

Student Life Studies

Client Follow-Up Feedback - Fall 2020

Purpose of Assessment

Starting in summer 2020, Student Life Studies staff members started scheduling meetings with clients several weeks after assessment projects were completed. The purpose of these follow-up meetings was to find out what information from the report stood out to clients, how clients might use or share the results, or if there was any additional analysis Student Life Studies could provide. The department wanted to gather feedback from clients to know if these short follow-up meetings are beneficial or if the department could do something to make them more helpful. 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 follow-up meetings and shared how the meetings were beneficial. Clients shared that the meetings help in knowing what to do for future assessment, understanding methods used, and gaining a deeper insight into the results. Student Life Studies is encouraged to continue having follow-up meetings with staff members and to assess these meetings. Department staff members might consider talking more about how the clients' project fits in the assessment process and the next steps as part of that process.

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 three quantitative questions and one qualitative question. Data were analyzed using SPSS®, a statistical software package, and Microsoft Excel®.

The survey link was sent via email on December 4, 2020, to nine clients who met with a staff member from Student Life Studies for a follow-up meeting between June – December 2020. When the survey closed on December 21, 2020, six respondents completed the survey, yielding a 67% 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 data within tables are listed in descending mean or alphabetical order. Qualitative comments are contained in this report.

Staff members were asked to rate their level of agreement or disagreement with three statements about their follow-up meeting. Table 1, on the following page, shows that clients were in agreement with all three statements; however, clients were slightly lower in agreeing that the meeting helped them gain insight into the assessment process.

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=6]
The follow-up meeting with SLS helped me gain additional insight in my assessment results.	83%	17%	--	--	--	4.83 (.37)
The follow-up meeting with SLS was beneficial.	83%	17%	--	--	--	4.83 (.37)
The follow-up meeting with SLS helped me gain additional insight into the assessment process.	67%	33%	--	--	--	4.67 (.47)

Table 1: Follow-Up Meeting Outcomes

When respondents were asked to provide any suggestions for anything that would have been helpful to include or exclude as part of the follow-up meeting, all three clients' feedback was positive and they shared how the meeting was beneficial. Comments are shown in Table 2.

Please share anything that would have been helpful to include or exclude as part of the follow-up meeting.
It is always helpful for me when I talked directly to SLS staff about assessment we are doing, what we can do in the future, or how to complete AEFIS. Thanks for all you do!!!
It was great to also talk about the methods utilized so that I could appropriately convey them to stakeholders. Thanks for all you do!
Nothing! This was a very productive meeting, and allowed me to gain deeper insights into how I can use this data with my team!

Table 2: Comments about Follow-Up Meetings

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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