Department: Attorney for Students / Dean of Students
Assessment Title: Satisfaction Survey 2008-2009
SAAT Liaison: Kathy Weiser

Overview & Response Rate: Provide the methods used to administer the assessment and the timeline. Identify demographics of respondents; include the number mailed or interviewed and the number completed.

The instrument was hand written and given to each client upon exiting the office after the first consultation. Although strict numbers were not kept on the number of surveys that were refused, it is conservatively estimated that 90% of the surveys handed out to first-time users of our services were returned for analysis (roughly 420 first-time users returned 345 surveys).

Distribution: List groups that will receive reports (oral or written) from this assessment. Include timeline for when presented.

The Dean of Students office received our analysis

Link to Strategic Plan: List the strategic plan supported by this assessment. Specifically identify the results which relate to strategic initiative(s).

Retaining students to graduation. Question #13 asked “Was this service in allowing you to focus on your academics?” to which 234 out of 338 students who answered this question answered in the affirmative. Casual conversations with students had been revealing to us that students felt an overwhelming reduction in stress and an increased confidence to deal with their legal issues after having consultations with our office. Consequently, because of our services, 70% of the students who responded, were able to have greater focus on their studies which should play a significant role in their obtaining a degree.

A second question was added to this area which also supports the divisions strategic initiative of retention. Question #14 was Did this service help you in deciding to stay at Texas State?” In our years at Texas State, we have found that a number of students have faced increasing difficulties with financial hardships incurred because of legal difficulties which are often quite expensive. But of free services such as ours, many of these students would have to drop out or “stop out” until their bills are paid. Consequently in 2008-2009 the above question was added to see if our hypothesis was indeed correct regarding the need and/or impact of legal services. The response surprised even our office, as an amazing 22% of the students surveyed said they would have had to stop school but for the services they received in these offices.

Link to Learning Outcomes: List the learning outcome supported by this assessment. Specifically identify the results which provide evidence of learning.
The learning outcome identified by this survey was found in question #8: “Do you think this service may help you to handle similar situations in the future?” Out of the 323 students who answered this question, 99+% responded “Yes.” Since our office does not represent students in court, our primary objective is often to teach students how the court system works so that students can handle matters on their own, or if they need to hire an attorney, what they can do to be a savvy and prudent consumer of legal services. The large percentage of students who answered in the affirmative to question #8 confirms that our objective in teaching student about the legal system (in those particular circumstances) will give them the tools and confidence to handle similar matters on their own in the future.

**Recommendations/Action Plan:** Describe specific actions or programmatic changes you will make resulting from this assessment. Include semester(s) of implementation and proposed follow up assessment.

After the 2008-2009 academic year we continued to request additional assistance in staffing due to an increase in numbers reached by our office through outreach as well as in-office counseling and the clear benefit our office was providing to the students of Texas State. Based on the initial response to the question “Did this service help you in deciding to stay at Texas State?” we will look forward to more longitudinal data and perhaps explore additional demographic data to see what additional factors contributed to this response and what our office can do to assist these students and others in their situation.

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