

**Offices of the Dean of Student Life
New Student and Family Programs
Out-of-State Family Focus Groups
Fall 2020**

Purpose of Assessment

New Student and Family Programs (NSFP) is a unit within the Offices of the Dean of Student Life and work with families for all Texas A&M students. NSFP wanted to understand the needs of out-of-state Aggie families. Specifically, they wanted to learn how they could provide better programs and services to this family population and beneficial resources. In addition, New Student and Family Programs wanted to learn about these families' experiences with New Student Conferences and Family Weekend. Student Life Studies conducted virtual focus groups with out-of-state family members to gather the desired information for New Student and Family Programs. This was the first time Student Life Studies worked with NSFP to conduct focus groups and focus on the specific population.

Key Findings with Recommendations

Student Life Studies identified some key findings and developed actionable recommendations the department may take based on the results. However, New Student and Family Programs staff may identify other findings using their knowledge and understanding of the families they serve.

- Generally, focus group participants were positive about their experience with Texas A&M. However, they shared challenges they have faced or provided suggestions that could improve the experience for out of state families. Several participants expressed appreciation for specific things the university has done to support them.
- An underlying theme throughout all five focus groups and mentioned in a majority of the responses to almost all questions was having a way to meet and connect with other out of state families, especially from their state or region. Families wanted to connect with other families through local/area A&M Clubs and have opportunities for out of state students to meet one another. There was a wide range of ideas and suggestions about when and how to do this such as hosting region gatherings during students' senior year of high school, providing specific events at New Student Conferences (NSC), having socials during Howdy Week or move-in, offering targeted events at Family Weekend, and developing a directory or list of students/families by state.
 - New Student and Family Programs (NSFP) is encouraged to develop resources, programs, and events that would provide opportunities for out of state families and students to connect.
 - NSFP staff might contact the Federation of Texas A&M University Mother's Club to see about easily sharing information about clubs outside of Texas, forming new clubs, and hosting send-off gatherings for students and families.
- Another common theme in all the focus groups was families' challenges in navigating the campus. Many family members talked about that they did not know information, did not know what to do in certain situations, or did not know whom to contact.
 - New Student and Family Programs may want to use the suggestions throughout the focus groups as a starting point in assessing the needs of out of state families.
 - Based on those needs, New Student and Family Programs might develop specific websites or resources for out of state families. This might look like a family calendar with timely resources and contact or a cheat sheet for offices to contact at the university.

- Additionally, NSFP might look at programming or activities they could host for out of state students, especially during the fall to help them meet other students and navigate the campus.
 - New Student and Family Programs could also examine results from New Student Conference evaluations to see if there is a difference in the experience out of state families vs. Texas families and if there is a gap in knowledge between them.
- Out of state families commented on areas well beyond New Student and Family Programs and the resources they provide. Often, students and families do not see the individual divisions and departments and see everything as Texas A&M.
 - New Student and Family Programs staff members are strongly encouraged to share these results with various university stakeholders such as Fish Camp, Residence Life, academic advisors, Admissions, Academic Success Center, Student Activities, Student Health Services, Counseling and Psychological Services, and Student Employment and Financial Aid.
 - Furthermore, NSFP could look for opportunities to advocate for out of state families with some of these university stakeholders. This might include working with others to develop resources or programs specifically for out of state families or reminding other offices to consider logistics for out of state students when communicating and making decisions. This could also include helping other departments create information and resources on their website specifically for out of state students. Families shared some specific examples. One was working with Fish Camp to explore offering a session for out of state students or putting out of state students in the same camp to help meet other out of state students easier. A second was working with the Department of Residence Life and including communication for out of state students or reaching out to these students specifically, especially when there are emergencies.
 - NSFP might consider directly sharing the results of the focus groups and any actions that are taken because of the results with out of state families. Many families expressed frustration for having to search regularly for needed information themselves. Sending the information directly to them could be positive for these families.
 - Many out of state family members felt that some challenges were only for out of state students or that Texas students do not experience these challenges, which is not necessarily the case. Out of state families commented that Texas students and families already know so much about Texas A&M.

Method and Sample

New Student and Family Programs and Student Life Studies staff members designed the focus group protocol and questions. Student Life Studies staff facilitated five focus groups with some logistical assistance with staff in the Office of the Dean of Student Life, but not in New Student and Family Programs. All focus groups were conducted through Zoom®, a cloud platform for video, voice, and content sharing. Each focus group was recorded. Data was themed by Student Life Studies. Table 1, on the following page, provides the details for all five focus groups.

Date and Time	Facilitators	Family Members Signed Up	Family Members Attended
November 3, 2020 Noon	Kelly Cox and Darby Roberts, Student Life Studies	16	6
November 3, 2020 Noon	Susan Fox-Forrester, Student Life Studies and Suzanne Swierc, Offices of the Dean of Student Life	16	8
November 3, 2020 5:30 pm	Kelly Cox and Megan Higginbotham, Offices of the Dean of Student Life	10	5
November 3, 2020 5:30 pm	Susan Fox-Forrester and Kristen Harrell, Offices of the Dean of Student Life	11	5
November 6, 2020 Noon	Kelly Cox and Darby Roberts	12	8

Table 1: Focus Group Logistics

Results

This report presents the qualitative themes for each question asked in the protocol as well as some sub-themes or comments. Student Life Studies will maintain a copy of the complete video recordings for each focus group.

What resources offered by NSFP are you familiar with or have utilized in the past?

The resources that New Student and Family Programs provides that families mentioned most included the newsletter/email, social media presence, and New Student Conferences. Families would mention a resource, but they were not always sure if New Student and Family Programs provided that resource.

- Connections newsletter/email (several talked about this)
 - Received it the first year, not getting it students' sophomore year
 - It is helpful and is timely
 - Connects you to the website
 - It is frustrating that many department/entity send you to the website
 - Thought NSFP would be the most personable, but that was not the case and still directed to the website
 - Rely on the Corps newsletter as well as the Aggie Family one
- Social media
 - Aggie parents Facebook pages/groups (many head nods from others)
 - Some specifically mentioned: Mays, Corps of Cadets, President Young's page
 - Can get lost on Facebook with so much information
 - Have to go through lots to find what you are looking for
 - Instagram good to point you in the right direction (several also agree with Instagram)
 - Social media platforms to find info and share with their student
 - Social media has been go-to for some ("has been hugest support")
- The New Student Conferences (NSC)
 - NSC was overall helpful (echoed by multiple people)
 - It was longer than expected but was also more helpful than expected
 - Blinn Team coordination was less than helpful--not ever coordinated it seems; one year, the finals did not line up, which is unsettling as a new parent of a freshman
 - The calendar from the NSC bags was helpful to a few families
 - Virtual NSC was excellent this summer
- Some were not familiar with resources or did not use resources

- Resources mentioned not provided by NSFP
 - The Federation of Texas A&M University Mother's Club – heard about it through the newsletter
 - Alumni network in the area
 - An admission recruiter from California – answered questions, connected students in the area, and created an Instagram for the areas to know others before starting college
 - Howdy Portal
 - Used whatever information is sent to our emails once our student was accepted
- Other comments about getting information or resources
 - Given ton of resources and encouraged to ask questions
 - Lots of resources at the beginning of the year
 - Stumble our way through and ask others
 - Look online and have to figure it out (many heads nodded with this statement)
 - Learning about the school itself – what it means to be an Aggie or an Aggie Family
 - Assumptions made that everyone attending TAMU knows the language and culture.
 - Not all families/people utilize technology or social media
 - Be cognizant of how you can reach people
- Comments not directly related to the question
 - Idea from Purdue University, which is a townie mom who can be there for out of state students
 - Trouble getting into Student Health Services for medication
 - Not as much during the year about what to do if students need to leave campus (COVID)
 - No parent program in other states (Aggie Mom's Clubs?)
 - Felt that everything is geared toward local people or people in Texas or not specifically geared to out of state families
 - "We are 1000 miles away, so the time it takes to get to our child is not considered."
 - Thinking about the time zones; CA people have to sign in super early for stuff in Central Time
 - Everything is "extra" when you're far away
 - Some families have students in multiple different states
 - Received less than 24-hour notice that students needed to leave campus
 - Vigorous head nodding
 - Not sure who would have been able to help

How does NSFP support out of state families?

There were limited responses from families in how they felt New Student and Family Programs supports them and providing the newsletter or email was the most common response. Many discussed what they would like to feel more supported.

- Connection Newsletter – communications
 - Emails that include helpful links are beneficial
 - Want more information and links; not necessarily more emails but more short blurbs of information
- Parent Advisory Board
- I don't think they really do
- Support for out of state families outside of NSFP
 - Invited to Texas A&M before coming to college
 - Made friends before coming to Texas A&M
 - Website (calendar/campus events and information)
 - Aggie Moms Club (put in a Texas chapter, or started on in their area)
 - Help know people before coming to campus

- Other comments about what they would like to feel supported
 - An out of state event maybe during Howdy Week or move-in
 - Students could connect with others in similar situations
 - Ways for out of state students to continue to connect and check-in with each other
 - Continued support; had more support as a freshman than now as a sophomore
 - More information, especially about deadlines
 - A list of families from your area before the school year starting
- Comments not directly related to the questions
 - Starting from a hard place
 - Knew that most students are from Texas; you are in a serious minority
 - Would be helpful to organize people at NSC who are from out of state
 - Having a feeling like “We know your there and we want to help” would be nice
 - International students have more resources and better network than out of state students
 - Different orientation—more specific
 - Out of state students have to ask lots of questions
 - Out of state students have to go out of their way to make friends
 - Nothing specifically for out of state students compared to
 - The logistics of moving a student to College Station is rough
 - Use friends/family close to College Station to help ship things for the move-in process
 - Struggle to find a place to hold stuff over the summer
 - Stayed several days going to stores for shopping
 - NSC/Fish Camp travel logistics are also difficult
 - Flights canceled
 - Do not know who to contact
 - Had to do a lot of research to be prepare
 - Underage children provide additional challenges (several head nods)
 - Financial Aid – no support and felt unprepared (several head nods)
 - Lacked in-person support
 - Wanted someone to sit down and go through things with the parents
 - FERPA / privacy pieces are rough
 - Appreciation to the response of COVID-19 in Spring 2020

What information or resources could NSFP offer?

Families provided suggestions for what they would like in order to feel more supported in the previous question and this question. A variety of ideas was shared with many of them related to helping out of state students and families connect more easily. Not all ideas provided would necessarily fit under New Student and Family Programs are of responsibility.

- Set up something for current out of state students to meet with new out of state students
 - A list of names, emails, and phone numbers
 - Know who is coming from the same state, familiar with home, share travel opportunities
 - Broken out by state
 - Schedule a meeting/gather/social
 - Do it by state or region
 - Students ahead of them in their major to get answers from someone who has been through it
 - Connecting families who are not traditionally Aggies, out-of-state families, etc. with those who have Aggie students or who have had several students recently – like a mentor program
 - Folks that first generation or out of state folks can ask questions of these mentors
- Resources or information to get to and from the airport

- Information about storage
- A “Welcome to Texas class”
 - For “basic Texas things”
 - Examples: card games, footwear, sayings (“Bless your heart”)
- More direction or help to find requirements to gain residency
 - Understanding why in-state costs different than out-of-state
- A consolidated directory somewhere to know where to go with different questions
- How to navigate Fish Camp as out-of-state families, especially in 2020 due to COVID
- Outreach to out of state students, especially during COVID to students
- Out of state Aggies student organization
- Aggie Mom’s Club in areas to be connected with others
 - Out of state families are often put in the Brazos County Aggie Moms Club or adopted by other Texas clubs
 - Out of state families are not able to attend meetings
 - These clubs do not necessarily help with out of state family concerns
 - A couple of moms shared that they started a club (formal or informal) in their area
- Not sure what all of the NSFP resources are so could market those more
- What NSFP is already offering
 - Newsletter or Facebook group for parents of out of state students
 - Aggie Parent Facebook group has been invaluable, as well as an engineering group
 - Out of state lunch in the MSC for out of state students and families at 2019 NSC
 - Met others, even from out of the country
- Comments not directly related to the question
 - Some shared that it was helpful when their student joined an organization
 - Some students have formed GroupMe chats with each other to offer support
 - This year specifically, out of state new freshman families had, even more, hurdles with virtual NSCs and virtual Fish Camp
 - Male students are not likely to call someone out of the blue, but moms would make calls
 - The best resource group has been Fish Camp groups (harder with it online this year)
 - Freshmen Leader Organizations have been a good connection

If you attended your students’ New Student Conference (NSC), what information was most helpful?

Families reported that the information at New Student Conferences was very helpful. Some shared that everything was helpful and others indicated specific topics they found most helpful. There were many comments about the virtual NSC held this past year.

- All of it was helpful, overwhelming, but great information (lots of head nods)
 - Helpful but can’t remember everything
- Information about what needed in halls and time management from a student perspective
- Traditions
- Transportation
- University life
- Meal plans
- Enjoyed the pre-conference day – for Disability Resources and Veterans
 - Had to come in a day early to meet with offices because there is no time during NSC
 - Must schedule appointments Disability Resources and Veterans; can’t just walk in
- The professor who spoke on “mindset” was impactful and amazing
- Money Education Center information
- Opportunity to meet and connect with people who were sitting nearby at NSC

- Coming to NSC with an adult
 - Forces the family to engage together and understand
- The form about how to have a conversation with your child – “How often are you going to communicate...”
 - This was the best thing I received!
- The out of state luncheon was great
- Lots of acknowledgment that the online program was challenging as a result of the COVID-19 pandemic
 - Information good and helpful but no connection with other students
 - Maybe next year, do something for sophomores
 - Nothing stands out now but felt there was good information when she was going through it
 - Lost the Aggie spirit
 - Able to do it all together (student and parent)
 - Attended all sessions – most helpful dining, res life, new student family – smaller group opportunities
 - Tuesdays and Thursdays – save up questions
 - The smaller breakout session was better than watching slides
 - Students coming in was really helpful and it was live, allowing for questions throughout
- Comments not directly related to the question
 - Should get a tuition rebate for online classes this year
 - Hated the registration process
 - What happens in an emergency
 - Their student had kidney stones – did not have support; relied on roommate
 - If there had been an in-person Fish Camp, that would have been good with virtual NSC
 - Having at least one opportunity to meet other people would be helpful

If you attended your students’ NSC, did you feel the NSC was relevant to your out of state experience?

A few family members felt that New Student Conferences was relevant to them as an out of state family; however, many felt that the information was relevant as an Aggie family and not specifically an out of state family. Many seemed interested in having something offered at New Student Conferences just for out of state families.

- Yes – especially if you’re not an Aggie
- It was helpful to hear real experiences from other students
- Mays provided helpful information
- It would be helpful to ask an “out of state” representative to ask questions
- Did not have anything relevant to out of state
 - There was lots of information you do not know you need until you need it
 - Where are the urgent care centers?
 - What to do when there is a medical emergency
 - Do students have a copy of their medical card / insurance card
 - Will our insurance work in Texas?
 - Options for using airports and shuttles
- Would like to have an out of state luncheon
- Comments not directly related to the question
 - Didn’t know registration was part of NSC
 - Timing hard with registration—late students do not get course space
 - An engineering advisor said they did not hold spots
 - Did not know what to do when their daughter was exposed to COVID-19 and the testing
 - Parent who spent time on campus had helped in orientating to the campus

- Maybe extra assistance in navigating campus
- Would have been more stressful if not having that experience
- Disappointed that it was online

If you attended your students' NSC, what more did you wish you could have received from the experience?

A few suggestions provided were specifically regarding out of state families' experiences. Several were about their New Student Conference experience in general and what they would have liked to receive.

- Ambassadors to out of state students (answer questions, give insight, connection)
- Time aimed directly at out of state parents (multiple head nods of agreement)
- Sportspass is marketed so heavily, wished I would have known that many students do not have time
- More information or support for Blinn Team; it's even harder for out of state students to navigate
- While the virtual NSC was good and helpful; however,
 - Missed the human connection and connection with A&M through the virtual experience
 - It is easy to tune out and not be fully engaged
 - Did not see the spirit of Aggieland
- Timing of orientation
 - Chose later thinking it was better to attend NSC and move there all at once
 - Should have come earlier
 - Did not know about the Living Learning Programs and it was too late at NSC
 - Classes were full and not many options
- Comments not directly related to the question
 - Did not get to visit campus before student started classes
 - Being an outsider you do not know lots of inside secrets
 - Texas students have in state guidance counselor, out of state students are at a disadvantage
 - I need to re-take it; it is so much information!

What would make the NSC more relevant to out of state families?

Out of state families shared several ideas to make New Student Conferences more relevant for them. Most of them would like an opportunity to connect with other out of state students and families as well as hear about topics that affect them. Some shared stories of events that happened to their student, but at the time, they did not know what to do. Families might also need to know about topics that they may not be thinking about yet.

- Have a session specifically for out of state students and families (agreement by several families)
 - Connections to other out of state students
 - Show students that while there are a lot from Texas, they are NOT the only out of state students
- Resources for support for emergencies
- Student ambassador to answer questions
- More information about housing, specifically, off-campus housing information
- More information about transportation, buses, and parking
- Get a survival cheat sheet of who to contact or what to do
- Have it in person and not virtual
- Backup plan for the future if we need to do some in-person, some virtual
- Comments not directly related to the question
 - Need out of state hotline
 - Have separate options for out of state for fish camp

- Students are isolated if they do not know many people (talking specifically this year with classes being online and limited activities due to COVID)
- Registering for classes
 - Engineering general advisors did not know anything and were not warm/fuzzy
 - Need a checklist for advisors for students with a disability

How likely are you to visit campus for Family Weekend as an out of state family?

More families expressed that they would not attend Family Weekend. The main reason for this decision is that it is a very expensive weekend, especially when you factor in the cost and time to get to campus. Several felt that it was a busy, crazy weekend, which did not allow as much quality time with their student. Families indicated that they want to come to campus to visit their students, but not necessarily for Family Weekend.

Additionally, there was some discussion about the timing of Family Weekend. Some felt that it was so close to when their student would come home at the end of the year. A few commented that it being the same weekend as Aggie Ring Day made it busier, but that would be a bigger reason they would come to campus for the weekend. Others suggested moving the event to the fall semester.

- Several indicated they would not attend (13 would not attend)
 - I would not be likely to go; it would have to be very attractive to overcome the cost
 - Would not pay for a hotel, come at another time to see daughter
 - Won't go – it is very expensive
 - Attended when their student was a freshman and it was enjoyable, but would not go again
 - I went a couple of years ago
 - Enjoyed Midnight Yell and was going to the spring football (which got canceled)
 - Hotels are too expensive, would rather come on a different weekend
 - Family weekends can be chaotic and prefer to do alternate weekends to see children
 - Went once and have not gone back; would rather visit her when it's not "crazy"
 - Family Weekend is too big
 - Not going during Family weekend because told by child chaotic
 - Came at a different time to see the campus
 - Maybe go during other high school daughter's spring break
 - Timing of Family weekend could be better so it is in the middle of the semester
 - Have to pay \$500+ to fly, then for hotel, only to have student return home 3 weeks later
 - Their student is planning to stay home in spring for online classes so would not attend
- Some would attend or they planned to attend in spring 2020 (5 would attend)
 - Interested in seeing new rec centers and see new areas
 - Would like to, enjoys chaotic
 - Already made hotel reservation - plan to be here at least once a semester
- A few did not know what it was or what happened during this weekend
- Family Weekend is important to the Corps of Cadets and it is helpful for those people
- Ring Day is more important than graduation so putting Family Weekend on Ring Day is crazy
- Family Weekend was a disappointment because there were no activities (a few head nods)
- Wanted more information to learn more about Texas A&M
- For some families, the only anticipation of going to Family Weekend was Ring Day
- Would love to see something outside, fatigued on Zoom (lots of head nods)

What types of virtual activities would you participate in should they be offered for Family Weekend or other events?

While many family members reported that they did not want to participate in Family Weekend if offered virtually, there were a few ideas of what out of state family members might consider attending. These mostly included smaller groups to allow for interaction.

- Maybe a small group to interact with others (1-10 other people)
- If it was a weekend and could do it with my student; would want to see her on the screen
- Small Q&A sessions of moms from across the country
- Out of state component for those families, maybe have someone lead a discussion
- Maybe break into regions or an out of state specifically
- Would pick and choose which virtual events
- Many said they would not attend a virtual event
 - Burned out with virtual events or had Zoom fatigue
- In person events that families would attend included
 - Midnight Yell
 - Football game
 - BBQ for out of state students
 - Social activities or meet and greet with other out of state students (FLO, residence hall floor)
 - Would definitely attend if it was in person
- Suggested fall might be better around football, rather than in spring
 - Fall makes more sense for parents of new students; spring is a little late for that
 - It is a good chance to connect with your student a little bit after they started

What is the most challenging part of being an out of state family member?

Two challenges were mentioned consistently. The first involved traveling and planning logistics. Family members expressed many concerns they have and decisions they needed to make for their student to attend Texas A&M. The second was the lack of connection for their student. This seems to be a greater challenge this year due to the COVID-19 pandemic and the limited in person classes and activities. Some families provided ideas of what they would like or what could be done to make these challenges easier.

- Travel guidance and logistics (mentioned by several families)
 - What airport to use
 - Flight challenges – how to get student home
 - Shuttle information; ground shuttle not going to Austin anymore
 - How to get students' belongings back and forth
 - How far in advance to book hotels
 - Families often include siblings
 - Day to day transportation to store or urgent care
 - Information about car dealerships if buying a car for student in Bryan/College Station
 - Laundry and dry cleaning options or information
- Lack of connection (mentioned by several families)
 - More connection to students on campus so a student does not need to eat every meal alone
 - Their student wanted to go home every once in a while just for the night or weekend
 - Students struggling with loneliness and being isolated due to COVID
- There is a significant cost for many of the necessary logistics
 - Are there any families in Texas that can help facilitate the logistics? (back to the mentorship idea)
 - Where you can park a car over the winter/summer
- Not enough support for out of state students

- Challenges are not necessarily being out of state—normal transition things
- Sports pass confusion
- What families would like
 - Have an out of state information website or Facebook page to share information
 - Transportation
 - Medical care
 - Local storage places
 - Where to safely park a car over winter break
 - Directory

What could be done differently or better to better engage you as an out of state family member?

The most common recommendation to engage out of state family members more related to providing an opportunity for out of state family members to connect. This could be through receiving a list of other families in their area to have contacts or hosting in person events for families. Many family members want to have connections with other families to share information, ask questions, and if needed have help if there is a problem. Family members also want their student to have connections and not feel that they are the only out of state student.

- A means of putting us in contact with other families (this idea shared by several families)
 - Having the connection with other out of state parents
 - Create a directory of out of state students/families, particular to each state
 - Aggies Mom Clubs would be helpful in states and regions
 - Getting together on Zoom with people from the same state hosted by the campus
 - Having a group in your state to meet and know people
 - Emotional support
 - Reach out to admitted students in the spring before starting
 - Host gatherings to meet alumni or other students
- Hosting a reception/event for out of state students and family members at NSC or at move-in
- During Family Weekend—specific event for out of state students
- Having a mechanism for students to join others for a holiday meal (Thanksgiving, Easter, etc.)
- Timelines for out-of-families
 - Consider that out-of-state families have a much longer timeline/logistics to handle
- Preview Day in February is too early for out of state student
 - Host a Preview Day in April specifically for out of state student
- Communication to students with resources
 - New students can feel intimidated to speak with someone
 - It is different coming from TAMU vs. coming from a parent
 - More likely to act if coming from university

Other Items

A variety of topics was shared with most focus groups after the last question from the protocol. There was a wide range of comments from appreciation to the university, to restating comments made earlier in the focus group, to their experience with Texas A&M.

- Texas moms are the best (several head nods from others)
 - Roommate's moms brought meals, got him a dresser, desk, etc.
 - Network is amazing

- A&M communicated well during COVID
 - Had a plan, worked the plan, and communicated the plan
 - So impressed with the thoroughness of the COVID plan that came out over the summer
- Want connection with other out of state families
 - Some parents shared contact information
 - Would like a list of where students are from
 - Would like an Aggie Club for every state
- Getting around campus is hard for new students
- Visited campus twice since student came there; impressed, especially during COVID
- Several talked about students liking Texas A&M and what they enjoyed
- A&M is so friendly
 - It should be easy to do a little more for out of state students (lots of agreement from others)
 - After COVID, do something next fall for the new sophomores to help them connect with others
- My student got extreme home sicknesses – there was no help
- Students are unsure how to approach faculty so maybe help or resources on how to approach faculty
- No peer tutoring right now, not a lot of peer support
- Kuddos to Sherrice King as Gateway point of contact
 - She sat down with students to register for next semester
- Parents have to do their research to help provide resources that are not as obvious to their child

Department Background

According to its website (<https://studentlife.tamu.edu/>), the Offices of the Dean of Student Life “strive to enhance your opportunities as a student to participate fully in the University experience.” The department does this by sharing information, services, programs, and involvement opportunities. New Student and Family Programs is one of several program areas in the department. While each area has a specific mission and function, they all have the common goal to provide education, outreach, and support to students.

According to its website (<https://studentlife.tamu.edu/nsfp/>), NSFP “facilitates the success of new students through their first year at Texas A&M University by providing them with the framework to adjust to the expectations, standards, academic rigors, and social community here at A&M. Additionally, we recognize the important role that family members play in a student's college success and we strive to equip families with resources to aid their student.”

Student Life Studies

The Department of Student Life Studies 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 Life Studies are funded, in part, by the Texas A&M University Advancement Fee. Results of this project and other assessment projects done through Student Life Studies can be found at <https://studentlifestudies.tamu.edu/results/>. Additionally, anyone can follow Student Life Studies on Facebook. To work with Student Life Studies for future assessment projects, please fill out the Assessment Questionnaire at <https://studentlifestudies.tamu.edu/aqform/>.

Report Prepared for: Libby Dagggers and Alex Jantx, New Student and Family Programs
 Report Prepared by: Kelly Cox, Student Life Studies
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