Executive Summary

Methodology

All students at Touro University California (TUC) were invited to participate in a campus climate survey in January 2016. The survey was designed to measure their opinions on a variety of items regarding campus facilities, grounds, space needs, Interprofessional Education experiences, campus gender inclusion, and services provided by university Library, Dining & Catering Services, Information Technology and Student Services. The survey was organized in 7 sections: Physical Environment, Learning Environment (including Campus Environment, Classrooms/Labs and Library), Interprofessional Education, Dining & Catering Services, Campus Technology, Student Services and Campus Gender Inclusion. A Likert Rating Scale of 1-5 was used throughout the survey for rating items. The table below summarizes the relationship of the scale anchors to the Likert Scale (The complete survey instrument is attached in Appendix B).

	Val	ue
Scale	Interest Level	Agreement Level
5	Very Interested	Strongly Agree
4	Interested	Agree
3	Neutral	Neither Agree Nor Disagree
2	Not Very Interested	Disagree
1	Not Interested at all	Strongly Disagree

Table 1: Likert Scale Matching Values

Questions in this survey were developed using the 2013 TUC student satisfaction survey as a pilot survey (http://oira.tu.edu/institutionalsurveys/). In the 2013 survey, respondents were asked to rate "importance" and "agreement" of each item. Most survey items received an average importance rating above 4 in a Likert Rating Scale of 1-5, with 5 being "very important". Thus, a majority of the survey items were kept in the 2016 survey, but respondents were not asked to rate "importance" of each item. New questions were added and some questions were revised. The survey draft was shared with the university's Executive Council (EC). A few rounds of editing were conducted before the Provost/COO authorized the administration of the survey in January 2016. Survey content validity was ensured through involving different "experts" in the designing process and using the 2013 survey as a pilot study. Cronbach's alpha values for each section were above .70 (Table 2), suggesting a high level of item consistency in each section and high level of survey reliability.

Category	Cronbach's α	Number of items
Physical Environment	.88	17
Campus Environment	.92	14
Classrooms/Labs	.88	10
Library	.88	13
Interprofessional Education	.96	4
Dining Services	.78	3
Catering Services	.91	6
Campus Technology	.89	10
Student Services	.97	22
Gender Inclusion	.97	13
Sexual Misconduct	.96	10

Table 2: Cronbach's α value for each category

The initial survey invitation with the survey link was sent to the 1,407 TUC student emails on January 19th, 2016. Several reminders followed and the email was discontinued on February 6th, 2016 with 736 valid responses collected (defined as having at least one responded item). The response rate was about 52% (736/1,407). Demographic information of the survey respondents is shown in the table below (Table 3).

	Primary Enrolled Program								
Years at TUC	D.O	MSMHS (COM)	Pharm.D	MSMHS (COP)	GSOE	MPH	Joint Program	Nursing	Total
Less than 1year	90	10	63	6	23	12	30	12	246
1 to 2 years	106	2	75		16	11	27	9	246
3 to 4 years	124		77		6	2	8		217
More than 4 years	14		10		1	2			27
Total	334	12	225	6	46	27	65	21	736

Race/Ethnicity								Gender	
Unknown	Hispanic	American Indian	Asian	Black	Native Hawaiian	White	Two or More Races	Male	Female
52	43	1	331	23	4	266	16	299	437

Table 3: Demographic Information of Survey Respondents

To test whether the gender, race/ethnicity, program distribution is representative of the TUC student population, chi-square tests were used. Gender Chi-square value of $\chi^2 = 0.002$ (1, 1) (p>0.05) and race/ethnicity value of $\chi^2 = 5.77$ (1, 7) (p>0.05) indicate that gender and race/ethnicity distribution for the survey respondents are representative of TUC student population. The program chi-square value of $\chi^2 = 29.1$ (1, 7), with p<0.05 suggests that program distribution in the respondents is not representative of TUC programs. The chi square value of $\chi^2 = 5.12$ (1, 6) (p>0.05) for program without GSOE, however, indicates a good program representation of the population. Readers should be cautious when generating the results from this survey to represent the GSOE student population.

Findings

Findings are discussed in the order of Physical Environment, Learning Environment (including Campus Environment, Classrooms/Labs and Library), Interprofessional Education, Dining & Catering Services, Campus Technology, Student Services and Gender Inclusion & Sexual Misconduct (A detailed data summary is attached in Appendix A). When applicable, results were compared with 2013 student satisfaction survey results.

Physical Environment

In this section, respondents rated their level of agreement on 17 aspects of TUC physical environment, including campus facilities, campus safety, grounds and space needs. The average ratings range between 2.77 to 4.12, compared to 2.84 and 4.32 in the 2013 survey. The top three rated items in this section are also rated as top three in the 2013 survey. These items are: "It is safe on campus during the day" (M=4.12); "Security personnel are responsive and courteous" (M=3.96) and "There are sufficient trash receptacles on campus" (M=3.96).

The item "The institution has sufficient eating areas" is rated the lowest in this section both in the 2016 (M=2.77) and 2013 survey (M=2.84). The other low rated items are related to campus parking, outdoor seating,

campus building signage and study space. Although study space is still rated low in the 2016 survey, it is rated a little higher than in the 2013 survey. The opening of the Farragut Inn study room may be one of the factors that can count for this positive change. Campus parking seems to be a bigger concern than it showed in the 2013 survey. This may be due to the close of the Army Reserved parking spots at lower campus.

When asking the time and the location at which respondents do not feel safe, respondents expressed safety concerns of being on campus at night with poor lighting. Students would like to see more lighting in the parking lots, on the main roads and more of security presence at night.

In this section, a majority of the respondents' comments center around beautifying the campus in terms of repaving roads, improving the parking lot, better lighting, and having more spaces for students to study, gather and eat. Respondents also shared their concerns that the library becomes the student social hall and it makes it difficult to control the noise for other students to study individually. These comments are very similar from what it showed in the 2013 survey.

Learning Environment

In the learning environment section, respondents were asked to rate items and provide feedback regarding TUC Campus Environment, TUC Classrooms/Labs and the Library.

Campus Environment

In this section, respondents were asked to rate their level of agreement on 14 statements related to their TUC campus environment. These items are new in the 2016 survey. The average agreement ratings range between 3.12 and 4.12. Respondents most agree that "Faculty and staff are easy to talk with" (M=4.12), "Students work cooperatively with one another" (M=4.06), "Faculty and staff show respect for students" (M=4.05), and "People in this university are polite to one another" (M=4.04). The lowest rated item in this section is "University pride is evident among students" (M=3.12). It is worth further investigation to find out the factors that correlate with this low rating.

Classrooms/Labs

In this section, respondents selected the classrooms/labs they use the most and rated their agreement on 10 statements regarding these rooms. Lander Hall 111, 113 and Auditorium are the rooms least used by the respondents. As shown in the 2013 survey, respondents agree that "Classrooms are kept clean" (*M*=3.95). The item "Classroom temperature is comfortably regulated" and "Web and campus network access in the classroom are reliable" received the same lowest rating (M=2.95). The web and network access item was rated the most important item in the 2013 survey. In the open-ended comments, students confirmed their interest in improved WiFi and internet capabilities. Students described their frustration with the speed and not being able to log on to take tests because of the overloaded system and poor signal strength. Paired with improving the internet access on campus, several students mentioned the needs of more outlets in some classrooms. In terms of physical classroom improvement, more comfortable chairs would be appreciated. Respondents would like all programs to use the tool MediaSite with enhanced resolution and audio so that they can hear or see better on certain recordings.

TUC Library

Thirteen items related to TUC library were included in this section. The item "The librarians are helpful and knowledgeable" (M=4.02) received the highest rating in this section. This is very consistent with the 2013 survey rating, suggesting continuously high level of customer services in the library. A 1.00 average rating increase can be seen on the item "The number and location of electrical outlets in the library are satisfactory" (M=3.71) between this survey and the 2013 survey. The 32 outlets added in the library is the factor to explain this rating increase. The space related items "The library has enough space for individual study (M=3.02) and "The library has enough community space for group learning and group study (M=3.08) received the lowest agreement rating in this section, suggesting the general space concerns on TUC campus.

The majority of students who provided comments would like to see expansion of the library for more study rooms and noise control. Respondents commented on how the library is becoming a lounge due to the fact there is nowhere else to congregate (Farragut Inn is too far away from classes down campus). The noise and student eating in the library is very disruptive and several students stated they stopped going to the library because of such concerns. They would like to see either more study rooms, a better divider for the quite section and better regulation of study rooms. Many students call for a dedicated student lounge. Students would also like to see the library open longer or 24-hour key card access, and improved internet and printer functionality.

Interprofessional Education (IPE)

About 70% of the respondents have participated TUC team-based interprofessional education events or activities. More than half of those respondents participated in more than one event /activity at TUC. Twenty-two respondents reported gaining that experience from somewhere else other than TUC. Respondents rated the 4 items regarding IPE experiences between 3.49 and 3.61. This suggests that most respondents agree that IPE help them improve their communication skills, understand roles and responsibilities in solving clinical problems with a team, become a more effective team member and increase their awareness of values and ethnics relative to patient-centered care or K-12 students.

Dining & Catering Services

More than 80% of respondents have purchased food from TUC dining services and about 10% get it daily. Majority of them (68.1%) agree that the portion size of the non-vending food is just right. About 31% of them think the size is too small. About half of survey respondents are interested in soup/salad, soup/sandwich and salad/sandwich combinations. One third of respondents reported "Interested" or "Very Interested" in "buying pre-prepared meals in the vending machines". About 40% of respondents show interest in "purchasing a prepaid dining meal card for use in the dining areas" or "A pre-ordering lunch program option". When not eating on campus, respondents most likely eat Mexican food, fast food, or pack food from home. The most popular restaurants are Chipotle, Taco Truck and Chick-Fil-A and about two thirds of the respondents spend \$5-\$10 to eat lunch at a restaurant.

Respondents commented on the great customer services Farragut Food Services provide. They would like to see the hours of food services and coffee cart extended, especially for evening classes. More variety of entrees and healthier options are very welcome. Italian food, like pizza would be a good addition. A few respondents

suggested displaying nutrition information on packaged goods and posting signs indicating if dishes have gluten, wheat, or soy. One thing worthy attention is that respondents noticeably commented on the not pleasant customer services in Lander Hall cafeteria.

About 20% of the respondents have ordered food/beverages from TUC catering services. In general, they are happy with their catering experiences. Respondents are mostly satisfied with the delivery/set up time (M=4.12) and the food presentation (M=4.11). Food quantity received a relatively low average ranking in this section (M=3.74) and some commented that the catering cost is high for the quality and quantity.

Overall, about 43% of the respondents "satisfied" or "very satisfied" with TUC Dining & Catering Services, and 42% feel neutral about it.

Campus Technology

Ten items were included in the section on campus technology and received an average score between 2.85 and 3.94. The item "TUC email service is reliable" received the highest rating (M= 3.94) in this section and that matches with the 2013 survey results. The item "Important information is easily found on the new campus website" received a score of 3.62, slightly higher than that in 2013 survey (3.39), confirming TUC website's continuous improvement since the new website was launched in March, 2012. Although the two items about campus printers, which were rated the lowest in 2013 survey, received better ratings in this survey, respondents commented on the connectivity and functionality issue. The wireless access (M=2.86) and connectivity on campus (M=2.85) are rated the lowest. Respondents expressed their frustration of lacking the ability to be continuously logged in for the WiFi. Regarding digital media, respondents commonly expressed their interest of all programs using MediaSite and improve the sound and video quality of that tool. Some respondents suggested investing in leaning applications like: Pathoma, Quizlet, Osmosis and etc. Information technology customer services were commended in student comments.

Student Services

In this section, respondents were asked to rate 22 items in different areas of student services, including services in admissions, financial aid, registrar's office, Jewish life, student organizations, the student health center, counseling services and academic support. The average agreement ratings were between 3.02 and 3.91. In the 2013 survey, the three lowest rated items in this section were all related to student health. The 2016 survey results show notable improvement in this area. The item "Appointments can be scheduled in the student health center at a convenient time" received the lowest rating (M=2.03) for the whole survey in 2013. This item received an average rating of 3.43 in the 2016 survey. The other two items are "Free or inexpensive quality services are provided in the Student Health Center" (M=2.09 in 2013 vs. M=3.49 in 2016) and "The university's student health insurance provides to quality access to quality care" (M=2.18 in 2013 vs. M=3.02 in 2016). The additional hires and the new physical location of the Student Health Center may be accountable for this measurable improvement in student satisfaction. Although we see a rating increase in student health insurance, twenty-two respondents commented that coverage under SHIP (Student Health Insurance Plan) is minimal and the cost is too expensive. They would like to see more transparency in the insurance policies. Students also commented that more staff training would help in providing students with quality health services. Improvement on the online adding/dropping/scheduling/registering process and transcript process is needed.

Gender Inclusion & Sexual Misconduct

In this session, 14 respondents responded with "Yes" when asking [if] "My sex or gender has impeded my educational pursuits at TUC". In the open-ended comments, a couple students mentioned feeling discriminated. Respondents rated high on the 13 gender inclusion rated statements. The average agreement scores were between 3.81 and 4.01. If experiencing victimization on the basis on their sex/gender, respondents would feel more comfortable reporting to friends, family and faculty. Twenty-three students answered "Yes" to the item "Have you been a recipient of unwelcome sexual contact or participated in a sexual misconduct case". They rated high on the statements regarding TUC's policies, procedures, resources, and assistance in dealing with the issues.

Conclusion

The 2016 survey was tested to be valid and reliable. Rich information was collected from the 763 respondents, who were representative of TUC student population. The data from the survey suggest that these areas with great student satisfaction or observable improvement compared to the 2013 survey:

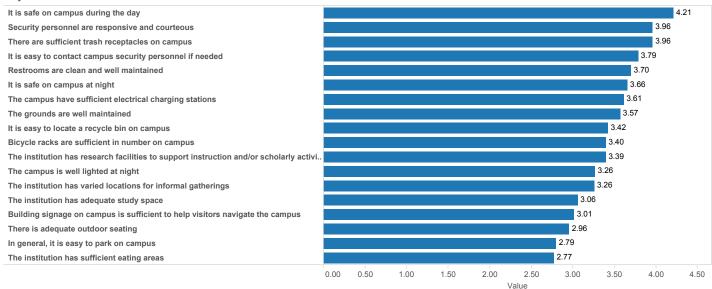
- TUC students feel safe during the day and security personnel are responsive and courteous
- TUC faculty and staff show respect for students and are easy to talk
- Students work cooperatively with one another, and people on campus are polite to one another
- TUC classrooms are kept clean
- TUC librarians are very knowledgeable and provide excellent customer services to our students
- Student health services are improved

The areas which will mostly need improvement are:

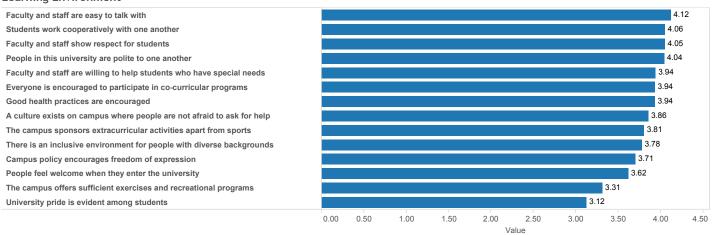
- Space tightness continues to be an issue at TUC. Students would like to see more eating areas, better campus parking, more outdoor seating and more on campus study space
- Students would feel safer at night with better lighting at parking lots, on the main roads and more security presence at night
- Better campus wireless access and connectivity is needed
- A student insurance with better coverage and less expensive is needed

Appendix A

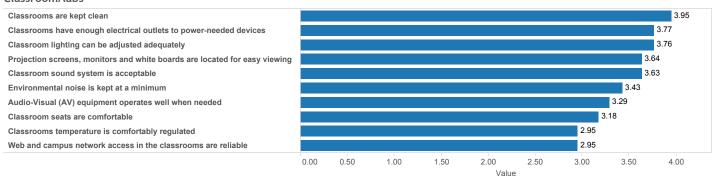
Physical Environment



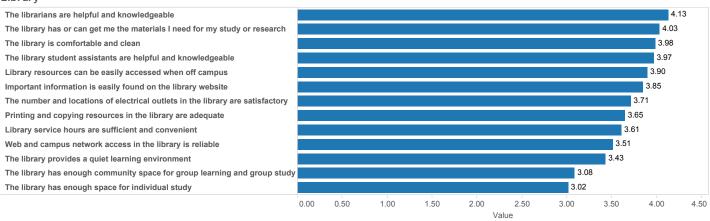
Learning Environment



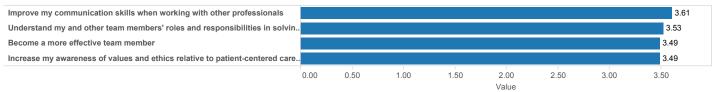
Classroom/labs



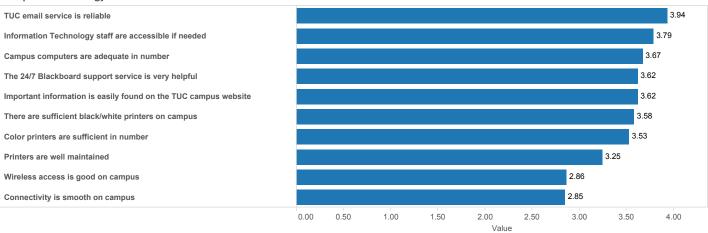
Library



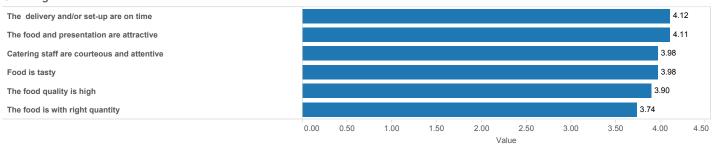
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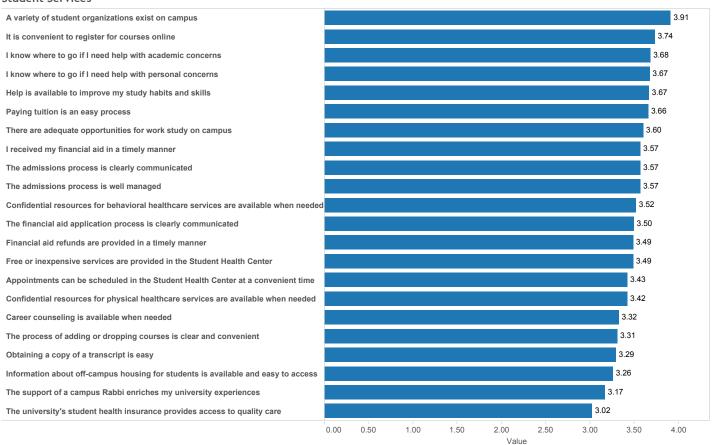
Campus Technology



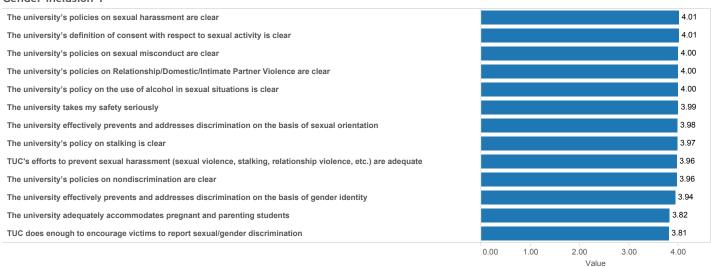
Catering



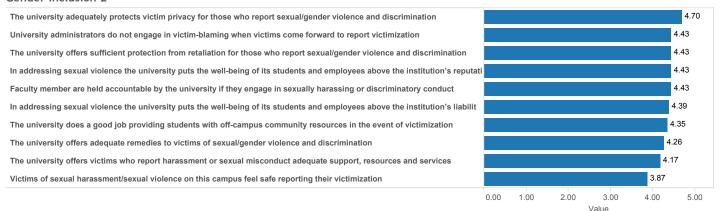
Student Services



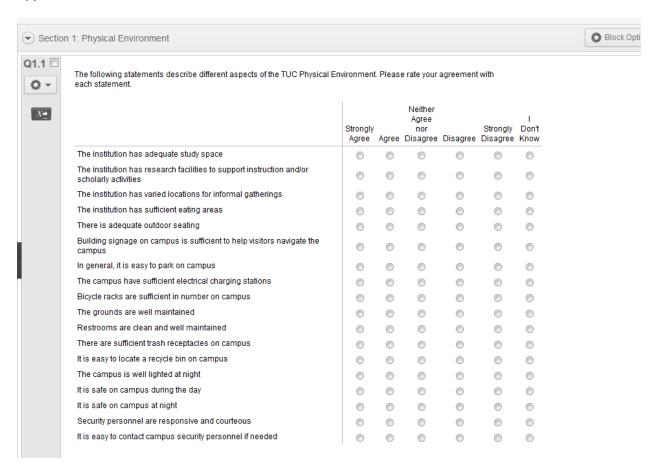
Gender inclusion 1

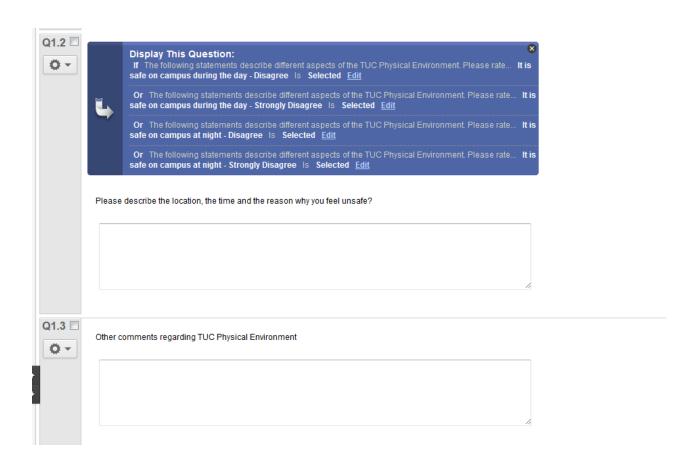


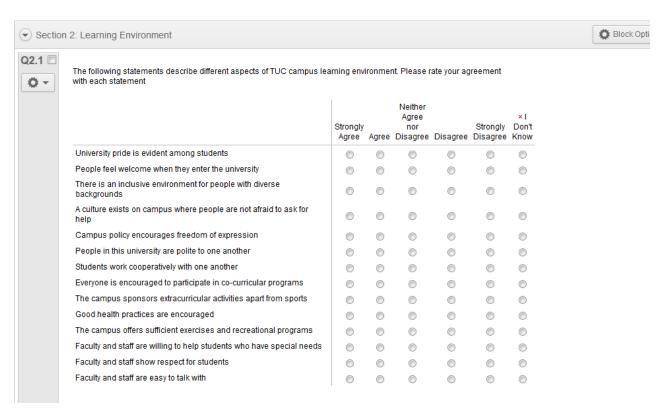
Gender inclusion 2

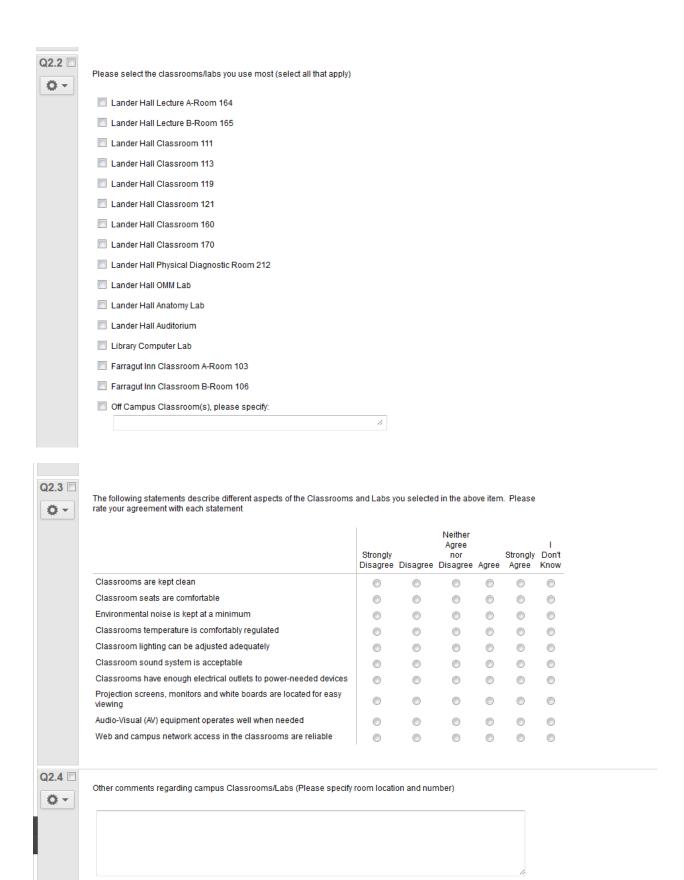


Appendix B

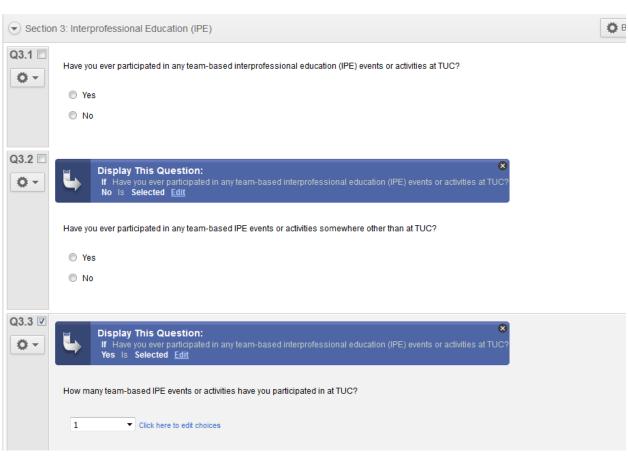






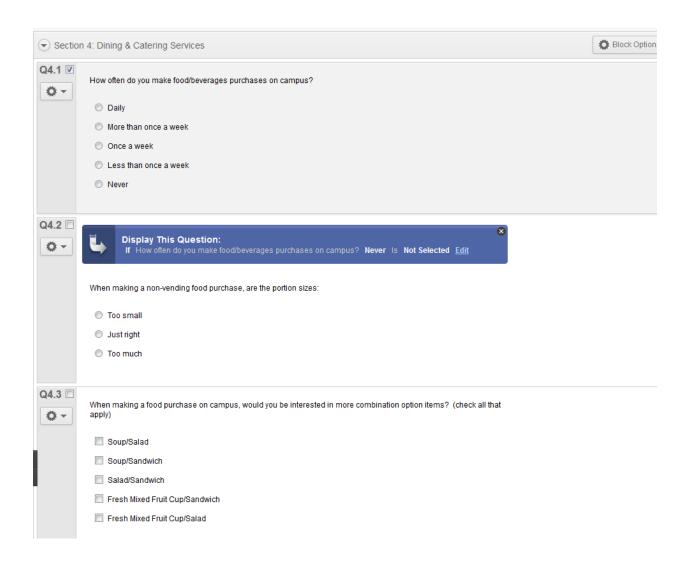


		Strongly Agree		Neither Agree nor Disagree	Disagree	Strongly Disagree	
	The library is comfortable and clean	0	0	©	0	0	0
	The library provides a quiet learning environment	0					0
	The library has enough space for individual study	0			0		0
	The library has enough community space for group learning and group study	0	0	0	0	0	0
	The number and locations of electrical outlets in the library are satisfactory	0		0	0		0
	Printing and copying resources in the library are adequate	0					
	Library service hours are sufficient and convenient	0				0	0
	The library student assistants are helpful and knowledgeable	0		0			0
	The librarians are helpful and knowledgeable	0		0	0		0
	The library has or can get me the materials I need for my study or research	0		0	0	0	0
	Web and campus network access in the library is reliable	0		0			0
	Library resources can be easily accessed when off campus	0		0			0
	Important information is easily found on the library website	0					0
Q2.6 🗆	Other comments regarding the TUC Library						

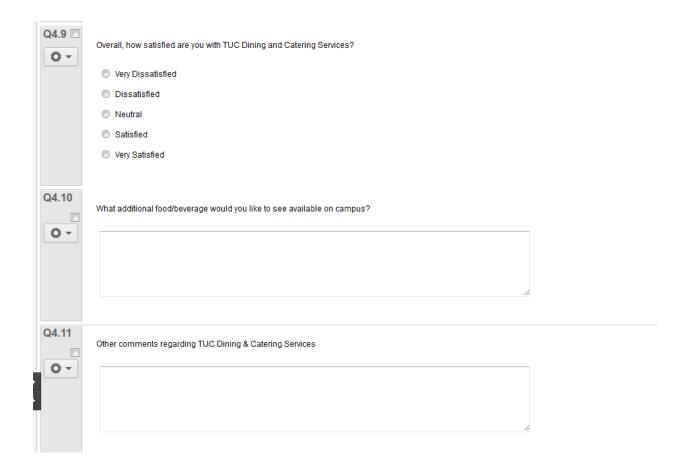




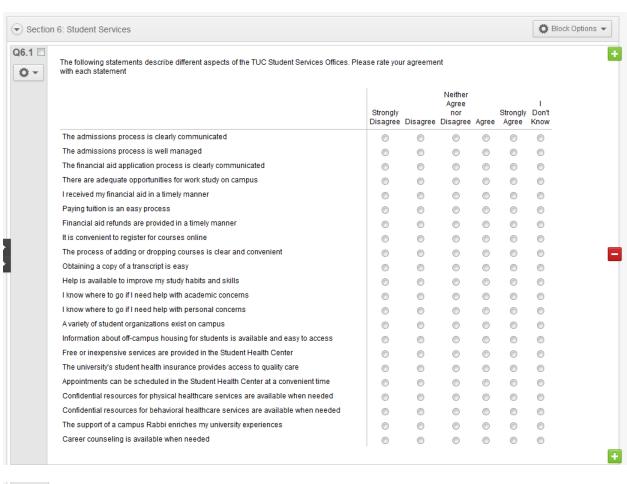
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	l don't know
Become a more effective team member	0	0	0	0	0	©
Understand my and other team members' roles and responsibilities in solving clinical (health and education) problems	•	0	•	0	0	•
Improve my communication skills when working with other professionals	0	0	•	©	0	0
Increase my awareness of values and ethics relative to patient-centered care (or K-12 students)	©		•	0	0	0



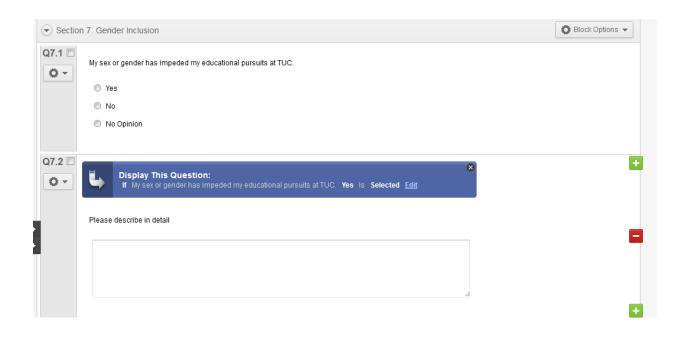
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Purchasing a pre-paid dining meal card for use in the Dining areas	•	0	0	0	(ð		
A pre-ordering lunch program option	•	0	©	0	(0		
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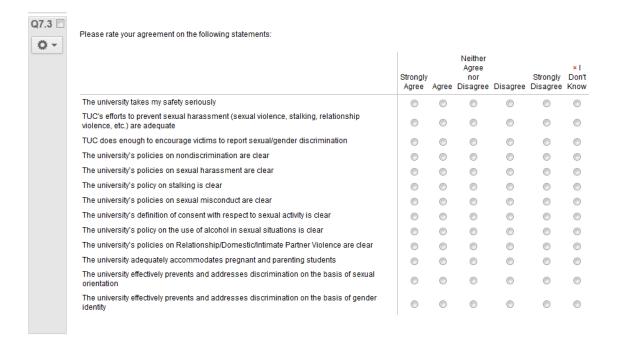


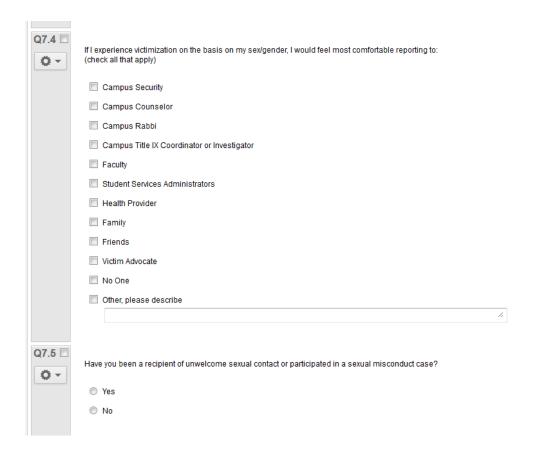
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				40		
Other comments regarding TUC Technology						



Q6.2 □	Other comments regarding TUC Student Services Departments











Please provide your opinion to each of the following statements:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	×I Don't Know
Victims of sexual harassment/sexual violence on this campus feel safe reporting their victimization	0	0	0	0	0	0
The university offers victims who report harassment or sexual misconduct adequate support, resources and services	0	0	0			
University administrators do not engage in victim-blaming when victims come forward to report victimization	0	0	0	0	0	0
The university adequately protects victim privacy for those who report sexual/gender violence and discrimination	0	0		0	0	
The university offers adequate remedies to victims of sexual/gender violence and discrimination	0	0	0	0	0	
The university offers sufficient protection from retaliation for those who report sexual/gender violence and discrimination	0	0		0	0	
In addressing sexual violence the university puts the well-being of its students and employees above the institution's reputation	0		0	0	0	
In addressing sexual violence the university puts the well-being of its students and employees above the institution's liability	0		0	0	0	
The university does a good job providing students with off-campus community resources in the event of victimization	0	0	0	0	0	
Faculty member are held accountable by the university if they engage in sexually harassing or discriminatory conduct	0	0	0	0	0	0



