

PREDICTORS OF STUDENT SATISFACTION WITH THE QUALITY OF HEALTH PROFESSIONS EDUCATIONAL PROGRAMS

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UT Health

San Antonio

School of
Health Professions



THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER AT SAN ANTONIO
LONG SCHOOL OF MEDICINE
SCHOOL OF DENTISTRY
SCHOOL OF HEALTH PROFESSIONS
SCHOOL OF NURSING
SCHOOL OF BIOMEDICAL SCIENCES

UT Health San Antonio

- Academic Health Science Center with five professional schools (Medicine, Dentistry, Nursing, Health Professions, Graduate School)
- FY2020 revenue budget about \$1B
- 3,300 students; 36,500 alumni; 1,000 trainees; 5,000 staff; 2,000 faculty
- 850 practicing doctors at UT Health; ~2 million patient visits/yr; >125 specialties; ~\$450m in annual revenue
- One of 8 medical institutions within the UT System
- Core of the \$40.2B SA bioscience industry; 1/6 workers in SA are in healthcare
- One of 140 Academic Medical Centers in the U.S.
- One of 30 Academic Medical Centers in the U.S. with a NCI designation and a NIH CTSA award
- Only Academic Medical Center in the San Antonio region

School of Health Professions

Emergency Health Sciences

- BS in Emergency Health Sciences
- EMT – Basic
- Paramedic

Medical Laboratory Sciences

- BS in Medical Laboratory Sciences
- MS in Medical Laboratory Sciences

Occupational Therapy

- Master of Occupational Therapy (MOT)
- Doctor of Occupational Therapy (OTD)

Physician Assistant Studies

- Master of Physician Assistant Studies (MPAS)

Physical Therapy

- Doctorate of Physical Therapy (DPT)

Respiratory Care

- BS in Respiratory Care
- MS in Respiratory Care

Communication Sciences and Disorders

- MS in Speech-Language Pathology

- *Six academic departments*
- *Seven different disciplines*
- *12 different degrees and certificates*

Vision

By 2022 the School of Health Professions at UTHSCSA will be recognized as a world class school *whose programs are among the best* in the United States.



2019 Rankings

- **Physician Assistant Studies #33 out of 169 (top 20%)**
- **Occupational Therapy: #44 out 163 (top 27%)**
- **Physical Therapy: #79 out of 193 (top 41%)**

UT Health 2018-2022 Strategic Plan

Mission

To make lives better through excellence in education, research, health care and community engagement.

Vision

UT Health: *To be a World-Class Academic Health Center, Transforming Health and Health Care for a Diverse Society*

SHP: *By 2022 the School of Health Professions at UTHSCSA will be recognized as a world class school **whose programs are among the best** in the United States.*

Introduction

Great health professions academic programs are associated with:

- Outstanding students
 - Marketing and student recruitment
 - Program reputation and ranking
- Great faculty
 - Recruitment and retention
 - Teaching, scholarship and research
 - National recognition
- Well designed and delivered curriculum
- Strong clinical training
 - Outstanding clinical sites and preceptors
- Outstanding outcomes
 - Graduate satisfaction ←
 - Employer satisfaction
 - Board exam pass rates
 - Graduate employment
 - Graduate career success

Program Review and Outcomes Assessment (PROA)

Resources



Process



Outcomes

- Personnel Resources
 - Faculty
 - Staff
- Physical Resources
 - Classrooms
 - Laboratories
- Learning Resources
 - Library
 - Instructional Support
 - Web Resources
- Clinical Resources
 - Facilities
 - Experiences
 - Preceptors
- Interprofessional Resources

- Applicant Pools (number/quality/conversion rates)
- Entering Students (number/quality)
- Curriculum
- Classroom Teaching and Learning (artifacts, evaluations, IDEA)
- Clinical Teaching and Learning (artifacts, evaluations)
- Attrition
- Accreditation Reports and Reviews
- Community Advisory Committee(s)
- Resource Assessment

- Graduates (number/quality)
- Job Placement
- Board Exam Performance (first time and overall pass rates, content review and mapping)
- Graduate Satisfaction
 - Exit Survey
 - 6-month Follow-up
- Program Rankings and Reputation
- Employer Satisfaction
- Graduate Career Success
 - Leadership

Quality of Program

Classes of 2014 to 2018 on Exit and at 6 Months

*How satisfied were you with the **quality of your educational program** at UTHSCSA (scale of 1-5)*
(R = rank; M = mean; N = response)

	2014						2015						2016					
	Exit			6 Month			Exit			6 Month			Exit			6 Month		
Prog	R	M	N	R	M	N	R	M	N	R	M	N	R	M	N	R	M	N
All		3.9 (1.2)	164		4.4 (.78)	50		4.3 (0.8)	252/ 290		4.3 (0.8)	62/ 209		4.38 (0.8)	262/ 285		4.1 (0.9)	41/161
MLS	1	4.8 (0.4)	13	2	4.9 (.32)	10	1	4.5 (0.6)	28/35	2	4.4 (0.5)	5/35	6	3.7 (1.5)	15/18	5	3.5 (1.7)	4/19
OT	2	4.5 (0.7)	12	1	5.0 (0)	3	1	4.5 (0.6)	33/33	3	4.3 (0.8)	7/29	2	4.4 (0.6)	35/37	2	4.3 (0.6)	13/37
RC	2	4.5 (0.6)	17	4	3.9 (.99)	8	3	4.4 (0.6)	18/25	1	4.5 (0.6)	4/24	4	4.1 (0.8)	17/23	5	3.67 (0.9)	7/20
EHS	6	2.9 (1.5)	18	NA	NA	NA	3	4.4 (0.9)	98/98	5	4.1 (0.4)	8/29	1	4.7 (0.6)	124/ 135	4	4.0 (0)	2/16
PT	3	4.4 (0.9)	40	3	4.2 (.88)	18	5	4.2 (0.5)	37/56	6	4.0 (1.3)	21/ 55	3	4.2 (0.9)	35/35	2	4.3 (0.7)	7/33
PAS A	5	3.2 (1.3)	27	3	4.2 (.42)	10	6	3.9 (1.0)	38/43	4	4.2 (1.0)	17/ 37	5	3.9 (0.7)	36/37	1	4.4 (0.5)	8/36
PAS B	4	3.4 (0.9)	37	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/A	N/A	NA	NA	NA

Quality of Program

Classes of 2014 to 2018 on Exit and at 6 Months

How satisfied were you with the quality of your educational program at UTHSCSA (scale of 1-5)
(R = rank; M = mean; N = response)

Prog	2017						2018						2019					
	Exit			6 Month			Exit			6 Month			Exit			6 Month		
	R	M	N	R	M	N	R	M	N	R	M	N	R	M	N	R	M	N
All		4.3 (0.9)	452/463		4.4 (.75)	72/151		4.2 (0.9)	320/329		4.1 (0.9)	58/173						
MLS	1	4.7 (0.5)	29	1	4.6 (.7)	11/29	1	4.8 (0.5)	28/28	1	4.5 (0.7)	11/27						
OT	1	4.7 (0.5)	29	2	4.5 (0.5)	9/24	1	4.8 (0.5)	42/42	3	4.3 (0.7)	9/32						
RC	3	4.3 (0.6)	45	4	4.3 (.97)	22/43	4	4.0 (0.7)	32/37	3	4.3 (0.7)	9/26						
EHS	4	4.2 (1.0)	334	3	4.4 (0.5)	12/17	3	4.4 (0.8)	191/191	1	4.5 (0.7)	2/18						
PT	4	4.2 (0.7)	39	5	4.2 (0.7)	18/38	6	3.6 (1.0)	40/40	5	3.6 (1.0)	18/40						
PAS	NA*	NA	NA	NA	NA	NA	5	3.7 (1.1)	34/38	5	4.0 (0.9)	9/30						

*Graduation moved to December

Class of 2018 Student Satisfaction Survey at Exit and 6 Months

Class of 2018 Students were highly satisfied* with:	Exit (n = 320/553)	6-month (n = 58/173)
2. Provided knowledge to function in discipline	4.5 (0.7)	4.3 (0.7)
3. Provided technical and/or procedure (psychomotor) skills needed	4.5 (0.7)	4.2 (0.7)
4. Allowed to acquire professional characteristics	4.5 (0.7)	4.4 (0.7)
9. Prepared to conduct myself in ethical and professional manner	4.5 (0.8)	4.5 (0.6)
14. Skills needed for evidence-based practice	4.4 (0.8)	4.5 (0.6)
29. Library Services	4.5 (0.8)	4.4 (0.6)
Class of 2018 Students were less satisfied* with:	Exit (n = 320/553)	6-month (n = 58/173)
5. Leadership skills needed in field	4.2 (0.9)	3.9 (1.0)
15. Courses contributed to program objectives	4.2 (1.0)	3.8 (1.2)
19. Academic Advising	4.1 (1.1)	3.9 (1.0)
20. Quality of Instruction	4.0 (1.0)	3.8 (0.9)
21. Curriculum	4.1 (1.0)	3.9 (1.0)
25. Classroom Facilities	3.9 (1.0)	3.6 (1.1)
26. Laboratory Facilities	3.9 (1.1)	3.7 (1.0)
27. Technology (Classroom and Laboratory)	3.9 (1.1)	3.5 (1.2)
36. Career planning and placement services	4.0 (1.1)	3.8 (1.0)
46. Choose UTHSC today	3.9 (1.1)	4.1 (1.0)
50. Overall rating of program	4.2 (1.0)	3.9 (0.9)

***Defined as ≥ 4.5 on either survey**

***Defined as < 4.0 on either survey**

Introduction

We sought to identify predictors of students' satisfaction with the *quality of their educational program* upon program completion across six allied health professions.

Methods

- Graduate exit surveys (n=992) were completed across six health professions programs over a five-year period.
 - ✓ Emergency health sciences
 - ✓ Medical laboratory sciences
 - ✓ Occupational therapy
 - ✓ Physician assistant
 - ✓ Physical therapy
 - ✓ Respiratory therapy

Methods

- Graduates rated 40 statements about their program.
- **Independent variable:** *“Satisfaction with the quality of my educational program”*
- **Dependent variables:** students’ satisfaction with achievement of competency goals, educational experiences, and satisfaction with the university.

GRADUATE EXIT SURVEY

University of Texas Health Science Center at San Antonio (UT Health SA)
School of Health Professions

A primary goal of your educational program at UT HEALTH SCIENCE CENTER is to prepare a competent health care professional or administrator. This survey is designed to help determine strengths, weaknesses and areas for improvement for the program. All data will be kept confidential and will be used for program evaluation purposes only.

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that indicates *the extent to which you agree with each statement*. Please do not skip any rating. If you do not know about a particular area, have no opinion, or it does not apply, please circle NA. Please use the following scale for items 2-17:

5 = Strongly Agree 4 = Agree 3 = Neither Agree or Disagree 2 = Disagree 1 = Strongly Disagree
NA = Not Applicable

To what extent do you agree/disagree with the following statements about your educational program at UTHSC?

To what extent do you agree/disagree with the following statements about your educational program at UTHSC?

5 = Strongly Agree 4 = Agree 3 = Neither Agree or Disagree 2 = Disagree 1 = Strongly Disagree

1.	Program	ALL (262/285)	CLS (15/18)	EHS (124/135)	OT (35/37)	PA (36/37)	PT (35/35)	RC (17/23)
2.	Provided me with the <u>knowledge</u> needed to function as a competent health care professional in my chosen discipline	4.6 (0.7)	4.3 (1.0)	4.6 (0.7)	4.6 (0.5)	4.4 (0.6)	4.6 (0.6)	4.2 (0.7)
3.	Provided me with the <u>technical and/or procedure (psychomotor) skills</u> needed to function as a competent professional in my discipline	4.4 (0.8)	4.3 (1.2)	4.5 (0.8)	4.4 (0.6)	3.9 (1.0)	4.5 (0.7)	4.4 (0.6)
4.	Allowed me to acquire the <u>professional characteristics</u> (attitudes and values) needed to function as a competent health care professional in my chosen discipline	4.6 (0.7)	4.2 (1.1)	4.6 (0.7)	4.9 (0.4)	4.6 (0.6)	4.7 (0.5)	4.4 (0.8)
5.	Provided the <u>leadership skills</u> I will need to become a leader in my field	4.3 (0.9)	4.1 (0.9)	4.3 (0.9)	4.5 (0.7)	4.0 (1.0)	4.5 (0.7)	3.9 (0.9)
6.	Prepared me to successfully pass my <u>certification and/or licensure examinations</u> in my discipline	4.4 (0.9)	4.0 (1.2)	4.6 (0.7)	4.3 (1.2)	4.4 (0.7)	4.3 (0.7)	3.4 (1.4)

5 = Strongly Agree 4 = Agree 3 = Neither Agree or Disagree 2 = Disagree 1 = Strongly Disagree

		ALL (262/285)	CLS (15/18)	EHS (124/135)	OT (35/37)	PA (36/37)	PT (35/35)	RC (17/23)
7.	Prepared me to <u>think critically</u> and solve problems related to my discipline	4.5 (0.7)	4.4 (0.8)	4.6 (0.7)	4.6 (0.5)	4.3 (0.8)	4.5 (0.6)	4.4 (0.7)
8.	Provided me with the <u>communication skills</u> needed to listen, speak, and write effectively in a health care setting	4.5 (0.7)	4.0 (0.9)	4.5 (0.8)	4.6 (0.6)	4.5 (0.7)	4.7 (0.5)	4.2 (0.7)
9.	Prepared me to conduct myself in an <u>ethical and professional</u> manner	4.7 (0.6)	4.5 (0.8)	4.6 (0.7)	4.7 (0.4)	4.8 (0.5)	4.7 (0.5)	4.5 (0.7)
10.	Provided me with <u>cultural competency</u> and related skills needed to work in a diverse environment, caring for patients from diverse backgrounds	4.5 (0.7)	4.1 (1.1)	4.5 (0.7)	4.7 (0.5)	4.7 (0.7)	4.5 (0.7)	4.2 (1.1)
11.	Provided me with an appreciation for <u>community service</u>	4.5 (0.7)	4.1 (1.2)	4.5 (0.8)	4.7 (0.6)	4.6 (0.7)	4.7 (0.5)	4.5 (0.7)
12.	Provided me with the skills to gather, <u>interpret and apply data</u>	4.5 (0.8)	4.3 (1.0)	4.6 (0.6)	4.5 (0.6)	3.9 (1.1)	4.6 (0.5)	4.2 (0.8)
13.	Provided me with the skills needed to conduct <u>research</u>	4.1 (1.1)	3.6 (1.4)	4.3 (0.9)	4.4 (0.5)	2.7 (1.4)	4.4 (0.7)	3.9 (1.0)
14.	Provided me with the skills needed for <u>evidence-based practice</u>	4.4 (0.8)	4.3 (1.0)	4.6 (0.7)	4.5 (0.5)	3.7 (1.2)	4.8 (0.4)	4.4 (0.8)

**5 = Strongly Agree 4 = Agree 3 = Neither Agree or Disagree 2 = Disagree
1 = Strongly Disagree**

		ALL	CLS	EHS	OT	PA	PT	RC
15.	<i>Each of the courses</i> in my educational program contributed to my achievement of the program objectives	4.3 (0.9)	3.9 (1.3)	4.5 (0.8)	4.3 (0.9)	4.1 (0.9)	3.8 (0.9)	4.0 (0.9)
16.	I am satisfied with the blend and <i>variety of educational experiences</i>	4.3 (0.9)	3.9 (1.3)	4.6 (0.8)	4.5 (0.7)	4.0 (1.0)	4.1 (0.8)	4.0 (1.0)
17.	I am satisfied with the opportunities provided for <i>interdisciplinary/inter-professional learning</i>	4.3 (1.0)	3.9 (1.2)	4.6 (0.8)	4.2 (1.0)	3.8 (1.1)	3.9 (1.0)	4.5 (0.6)

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that best describes your *level of satisfaction* using the following scale for items 18-39:

**5=Very Satisfied; 4=Satisfied; 3=Neither Satisfied or Dissatisfied;
2=Dissatisfied; 1=Very Dissatisfied;**

NA=Not Applicable.

If you do not know about a particular area, have no opinion, or it does not apply, please circle NA.

Satisfaction with the Program

How satisfied were you with the following in your *program*:

5=Very Satisfied; 4=Satisfied; 3=Neither Satisfied or Dissatisfied; 2=Dissatisfied; 1=Very Dissatisfied;

		ALL	CLS	EHS	OT	PA	PT	RC
18.	<i>Quality of my educational program at UTHSC</i>	4.4 (0.8)	3.7 (1.5)	4.7 (0.6)	4.4 (0.6)	3.9 (0.7)	4.2 (0.9)	4.1 (0.8)
19.	<i>Academic Advising</i>	4.2 (1.0)	3.4 (1.4)	4.6 (0.7)	4.4 (1.0)	3.9 (1.1)	3.8 (1.0)	3.9 (0.9)
20.	<i>Quality of instruction</i>	4.1 (1.0)	3.7 (1.5)	4.5 (0.8)	4.3 (0.8)	3.7 (0.9)	4.0 (0.8)	3.4 (1.0)
21.	<i>Curriculum (courses, sequence, course variety)</i>	4.3 (0.9)	3.9 (1.4)	4.5 (0.8)	4.3 (0.7)	4.0 (0.9)	3.9 (0.9)	4.2 (0.9)
22.	<i>Class size</i>	4.6 (0.6)	4.5 (1.1)	4.6 (0.7)	4.7 (0.5)	4.5 (0.6)	4.7 (0.4)	4.8 (0.4)
23.	<i>Faculty</i>	4.3 (1.0)	3.5 (1.6)	4.6 (0.8)	4.5 (0.8)	3.6 (1.0)	4.1 (0.8)	3.9 (1.1)
24.	<i>Mentoring and academic support</i>	4.2 (1.0)	3.4 (1.5)	4.6 (0.7)	4.4 (0.9)	3.6 (1.0)	4.0 (1.0)	4.1 (0.9)
25.	<i>Classroom facilities</i>	4.1 (1.0)	3.3 (1.3)	4.5 (0.8)	3.9 (0.9)	3.4 (1.2)	3.6 (1.0)	4.1 (0.9)
26.	<i>Laboratory facilities</i>	4.0 (1.0)	3.6 (1.2)	4.5 (0.7)	3.9 (1.1)	2.9 (1.2)	3.6 (1.0)	4.1 (0.7)
27.	<i>Technology (classroom and laboratory)</i>	4.0 (1.1)	3.1 (1.4)	4.5 (0.7)	3.8 (1.1)	3.4 (1.2)	3.5 (1.0)	4.2 (1.0)
28.	<i>Communication about academic policies and procedures (sufficient information and referrals)</i>	4.3 (0.9)	3.6 (1.2)	4.6 (0.7)	4.4 (0.7)	3.7 (1.1)	4.5 (0.8)	3.8 (1.1)

Satisfaction with the University

How satisfied were you with the following at UTHSA:

		ALL	CLS	EHS	OT	PA	PT	RC
29.	Library services	4.4 (0.8)	4.5 (0.8)	4.5 (0.8)	4.3 (0.7)	4.4 (0.8)	4.7 (0.4)	4.7 (0.6)
30.	Admissions office	4.2 (1.0)	4.5 (0.7)	4.3 (0.9)	4.4 (0.6)	4.5 (0.6)	4.6 (0.5)	4.4 (0.9)
31.	Registration	4.1 (1.0)	4.7 (0.5)	4.4 (0.8)	4.4 (0.7)	4.5 (0.6)	4.6 (0.5)	4.2 (1.1)
32.	Financial Aid	4.3 (0.9)	4.6 (0.5)	4.4 (0.9)	4.2 (1.1)	4.5 (0.7)	4.7 (0.5)	4.8 (0.4)
33.	Students services	4.6 (0.6)	4.6 (0.5)	4.4 (0.8)	4.5 (0.6)	4.5 (0.7)	4.8 (0.4)	4.8 (0.4)
34.	Student Life (extra-curricular activities, events)	4.3 (1.0)	4.6 (0.6)	4.2 (1.0)	4.5 (0.6)	4.4 (0.7)	4.8 (0.4)	4.6 (0.7)
35.	Student health services	4.2 (1.0)	4.6 (0.6)	4.3 (1.0)	4.2 (1.0)	4.0 (1.3)	4.4 (0.9)	3.9 (1.4)
36.	Career planning and placement services	4.1 (1.0)	3.4 (1.4)	4.3 (0.9)	3.7 (1.5)	3.4 (1.2)	4.0 (1.0)	4.3 (0.9)
37.	Campus safety and security	4.0 (1.0)	4.3 (1.2)	4.4 (0.9)	4.2 (1.0)	4.3 (0.8)	4.5 (0.6)	4.4 (1.1)
38.	Information technology (I.T. support)	4.0 (1.1)	3.7 (1.5)	4.2 (0.9)	4.1 (1.2)	4.2 (1.0)	4.4 (0.7)	4.5 (0.6)
39.	Tuition	4.3 (0.9)	4.0 (0.9)	4.3 (0.9)	3.8 (1.1)	4.2 (0.8)	4.4 (0.8)	4.3 (0.8)

Instructions: For items 40-45 consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent which you agree with each statement. Please do not skip any rating. If you do not know about a particular area, have no opinion, or it does not apply, please circle NA. Please use the following scale for items 40-45: 5=Strongly Agree; 4=Agree; 3= Neither Agree or Disagree; 2=Disagree; 1=Strongly Disagree; NA = Not Applicable

		ALL	CLS	EHS	OT	PA	PT	RC
40.	Faculty used <u>effective teaching-learning</u> methods	4.3 (0.9)	3.7 (0.7)	4.5 (0.8)	4.4 (0.6)	3.9 (0.8)	4.1 (0.8)	4.1 (0.9)
41.	<u>Faculty were up-to-date</u> and knowledgeable in their fields	4.4 (0.8)	3.5 (1.5)	4.6 (0.7)	4.5 (0.6)	4.0 (0.7)	4.5 (0.7)	4.2 (0.8)
42.	Faculty provided an <u>environment</u> conducive to learning	4.5 (0.8)	3.9 (1.3)	4.7 (0.6)	4.6 (0.6)	4.1 (0.9)	4.3 (0.9)	4.2 (0.8)
43.	My educational <u>program</u> fulfilled <u>my expectations</u> .	4.3 (0.9)	3.8 (1.6)	4.6 (0.8)	4.5 (0.6)	3.8 (0.9)	4.2 (0.9)	4.0 (1.2)
44.	I am satisfied with my <u>decision to attend</u> UTHSC.	4.5 (0.8)	4.2 (1.2)	4.6 (0.7)	4.8 (0.4)	4.3 (0.8)	4.6 (0.8)	4.1 (0.8)
45.	I am satisfied with my <u>overall</u> educational experience at UTHSC.	4.5 (0.8)	4.2 (1.3)	4.6 (0.8)	4.7 (0.4)	4.2 (0.8)	4.5 (0.8)	4.2 (0.8)

Methods

- Predictor variables were entered into a *forward stepwise multiple regression* analysis to determine their ability to predict satisfaction with the quality of the educational program when used in combination.

Results

- Survey participation rate was 94.8%.
- $R = 0.89$, $R^2 = 0.79$, $p < .0001$
- Independent variables predicted 79% of the variation in satisfaction with the quality of the educational program

Results

The strongest predictor variables ($p < .05$) were:

- Quality of instruction
- Acquiring needed knowledge and psychomotor competencies
- Use of effective teaching and learning methods
- Communication about academic policies and procedures
- Preparation for board examination success
- Faculty up-to-date
- Academic advising
- IT support
- Curriculum
- Cultural competency skills, and
- Satisfaction with the admissions office.

Conclusions

Students' satisfaction with the *quality of their health professions educational program* was closely associated with:

- High quality, up-to-date instruction
- Delivering the needed knowledge, psychomotor and professional competencies and
- Board exam preparation.

School of Health Professions

Vision

By 2022 the School of Health Professions at the UT Health Science Center will be recognized as a world class school *whose programs are among the best* in the United States.

