

2016-2017 Assessment Final Report

Department: Legal Services for Students

Tax Workshop Participant Assessment

Introduction

Assessment Project Description

Each spring LSS provides tax preparation workshops on the Lawrence campus at the Budig computer lab and at the Dykes library at the KU Medical Center. This year LSS hosted 38 tax workshops attended by at least 934 students over the course of two months. These workshops are staffed by one to three LSS tax attorneys and up to 5 student tax interns.

The workshops provide tax preparation assistance for all KU students and international staff, with an emphasis on assisting nonresident alien students and staff.

The purpose of this assessment project was to assess the tax workshop participant's ability to handle their tax preparation in the future and obtain assistance in dealing with legal issues in the future. We also included questions about how the participants found out about the service, their current grade level, and their tax residency status.

Departmental Student Learning Outcomes

Legal Services for Students clients will be able to...

1. Demonstrate an understanding of the legal options related to their cases. (*CAS Standard: Knowledge Acquisition*)
2. Acquire skills and knowledge that better equip them to handle future legal situations. (*CAS Standard: Knowledge Acquisition; Cognitive Complexity; Practical Competence*)

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3. Demonstrate self-advocacy skills regarding their particular legal issue.
(*CAS Standard: Practical Competence, Civic Engagement*)

Service/Program Student Learning Outcome

Legal Services for Students tax workshop participants will be able to...

1. Use acquired skills and/or knowledge to handle their tax preparation in the future. (*CAS Standard: Knowledge Acquisition; Practical Competence; Cognitive Complexity*)
2. Apply learned information to obtain assistance in dealing with legal issues and obligations in the future. (*CAS Standard: Knowledge Acquisition; Intrapersonal Development; Practical Competence*)

Population/Sample: Tax workshop participants.

There were approximately 934 total tax workshop participants. We received 504 completed surveys for a response rate of 53.96%.

Assessment Method:

We created a survey that was handed out to each student that attended the workshop. Students who chose to complete the survey deposited the survey in the box placed by the exit of the computer lab. A copy of the survey text is attached as appendix A.

Summary of Key Findings/Results

A substantial majority (97%) of workshop participants Agreed or Strongly Agreed that after attending the tax workshop they were better equipped to handle their tax preparation in the future. 76% of respondents signaled that they Strongly Agreed with the statement and 21% Agreed with the statement.

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“Attending the LSS income tax workshop helped me acquire skills and/or knowledge that has better equipped me to handle my tax preparation in the future.”

Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	Blank
381	107	10	2	2	1

A substantial majority (95%) also Agreed or Strongly Agreed that after participating in the tax workshop they were more confident in their ability to obtain assistance in dealing with legal issues and obligations. 68% of participants Strongly Agreed with the statement and 27% Agreed with the statement.

“After participating in the LSS income tax workshop I am more confident in my ability to obtain assistance in dealing with legal issues and obligations.”

Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	Blank
340	138	21	3	1	1

Over twice the number of graduate students (310) completed the survey when compared to undergraduates (147). International students (416) made up a majority of the respondents. The complete survey results are attached as appendix B.

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Conclusions

Impact of Assessment

It is apparent from the results of the survey that the tax workshop participants feel that they are benefiting from the service and that the workshops are meeting the objectives outlined in the LSS departmental learning objectives.

One takeaway from the results is that LSS can do a better job of promoting the connection between our tax preparation workshop services and the rest of the services that we provide throughout the year. This is based on the slightly lower level of confidence in the participant's ability to obtain legal assistance in the future when compared with the participant's ability to handle tax preparation in the future.

In the future, we will take steps to make sure the tax workshop participants are aware of the other services that we provide and are aware of how to schedule an appointment if they need further assistance.

Various emails are sent out to students in order to inform them of our tax workshops. 40% of the participants learned of our services via an email notification. It was also somewhat surprising to find out that a large percentage (25%) of the tax workshop participants found out about our services from a friend. We may need to make a point to encourage participants to inform others about our tax preparation workshops and other services.

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Appendix A

LSS Income Tax Workshop Exit Survey

Attending the LSS income tax workshop helped me acquire skills and/or knowledge that has better equipped me to handle my tax preparation in the future.

· Strongly Agree · Agree · Neutral · Disagree · Strongly Disagree

After participating in the LSS income tax workshop I am more confident in my ability to obtain assistance in dealing with legal issues and obligations.

· Strongly Agree · Agree · Neutral · Disagree · Strongly Disagree

I found out about the LSS income tax workshop via ...

· an email from _____ · UDK · a friend · other _____

I am a/n undergraduate (· F · S · J · S · +) · graduate student · faculty or staff member.

I am a/n · US Citizen · lawful permanent resident · international student · international faculty or staff.

Please provide any suggestions, compliments, complaints or poetry on the back of this survey.

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Appendix B

LSS Income Tax Workshop Exit Survey Results

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	Blank	Totals
Helped me acquire skills	381	107	10	2	2	1	503
More confident	340	138	21	3	1	1	504

Grade level	Fr	So	Jr	Sr	Grad	Faculty/staff	Totals
	57	19	31	40	310	44	501

Residency	US Citizen	Perm Resid	Intl student	Intl faculty/staff	Total
	31	8	416	40	495

Found out via...	email from...	UDK	Friend	Other...		
	LSS	50	11	129	PR office	2
	KU	71			Internet	2
	ISS	82			Twitter	1
					Called LSS	3
					Website	26
					HR dept	1
					KU Athletics	7
					KUMC	28