

Student Affairs Planning, Assessment & Research

Client Follow-Up Feedback

Spring & Summer 2022

Purpose of Assessment

Starting in the summer of 2020, Student Affairs Planning, Assessment & Research (SAPAR) 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 Affairs Planning, Assessment & Research 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 fourth time this assessment was administered since the fall of 2020.

Key Findings and Recommendations

Student Affairs Planning, Assessment & Research 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 found the meetings beneficial. They were more positive than previous assessment terms.
 - Department staff members are encouraged to continue talking 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. SAPAR staff might consider talking about future assessments and assessing changes that were made.

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 the results feature in Qualtrics®.

The survey link was sent via email on August 5, 2022, to 17 clients who met with a staff member from Student Affairs Planning, Assessment & Research for a follow-up meeting during the 2022 spring or summer semester. When the survey closed on August 19, 2022, seven respondents completed the survey, yielding a 41% response rate (29% lower than fall 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 the table is listed in descending mean for spring/summer 2022. 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 shows that clients agreed with all three statements and that clients were more in agreement compared to previous terms.

Please rate your level of agreement or disagreement with the following statements.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	Spring/ Summer 2022 Mean (sd) [n=7]	Fall 2021 Mean (sd) [n=7]	Spring/ Summer 2021 Mean (sd) [n=5]
The follow-up meeting with SAPAR was beneficial.	86%	14%	--	--	--	4.86 (.35)	4.57 (.49)	3.60 (1.50)
The follow-up meeting with SAPAR helped me gain additional insight into my assessment results.	86%	14%	--	--	--	4.86 (.35)	4.29 (.70)	4.00 (1.55)
The follow-up meeting with SAPAR helped me gain additional insight into the assessment process.	71%	14%	14%	--	--	4.57 (.73)	3.86 (.64)	3.80 (1.47)

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, one comment was shared with a positive statement about the SAPAR staff.

Student Affairs Planning, Assessment & Research Department Background

Student Affairs Planning, Assessment & Research 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 Affairs Planning, Assessment & Research are funded, in part, by the Texas A&M University Advancement Fee. Results of this project and other assessment projects done through Student Affairs Planning, Assessment & Research can be found at <https://sapar.tamu.edu/results/>. Additionally, anyone can follow Student Affairs Planning, Assessment & Research on Facebook. To work with Student Affairs Planning, Assessment & Research for future assessment projects, please fill out the Assessment Questionnaire at <https://sapar.tamu.edu/aqform/>.