

PROCEDURES: Student-Athlete Survey

November 2017

Real Recruit is a platform that the athletic department has adopted to help administration better measure and enhance the student-athlete experience at Clemson. Anonymous feedback will be used to better understand the positive aspects each program but also which aspects need improvement. This tool will be utilized as just feedback and does not determine employment decisions.

Input of Student Information

The Associate AD for Student Services will work with Compliance for demographic and scholarship information for each sport. The information will be entered prior to each student-athlete survey. The additional information will assist the Sport Supervisor in evaluation of the feedback and filtering results.

Communication to Coaches

Each sport supervisor will meet with the head coach to explain Real Recruit, messaging to students and the results that will be provided.

Survey Process

At the end of each competitive season, the sport supervisor will meet with each team and inform them of Real Recruit and its purpose. Students are reminded that the information is used for feedback, but does not determine employment decisions. Encourage students to set up meetings for further conversation, if needed. Students will be emailed by Real Recruit and then survey will remain open for 2 weeks. Student have the ability to comment on each question or comment when prompted.

Once survey is closed, the surveys will be reviewed by the sport supervisor and the Associate AD for Student Services. The sport supervisor will review the ratings and comments associated with the Overall Experience, Team, Head Coach and Assistant Coaches. The Associate AD for Student Services will review the school feedback, custom questions and private messages. The Associate AD for Student Services will summarize the private messages and provide a summary to the sport supervisor. The Sport supervisor will make a determination of what needs to be reviewed with the head coach.

Any student that posts a concerning comment will have a response from administration and provided an opportunity to speak further. Since responses are anonymous, administration will document communication and the meeting will be at the student's responsibility. Associate AD for Student Services will handle school feedback, private messages and custom questions. Sport Supervisor will handle the review of other comments.

Sport supervisors at the minimum will provide a head coaches with a snapshot of the results (see attached) and summary of balanced feedback comments. The sport supervisor will create a response to send back to the students mentioning that we are thankful for the feedback and the areas of review (if determined).