

## Parent & Family Pulse Poll – December 2013: TTU Departments Contacted

Results (133 responses)

My student is a:		
Answer Options	Response Percent	Response Count
High school student	1.5%	2
Freshman	45.9%	61
Sophomore	20.3%	27
Junior	21.8%	29
Senior	10.5%	14
Grad student	0.0%	0

[The most frequently contacted departments at Texas Tech by parents and family members are Student Business Services, Financial Aid, and University Student Housing.]

I contacted the following departments at Texas Tech with questions, concerns, or a need for assistance during the Fall 2013 semester:					
Answer Options	Never	Once or twice a semester	Monthly	Weekly	Response Count
Student Business Services	56	61	6	2	125
Financial Aid	72	45	1	3	121
University Student Housing	72	46	1	0	119
Student Health Services	89	24	0	0	113
Parent & Family Relations	85	26	2	0	113
My student's academic advisor or Academic Dean's office	100	10	1	0	111
Undergraduate Admissions	94	13	1	0	108
Center for Campus Life	106	3	0	0	109
Student Counseling Center	104	4	0	0	108
Other (please specify)					15

### Tips:

- The time around tuition payment deadlines is the busiest time for Student Business Services and Financial Aid. Try your best to contact them well ahead of time to avoid busy signals and long hold times.
- Look before you call: Many general questions can be answered by visiting departmental web sites: Student Business Services – [www.sbs.ttu.edu](http://www.sbs.ttu.edu); Financial Aid – [www.financialaid.ttu.edu](http://www.financialaid.ttu.edu); University Student Housing – [www.housing.ttu.edu](http://www.housing.ttu.edu). Parent and Family Relations can also help with general questions—call us at 806-742-3630 or email [parent@ttu.edu](mailto:parent@ttu.edu).