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### **Review of MFA Results and Report on Use of Results**

Associate of General Studies

June 1, 2004

Reviewing the results of the 2001-2002 assessment activities indicate areas of strengths and weaknesses within the Associate of General Studies program. One area of strength was in the number of graduates who feel the satisfied with faculty, facilities and technology resources. They were also satisfied with their general education knowledge such as reading, writing and speaking. Additionally, they were satisfied with the overall quality of the degree program. For example, only 5.9% of the students responded with 1 or 2, meaning that 94.1% responded with 3 or better

The following areas of concern will be addresses. First, the students feel dissatisfied with the friendliness and helpfulness of the office staff; 23.5% responded with 1 and 2 answers. Since our goal is for 75% of the students to express satisfaction, this area will need to be addressed. In the 1999-2000 Exit survey report completed in 2002 by Ms. Hite, she noted two areas of concern: “usefulness of advice” and “concern for students” which both had 20% of the students responding with a 1 answer. In the present survey, there is no real change in those numbers; twenty percent continue to respond with a 1 answer. When looking at both the 1 and 2 responses, 26.5% of the students voiced dissatisfaction with usefulness of advice and 29.4% felt dissatisfied with concern for students. Additionally, 26.4% were dissatisfied with the accessibility of the advisor. However, they (85.3%) were confident that the advisors were knowledgeable. In 2002, Ms. Hite explained that she had been the only advisor, overworked with many majors, and often unavailable because she was also teaching. She expected the problem to be alleviated by the relocation to a larger office and the addition of a secretary and 2 adjunct advisors.

Question 22 also concerned me. Students (38.3%) felt dissatisfied with the help/encouragement they received from faculty regarding finding employment. These responses reflect faculty advisors as well as faculty members throughout the university since General Studies majors represent a diverse group of students. This is further complicated with their satisfaction with the effectiveness and concern shown by faculty, revealing a need to focus on the students’ career goals.

Effective June 1, the program was administratively moved to the former College of Basic Studies, re-organized as the College of General Studies and numerous recommendations are being considered. (1) To increase student satisfaction with friendliness and helpfulness of office staff, we propose making the staff aware of the problem and having them offer solutions. Taking some of the workload should further alleviate the stress on the office staff, allowing them to more willingly assist students. Ms. Hite also noted that these students usually come to the office unhappy and dissatisfied and project those feelings on the ones present to assist them. (2) To

address student dissatisfaction with usefulness of advice and concern for students, additional advisors (faculty/counselors also teaching Career Planning) will assist with advising the students. Also, (3) to ensure that there is positive change, we suggest surveying the students at the end of

the first year for their feedback and using the data to determine if we are making progress. (4)  
Finally, to assist students with information concerning assistance in finding employment, we propose numerous changes. One idea involves encouraging students to enroll in CPL 304 so they can learn valuable self-marketing skills. Another idea is to solicit additional information during the advising session concerning career goals and opportunities available in Career Services. Finally, we will study incorporating additional certificate programs and internship opportunities that should assist students with seeking employment.