

Follow-up Survey of PMMC Visit

Brief description of project:

A survey was emailed to students who had visited the PMMC over the past year. The survey asked questions related to their experience with the counseling and the resources that the PMMC offers. The purpose of the survey is our Center's first attempt to assess our services.

Who was asked to complete survey:

Students who had visited the PMMC over the past year.

Response Rate: 10.1% (13 of 129)

Administration Type: Campus Labs mailing

Summary of Key Findings:

The response rate was disappointing. I will offer incentives to take the survey the next time I conduct such an assessment. I will also time it better as this survey went out at graduation time when students are contemplating life after graduation and summer activities.

We did see that the Center addressed and met their needs to their satisfaction. All agreed that the counselor was knowledgeable and approachable as well as most felt comfortable discussing their issues. Two students indicated that they did not accomplish their goals in meeting with a counselor, but both indicated that they strongly agreed with the statement that the counselor was knowledgeable and approachable. Looking at their surveys gives me no other information as to explain why. Perhaps that needs to be added the next time we send out this survey.

One of the 13 students was completely unsatisfied, but the questionnaire indicates that he came in to sign up for the IDA savings program.

Actions Taken:

I will add some data to our Annual Report, but basically the response rate was so low that I didn't get a good picture of how we are doing. I will edit this questionnaire for the next time as I see it needs it.

Which department and/or program goals does this project align with?

- Student support of the Center
- Behavioral change of students' due to the Center's resources
- Are we meeting student needs?

Which Student Affairs goals does this project align with?

- Utilize a coordinated assessment, evaluation and research approach to promote data driven decision-making.