



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER.
EL PASO

Office of Institutional Research *and* Effectiveness

Office of Institutional Research and Effectiveness

2019 TTUHSC El Paso Staff Satisfaction Survey

Results Summary

Note: This report is for internal TTUHSC El Paso use only. The descriptive statistics were not analyzed for statistical significance; therefore, results may not be generalizable. All results should be interpreted with caution.

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Executive Summary

Response Rate

- **776 respondents out of 1623 staff members**
- **48% response rate**

Respondent Demographics

The 2019 TTUHSC EL Paso Staff Satisfaction Survey was conducted over the course of six weeks in April and May 2019. A link to the online survey was distributed via email to all staff on the employee distribution list (n=1623). A total of 776 staff self-selected to complete the survey (47.8% response rate), and 516 participants completed all items (66.5% completion rate). Participants were informed of the voluntary nature of the survey and were assured as to the anonymity of their responses. 40.1% of respondents were primarily affiliated with TTUHSC El Paso at the institutional level. 33.8% selected the Paul L. Foster School of Medicine (PLFSOM), 3.3% selected the Gayle Greve Hunt School of Nursing (GGHSON), and 1.4% selected the Graduate School of Biomedical Sciences (GSBS) as their primary TTUHSC El Paso school affiliation.

Method

In order to determine the survey population, an active staff report was generated from Banner HR in April 2019 by staff at the Office of Institutional Research and Effectiveness (OIRE).

Survey questions were originally developed by Texas Tech University Health Sciences Center Lubbock and modified for TTUHSC El Paso in 2015. Modifications were based on a review of surveys used by other institutions of higher education, as well as input from departments across TTUHSC El Paso. The final survey was reviewed and approved by the President of TTUHSC El Paso.

The survey was administered via the subscription service Qualtrics, an online service software that provides an external online site for the development and delivery of the survey. Qualtrics provides an anonymous link to the survey, which was included in the email sent to all staff on the TTUHSC El Paso employee distribution lists. The anonymous link does not collect any personal information on the participant and cannot be linked to an individual IP address. Respondents return their online surveys to Qualtrics.com and the de-identified data is warehoused at this site. Secured access to the data is available to OIRE staff via user authentication. One reminder email was sent out weekly for a period of six weeks, in order to bolster response rate. Descriptive analysis of the data was conducted in May 2019; a qualitative analysis was conducted in May and June 2019. All data is reported in aggregate format. Overall results less than a value of

five were not reported in order to maintain the confidentiality of responses. Combined levels of dissatisfaction or disagreement at or above 25% are highlighted in yellow in the tables.

The descriptive statistics presented in this report were not analyzed for statistical significance; therefore, results may not be generalizable. All results should be interpreted with caution.

Highlights

- 96% of respondents reported they were proud to be part of TTUHSC El Paso
- 94% of respondents reported they think TTUHSC El Paso is following its mission
- 92% of respondents reported they were satisfied with working at TTUHSC El Paso
- 83% of respondents reported overall they were satisfied with institutional leadership
- 41.9% of respondents reported they are likely to leave TTUHSC El Paso in the next three years
 - Top three reasons marked as “To a great extent” for leaving:
 - To enhance career (69.5%)
 - To increase salary (67.1%)
 - To find a more supportive work environment (45.2%)

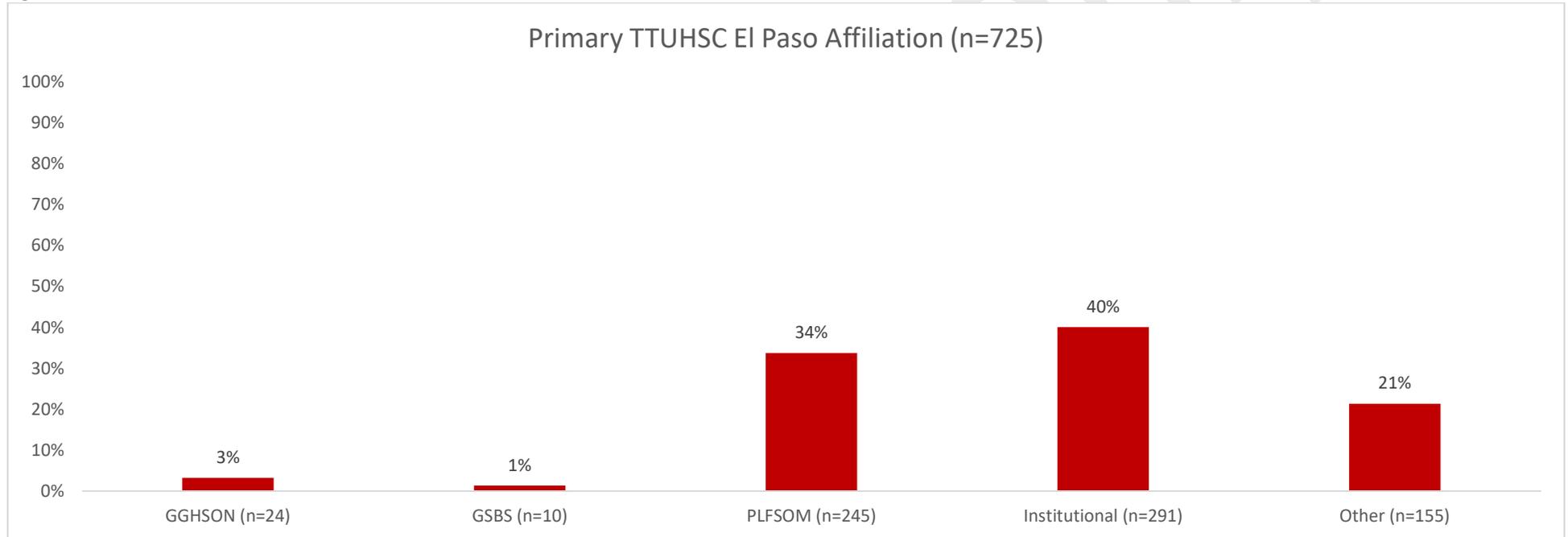
Items with combined levels of dissatisfaction or disagreement at or above 25%

Item	% of Dissatisfaction or Disagreement
There is a sense that we're all on the same team at TTUHSC El Paso.	27.3%
Staff members are given opportunities to evaluate TTUHSC El Paso senior leadership.	38.3%
I have a voice in decision-making that affects the direction of my department.	25.4%
My department has adequate staff to achieve its goals.	29.1%
Promotions in my department are based on a person's performance.	30.8%
Salary/compensation	29.3%
Salary raises	44.0%
Clarity of the merit pay process	36.1%
Criteria used to reach merit pay	34.3%
Availability of parking	39.3%
Adequate food options on campus	56.1%
Adequate space for social interaction (e.g. lounges, group rooms, etc.)	31.3%
Adequate space for eating/storing food (e.g. kitchens, breakrooms)	27.6%
Adequate indoor sitting areas	27.0%
Adequate outdoor sitting areas (e.g. patios)	28.8%
Prospect of career advancement	28.5%

Affiliation

Q1 Indicate your PRIMARY TTUHSC El Paso affiliation

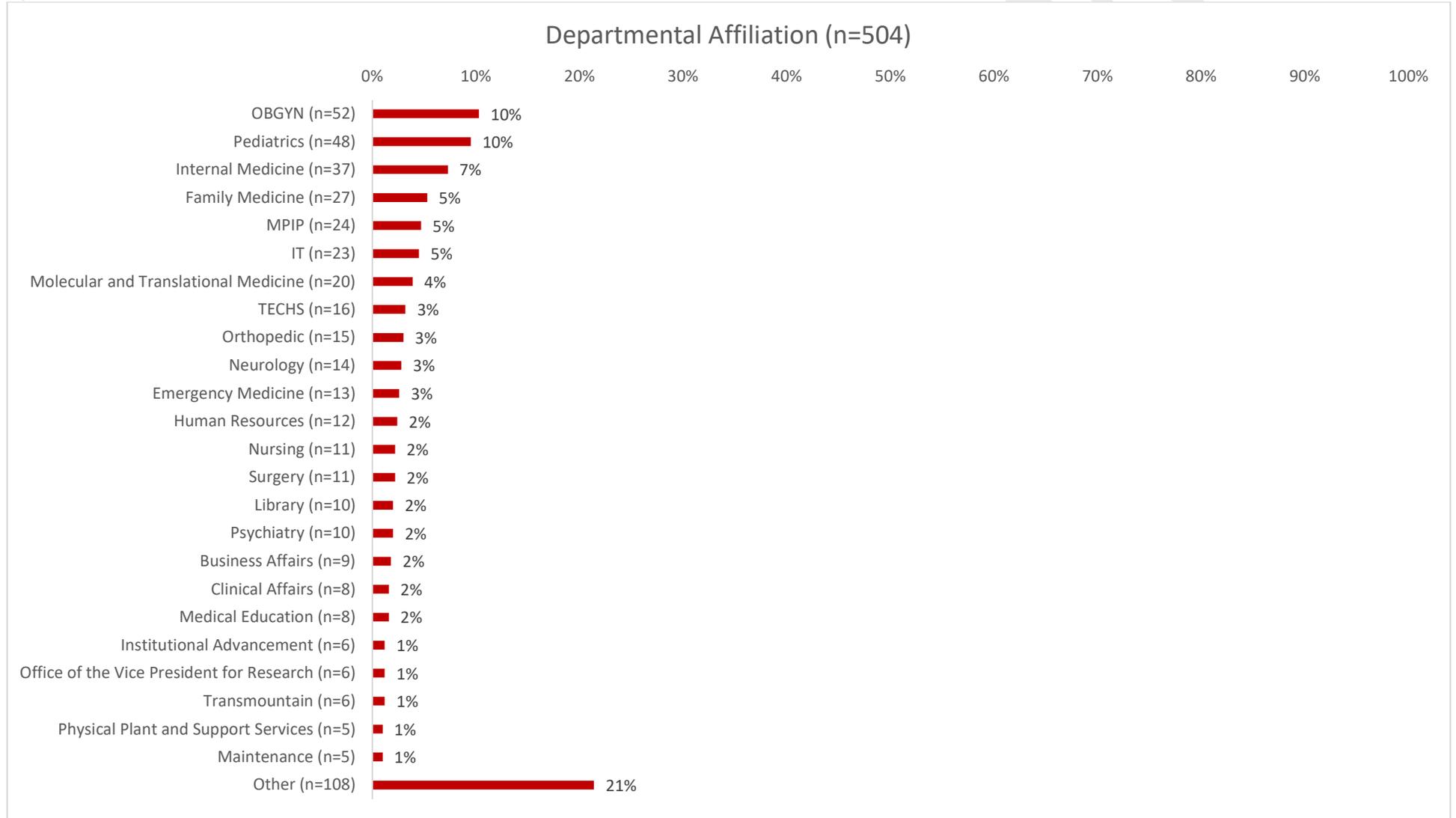
Figure 1



Answer	%	Count
GGHSON	3.3%	24
GSBS	1.4%	10
PLFSOM	33.8%	245
Institutional	40.1%	291
Other	21.4%	155
Total	100%	725

Q2 With which department are you affiliated? (Optional write-in response)

Figure 2



2019 Staff Satisfaction Survey
Results Summary

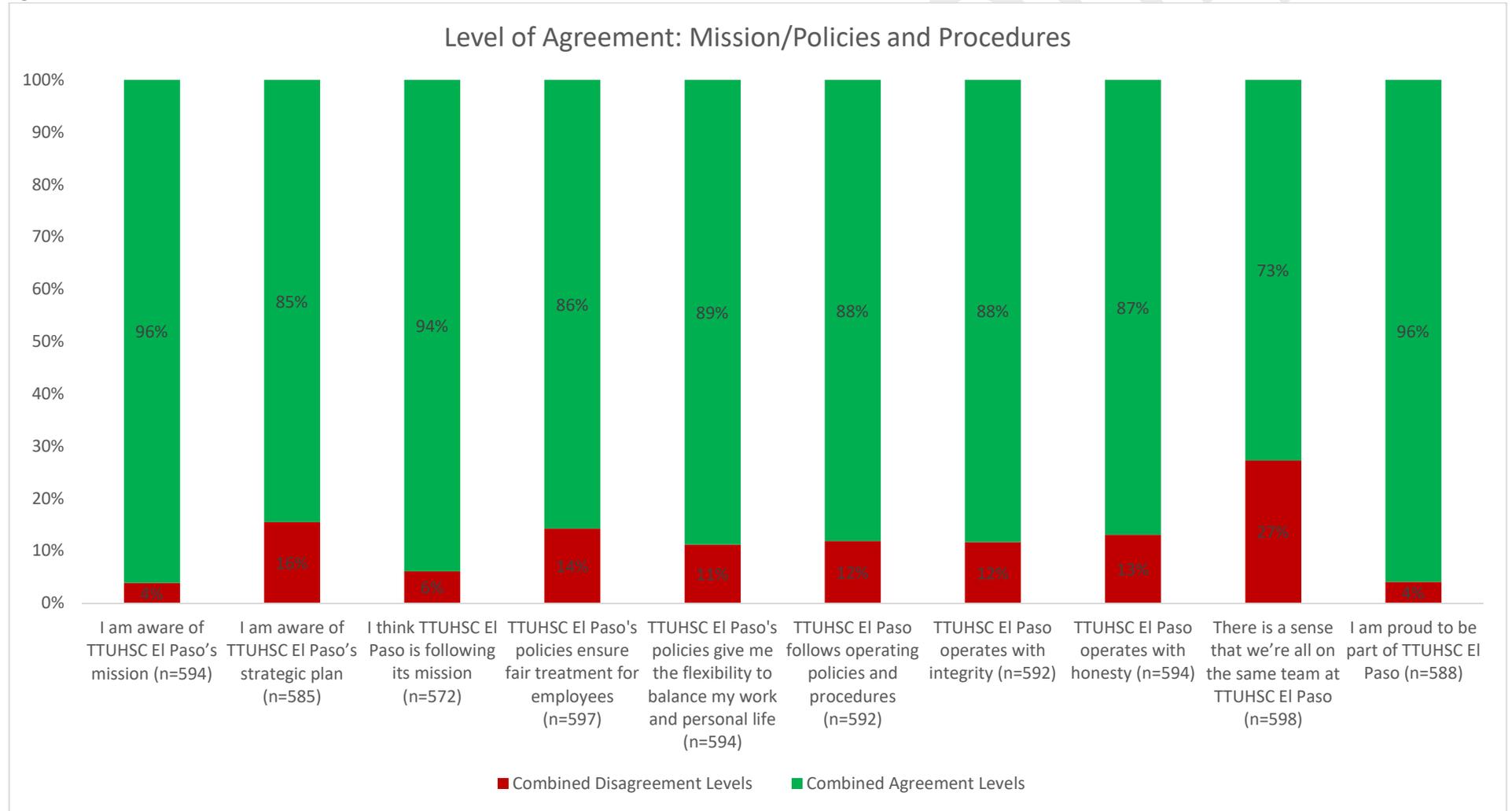
Answer	%	Count
OBGYN	10.3%	52
Pediatrics	9.5%	48
Internal Medicine	7.3%	37
Family Medicine	5.3%	27
MPIP	4.7%	24
IT	4.5%	23
Molecular and Translational Medicine	3.9%	20
TECHS	3.2%	16
Orthopedic	3.0%	15
Neurology	2.8%	14
Emergency Medicine	2.6%	13
Human Resources	2.4%	12
Nursing	2.2%	11
Surgery	2.2%	11
Library	2.0%	10
Psychiatry	2.0%	10
Business Affairs	1.8%	9
Clinical Affairs	1.6%	8
Medical Education	1.6%	8
Institutional Advancement	1.2%	6
Office of the Vice President for Research	1.2%	6
Transmountain	1.2%	6
Physical Plant and Support Services	1.0%	5
Maintenance	1.0%	5
Other	21.4%	108
Total		504

**Note: Departments with less than five respondents are included in the "Other" category in order maintain confidentiality of respondents. Departments listed were derived from open field responses and may not be reflective of official departments.*

Institution

Q3 Please indicate your level of agreement with each of the following statements about TTUHSC El Paso:

Figure 3



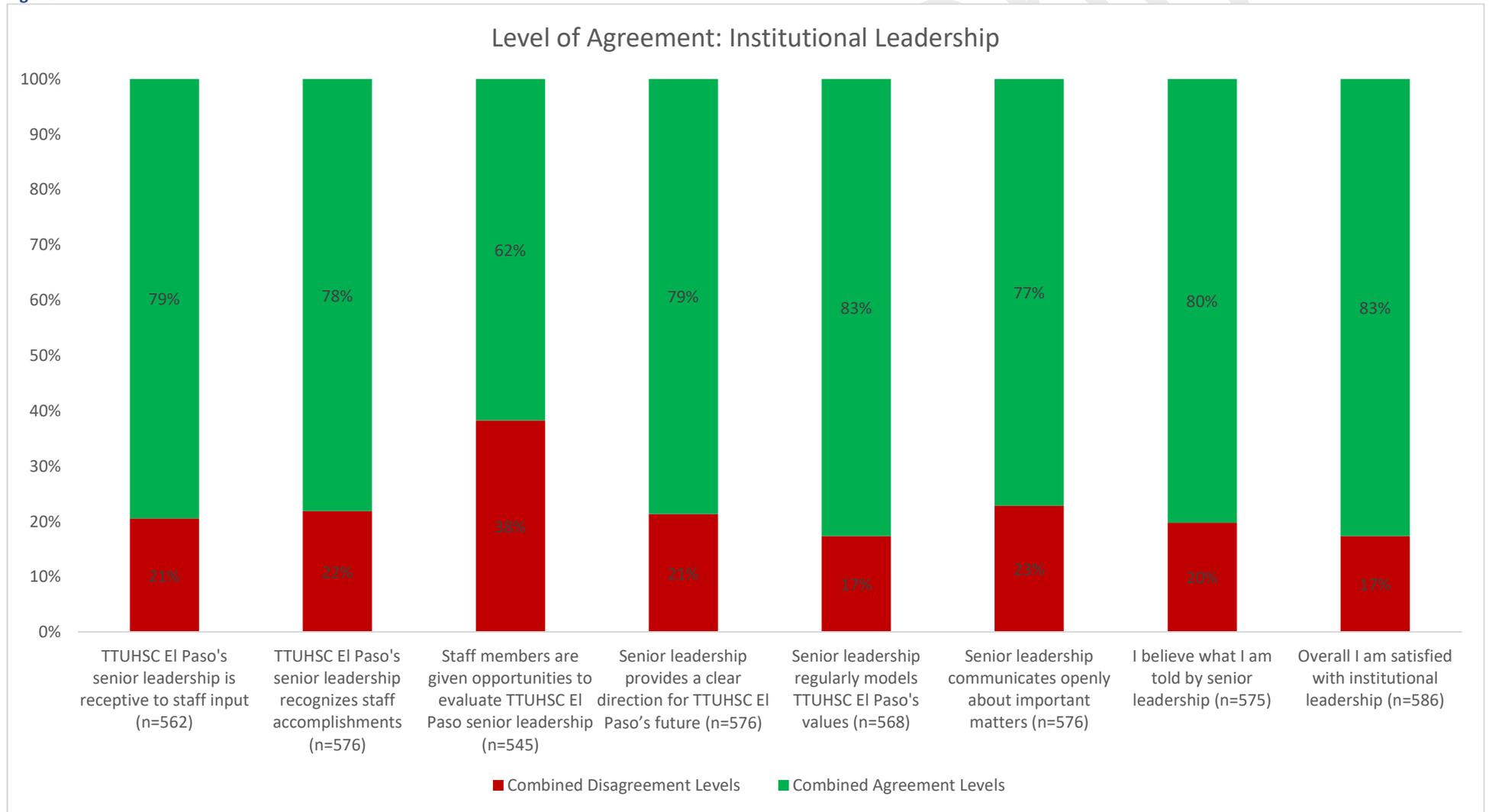
2019 Staff Satisfaction Survey
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Question: Mission/ Policies and Procedures	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
I am aware of TTUHSC El Paso's mission.	1.7%	10	1.0%	6	2.4%	14	8.2%	49	47.5%	282	39.2%	233	594
I am aware of TTUHSC El Paso's strategic plan.	2.9%	17	5.0%	29	5.5%	32	18.1%	106	41.0%	240	27.5%	161	585
I think TTUHSC El Paso is following its mission.	1.4%	8	2.1%	12	4.2%	24	16.4%	94	45.8%	262	30.1%	147	572
TTUHSC El Paso's policies ensure fair treatment for employees.	3.4%	20	4.9%	29	7.5%	45	13.4%	80	42.7%	255	28.1%	168	597
TTUHSC El Paso's policies give me the flexibility to balance my work and personal life.	3.0%	18	3.0%	18	5.6%	33	13.6%	81	43.1%	256	31.6%	188	594
TTUHSC El Paso follows operating policies and procedures.	1.9%	11	3.4%	20	6.9%	41	13.9%	82	43.1%	255	30.9%	183	592
TTUHSC El Paso operates with integrity.	2.0%	12	3.4%	20	6.1%	36	15.0%	89	44.1%	261	29.4%	174	592
TTUHSC El Paso operates with honesty.	2.4%	14	4.4%	26	6.4%	38	14.1%	84	43.9%	261	28.8%	171	594
There is a sense that we're all on the same team at TTUHSC El Paso.	6.0%	36	8.4%	50	12.0%	72	21.9%	131	28.6%	171	23.1%	138	598
I am proud to be part of TTUHSC El Paso.	0.9%	5	2.4%	14	2.2%	13	11.7%	69	34.5%	203	48.3%	284	588

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels
I am aware of TTUHSC El Paso's mission.	1.0	6.0	5.2	5.0	0.9	637	3.9%	96.1%
I am aware of TTUHSC El Paso's strategic plan.	1.0	6.0	4.6	5.0	1.3	618	15.5%	84.5%
I think TTUHSC El Paso is following its mission.	1.0	6.0	4.9	5.0	1.0	611	6.1%	93.9%
TTUHSC El Paso's policies ensure fair treatment for employees.	1.0	6.0	4.7	5.0	1.2	644	14.3%	85.7%
TTUHSC El Paso's policies give me the flexibility to balance my work and personal life.	1.0	6.0	4.9	5.0	1.2	642	11.2%	88.8%
TTUHSC El Paso follows operating policies and procedures.	1.0	6.0	4.9	5.0	1.1	639	11.9%	88.1%
TTUHSC El Paso operates with integrity.	1.0	6.0	4.9	5.0	1.1	643	11.7%	88.3%
TTUHSC El Paso operates with honesty.	1.0	6.0	4.8	5.0	1.2	641	13.1%	86.9%
There is a sense that we're all on the same team at TTUHSC El Paso.	1.0	6.0	4.3	5.0	1.5	642	27.3%	72.7%
I am proud to be part of TTUHSC El Paso.	1.0	6.0	5.3	5.0	0.9	632	4.1%	95.9%

Q4 Please indicate your level of agreement with each of the following statements about TTUHSC El Paso institutional leadership (e.g. President, Vice President, CFO, COO, etc.):

Figure 4



2019 Staff Satisfaction Survey
Results Summary

Question: Institutional Leadership	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
TTUHSC El Paso's senior leadership is receptive to staff input.	3.9%	22	8.5%	48	8.2%	46	20.6%	116	38.8%	218	19.9%	112	562
TTUHSC El Paso's senior leadership recognizes staff accomplishments.	5.0%	29	7.6%	44	9.2%	53	22.4%	129	34.4%	198	21.4%	123	576
Staff members are given opportunities to evaluate TTUHSC El Paso senior leadership.	11.7%	64	15.6%	85	11.0%	60	17.4%	95	27.5%	150	16.7%	91	545
Senior leadership provides a clear direction for TTUHSC El Paso's future.	2.6%	15	8.0%	46	10.8%	62	20.5%	118	38.0%	219	20.1%	116	576
Senior leadership regularly models TTUHSC El Paso's values.	2.8%	16	6.2%	35	8.5%	48	22.7%	129	38.6%	219	21.3%	121	568
Senior leadership communicates openly about important matters.	4.3%	25	7.6%	44	10.9%	63	22.9%	132	33.9%	195	20.3%	117	576
I believe what I am told by senior leadership.	3.8%	22	5.9%	34	10.1%	58	20.9%	120	37.9%	218	21.4%	123	575
Overall I am satisfied with institutional leadership.	3.1%	18	7.0%	41	7.3%	43	18.3%	107	42.5%	249	21.8%	128	586
Summary Statistics			Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels			
TTUHSC El Paso's senior leadership is receptive to staff input.			1.0	6.0	4.4	5.0	1.3	562	20.6%	79.4%			
TTUHSC El Paso's senior leadership recognizes staff accomplishments.			1.0	6.0	4.4	5.0	1.4	576	21.9%	78.1%			
Staff members are given opportunities to evaluate TTUHSC El Paso senior leadership.			1.0	6.0	3.8	4.0	1.6	545	38.3%	61.7%			
Senior leadership provides a clear direction for TTUHSC El Paso's future.			1.0	6.0	4.4	5.0	1.3	576	21.4%	78.6%			
Senior leadership regularly models TTUHSC El Paso's values.			1.0	6.0	4.5	5.0	1.2	568	17.4%	82.6%			
Senior leadership communicates openly about important matters.			1.0	6.0	4.4	5.0	1.4	576	22.9%	77.1%			
I believe what I am told by senior leadership.			1.0	6.0	4.5	5.0	1.3	575	19.8%	80.2%			
Overall I am satisfied with institutional leadership.			1.0	6.0	4.6	5.0	1.3	586	17.4%	82.6%			

Department

Q5 Please indicate your level of agreement with each of the following statements about your department:

Figure 5.1

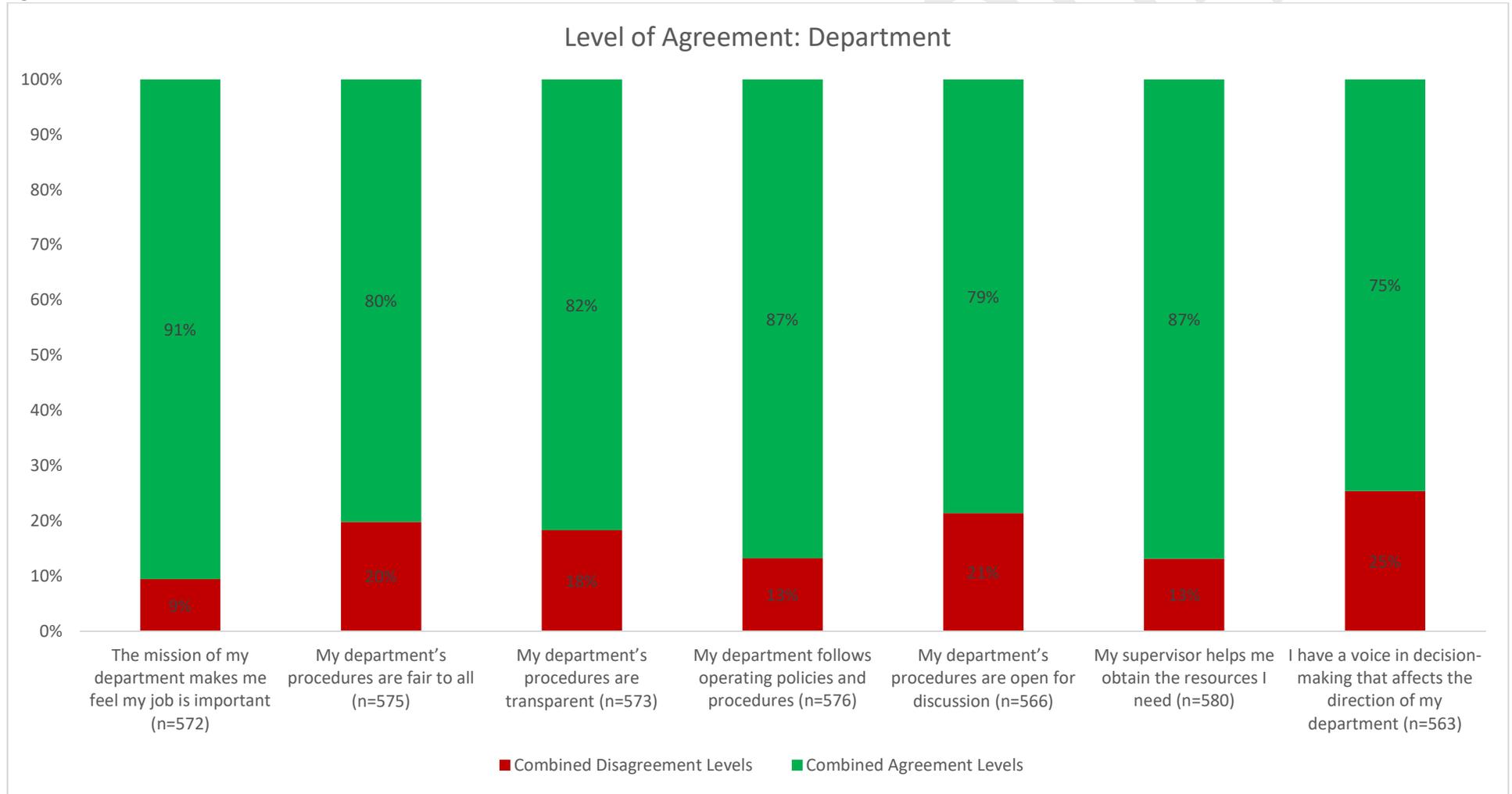
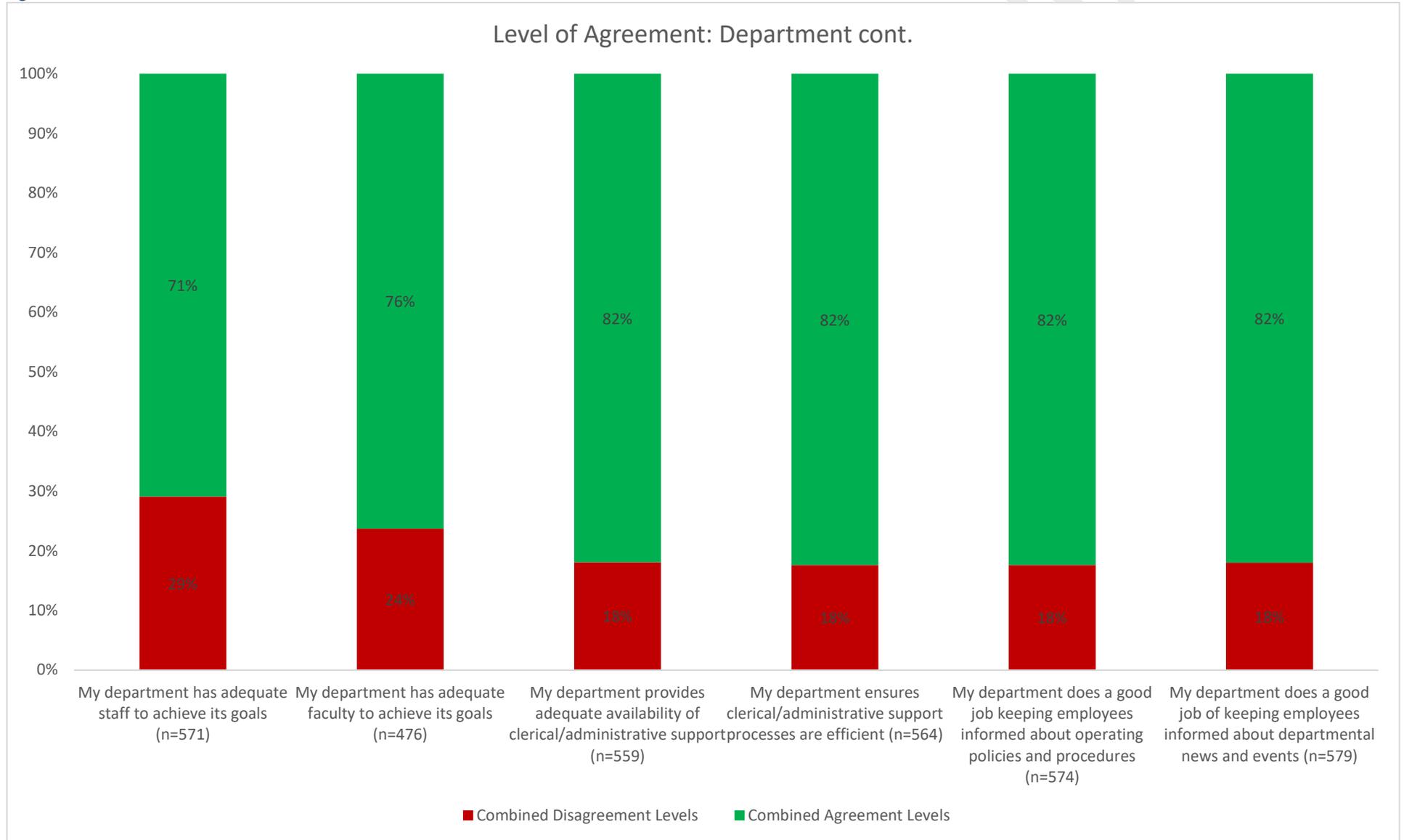


Figure 5.2



2019 Staff Satisfaction Survey
Results Summary

Question: Department Satisfaction	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
The mission of my department makes me feel my job is important.	1.0%	6	4.0%	23	4.4%	25	15.7%	90	37.9%	217	36.9%	211	572
My department's procedures are fair to all.	3.3%	19	8.2%	47	8.3%	48	14.3%	82	35.3%	203	30.6%	176	575
My department's procedures are transparent.	3.1%	18	7.0%	40	8.2%	47	15.7%	90	35.8%	205	30.2%	173	573
My department follows operating policies and procedures.	2.1%	12	3.3%	19	7.8%	45	12.5%	72	38.9%	224	35.4%	204	576
My department's procedures are open for discussion.	3.4%	19	6.0%	34	12.0%	68	16.4%	93	33.4%	189	28.8%	163	566
My supervisor helps me obtain the resources I need.	2.2%	13	5.2%	30	5.7%	33	14.8%	86	31.9%	185	40.2%	233	580
I have a voice in decision-making that affects the direction of my department.	6.0%	34	8.5%	48	10.8%	61	19.0%	107	27.0%	152	28.6%	161	563
My department has adequate staff to achieve its goals.	6.3%	36	11.2%	64	11.6%	66	19.4%	111	28.0%	160	23.5%	134	571
My department has adequate faculty to achieve its goals.	5.9%	28	8.2%	39	9.7%	46	17.2%	82	32.1%	153	26.9%	128	476
My department provides adequate availability of clerical/administrative support.	3.2%	18	5.2%	29	9.7%	54	15.4%	86	37.7%	211	28.8%	161	559
My department ensures clerical/administrative support processes are efficient.	2.7%	15	5.7%	32	9.2%	52	16.3%	92	37.1%	209	29.1%	164	564
My department does a good job keeping employees informed about operating policies and procedures.	3.8%	22	6.3%	36	7.5%	43	17.1%	98	35.7%	205	29.6%	170	574
My department does a good job of keeping employees informed about departmental news and events.	4.5%	26	6.4%	37	7.1%	41	17.3%	100	35.1%	203	29.7%	172	579
Summary Statistics		Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels				
The mission of my department makes me feel my job is important.		1.0	6.0	5.0	5.0	1.1	572	9.4%	90.6%				
My department's procedures are fair to all.		1.0	6.0	4.6	5.0	1.4	575	19.8%	80.2%				
My department's procedures are transparent.		1.0	6.0	4.6	5.0	1.3	573	18.3%	81.7%				
My department follows operation policies and procedures.		1.0	6.0	4.9	5.0	1.2	576	13.2%	86.8%				
My department's procedures are open for discussion.		1.0	6.0	4.6	5.0	1.4	566	21.4%	78.6%				
My supervisor helps me obtain the resources I need.		1.0	6.0	4.9	5.0	1.3	580	13.1%	86.9%				
I have a voice in decision-making that affects the direction of my department.		1.0	6.0	4.4	5.0	1.5	563	25.4%	74.6%				

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My department has adequate staff to achieve its goals.	1.0	6.0	4.2	5.0	1.5	571	29.1%	70.9%
My department has adequate faculty to achieve its goals.	1.0	6.0	4.4	5.0	1.5	476	23.7%	76.3%
My department provides adequate availability of clerical/administrative support.	1.0	6.0	4.7	5.0	1.3	559	18.1%	81.9%
My department ensures clerical/administrative support processes are efficient.	1.0	6.0	4.7	5.0	1.3	564	17.6%	82.4%
My department does a good job keeping employees informed about operating policies and procedures.	1.0	6.0	4.6	5.0	1.3	574	17.6%	82.4%
My department does a good job of keeping employees informed about departmental news and events.	1.0	6.0	4.6	5.0	1.4	579	18.0%	82.0%

Q6 Please indicate your level of agreement with each of the following statements about your department:

Figure 6.1

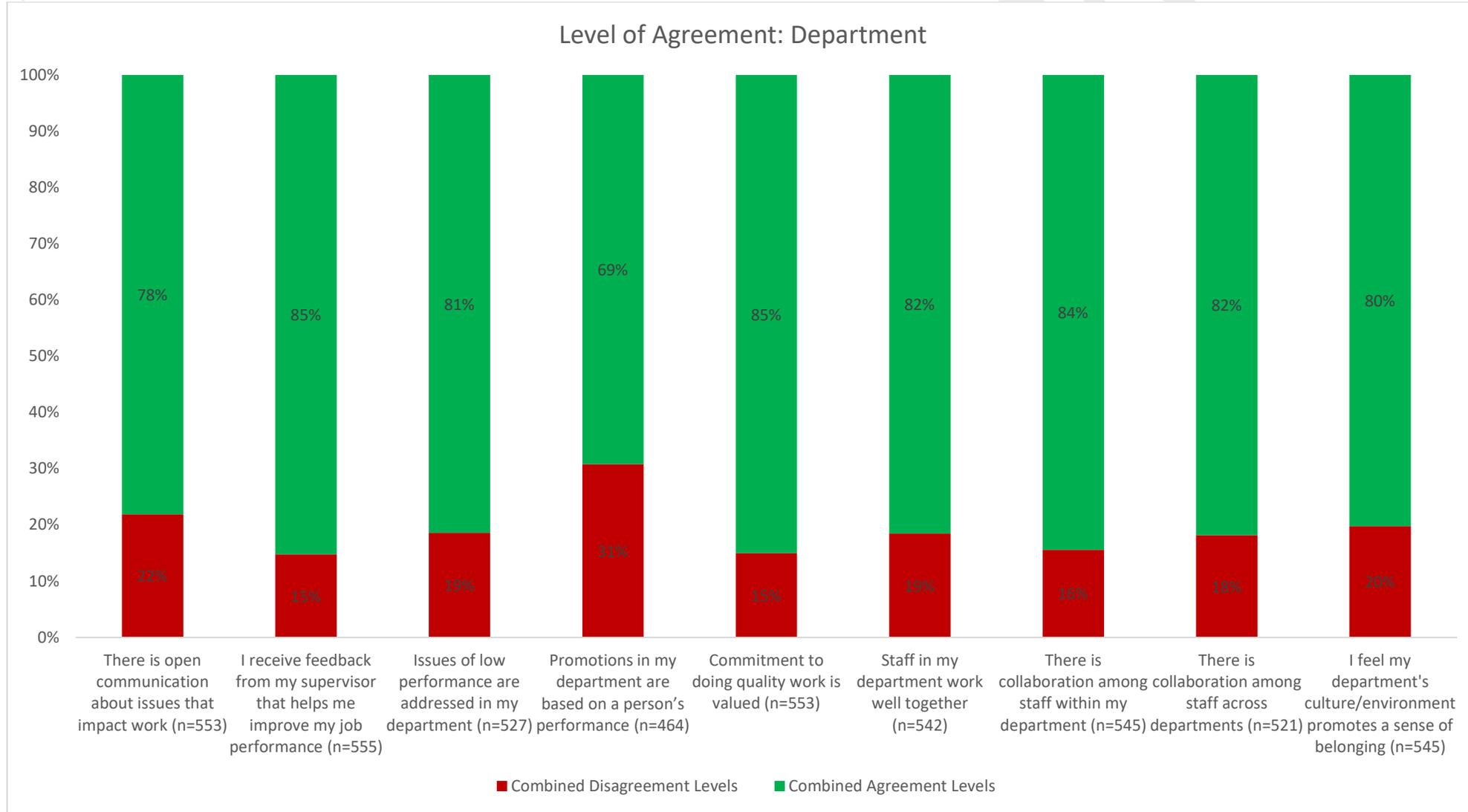
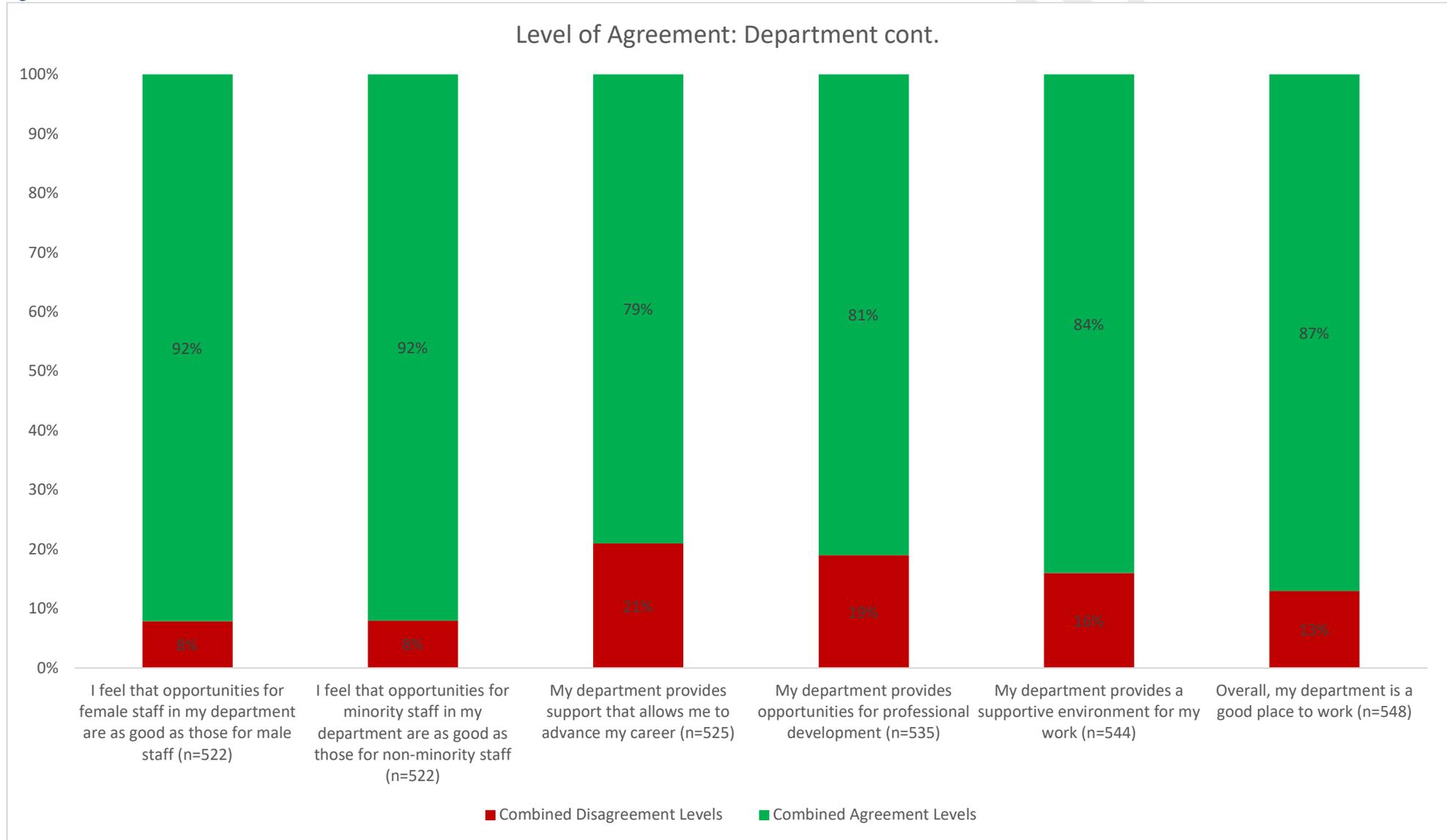


Figure 6.2



2019 Staff Satisfaction Survey
Results Summary

Question: Department Satisfaction	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
There is open communication about issues that impact work.	4.0%	22	8.5%	47	9.4%	52	16.3%	90	33.8%	187	28.0%	155	553
I receive feedback from my supervisor that helps me improve my job performance.	2.7%	15	6.1%	34	5.9%	33	14.6%	81	32.3%	179	38.4%	213	555
Issues of low performance are addressed in my department.	3.8%	20	7.6%	40	7.2%	38	13.5%	71	37.8%	199	30.2%	159	527
Promotions in my department are based on a person's performance.	12.5%	58	9.7%	45	8.6%	40	13.6%	63	31.0%	144	24.6%	114	464
Commitment to doing quality work is valued.	2.4%	13	5.5%	30	7.1%	39	13.0%	71	37.2%	204	34.9%	191	548
Staff in my department work well together.	3.9%	21	7.4%	40	7.2%	39	18.3%	99	32.7%	177	30.6%	166	542
There is collaboration among staff within my department.	2.8%	15	6.1%	33	6.8%	37	19.6%	107	34.3%	187	30.5%	166	545
There is collaboration among staff across departments.	1.9%	10	6.5%	34	9.8%	51	23.2%	121	35.1%	183	23.4%	122	521
I feel my department's culture/environment promotes a sense of belonging.	4.6%	25	7.5%	41	7.7%	42	18.3%	100	34.7%	189	27.2%	148	545
I feel that opportunities for female staff in my department are as good as those for male staff.	2.9%	15	2.5%	13	3.1%	16	10.7%	56	40.8%	213	40.0%	209	522
I feel that opportunities for minority staff in my department are as good as those for non-minority staff.	3.1%	16	1.3%	7	3.4%	18	11.5%	60	39.5%	206	41.2%	215	522
My department provides support that allows me to advance my career.	6.3%	33	6.3%	33	8.8%	46	19.2%	101	29.3%	154	30.1%	158	525
My department provides opportunities for professional development.	5.0%	27	6.2%	33	7.9%	42	17.6%	94	32.9%	176	30.5%	163	535
My department provides a supportive environment for my work.	3.3%	18	5.3%	29	7.2%	39	16.0%	87	35.1%	191	33.1%	180	544
Overall, my department is a good place to work.	1.8%	10	4.7%	26	6.2%	34	15.1%	83	37.2%	204	34.9%	191	548
Summary Statistics			Minimum	Maximum	Mean	Median	Std Deviation	Count			Combined Disagree Levels	Combined Agree Levels	
There is open communication about issues that impact work.			1.0	6.0	4.5	5.0	1.4	553			21.9%	78.1%	
I receive feedback from my supervisor that helps me improve my job performance.			1.0	6.0	4.8	5.0	1.3	555			14.8%	85.2%	
Issues of low performance are addressed in my department.			1.0	6.0	4.6	5.0	1.4	527			18.6%	81.4%	
Promotions in my department are based on a person's performance.			1.0	6.0	4.1	5.0	1.7	464			30.8%	69.2%	
Commitment to doing quality work is valued.			1.0	6.0	4.8	5.0	1.3	548			15.0%	85.0%	
Staff in my department work well together.			1.0	6.0	4.6	5.0	1.4	542			18.5%	81.5%	

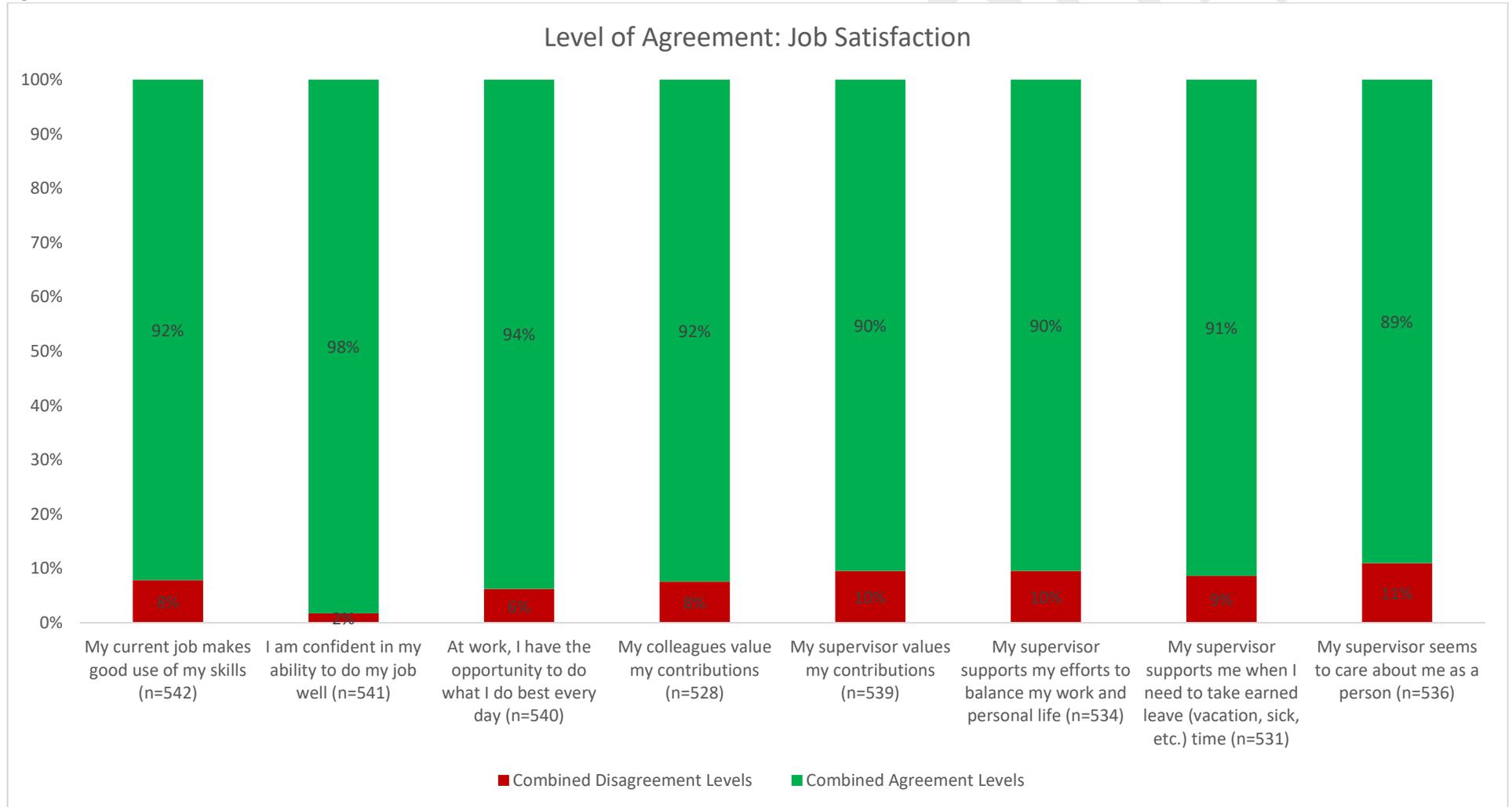
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There is collaboration among staff within my department.	1.0	6.0	4.7	5.0	1.3	545	15.6%	84.4%
There is collaboration among staff across departments.	1.0	6.0	4.5	5.0	1.2	521	18.2%	81.8%
I feel my department's culture/environment promotes a sense of belonging.	1.0	6.0	4.5	5.0	1.4	545	19.8%	80.2%
I feel that opportunities for female staff in my department are as good as those for male staff.	1.0	6.0	5.0	5.0	1.1	522	8.4%	91.6%
I feel that opportunities for minority staff in my department are as good as those for non-minority staff.	1.0	6.0	5.1	5.0	1.1	522	7.9%	92.1%
My department provides support that allows me to advance my career.	1.0	6.0	4.5	5.0	1.5	525	21.3%	78.7%
My department provides opportunities for professional development.	1.0	6.0	4.6	5.0	1.4	535	19.1%	80.9%
My department provides a supportive environment for my work.	1.0	6.0	4.7	5.0	1.3	544	15.8%	84.2%
Overall, my department is a good place to work.	1.0	6.0	4.9	5.0	1.2	548	12.8%	87.2%

Position

Q7 Please indicate your level of agreement with each of the following statements about your job/position:

Figure 7



2019 Staff Satisfaction Survey
Results Summary

Question: Job Satisfaction	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
My current job makes good use of my skills.	1.8%	10	1.5%	8	4.6%	25	15.3%	83	38.0%	206	38.7%	210	542
I am confident in my ability to do my job well.	0.2%	1	0.0%	0	1.7%	9	3.9%	21	36.6%	198	57.7%	312	541
At work, I have the opportunity to do what I do best every day.	1.1%	6	1.1%	6	4.1%	22	11.3%	61	37.8%	204	44.6%	241	540
My colleagues value my contributions.	1.1%	6	2.5%	13	4.0%	21	15.3%	81	42.0%	222	35.0%	185	528
My supervisor values my contributions.	2.4%	13	3.0%	16	4.3%	23	14.1%	76	35.4%	191	40.8%	220	539
My supervisor supports my efforts to balance my work and personal life.	2.6%	14	2.2%	12	4.7%	25	9.4%	50	36.3%	194	44.8%	239	534
My supervisor supports me when I need to take earned leave (vacation, sick, etc.) time.	2.6%	14	1.9%	10	4.1%	22	8.1%	43	35.2%	187	48.0%	255	531
My supervisor seems to care about me as a person.	3.4%	18	2.6%	14	5.0%	27	13.2%	71	30.8%	165	45.0%	241	536
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels					
My current job makes good use of my skills.	1.0	6.0	5.0	5.0	1.1	542	7.9%	92.1%					
I am confident in my ability to do my job well.	1.0	6.0	5.5	6.0	0.7	541	1.8%	98.2%					
At work, I have the opportunity to do what I do best every day.	1.0	6.0	5.2	5.0	1.0	540	6.3%	93.7%					
My colleagues value my contributions.	1.0	6.0	5.0	5.0	1.0	528	7.6%	92.4%					
My supervisor values my contributions.	1.0	6.0	5.0	5.0	1.2	539	9.6%	90.4%					
My supervisor supports my efforts to balance my work and personal life.	1.0	6.0	5.1	5.0	1.2	534	9.6%	90.4%					
My supervisor supports me when I need to take earned leave (vacation, sick, etc.) time.	1.0	6.0	5.2	5.0	1.1	531	8.7%	91.3%					
My supervisor seems to care about me as a person.	1.0	6.0	5.0	5.0	1.2	536	11.0%	89.0%					

Q8 Please indicate your level of agreement with each of the following statements about your job/position:

Figure 8

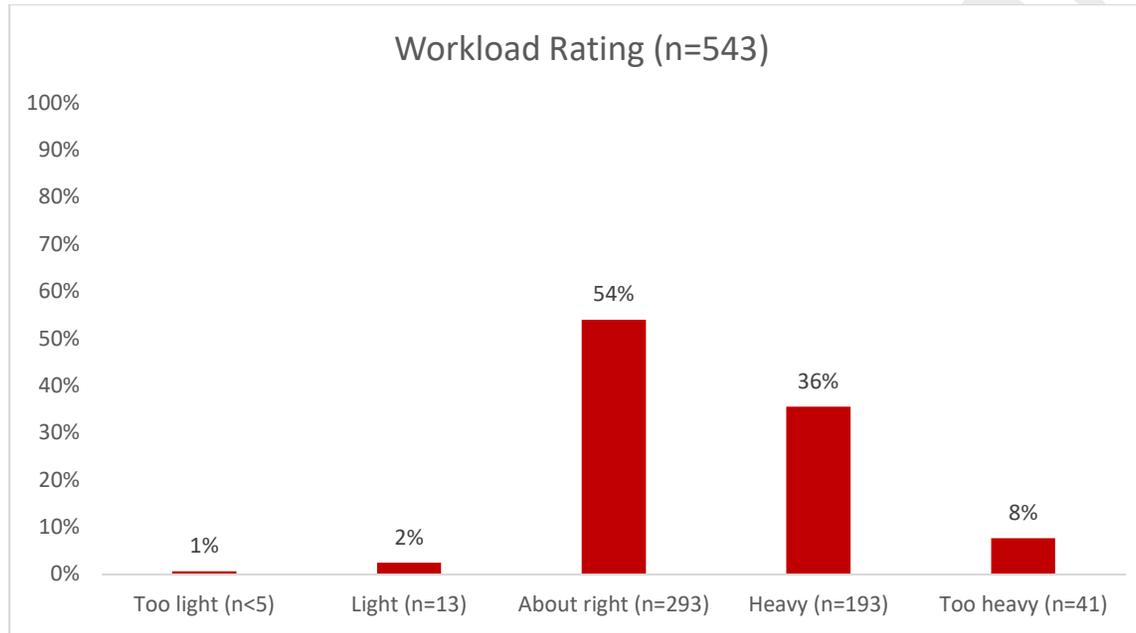


2019 Staff Satisfaction Survey
Results Summary

Question: Job Satisfaction	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
I am treated fairly by my supervisor.	2.4%	13	2.8%	15	3.7%	20	11.6%	62	36.3%	194	43.2%	231	535
I know what is expected of me in my position.	0.6%	3	1.3%	7	1.7%	9	7.5%	40	39.3%	210	49.7%	266	535
I am given the freedom to do my job.	1.3%	7	1.1%	6	4.0%	21	10.7%	57	36.3%	193	46.5%	247	531
My colleagues are committed to doing quality work.	0.6%	3	2.7%	14	5.7%	30	12.4%	65	40.0%	210	38.7%	203	525
When I offer a new idea, I believe it will be fully considered.	2.5%	13	4.0%	21	7.6%	40	17.2%	90	35.0%	183	33.7%	176	523
I am free to express my concerns without fear of negative consequences.	5.3%	28	5.1%	27	9.5%	50	14.7%	78	32.9%	174	32.5%	172	529
I receive appropriate recognition from my supervisor for my individual contributions.	3.4%	18	5.7%	30	7.2%	38	11.5%	61	35.5%	188	36.7%	194	529
The annual evaluation process accurately measures my job performance.	4.4%	22	5.0%	25	7.2%	36	16.8%	84	32.3%	161	34.3%	171	499
Our recognition and awards programs are meaningful to me.	5.5%	26	6.4%	30	7.0%	33	14.0%	66	35.1%	165	31.9%	150	470
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels					
I am treated fairly by my supervisor.	1.0	6.0	5.1	5.0	1.2	535	9.0%	91.0%					
I know what is expected of me in my position.	1.0	6.0	5.3	5.0	0.9	535	3.6%	96.4%					
I am given the freedom to do my job.	1.0	6.0	5.2	5.0	1.0	531	6.4%	93.6%					
My colleagues are committed to doing quality work.	1.0	6.0	5.0	5.0	1.0	525	9.0%	91.0%					
When I offer a new idea, I believe it will be fully considered.	1.0	6.0	4.8	5.0	1.2	523	14.1%	85.9%					
I am free to express my concerns without fear of negative consequences.	1.0	6.0	4.6	5.0	1.4	529	19.8%	80.2%					
I receive appropriate recognition from my supervisor for my individual contributions.	1.0	6.0	4.8	5.0	1.3	529	16.3%	83.7%					
The annual evaluation process accurately measures my job performance.	1.0	6.0	4.7	5.0	1.4	499	16.6%	83.4%					
Our recognition and awards programs are meaningful to me.	1.0	6.0	4.6	5.0	1.4	470	18.9%	81.1%					

Q9 Overall, how would you rate your workload?

Figure 9



Answer	%	Count
Too light	0.6%	n < 5
Light	2.4%	13
About right	54.0%	293
Heavy	35.5%	193
Too heavy	7.6%	41
Total	100%	543

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count
Overall, how would you rate your workload?	1.0	5.0	3.5	3.0	0.7	543

Benefits and Resources

Q10 Please indicate your level of satisfaction with each of the following:

Figure 10.1

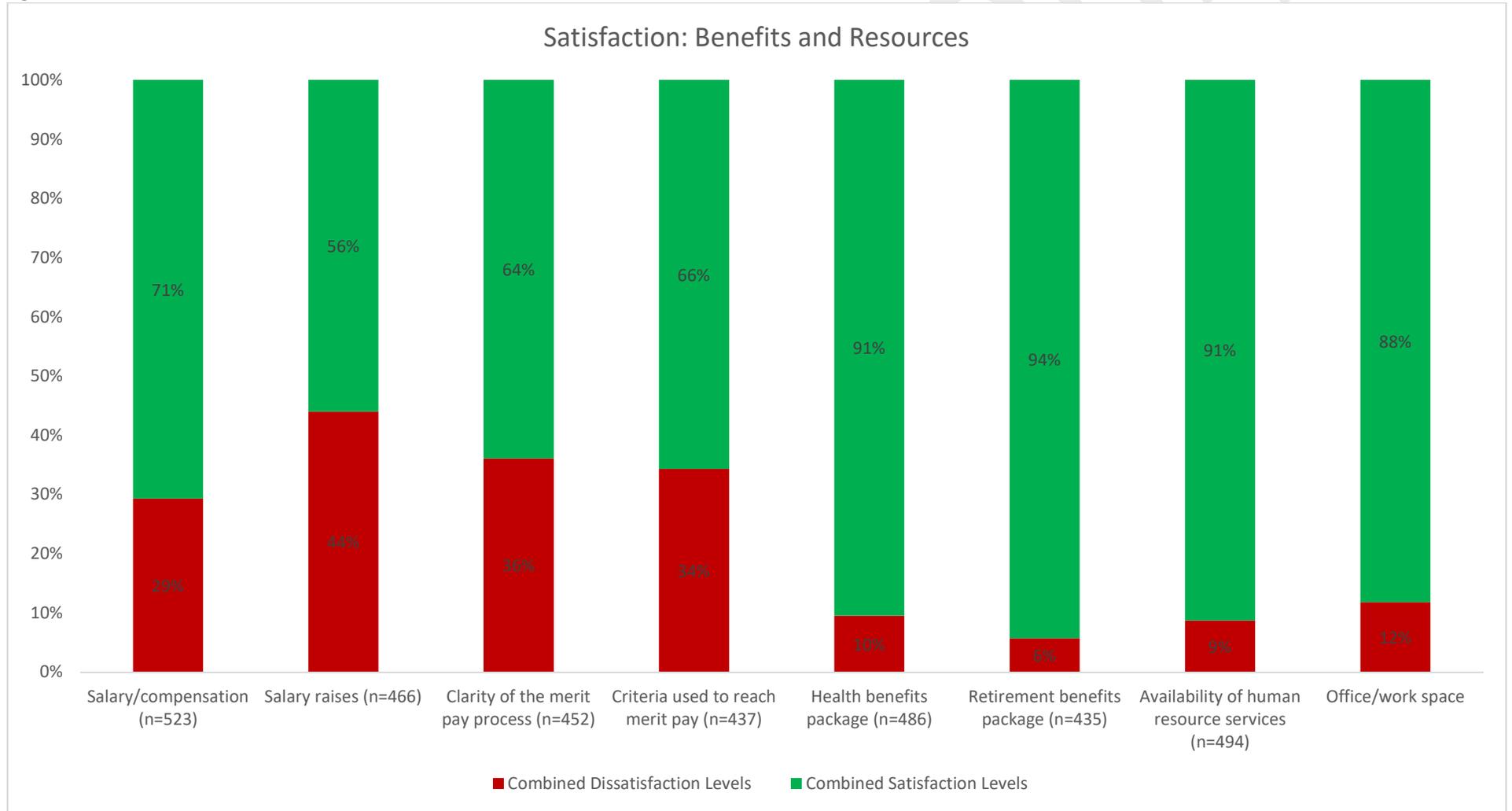
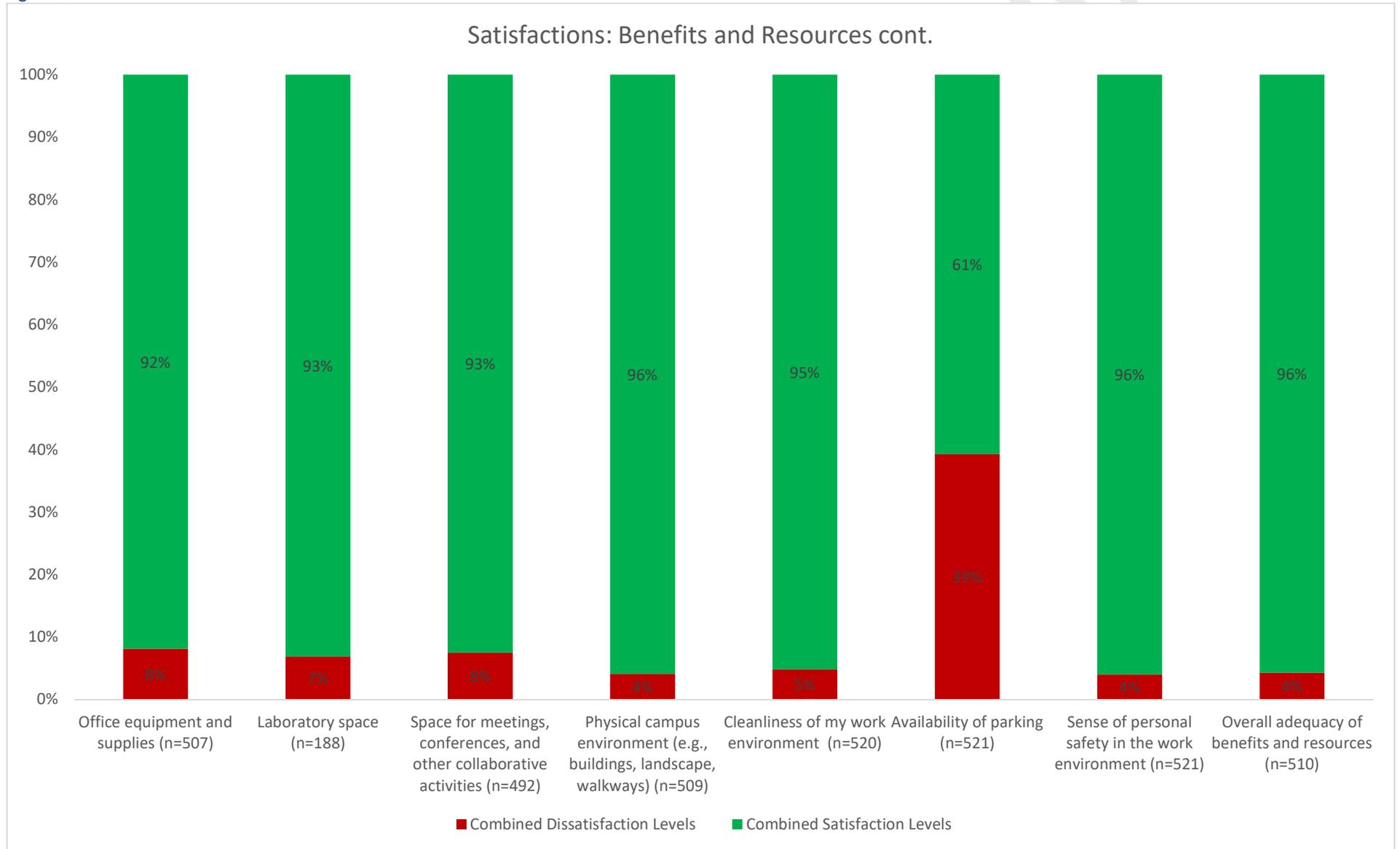


Figure 10.2



2019 Staff Satisfaction Survey
Results Summary

Question: Benefits and Resources	Completely Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Completely Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Salary/compensation	5.4%	28	9.0%	47	14.9%	78	22.6%	118	32.7%	171	15.5%	81	523
Salary raises	11.6%	54	13.7%	64	18.7%	87	19.5%	91	24.5%	114	12.0%	56	466
Clarity of the merit pay process	8.2%	37	11.5%	52	16.4%	74	20.1%	91	29.9%	135	13.9%	63	452
Criteria used to reach merit pay	7.1%	31	11.0%	48	16.2%	71	22.0%	96	30.7%	134	13.0%	57	437
Health benefits package	2.1%	10	3.5%	17	3.9%	19	14.4%	70	43.0%	209	33.1%	161	486
Retirement benefits package	0.9%	4	1.8%	8	3.0%	13	13.1%	57	50.6%	220	30.6%	133	435
Availability of human resource services	2.4%	12	3.4%	17	2.8%	14	12.6%	62	49.4%	244	29.4%	145	494
Office/work space	2.0%	10	3.3%	17	6.5%	33	13.7%	70	43.1%	220	31.4%	160	510
Office equipment and supplies	1.2%	6	3.0%	15	3.9%	20	12.0%	61	48.7%	247	31.2%	158	507
Laboratory space	1.6%	3	2.1%	4	3.2%	6	7.4%	14	54.3%	102	31.4%	59	188
Space for meetings, conferences, and other collaborative activities	1.6%	8	2.0%	10	3.9%	19	11.8%	58	50.0%	246	30.7%	151	492
Physical campus environment (e.g., buildings, landscape, walkways)	0.6%	3	1.2%	6	2.4%	12	7.7%	39	48.9%	249	39.3%	200	509
Cleanliness of my work environment	0.8%	4	2.3%	12	1.7%	9	9.2%	48	49.0%	255	36.9%	192	520
Availability of parking	18.4%	96	12.3%	64	8.6%	45	12.9%	67	29.0%	151	18.8%	98	521
Sense of personal safety in the work environment	1.0%	5	1.2%	6	1.9%	10	8.1%	42	49.5%	258	38.4%	200	521
Overall adequacy of benefits and resources	0.6%	3	1.4%	7	2.4%	12	12.9%	66	53.3%	272	29.4%	150	510
Summary Statistics		Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels				
Salary/compensation		1.0	6.0	4.1	4.0	1.4	523	29.3%	70.7%				
Salary raises		1.0	6.0	3.7	4.0	1.5	466	44.0%	56.0%				
Clarity of the merit pay process		1.0	6.0	3.9	4.0	1.5	452	36.1%	63.9%				
Criteria used to reach merit pay		1.0	6.0	4.0	4.0	1.4	437	34.3%	65.7%				
Health benefits package		1.0	6.0	4.9	5.0	1.1	486	9.5%	90.5%				
Retirement benefits package		1.0	6.0	5.0	5.0	0.9	435	5.7%	94.3%				
Availability of human resource services		1.0	6.0	4.9	5.0	1.1	494	8.7%	91.3%				
Office/work space		1.0	6.0	4.9	5.0	1.1	510	11.8%	88.2%				

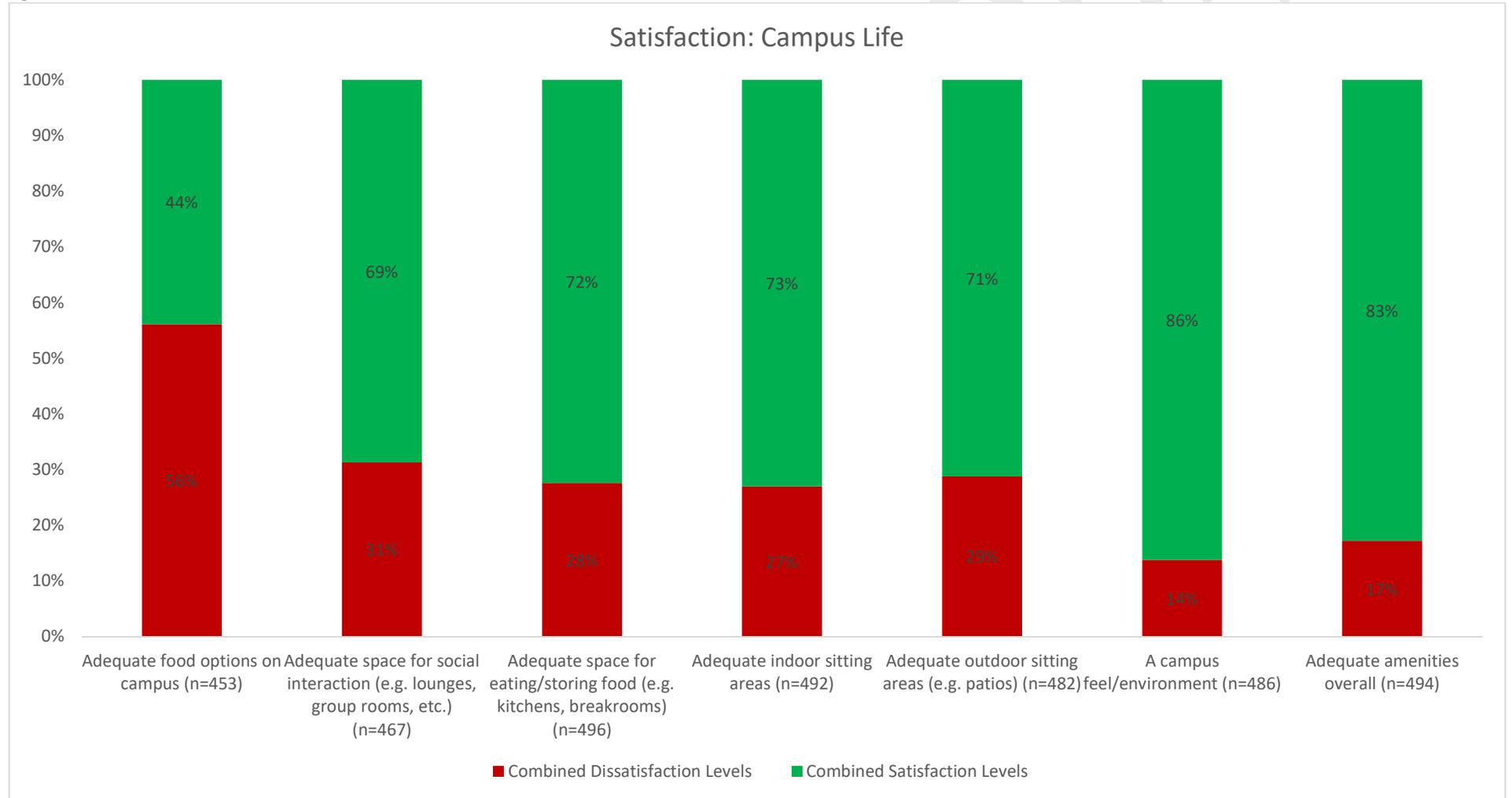
2019 Staff Satisfaction Survey
Results Summary

Office equipment and supplies	1.0	6.0	5.0	5.0	1.0	507	8.1%	91.9%
Laboratory space	1.0	6.0	5.0	5.0	1.0	188	6.9%	93.1%
Space for meetings, conferences, and other collaborative activities	1.0	6.0	5.0	5.0	1.0	492	7.5%	92.5%
Physical campus environment (e.g., buildings, landscape, walkways)	1.0	6.0	5.2	5.0	0.8	509	4.1%	95.9%
Cleanliness of my work environment	1.0	6.0	5.1	5.0	0.9	520	4.8%	95.2%
Availability of parking	1.0	6.0	3.8	4.0	1.8	521	39.3%	60.7%
Sense of personal safety in the work environment	1.0	6.0	5.2	5.0	0.9	521	4.0%	96.0%
Overall adequacy of benefits and resources	1.0	6.0	5.1	5.0	0.9	510	4.3%	95.7%

Campus Life

Q11 Please indicate your level of agreement with each of the following statements about campus life:

Figure 11



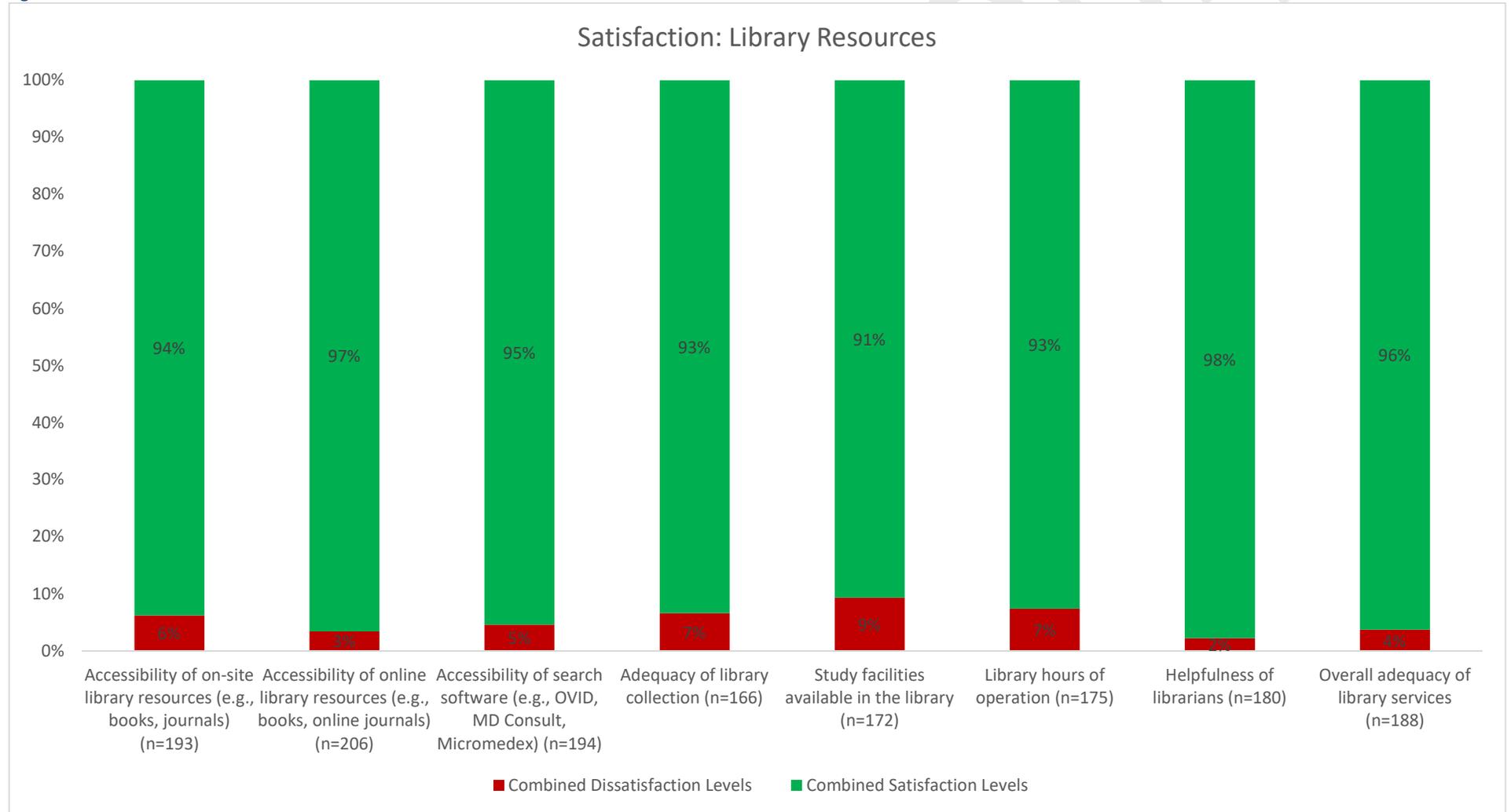
2019 Staff Satisfaction Survey
Results Summary

Question: Campus Life	Completely Disagree		Disagree		Somewhat Disagree		Somewhat Agree		Agree		Completely Agree		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Adequate food options on campus	16.3%	74	19.9%	90	19.9%	90	19.6%	89	16.3%	74	7.9%	36	453
Adequate space for social interaction (e.g. lounges, group rooms, etc.)	7.9%	37	10.7%	50	12.6%	59	17.3%	81	36.8%	172	14.6%	68	467
Adequate space for eating/storing food (e.g. kitchens, breakrooms)	6.5%	32	6.9%	34	14.3%	71	15.7%	78	38.3%	190	18.3%	91	496
Adequate indoor sitting areas	5.9%	29	8.5%	42	12.6%	62	18.3%	90	37.6%	185	17.1%	84	492
Adequate outdoor sitting areas (e.g. patios)	6.8%	33	8.5%	41	13.5%	65	18.9%	91	36.5%	176	15.8%	76	482
A campus feel/environment	2.7%	13	3.9%	19	7.2%	35	22.0%	107	42.0%	204	22.2%	108	486
Adequate amenities overall	2.4%	12	5.7%	28	9.1%	45	23.9%	118	42.5%	210	16.4%	81	494
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Disagree Levels	Combined Agree Levels					
Adequate food options on campus	1.0	6.0	3.2	3.0	1.5	453	56.1%	43.9%					
Adequate space for social interaction (e.g. lounges, group rooms, etc.)	1.0	6.0	4.1	5.0	1.5	467	31.3%	68.7%					
Adequate space for eating/storing food (e.g. kitchens, breakrooms)	1.0	6.0	4.3	5.0	1.4	496	27.6%	72.4%					
Adequate indoor sitting areas	1.0	6.0	4.2	5.0	1.4	492	27.0%	73.0%					
Adequate outdoor sitting areas (e.g. patios)	1.0	6.0	4.2	5.0	1.4	482	28.8%	71.2%					
A campus feel/environment	1.0	6.0	4.6	5.0	1.2	486	13.8%	86.2%					
Adequate amenities overall	1.0	6.0	4.5	5.0	1.2	494	17.2%	82.8%					

Library Resources

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

Figure 12



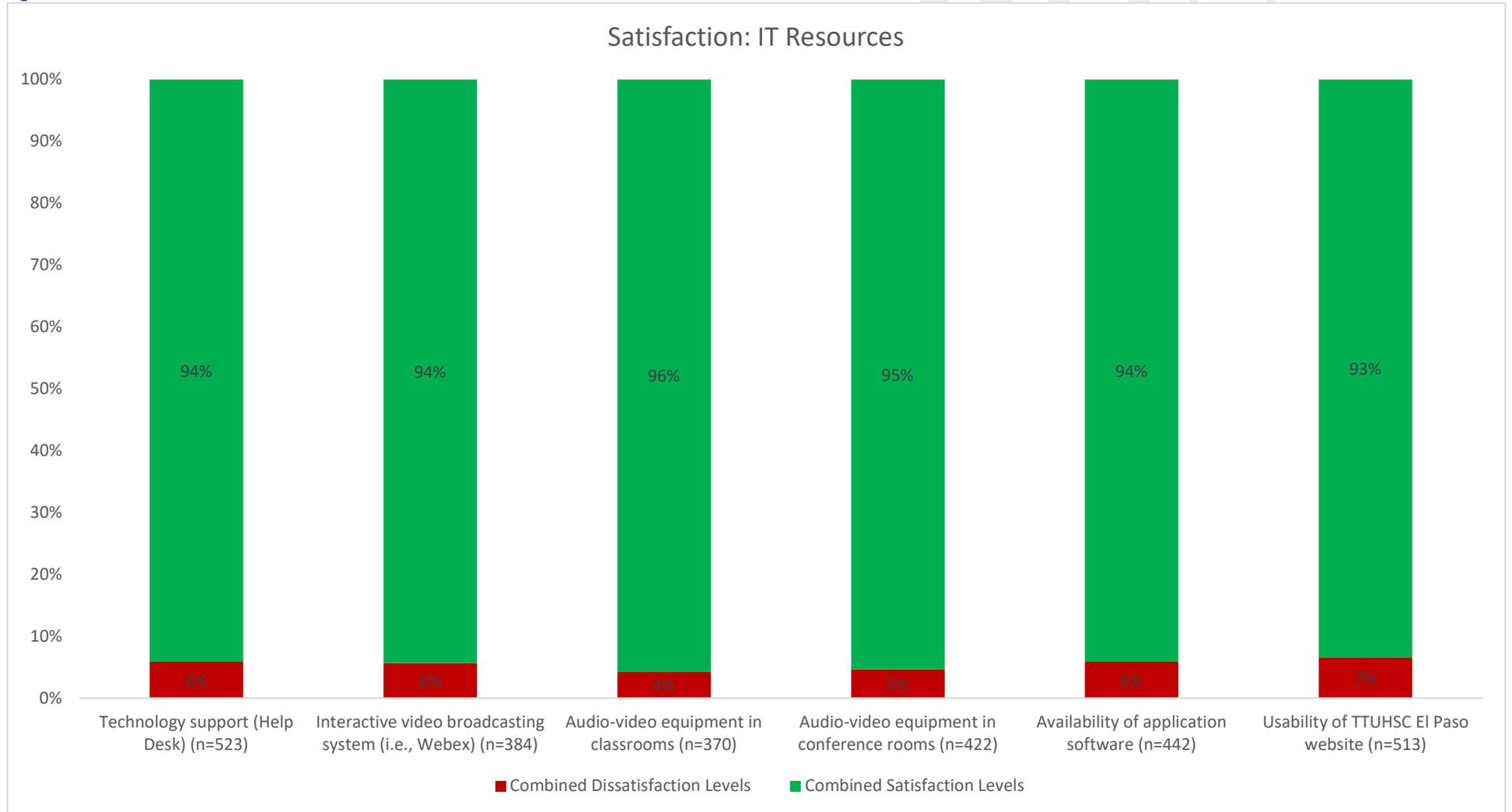
2019 Staff Satisfaction Survey
Results Summary

Question: Library Resources	Completely Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Completely Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
Accessibility of on-site library resources (e.g., books, journals)	1.6%	3	2.1%	4	2.6%	5	10.4%	20	51.8%	100	31.6%	61	193
Accessibility of online library resources (e.g., books, online journals)	1.0%	2	1.5%	3	1.0%	2	8.3%	17	52.9%	109	35.4%	73	206
Accessibility of search software (e.g., OVID, MD Consult, Micromedex)	1.5%	3	0.5%	1	2.6%	5	8.2%	16	56.2%	109	30.9%	60	194
Adequacy of library collection	1.8%	3	1.2%	2	3.6%	6	10.2%	17	50.0%	83	33.1%	55	166
Study facilities available in the library	2.9%	5	3.5%	6	2.9%	5	11.6%	20	45.3%	78	33.7%	58	172
Library hours of operation	2.3%	4	2.9%	5	2.3%	4	9.1%	16	48.0%	84	35.4%	62	175
Helpfulness of librarians	0.6%	1	0.6%	1	1.1%	2	6.7%	12	46.1%	83	45.0%	81	180
Overall adequacy of library services	1.6%	3	1.1%	2	1.1%	2	10.6%	20	50.5%	95	35.1%	66	188
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
Accessibility of on-site library resources (e.g., books, journals)	1.0	6.0	5.0	5.0	1.0	193	6.2%	93.8%					
Accessibility of online library resources (e.g., books, online journals)	1.0	6.0	5.2	5.0	0.9	206	3.4%	96.6%					
Accessibility of search software (e.g., OVID, MD Consult, Micromedex)	1.0	6.0	5.1	5.0	0.9	194	4.6%	95.4%					
Adequacy of library collection	1.0	6.0	5.0	5.0	1.0	166	6.6%	93.4%					
Study facilities available in the library	1.0	6.0	4.9	5.0	1.2	172	9.3%	90.7%					
Library hours of operation	1.0	6.0	5.0	5.0	1.1	175	7.4%	92.6%					
Helpfulness of librarians	1.0	6.0	5.3	5.0	0.8	180	2.2%	97.8%					
Overall adequacy of library services	1.0	6.0	5.1	5.0	0.9	188	3.7%	96.3%					

IT Resources

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

Figure 13



2019 Staff Satisfaction Survey
Results Summary

Question: IT Resources	Completely Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Completely Satisfied		Total
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	
Technology support (Help Desk)	1.9%	10	1.7%	9	2.3%	12	11.3%	59	47.6%	249	35.2%	184	523
Interactive video broadcasting system (i.e., Webex)	1.0%	4	1.0%	4	3.6%	14	9.4%	36	54.4%	209	30.5%	117	384
Audio-video equipment in classrooms	0.8%	3	1.4%	5	2.2%	8	10.5%	39	53.0%	196	32.2%	119	370
Audio-video equipment in conference rooms	0.9%	4	1.4%	6	2.4%	10	9.2%	39	54.0%	228	32.0%	135	422
Availability of application software	1.1%	5	1.4%	6	3.4%	15	12.4%	55	50.5%	223	31.2%	138	442
Usability of TTUHSC El Paso website	2.3%	12	1.8%	9	2.5%	13	14.4%	74	47.4%	243	31.6%	162	513

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Technology support (Help Desk)	1.0	6.0	5.1	5.0	1.0	523	5.9%	94.1%
Interactive video broadcasting system (i.e., Webex)	1.0	6.0	5.1	5.0	0.9	384	5.7%	94.3%
Audio-video equipment in classrooms	1.0	6.0	5.1	5.0	0.9	370	4.3%	95.7%
Audio-video equipment in conference rooms	1.0	6.0	5.1	5.0	0.9	422	4.7%	95.3%
Availability of application software	1.0	6.0	5.0	5.0	0.9	442	5.9%	94.1%
Usability of TTUHSC El Paso website	1.0	6.0	5.0	5.0	1.0	513	6.6%	93.4%

Career

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

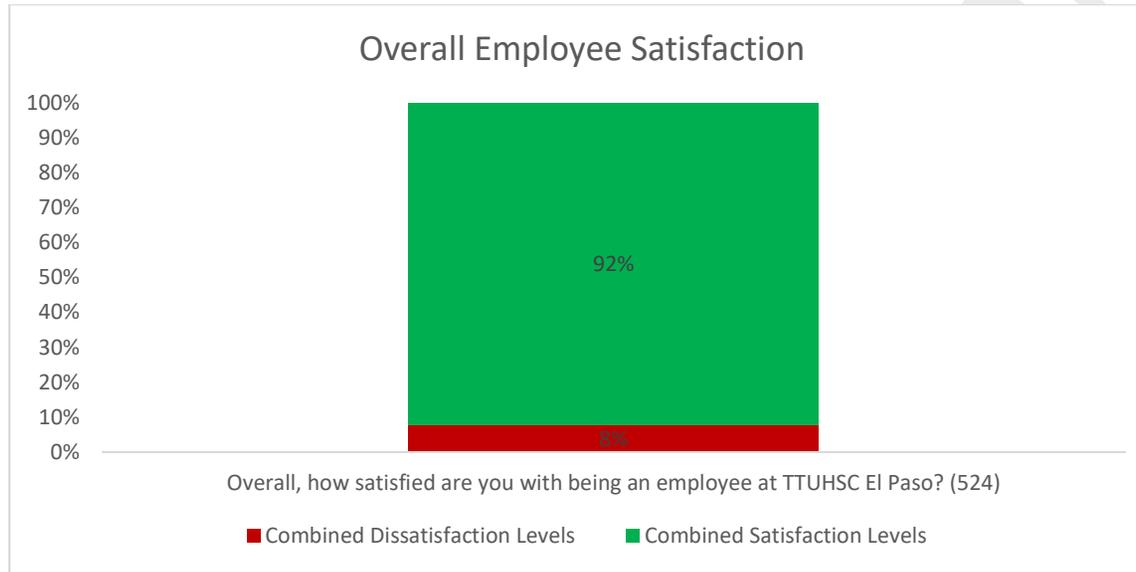
Figure 14



Question	Completely Dissatisfied		Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Satisfied		Completely Satisfied		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
My perceived job security	1.7%	9	2.9%	15	5.8%	30	16.3%	85	47.9%	249	25.4%	132	520
Prospect of career advancement	4.9%	25	8.1%	41	15.4%	78	18.8%	95	33.8%	171	19.0%	96	506
Opportunities for professional development/training	4.7%	24	4.9%	25	14.6%	75	17.5%	90	36.3%	186	22.0%	113	513
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels					
My perceived job security	1.0	6.0	4.8	5.0	1.1	520	10.4%	89.6%					
Prospect of career advancement	1.0	6.0	4.3	5.0	1.4	506	28.5%	71.5%					
Opportunities for professional development/training	1.0	6.0	4.4	5.0	1.4	513	24.2%	75.8%					

Q15 Overall, how satisfied are you with being an employee at TTUHSC El Paso?

Figure 15

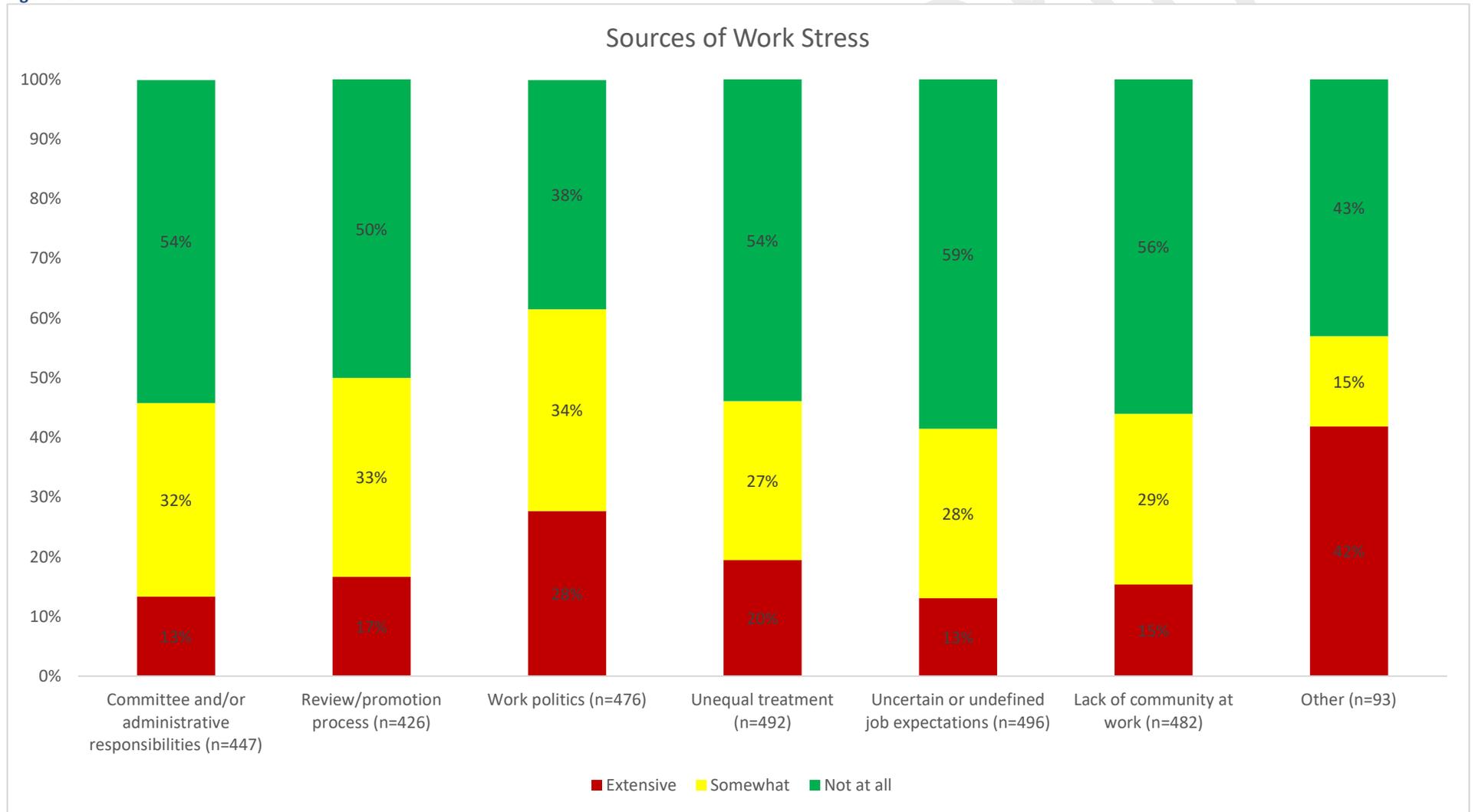


Answer	%	Count
Completely Dissatisfied	1.7%	9
Dissatisfied	1.9%	10
Somewhat Dissatisfied	4.6%	24
Somewhat Satisfied	19.3%	101
Satisfied	43.7%	229
Completely Satisfied	28.8%	151
Total	100%	524

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Dissatisfied Levels	Combined Satisfied Levels
Overall, how satisfied are you with being an employee at TTUHSC El Paso?	1.0	6.0	4.9	5.0	1.0	524	8.2%	91.8%

Q16 Please indicate the extent to which each of the following aspects of WORK has been a source of STRESS for you over the past twelve months.

Figure 16



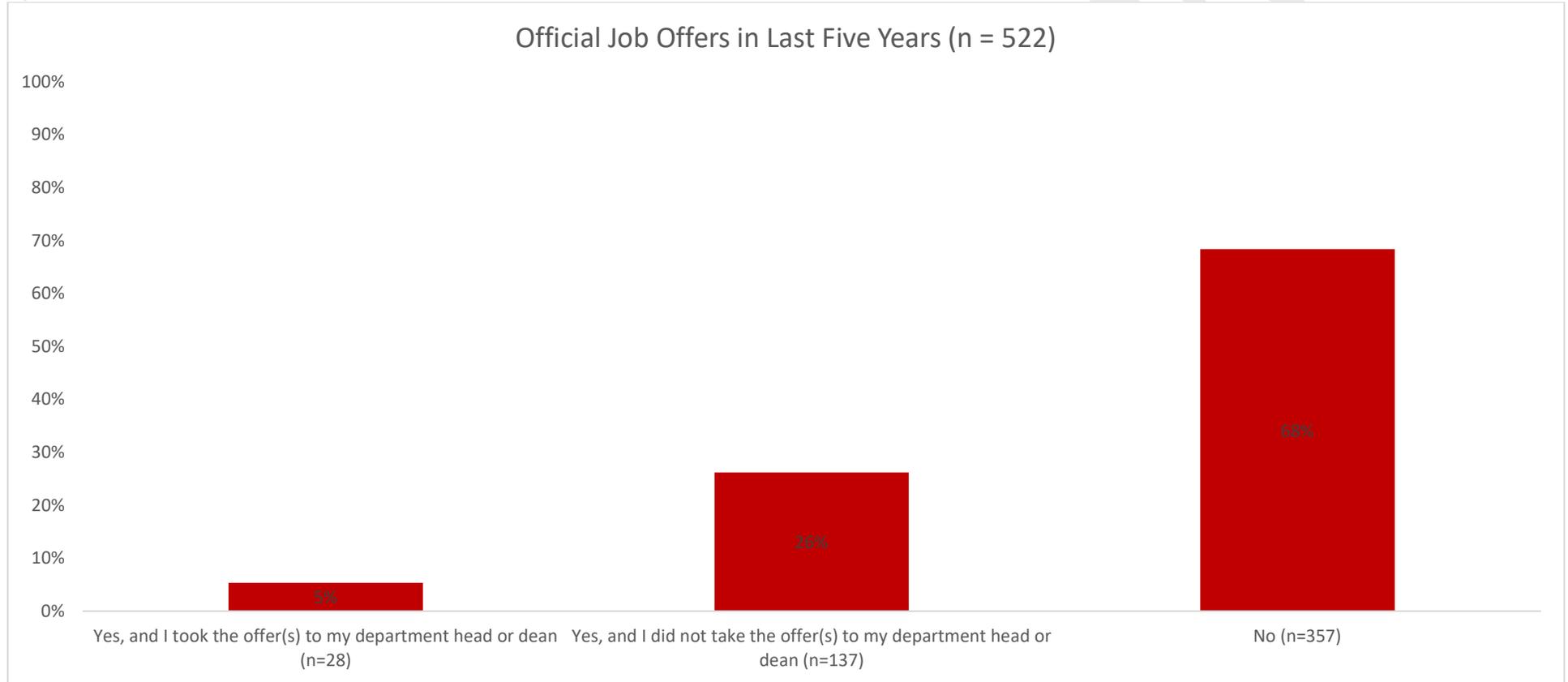
2019 Staff Satisfaction Survey
Results Summary

Question	Not at all		Somewhat		Extensive		Total
	Percentage	Count	Percentage	Count	Percentage	Count	
Committee and/or administrative responsibilities	54.1%	242	32.4%	145	13.4%	60	447
Review/promotion process	50.0%	213	33.3%	142	16.7%	71	426
Work politics	38.4%	183	33.8%	161	27.7%	132	476
Unequal treatment	53.9%	265	26.6%	131	19.5%	96	492
Uncertain or undefined job expectations	58.5%	290	28.4%	141	13.1%	65	496
Lack of community at work	56.0%	270	28.6%	138	15.4%	74	482
Other, specify:	43.0%	40	15.1%	14	41.9%	39	93

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count
Committee and/or administrative responsibilities	1.0	3.0	1.6	1.0	0.7	447
Review/promotion process	1.0	3.0	1.7	1.5	0.7	426
Work politics	1.0	3.0	1.9	2.0	0.8	476
Unequal treatment	1.0	3.0	1.7	1.0	0.8	492
Uncertain or undefined job expectations	1.0	3.0	1.5	1.0	0.7	496
Lack of community at work	1.0	3.0	1.6	1.0	0.7	482
Other, specify:	1.0	3.0	2.0	2.0	0.9	93

Q17 In the last five years, while at TTUHSC El Paso, have you received outside official job offer(s)?

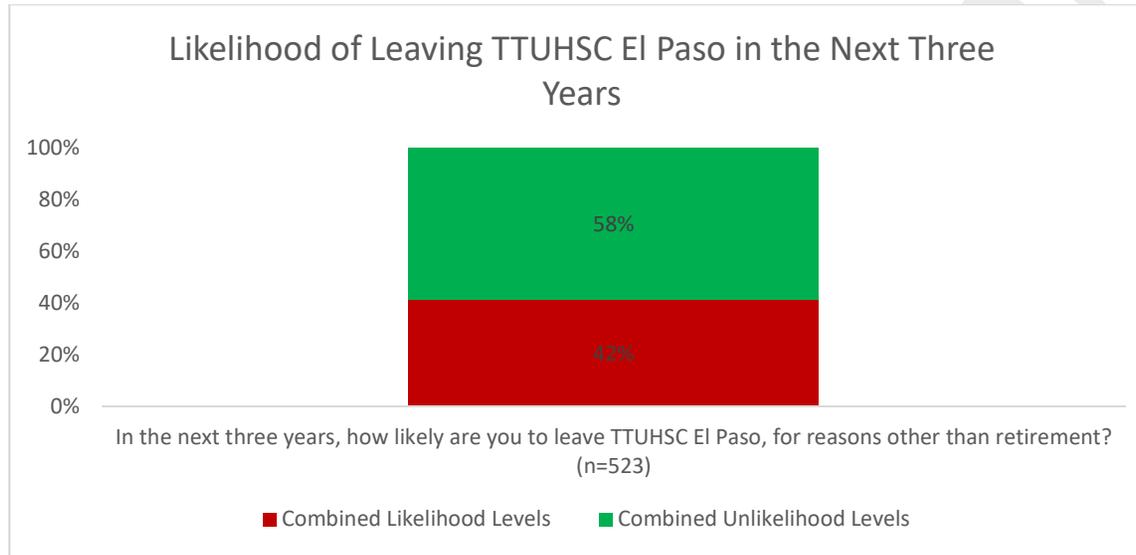
Figure 17



Answer	%	Count
Yes, and I took the offer(s) to my department head or dean.	5.4%	28
Yes, and I did not take the offer(s) to my department head or dean.	26.2%	137
No	68.4%	357
Total	100%	522

Q18 In the next three years, how likely are you to leave TTUHSC El Paso, for reasons other than retirement?

Figure 18



Answer	%	Count
Completely Unlikely	17.0%	89
Unlikely	25.6%	134
Somewhat Unlikely	15.5%	81
Somewhat Likely	20.1%	105
Likely	13.6%	71
Completely Likely	8.2%	43
Total	100%	523

Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	Combined Unlikely Levels	Combined Likely Levels
In the next three years, how likely are you to leave TTUHSC El Paso, for reasons other than retirement?	1.0	6.0	3.1	3.0	1.6	523	58.1%	41.9%

Q19 To what extent, if at all, have you considered the following as reasons to leave in the next three years?

Figure 19.1

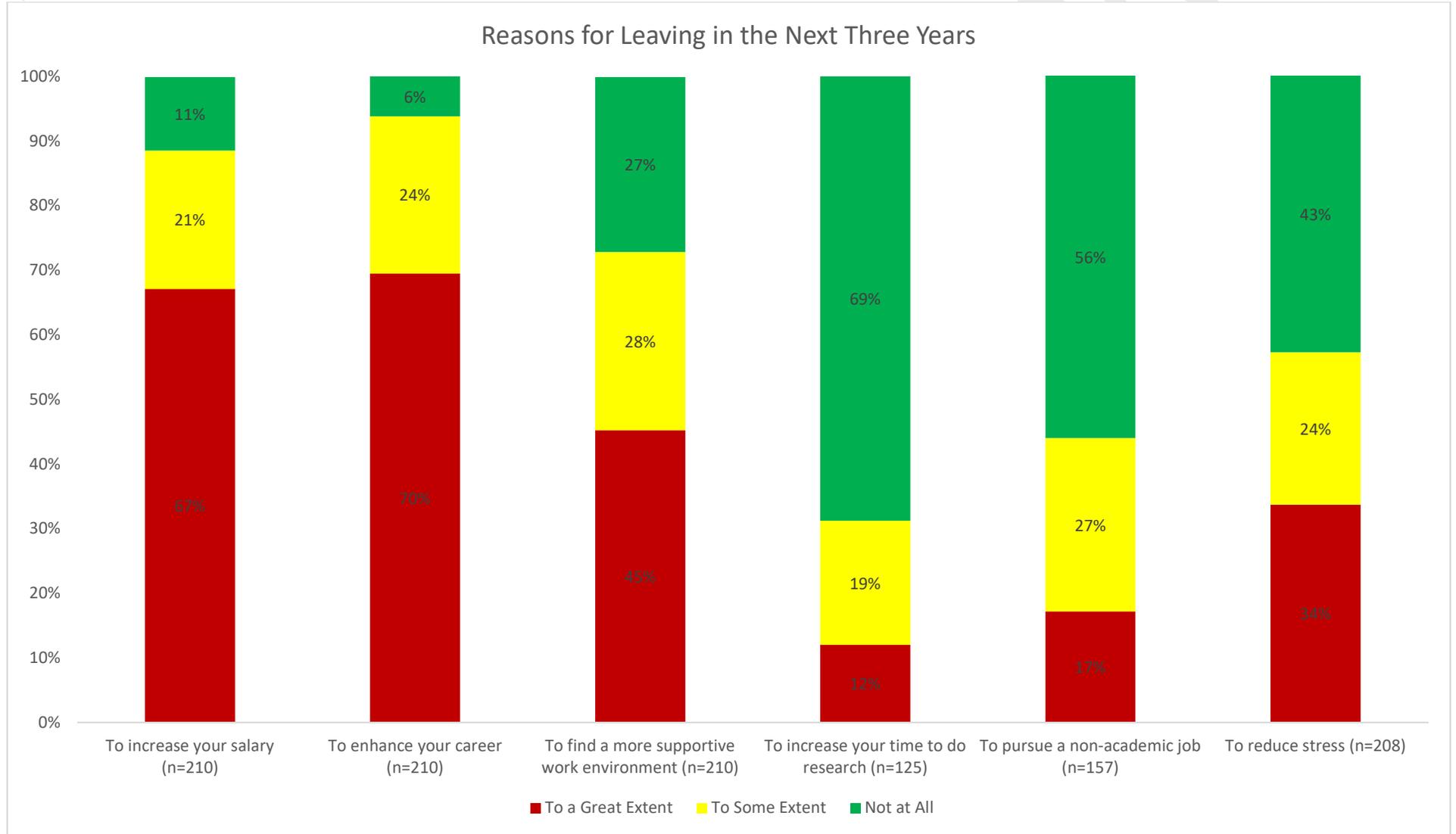
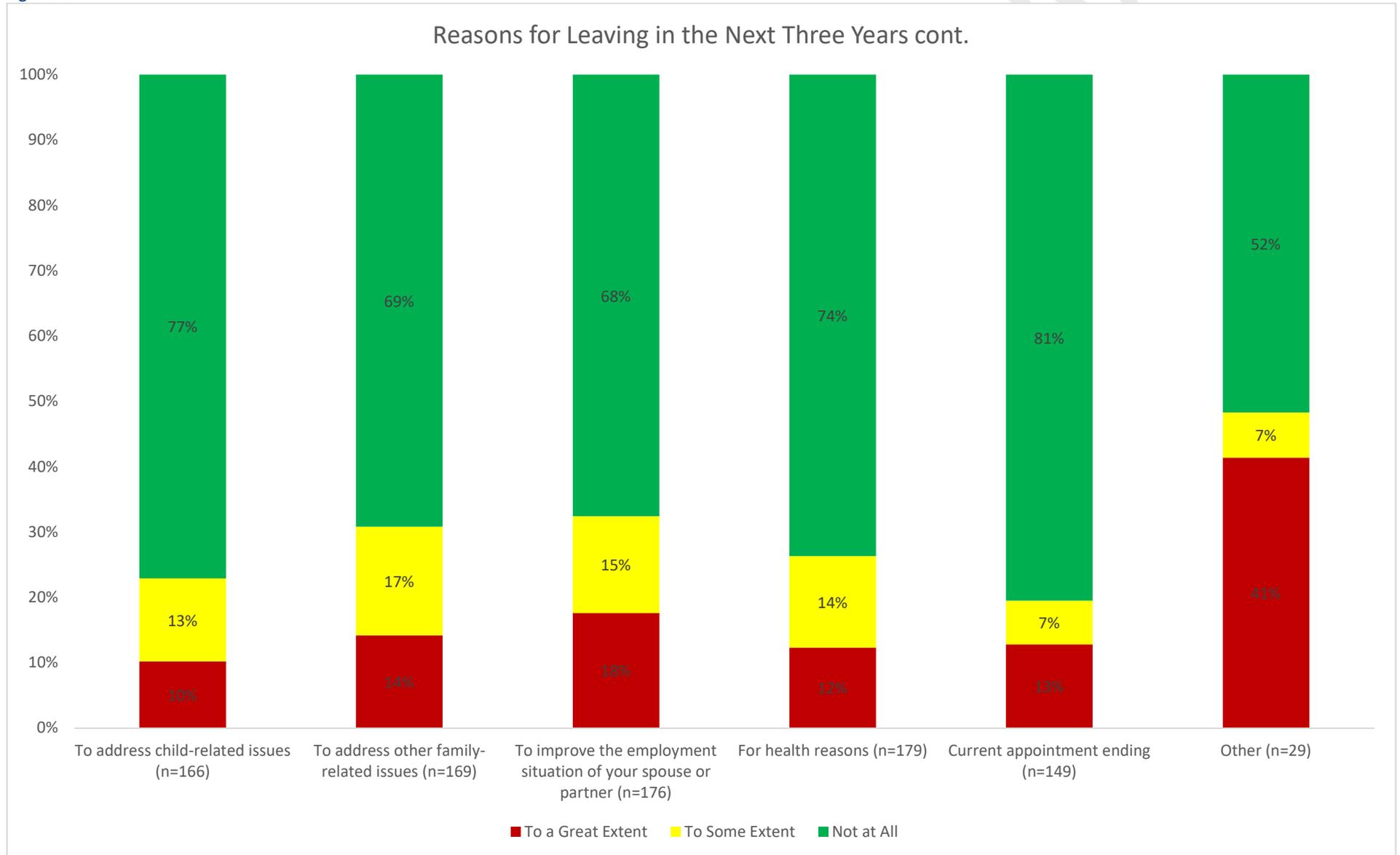


Figure 19.2



2019 Staff Satisfaction Survey
Results Summary

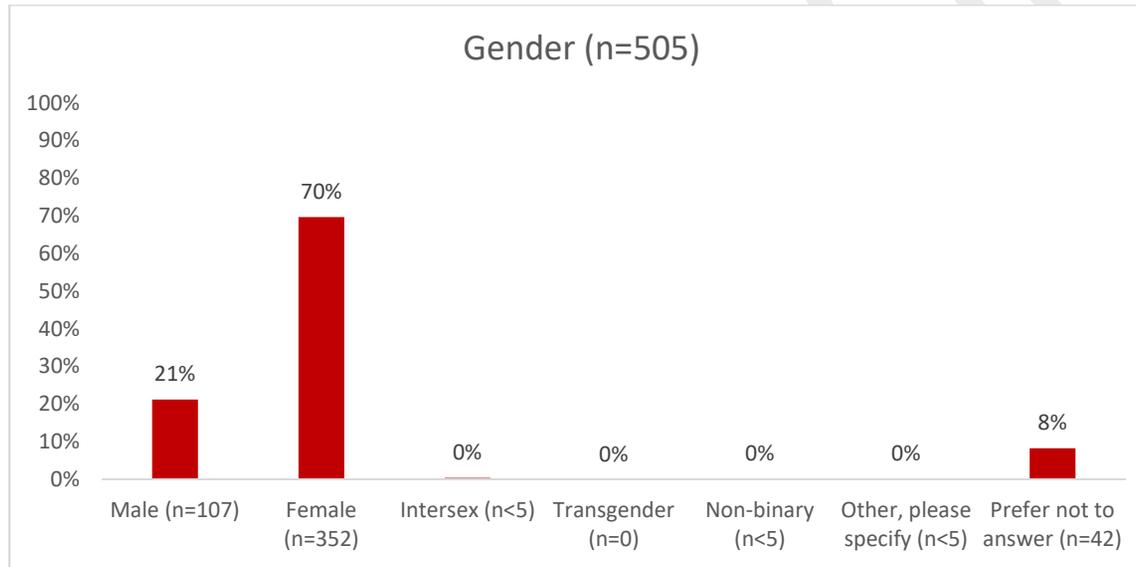
Question	Not at all		To some extent		To a great extent		Total
To increase your salary	11.4%	24	21.4%	45	67.1%	141	210
To enhance your career	6.2%	13	24.3%	51	69.5%	146	210
To find a more supportive work environment	27.1%	57	27.6%	58	45.2%	95	210
To increase your time to do research	68.8%	86	19.2%	24	12.0%	15	125
To pursue a non-academic job	56.1%	88	26.8%	42	17.2%	27	157
To reduce stress	42.8%	89	23.6%	49	33.7%	70	208
To address child-related issues	77.1%	128	12.7%	21	10.2%	17	166
To address other family-related issues	69.2%	117	16.6%	28	14.2%	24	169
To improve the employment situation of your spouse or partner	67.6%	119	14.8%	26	17.6%	31	176
For health reasons	73.7%	132	14.0%	25	12.3%	22	179
Current appointment ending	80.5%	120	6.7%	10	12.8%	19	149
Other, specify:	51.7%	15	6.9%	2	41.4%	12	29
Summary Statistics	Minimum	Maximum	Mean	Median	Std Deviation	Count	
To increase your salary	1.0	3.0	2.6	3.0	0.7	210	
To enhance your career	1.0	3.0	2.6	3.0	0.6	210	
To find a more supportive work environment	1.0	3.0	2.2	2.0	0.8	210	
To increase your time to do research	1.0	3.0	1.4	1.0	0.7	125	
To pursue a non-academic job	1.0	3.0	1.6	1.0	0.8	157	
To reduce stress	1.0	3.0	1.9	2.0	0.9	208	
To address child-related issues	1.0	3.0	1.3	1.0	0.7	166	
To address other family-related issues	1.0	3.0	1.4	1.0	0.7	169	
To improve the employment situation of your spouse or partner	1.0	3.0	1.5	1.0	0.8	176	
For health reasons	1.0	3.0	1.4	1.0	0.7	179	
Current appointment ending	1.0	3.0	1.3	1.0	0.7	149	
Other, specify:	1.0	3.0	1.9	1.0	1.0	29	

Demographics

Gender

Q20 With which gender do you identify?

Figure 20

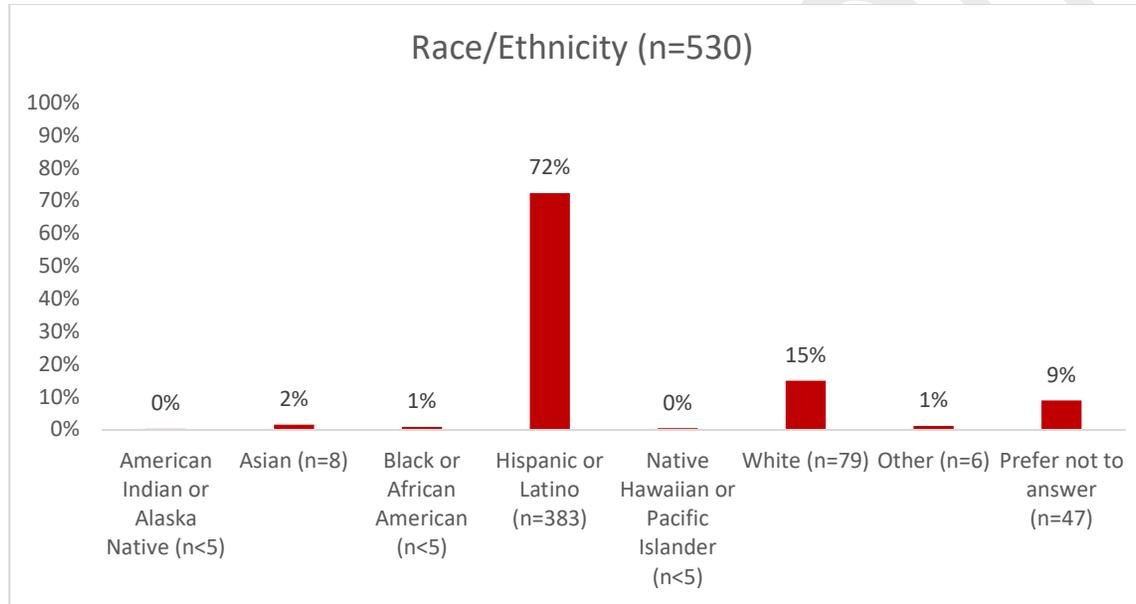


Answer	%	Count
Male	21.2%	107
Female	69.7%	352
Intersex	0.4%	n < 5
Transgender	0.0%	0
Non-binary	0.2%	n < 5
Other, please specify	0.2%	n < 5
Prefer not to answer	8.3%	42
Total	100%	505

Race and/or Ethnicity

Q21 What is your race and/or ethnicity? Mark all that apply.

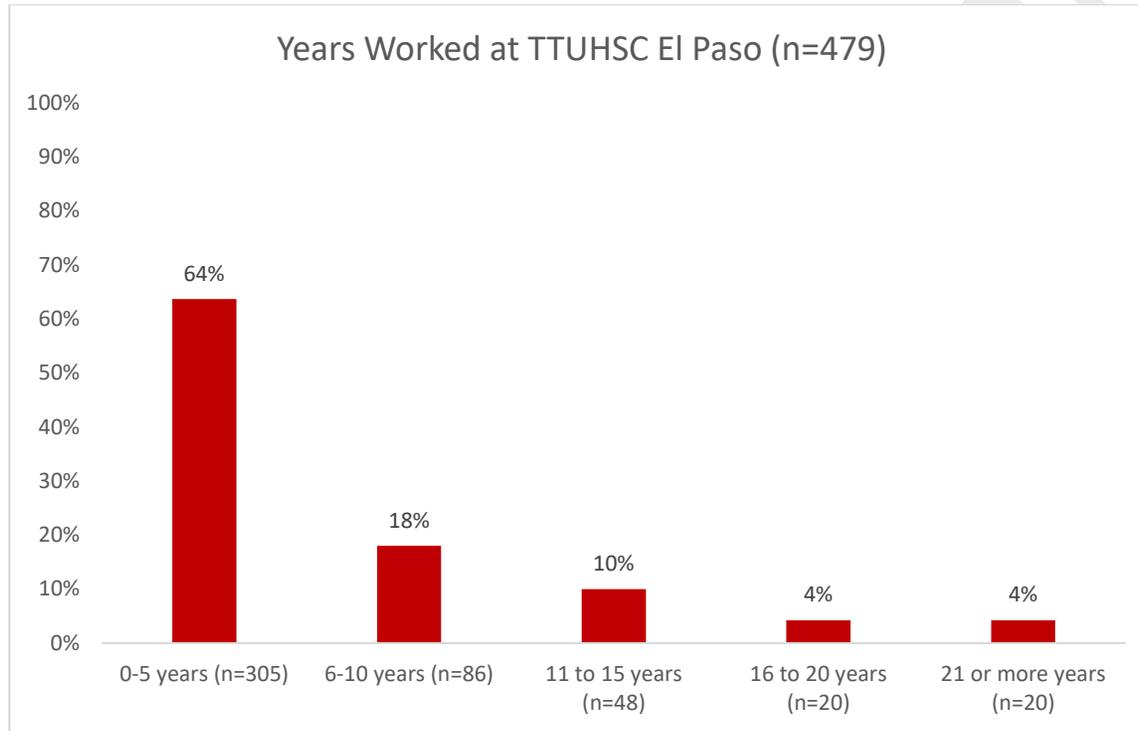
Figure 21



Answer	%	Count
American Indian or Alaska Native	0.2%	n < 5
Asian	1.5%	8
Black or African American	0.8%	n < 5
Hispanic or Latino	72.3%	383
Native Hawaiian or Pacific Islander	0.4%	n < 5
White	14.9%	79
Other, specify:	1.1%	6
Prefer not to answer	8.9%	47
Total	100%	530

Q22 How many years have you worked at TTUHSC El Paso?

Figure 22



Answer	%	Count
0-5 years	63.7%	305
6-10 years	18.0%	86
11 to 15 years	10.0%	48
16 to 20 years	4.2%	20
21 or more years	4.2%	20
Total	100%	479