

**Student Life**  
**Off Campus Student Services**  
**Community Luncheon**  
**February 2024**

**Purpose of Assessment**

Off Campus Student Services (OCSS) supports students living off-campus in the Bryan/College Station area, including helping students understand leases and find housing. Off Campus Student Services hosted a community luncheon on February 1, 2024, to educate local citizens on events, neighborhood codes, and being good neighbors. OCSS will use this information to inform future programs and student support. While Student Affairs Planning, Assessment & Research worked with OCSS on other assessments, this was its first time assessing the community luncheon.

**Key Findings with Recommendations**

Student Affairs Planning, Assessment & Research identified several key findings and developed actionable recommendations the department may take based on the results. However, OCSS staff may identify other findings using their knowledge and understanding of the community. Staff members are strongly encouraged to read all the results and qualitative comments to gain a fuller understanding of attendees' experiences.

- Luncheon attendees were very positive about their experience. They reported that they felt their concerns were understood and taken seriously, and that they understood how Off Campus Student Services contributes to improving relations between students and community members. Additionally, attendees reported they were likely to recommend attending a luncheon to a neighbor.
- Offering more education to students was the most common idea when community members were asked for suggestions. Others would like OCSS to attend community events and have more communication with Aggie families.
  - Off Campus Student Services is recommended to consider these suggestions and what fits the mission of their unit and what could be implemented.

**Method and Sample**

The paper survey was created using PaperSurvey.io<sup>®</sup>, a software program that creates scannable paper surveys. The survey included nine questions: four were quantitative, two were qualitative, and three were contact information. Off Campus Student Services distributed the paper survey at the end of the luncheon. Of the 15 people who attended the luncheon, 11 received the survey, and nine completed the survey, yielding an 81% response rate.

**Results**

Results are reported as means, standard deviation (sd), and frequency percentages for the number of people (n) who responded to the question. For ease of reading, frequency percentages have been rounded to the nearest whole percent, so totals may not add up to exactly 100%. The table is in descending mean order. Summary themes are contained in this report; the entire list can be found in a separate document.

Attendees were asked to indicate their level of agreement or disagreement with statements about the effectiveness of the luncheon. Table 1 shows that those attending the luncheon agreed with all three statements.

As a result of attending the luncheon...	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	2024 Mean (sd) [n]
I feel that my community concerns will be taken seriously by OCSS.	63%	38%	--	--	--	4.63 (.52) [8]
I understand how OCSS contributes to improved community relations between students and community members.	44%	56%	--	--	--	4.44 (.53) [9]
I feel that my community concerns were understood.	33%	67%	--	--	--	4.33 (.50) [9]

When asked what the likelihood that they would recommend attending a luncheon with OCSS to a neighbor, 78% of attendees said that they were extremely likely to recommend the luncheon and 22% were somewhat likely (mean=4.78/5.00; sd=.44; n=9). Nobody selected the options of neither likely nor unlikely, somewhat unlikely, or extremely unlikely. Luncheon attendees were asked to share or explain their rating and all nine provided a comment. Most were positive saying that the luncheon was an opportunity to share information, provide open communication, and discuss ideas or suggestions. One person suggested making it a monthly event and one person indicated more information needs to be shared from Texas A&M.

Respondents were asked to share what they would like to see Off Campus Student Services do in the future to better educate the students and community, and eight comments were provided. Several people mentioned providing more education to students on topics such as ordinances, safety, and renter protection, and one person felt that education should be mandatory. A couple of people would like to see more collaborations and communication with Aggie families, and a few others would like OCSS to attend community events to do tabling to share information. One person mentioned OCSS hosting a resource fair. An additional person shared that OCSS is good at building community relationships.

The final three questions asked for contact information if attendees would like to be part of a Community Coalition to express off-campus housing concerns that impact students and the community. Six provided their contact information, which can be found in a separate document.

### **Department Background**

Off Campus Student Services is a unit in Student Life at Texas A&M University. According to its website (<https://studentlife.tamu.edu/ocss/>), Off Campus Student Services “supports off-campus living through educational materials and AggieSearch, an online housing search tool.” Their educational resources are for students and families to use to find housing, learn about community standards, and learn about leasing in Aggieland.

## **Project Details**

Student Affairs Planning, Assessment & Research provides quality assessment services, resources, and assessment training for departments in the Texas A&M University Division of Student Affairs and student organizations. Services by Student Affairs Planning, Assessment & Research are funded, in part, by the Texas A&M University Advancement Fee. Results of this project and other assessment projects done through Student Affairs Planning, Assessment & Research (SAPAR) can be found at <https://sapar.tamu.edu/results/>. Additionally, anyone can follow Student Affairs Planning, Assessment & Research on Facebook.

To work with Student Affairs Planning, Assessment & Research Planning for future assessment projects, please fill out the Assessment Questionnaire at <https://sapar.tamu.edu/aqform/>.

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