



# 2020-2021 Student Affairs Assessment Plan

## Department: Student Money Management Services

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### **Individual Consultation Follow-Up Survey**

#### **Divisional Mission**

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

#### **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 Student Money Management Services 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**

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...

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- 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 (Individual Consultation Survey) administered through digital survey after the initial intake meeting (first session with SMMS staff).

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

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**Timeline/frequency:** The survey will be administered after the first consultation with a student. The Individual Consultation Survey will be active from July 1, 2020 to June 30, 2021. At the end of each semester, data will be compiled by:

End of Fall Semester: December 11, 2020

End of Spring Semester: May 15, 2021

End of Summer Semester: June 30, 2021 (Assessment Final Report)

**Population/sample:** The participants that will be taking the Individual Consultation Survey are students who have scheduled appointments with SMMS staff. The students must be currently enrolled at KU to participate in the survey. There also has been an increase in parents attending these consultations, therefore, SMMS staff may also ask the parents for their feedback.

**Special challenges to this assessment:** Low response rate—if the student is in a rush and not able to complete the survey and/or SMMS staff does not administer the survey.

**Use to inform current practice:** Survey responses will provide SMMS 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.

**Qualtrics Used:**  Yes  No