Consultation Guidelines

- The role of the Office of Student Affairs Assessment and Planning is to primarily serve the Division of Student Affairs. Although staff members may consult or work on special projects with departments outside of the division, Student Affairs projects receive first priority.

- In order to provide quality services, we request a minimum of two weeks advance notice for most projects. This is intended to provide adequate time for review, planning, scheduling of the project. In some cases, a project may require Institutional Review Board approval, which may change the timeline.

- External projects will be considered on a case-by-case basis and timelines established accordingly in consideration of Student Affairs projects.

- The Office of Student Affairs Assessment and Planning may decline any project on the basis of purpose, scope, timing, and ethical considerations.

- Staff members in the Office of Student Affairs Assessment and Planning follow the ethical guidelines outlined by the National Association of Student Personnel Administrators (NASPA) American College Personnel Association (ACPA).

- Our approach to consulting is to educate and empower those that we work with. Our staff will offer guidance, feedback, and technical assistance; our goal is to provide you with the necessary skills to design and implement your project.

Intake Meeting

This is your initial meeting with your consultant. You will discuss your assessment project, timeline, guidelines and expectations for the process as well as the role the your assigned consultant will play in the project.

During this meeting, you and your consultant will complete the Intake Form, which serves as the consulting contract. The Form has three purposes:

- Establishes your timeline for the project (e.g. due dates for drafts of questionnaires, date of launch, etc.)
- Defines what specific types of assistance the consultant will provide
- Communicates the expectations we have of you and the expectations you have of our office.

What to bring:

- Basic information about the program or service you are assessing (e.g. brochure, mission statement, learning objectives and outcomes)
- Materials from any assessments that have been done in the past (e.g. copy of questionnaire, focus group questions or notes, report of results)
- Notebook and pen
Establishing Timelines

The staff members in the Office of Student Affairs Assessment and Planning handle requests and projects from over twenty offices within the division. We often are managing several requests and projects at one time and cannot best support the assessment efforts in the Division without a structured management system.

In almost all cases, we cannot reduce the amount of time it takes to perform certain tasks. We understand that sometimes circumstances require adjusting the timeline of a project or putting it on hold. Upon learning that you need to make changes to your timeline we require that you communicate with us immediately.

Drafts of Online Questionnaires

- If your project involves our office loading an online questionnaire or survey instrument for you, you must have your questionnaire and related documents (email invitations, email reminders) in final form before we begin building the questionnaire in our software program.
- All stakeholders (e.g. your supervisor, co-workers, etc.) should provide content feedback before we load the questionnaire/survey.
- Loading questionnaires and surveys into the survey software is a process that can take several hours. You will be asked to review the loaded questionnaire/survey for the purpose of verifying formatting and technical aspects. It is your responsibility to confirm the accuracy and functionality of the instrument and related documents.