

Student Life Studies

Assessment Questionnaire Feedback - Fall 2020

Purpose of Assessment

On August 1, 2020, Student Life Studies launched a new Assessment Questionnaire (AQ) form. The changes for updating the department's intake form was based on frustrations clients expressed during the focus groups held in May 2019 on Student Life Studies' services. The department wanted to gather feedback from clients who completed the new AQ form since it was launched to know if the changes improved clients' experience completing this form. This is the first time this particular assessment was administered.

Key Findings and Recommendations

Student Life Studies identified some key findings and developed actionable recommendations the department may take based on the results.

- Clients were very positive about the new Assessment Questionnaire form. Student Life Studies is encouraged to continue utilizing the new form and to assess clients' experience completing it. Department staff members might consider administering the survey closer to when a client completes it while clients remember the form. Additionally, the department might add a question for all respondents to ask for any suggestions related to the new form.

Method and Sample

The electronic survey was developed using Qualtrics®, a survey design software that creates web-based forms and databases. The 4-question survey contained two quantitative and two qualitative questions. Due to branching technology, not all respondents saw all questions. Data were analyzed using SPSS®, a statistical software package, and Microsoft Excel®.

The survey link was sent via email on December 4, 2020, to 38 staff members who completed the new Assessment Questionnaire form since August 2020. When the survey closed on December 21, 2020, 18 respondents completed some part of the survey, yielding a 47% response rate.

Results

Results will be reported as means, standard deviations (sd), and frequency percentages for the number of people (n) who responded to the question. For ease of reading, frequency percentages have been rounded to the nearest whole percent, so totals may not add up to exactly 100%. The date within the table is listed in descending mean.

Staff members were asked to rate their level of agreement or disagreement to two statements about the new AQ form. Table 1, on the following page, shows that clients were in agreement with both statements; however, were slightly lower in agreeing that they were satisfied with the new AQ form.

Please rate your level of agreement or disagreement with the following statements.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	Mean (sd) [n=17]
The new AQ form is easy to complete.	47%	53%	--	--	--	4.47 (.50)
I am satisfied with the new AQ form.	41%	59%	--	--	--	4.41 (.49)

Table 1: AQ Form Outcomes

Any respondent, who disagreed or strongly disagreed with either statement, would have received a follow-up question to explain either why the form was not easy to complete or why clients were not satisfied. Nobody disagreed with either statement; therefore, nobody received either question.

Student Life Studies Department Background

The Department of Student Life Studies provides quality assessment services, resources, and assessment training for departments in the Texas A&M University Division of Student Affairs and student organizations. Services by Student Life Studies are funded, in part, by the Texas A&M University Advancement Fee. Results of this project and other assessment projects done through Student Life Studies can be found at <https://studentlifestudies.tamu.edu/results/>. Additionally, anyone can follow Student Life Studies on Facebook. To work with Student Life Studies for future assessment projects, please fill out the Assessment Questionnaire at <https://slsform.dsaapps.tamu.edu/>.

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