Project Summary

Personal Money Management Center / Appointment Follow-up Survey 2015

Goal and desired outcomes of the program or service:
To provide education, guidance and counseling in matters of personal finance in an atmosphere of safety, confidentiality, competence and trust.

Goal of assessment:
To measure the student and staff satisfaction following financial counseling appointments.

Population sampled:
Anyone who attended a PMMC counseling meeting, including students, staff/faculty, and community members.

Response Rate: 64.9% (24 of 37)
Administration Type: Department-sent e-mail

Summary of Key Findings
Our desired outcome of assessing our counseling services was achieved. We learned that nearly all of our clients felt understood, respected and that our center was a good fit for them. Most people would come back and felt like their visit to our center was worth their time. The feedback also allowed us to see what we were doing well and where we could improve.

Actions Taken/Planned based on the findings from this assessment:
We were able to review suggestions on how we could improve and integrate that into our service like updating our website with more resources like personal finance courses offered on campus for credit.

Alignment
Student Affairs Key Activity: Staff Excellence, Student Success and Support
Departmental Key Activity: Staff Excellence
**Departmental goal this project addresses**: Ensure that our counselors are providing excellent service and are providing useful information to our clients.

**Departmental Key Activity**: Student Success and Support

**Departmental goal this project addresses**: To see how we are doing at addressing and supporting the needs of our students and where possible, better meet those needs.

**Student Affairs Learning Domain Connection**: *Practical Competence*

*Please explain how this project connects to this Learning Domain*: We want our clients to get the information about personal finances that they need from us so they can make better financial decisions. Whether it’s managing and repaying their student loans or learning how credit works so they can increase their credit scores, we want this knowledge to translate to real life situations. To ensure that the information is being presented in a helpful way, we needed to assess that we are doing a good job at presenting the information in a way that is understandable so they can turn around and make better choices.