

Texas A&M International University

Annual Institutional Effectiveness Review (AIER)

Date Submitted 01/31/2008

Assessment Period Covered (2007)

Academic Program/AES Unit International Student Services (ISS)

Person(s) Preparing Review D.E.VerMilyea

Provide summary of the last cycle's use of results and changes implemented

Last year's goal of having 90% of the respondents rating the services as "Excellent" to "Very Good" was achieved. There is room for improvement however, as negative comments were received during the registration period. Additional efforts need to be initiated to improve the number of surveys completed.

The outcome goal to register each visa student into the SEVIS data tracking system was also accomplished but only after applying overtime. The elimination of other services occurred in order to complete the task within the 30 day mandatory deadline.

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 University recognizes that international students on this campus bring with them both special resources and special needs. The increased international awareness that they create is important to the entire academic community. At the same time, the University wishes to ensure that each student has the best possible educational and personal experience while in the U.S. To achieve these objectives, the International Student Adviser is located in the Department of International Student Services within the Division of International Programs and offers a variety of services to international students. These include academic direction, vocational and education direction, assistance with immigration regulations and the community, and coordination of services provided by Admissions, Financial Aid, Business, Housing and Registrar's offices

Identify outcomes and the relationship to Strategic Plan

Outcome 1

International Student Services (ISS) will provide accurate and timely Student and Exchange Visitor Information System (SEVIS) reporting that will comply with the U.S. Department of Homeland Security (DHS) and U.S. Citizenship and Immigration Services (USCIS) regulations. One hundred percent of all eligible SEVIS students enrolled each semester will be registered in the “ACTIVE” status. Graduating students will have the “PROGRAM END DATE” status reflect the date of course completion in the SEVIS database. This will be done within thirty days after the TWELFTH CLASS DAY of each term. Complying with these regulations will allow for continued Certification from DHS / USCIS permitting TAMIU to enroll international students. This Outcome is not related to QEP Writing.

Identify Strategic Plan Goal related to Outcome 1

Goal 7 Internationalization

Identify Strategic Plan Objective related to Outcome 1

1.3 Increase student retention and graduation rates

7.3 Increase recruitment of international students and visiting scholars and immerse them culturally and legally into the University setting.

Identify methods of assessment to be used

The SEVIS Student Status Alert reports list

Indicate when assessment will take place

Thirty to forty-five days after the official Twelfth Class Day of each term of enrollment.

Criteria/Benchmark

Maintaining a 100% SEVIS registration of visa students within the mandatory deadline.

Outcome 2

The ISS staff will strive to provide the best service possible

Identify Strategic Plan Goal related to Outcome 2

Goal 7 Internationalization

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.

7.3 Increase recruitment of international students and visiting scholars and immerse them culturally and legally into the University setting.

Identify methods of assessment to be used

The ISS Evaluation and Suggestion Form (ESF) Survey

Indicate when assessment will take place

Ongoing with annual summary

Criteria/Benchmark

The ESF will indicate that 90% of the respondents rated the services provided as "Excellent or "Very Good".

Outcome 3

The historic percent of return i.e., the number of ESFs received divided by the number of patrons coming to the office, has been about .06% participation return or 31 of 490 visitations. To increase this participation return rate by 5% will require two additional ESFs for a total of 33 ESFs.

Identify Strategic Plan Goal related to Outcome 3

Goal 7 Internationalization

Identify Strategic Plan Objective related to Outcome 3

3.2 Provide service and outreach activities to the University service area in a professional, courteous, efficient, and timely manner.

7.3 Increase recruitment of international students and visiting scholars and immerse them culturally and legally into the University setting.

Identify methods of assessment to be used

The number of Internet responses will be tallied and compared to the prior number of completed paper surveys received. The ISS Evaluation and Suggestion Form (ESF) Survey will remain the same only the delivery format will change.

Indicate when assessment will take place
Ongoing and tallied at the end of Spring term

Criteria/Benchmark

The number of received ESF survey forms will increase by 5% over the prior year.

When (term/date) was assessment conducted?

Outcome 1

Fall & Spring 2006

Outcome 2

At the end of Spring term.

Outcome

At the end of Spring term.

3

What were the results attained (raw data)?

Outcome 1

The SEVIS data was entered within the mandatory deadline. Less overtime was required.

Outcome 2

While the desired outcome was met, the number of the returned ESFs survey is still low.

Outcome

Enter text here

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Who (specify names) conducted analysis of data?

Outcome 1

David VerMilyea

Outcome 2

David VerMilyea and Itiel Aldashti

Outcome 3

David VerMilyea

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.)

The results were shared with the full-time and part-time staff during a May staff meeting.

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 staff met the goal set and the SEVIS Alert report lists were cleared.

Outcome 2

Met Not Met

Provide narrative: The 90% “Excellent” and “Very Good” ratings were maintained. The goal is to continue to maintain the high level of satisfaction.

Outcome 3

Met Not Met

Provide narrative: The goal to increase responses was not met. The Email invitation to respond must be reviewed and adjustment are needed.

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

As the numeric population of international students, changes new resources need to be implemented. The Division of International Programs is growing and expansion of activities will also grow. As the DIP formalizes its mission and goals, different assessment will need to be developed and reviewed. The outcome reported in this report shows both strengths and weaknesses to help shape future outcomes.

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

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

Funding		Physical		Other	
x	New resources required	x	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)

The essence of meeting the Strategic Plan Goal 7 is to maintain accurate SEVIS records and continue to assist students to remain in compliance with their visa conditions throughout their tenure at TAMIU. Without institutional compliance with the Homeland Security regulations TAMIU can become vulnerable to losing the approval from the Department of Homeland Security to enroll international students. Insuring that the outcome 1 is met and regularly reviewing the process is crucial. This annual AIER provides the review and permits the rethinking of issues as needed.

The patron satisfaction rate of services provided by the staff of ISS is very important. Student satisfaction is easily correlated with recruitment of both new and transferring student entering TAMIU. Without maintaining the 90% “Excellent” or “Very Good” satisfaction rate, the “word of mouth” recruitment will be negatively impacted.

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): Continue the percentage in Outcomes 1 and 2.
Vulnerability for losing the DHS approval to enroll international students will increase if the 100% data entry rate is not maintained. The patron’s satisfaction rating must also be maintained in order to utilize the positive satisfaction rate for recruitment of new students.
New Outcome(s) – (List outcomes below): Enter text here
Modification of present outcome(s) – (Indicate reason for modification): To modify Outcome 3 to a higher percentage than 5%. The ideal goal is to have a total number of surveys returned which reflects a reliable indicator of satisfactory services.

Are resources requested a priority for the academic program/AES unit?

x Yes No

Comments:

As international student enrollment numbers increase, additional resources will be required. Both physical space and staff assignments will be affected. The proposed international admission function being transferred to the Division of International Programs will have a major impact on all current resources. Newly secured resources need to be in place to permit cross training with the Admission office staff and the DIP staff for a semester before the function is officially moved to DIP. Without adequate space, staff, and training time, there will be a high number of emerging issues that could be avoided. With a semester of overlap training, occupying additional space and additional staff working in areas dealing with admitting international students, the University will be able to make a successful transition of the international admission function.

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

In addition to the decision to transfer the international admission function from the current location in the Admissions Office to the Division of International Programs (DIP), a minimum of two new positions must be created. Two existing positions currently in Admissions Office need to be transferred to DIP. A budget increase of \$70,000 to accommodate an Associate Director for International Student Services and a Student Records Specialist is needed for the two positions.

An additional 1,100 square feet of office processing space and 300 more square feet for record storage will be needed. The total amount of additional space is equal to 1,400 square feet.