Sample of Student Response

- I just wanted to first thank you so much for meeting with me, you may have just changed my life! I would love to meet again some time if possible and explore even more with my career options and will definitely be looking more into the next steps of discovering my career path. Thank you again so much and I look forward to hopefully talking to you again soon. - Laura, freshman, College of Science

- My virtual experience was great, [the team] gave me really good advice and was very positive throughout the session. - Jane, Junior, Education

- “They go above and beyond for helping you. They are professionals that know how to help you and the job done right.” Valeria, Sophomore, SBS

Centering Student Feedback:
Overwhelmingly positive.

Comments for improvement

- Spread the word about this service
- Expanded hours, Possibly start earlier in the day
- More online resources

Excerpt of AY20 LifeLab Assessment Plan

Reach:
Who are we connecting with? Who is missing? How do we remove barriers to accessing our services?

By College
- LifeLab will reach main campus, currently enrolled degree-seeking students from academic Colleges in proportion to their undergraduate representation on campus.

By Ethnicity
- 42% of LifeLab participants will identify as members of under-represented minorities (i.e. African American, American Indian, Asian, Hispanic, Pacific Islander, and Two or more races).

*When we have confidently achieved reach that is proportional by ethnicity, we will begin to work toward increasing that percentage in the direction of 50%, which is closer to the percentage of underrepresented minority students age 17-21 in Arizona.*

By First Generation
• At least 32% of LifeLab participants will be first generation students.

Year in School
• At least 50% of LifeLab visitors will be freshman or sophomore status.

Reputation:
Are people who interact with LifeLab having a positive experience? Why or why not?

Net Promoter Score
• Each activity offered in LifeLab will achieve and sustain an average NPS of 80 or higher (n>30).
• We strive for an average NPS of 86 for LifeLab overall.
• Variance across NPS will be similar across demographic and academic program LifeLab users.