

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

Department: Student Support Services
Assessment Title: SSS Spring '09 Survey of Services

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

The Student Support Services Spring 2009 Survey was administered electronically, using Survey Monkey and was made available to 87 Student Support Services (SSS) participants who received services during the spring semester. Forty students responded, yielding a response rate of 46%. 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 (24; 63.2%) met with their SSS advisor three or more times during the semester.
- 40 or 100.00% of respondents reported that they would recommend SSS to other students. Some student comments provided in response to this question:
 - "Overall the program is great."
 - "I have been spreading the word to fellow students about the SSS program and I hope to see it grow with years to come! It is a very successful and encouraging organization!"

On SSS College Success Coaches:

- Students were asked the following question: "How helpful would you describe your meetings with SSS success coach on a scale of 1 to 5 (5 = Very Helpful)?"
 - In response to this question, 82.5% of respondents gave a rating of 4 or 5. The majority of respondents (70%) gave a rating of 5.
- The statement "My SSS Coach's support of me" scored high, with 95% of respondents giving a rating of 4 or 5. A majority of respondents (87%) gave a rating of 5.
- The statement "My SSS Coach's respect of me as a person" scored high, with 95% of respondents giving a rating of 4 or 5. An overwhelming majority of respondents (90%) gave a rating of 5.

On SSS Office 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 Cultural Events:

- Seventy percent (70%) of respondents participated in at least one workshop during the semester.
- Eight respondents (20%) attended the Ain't Misbehavin' cultural trip.
- Eighty-three percent (83%) of respondents who attended the Ain't Misbehavin' cultural experience gave a rating of 4 or 5.

Suggestions from Respondents:

- "I would like to see more cultural events especially in the spring when there was only one trip and not everyone had the chance to go and experience it.
- "Same workshops offered at two different times during the week. More workshops on Fridays or even on the weekends."
- "Workshop on financial responsibility"
- "...my coach is very busy and had to reschedule some of our meetings. I DO NOT MIND THOUGH!"
- "I feel that we should have more social events to get to know the staff and members of the SSS program a little better."

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 has requested funding from Equity and Access in order to sponsor more cultural trips.
- Continue to offer cultural trips that include activities that promote cultural awareness, cultural sensitivity and cultural competence.
- SSS has partnered with Dr. Kimberlee Davis to offer workshops on Financial Responsibility.
- SSS will plan more events, designed to provide opportunities for staff and SSS members to interact in a social setting.
- Although it is not possible to offer workshops at times that are ideal for everyone, the SSS Coordinator will work to design a workshop schedule with varied times for workshops and will consider offering more workshops on Fridays.
- The caseload of the SSS director (one of the SSS success coaches) will be reduced due to her busy schedule and more students will be assigned to the caseload of the SSS Grant Specialist.

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

SSS staff will participate in a two-day retreat to plan for the upcoming academic year. At the retreat, staff will evaluate the past year, making plans to implement program improvements based on staff input and results of the surveys administered in Fall 2008 and Spring 2009.

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.