

Student Life Studies

Client Follow-Up Feedback – Fall 2021

Purpose of Assessment

Starting in summer 2020, Student Life Studies staff members began 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 were beneficial or if the department could do something to make them more helpful. This is the third time this 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 and found the meetings beneficial. They were more positive than the spring/summer 2020; however, they were not as positive as in fall 2020.
 - Department staff members might consider talking more about how the clients' project fits in the assessment process and the next steps with using and sharing the results as part of that process. Future assessments could be part of the assessment process. SLS staff might consider talking about future assessments and assessing changes that were made.
- Clients felt that the best time for the follow-up meetings was within two months from the project being completed.
 - Student Life Studies staff are encouraged to be intentional in scheduling meetings within two months of completing the project.

Method and Sample

The electronic survey was developed using Qualtrics®, a survey design software that creates web-based forms and databases. The 5-question survey contained four quantitative questions and one qualitative question. Data were analyzed using the results feature in Qualtrics®.

The survey link was sent via email on January 11, 2022, to 10 clients who met with a staff member from Student Life Studies for a follow-up meeting during the 2021 fall semester. When the survey closed on January 24, 2022, seven respondents completed the survey, yielding a 70% response rate (20% higher than spring/summer 2021).

Results

Results are 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 previous results are made where applicable.

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 agreed with all three statements; however, all three were higher than spring/summer 2021 but were lower 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 2021 Mean (sd) [n=7]	Spring/ Summer 2021 Mean (sd) [n=5]	Fall 2020 Mean (sd) [n=6]
The follow-up meeting with SLS was beneficial.	57%	43%	--	--	--	4.57 (.49)	3.60 (1.50)	4.83 (.37)
The follow-up meeting with SLS helped me gain additional insight into my assessment results.	43%	43%	14%	--	--	4.29 (.70)	4.00 (1.55)	4.83 (.37)
The follow-up meeting with SLS helped me gain additional insight into the assessment process.	14%	57%	29%	--	--	3.86 (.64)	3.80 (1.47)	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, two comments were shared. One suggested more discussion about new assessments to consider in the future. The second shared that discussing future assessments was the most beneficial part of the follow-up meeting.

A new question was added to the survey to understand when clients felt would be the best time to hold these follow-up meetings. Table 2 indicates that most clients thought the best timeframe would be within two months of the project being completed. Clients selecting the other response option had the opportunity to write a response; however, there were no written comments.

What would be the best timeframe for follow-up meetings to be scheduled?	Fall 2021 Frequency Percentage [n=7]
Less than one month from completing the project	43%
Between one and two months from completing the project	29%
At the end of the semester the project was completed	29%
When meeting with SLS to discuss assessing that project again	--
Other	--

Table 2: Scheduling 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/>.