

REPORT REVIEW

Student Success Assessment Council

UNIT: Parents Program

REPORT TITLE: Parent Survey – Fall 2008 (Parents Council)

DATE REVIEWED: 3/11/2009

MISSION: The report findings [X] reflect [] does not reflect the unit's mission.
The report findings [X] reflect [] does not reflect the Division's prescribed mission.

UNIT STRENGTHS: Upon reviewing the aforementioned report findings, the following STRENGTHS of the PROGRAM are inferred:

- *The responses show that most parents find the safety alerts and Parent's Council updates via e-mail quite useful.*
- *The responses demonstrate parent satisfaction with the ease of using the Parents Website to obtain information regarding upcoming events and important dates.*

UNIT WEAKNESSES: Upon reviewing the aforementioned report findings, the following WEAKNESSES of the PROGRAM are inferred:

- *The perceptions of the value of the Parents Handbook do not seem as high as it should for the effort and resources put in by the Parent Liaison.*
- *With 90% of the respondents being white/Caucasian there is a low percentage of diversity among respondents.*
- *There are also fewer respondents of transfer students and upperclassman.*

GOAL CORRELATION: Upon reviewing the report's findings, which of the unit's goals were examined as part of the study?

The first two goals are addressed in this report:

1. *Maintains connections with University administrative offices to provide timely answers to parent questions;*
2. *Disseminates information to parents via Parents Council e-mail list serv;*

The third goal is not specifically addressed in the report:

3. *Coordinates an annual meeting during Homecoming and Parents Weekend to encourage interaction between families and University Administrators.*

What did the study's results reveal about the goal(s) cited above?

- *Goal 1 - The study revealed that most respondents who needed to access the Parent liaison were satisfied with accessibility and responsiveness, indicating timely responses answers to parent questions.*

- *Satisfaction of Parents Website regarding events, important dates/deadlines, and links demonstrates maintaining connections with University administrative offices to provide timely answers.*
- *Goal 2 - High rates of satisfaction with safety alerts and updates reflects Parent liaison success in disseminating information via the e-mail list serv.*
- *Goal 3 - There were no direct questions about the Parents Council Meeting to evaluate the attendance, satisfaction, interest, or outcomes of this goal.*

RECOMMENDATIONS:

The following recommendations are offered for consideration by the unit:

- *With a high interest of obtaining billing information, it may be useful to add information regarding important billing dates/deadlines to the Parents Website.*
- *Collaborate with the Office of Multicultural Student Success to have a stronger effort to reach parents from more diverse backgrounds.*
- *Collaborate with the Transfer Experience Coordinator to increase effort to reach parents of transfer students.*

**ASSESSMENT
LOGISTICS:**

Does the assessment instrument adequately assess the program's goals?

Yes No

If not, why?

What improvements could be made to the assessment instrument (survey) or method?

- *A question that could be added to better understand the respondent population would be regarding non traditional students - asking whether or not their student is a non traditional student.*
- *To address Goal 3, there should be a question added about the Parents Council Meeting. Possible questions could be; whether or not they attended? How valuable the meeting was?*
- *Although it appears that Goal 3 was not addressed, the intention of some questions may have been for the Parents Council meeting during Homecoming and Parents Weekend. Clarification of the questions regarding access to the Parent Liaison may be useful in understanding access of the parent liaison in general or access of the Parent Liaison at the Parents Council meeting.*
- *With a push toward learning outcomes, it may be interesting to connect parent involvement in the Parents Council and their student's success at UAlbany. Submitting a simultaneous survey to both student and parent may be useful in determining the affect of the Parents program on the student.*

Respectfully submitted on behalf of the
Student Success Assessment Council,

A handwritten signature in black ink that reads "Michael N. Christakis". The signature is written in a cursive style with a large, stylized initial 'M'.

Michael N. Christakis, Ph.D.
Assistant to the Vice President

March 20, 2009