Texas A&M International University
Annual Institutional Effectiveness Review (AIER)

Date Submitted   February 10, 2006

Assessment Period Covered (2006)

Academic Program/AES Unit Office of Institutional Research

Person(s) Preparing Review   Elizabeth Martinez

Provide summary of the last cycle's use of results and changes implemented
Last years results showed that, in general, the respondents were satisfied with the service they received. The survey results showed that 78.3% of the respondents rated our service as 'Excellent' and 17.4% rated us as 'Very Good'. Requests for services continue to be prioritized on a daily basis in order to maintain this level of service.

Section I: Planning and Implementation

Institutional Mission

Texas A&M International University, a Member of The Texas A&M University System, prepares students for leadership roles in their chosen profession in an increasingly complex, culturally diverse state, national, and global society … Through instruction, faculty and student research, and public service, Texas A&M International University embodies a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Academic Program or Administrative/Educational Support Unit Mission

The Office of Institutional Research serves the University by providing information and analysis to support data based decision making in support of institutional effectiveness. The Office of Institutional Research is responsible for state reporting, statistical data reporting, information analysis, data collection and other ad hoc reports for the University and other external entities.

Identify outcomes and the relationship to Strategic Plan

Outcome 1   ☐ **Is this outcome related to writing (QEP)?**
The Institutional Research Office staff will provide the most helpful service possible.

Identify Strategic Plan Goal related to Outcome 1
Goal 3 Service

Identify Strategic Plan Objective related to Outcome 1
3.2 Provide service and outreach activities to the University service area in a professional, courteous, efficient, and timely manner.

Identify methods of assessment to be used
2006 Institutional Research Survey of Services Provided

Indicate when assessment will take place
Spring

Criteria/Benchmark
Question #9 on the "2006 Institutional Research Survey of Services Provided" will indicate that at least 90% of the respondents will rate the staff's helpfulness as either 'Excellent' or 'Very Good'.

_____

Outcome 2   ☐ **Is this outcome related to writing (QEP)?**
1. Increase the use of the Institutional Research web page by students, faculty and staff for statistics and other information.

Identify Strategic Plan Goal related to Outcome 2
Goal 3 Service

Identify Strategic Plan Objective related to Outcome 2
3.2 Provide service and outreach activities to the University service area in a professional, courteous, efficient, and timely manner.

Identify methods of assessment to be used
2006 Institutional Research Survey of Services Provided

Indicate when assessment will take place
Spring

Criteria/Benchmark
Question #10 on the "2006 Institutional Research Survey of Services Provided" will indicate that at least 80% of the respondents will use the statistics on the Institutional Research Web page.

_____

Outcome 3   ☐ **Is this outcome related to writing (QEP)?**
Enter text here

Identify Strategic Plan Goal related to Outcome 3
To Select Goal Click Here

Identify Strategic Plan Objective related to Outcome 3
Enter text here

Identify methods of assessment to be used
Enter text here

Indicate when assessment will take place
Click to select

Criteria/Benchmark
Enter text here

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Section II: Analysis of Results

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When (term/date) was assessment conducted?
Outcome 1
July 2006

Outcome 2
July 2006

Outcome 3
Enter text here

_____

What were the results attained (raw data)?
Outcome 1
The survey results indicate that 100% of the respondents to Question #9 of the "2006 Institutional Research Survey of Services Provided" indicated that the staff's helpfulness was either 'Excellent'(70%) or 'Very Good'(40%).

Outcome 2
Question #10 of the "2006 Institutional Research Survey of Services Provided" indicates that only 75% of the respondents used the Institutional Research Web Page.

Outcome 3
Enter text here

_____

Who (specify names) conducted analysis of data?
Outcome 1
The 2006 Institutional Research Survey of Services Provided was administered using SurveyMonkey survey services which provides a report on the survey results.

Outcome 2
The 2006 Institutional Research Survey of Services Provided was administered using SurveyMonkey survey services which provides a report on the survey results.

Outcome 3
Enter text here

_____

When were the results and analysis shared and with whom (department chair, supervisor, staff, external stakeholders)? Submit minutes with data analysis to assessment@tamiu.edu (Please use Minutes Template located on the Project INTEGRATE web page.)
Enter text here

NOTE: Submit all assessment documentation (i.e., surveys, rubrics, course exams with embedded questions, etc.) to the Office of Institutional Effectiveness and Planning.

Use of Results: Indicate whether criteria were met/not met and what changes, if any, have been identified based on the data collected?

Outcome 1
☒ **Met**   ☐ **Not Met**
Provide narrative: The Institutional Research office met and surpassed the goal set by 10%. The office staff will strive to maintain this level of service.

Outcome 2
☐ **Met**   ☒ **Not Met**
Provide narrative: The goal was that 80% of the respondents use the Institutional Research Web Page. The survey indicated that only 75% of the respondents actually used the Web Page. Due to the change in Information System(Banner) most of the staff's time is being utilized in recreating reports and therfore the Web Page has not been updated as often. We will try to utilize WebFocus to create one report that provided all the data need on the WebPage to post directly to the WebPage.

Outcome 3
☐ **Met**   ☐ **Not Met**
Provide narrative: Enter text here

_____

How have these data-based changes improved your program/unit?
Enter text here

Section III: Programmatic Review

Are resources affected by the changes identified in Section II? ☐ Yes   ☒ No

If so, specify the effect(s) using the chart below:

Funding	Physical	Other
☐ New resources required	☐ New or reallocated space	☐ Primarily faculty/staff time
☐ Reallocation of current funds		☐ University rule/procedure change only
		☐ Other: Enter text here

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)
Enter text here

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation):   Enter text here
New Outcome(s) – (List outcomes below):   Fullfill information requests in a timely manner.   The data provided will be as clear and concise as possible.
Modification of present outcome(s) – (Indicate reason for modification):   Enter text here

**** This section to be completed by dean/director/vice-president ****

Are resources requested a priority for the academic program/AES unit?
☐ **Yes**   ☒ **No**
Comments:
Enter text here

If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?
Enter text here