

# 2017 -2018 Student Affairs Assessment Plan

## Department: KU Student Housing

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### **Academic Resource ‘Help Center’ Survey**

#### **Division Mission**

To engage the KU community in services and programs that make learning possible.

#### **Department Mission**

Building learning-centered communities through individual support and respect.

#### **Department Student Learning Outcomes**

Students who utilize or interact with services and programs provided by KU Student Housing will be able to...

1. Demonstrate personal responsibility for themselves and their actions.  
(Intrapersonal Development and Practical Competence)
2. Develop the skills (such as an awareness of how actions affect others and conflict management) necessary to make positive contributions to their community.  
(Interpersonal Competence)
3. Develop competencies necessary to connect to the ever-changing global community. (Humanitarianism & Civic Engagement).

#### **Description of Service/Program**

KU Student Housing has collaborated with the Academic Achievement & Access Center and the Writing Center to provide academic resources for on-campus residents directly in the communities where they live. The resources are available four nights a week typically from 7pm to 10pm, and are located mainly in Daisy Hill Commons and Downs Hall for the Fall 2017 semester. Writing consultations, tutoring for math, biology, & chemistry, and Supplemental Instruction for accounting and biology are the various services provided by staff, with consideration of offerings based on residents’ class schedules. No student is turned away from these support resources (including those that live off campus).

# 2017 -2018 Student Affairs Assessment Plan

## Department: KU Student Housing

---

### Service/Program Student Learning Outcome(s)

Students participating in the Academic Resource Help Center will be able to...

- Apply learned tips and strategies in support of their academic success (Departmental Learning Outcome #1).

### Divisional Student Learning Outcomes: *Check all that apply*

- Knowledge Acquisition
- Cognitive Complexity
- Intrapersonal Development
- Interpersonal Competence
- Humanitarianism & Civic Engagement
- Practical Competence

### Project Specifics

**Project Title:** Academic Resource ‘Help Center’ Survey

**Purpose of the project:** This is the first year of the ‘Help Center’ concept being delivered in Student Housing spaces – the purpose of this project is to assess not only the frequency with which services are utilized, but also the impact that utilizing these services has on a students’ academic success and their learning.

**Assessment method:** Sign in forms will track attendance and usage of the ‘Help Center’ each day of the Center’s operations. Follow up surveys will be sent to the students that utilized the Center based on which services they visited. Surveys will have one section that asks consistent questions for all students, and a second section that can include questions related just to the services utilized.

Depending on accessible academic information, it may be possible to compare the academic success of on-campus students that utilized the ‘Help Center’ and those that did not. There will be information available on which students utilized the services, leading to this being a possibility of data assessment after the Fall 2017 semester has ended. There is also the opportunity to complete a post-survey follow up with a sample of students regarding the impact that visiting the Help Center had on their academic

# 2017 -2018 Student Affairs Assessment Plan

## Department: KU Student Housing

---

success and what, if any, skills or knowledge was gained from their visit. This will be completed at the end of the semester in order for students to be able to gauge the overall impact that the Help Center had on their abilities, and also provide data related to shortly after the Help Center visit as well as after a longer time afterwards.

**Staff contact(s):**

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**Timeline/frequency:** The surveys will be distributed following a students' utilization of the 'Help Center'. The initial time frame of the project will be for the Fall 2017 semester, including creation of and distribution of the assessment. Survey collection will be finalized at the end of the Fall 2017 semester.

**Population/Sample:** Students that utilize the 'Help Center' will be the population surveyed. There is not a way to know exactly what this population size will be, which is why all students that participate will receive surveys.

**Special challenges to this assessment:** The 'Help Center' operations will be taking place prior to the full creation of the assessment project, meaning some early data may not be represented accurately in the results. However, with attendance records for the 'Help Center' there is opportunity to connect with students regarding their experience, even if significant time has passed. Issues may also arise with population size based on how many students utilize the 'Help Center' and how many from that group then respond to the survey. If this becomes an issue, it may be beneficial to consider administering the surveys directly to students at the end of their 'Help Center' experience while still on-site. Incentivizing the surveys may also help with response rates if there is a high population of students utilizing services but a low response rate for surveys.

**Use to inform current practice:** The 'Help Center' is in its first semester of practice – this assessment project will help determine which aspects of the current operation should be continued and what needs to be altered to positively impact student learning and success. While the project may not be far enough along to create significant change for the Spring 2018 semester, participation rates can help determine if and where the



# 2017 -2018 Student Affairs Assessment Plan

## Department: KU Student Housing

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program expands to. Additionally, if the program is not yielding the desired results, extending the current plan may allow for different assessment questions to be asked to further diagnose the issues within the operation.

**Plans for reporting results:** Results will be shared with academic partners in AAAC and the Writing Center directly, as well as through the Student Affairs Assessment Report. Information will be shared within the department with leadership and staff that work directly with academic initiatives, including the Residence Life team, through meetings and training for future programs.

**CampusLabs Used:**  Yes  No