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

Department: Dean of Students/ Attorney for Students
Assessment Title: Attorney for Students Satisfaction Survey
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 timeline of the survey was May 1 (2010) to May 1 (2011). All student who have a first-time consultation with the attorneys are offered a chance to complete the survey. Return clients are given the choice to complete the form, but most choose not to. This year approximately 436 students returned the survey out of 1,095 office visits but approximately 83% of our clients who answered the survey indicated they were there for the first time (n=407), so our yield was higher than what it might appear.

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

The Dean of Students is provided with a monthly report of the types of cases we see, satisfaction levels, the ability of the office to assist students focusing on their academics and our role in helping students stay at Texas State. More detailed assessments are reserved for the annual report.

Summary of Findings: Include executive summary, table and figures, if applicable. What did you learn?
Our data shows that 94% of our students are either highly satisfied or exceptionally satisfied with our service (n=414) (the remaining were fairly satisfied or satisfied). Our efforts to reduce wait times are improving with only 41% dissatisfied, but that is still substantial and should be addressed by the inclusion of a new part-time position that will be starting this fall. As is, 99% of all those surveyed (n=401) stated that our services will help them in similar future situations which indicates our current practice of educating as well as assisting students is having a significant impact.

Another profound result from these surveys came from the question: “Has this service helped you focus on academics” to which 71% responded “yes” (n=407) An even more impactful question along these lines was “did this service help you in deciding to stay at Texas State?” to which 41% (n=407) responded “yes.” The significance of this question is related to our overarching goal in the Division of Student Affairs of retaining students. Of those who answered the survey, 168 indicated that without the services of the Office of the Attorney for Students, they may not have stayed at Texas State.

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

*Student Affairs Strategic Focus Area:* 1. Develop and foster a culture of student success (providing outstanding customer service to students and retaining them to graduation)

Once again, question 12 asked: “Has this service helped you focus on academics” to which 71% responded “yes” (n=407) An even more impactful question along these lines was “did this service help you in deciding to stay at Texas State?” to which 41% (n=407) responded “yes.” The significance of this question is related to our overarching goal in the Division of Student Affairs of retaining students. Of those who answered the survey, 168 indicated that without the services of the Office of the Attorney for Students, they may not have stayed at Texas State.

**Link to Learning Outcomes:** List the learning outcome supported by this assessment. Specifically identify the results which provide evidence of learning.

*Question:* “Are you clear as to your next step?” Over 90% of the students responded in the affirmative on this question. This is evidence that the students heard and understood the instructions of the attorneys on what was needed to resolve their issue.

*Question:* “Do you think this service may help you to handle similar situations in the future?” Of the students who responded (n=401), 497, or 99% answered “yes.” As noted above, our objective in the Attorney for Students office is as much about educating students about their issue so that they may handle these and related matters more effectively and independently 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.
Due to students being consistently and profoundly dissatisfied with the length of time it has taken to get in to see the attorneys (evidenced not only by question 7 which was regarding the length of appointment, but written responses at the end of our survey), this office has requested for the past five years that a second attorney position be added to reduce the backlog of students waiting significant lengths of time. As of mid-May, 2011, the fee committee voted for, and the President approved of such a position (half time). This is a major milestone for this office and the students it serves. It is hoped to get the position on board by September 1, 2011. This individual will not only advised student directly, but will assist in classroom presentations and other media to expand this office's presence in the student community.

Additionally, well over half of the students who make appointments to visit with an attorney have visited our website ($n=416$) and 30% of those surveyed actually came to us based on our web presence ($n=436$). Once the new position is in place in the fall, it is our goal to ramp up our web presence through enhanced media (video, blog, etc.) to reach a wider audience.

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