

Student Life Studies

Client Follow-Up Feedback – Spring/Summer 2021

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 second time this particular assessment was administered; the first was in fall 2020.

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 mostly positive about the follow-up meetings; however, not as positive as in fall 2020. Student Life Studies is encouraged to continue having follow-up meetings with staff members and to assess these meetings.
 - Department staff members could explore the follow-up meetings to ensure the timing and content are helpful and explain the value Student Life Studies sees in 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. Additionally, staff can discuss how the clients' project connects with their department assessment plan and strategic plan.

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 August 16, 2021, to 10 clients who met with a staff member from Student Life Studies for a follow-up meeting from January to August 2021. When the survey closed on September 4, 2021, five respondents completed the survey, yielding a 50% response rate (17% lower than fall 2020).

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. Summary themes for the qualitative comments are contained in this report. Comparisons to the fall semester will be made.

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 most clients were in agreement with all three statements; however, all three were less positive compared to the fall 2020 semester.

Please rate your level of agreement or disagreement with the following statements.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	Fall 2020 Mean (sd) [n=6]	Spring/Summer 2021 Mean (sd) [n=5]
The follow-up meeting with SLS helped me gain additional insight in my assessment results.	60%	20%	--	--	20%	4.83 (.37)	4.00 (1.55)
The follow-up meeting with SLS helped me gain additional insight into the assessment process.	40%	40%	--	--	20%	4.67 (.47)	3.80 (1.47)
The follow-up meeting with SLS was beneficial.	40%	20%	20%	--	20%	4.83 (.37)	3.60 (1.50)

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, the one response expressed appreciation for the report being sent out prior to meeting to allow time to review information and mark questions or concerns before the follow-up meeting.

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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