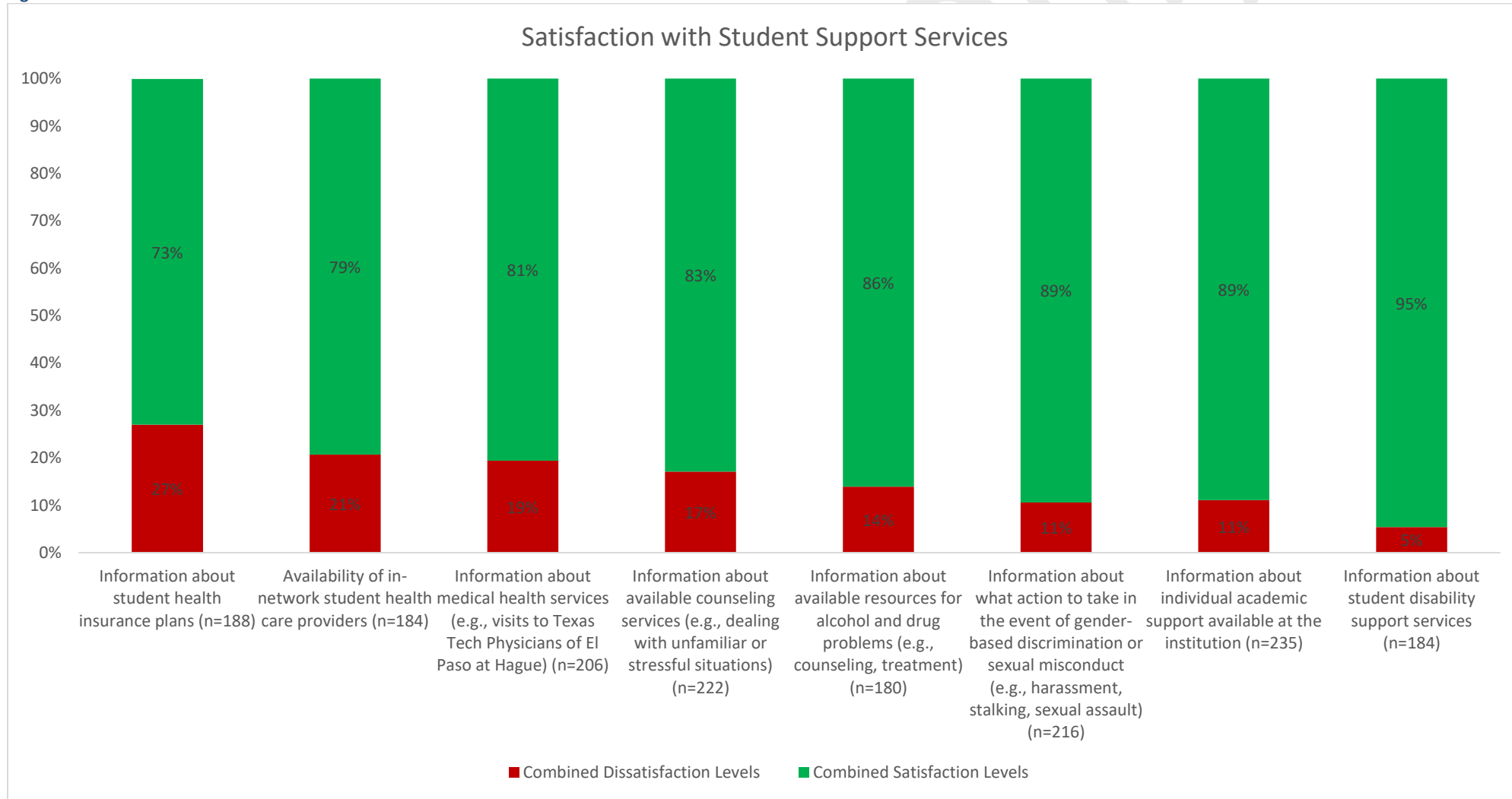
2019 Student Satisfaction Survey
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Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Cleanliness of campus buildings	0.4%	1	0.8%	2	0.8%	2	1.6%	4	25.5%	64	70.9%	178	251
Classroom environment (e.g., size, temperature, maintenance)	1.6%	4	0.8%	2	4.8%	12	9.6%	24	34.7%	87	48.6%	122	251
Quality of equipment in laboratory facilities	1.7%	4	0.8%	2	2.9%	7	7.4%	18	39.7%	96	47.5%	115	242
Campus security	1.2%	3	0.4%	1	0.8%	2	4.0%	10	32.9%	82	60.6%	151	249
Availability of parking	26.6%	65	19.3%	47	18.4%	45	15.6%	38	14.3%	35	5.7%	14	244
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	0.7	251	2.0%	98.0%					
Classroom environment (e.g., size, temperature, maintenance)	1.0	6.0	5.2	5.0	1.0	251	7.2%	92.8%					
Quality of equipment in laboratory facilities	1.0	6.0	5.5	5.0	1.0	242	5.4%	94.6%					
Campus security	1.0	6.0	5.6	6.0	0.8	249	2.4%	97.6%					
Availability of parking	1.0	6.0	3.0	3.0	1.6	244	64.3%	35.7%					

Student Support Services

Level of satisfaction

Figure 6



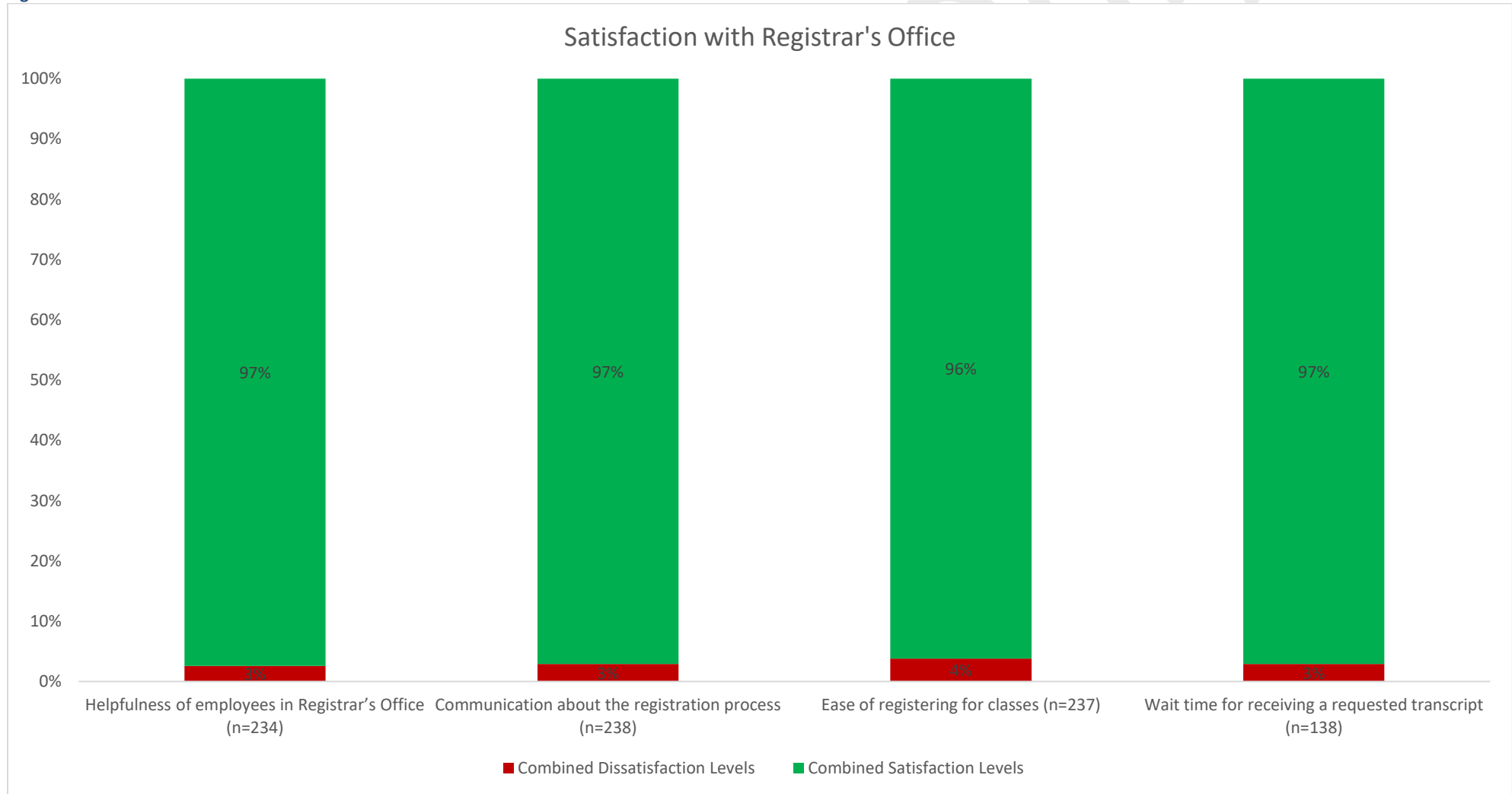
Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Information about student health insurance plans	5.3%	10	6.9%	13	14.9%	28	25.5%	48	29.3%	55	18.1%	34	188
Availability of in-network student health care providers	3.3%	6	6.5%	12	10.9%	20	23.9%	44	32.6%	60	22.8%	42	184
Information about medical health services (e.g., visits to Texas Tech Physicians of El Paso at Hague)	2.9%	6	6.8%	14	9.7%	20	23.3%	48	35.4%	73	21.8%	45	206
Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	5.0%	11	5.4%	12	6.8%	15	16.2%	36	42.3%	94	24.3%	54	222
Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	1.7%	3	4.4%	8	7.8%	14	16.7%	30	46.7%	84	22.8%	41	180
Information about what action to take in the event of gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault)	1.4%	3	1.9%	4	7.4%	16	13.0%	28	46.3%	100	30.1%	65	216
Information about individual academic support available at the institution	2.1%	5	3.8%	9	5.1%	12	15.3%	36	38.3%	90	35.3%	83	235
Information about student disability support services	0.5%	1	1.6%	3	3.3%	6	15.8%	29	47.8%	88	31.0%	57	184

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	4.2	4.0	1.4	188	27.1%	72.9%
Availability of in-network student health care providers	1.0	6.0	4.4	5.0	1.3	184	20.7%	79.3%
Information about medical health services (e.g., visits to Texas Tech Physicians of El Paso at Hague)	1.0	6.0	4.5	5.0	1.3	206	19.4%	80.6%
Information about available counseling services (e.g., dealing with unfamiliar or stressful situations)	1.0	6.0	4.6	5.0	1.3	222	17.1%	82.9%
Information about available resources for alcohol and drug problems (e.g., counseling, treatment)	1.0	6.0	4.7	5.0	1.1	180	13.9%	86.1%
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	4.9	5.0	1.1	216	10.6%	89.4%
Information about individual academic support available at the institution	1.0	6.0	4.9	5.0	1.2	235	11.1%	88.9%
Information about student disability support services	1.0	6.0	5.0	5.0	0.9	184	5.4%	94.6%

Registrar

Level of satisfaction

Figure 7

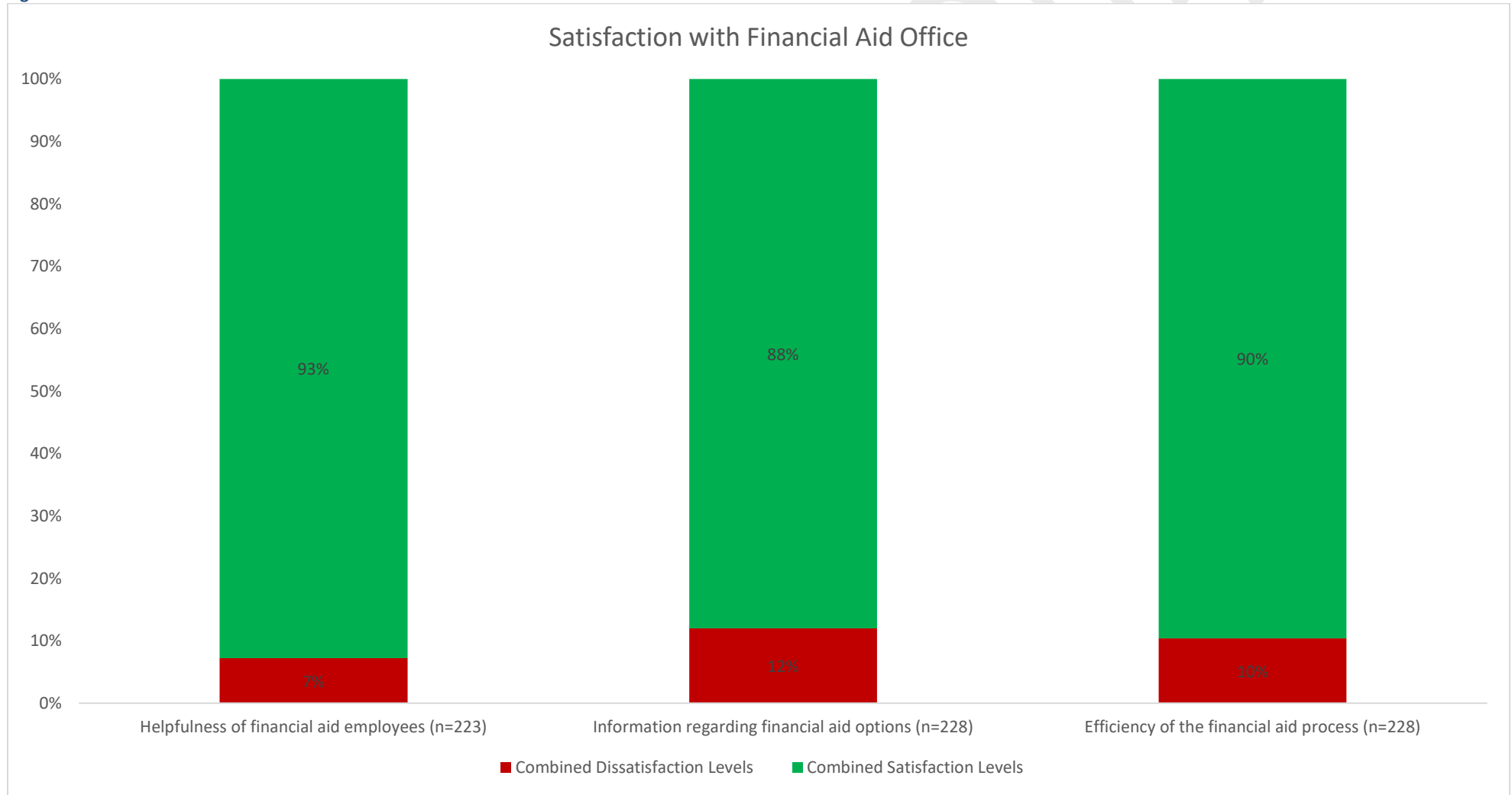


Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count		
Helpfulness of employees in Registrar's Office	1.3%	3	0.9%	2	0.4%	1	8.1%	19	40.2%	94	49.1%	115	234	
Communication about the registration process	0.8%	2	0.8%	2	1.3%	3	13.4%	32	42.4%	101	41.2%	98	238	
Ease of registering for classes	1.3%	3	0.4%	1	2.1%	5	9.7%	23	40.9%	97	45.6%	108	237	
Wait time for receiving a requested transcript	0.7%	1	0.7%	1	1.4%	2	8.0%	11	39.1%	54	50.0%	69	138	
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		5.3		5.0		0.9		234		2.6%	97.4%
Communication about the registration process	1.0		6.0		5.2		5.0		0.9		238		2.9%	97.1%
Ease of registering for classes	1.0		6.0		5.3		5.0		0.9		237		3.8%	96.2%
Wait time for receiving a requested transcript	1.0		6.0		5.3		5.5		0.8		138		2.9%	97.1%

Financial Aid

Level of satisfaction

Figure 8



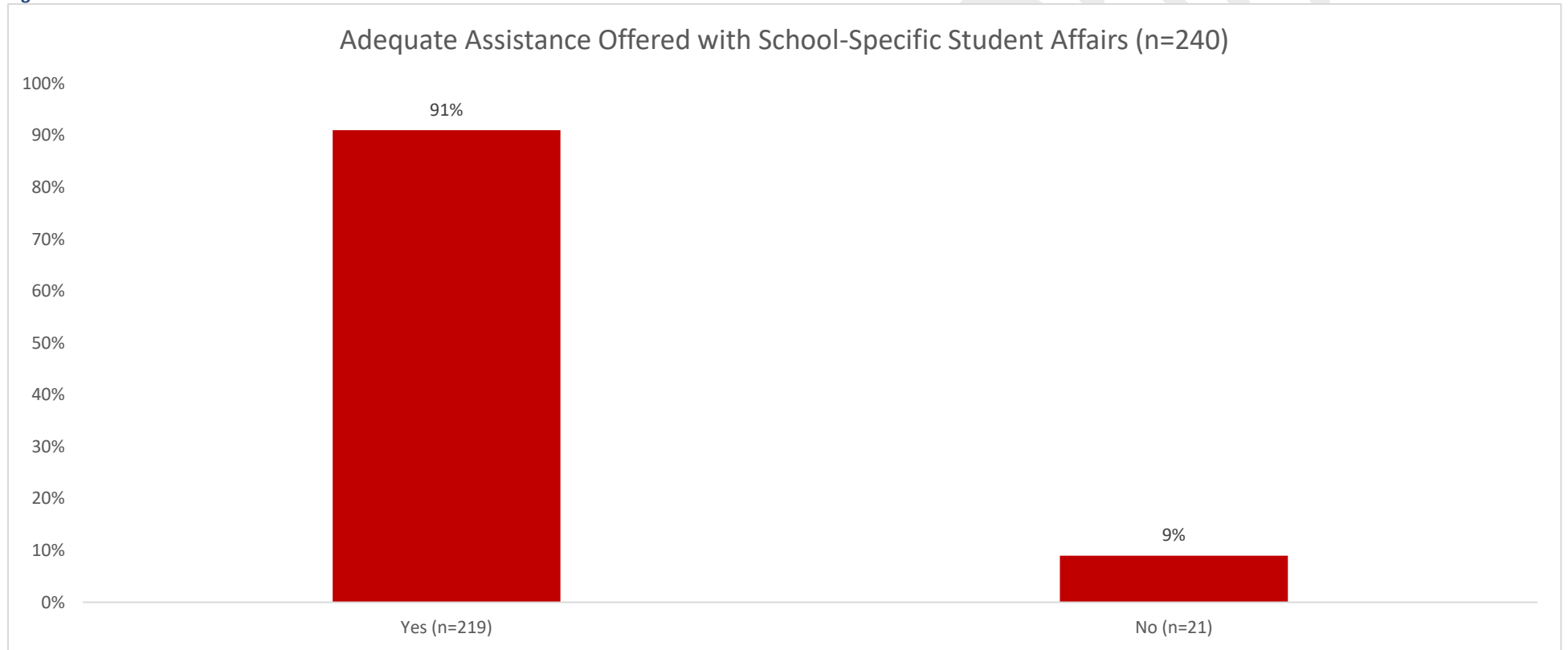
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Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	1.8%	4	0.9%	2	4.5%	10	9.5%	21	34.8%	77	48.4%	107	
Helpfulness of financial aid employees	1.8%	4	0.9%	2	4.5%	10	9.5%	21	34.8%	77	48.4%	107	221
Information regarding financial aid options	2.2%	5	2.2%	5	7.6%	17	11.6%	26	36.9%	83	39.6%	89	225
Efficiency of the financial aid process	3.2%	7	2.3%	5	5.0%	11	9.5%	21	40.5%	90	39.6%	88	222
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	5.0	1.0	221		7.2%		92.8%	
Information regarding financial aid options			1.0	6.0	5.0	5.0	1.2	225		12.0%		88.0%	
Efficiency of the financial aid process			1.0	6.0	5.0	5.0	1.2	222		10.4%		89.6%	

School-specific Student Affairs

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

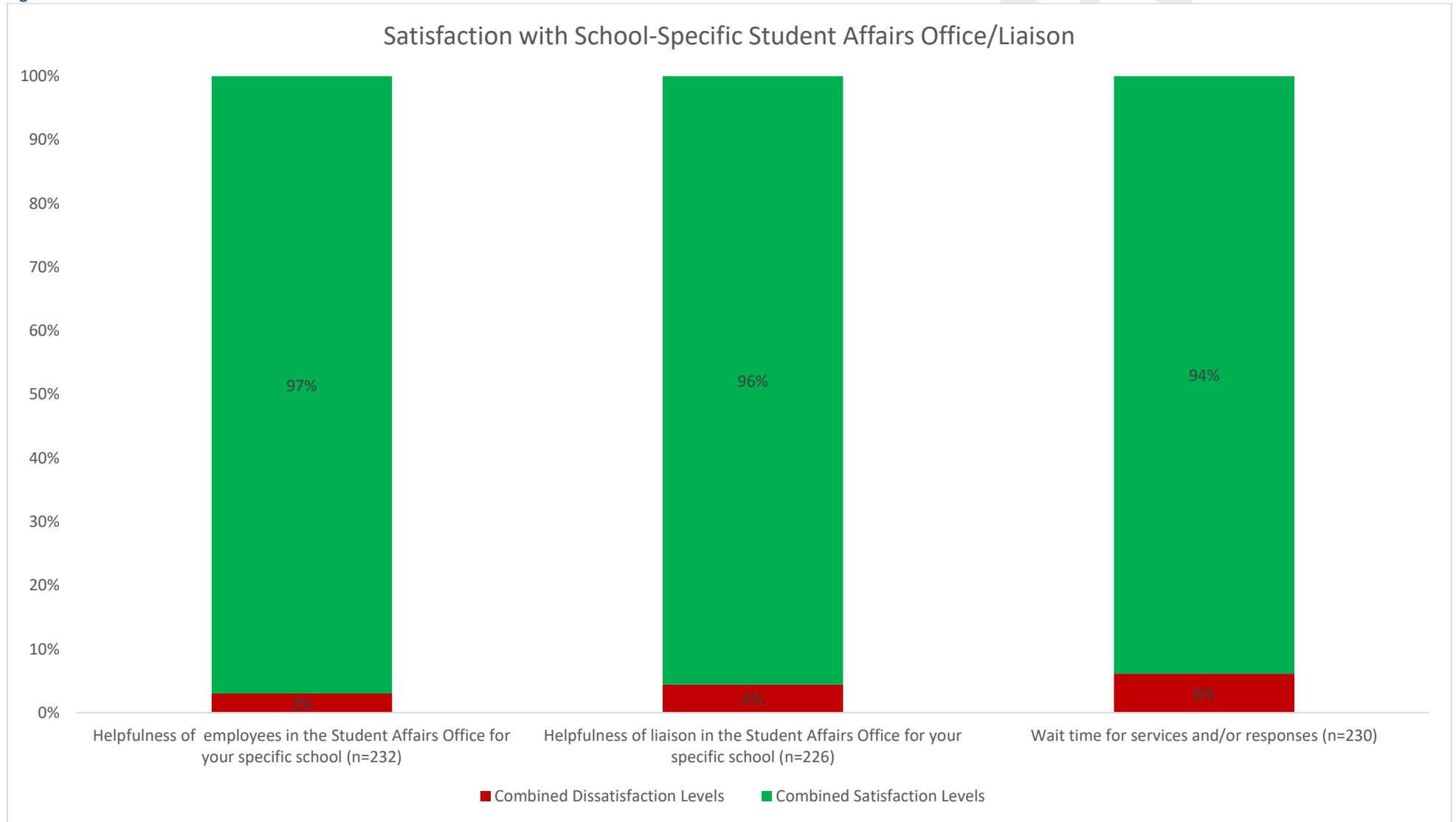
Figure 9



Answer	%	Count
Yes	91.3%	219
No	8.8%	21
Total	100%	240

Satisfaction with school-specific Student Affairs Office/liaison

Figure 10



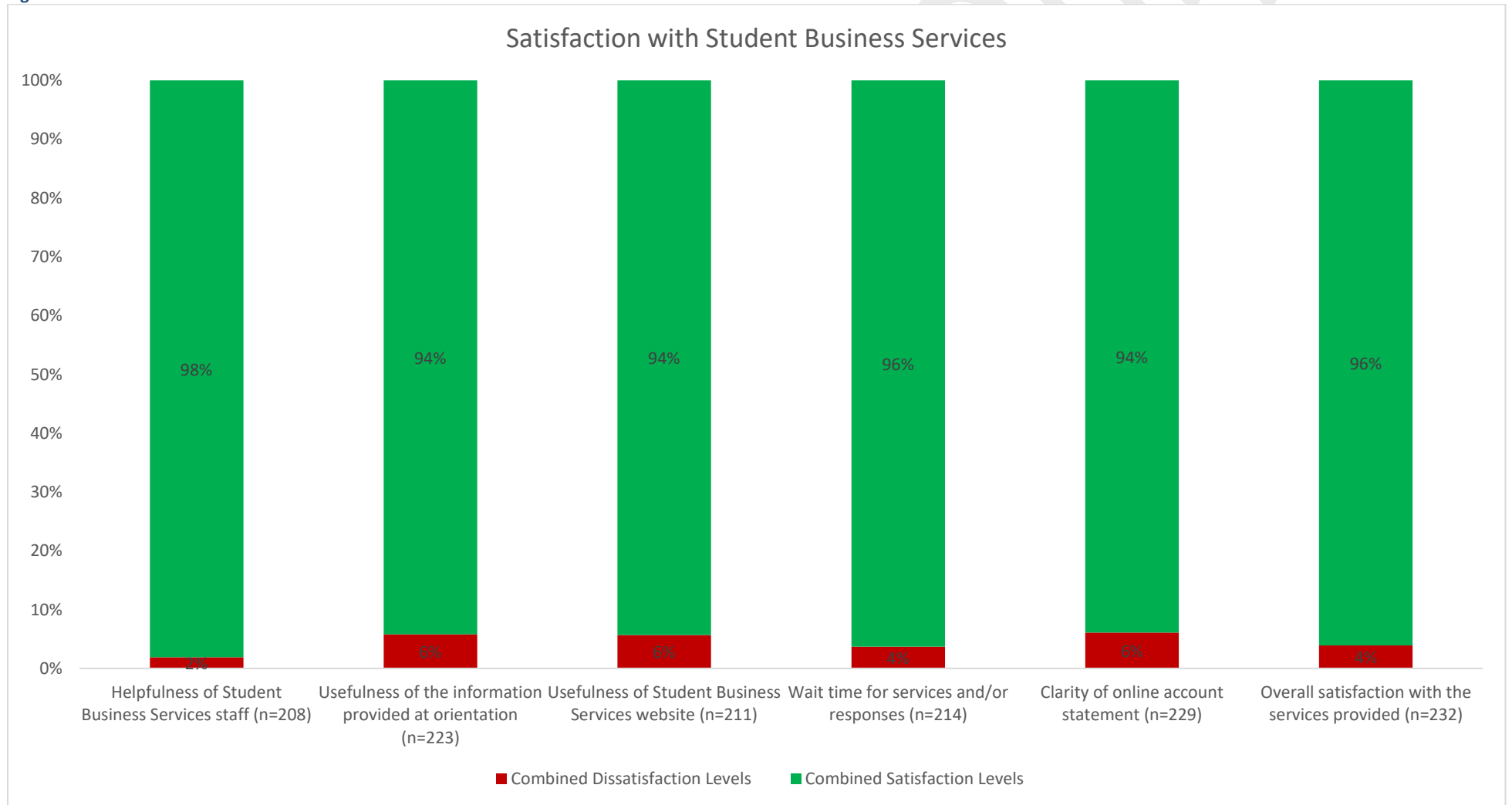
2019 Student Satisfaction Survey
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Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total	
	1.3%	3	0.4%	1	1.3%	3	7.8%	18	31.0%	72	58.2%	135		
Helpfulness of employees in the Student Affairs Office for your specific school	1.3%	3	0.4%	1	1.3%	3	7.8%	18	31.0%	72	58.2%	135	232	
Helpfulness of liaison in the Student Affairs Office for your specific school	1.3%	3	1.3%	3	1.8%	4	5.8%	13	31.9%	72	58.0%	131	226	
Wait time for services and/or responses	1.7%	4	2.6%	6	1.7%	4	6.1%	14	35.2%	81	52.6%	121	230	
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	5.4	6.0	0.9	232			3.0%	97.0%		
Helpfulness of liaison in the Student Affairs Office for your specific school			1.0	6.0	5.4	6.0	0.9	226			4.4%	95.6%		
Wait time for services and/or responses			1.0	6.0	5.3	6.0	1.0	230			6.1%	93.9%		

Student Business Services

Level of satisfaction

Figure 11



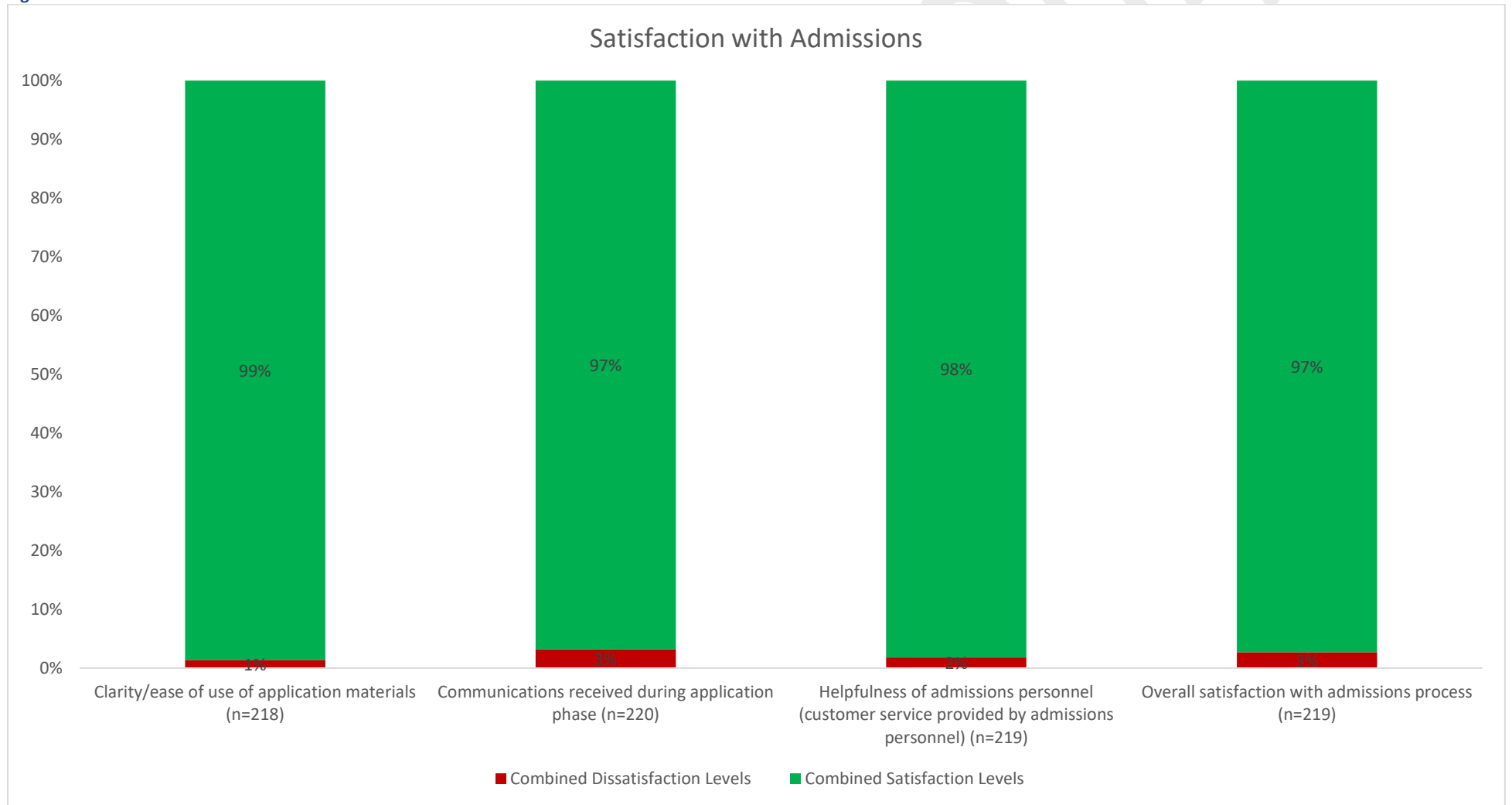
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Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total			
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count				
Helpfulness of Student Business Services staff	0.5%	1	1.0%	2	0.5%	1	4.8%	10	47.1%	98	46.2%	96	208			
Usefulness of the information provided at orientation	0.9%	2	3.1%	7	1.8%	4	8.5%	19	48.4%	108	37.2%	83	223			
Usefulness of Student Business Services website	1.9%	4	2.4%	5	1.4%	3	7.6%	16	50.7%	107	36.0%	76	211			
Wait time for services and/or responses	1.4%	3	1.9%	4	0.5%	1	9.3%	20	47.7%	102	39.3%	84	214			
Clarity of online account statement	1.3%	3	2.2%	5	2.6%	6	8.3%	19	45.4%	104	40.2%	92	229			
Overall satisfaction with the services provided	1.3%	3	1.7%	4	0.9%	2	5.2%	12	50.9%	118	40.1%	93	232			
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		208		1.9%		98.1%	
Usefulness of the information provided at orientation	1.0		6.0		5.1		5.0		1.0		223		5.8%		94.2%	
Usefulness of Student Business Services website	1.0		6.0		5.1		5.0		1.0		211		5.7%		94.3%	
Wait time for services and/or responses	1.0		6.0		5.2		5.0		0.9		214		3.7%		96.3%	
Clarity of online account statement	1.0		6.0		5.1		5.0		1.0		229		6.1%		93.9%	
Overall satisfaction with the services provided	1.0		6.0		5.2		5.0		0.9		232		3.9%		96.1%	

Admissions

Level of satisfaction

Figure 12



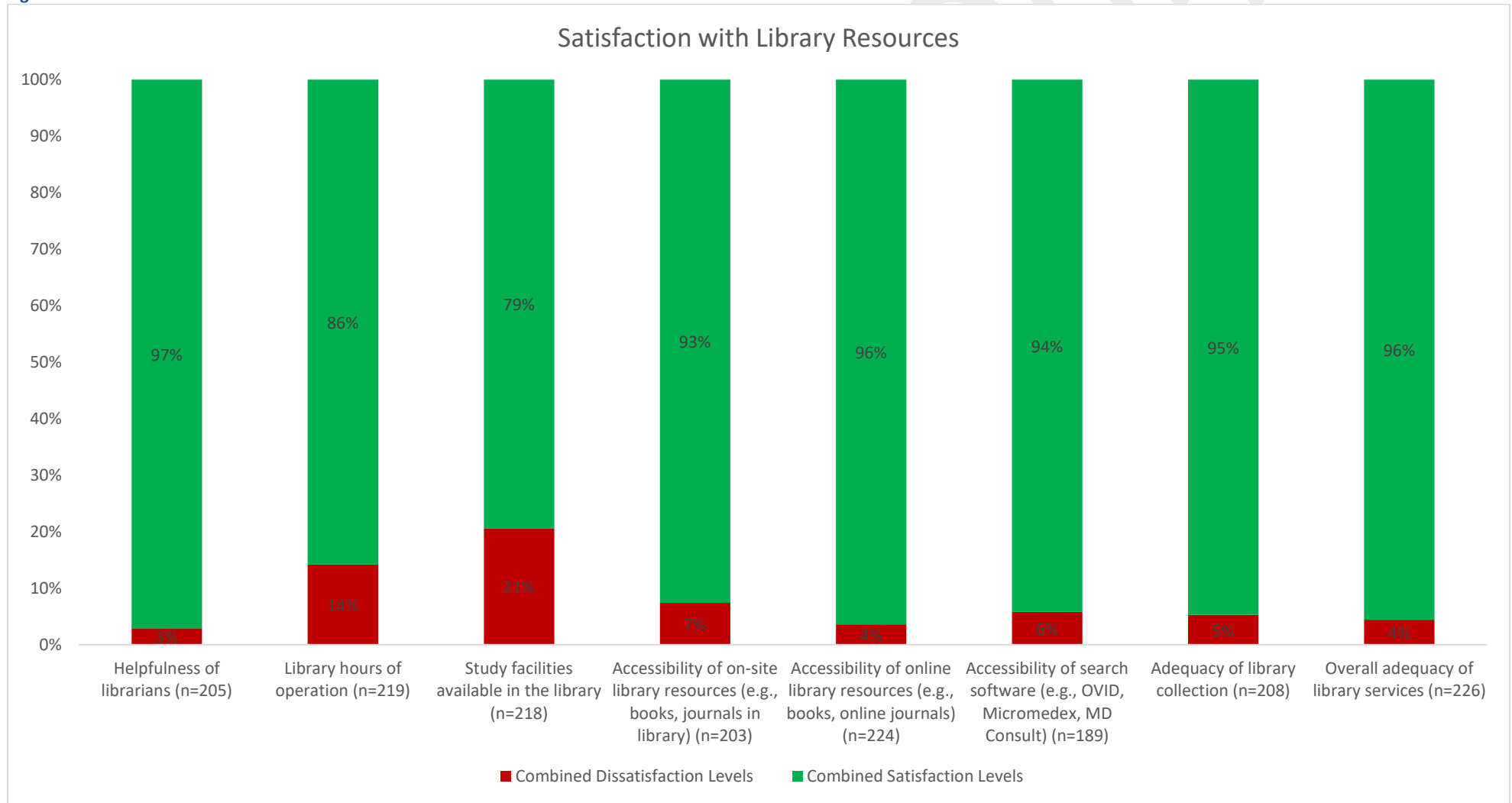
2019 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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	0.0%	0	0.5%	1	0.9%	2	8.3%	18	51.4%	112	39.0%	85	218	
Communications received during application phase	0.5%	1	1.4%	3	1.4%	3	6.4%	14	47.3%	104	43.2%	95	220	
Helpfulness of admissions personnel (customer service provided by admissions personnel)	0.5%	1	0.5%	1	0.9%	2	7.3%	16	41.6%	91	49.3%	108	219	
Overall satisfaction with admissions process	0.0%	0	0.9%	2	1.8%	4	5.9%	13	42.9%	94	48.4%	106	219	
Summary Statistics	Minimum		Maximum		Mean		Median		Std Deviation		Count		Combined Dissatisfied Levels	Combined Satisfied Levels
Clarity/ease of use of application materials	2.0		6.0		5.3		5.0		0.7		218		1.4%	98.6%
Communications received during application phase	1.0		6.0		5.3		5.0		0.8		220		3.2%	96.8%
Helpfulness of admissions personnel (customer service provided by admissions personnel)	1.0		6.0		5.4		5.0		0.8		219		1.8%	98.2%
Overall satisfaction with admissions process	2.0		6.0		5.4		5.0		0.8		219		2.7%	97.3%

Library Resources

Level of satisfaction

Figure 13



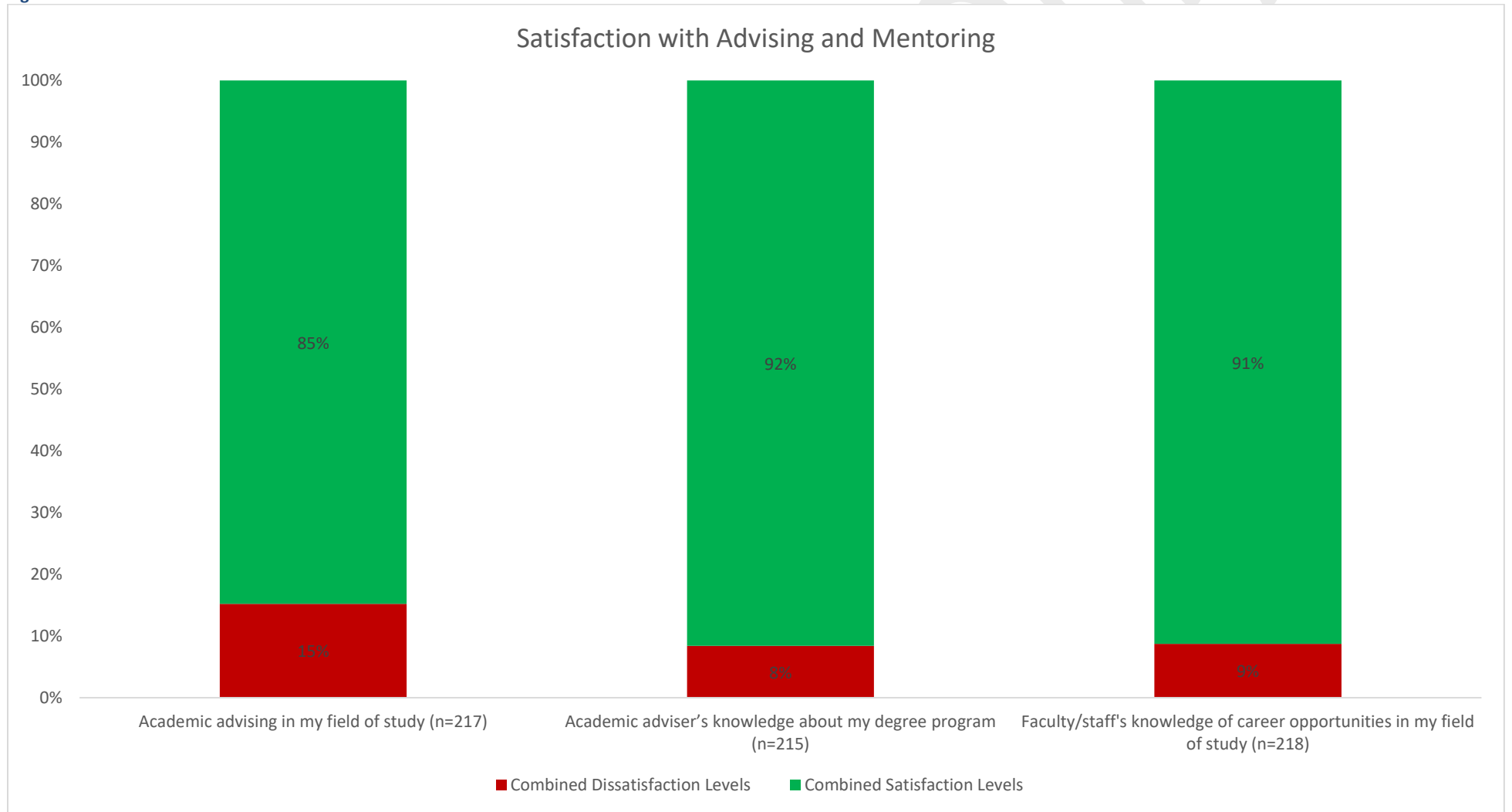
2019 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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 librarians	0.5%	1	0.5%	1	2.0%	4	5.9%	12	41.5%	85	49.8%	102	205
Library hours of operation	0.5%	1	4.6%	10	9.1%	20	8.2%	18	37.4%	82	40.2%	88	219
Study facilities available in the library	5.0%	11	8.3%	18	7.3%	16	10.1%	22	34.4%	75	34.9%	76	218
Accessibility of on-site library resources (e.g., books, journals in library)	1.5%	3	3.0%	6	3.0%	6	12.3%	25	36.9%	75	43.3%	88	203
Accessibility of online library resources (e.g., books, online journals)	0.4%	1	1.3%	3	1.8%	4	8.9%	20	34.8%	78	52.7%	118	224
Accessibility of search software (e.g., OVID, Micromedex, MD Consult)	0.0%	0	2.6%	5	3.2%	6	7.4%	14	39.7%	75	47.1%	89	189
Adequacy of library collection	1.0%	2	1.4%	3	2.9%	6	8.7%	18	44.7%	93	41.3%	86	208
Overall adequacy of library services	0.4%	1	1.3%	3	2.7%	6	8.8%	20	43.8%	99	42.9%	97	226
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Helpfulness of librarians	1.0	6.0	5.4	5.0	0.8	205	2.9%	97.1%					
Library hours of operation	1.0	6.0	5.0	5.0	1.2	219	14.2%	85.8%					
Study facilities available in the library	1.0	6.0	4.7	5.0	1.5	218	20.6%	79.4%					
Accessibility of on-site library resources (e.g., books, journals in library)	1.0	6.0	5.1	5.0	1.1	203	7.4%	92.6%					
Accessibility of online library resources (e.g., books, online journals)	1.0	6.0	5.3	6.0	0.9	224	3.6%	96.4%					
Accessibility of search software (e.g., OVID, Micromedex, MD Consult)	2.0	6.0	5.3	5.0	0.9	189	5.8%	94.2%					
Adequacy of library collection	1.0	6.0	5.2	5.0	0.9	208	5.3%	94.7%					
Overall adequacy of library services	1.0	6.0	5.2	5.0	0.9	226	4.4%	95.6%					

Advising and Mentoring

Level of satisfaction

Figure 14



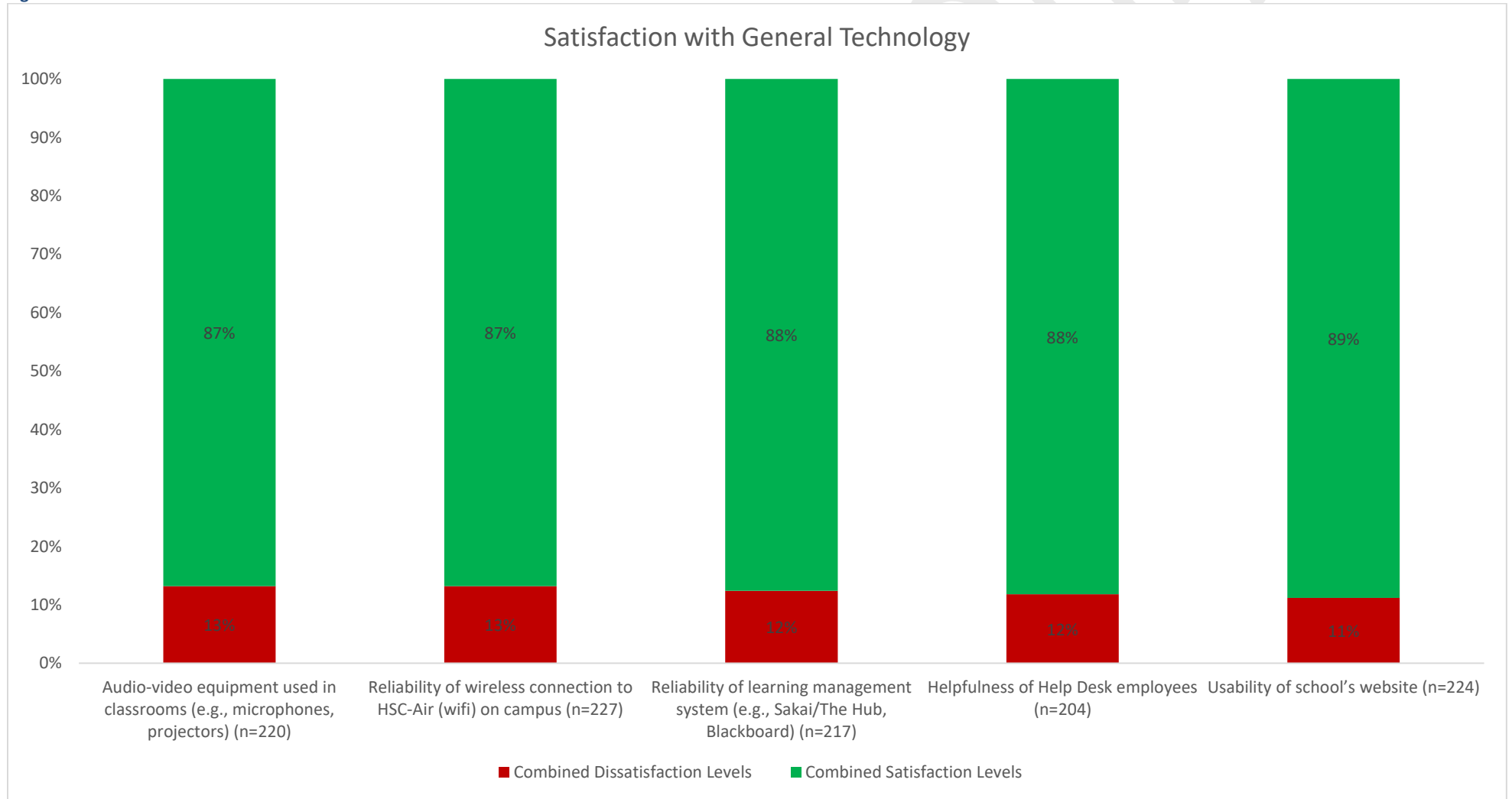
2019 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total			
	3.2%	7	3.7%	8	8.3%	18	13.8%	30	33.6%	73	37.3%	81				
Academic advising in my field of study	3.2%	7	3.7%	8	8.3%	18	13.8%	30	33.6%	73	37.3%	81	217			
Academic adviser's knowledge about my degree program	1.9%	4	4.2%	9	2.3%	5	11.2%	24	37.2%	80	43.3%	93	215			
Faculty/staff's knowledge of career opportunities in my field of study	2.3%	5	3.2%	7	3.2%	7	13.8%	30	35.3%	77	42.2%	92	218			
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		4.8		5.0		1.3		217		15.2%		84.8%	
Academic adviser's knowledge about my degree program	1.0		6.0		5.1		5.0		1.1		215		8.4%		91.6%	
Faculty/staff's knowledge of career opportunities in my field of study	1.0		6.0		5.0		5.0		1.2		218		8.7%		91.3%	

General Technology

Level of satisfaction

Figure 15



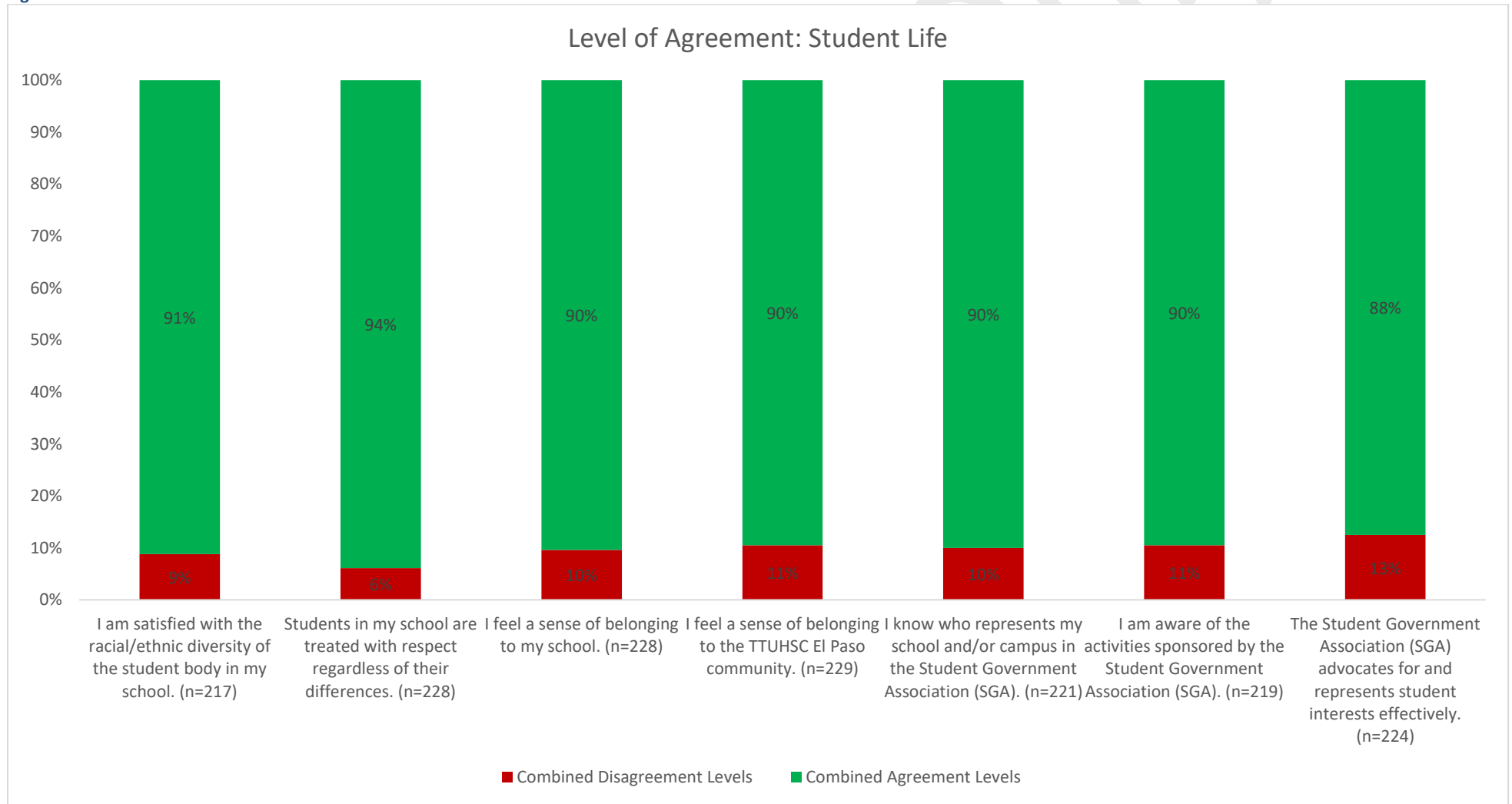
2019 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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)	2.7%	6	3.6%	8	6.8%	15	11.8%	26	39.1%	86	35.9%	79	220
Reliability of wireless connection to HSC-Air (wifi) on campus	1.3%	3	4.0%	9	7.9%	18	22.0%	50	33.5%	76	31.3%	71	227
Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)	1.8%	4	2.3%	5	8.3%	18	16.6%	36	38.2%	83	32.7%	71	217
Helpfulness of Help Desk employees	2.0%	4	3.4%	7	6.4%	13	8.8%	18	39.2%	80	40.2%	82	204
Usability of school's website	1.3%	3	2.2%	5	7.6%	17	14.3%	32	42.9%	96	31.7%	71	224
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	4.9	5.0	1.2	220	13.2%	86.8%					
Reliability of wireless connection to HSC-Air (wifi) on campus	1.0	6.0	4.8	5.0	1.2	227	13.2%	86.8%					
Reliability of learning management system (e.g., Sakai/The Hub, Blackboard)	1.0	6.0	4.9	5.0	1.1	217	12.4%	87.6%					
Helpfulness of Help Desk employees	1.0	6.0	5.0	5.0	1.2	204	11.8%	88.2%					
Usability of school's website	1.0	6.0	4.9	5.0	1.1	224	11.2%	88.8%					

Student Life

Level of agreement

Figure 16

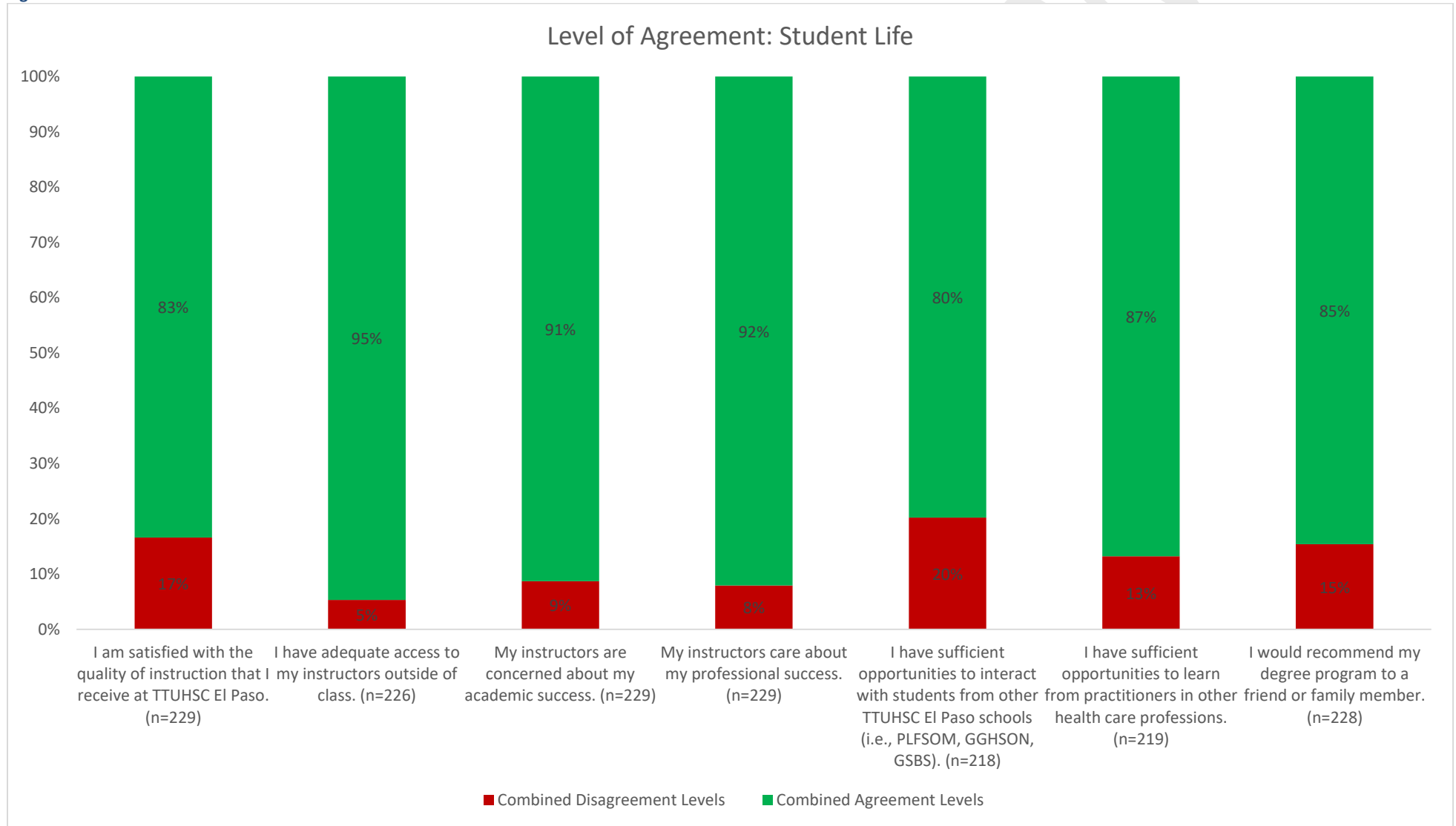


2019 Student Satisfaction Survey
 TTUHSC El Paso Results Summary

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.	3.2%	7	2.8%	6	2.8%	6	10.6%	23	34.1%	74	46.5%	101	217	
Students in my school are treated with respect regardless of their differences.	1.3%	3	1.3%	3	3.5%	8	7.5%	17	32.9%	75	53.5%	122	228	
I feel a sense of belonging to my school.	1.8%	4	2.6%	6	5.3%	12	13.6%	31	28.9%	66	47.8%	109	228	
I feel a sense of belonging to the TTUHSC El Paso community.	2.6%	6	1.7%	4	6.1%	14	12.7%	29	27.9%	64	48.9%	112	229	
I know who represents my school and/or campus in the Student Government Association (SGA).	2.3%	5	4.5%	10	3.2%	7	10.4%	23	37.1%	82	42.5%	94	221	
I am aware of the activities sponsored by the Student Government Association (SGA).	2.7%	6	3.7%	8	4.1%	9	16.4%	36	33.8%	74	39.3%	86	219	
The Student Government Association (SGA) advocates for and represents student interests effectively.	4.5%	10	2.7%	6	5.4%	12	15.2%	34	34.8%	78	37.5%	84	224	
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	5.1	5.0	1.2	217			8.8%	91.2%		
Students in my school are treated with respect regardless of their differences.			1.0	6.0	5.3	6.0	1.0	228			6.1%	93.9%		
I feel a sense of belonging to my school.			1.0	6.0	5.1	5.0	1.2	228			9.6%	90.4%		
I feel a sense of belonging to the TTUHSC El Paso community.			1.0	6.0	5.1	5.0	1.2	229			10.5%	89.5%		
I know who represents my school and/or campus in the Student Government Association (SGA).			1.0	6.0	5.0	5.0	1.2	221			10.0%	90.0%		
I am aware of the activities sponsored by the Student Government Association (SGA).			1.0	6.0	4.9	5.0	1.2	219			10.5%	89.5%		
The Student Government Association (SGA) advocates for and represents student interests effectively.			1.0	6.0	4.9	5.0	1.3	224			12.5%	87.5%		

Level of agreement

Figure 17

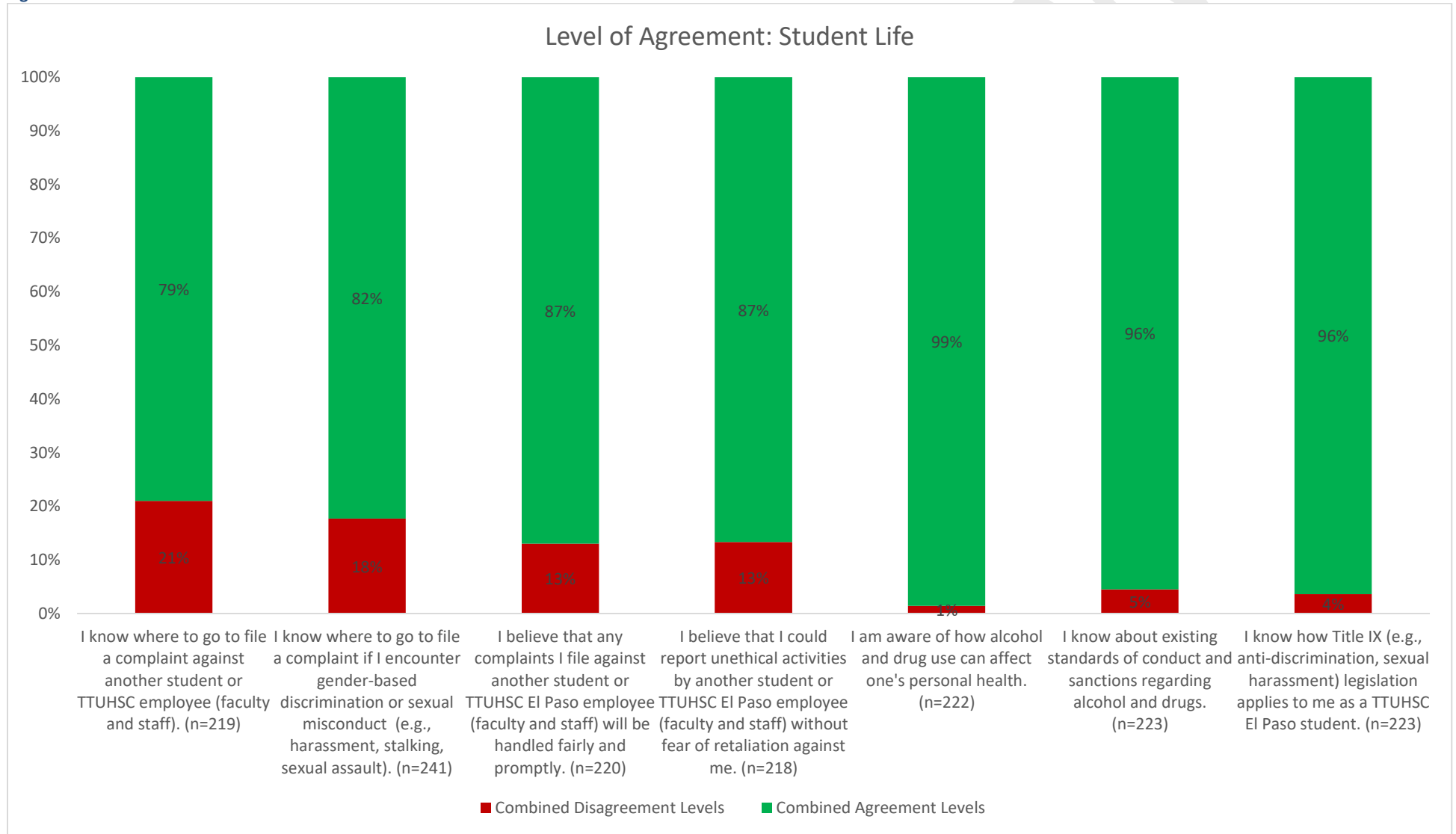


2019 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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.	5.2%	12	4.8%	11	6.6%	15	19.7%	45	32.3%	74	31.4%	72	229	
I have adequate access to my instructors outside of class.	1.8%	4	1.3%	3	2.2%	5	9.3%	21	38.9%	88	46.5%	105	226	
My instructors are concerned about my academic success.	2.6%	6	2.2%	5	3.9%	9	14.0%	32	28.8%	66	48.5%	111	229	
My instructors care about my professional success.	2.6%	6	2.2%	5	3.1%	7	14.0%	32	28.4%	65	49.8%	114	229	
I have sufficient opportunities to interact with students from other TTUHSC El Paso schools (i.e., PLFSOM, GGHSO, GSBS).	5.5%	12	6.9%	15	7.8%	17	18.3%	40	34.9%	76	26.6%	58	218	
I have sufficient opportunities to learn from practitioners in other health care professions.	3.7%	8	3.7%	8	5.9%	13	16.4%	36	37.0%	81	33.3%	73	219	
I would recommend my degree program to a friend or family member.	7.9%	18	1.8%	4	5.7%	13	11.8%	27	34.6%	79	38.2%	87	228	
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	4.6	5.0	1.4	229			16.6%	83.4%		
I have adequate access to my instructors outside of class.			1.0	6.0	5.2	5.0	1.0	226			5.3%	94.7%		
My instructors are concerned about my academic success.			1.0	6.0	5.1	5.0	1.2	229			8.7%	91.3%		
My instructors care about my professional success.			1.0	6.0	5.1	5.0	1.2	229			7.9%	92.1%		
I have sufficient opportunities to interact with students from other TTUHSC El Paso schools (i.e., PLFSOM, GGHSO, GSBS).			1.0	6.0	4.5	5.0	1.4	218			20.2%	79.8%		
I have sufficient opportunities to learn from practitioners in other health care professions.			1.0	6.0	4.8	5.0	1.3	219			13.2%	86.8%		
I would recommend my degree program to a friend or family member.			1.0	6.0	4.8	5.0	1.4	228			15.4%	84.6%		

Level of agreement

Figure 18



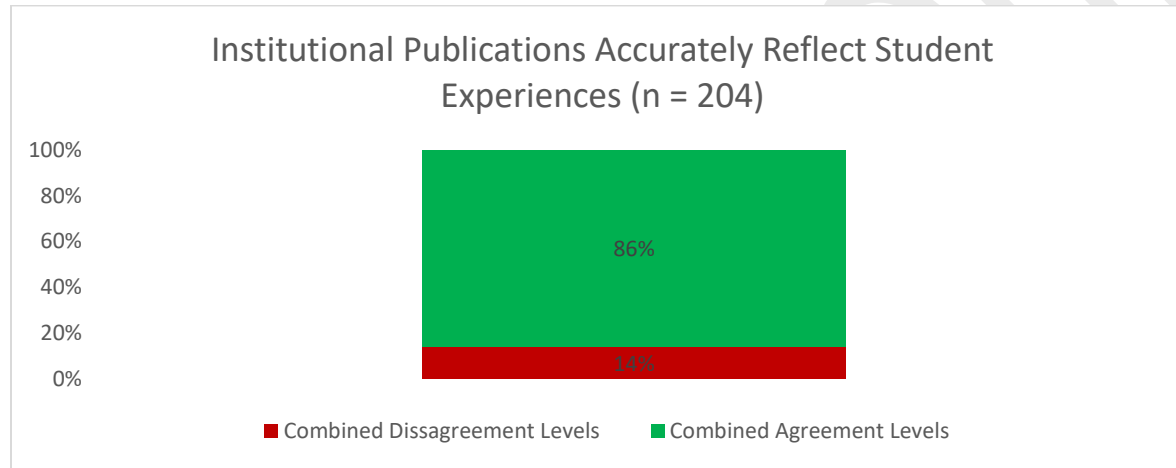
2019 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

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).	3.2%	7	7.3%	16	10.5%	23	18.3%	40	35.2%	77	25.6%	56	219	
I know where to go to file a complaint if I encounter gender-based discrimination or sexual misconduct (e.g., harassment, stalking, sexual assault).	2.7%	6	8.2%	18	6.8%	15	16.4%	36	38.6%	85	27.3%	60	220	
I believe that any complaints I file against another student or TTUHSC El Paso employee (faculty and staff) will be handled fairly and promptly.	3.7%	8	3.3%	7	6.0%	13	17.7%	38	40.5%	87	28.8%	62	215	
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.	4.1%	9	3.7%	8	5.5%	12	17.9%	39	38.1%	83	30.7%	67	218	
I am aware of how alcohol and drug use can affect one's personal health.	0.9%	2	0.0%	0	0.5%	1	4.1%	9	32.9%	73	61.7%	137	222	
I know about existing standards of conduct and sanctions regarding alcohol and drugs.	0.9%	2	3.1%	7	0.4%	1	8.5%	19	38.6%	86	48.4%	108	223	
I know how Title IX (e.g., anti-discrimination, sexual harassment) legislation applies to me as a TTUHSC El Paso student.	0.9%	2	1.8%	4	0.9%	2	11.7%	26	40.8%	91	43.9%	98	223	
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	4.5	5.0	1.3	219			21.0%	79.0%		
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	4.6	5.0	1.3	220			17.7%	82.3%		
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	4.7	5.0	1.2	215			13.0%	87.0%		
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	4.7	5.0	1.3	218			13.3%	86.7%		
I am aware of how alcohol and drug use can affect one's personal health.			1.0	6.0	5.5	6.0	0.7	222			1.4%	98.6%		
I know about existing standards of conduct and sanctions regarding alcohol and drugs.			1.0	6.0	5.3	5.0	1.0	223			4.5%	95.5%		
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	5.2	5.0	0.9	223			3.6%	96.4%		

Institutional Publication/Website

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

Figure 19

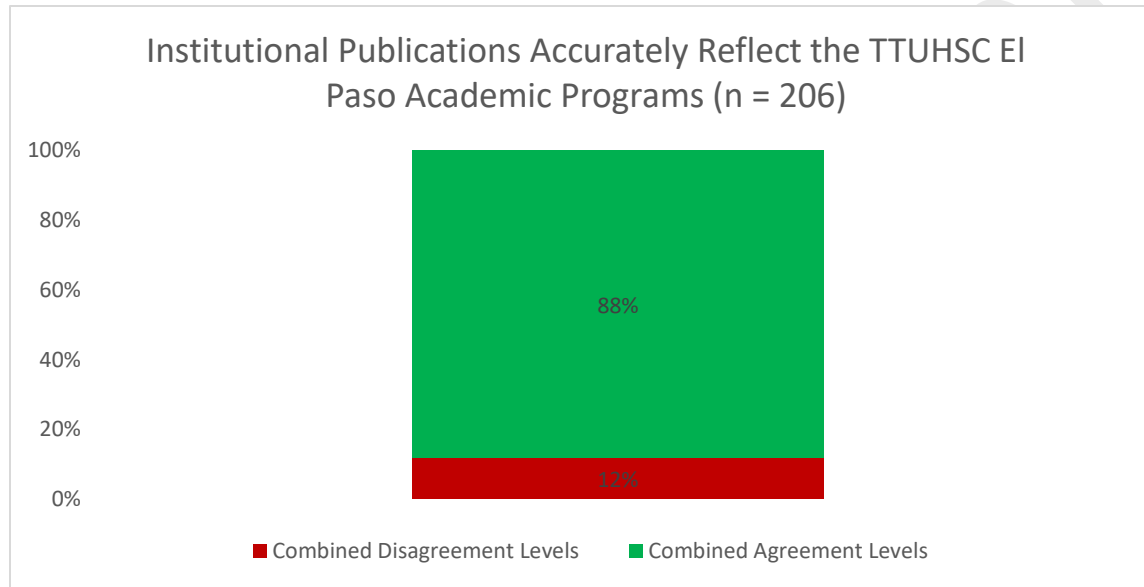


Answer	%	Count
Strongly Disagree	2.0%	4
Disagree	4.4%	9
Somewhat Disagree	7.8%	16
Somewhat Agree	23.0%	47
Agree	47.1%	96
Strongly Agree	15.7%	32
Total	100%	204

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	4.6	5.0	1.1	204	14.2%	85.8%

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

Figure 20



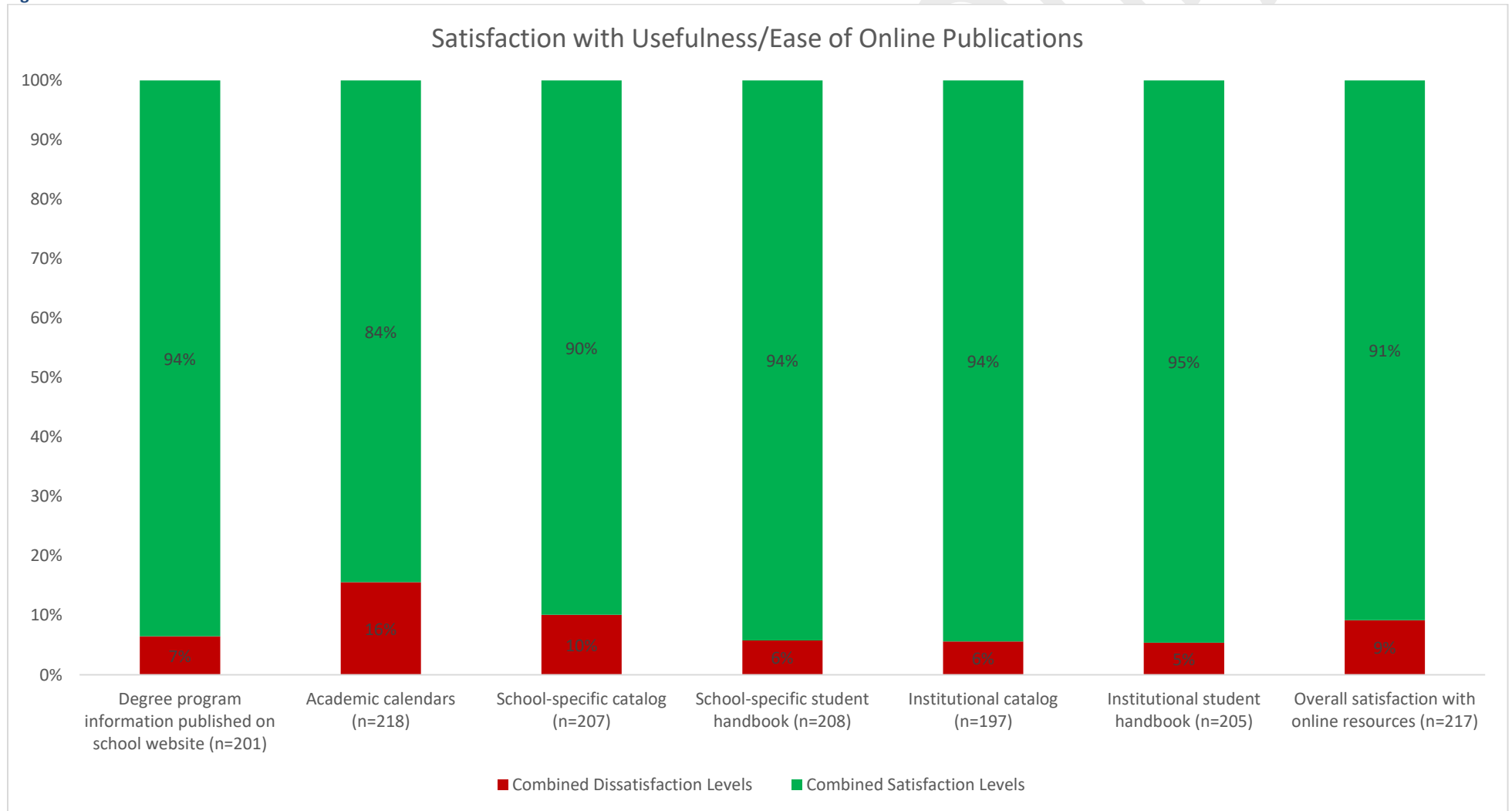
Answer	%	Count
Strongly Disagree	3.9%	8
Disagree	2.9%	6
Somewhat Disagree	4.9%	10
Somewhat Agree	19.4%	40
Agree	48.5%	100
Strongly Agree	20.4%	42
Total	100%	206

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	4.7	5.0	1.2	206	11.7%	88.3%

Usefulness/Ease of Online Publications

Level of satisfaction

Figure 21



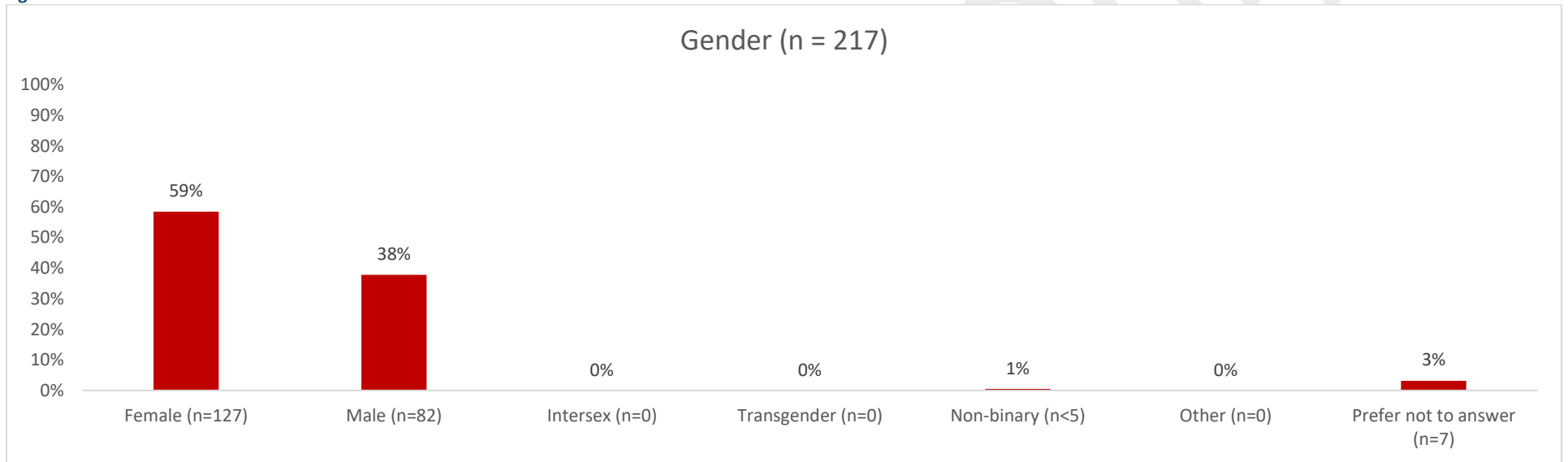
2019 Student Satisfaction Survey
 TTUHSC EL Paso Results Summary

Question	Very Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Degree program information published on school website	1.5%	3	0.5%	1	4.5%	9	10.0%	20	48.3%	97	35.3%	71	201
Academic calendars	3.7%	8	3.2%	7	8.7%	19	13.3%	29	38.5%	84	32.6%	71	218
School-specific catalog	1.9%	4	1.4%	3	6.8%	14	12.1%	25	47.8%	99	30.0%	62	207
School-specific student handbook	2.4%	5	1.0%	2	2.4%	5	11.1%	23	51.4%	107	31.7%	66	208
Institutional catalog	2.0%	4	1.0%	2	2.5%	5	11.2%	22	52.3%	103	31.0%	61	197
Institutional student handbook	2.0%	4	1.5%	3	2.0%	4	12.2%	25	50.2%	103	32.2%	66	205
Overall satisfaction with online resources	1.4%	3	2.3%	5	5.5%	12	12.4%	27	44.2%	96	34.1%	74	217
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Degree program information published on school website	1.0	6.0	5.1	5.0	1.0	201	6.5%	93.5%					
Academic calendars	1.0	6.0	4.8	5.0	1.3	218	15.6%	84.4%					
School-specific catalog	1.0	6.0	4.9	5.0	1.1	207	10.1%	89.9%					
School-specific student handbook	1.0	6.0	5.0	5.0	1.0	208	5.8%	94.2%					
Institutional catalog	1.0	6.0	5.0	5.0	1.0	197	5.6%	94.4%					
Institutional student handbook	1.0	6.0	5.0	5.0	1.0	205	5.4%	94.6%					
Overall satisfaction with online resources	1.0	6.0	5.0	5.0	1.1	217	9.2%	90.8%					

Demographics

Gender

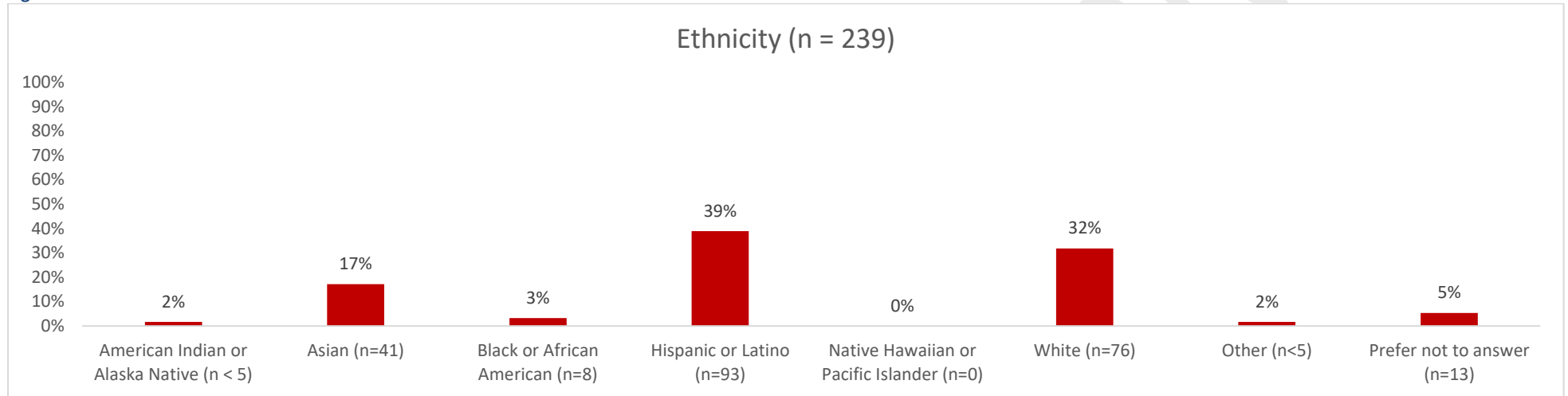
Figure 22



Answer	%	Count
Female	58.5%	127
Male	37.8%	82
Intersex	0.0%	0
Transgender	0.0%	0
Non-binary	0.5%	n < 5
Other, please specify	0.0%	0
Prefer not to answer	3.2%	7
Total	100%	217

Race and/or Ethnicity

Figure 23



Answer	%	Count
American Indian or Alaska Native	1.7%	n < 5
Asian	17.2%	41
Black or African American	3.3%	8
Hispanic or Latino	38.9%	93
Native Hawaiian or Pacific Islander	0.0%	0
White	31.8%	76
Other (please specify)	1.7%	n < 5
Prefer not to answer	5.4%	13
Total	100%	239

Other (please specify)

Nigerian
middle eastern
Mixed
Nigerian

Qualitative Analyses

Please provide us with one word you believe best describes the values of TTUHSC El Paso:

