

**Student Perception Survey  
April 2007**



**THE UNIVERSITY *of* TEXAS**  

---

**HEALTH SCIENCE CENTER AT HOUSTON**

**Office of Outcomes Assessment & Biostatistical Services**

**Charles E. Amos, Jr., DrPH, Sr. Statistician  
Henry James, Jr., Administrative Analyst  
Shirley J. Mayes, Executive Assistant**

---

## Table of Contents

	Page
<b>Executive Summary .....</b>	<b>1</b>
 <b>School Curriculum and Support</b>	
Quality of Curriculum.....	6
Quality of Teaching .....	6
Quality of Advising.....	6
Availability of Classes .....	6
Quality of Classes Available.....	7
Student Course Evaluation	
Availability for Student Review .....	7
Used Effectively by Faculty.....	7
Quality of Faculty .....	8
Quality of Staff .....	8
Quality of Administration.....	8
Quality of Teaching Assistants/ Graduate Assistants/House Staff.....	8
Preparation to Accomplish Personal Goals.....	9
Support Received	
from Faculty .....	9
from Student Affairs Office .....	9
 <b>Institutional and School Services and Programs</b>	
Financial Aid	
Availability .....	10
Access to Information.....	10
School Financial Aid	
Availability of Scholarships.....	10
Career Counseling Information	
Availability .....	11
Quality.....	11
 <b>School Services</b>	
Classrooms	
Adequacy .....	12
AV Equipment .....	12
Maintenance.....	12
Housekeeping.....	13
Study Areas	
Adequacy .....	13
Hours.....	13
School Maintenance.....	14
School Housekeeping.....	14
Access for People with Disabilities .....	14

---

---

Computers	
Adequacy .....	15
Availability .....	15
Maintenance .....	15
Support .....	15
Connectivity .....	15
Laboratories	
Quality of the Equipment .....	16
Safety .....	16
<b>Auxiliary Student Services</b>	
Card Operated Copiers & Printers	
Availability .....	17
Reliability .....	17
UTHSC-H Shuttle Bus	
Schedule Reliability .....	17
Satisfaction with Schedule .....	17
Safety of Shuttles .....	17
Safety of Shuttle Drivers .....	17
Parking	
Availability .....	18
Cost .....	18
Security	
In Your School .....	19
Around the UT Campus .....	19
Emergency Communications and Your Knowledge	
Fire Evacuation Procedures .....	20
Weather Procedures .....	20
New Student Orientation .....	21
School Catalogs .....	21
UTHSC-H Student Online Newspaper .....	21
UTHSC-H Activities Posted to the UT-Houston Website .....	21
UTHSC-H Activities/Information Posted on the School Website .....	21
<b>Student Activities and Programs</b>	
Registrar's Office .....	22
Office of Student Accounts .....	22
Financial Aid Office .....	22
International Office .....	22
Human Resources .....	23
Auxiliary Services .....	23

---

**Major Medical Coverage**

Major Medical Coverage .....	24
Current Medical Coverage.....	24

**Student Governance**

Awareness of Student InterCouncil .....	26
Awareness of Student InterCouncil Activities.....	26
Satisfaction with Student InterCouncil .....	26
Awareness of School based Student Government Representatives.....	26
Awareness of School based Student Government Activities.....	26
Satisfaction with School based Student Government .....	26

**Student Support Services: UTHSC-H Bookstore**

## UTHSC-H Bookstore:

Required Books in Stock .....	28
Convenient Hours of Operation .....	28
Provides Efficient Service.....	28
Reasonable Pricing.....	28
Availability On-line .....	28
Required Equipment in Stock .....	28

## UTHSC-H Bookstore (Dental Branch Location)

Required Books in Stock .....	28
Convenient Hours of Operation .....	28
Efficient Service.....	28
Reasonable Pricing.....	28
Required Equipment in Stock .....	28

## UTHSC-H Bookstore (School of Nursing Location)

Required Books in Stock .....	29
Convenient Hours of Operation .....	29
Efficient Service.....	29
Reasonable Pricing.....	29
Required Equipment in Stock .....	29

**Libraries**

## HAM-TMC Library

Access to Journals and Databases.....	30
Reference Assistance .....	30
Library Classes (PubMed, Medline).....	30
Computer Facilities.....	30
Provides Environment for Study.....	30

## Dental Branch Library and LRC

Access to Journals and Databases.....	30
Reference Assistance .....	31
Library Classes (PubMed, Medline).....	31
Computer Facilities.....	31
Provides Environment for Study.....	31

---

Medical School Library and LRC	
Access to Journals and Databases .....	31
Reference Assistance .....	31
Library Classes (PubMed, Medline) .....	31
Computer Facilities .....	31
Provides Environment for Study .....	31
School of Nursing CIT	
Access to Journals and Databases .....	31
Reference Assistance .....	31
Library Classes (PubMed, Medline) .....	31
Computer Facilities .....	31
Provides Environment for Study .....	31
School of Public Health Library	
Access to Journals and Databases .....	32
Reference Assistance .....	32
Library Classes (PubMed, Medline) .....	32
Computer Facilities .....	32
Provides Environment for Study .....	32
MD Anderson Library	
Access to Journal and Databases .....	32
Reference Assistance .....	32
Library Classes (PubMed, Medline) .....	33
Computer Facilities .....	33
Provides Environment for Study .....	33
<b>Student Health Clinic</b>	
How Often Do You Use UT Student Health Clinic .....	34
Prompt Service .....	35
Quality Medical Care .....	35
Convenient Hours .....	35
<b>Student Services</b>	
Awareness of Student Services	
UT Counseling Services .....	35
Legal Services .....	36
Financial Services .....	36
Work/Life .....	36
Referral Services .....	36
Satisfaction with UT Counseling Services	
Courteous and Caring Service .....	36
Quality Mental Health Care .....	37
Sufficient Length of Service .....	37
Satisfaction with Student Services	
Legal Services .....	37
Financial Services .....	37
Work/Life .....	38

---

Referral Services .....38  
Use of Child Development Center .....38  
Satisfaction of Child Development Center .....39

**Housing and Recreation**

Housing Arrangements .....40  
Satisfaction with UT Apartments  
    at 7900 Cambridge .....40  
    at 1885 El Paseo .....41  
Recreation Center Use .....41  
Satisfaction with Recreation Center .....42

**Food Service**

How Often Do You Use Food Services .....43  
Satisfaction with Food Services  
    School of Public Health .....44  
    School of Nursing .....44

**Appendices:**

---

**Appendix 1: Demographics .....46**  
**Appendix 2: Student Perception Survey .....51**

## Executive Summary

The Student Perception Survey was administered over a six week period beginning March 12, 2007 and ending April 20, 2007. The survey was administered via email using Zoomerang online questionnaire software. The overall response rate is 31.0% for the various schools summarized below.

School	Survey's Returned	Fact Book Headcount	Response Rate
Dental Branch	116	439	26.4%
Graduate School of Biomedical Sciences	205	544	37.7%
School of Health Information Sciences	30	73	41.1%
Medical School	425	912	46.6%
School of Nursing	167	753	22.2%
School of Public Health	188	930	20.2%
<b>Total</b>	<b>1131</b>	<b>3651</b>	<b>31.0%</b>

This report follows the structure of the survey instrument. For many of the questions, students are required to rate their satisfaction with an aspect of the UTHSC-H by giving it a rating of “Very satisfied”, “Satisfied”, “Neutral”, “Unsatisfied”, “Very unsatisfied” or “Not applicable”. For purposes of this analysis, “Very satisfied” and “Satisfied” have been combined, and “Very unsatisfied” and “Unsatisfied” are also combined. Students have a new rating of “Satisfied/Very satisfied” or “Unsatisfied/Very unsatisfied”. All “Neutral” or “Not Applicable” responses were recoded as missing data. Each question is also analyzed for differences by school attended, age, gender, ethnicity and marital status. In order to test for statistical differences among groups for each question, Chi-Squared tests are employed.

### School Curriculum

This section of the survey asks questions concerning satisfaction with the quality of education that the student is receiving. It specifically asks about the quality of instruction, faculty, staff and the course evaluation process. It additionally, asks students if their education is preparing them to accomplish their goals. At least 80% of students report being satisfied/very satisfied with the quality of their curriculum, teaching, faculty advising/mentoring, class instruction and class availability. At least 90% of students report being satisfied/very satisfied with the quality of faculty, staff and other personnel. Satisfaction with administration is just below other employees at 86.8% satisfied/very satisfied. At least 85% of students are also satisfied/very satisfied with the support they receive from faculty and student affairs. Ninety percent of students are satisfied/very satisfied that the education they are receiving at the UTHSC-H is preparing them to accomplish their goals. Satisfaction with the student course evaluation process is lower than the other categories. Seventy-seven percent of students are satisfied/very satisfied with the availability of student course evaluations for student review, and 64.3% are satisfied/very satisfied that the evaluations are used effectively by faculty.

### **Institutional and School Services and Programs**

This section of the survey asks questions concerning satisfaction with the quality of Financial Aid, Career Counseling, Facilities, Technology, Auxiliary Services and Student Related Programs/Services. At least 80% of students are satisfied/very satisfied with the availability of financial aid and access to information about financial aid. Only 50.1% are satisfied/very satisfied with the availability of scholarships. At least 65% of students are satisfied/very satisfied with the availability and quality of career counseling.

In the Facilities section, students were asked to rate their satisfaction with classrooms, study areas, school maintenance, school housekeeping and access for people with disabilities. At least 90% of students are satisfied/very satisfied with the adequacy, maintenance, housekeeping and AV equipment in classrooms. At least 90% are satisfied/very satisfied with the adequacy and hours of study areas. School maintenance and housekeeping scored very high with over 95% of students reporting being satisfied/very satisfied. Access for people with disabilities was not rated by any of the respondents.

In the Technology section, students are asked to rate their satisfaction with computers and laboratory equipment. At least 90% of students are satisfied/very satisfied with the adequacy, availability, maintenance support and connectivity of the computers. Over 90% of students also reported being satisfied/very satisfied with the quality and safety of the laboratories.

In the Auxiliary Services section, students are asked to rate their satisfaction with copiers/printers, the shuttle bus, parking, security and emergency communications. The availability and reliability of copiers/printers receives a rating of satisfied/very satisfied from 72.3% and 62.8% of students. No students responded to the questions about the UTHSC-H Shuttle Bus. Satisfaction with parking is very low as only 21.8% of students are satisfied/very satisfied with the availability of parking, and 9.7% are satisfied/very satisfied with the cost. At least 80% of students are satisfied with security in their school and around campus, and at least 80% are satisfied with emergency communications concerning fires and weather procedures.

In the Student Related Programs and Services section, students are asked to rate their satisfaction with new student orientation, their school catalog, student newspaper, student guide, UT-Houston website and their school website. New student orientation receives a satisfied/very satisfied rating from 87.6% of students. The school catalogs receive satisfied/very satisfied ratings from 89.1% of students. Ninety-one percent are satisfied/very satisfied with the student online newspaper, and 87.4% are satisfied/very satisfied with the UTHSC-H activities/information posted on the school website. UTHSC-H activities posted on the UT-Houston website were not rated.

### **Student Activities and Programs**

This section of the survey asks questions concerning satisfaction with the quality of Student Support and Insurance. In the Student support section, students are asked to rate their satisfaction with the Registrar's Office, Office of Student Accounts, Financial Aid Office, International Office, Human Resources and Auxiliary Services. At least 80% of students are satisfied/very satisfied with the Registrar's Office, Financial Aid Office and Auxiliary Services.

At least 90% of students are satisfied/very satisfied with the Office of Student Accounts and Human Resources. No students responded to the question about the International Office.

In the Insurance section, students are asked about their medical coverage as well as their satisfaction with their coverage. Most students (43.4%) report having insurance through the required student insurance (Mega Life Insurance). Thirty-three percent report insurance through their job, followed by 23.1% who are insured through a spouse or other family member. Most students (68.8%) report being satisfied/very satisfied with their current insurance provider, but there is a significant difference ( $p=.00$ ) in insurance satisfaction by insurance provider. Among those who report having Mega Life, 67.0% report being dissatisfied. Insurance from a spouse/family member has a 91.9% satisfaction rating, and those who have insurance through their job have a 94.3% satisfaction rating.

### **Student Governance**

This section of the survey asks questions about students' awareness of the Student InterCouncil and their school based Student Government Representatives. Eighty percent of students report being aware/very aware of the Student InterCouncil, and 53.0% are aware/very aware of the Student InterCouncil's activities. Of the students who are aware/very aware of the Student InterCouncil's activities, 89.8% are satisfied/very satisfied. Sixty-five percent of students report being aware/very aware of their school based Student Government Representatives, and 63.5% are aware/very aware of the Student Government Sponsored activities. Of the students who are aware/very aware of their school based Student Government, 88.5% are satisfied/very satisfied.

### **Bookstores**

This section of the survey asks students about their satisfaction with the UTHSC-H bookstores located in the Medical School, Dental Branch and the School of Nursing Building. There were no responses to the questions concerning the Medical School and Dental Branch bookstores. The School of Nursing Bookstore received a satisfied/very satisfied rating by 86.2% of the students for providing efficient service. Seventy-seven percent are satisfied/very satisfied that the library has required equipment in stock, 76.8% are satisfied/very satisfied with the hours of operation, 68.9% are satisfied/very satisfied that the required books are in stock and 53.7% are satisfied/very satisfied that prices are reasonable.

### **Libraries**

This section of the survey asks students about their satisfaction with the HAM-TMC Library, Dental Branch Library and LRC, School of Nursing CIT, School of Public Health Library and the MD Anderson Library. No students rated the Dental Branch, Medical School or MD Anderson Libraries. At least 90% of students are satisfied/very satisfied with Journals/Databases and Reference Assistance at the HAM-TMC Library. At least 90% of students are satisfied/very satisfied with Access to Journals/Databases and Library Classes, and at least 80% are satisfied/very satisfied with the Computer Facilities and Study Environment at the School of Public Health Library.

### **Student Health, Student Assistance and Child Care**

This section of the survey asks students about their experiences with the UT Student Health Clinic, Student Assistance Programs and the Child Development Center. Sixty-three percent of

students report that they have used the UT Student Health Clinic at least once in the last year. At least 85% of students are satisfied/very satisfied that the UT Student Health Clinic provides prompt service, quality medical care and has convenient hours.

In the Student Assistance Programs section, students are asked about their awareness of the services as well as their satisfaction. Eighty-two percent of students are aware/very aware of UT Counseling Services, 57.6% are aware/very aware of Legal Services, 71.4% are aware/very aware of Financial Services, 58.5% are aware/very aware of Work/Life Services and 63.7% are aware of Referral Services. On average, about 80% of students are satisfied/very satisfied that the UT Counseling Service is courteous and caring, provides quality mental health care and has sufficient length of service. Seventy-eight percent of students are satisfied/very satisfied with Legal Services, 83.1% are satisfied/very satisfied with Financial Services, 86.5% are satisfied/very satisfied with Work/Life Services and 82.6% are satisfied/very satisfied with Referral Services.

In the Child Development Center section, 17 students report using the Child Development Center. Of those student using the center, 92.9% report being satisfied/very satisfied with the hours of operation, 69.2% are satisfied/very satisfied with the price of care, 81.3% are satisfied/very satisfied with the quality of the staff, 80.0% are satisfied/very satisfied with the Children's activities and 92.9% are satisfied/very satisfied with the maintenance of the facility.

### **Housing and Recreation**

This section of the survey asks students about their experiences with UT Housing and the UTHSC-H Recreation Center. About 20% of students report living on-campus at either the El Paseo or Cambridge addresses. Among the students living at 7900 Cambridge: 48.0% report being satisfied/very satisfied with availability, 79.9% report being satisfied/very satisfied with the price of rent, 77.5% report being satisfied/very satisfied with security, 59.0% report being satisfied/very satisfied with maintenance, and 42.9% report satisfaction with renovation and improvements. Among the students living at 1885 El Paseo: 46.2% report being satisfied/very satisfied with availability, 67.3% report being satisfied/very satisfied with the price of rent, 80.1% report being satisfied/very satisfied with security, 68.6% report being satisfied/very satisfied with maintenance, and 69.1% report satisfaction with renovation and improvements.

The majority of students (60.5%) report that they have used the UTHSC-H Recreation Center. Among the students using the UT Recreation Center: 86.0% are satisfied/very satisfied with hours of operation, 95.3% are satisfied/very satisfied with the exercise facilities, 95.6% are satisfied/very satisfied with the exercise equipment, and 89.7% are satisfied/very satisfied with the activities and programs.

### **Food Services**

This section of the survey asks students about their experiences with Food Service at the School of Public Health, School of Nursing, MD Anderson Cafeteria, Texas Medical Center Commons, HAM-TMC Coffee Bar and Vending Machines. No students rated the MD Anderson Cafeteria, Texas Medical Center Commons, HAM-TMC Coffee Bar or Vending Machines.

Fifteen percent of student report using the School of Public Health Food Services. Among students rating the School of Public Health Food Services: 67.0% are satisfied/very satisfied that quality food is offered, 63.9% are satisfied/very satisfied with the hours of operation, 64.0% are satisfied/very satisfied with the food selection, 85.4% are satisfied/very satisfied that the service is courteous, and 68.4% are satisfied with the price.

Thirty-eight percent of students report using the School of Nursing Food Services. Among the students who rate their satisfaction with the School of Nursing Food Services: 92.1% are satisfied/very satisfied that quality food is offered, 82.5% are satisfied/very satisfied with the hours of operation, 85.2% are satisfied/very satisfied with the food selection, 97.8% are satisfied/very satisfied that the service is courteous, and 84.0% are satisfied/ very satisfied with the price.

### **Priorities from Written Comments**

The final question of the Student Perception Survey asks students to rank, in descending order; the five issues that they think the UTHSC-H should focus on in the future to improve the educational experience for students. This produced five sets of written comments with a total of 1969 in all sets. The first set of written comments contains the students' highest priority and accounts for 655 comments.

Parking and shuttle service was the most prevalent concern. Students expressed the need for more affordable parking on campus, and parking closer to their campus. Students would like for the shuttles to be more on time and to stop more frequently.

Housing comments include comments about the availability of housing and the need for it to be more affordable. There is also criticism of the housing office staff that students say are rude and unhelpful.

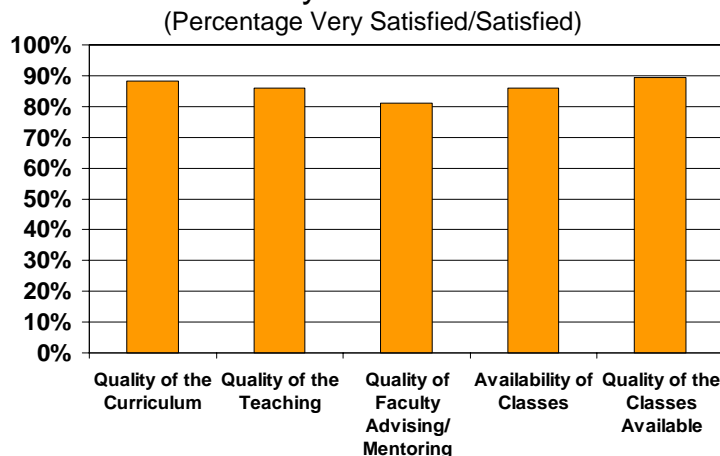
Faculty comments include comments about advising and mentoring. Several students express the need to have more meaningful mentoring relationships, as well as better advice on what courses to take and how to develop their careers. They also want faculty to be more engaging in the classroom and would like the university to work hard to keep good faculty. They would also like better communication between faculty/administration and the student body.

There are a broad range of comments concerning students' curriculum. There are students who would like for their curriculum to be broader, and there are others who want more flexibility in choosing classes.

Many students have financial aid issues. These comments focus on the financial aid process, which some students find difficult. They would like more advising about financial aid options. Many students also express the need for more scholarships.

## School Curriculum

In your area of study, how satisfied are you with:



### Quality of Curriculum

The quality of the curriculum receives a rating of satisfied/very satisfied from 88.3% (n=991) of respondents expressing an opinion on the issue. There are no significant differences in the assessment of quality of the curriculum by school attended, age, gender, ethnicity or marital status.

### Quality of Teaching

The quality of teaching receives a rating of satisfied/very satisfied from 86.1% (n=930) of respondents expressing an opinion on the issue. Analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents by school answering very satisfied/satisfied ranges from 85.3% to 95.7% with the exception of the School of Nursing (76.4%). There is also a difference in satisfaction by age, as older students are significantly more satisfied than younger students (p=.03). Married students were also significantly more satisfied than single students (89.3% vs. 84.8%, p=.04). There are no significant differences by gender or ethnicity.

### Quality of Faculty Advising/Mentoring

The quality of faculty advising/mentoring receives a rating of satisfied/very satisfied from 81.0% (n=843) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied ranged from 80.9% to 89.2%, with the exceptions of the School of Nursing (73.4%) and the School of Public Health (72.1%). Male students were significantly more satisfied than female students (85.8% vs. 77.5%, p=.00). There are no significant differences by age, ethnicity or marital status.

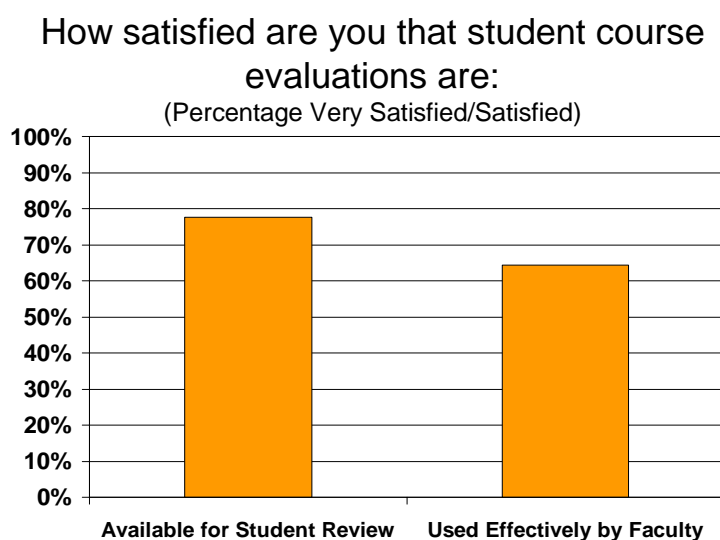
### Availability of Classes

The availability of classes receives a rating of satisfied/very satisfied from 85.9% (n=865) of respondents expressing an opinion on the issue. The analysis of this question by school attended

found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied ranges from 81.8% to 94.8%, with the exception of the School of Public Health (63.1%). There is also a difference in satisfaction by age, as younger students are significantly more satisfied than older students ( $p=.00$ ). There are no significant differences by gender, ethnicity or marital status.

### Quality of the Classes Available

The quality of classes available receives a rating of satisfied/very satisfied from 89.3% ( $n=951$ ) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.04$ ). The percentage of respondents answering satisfied/very satisfied ranged from 92.6% at the Medical School, to 82.8% at the School of Public Health. Male students were significantly more satisfied than female students (93.3% vs. 89.1%,  $p=.03$ ). There are no significant differences by age, ethnicity or marital status.



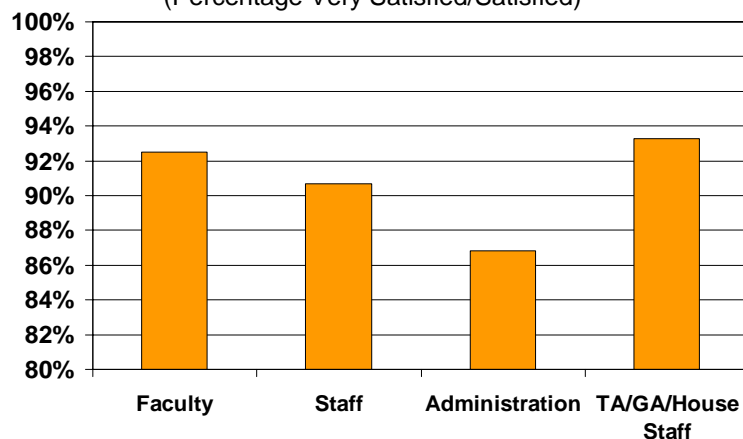
### Student Course Evaluations Availability for Student Review

The availability of student course evaluations for student review receives a rating of satisfied/very satisfied from 77.5% ( $n=689$ ) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied ranged from 89.9% at the School of Public Health, to 68.1% at the Medical School. There is also a significant difference by ethnicity ( $p=.00$ ), with White/Caucasian students reporting the lowest percentage of satisfaction (72.7%). There are no significant differences by age, gender or marital status.

### Student Course Evaluations Used Effectively by Faculty

The effective use of student course evaluations by faculty receives a rating of satisfied/very satisfied from 64.3% ( $n=550$ ) of respondents expressing an opinion on the issue. There is a significant difference by ethnicity ( $p=.00$ ). Satisfaction was lowest among White/Caucasian (59.7%) and Hispanic (54.5%) students. There are no significant differences by school attended, age, gender or marital status.

For your school indicate your overall satisfaction with the quality of:  
(Percentage Very Satisfied/Satisfied)



### Quality of Faculty

The quality of the faculty receives a rating of satisfied/very satisfied from 92.5% (n=1055) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied was over 90% for all schools with the exception of the School of Nursing (81.0%). There are no significant differences by age, gender, ethnicity or marital status.

### Quality of Staff

The quality of the staff receives a rating of satisfied/very satisfied from 90.7% (n=983) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied ranged from 85.8% at the Medical School to 100% at the School of Health Information Sciences. There are no significant differences by age, gender, ethnicity or marital status.

### Quality of the Administration

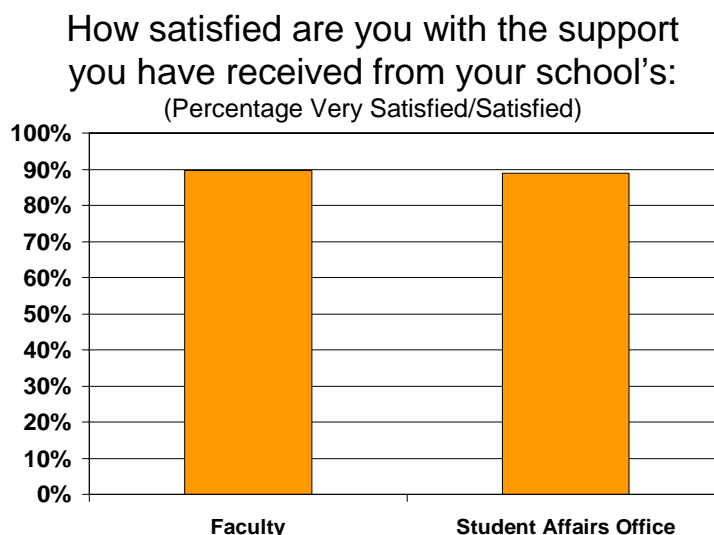
The quality of the administration receives a rating of satisfied/very satisfied from 86.8% (n=891) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied ranged from 76.7% at the School of Public Health to 100% at the School of Health Information Sciences. There are no significant differences by age, gender, ethnicity or marital status.

### Quality of the Teaching Assistants/Graduate Assistants/House Staff

The quality of the teaching assistants/graduate assistants/house staff receives a rating of satisfied/very satisfied from 93.3% (n=806) of respondents expressing an opinion on the issue. There are no significant differences by school attended, age, gender, ethnicity or marital status.

### Preparation to Accomplish Personal Goals

That the education that students are receiving at the UTHSC-H is preparing them to accomplish their goals receives a rating of satisfied/very satisfied from 90.8% (n=984) of respondents expressing an opinion on the issue. There are no significant differences by school attended, age, gender, ethnicity or marital status.



### Support received from Faculty

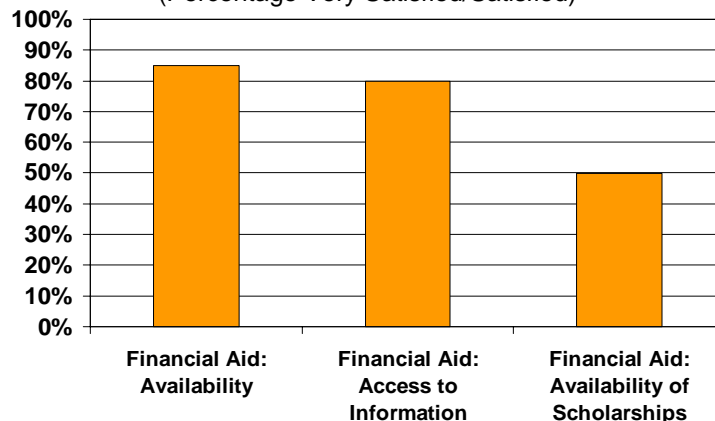
Satisfaction with the level of support received from faculty receives a rating of satisfied/very satisfied from 89.7% (n=1003) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied was over 90% for most of the schools, with the exceptions of the School of Public Health (85.6%) and the School of Nursing (74.6%). There is also a gender difference, as males are more satisfied than females (92.6% vs. 87.8%, p=.02). There are no significant differences by age, ethnicity or marital status.

### Support received from the Student Affairs Office

Satisfaction with the level of support received from the student affairs office receives a rating of satisfied/very satisfied from 88.9% (n=909) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied is over 90% for most of the schools, with the exceptions of the Dental Branch (88.9%) and the School of Public Health (72.7%). There are no significant differences by age, gender, ethnicity or marital status.

## Institutional and School Services and Programs

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



### **Institutional Financial Aid: Availability**

The availability of financial aid receives a rating of satisfied/very satisfied from 84.9% (n=676) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied is particularly low among students attending the School of Public Health (57.1%) and the School of Health Information Sciences (50.0%). There is also a significant (p=.00) age difference, as students 35 and older are less satisfied than those under 35. There are no significant differences by gender, ethnicity or marital status.

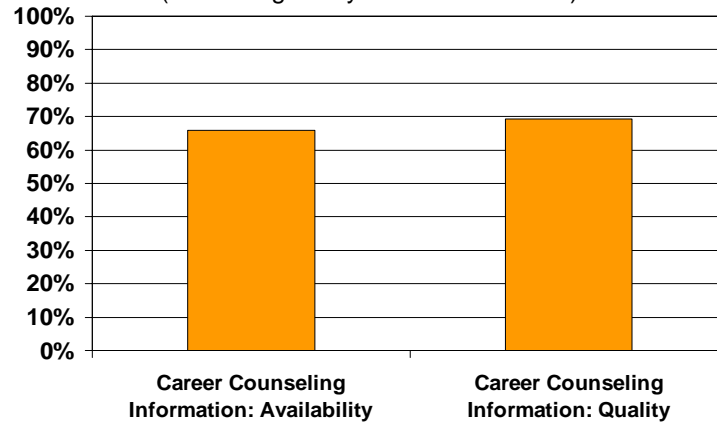
### **Institutional Financial Aid: Access to Information**

Access to information concerning financial aid receives a rating of satisfied/very satisfied from 80.0% (n=605) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied is particularly low among students attending the School of Public Health (55.7%) and the School of Health Information Sciences (53.3%). There are no significant differences by age, gender, ethnicity or marital status.

### **School Financial Aid: Availability of Scholarships**

The availability of scholarships receives a rating of satisfied/very satisfied from 50.1% (n=354) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied is particularly low among students attending Medical School (38.6%) and the School of Public Health (24.3%), with the highest percentage being at the School of Nursing (71.3%). There is also a significant (p=.03) difference by ethnicity, as white/Caucasian respondents had the lowest levels of satisfaction (45.5%). Married respondents are significantly more satisfied than single respondents (56.7% vs. 44.2%, p=.00). There are no significant differences by age and gender.

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



**Career Counseling Information: *Availability***

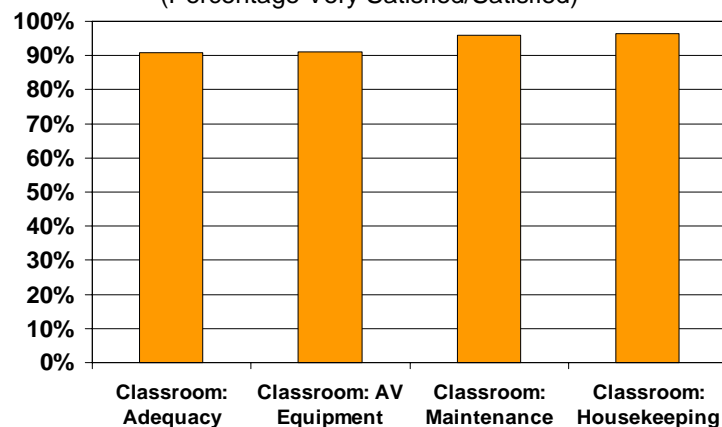
Career counseling information availability receives a rating of satisfied/very satisfied from 65.9% (n=334) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied is particularly low among students attending the School of Health Information Sciences (55.6%) and the School of Public Health (39.7%), with the highest percentage being at the Dental Branch (89.5%). There are no significant differences by age, gender, ethnicity or marital status.

**Career Counseling Information: *Quality***

The quality of career counseling receives a rating of satisfied/very satisfied from 69.4% (n=315) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied is particularly low among students attending the School of Public Health (41.2%), with the highest percentage being at the Dental Branch (91.4%). There is also a significant ( $p=.04$ ) difference by ethnicity as Hispanic respondents report the lowest percentage of satisfaction (54.7%). There are no significant differences by age, gender or marital status.

## School Services

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



### **Classroom: Adequacy**

Classroom Adequacy receives a rating of satisfied/very satisfied from 90.8% (n=982) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied is above 90% for all schools except the Dental Branch with satisfaction at 52.6%. Females also had a significantly higher percentage of satisfaction than males (92.5% vs. 88.4%,  $p=.03$ ). There are also differences by ethnicity, with those respondents describing themselves as Hispanic or Other having a lower percentage of satisfaction (86.7% & 77.3%). There are no significant differences by age or marital status.

### **Classroom: AV Equipment**

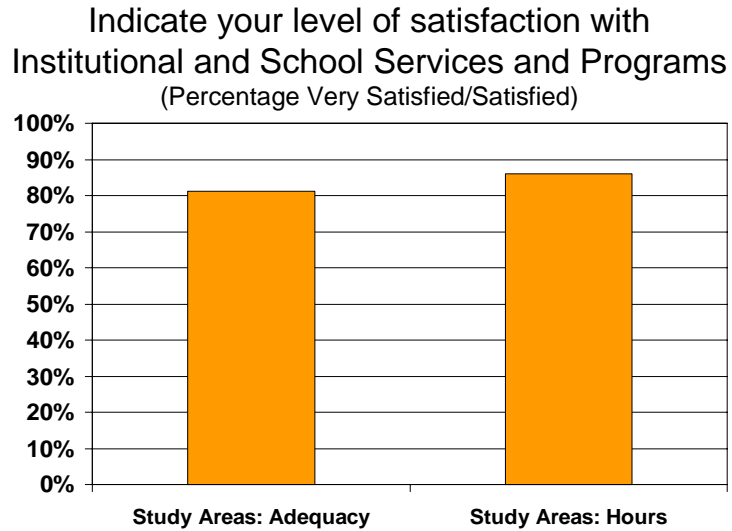
Classroom AV Equipment receives a rating of satisfied/very satisfied from 91.0% (n=962) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied is above 90% for most schools with the exception of the School of Public Health (79.5%) and the Dental Branch (73.3%). There is also a significant difference by ethnicity with the lowest percentage being among those describing themselves as Other (81.8%). There are no significant differences by age, gender or marital status.

### **Classroom: Maintenance**

Classroom Maintenance receives a rating of satisfied/very satisfied from 95.9% (n=1039) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied is above 90% for all schools with the exception of the Dental Branch (84.7%). There are no significant differences by age, gender, ethnicity or marital status.

**Classroom: Housekeeping**

Classroom Housekeeping receives a rating of satisfied/very satisfied from 96.4% (n=1078) of respondents expressing an opinion on the issue. There are no significant differences by school attended, age, gender, ethnicity or marital status.

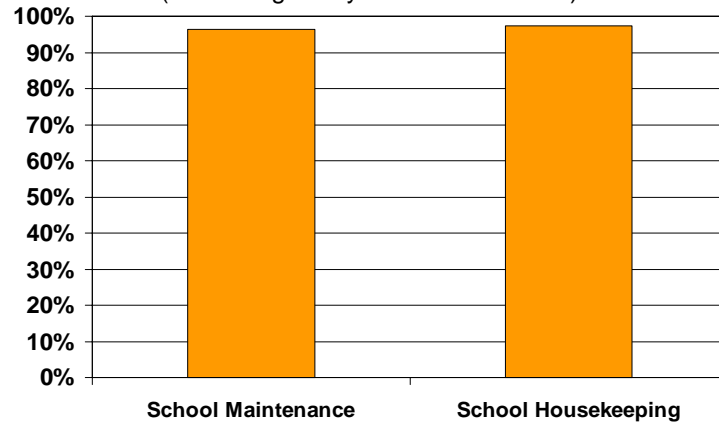
**Study Areas: Adequacy**

Study Area Adequacy receives a rating of satisfied/very satisfied from 81.2% (n=845) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied is lowest for the Dental Branch (45.7%). Students younger than 35 are also significantly ( $p=.04$ ) less satisfied than their older peers. There are no significant differences by gender, ethnicity or marital status.

**Study Areas: Hours**

Study Area Hours receives a rating of satisfied/very satisfied from 86.1% (n=876) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied is lowest for the Dental Branch (52.2%). There are no significant differences by age, gender, ethnicity or marital status.

Indicate your level of satisfaction with Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



**School: Maintenance**

School Maintenance receives a rating of satisfied/very satisfied from 96.4% (n=1036) of respondents expressing an opinion on the issue. There are no significant differences by school attended, age, gender, ethnicity or marital status.

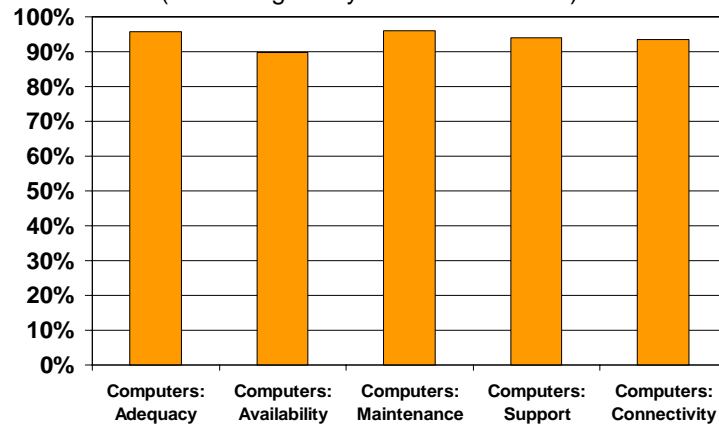
**School: Housekeeping**

School Housekeeping receives a rating of satisfied/very satisfied from 97.3% (n=1075) of respondents expressing an opinion on the issue. There are no significant differences by school attended, age, gender, ethnicity or marital status.

**Access for People with Disabilities**

This question was not rated by any of the respondents.

Indicate your level of satisfaction with Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



**Computers: Adequacy**

Computers Adequacy receives a rating of satisfied/very satisfied from 95.7% (n=1067) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.01). The percentage of respondents answering satisfied/very satisfied ranges from 97.5% at the Medical School and School of Nursing, to 89.1% at the Dental Branch. Single students report being more satisfied than married/partnered students (96.8% vs. 94.2%, p=.04). There are no significant differences by age, gender or ethnicity.

**Computers: Availability**

Computers Availability receives a rating of satisfied/very satisfied from 89.7% (n=987) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied was over 90% for all schools except the Dental Branch (61.4%). Single students report being more satisfied than married/partnered students (92.0% vs. 86.4%, p=.00). There are no significant differences by age, gender or ethnicity.

**Computers: Maintenance**

Computers Maintenance receives a rating of satisfied/very satisfied from 95.9% (n=1033) of respondents expressing an opinion on the issue. There are also significant (p=.04) differences by ethnicity. All groups report more than 90 percent satisfaction, with the exception of those describing their ethnicity as Other (87.5%). There are no significant differences by school attended, age, gender or marital status.

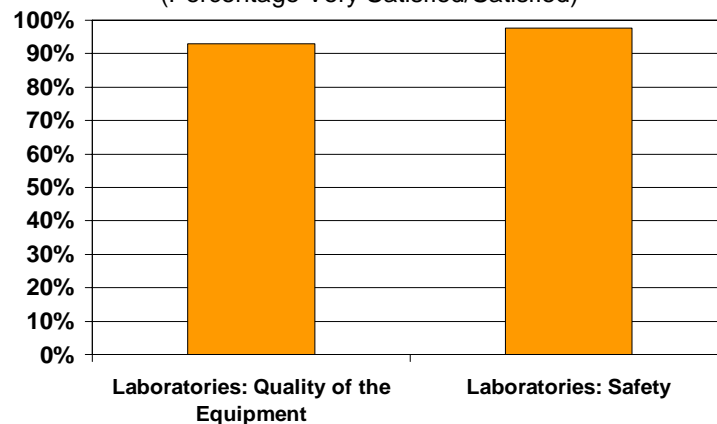
**Computers: Support**

Computers Support receives a rating of satisfied/very satisfied from 93.9% (n=1004) of respondents expressing an opinion on the issue. There are no significant differences by school attended, age, gender, ethnicity or marital status.

**Computers: Connectivity**

Computers Connectivity receives a rating of satisfied/very satisfied from 93.4% (n=1009) of respondents expressing an opinion on the issue. There is a significant (p=.03) difference by age, which ranges in satisfaction from 90.6% in the 25 years or less group to 100% in the 55 years and older group. There are no significant differences by school attended, gender, ethnicity or marital status.

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



**Laboratories: *Quality of the Equipment***

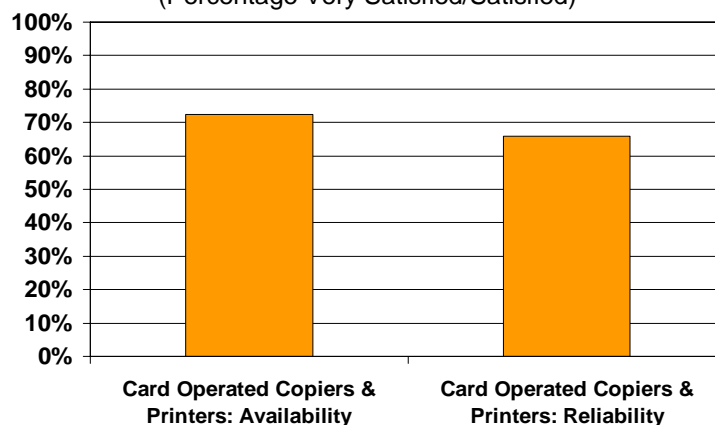
Laboratories Quality of the Equipment receives a rating of satisfied/very satisfied from 92.9% (n=875) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of respondents answering satisfied/very satisfied is over 90% for all schools except the Dental Branch (82.1%). There are also significant ( $p=.01$ ) differences by ethnicity. All groups report more than 90 percent satisfaction, with the exception of those describing their ethnicity as Hispanic (86.9%). There are no significant differences by age, gender or marital status.

**Laboratories: *Safety***

Laboratories Safety receives a rating of satisfied/very satisfied from 97.6% (n=958) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.00$ ), however, all schools are above 90% satisfied. There are no significant differences by age, gender, ethnicity or marital status.

## Auxiliary Student Services

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



### **Card Operated Copiers & Printers: *Availability***

Card Operated Copiers & Printers Availability receives a rating of satisfied/very satisfied from 72.3% (n=653) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied is between 70% and 80%, with the exceptions of the Graduate School of Biomedical Sciences (90.8%) and the Dental Branch (48.4%).

There are no significant differences by age, gender, ethnicity or marital status.

### **Card Operated Copiers & Printers: *Reliability***

Card Operated Copiers & Printers Reliability receives a rating of satisfied/very satisfied from 65.8% (n=565) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). The percentage of respondents answering satisfied/very satisfied is the lowest at the Medical School (58.1%), and the Dental Branch (44.7%). There is a significant (p=.04) difference by ethnicity, with satisfaction ranging from 50% to 85%. There are no significant differences by age, gender or marital status.

### **UTHSC-H Shuttle Bus: *Schedule Reliability***

This question was not rated by any of the respondents.

### **UTHSC-H Shuttle Bus: *Satisfaction with Schedule***

This question was not rated by any of the respondents.

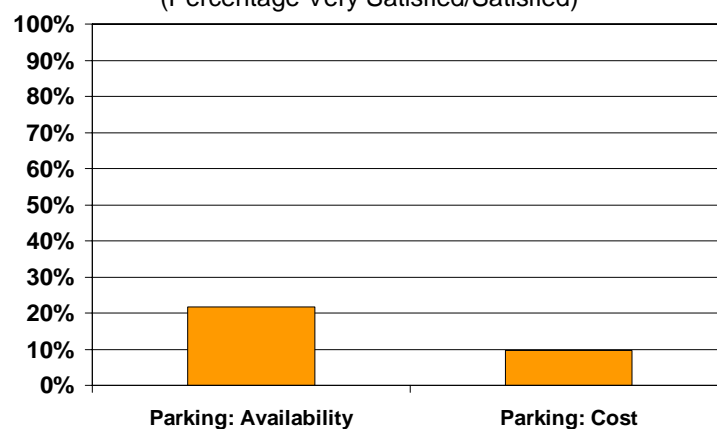
### **UTHSC-H Shuttle Bus: *Safety of Shuttles***

This question was not rated by any of the respondents.

### **UTHSC-H Shuttle Bus: *Safety of Shuttle Drivers***

This question was not rated by any of the respondents.

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



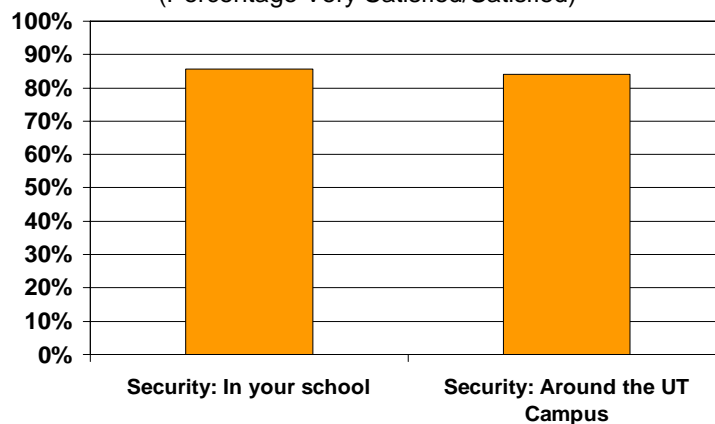
**Parking: Availability**

Parking Availability receives a rating of satisfied/very satisfied from 21.8% (n=218) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). Satisfaction is below 35% in all schools with the lowest being the Medical School (14.3%). The School of Health Information Sciences reports high satisfaction of 76.5%. There is a significant (p=.04) difference by ethnicity, with satisfaction being lowest among those describing themselves as Other (15.0%). There are no significant differences by age, gender or marital status.

**Parking: Cost**

Parking Cost receives a rating of satisfied/very satisfied from 9.7% (n=100) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). There is also a significant (p=.00) difference by ethnicity with percentages ranging from 5.3% to 20.0%. There are no significant differences by age, gender or marital status.

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



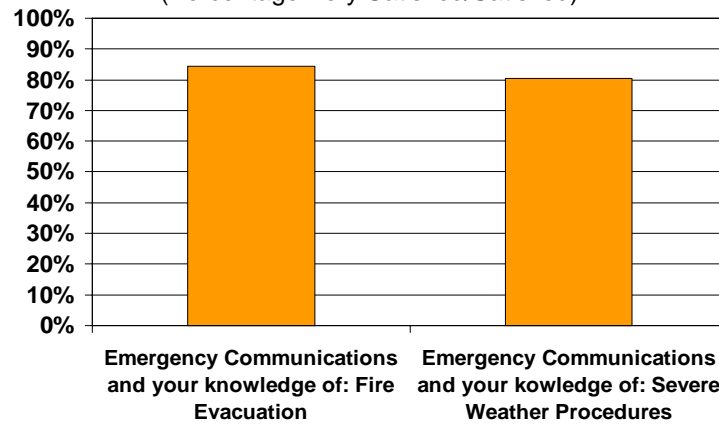
**Security: In your school**

Security in your school receives a rating of satisfied/very satisfied from 85.6% (n=837) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.01). Satisfaction ranges from 82.0% at the School of Nursing to 100% at the School of Health Information Sciences. There is also a significant difference by gender, as females are significantly less satisfied than males (83.7% vs. 89.0%, p=.03). A significant (p=.01) ethnicity difference is also present with percentages ranging from 50.0% among American Indians/Native Americans to 90.1% among Asian/Pacific Islanders. There are no significant differences by age or marital status.

**Security: Around the UT Campus**

Security around the UT campus receives a rating of satisfied/very satisfied from 84.2% (n=759) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.01). Satisfaction ranges from 79.2% at the Medical School to 92.1% at the Dental Branch. There is also a difference by gender, as females are significantly less satisfied than males (82.1% vs. 88.5%, p=.01). A significant (p=.04) ethnicity difference is also present with percentages ranging from 33.3% among American Indians/Native Americans to 88.9% among Other. There are no significant differences by age or marital status.

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



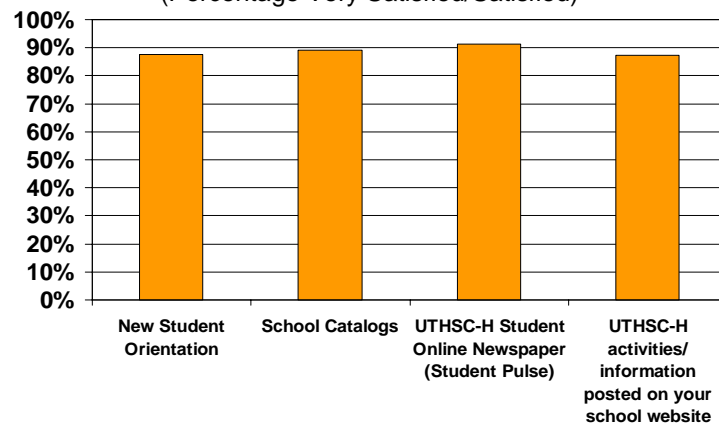
**Emergency Communications and your knowledge of: *Fire Evacuation Procedures***

Emergency Communications and your knowledge of Fire Evacuation Procedures receives a rating of satisfied/very satisfied from 84.5% (n=665) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.01). Satisfaction ranges from 78.6% at the School of Health Information Sciences to 91.9% at the Graduate School of Biomedical Sciences. There is also a significant (p=.04) difference by age with percentages ranging from 76.9% in the 35-44 years age group to 100% in the 55 years or older group. There is also a difference by gender, as females are significantly less satisfied than males (82.5% vs. 88.9%, p=.02). There are no significant differences by gender or marital status.

**Emergency Communications and your knowledge of: *Weather Procedures***

Emergency Communications and your knowledge of Weather Procedures receives a rating of satisfied/very satisfied from 80.5% (n=689) of respondents expressing an opinion on the issue. There are no significant differences by school attended, age, gender, ethnicity or marital status.

Indicate your level of satisfaction with  
Institutional and School Services and Programs  
(Percentage Very Satisfied/Satisfied)



### **New Student Orientation**

New Student Orientation receives a rating of satisfied/very satisfied from 87.6% (n=887) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). Satisfaction is over 90% for most schools with the exceptions of the Medical School (87.6%) and the School of Public Health (74.0%). There is also a significant (p=.00) difference by age with percentages ranging from 82.9% in the 35-44 year age group to 92.1% in the 26-34 year age group. Males are significantly more satisfied than females (90.9% vs. 86.0%, p=.03). Married/Partnered respondents are significantly more satisfied than single respondents (91.3% vs. 85.3%, p=.01). There is no significant difference by ethnicity.

### **School Catalogs**

School Catalogs receives a rating of satisfied/very satisfied from 89.1% (n=724) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). Satisfaction ranges from 78.1% at the School of Public Health to 94.7% at the Dental Branch. Males are significantly more satisfied than females (93.3% vs. 87.2%, p=.01). There are no significant differences by age, ethnicity, or marital status.

### **UTHSC-H Student Online Newspaper**

The Student Online Newspaper receives a rating of satisfied/very satisfied from 91.2% (n=580) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.02). Satisfaction ranges from 86.2% at the Medical School to 98.0% at the School of Nursing. There is also a significant (p=.02) difference by ethnicity with the percentage being lowest in the Other group (77.8%). There are no significant differences by age, gender or marital status.

### **UTHSC-H Activities posted to the UT-Houston Website**

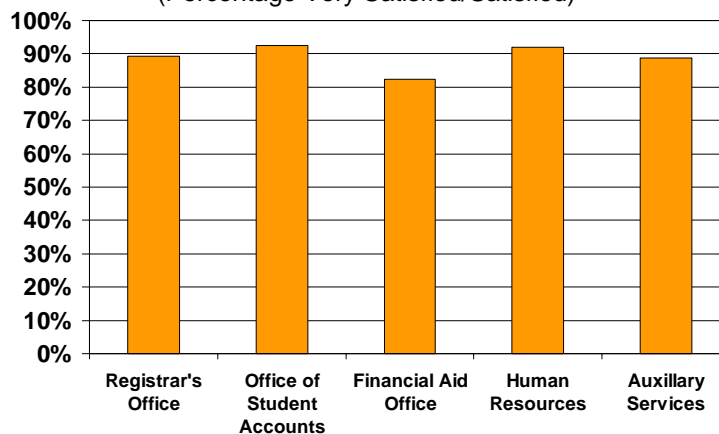
This question was not rated by any of the respondents.

### **UTHSC-H Activities/Information posted on the school Website**

Activities/Information posted on your school website receives a rating of satisfied/very satisfied from 87.4% (n=694) of respondents expressing an opinion on the issue. There is a significant (p=.00) difference by age with percentages ranging from 83.3% in the 25 years or less age group to 100% in the over 45 year age groups. Married/Partnered respondents are significantly more satisfied than single respondents (91.9% vs. 84.0%, p=.00). There are no significant differences by school attended, gender or ethnicity.

## Student Activities and Programs

Indicate your level of satisfaction with Student Activities and Programs  
(Percentage Very Satisfied/Satisfied)



### Registrar's Office

The Registrar's Office receives a rating of satisfied/very satisfied from 89.4% (n=882) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). Satisfaction ranges from 100% at the School of Health Information Sciences to 81.0% at the School of Public Health. There are no significant differences by age, gender, ethnicity or marital status.

### Office of Student Accounts

The Office of Student Accounts receives a rating of satisfied/very satisfied from 92.4% (n=777) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). Satisfaction ranges from 96.6% at the Dental Branch to 82.2% at the School of Public Health. There are no significant differences by age, gender, ethnicity or marital status.

### Financial Aid Office

The Financial Aid Office receives a rating of satisfied/very satisfied from 82.3% (n=643) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference (p=.00). Satisfaction ranges from 69.2% at the School of Public Health to 92.4% at the Graduates School of Biomedical Sciences. There are no significant differences by age, gender, ethnicity or marital status.

### International Office

This question was not rated by any of the respondents.

### **Human Resources**

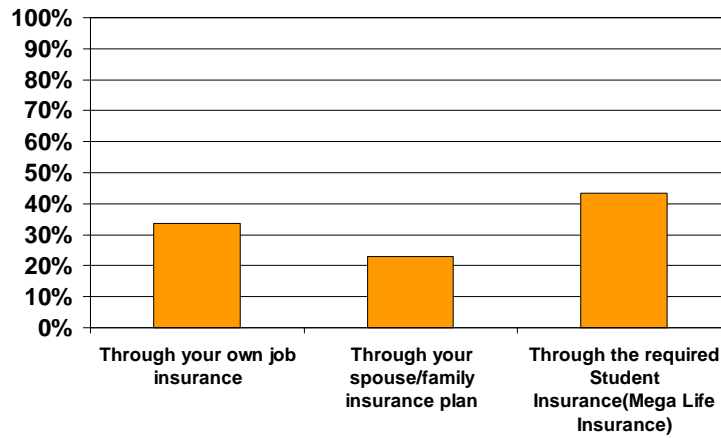
Human Resources receives a rating of satisfied/very satisfied from 92.1% (n=468) of respondents expressing an opinion on the issue. The analysis of this question by school attended found a significant difference ( $p=.01$ ). Satisfaction was above 90% for all schools except the School of Public Health at 81.7%. There is also a significant ( $p=.01$ ) difference by age with satisfaction ranging from 50.0% in the 55+ year age group to 100% in the 45-55 year age group. There are no significant differences by gender, ethnicity or marital status.

### **Auxiliary Services**

Auxiliary Services receives a rating of satisfied/very satisfied from 88.7% (n=692) of respondents expressing an opinion on the issue. There are no significant differences by school attended, age, gender, ethnicity or marital status.

## Major Medical Coverage

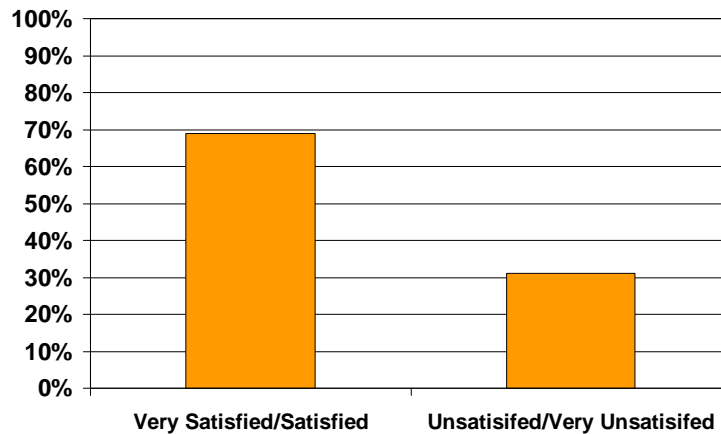
How are you insured for major medical coverage?



### Major Medical Coverage

Most students (43.4%) who responded to this question have insurance through the required student insurance (Mega Life Insurance). Thirty-three percent report insurance through their job, followed by 23.1% who are insured through a spouse or other family member. At the different schools there is a significant difference in coverage ( $p=.00$ ). The Medical School has the largest percentage of students (67.8%) enrolled in Mega Life, and the School of Public Health has the fewest (16.1%). Students over the age of 35 are also significantly ( $p=.00$ ) more likely to be covered by a spouse. Male students are significantly ( $p=.00$ ) more likely to be enrolled in Mega Life than female students. There is a significant ( $p=.00$ ) difference in insurance by ethnicity. Twenty-eight percent of Black/African American students are enrolled in Mega Life, and that rate in the other ethnic groups is greater than 40%.

How satisfied are you with your current medical coverage?



### Current Medical Coverage

Most of the students who responded to this question (68.8%) are very satisfied/satisfied with their current medical coverage. There is a significant difference ( $p=.00$ ) in insurance satisfaction

by insurance provider. Among those who report having Mega Life, 67.0% report being dissatisfied. Insurance from a spouse/family member has a 91.9% satisfaction rating, and those who have insurance through their job have a 94.3% satisfaction rating. Satisfaction with insurance is also significantly different ( $p=.00$ ) by school attended. Satisfaction ranges from 47.9% at the Medical School to 96.0% at the School of Health Information Sciences. Females are significantly more satisfied than males (71.2% vs. 64.7%,  $p=.04$ ). There is also a significant difference by ethnicity which ranges from 33.3% in Black/African American to 73.7% in the Other group. There are no significant differences by age or marital status.

---

## Student Governance

### **Are you aware of the Student InterCouncil?**

The majority of students responding to this question are very aware/aware of the Student InterCouncil (80.6%). The analysis of this question by school attended found a significant difference ( $p=.01$ ). Percentage of students reporting that they have heard of the Student InterCouncil range from 76.2% at the Medical School to 93.3% at the School of Health Information Sciences. There are also differences by age, which ranges from 77.0% among those 25 years old or younger, to 87.7% among those 45-55 years of age. There are no significant differences by gender, ethnicity or marital status.

### **How aware are you of the Student InterCouncil Activities?**

The majority of students responding to this question, report being very aware/aware of the Student InterCouncil's Activities (53.0%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Percentage of students reporting that they have heard of the Student InterCouncil's Activities range from 29.0% at the Graduate School of Biomedical Science to 61.5% at the Medical School. There is also a significant difference ( $p=.02$ ) by age. Students 25 and younger are more aware than students 26 and older. There are no significant differences by gender, ethnicity or marital status.

### **How satisfied are you with the Student InterCouncil?**

The majority of students responding to this question are very satisfied/satisfied with the Student InterCouncil (89.8%). Examining this question by gender found that female students are significantly more satisfied than male students (93.4% vs. 84.9%,  $p=.01$ ). There are no significant differences by school attended, age, ethnicity or marital status.

### **Are you aware of your school based Student Government Representatives?**

The majority of students responding to this question are very aware/aware of their school based Student Government Representatives (65.3%). Examining this question by ethnicity found a significant difference ( $p=.00$ ), as percentages range from 53.7% among Asian/Pacific Islanders to 70.6% among Whites/Caucasians. There is also a significant difference by marital status, as single students are more aware than married/partnered students (68.9% vs. 60.6%,  $p=.00$ ). There are no significant differences by school attended, age or gender.

### **How aware are you of school based Student Government sponsored activities?**

The majority of students responding to this question are very aware/aware of their school based Student Government sponsored activities (63.5%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Percentages range from 54.5% at the Medical School to 81.3% at the Graduate School of Biomedical Sciences. There is also a significant difference by marital status, as single students are more aware than married students (66.7% vs. 59.5%,  $p=.03$ ). There are no significant differences by age, gender or ethnicity.

### **How satisfied are you with school based Student Government?**

The majority of students responding to this question are very satisfied/satisfied with school based Student Government (88.5%). There is a significant difference by gender, as female students are more satisfied than male students (91.5% vs. 84.5%,  $p=.01$ ). There is also a significant

difference ( $p=.00$ ) by ethnicity, which ranges from 60.0% in the Other group to 91.8% in the White/Caucasian group. There are no significant differences by school attended, age or marital status.

## **Student Support Services: UTHSC-H Bookstore**

**Please indicate your satisfaction with the:**

**UTHSC-H Bookstore located in the Medical School Building**

**Has required books in stock**

This question was not rated by any of the respondents.

**Convenient hours of operation**

This question was not rated by any of the respondents.

**Provides efficient service**

This question was not rated by any of the respondents.

**Has reasonable pricing**

This question was not rated by any of the respondents.

**Availability On-line**

This question was not rated by any of the respondents.

**Has required equipment in stock**

This question was not rated by any of the respondents.

**Please indicate your satisfaction with the:**

**UTHSC-H Bookstore located in the Dental Branch Building**

**Has required books in stock**

This question was not rated by any of the respondents.

**Convenient hours of operation**

This question was not rated by any of the respondents.

**Provides efficient service**

This question was not rated by any of the respondents.

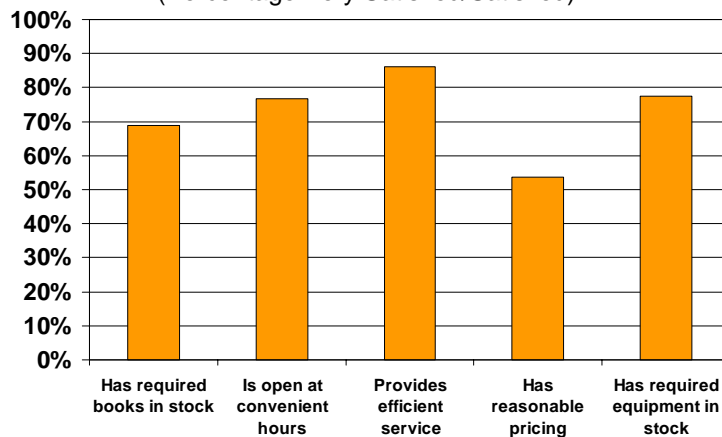
**Has reasonable pricing**

This question was not rated by any of the respondents.

**Has required equipment in stock**

This question was not rated by any of the respondents.

Indicate your level of satisfaction with the  
 UTHSC-H Bookstore in the School of Nursing  
 (Percentage Very Satisfied/Satisfied)



### Has required books in stock

The majority of students responding to this question are satisfied/very satisfied that the School of Nursing Bookstore has required books in stock (68.9%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Percentage of students reporting satisfaction with books in stock ranges from 100% at the Dental Branch to 60.2% at the School of Public Health. Males are also significantly more satisfied than females (81.8% vs. 65.7%,  $p=.02$ ). There are no significant differences by age, ethnicity or marital status.

### Convenient hours of operation

The majority of students responding to this question are satisfied/very satisfied that the School of Nursing Bookstore is open at convenient hours (76.8%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

### Provides efficient service

The majority of students responding to this question are satisfied/very satisfied that the School of Nursing Bookstore provides efficient service (86.2%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

### Has reasonable pricing

Just over half of the students responding to this question are satisfied/very satisfied that the School of Nursing Bookstore has reasonable pricing (53.7%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Percentage of students reporting satisfaction with pricing ranges from 100% at the Dental Branch to 36.2% at the School of Public Health. There are no significant differences by age, gender, ethnicity or marital status.

### Has required equipment in stock

The majority of students responding to this question are satisfied/very satisfied that the School of Nursing Bookstore has required equipment in stock (77.4%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

## Libraries



\*Library Classes and Computer Facilities were not rated by the Respondents.

### **HAM-TMC Library: *Access to Journals and Databases***

The majority of students responding to this question are satisfied/very satisfied with access to journals and databases at the HAM-TMC Library (94.6%). The analysis of this question by school attended found a significant difference ( $p=.04$ ). Percentage of students reporting satisfaction with access to journals and databases is above 90% at all schools. There is also a significant difference by ethnicity, but this could be due to the low response rate among American Indians/Native Americans ( $n=1$ ). There are no significant differences by age, gender or marital status.

### **HAM-TMC Library: *Reference Assistance***

The majority of students responding to this question are satisfied/very satisfied with reference assistance at the HAM-TMC Library (93.5%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

### **HAM-TMC Library: *Library Classes (PubMed, Medline)***

This question was not rated by any of the respondents.

### **HAM-TMC Library: *Computer Facilities***

This question was not rated by any of the respondents.

### **HAM-TMC Library: *Provides Environment for Study***

The majority of students responding to this question are satisfied that the HAM-TMC Library provides an environment for study (93.7%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

### **Dental Branch Library and LRC: *Access to Journals and Databases***

This question was not rated by any of the respondents.

**Dental Branch Library and LRC: *Reference Assistance***

This question was not rated by any of the respondents.

**Dental Branch Library and LRC: *Library Classes (PubMed, Medline)***

This question was not rated by any of the respondents.

**Dental Branch Library and LRC: *Computer Facilities***

This question was not rated by any of the respondents.

**Dental Branch Library and LRC: *Provides Environment for Study***

This question was not rated by any of the respondents.

**Medical School Library and LRC: *Access to Journals and Databases***

This question was not rated by any of the respondents.

**Medical School Library and LRC: *Reference Assistance***

This question was not rated by any of the respondents.

**Medical School Library and LRC: *Library Classes (PubMed, Medline)***

This question was not rated by any of the respondents.

**Medical School Library and LRC: *Computer Facilities***

This question was not rated by any of the respondents.

**Medical School Library and LRC: *Provides Environment for Study***

This question was not rated by any of the respondents.

**School of Nursing CIT: *Access to Journals and Databases***

This question was not rated by any of the respondents.

**School of Nursing CIT: *Reference Assistance***

This question was not rated by any of the respondents.

**School of Nursing CIT: *Library Classes (PubMed, Medline)***

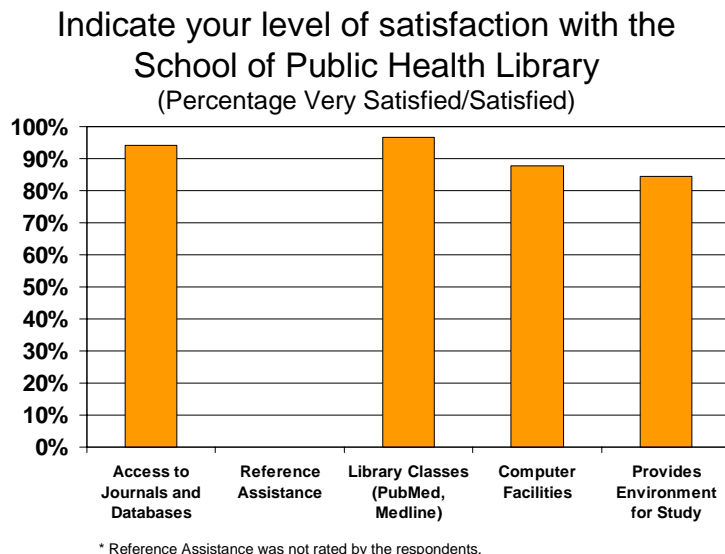
This question was not rated by any of the respondents.

**School of Nursing CIT: *Computer Facilities***

This question was not rated by any of the respondents.

**School of Nursing CIT: *Provides Environment for Study***

This question was not rated by any of the respondents.



### **School of Public Health Library: *Access to Journals and Databases***

The majority of students responding to this question are satisfied/very satisfied with access to journals and databases at the School of Public Health Library (94.3%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

### **School of Public Health Library: *Reference Assistance***

This question was not rated by any of the respondents.

### **School of Public Health Library: *Library Classes (PubMed, Medline)***

The majority of students responding to this question are satisfied/very satisfied with library classes at the School of Public Health Library (96.8%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

### **School of Public Health Library: *Computer Facilities***

The majority of students responding to this question are satisfied/very satisfied with the computer facilities at the School of Public Health Library (87.7%). There is a significant difference in satisfaction by ethnicity ( $p=.02$ ) which ranges from 63.2% in Blacks/African Americans to 100% in the Other group. There are no significant differences by school attended, age, gender or marital status.

### **School of Public Health Library: *Provides Environment for Study***

The majority of students responding to this question are satisfied/very satisfied that the School of Public Health Library provides an environment for study (84.4%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

### **MD Anderson Library: *Access to Journals and Databases***

This question was not rated by any of the respondents.

### **MD Anderson Library: *Reference Assistance***

This question was not rated by any of the respondents.

**MD Anderson Library: *Library Classes (PubMed, Medline)***

This question was not rated by any of the respondents.

**MD Anderson Library: *Computer Facilities***

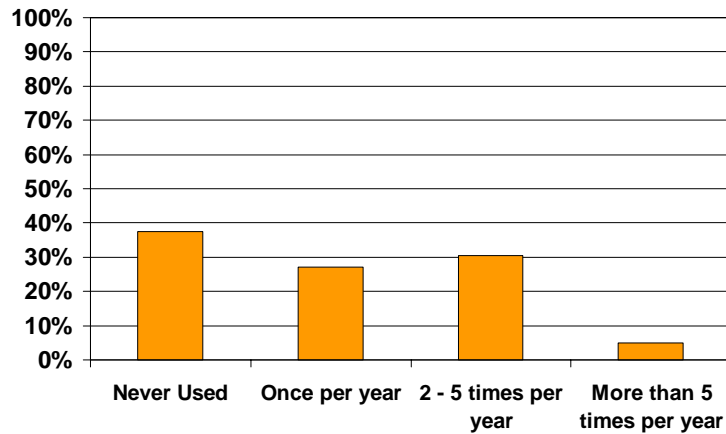
This question was not rated by any of the respondents.

**MD Anderson Library: *Provides Environment for Study***

This question was not rated by any of the respondents.

## Student Health Clinic

How often do you use the  
UT Student Health Clinic *per year*?

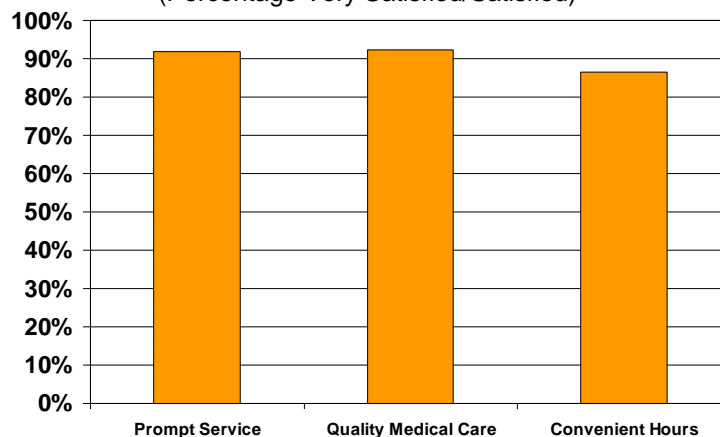


### How often do you use the UT Student Health Clinic per year?

Thirty-seven percent of students answering this question report never using the clinic. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of students reporting never using the UT Student Health Clinic ranges from 13.3% at the Medical School, to 75.0% at the School of Health Information. There is also a significant difference ( $p=.00$ ) by age, as older students are more likely to never visit the clinic than younger students. Female students are also significantly more likely to never visit the clinic when compared to their male peers (39.9% vs. 32.9%,  $p=.00$ ). There is a significant difference ( $p=.00$ ) by ethnicity which ranges in never used from 28.0% in the Other group to 53.5% among Asians/Pacific Islanders. Married students reported a higher percent of never users compared to single students (46.0% vs. 31.5%,  $p=.00$ ).

How do you rate the following aspects of the  
Student Health Clinic?

(Percentage Very Satisfied/Satisfied)



### Prompt Service

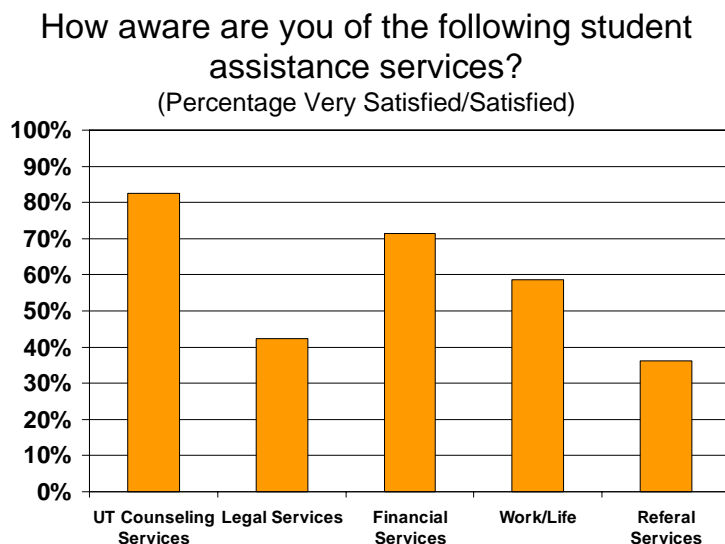
The majority of students responding to this question are satisfied/very satisfied that the Student Health Clinic provides prompt service (91.8%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Satisfaction ranges from 83.1% at the School of Nursing to 100% at the School of Health Information Sciences. Males are significantly more satisfied than females (96.1% vs. 89.5%,  $p=.00$ ). There are no significant differences by age, ethnicity or marital status.

### Quality Medical Care

The majority of students responding to this question are satisfied/very satisfied with the quality of medical care provided at the Student Health Clinic (92.3%). Males are significantly more satisfied than females (96.5% vs. 90.3%,  $p=.00$ ). There are no significant differences by school attended, age, ethnicity or marital status.

### Convenient Hours

The majority of students responding to this question are satisfied/very satisfied that the hours of operation of the Student Health Clinic are convenient (86.6%). The analysis of this question by school attended found a significant difference ( $p=.04$ ). Satisfaction ranges from 77.1% at the Dental Branch to 90.3% at the Medical School. Males are significantly more satisfied than females (90.5% vs. 84.9%,  $p=.04$ ). There are no significant differences by age, ethnicity or marital status.



### UT Counseling Services

The majority of students responding to this question are very aware/aware of the UT Counseling Services (82.5%). There is a significant difference ( $p=.02$ ) by age which ranges from 69.2% aware in those 55 years and older to 85.2% aware among those 26-34 years of age. Females are also significantly more aware than males (85.1% vs. 78.0%,  $p=.01$ ). There is also a significant difference ( $p=.05$ ) by ethnicity which ranges from 66.7% aware in the Other group to 100% aware among American Indians/Native Americans. There are no significant differences by school attended or marital status.

### Legal Services

The majority of students responding to this question are unaware/very unaware of Legal Services (57.6%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Less than 50% of students are aware of Legal Services at all schools except the Graduate School of Biomedical Sciences in which 59.6% report being very aware/aware of Legal Services. There are no significant differences by age, gender, ethnicity or marital status.

### Financial Services

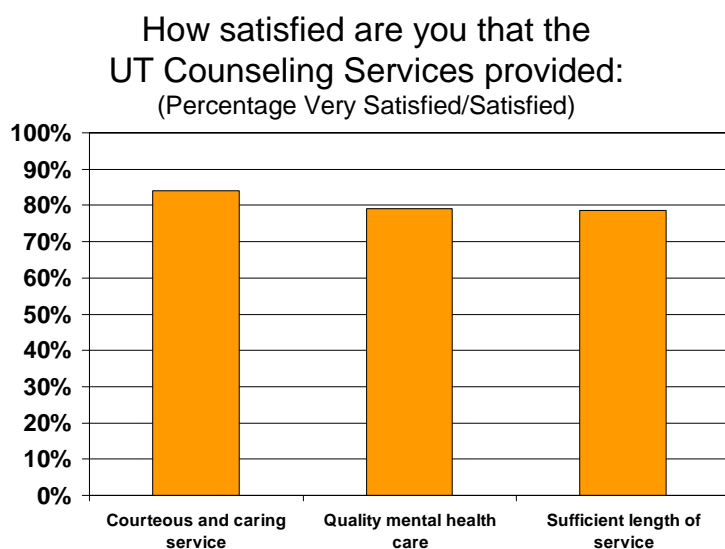
The majority of students responding to this question are very aware/aware of Financial Services (71.4%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Awareness ranged from 52.9% at the School of Public Health to 76.8% at the Medical School. There is a significant difference ( $p=.00$ ) by age which ranges from 53.8% aware in those 55 years and older to 76.0% aware among those 25 years or less. There are no significant differences by gender, ethnicity or marital status.

### Work/Life

The majority of students responding to this question are very aware/aware of Work/Life (58.5%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Awareness ranged from 44.6% at the Dental Branch to 68.6% at the Graduate School of Biomedical Sciences. There is a significant difference ( $p=.00$ ) by age which ranges from 40.5% aware in those 35-44 years old to 64.0% aware among those 26-34 years old. There are no significant differences by gender, ethnicity or marital status.

### Referral Services

The majority of students responding to this question are unaware/very unaware of Referral Services (63.7%). Females are significantly more unaware/very unaware than males (66.2% vs. 58.8%,  $p=.03$ ). There are no significant differences by school attended, age, ethnicity or marital status.



### UT Counseling Services: *Courteous and caring service*

The majority of students responding to this question are satisfied/very satisfied that the UT Counseling Services provides courteous and caring service (84.0%). The analysis of this

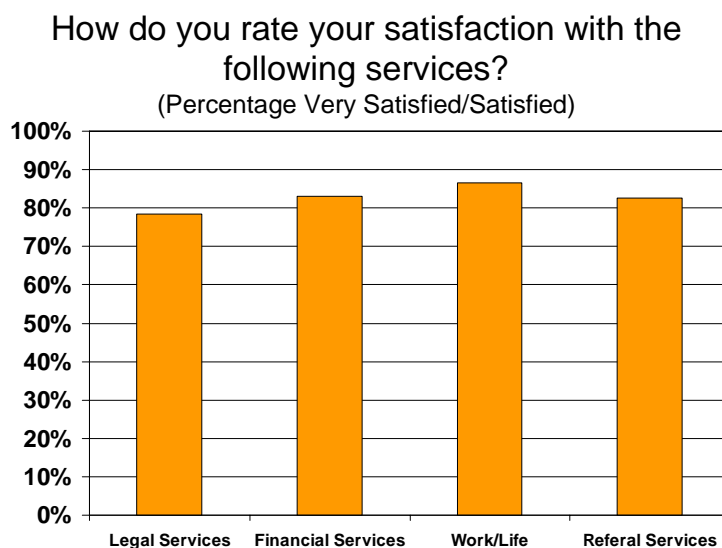
question by school attended found a significant difference ( $p=.04$ ). Satisfaction ranges from 60.0% at the School of Health Information Sciences to 92.9% at the School of Nursing. There are no significant differences by age, gender, ethnicity or marital status.

### **UT Counseling Services: *Quality mental health care***

The majority of students responding to this question are satisfied/very satisfied that the UT Counseling Services provide quality mental health care (79.1%). There are no significant differences by school attended, age, gender, ethnicity or marital status.

### **UT Counseling Services: *Sufficient length of service***

The majority of students responding to this question are satisfied/very satisfied with their length of service while at the UT Counseling Services (78.6%). The analysis of this question by school attended found a significant difference ( $p=.01$ ). Satisfaction ranges from 60.0% at the School of Health Information Sciences to 92.0% at the School of Nursing. There is also a significant difference by marital status, as married students are more satisfied than single students (85.0% vs. 73.7%,  $p=.02$ ). There are no significant differences by age, gender or ethnicity.



### **Legal Services**

The majority of students responding to this question are satisfied/very satisfied with Legal Services (78.5%). There is a significant difference ( $p=.04$ ) by ethnicity which ranges from 42.9% in the Other group to 88.9% among Black/African American students. There are no significant differences by school attended, age, gender or marital status.

### **Financial Services**

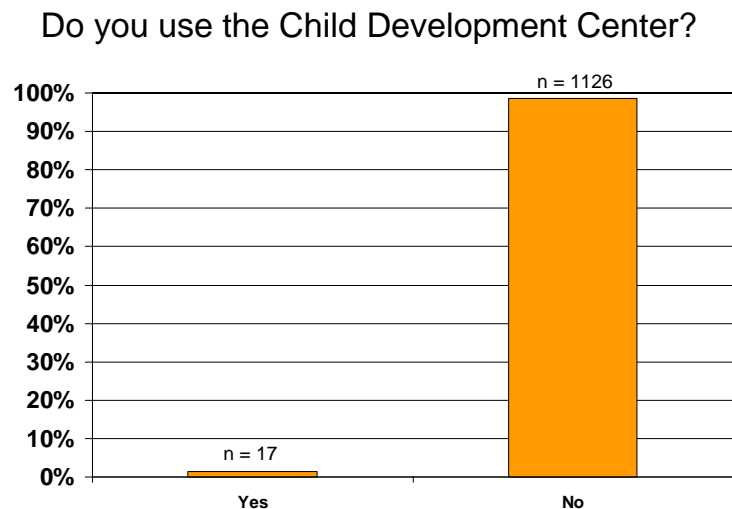
The majority of students responding to this question are satisfied/very satisfied with Financial Services (83.1%). The analysis of this question by school attended found a significant difference ( $p=.00$ ). Satisfaction ranges from 50.0% at the School of Public Health to 94.6 at the Dental Branch. There is also a significant difference ( $p=.00$ ) by age, which ranges from 45.5% among those age 35-44 years old to 100% among those 45-55 years old. There are no significant differences by gender, ethnicity or marital status.

### Work/Life

The majority of students responding to this question are satisfied/very satisfied with the Work/Life programs (86.5%). There is a significant difference ( $p=.03$ ) by age, which ranges from 50.0% among those 55 years or older to 100% among those 45-55 years old. There is also a significant difference ( $p=.04$ ) by ethnicity which ranges from 50.0% among Other students to 90.9% among Black/African American students. There are no significant differences by school attended, gender or marital status.

### Referral Services

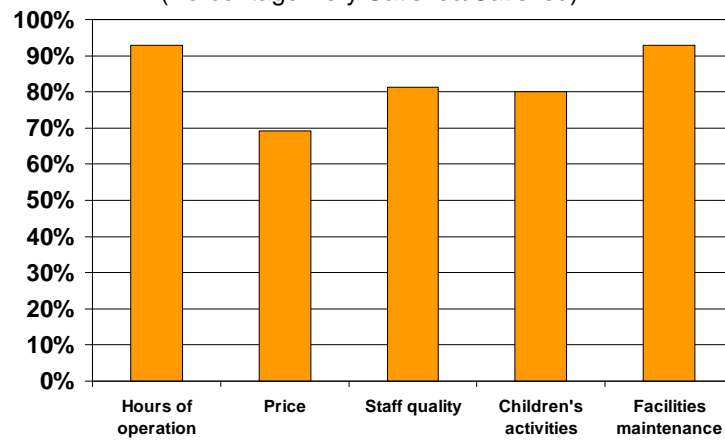
The majority of students responding to this question are satisfied/very satisfied with Referral Services (82.6%). There are no significant differences by school attended, age, gender, ethnicity or marital status.



### Do you use the Child Development Center?

Only 1.3% ( $n=17$ ) of students report using the Child Development Center. With such a low number of students reporting use, there is no significant difference by school attended, age, gender or ethnicity. The only significant difference ( $p=.00$ ) was found when analyzing the question by marital status. Married students used the Center significantly more than single students (3.5% vs. 0.2%).

How do you rate your satisfaction with the Child Development Center in the following areas:  
(Percentage Very Satisfied/Satisfied)

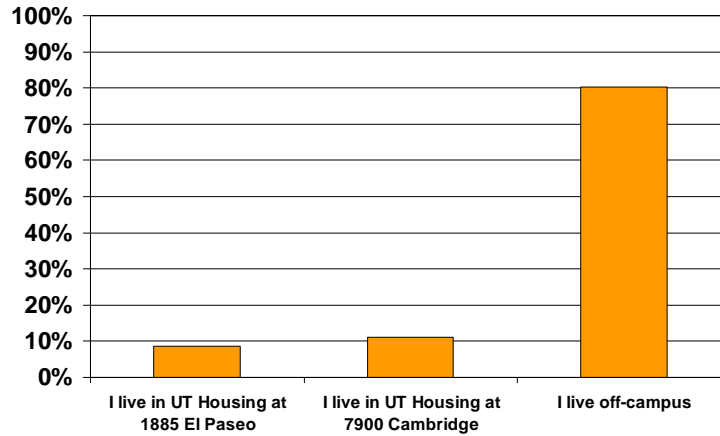


### Satisfaction with the Child Development Center

Among the 17 students who report using the Child Development Center: 92.9% report being satisfied/very satisfied with the hours of operation, 69.2% report satisfaction with the price of care, 81.3% report satisfaction with the quality of the staff, 80.0% report satisfaction with the children's activities, and 92.9% report satisfaction with maintenance of the facility.

## Housing and Recreation

Please indicate your housing arrangements



### Housing Arrangements

About 20% of students report living on-campus at either the El Paseo or Cambridge addresses. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The percentage of students living on-campus ranges from 4.5% at the School of Nursing to 31.3% at the Graduate School of Biomedical Sciences. Younger students are also significantly ( $p=.00$ ) more likely to live on-campus than their older peers. Males are significantly more likely to live on-campus than females (25.4% vs. 16.8%,  $p=.00$ ). Housing arrangements are also significantly different by ethnicity ( $p=.00$ ), with on-campus residency ranging from 12.7% among Blacks/African Americans to 50.0% among American Indians/Native Americans. Also, single students are significantly more likely to live on-campus than their married peers (23.2% vs. 15.6%,  $p=.00$ ).

How do you rate your satisfaction with the following aspects of the UT Apartments located at 7900 Cambridge?  
(Percentage Very Satisfied/Satisfied)



### Satisfaction with UT Apartments located at 7900 Cambridge

Among students rating their satisfaction with the UT Housing at 7900 Cambridge: 48.0% report being satisfied/very satisfied with availability, 79.9% report being satisfied/very satisfied with

the price of rent, 77.5% report being satisfied/very satisfied with security, 59.0% report being satisfied/very satisfied with maintenance, and 42.9% report satisfaction with renovations and improvements.

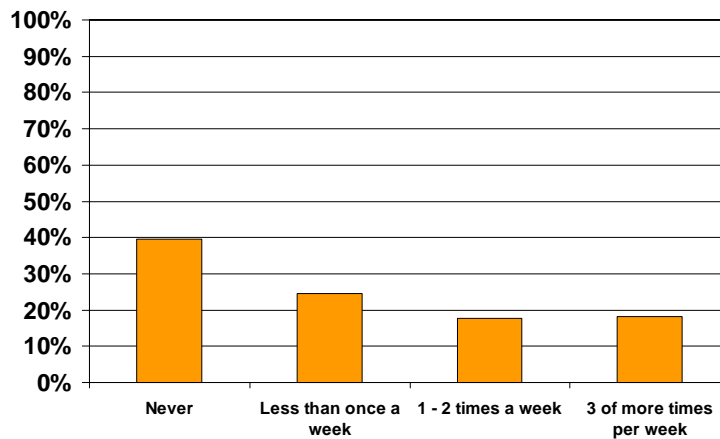
How do you rate your satisfaction with the following aspects of the UT Apartments located at 1885 El Paseo?  
(Percentage Very Satisfied/Satisfied)



### Satisfaction with UT Apartments located at 1885 El Paseo

Among students rating their satisfaction with the UT Housing at 1885 El Paseo: 46.2% report being satisfied/very satisfied with availability, 67.3% report being satisfied/very satisfied with the price of rent, 80.1% report being satisfied/very satisfied with security, 68.6% report being satisfied/very satisfied with maintenance, and 69.1% report satisfaction with renovations and improvements.

How often do you use the UTHSC-H Recreation Center?

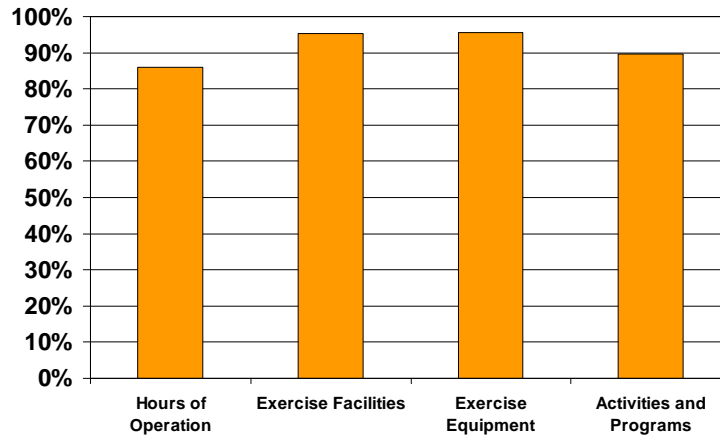


### Recreation Center Use

The majority of respondents visit the UT Recreation Center (60.5%), and 39.5% report never using it. The analysis of this question by school attended found a significant difference ( $p=.00$ ). The Medical School reports the largest percentage of users, with 25.3% of students visiting the Rec Center 3 or more times per week. There is also a significant difference ( $p=.00$ ) by age as students under 35 visit more often than those 35 and older. Males also visit the Rec Center

significantly more often than females ( $p=.00$ ). There is also a significant difference ( $p=.00$ ) by ethnicity, as Asian/Pacific Islander students visit the Rec Center most often. Single students visit significantly ( $p=.00$ ) more often than married students.

How do you rate your satisfaction with the  
UTHSC-H Recreation Center:  
(Percentage Very Satisfied/Satisfied)

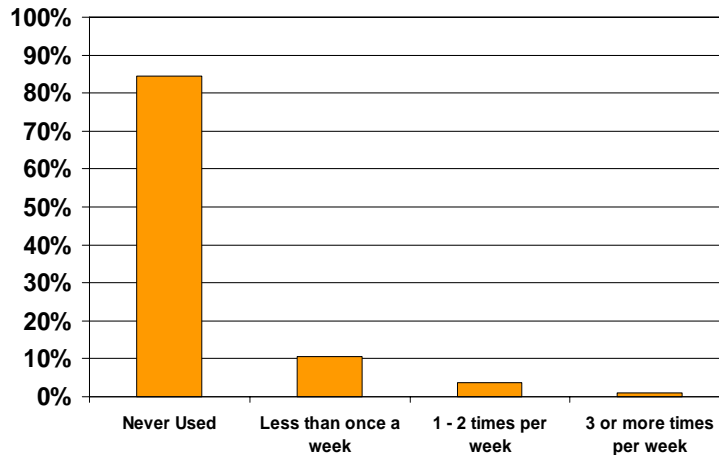


### Satisfaction with the UT Recreation Center

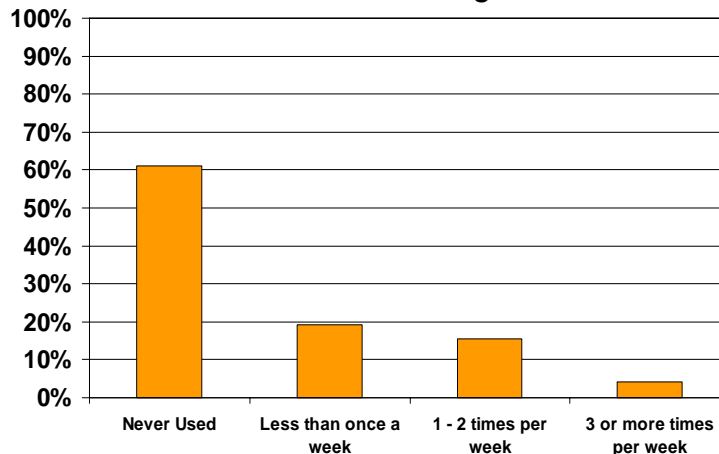
Among the students who rated their satisfaction with the UT Recreation Center: 86.0% report being satisfied/very satisfied with hours of operation, 95.3% report being satisfied/very satisfied with the exercise facilities, 95.6% report being satisfied/very satisfied with the exercise equipment, and 89.7% report satisfaction with the activities and programs.

## Food Service

How often do you use the Food Services at the School of Public Health?



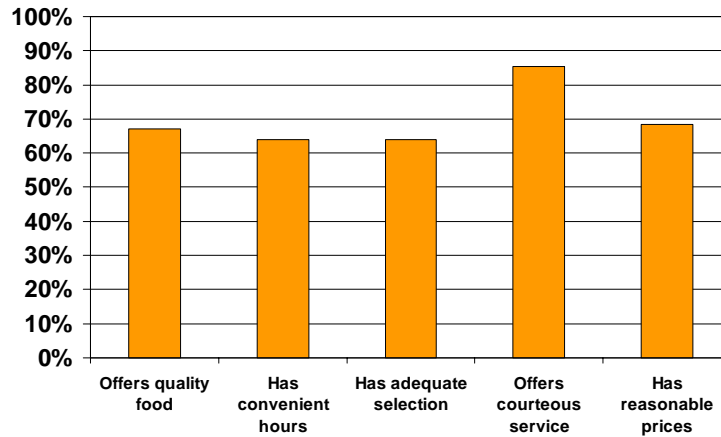
How often do you use the Food Services at the School of Nursing?



### How often do you use the following Food Services?

Among the students answering this question, 15.4% of students use the food services at the School of Public Health, and 38.8% report using the food services at the School of Nursing. No students responded to questions concerning food services at the M.D. Anderson Cafeteria, Medical Center Commons, HAM-TMC Coffee Bar or Vending Machines.

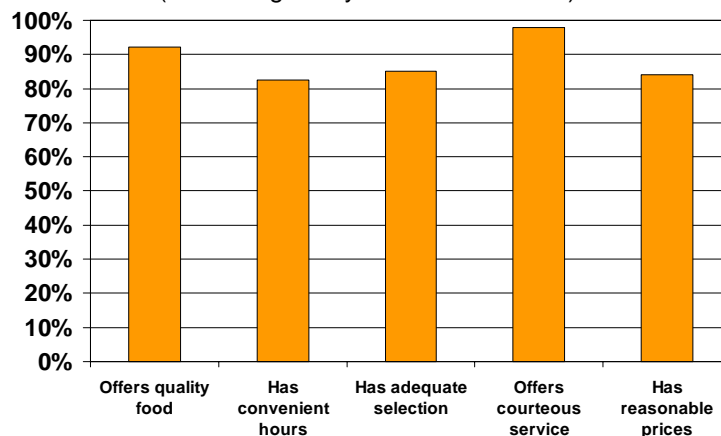
How do you rate your satisfaction with the following aspects of the School of Public Health Food Service?  
(Percentage Very Satisfied/Satisfied)



**Satisfaction with School of Public Health Food Services**

Among the students who rate their satisfaction with the School of Public Health Food Services: 67.0% are satisfied/very satisfied that quality food is offered, 63.9% are satisfied/very satisfied with the hours of operation, 64.0% are satisfied/very satisfied with the food selection, 85.4% are satisfied/very satisfied that the service is courteous, and 68.4% are satisfied/very satisfied with the price.

How do you rate your satisfaction with the following aspects of the School of Nursing Food Service?  
(Percentage Very Satisfied/Satisfied)



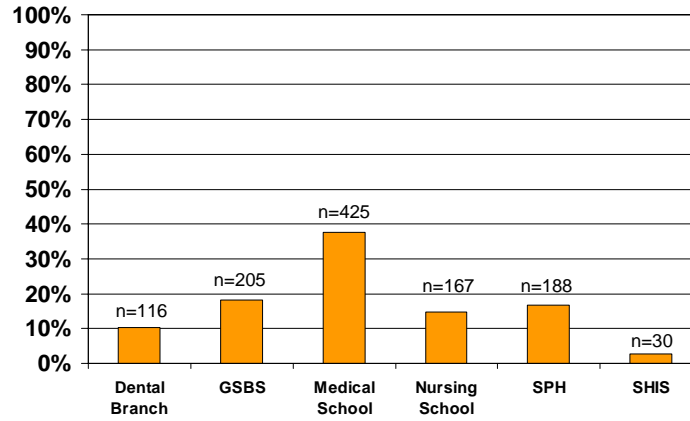
**Satisfaction with School of Nursing Food Services**

Among the students who rate their satisfaction with the School of Nursing Food Services: 92.1% are satisfied/very satisfied that quality food is offered, 82.5% are satisfied/very satisfied with the hours of operation, 85.2% are satisfied/very satisfied with the food selection, 97.8% are satisfied/very satisfied that the service is courteous, and 84.0% are satisfied/very satisfied with the price.

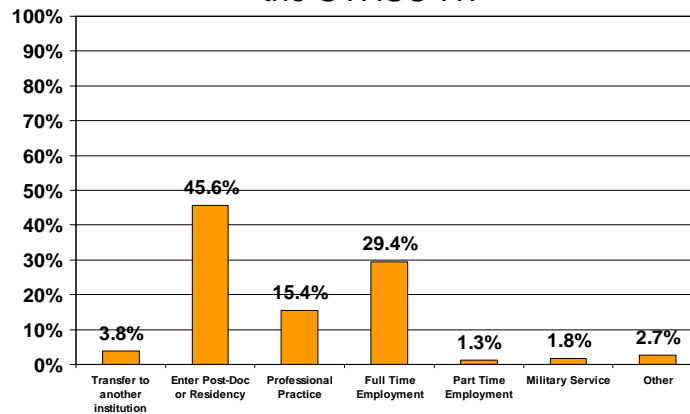
# **Appendix 1: Demographics**

## Demographics

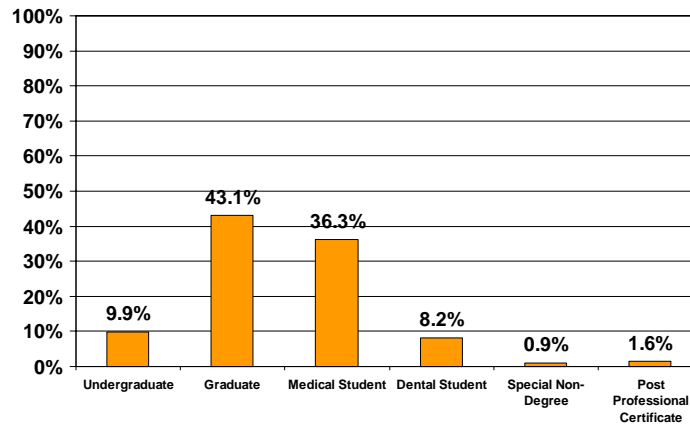
What UTHSC-H School do you attend?



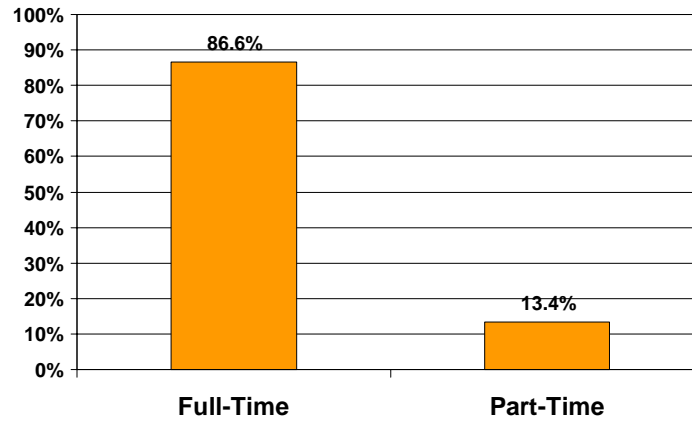
What are your goals after leaving the UTHSC-H?



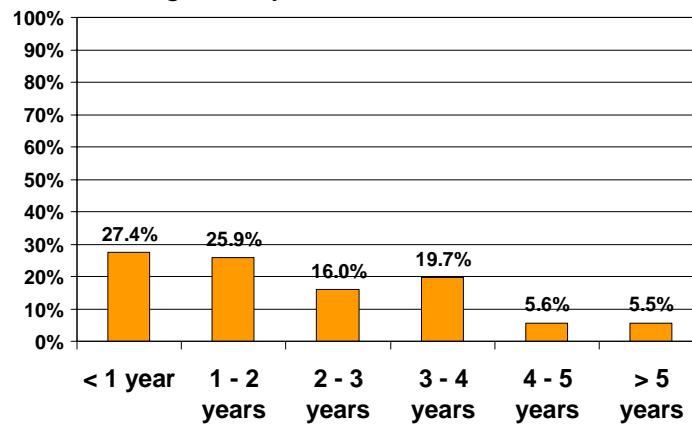
What is your Student Status?



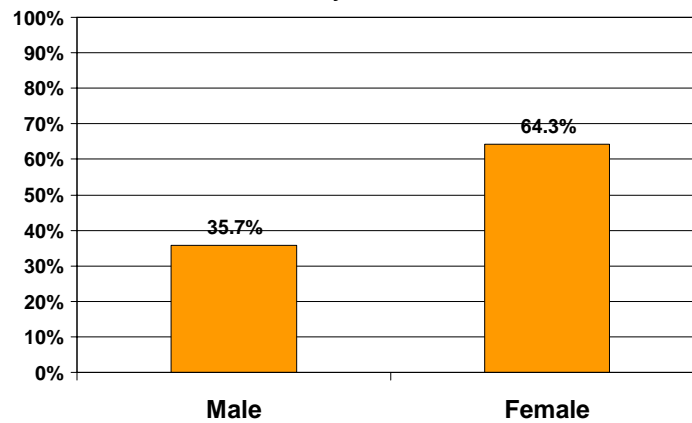
### What is your School Status?



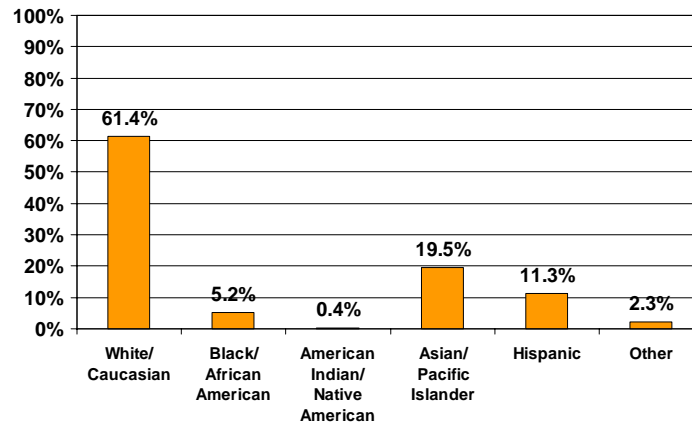
### How long have you attended The UTHSC-H?



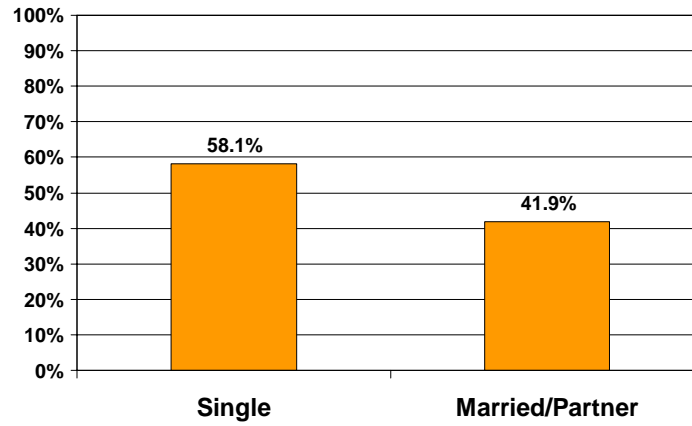
### What is your Gender?



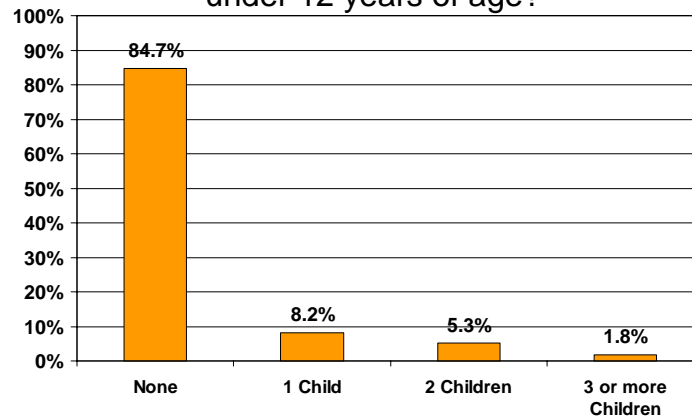
### What is your Ethnicity?



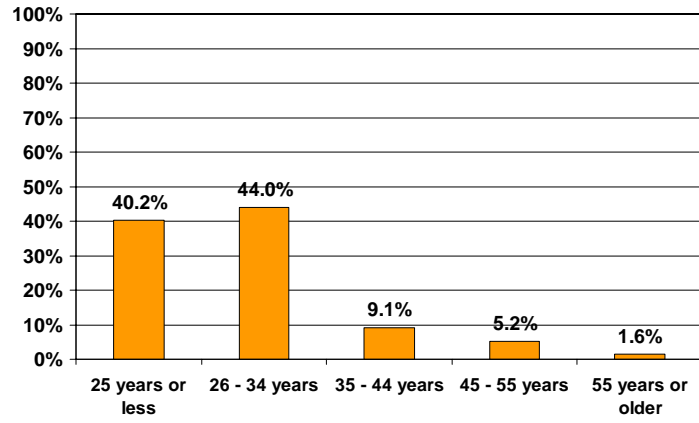
### What is your Marital Status?



### Do you have any children living with you under 12 years of age?



### What is your Age?



# **Student Perception Survey 2007**

## School Curriculum

1 In your **area of study**, how satisfied are you with:

1	2	3	4	5	N/A
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A

Quality of the Curriculum

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-----------------------

Quality of the Teaching

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-----------------------

Quality of Faculty Advising/Mentoring

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-----------------------

Quality of Classes

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-----------------------

Quality of Classes Available

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-----------------------

2 How satisfied are you that **student course evaluations** are:

1	2	3	4	5	N/A
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A

Available for Student Review

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-----------------------

Used Effectively by Faculty

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-----------------------

**3** For **your school**, indicate your overall satisfaction with the quality of:

1                      2                      3                      4                      5                      N/A  
 Very Satisfied      Satisfied              Neutral              Unsatisfied      Very Unsatisfied

Faculty

1       2       3       4       5     

Staff

1       2       3       4       5     

Administration

1       2       3       4       5     

Teaching Assistants/Graduate Assistants/House Staff

1       2       3       4       5     

**4** How satisfied are you that the education you are receiving at the UTHSC-H is **preparing you to accomplish your goals?**

1                      2                      3                      4                      5                      N/A  
 Very Satisfied      Satisfied              Neutral              Unsatisfied      Very Unsatisfied

1       2       3       4       5     

**5** How satisfied are you with the **support** you have received from **your school's:**

1                      2                      3                      4                      5                      N/A  
 Very Satisfied      Satisfied              Neutral              Unsatisfied      Very Unsatisfied

Faculty

1       2       3       4       5     

Student Affairs Office

1       2       3       4       5

## Institutional and School Services and Programs

6

**FINANCIAL AID:**

Please indicate your satisfaction with the following:

1	2	3	4	5	N/A
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	

**Financial Aid: Availability**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

**Financial Aid: Access to Information**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

**Financial Aid: Availability of Scholarships**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

**Career Counseling Information: Availability**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

**Career Counseling Information: Quality**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

7

**FACILITIES:**

Please indicate your satisfaction with the following:

1	2	3	4	5	N/A
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	

**Classroom: Adequacy**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

**Classroom: A V Equipment**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

**Classroom: Maintenance**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

**Classroom: Housekeeping**

1	2	3	4	5	<input type="checkbox"/>
---	---	---	---	---	--------------------------

**Study Areas: Adequacy**

1     2     3     4     5   

**Study Areas: Hours**

1     2     3     4     5   

**School Maintenance**

1     2     3     4     5   

**School Housekeeping**

1     2     3     4     5   

**Access for People with Disabilities**

1     2     3     4     5   

**8 TECHNOLOGY:**

Please indicate your satisfaction with the following:

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral              Unsatisfied        Very Unsatisfied

**Computers: Adequacy**

1     2     3     4     5   

**Computers: Availability**

1     2     3     4     5   

**Computers: Maintenance**

1     2     3     4     5   

**Computers: Support**

1     2     3     4     5   

**Computers Connectivity**

1     2     3     4     5   

**Laboratories: Quality of the Equipment**

1     2     3     4     5   

**Laboratories: Safety**

1     2     3     4     5

9

**AUXILIARY SERVICES:**

Please indicate your satisfaction with the following:

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral            Unsatisfied    Very Unsatisfied

**Card Operated Copiers and Printers: Availability**

1       2       3       4       5     

**Card Operated Copiers and Printers: Reliability**

1       2       3       4       5     

**UTHSC-H Shuttle Bus: Schedule Reliability**

1       2       3       4       5     

**UTHSC-H Shuttle Bus: Satisfaction with Schedule**

1       2       3       4       5     

**UTHSC-H Shuttle Bus: Safety of the Shuttles**

1       2       3       4       5     

**UTHSC-H Shuttle Bus: Safety of Shuttle Drivers**

1       2       3       4       5     

**Parking: Availability**

1       2       3       4       5     

**Parking: Cost**

1       2       3       4       5     

**Security: In your school**

1       2       3       4       5     

**Security: Around the UT Campus**

1       2       3       4       5     

**Emergency Communications and your knowledge of:  
 Around the UT Campus**

1       2       3       4       5     

**Emergency Communications and your knowledge of: Severe  
 Weather Procedures**

1       2       3       4       5

**10 STUDENT RELATED PROGRAMS AND SERVICES:**

Please indicate your satisfaction with the following:

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied           Neutral            Unsatisfied    Very Unsatisfied

\_\_\_\_\_  
 New Student Orientation

1       2       3       4       5     

\_\_\_\_\_  
 School Catalogs

1       2       3       4       5     

\_\_\_\_\_  
 UTHSC-H Student Online Newspaper (**Student Pulse**)

1       2       3       4       5     

\_\_\_\_\_  
 UTHSC-H Student Guide

1       2       3       4       5     

\_\_\_\_\_  
 UTHSC-H activities posted on the **UT-Houston** website

1       2       3       4       5     

\_\_\_\_\_  
 UTHSC-H activities/information posted on **your school** website

1       2       3       4       5     

## Student Activities and Programs

**11 STUDENT SUPPORT:**

Please indicate your satisfaction with the following:

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied           Neutral            Unsatisfied    Very Unsatisfied

\_\_\_\_\_  
 Registrar's Office

1       2       3       4       5     

\_\_\_\_\_  
 Office of Student Accounts

1       2       3       4       5     

\_\_\_\_\_  
 Financial Aid Office

1       2       3       4       5

International Office

1     2     3     4     5   

Human Resources

1     2     3     4     5   

Auxiliary Services

1     2     3     4     5   

**12 INSURANCE:**  
How are you insured for major medical coverage?

- Through your own job insurance
- Through your spouse/family insurance plan
- Through the required Student Insurance (Mega Life Insurance)

**13 INSURANCE:**  
How satisfied are you with your current medical coverage?

1                      2                      3                      4                      5                      N/A  
Very Satisfied    Satisfied            Neutral              Unsatisfied        Very Unsatisfied

1     2     3     4     5   

## Student Governance

**14** Are you aware of the University Student Governance Body: **The Student InterCouncil**?

YES     NO

**15** How aware are you of the Student InterCouncil's Activities?

1                      2                      3                      4                      5                      N/A  
Very Aware        Aware                Neutral              Unaware            Very Unaware

1     2     3     4     5   

**16** How satisfied are you with the Student InterCouncil?

1                      2                      3                      4                      5

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17 Are you aware of your school based Student Government Representatives?

<input type="radio"/> YES	<input type="radio"/> NO
---------------------------	--------------------------

18 How aware are you of school based Student Government sponsored activities?

1 Very Aware	2 Aware	3 Neutral	4 Unaware	5 Very Unaware	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19 How satisfied are you with school based Student Government?

1 Very Satisfied	2 Satisfied	3 Neutral	4 Unsatisfied	5 Very Unsatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Bookstores

20 Please indicate your satisfaction with the **UTHSC-H Bookstore located in the *Medical School Building***.

1 Very Satisfied	2 Satisfied	3 Neutral	4 Unsatisfied	5 Very Unsatisfied	N/A
<hr/>					
Has required books in stock					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<hr/>					
Is open at convenient hours					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<hr/>					
Provides efficient service					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<hr/>					
Has reasonable pricing					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Availability On-line

1     2     3     4     5   

Has required equipment in stock

1     2     3     4     5   

**20** Please indicate your satisfaction with the **UTHSC-H Bookstore** located in the **Dental Branch Building**.

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral              Unsatisfied        Very Unsatisfied

Has required books in stock

1     2     3     4     5   

Is open at convenient hours

1     2     3     4     5   

Provides efficient service

1     2     3     4     5   

Has reasonable pricing

1     2     3     4     5   

Has required equipment in stock

1     2     3     4     5   

**22** Please indicate your satisfaction with the **UTHSC-H Bookstore** located in the **School of Nursing Building**.

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral              Unsatisfied        Very Unsatisfied

Has required books in stock

1     2     3     4     5   

Is open at convenient hours

1     2     3     4     5   

Provides efficient service

1     2     3     4     5   

Has reasonable pricing

1     2     3     4     5

Has required equipment in stock

1
  2
  3
  4
  5

## Libraries

**Please rate the facilities you use most often**

**23** Please indicate your satisfaction with the:  
**HAM-TMC Library.**

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral              Unsatisfied        Very Unsatisfied

Access to Journals and Databases

1
  2
  3
  4
  5

Reference Assistance

1
  2
  3
  4
  5

Library Classes (PubMed, Medline)

1
  2
  3
  4
  5

Computer Facilities

1
  2
  3
  4
  5

Provides Environment for Study

1
  2
  3
  4
  5

**24** Please indicate your satisfaction with the:  
**Dental Branch Library and LRC.**

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral              Unsatisfied        Very Unsatisfied

Access to Journals and Databases

1
  2
  3
  4
  5

Reference Assistance

1
  2
  3
  4
  5

Library Classes (PubMed, Medline)

1
  2
  3
  4
  5

Computer Facilities

1   
  2   
  3   
  4   
  5   

Provides Environment for Study

1   
  2   
  3   
  4   
  5   

**25** Please indicate your satisfaction with the:  
**Medical School LRC.**

1                      2                      3                      4                      5  
 Very Satisfied    Satisfied            Neutral            Unsatisfied    Very Unsatisfied    N/A

Access to Journals and Databases

1   
  2   
  3   
  4   
  5   

Reference Assistance

1   
  2   
  3   
  4   
  5   

Library Classes (PubMed, Medline)

1   
  2   
  3   
  4   
  5   

Computer Facilities

1   
  2   
  3   
  4   
  5   

Provides Environment for Study

1   
  2   
  3   
  4   
  5   

**26** Please indicate your satisfaction with the:  
**School of Nursing CIT.**

1                      2                      3                      4                      5  
 Very Satisfied    Satisfied            Neutral            Unsatisfied    Very Unsatisfied    N/A

Access to Journals and Databases

1   
  2   
  3   
  4   
  5   

Reference Assistance

1   
  2   
  3   
  4   
  5   

Library Classes (PubMed, Medline)

1   
  2   
  3   
  4   
  5

Computer Facilities

1   
  2   
  3   
  4   
  5   

Provides Environment for Study

1   
  2   
  3   
  4   
  5   

**27** Please indicate your satisfaction with the:  
**School of Public Health Library.**

1                      2                      3                      4                      5  
 Very Satisfied    Satisfied    Neutral    Unsatisfied    Very Unsatisfied    N/A

Access to Journals and Databases

1   
  2   
  3   
  4   
  5   

Reference Assistance

1   
  2   
  3   
  4   
  5   

Library Classes (PubMed, Medline)

1   
  2   
  3   
  4   
  5   

Computer Facilities

1   
  2   
  3   
  4   
  5   

Provides Environment for Study

1   
  2   
  3   
  4   
  5   

**28** Please indicate your satisfaction with the:  
**M.D. Anderson Library.**

1                      2                      3                      4                      5  
 Very Satisfied    Satisfied    Neutral    Unsatisfied    Very Unsatisfied    N/A

Access to Journals and Databases

1   
  2   
  3   
  4   
  5   

Reference Assistance

1   
  2   
  3   
  4   
  5   

Library Classes (PubMed, Medline)

1   
  2   
  3   
  4   
  5

Computer Facilities

1   
  2   
  3   
  4   
  5   

Provides Environment for Study

1   
  2   
  3   
  4   
  5   

## Student Health, Student Assistance and Child Care

29 How often do you use the **UT Student Health Clinic** *per year*. This Clinic is located at 510 UTPB.

- Never Used
- Once per year
- 2 - 5 times per year
- More than 5 times per year

30 How aware are you of the Student InterCouncil's Activities?

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral            Unsatisfied    Very Unsatisfied

Prompt Service

1   
  2   
  3   
  4   
  5   

Quality Medical Care

1   
  2   
  3   
  4   
  5   

Convenient Hours

1   
  2   
  3   
  4   
  5   

Quality Medical Care

1   
  2   
  3   
  4   
  5   

31 How aware are you of the following student assistance services?

1                      2                      3                      4                      5                      N/A  
 Very Aware        Aware                Neutral            Unaware        Very Unaware

1   
  2   
  3   
  4   
  5   

UT Counseling Services

1   
  2   
  3   
  4   
  5

Legal Services

1     2     3     4     5   

Financial Services

1     2     3     4     5   

Work/Life

1     2     3     4     5   

Referral Services

1     2     3     4     5   

**32** How satisfied are you that **UT Counseling Services** provided:

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral              Unsatisfied        Very Unsatisfied

Courteous and caring service

1     2     3     4     5   

Quality mental health care

1     2     3     4     5   

Sufficient length of service

1     2     3     4     5   

**33** How do you rate your **satisfaction** with the following services?

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral              Unsatisfied        Very Unsatisfied

Legal Services

1     2     3     4     5   

Financial Services

1     2     3     4     5   

Work/Life

1     2     3     4     5   

Referral Services

1     2     3     4     5

**34** Do you use the **Child Development Center**?

YES  NO

**35** How do you rate your **satisfaction** with the **Child Development Center** in the following areas:

1                      2                      3                      4                      5  
 Very Satisfied    Satisfied            Neutral            Unsatisfied        Very Unsatisfied

\_\_\_\_\_

1     2     3     4     5   

Hours of operation

1     2     3     4     5   

Price

1     2     3     4     5   

Staff quality

1     2     3     4     5   

Children's activities

1     2     3     4     5   

Facility maintenance

1     2     3     4     5   

## Housing and Recreation Center

**36** Please indicate your housing arrangement:

I live in UT Housing located at  
1885 El Paseo

I live in UT Housing located at  
7900 Cambridge

I live off-campus

\_\_\_\_\_

1                                       2                                       3

Hours of operation

1     2     3     4     5

**37** How do you rate your **satisfaction** with the following aspects of the UT Apartments located at **7900 Cambridge**?

1                      2                      3                      4                      5  
 Very Satisfied    Satisfied            Neutral            Unsatisfied       Very Unsatisfied

\_\_\_\_\_

1       2       3       4       5     

Availability

1       2       3       4       5     

Price of rent

1       2       3       4       5     

Security

1       2       3       4       5     

Maintenance of units

1       2       3       4       5     

Renovations and Improvements

1       2       3       4       5     

**38** How do you rate your **satisfaction** with the following aspects of the UT Apartments located at **1885 El Paseo**?

1                      2                      3                      4                      5  
 Very Satisfied    Satisfied            Neutral            Unsatisfied       Very Unsatisfied

\_\_\_\_\_

1       2       3       4       5     

Availability

1       2       3       4       5     

Price of rent

1       2       3       4       5     

Security

1       2       3       4       5     

Maintenance of units

1       2       3       4       5

Renovations and Improvements

1
  2
  3
  4
  5

39 How often do you use the UTHSC-H Recreation Center (7779 Knight Road)?

- Never
- Less than once a week
- 1 - 2 a week
- 3 or more time per week

40 How do you rate your **satisfaction** with the following aspects of the **UT Recreation Center**?

1 Very Satisfied    2 Satisfied    3 Neutral    4 Unsatisfied    5 Very Unsatisfied

1
  2
  3
  4
  5

Hours of Operation

1
  2
  3
  4
  5

Exercise Facilities

1
  2
  3
  4
  5

Exercise Equipment

1
  2
  3
  4
  5

Activities and Programs

1
  2
  3
  4
  5

## Food Service

41 How **often** do you use the following **Food Services**?

1 Never Used    2 Less than once a week    3 1 - 2 times per week    4 3 or more times per week    N/A

School of Public Health Food Service

1
  2
  3
  4

School of Nursing Food Service

1       2       3       4     

M.D. Anderson Cafeteria

1       2       3       4     

Texas Medical Center Commons

1       2       3       4     

HAM-TMC Coffee Bar

1       2       3       4     

Vending Machines

1       2       3       4     

**42** How do you rate your **satisfaction** with the following aspects of the **School of Public Health Food Service?**

1                      2                      3                      4                      5                      N/A  
 Very Satisfied    Satisfied            Neutral            Unsatisfied       Very Unsatisfied

1       2       3       4       5     

Offers quality food

1       2       3       4       5     

Has convenient hours

1       2       3       4       5     

Has adequate selection

1       2       3       4       5     

Offers courteous service

1       2       3       4       5     

Has reasonable prices

1       2       3       4       5     

**43** How do you rate your **satisfaction** with the following aspects of the **School of Nursing Food Service?**

	1	2	3	4	5	N/A
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	
_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers quality food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has convenient hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has adequate selection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers courteous service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has reasonable prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**44** How do you rate your **satisfaction** with the following aspects of the **M.D. Anderson Cafeteria?**

	1	2	3	4	5	N/A
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	
_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers quality food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has convenient hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has adequate selection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers courteous service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has reasonable prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**45** How do you rate your **satisfaction** with the following aspects of the **M.D. Anderson Cafeteria?**

	1 Very Satisfied	2 Satisfied	3 Neutral	4 Unsatisfied	5 Very Unsatisfied	N/A
_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers quality food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has convenient hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has adequate selection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers courteous service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has reasonable prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**46** How do you rate your **satisfaction** with the following aspects of the **HAM-TMC Library Coffee Bar?**

	1 Very Satisfied	2 Satisfied	3 Neutral	4 Unsatisfied	5 Very Unsatisfied	N/A
_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers quality food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has convenient hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has adequate selection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers courteous service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has reasonable prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**47** How do you rate your **satisfaction** with the following aspects of the **Vending Machines**?

	1 Very Satisfied	2 Satisfied	3 Neutral	4 Unsatisfied	5 Very Unsatisfied	N/A
_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers quality food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has convenient hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are located in convenient places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have adequate selection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work reliably	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have reasonable prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Demographics

The following questions will be used for statistical purposes only.

**48** What **UTHSC-H School** do you attend?

- Dental Branch
- Graduate School of Biomedical Sciences
- Medical School
- Nursing School
- School of Public Health
- School of Health Information Sciences

---

49 What are your **goals after leaving** The UTHSC-H?

- Transfer to another educational institution
- Enter a Post-Doc/Residency Program
- Professional Practice
- Full Time Employment
- Part Time Employment
- Military Service
- Other, please specify

50 What is your **Student Status**?

- Undergraduate
- Graduate (Master's and Doctorate)
- Medical Student
- Dental Student
- Special Non-Degree
- Post Professional Certificate

---

51 What is your **School Status**?

- Full-Time
- Part-Time

---

52 How **long** have you attended The UTHSC-H?

- Less than a year
- More than a year but less than two
- More than two years but less than three
- More than three years but less than four
- More than four years but less than five
- More than five years

---

53 What is your **gender**?

- Male
  - Female
- 
-

---

54 What is your **ethnicity**?

- Black/African American
- American Indian/Native American
- Asian/Pacific Islander
- Hispanic
- White/Caucasian
- Other, please specify

---

---

55 What is your **marital status**?

- Single
- Married/Partnered

---

56 What is your **age**?

- 25 years or less
- 26 - 34 years
- 35 - 44 years
- 45 - 55 years
- 55 years or older

57 Do you have any children **living with you under 12 years of age**?

- None
- 1 Child
- 2 Children
- 3 or more children

---

55 What is your **marital status**?

- Single
- Married/Partnered

---

56 What is your **age**?

- 25 years or less
- 26 - 34 years
- 35 - 44 years
- 45 - 55 years
- 55 years or older

57 Do you have any children **living with you under 12 years of age**?

- None
- 1 Child
- 2 Children
- 3 or more children

---

## Final Comments

---

- 58** Please list in descending order the five(5) issues or services that you think The UTHSC-H should focus on in the future to **improve the educational experience for students**.

1st	<input type="text"/>
2nd	<input type="text"/>
3rd	<input type="text"/>
4th	<input type="text"/>
5th	<input type="text"/>

- 
- 59** Please add any comments you may have concerning your educational experience at The UTHSC-H.