2015-2016 Student Affairs Assessment Plan

Department: Student Money Management Services

Individual Consultation Follow-Up Survey

Divisional Mission

To engage the KU community in services and programs that complement academic goals and enhance quality of life.

Departmental Mission

Student Money Management Services is committed to improving KU students' financial situations by empowering them to analyze their finances, make sound decisions, and commit to controlling their financial lives while at the University of Kansas and into the future.

Departmental Student Learning Outcomes

Students who utilize or interact with services and programs provided by [insert department name] will be able to…

1. Demonstrate an understanding of money management concepts, including income sources, checking and savings accounts, budget management, credit cards, and credit history.
2. Design a plan or strategy to reach their personal financial goals.

Description of Service/Program Area

Student Money Management Services offers one-on-one consultations by appointment or during drop-in hours for students at no cost. During consultations, office staff work with students to address their specific financial concerns and develop helpful strategies.

Service/Program Student Learning Outcome(s)

Students participating in Individual Consultations will be able to…

- Demonstrate an understanding of money management concepts, such as budget management, spending habits, and debt management. (Departmental Student Learning Outcome #1)
- Apply offered tips and strategies to future personal financial situations. (Departmental Student Learning Outcome #2)
- Demonstrate an understanding of setting financial goals. (Departmental Student Learning Outcome #2)

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: Individual Consultation Follow-Up Survey

Purpose of the project: Assess the effectiveness of individual consultations in educating students on handling current and future financial situations. In addition, this assessment will provide Student Money Management Services staff with insight into students' perception of Student Money Management Services and satisfaction with their consultation.

Assessment method(s): Electronic survey administered through CampusLabs.

Staff contact(s): Leticia Gradington, Director of Student Money Management Services, lgradington@ku.edu

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Timeline/frequency: Once at the end of each semester.

Active Date: November 23rd, 2015

End Date: December 11th, 2015

Population/Sample: This first launch of the survey will include students participating in individual consultations during the 2014 – 2015 academic year and the Fall 2015 semester. In order to receive the survey, students must still be enrolled at KU. Future survey administrations will only include those students participating in individual consultations in the current semester.

Special challenges to this assessment: Low response rate—due to over surveying of students and/or timing in the semester.

Use to inform current practice: Survey responses will provide Student Money Management Services' staff with areas where individual consultations are beneficial to students, as well as those in need of improvement. Areas needing improvement will present opportunities for additional emphasis or training.

Plans for reporting results: Survey results will be shared with all Student Money Management Services staff. In addition, survey results will be included in the Student Affairs annual report.

CampusLabs Used: ☒ Yes ☐ No