

Academic & Student Support Services Assessment Reporting (8.2.c):

Division	
Unit	
Contact Name	
Email	
Academic Year	2020 - 2021

Outcome #1: Generate student engagement with our office's services by hosting an event during the annual Week of Welcome.
Outcome year: 20-21

Assessment Method:	Criterion:
The number of inquiries submitted to our office email by students will be recorded for the two weeks before and after the event.	The number of student email inquiries will increase by 30% from the two weeks before the event to the two weeks after the event.

Result Trend: Action Planning
Result Type: Criterion Met
16 student email inquiries were received over the two weeks before the event. 32 student email inquiries were received over the two weeks after the event. The results indicate a 50% increase of the number of student email inquiries after the event took place. (09/17/2020)

Use of Results:	Follow-up:
Our outcome was achieved, but the office has decided to promote engagement with our services even more to continually support students. To do this, we are creating a poster advertising our services to hang in all academic buildings around campus. (10/06/2020)	We created the poster and printed it with Publication Services. After obtaining approval, we put up the poster in several buildings around campus (e.g., Shelby Hall, Life Sciences Building). (12/08/2020)

Division	
Admin Unit	
Contact Name	
Email	
Academic Year	2020-2021

Outcome #2: Increase student understanding of departmental services by adding a Frequently Asked Questions (FAQ) section on the department website.
Outcome year: 20-21

Assessment Method:	Criterion:
Record number of questions received from students by email the month before and the month after the FAQ section is implemented on the website.	The number of questions by email received from students will decrease by 15% from the month before to the month after the FAQ page is implemented.

Result Trend: Monitoring
Result Type: Criterion Met
124 questions were received from students over the month before the FAQ section was implemented. 96 questions were received from students over the month after the FAQ section was implemented. The results indicate a 22.6% decrease in the number of questions received by students once the FAQ section was implemented. (09/30/2020)

Use of Results:	Follow-up:
Our outcome was achieved, but the department is going monitor web hits on the FAQ page to observe the extent to which it is being used. (11/22/2020)	

Division	
Admin Unit	
Contact Name	
Email	
Academic Year	2020-2021

Outcome #3: Increase the quality of customer service provided by our office to students by performing customer service training over three days with all faculty in the office.
Outcome year: 20-21

Assessment Method:	Criterion:
A survey will be emailed to students after they meet with a member of the office. Survey data will be recorded for one month before being analyzed.	The questions "I felt like the faculty member cared about what I had to say" and "The staff were hospitable to me" will have an average answer between 4.0 (agree) and 5.0 (strongly agree).

Result Trend: Action Planning
Result Type: Criterion Not Met
After analyzing the month of survey data, the average answer was a 3.6 (between neutral and agree) for the question "I felt like the faculty member cared about what I had to say." Criterion was not met. For the question "The staff were hospitable to me," the average answer was a 4.1 which met the criterion. (10/22/2020)

Use of Results:	Follow-up:
Because our criterion was not met, our office will be implementing additional customer service training for employees. We will also be placing free items at the front desk to be given to students such as free pens and jaguar stickers. (11/04/2020)	We placed the free items on the front desk and finished a week-long customer service training program with the faculty. Achievement of the outcome will be reassessed to determine the impact of these changes. (12/19/2020)