

**Assessment Review/Update Form for Student Affairs
(Complete after assessment)**

Department: Student Support Services

Assessment

Title: SSS Fall '08 Survey of Services

Response Rate: Identify demographics of respondents; include the number mailed or interviewed and the number completed.

The Student Support Services Fall 2008 Survey was administered via paper and was made available to all current Student Support Services (SSS) participants – a total of 187 students. Forty one students responded, yielding a response rate of 22%. Listed below are highlights from the survey data.

Summary of Findings: Attach executive summary, table and figures, if applicable. What did you learn?

Basic Information:

- More than half (27; 65.8%) met with their SSS advisor three or more times during the semester.
- 41 or 100.00% of respondents reported that they would recommend SSS to other students. Some student comments provided in response to this question:
 - "This is the university's best kept secret. People should know this service is available."
 - "I will tell other students about the seminars SSS produces and how this has helped me and other students succeed in college."

On SSS College Success Coaches

- Students were asked the following question: "How helpful would you describe your meetings (with your college success coach) on a scale of 1 to 5 (1 Not Very Helpful – 5 Very Helpful)?"
 - In response to this question, 90.2% of respondents gave a rating of 4 or 5. The majority of respondents (73%) gave a rating of 5.
- The statement "My SSS Advisor (success coach) was supportive of me" scored high, with 100% of respondents giving a rating of 4 or 5. An overwhelming majority of respondents (93%) gave a rating of 5.
- Additional comment provided by a student: "I feel my advisor was extremely helpful in showing me resources I could use on campus and explaining my degree plan with questions I had."

On SSS Staff

- The statement "The SSS Office Staff was friendly and courteous" scored high, with 98% of respondents giving a rating of 4 or 5.

On Workshops and the Cultural Trips

- Forty-four percent (44%) of respondents participated in workshops over the semester.
- Only 3 (7%) of respondents attended the Austin Powwow/American Indian Cultural Festival.
- Three (3) respondents attended the opera, Cinderella.
- All respondents gave everything associated with each trip a rating of 4 or 5.

On Tutoring Services

- Twenty-nine (71%) of respondents reported participating in tutoring during the semester.
- Most respondents (16; 56%) met with their tutor ten times or less.
- At the time of the survey, final grades had not yet been posted, thus 14 (48%) marked unknown as to their final grade. Another 12 (41%) anticipated receiving As or Bs in their tutored subject and 28% predicted that they would receive a grade of C in their tutored subject.

In evaluating the tutors,

- 90% of respondents agreed or strongly agreed that their tutor was knowledgeable about the subject matter of the course.
- 86% agreed or strongly agreed with the statement, “participating in SSS tutoring has improved my grade and/or test scores in tutored subject”.
- Ninety percent (90%) of respondents agreed or strongly agreed with the statement, “participating in SSS tutoring has improved my study skills”.
- Eighty-six percent (86%) of respondents agreed or strongly agreed that participating in SSS tutoring enhanced their chances of staying in college.
- 98% of respondents agreed or strongly agreed that their tutor was focused on their learning needs during the tutoring sessions.
- Only 76% of respondents felt that their tutors helped them to study for upcoming tests.

Suggestions for future workshops:

- Writing workshops
- How to be an effective politically active member of society
- Media awareness (how strong the media influence is in our lives)
- Self defense
- Do your own taxes
- Dieting, eating disorders associated with stress.
- Cultural Awareness

Other Comments and Suggestions:

- “The great counselor, Cheryl, and great tutors, Amanda and Ryan, helped me pass Math 1311 and Math 1316.”
- “Definite help. Even more so because of help from your peers.”
- “Having programs that are outside of the 8 – 5 frame so evening events are good, thanks.”
- “A quiet study room within SSS.”
- “Maybe having guests sometimes for workshops to give advice based on the topic for the workshop.”

Distribution: List groups that will receive reports (oral or written) from this assessment.

- SSS staff (including office student workers)
- Dr. Sherri Benn, Assistant VP for Student Affairs/Director of Multicultural Student Affairs

Recommendations/Action Plan: Describe specific actions or programmatic changes you will make resulting from this assessment.

- SSS will consider adding the suggested workshops to the roster for Fall 2009.
- SSS will consider altering office hours to accommodate students who are only available to attend tutoring during evening hours.
- SSS partners with other campus offices, bringing in guest presenters for several SSS-sponsored workshops.
- SSS staff will let students know that the two new study rooms are available for use by individual SSS members if they are reserved for use by someone else, which should meet the needs of the student who has requested “a quiet study room within SSS”.

- SSS will ask the Director of the Writing Center if she would be willing to have one of her staff facilitate a writing workshop each semester for SSS members.

Changes made after assessment (Fall, Spring or Summer):

- SSS offered evening tutoring sessions on two occasions but attendance was extremely low.
- Since SSS did not have a Writing Workshop scheduled for the spring, the SSS students were referred to Writing Center workshops. An email was sent to all participants, notifying them of upcoming Writing Center workshops.
- Tutors were reminded that they are to assist their tutees in preparing for exams. They have been instructed to incorporate this into their tutoring sessions.

Return completed form to Susan Thompson, Research Associate in the VPSA Office, 980 J.C. Kellam, before the end of the semester in which the assessment was conducted.