

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

Date Submitted February 1, 2007

Assessment Period Covered (2006)

Academic Program/AES Unit Property Inventory Management & Receiving Department

Person(s) Preparing Review James Palacios

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

Several of the questions on The Finance and Administration Division 2005 Service Quality Survey were deemed to be obsolete and in need of revision. With exception of question (33), which addresses procedures for issue/transfer, all remaining questions need to be revised. The score attained was a 68%. Our goal is 85% per question. This unmet expectation prompted the following actions:

- (1) an "On-line Issue/Transfer" form request.
- (2) distribution of merchandise received.
- (3) barcoding property inventory for better accountability.
- (4) construct new questions on the Finance and Administration survey to better assess the efficiency and reliability of the Property Inventory Management & Receiving Department.
- (5) construct a new survey via Webmonkey entitled, Property Inventory Management/Receiving Departmental Survey

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 mission statement of Property Management is to record documentation of all University property, affix identification tags and maintain required information in accordance with the State, The A&M System and University regulations. The mission statement of the Receiving Department is to promptly distribute all merchandise received.

Identify outcomes and the relationship to Strategic Plan

Outcome 1

Is this outcome related to writing (QEP)?

The Property Inventory Management & Receiving Department will construct an online survey via Webmonkey in order to obtain feedback on the receiving function of daily tasks. The department will also modify questions on the The Finance and Administration Division Service Quality Survey to better suit the need of the department.

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

- (1) 2006 Finance and Administration Division Service Quality Survey.
- (2) 2006 Property Inventory Management/Receiving Departmental survey

Indicate when assessment will take place

Annual

Criteria/Benchmark

- (1) All questions on the 2006 Finance and Administration Division Service Quality Survey in regards to Receiving will receive a grade of 85% proficiency. Percentages will be tabulated from five categories which will range from poor, fair, good, very good, and excellent. Respondents will chose one of these categories to describe their service. Only those responses that range from good, very good, and excellent will be used in the construction of the 85% score.
- (2) All questions on the forthcoming 2006 Property Inventory Management/Receiving Departmental Survey in regards to Receiving will receive a grade of 85% proficiency. Percentages will be tabulated from five categories which will range from poor, fair, good, very good, and excellent. Respondents will chose one of these categories to describe their service. Only those responses that range from good, very good, and excellent will be used in the construction of the 85% score.

Outcome 2

Is this outcome related to writing (QEP)?

The Property Inventory Management & Receiving Department will construct an online survey via Webmonkey in order to obtain feedback on the property inventory function of daily tasks. The department will also modify questions on the The Finance and Administration Division Service Quality Survey to better suit the need of the department.

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

- (1) 2006 Finance and Administration Division 2006 Service Quality Survey.
- (2) 2006 Property Inventory Management/Receiving Departmental survey

Indicate when assessment will take place

Annual

Criteria/Benchmark

- (1) All questions on the 2006 Finance and Administration Division Service Quality Survey in regards to Property Inventory will receive a grade of 85% proficiency. Percentages will be tabulated from five categories which will range from poor, fair, good, very good, and excellent. Respondents will chose one of these categories to describe their service. Only those responses that range from good, very good, and excellent will be used in the construction of the 85% score.
- (2) All questions on the forthcoming 2006 Property Inventory Management/Receiving Departmental Survey in regards to Property Inventory will receive a grade of 85% proficiency. Percentages will be tabulated from five categories which will range from poor, fair, good, very good, and excellent. Respondents will chose one of these categories to describe their service. Only those responses that range from good, very good, and excellent will be used in the construction of the 85% score..

Outcome 3

Is this outcome related to writing (QEP)?

Identify Strategic Plan Goal related to Outcome 3

To Select Goal Click Here

Identify Strategic Plan Objective related to Outcome 3

Identify methods of assessment to be used

Indicate when assessment will take place

Click to select

Criteria/Benchmark

Outcome 4

Is this outcome related to writing (QEP)?

Identify Strategic Plan Goal related to Outcome 4

To Select Goal Click Here

Identify Strategic Plan Objective related to Outcome 4

Identify methods of assessment to be used

Indicate when assessment will take place

Annual

Criteria/Benchmark

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Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

January 2006

Outcome 2

January 2006

Outcome 3

Outcome 4

What were the results attained (raw data)?

Outcome 1

Receiving results showed an increase in overall satisfaction by our end-users. The raw scores in respect to receiving functions are as follows: 89%, 88%, 96%, and 93%.

Outcome 2

Property results showed an increase in overall satisfaction by our end-users. The raw scores in respect to property functions are as follows: 85%, 96%, and 93%.

Outcome 3

Enter text here

Outcome 4

Enter text here

Who (specify names) conducted analysis of data?

Outcome 1

Department of VP Finance and Administration
Jose Garcia

Outcome 2

Department of VP Finance and Administration
Jose Garcia

Outcome 3

Enter text here

Outcome 4

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.)**

Laura Rea shared the results of the VP survey with me, James Palacios. I in turn shared the results with my Receiving staff - David Alvarado and Robert Lozano.

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: Outcome 1 was met as shown in the achievement of quality scores above 85%.

Outcome 2

Met Not Met

Provide narrative: Outcome 2 was met as shown in the achievement of quality scores above 85%.

Outcome 3

Met Not Met

Provide narrative: Enter text here

Outcome 4

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
<input type="checkbox"/> New resources required	<input type="checkbox"/> New or reallocated space	<input type="checkbox"/> Primarily faculty/staff time
<input type="checkbox"/> Reallocation of current funds		<input type="checkbox"/> University rule/procedure change only
		<input type="checkbox"/> 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):
 We will continue to use these outcomes as they are good indicators of our overall performance. If we are delegated new duties, we will revisit these outcomes and change them to reflect our new responsibilities.

New Outcome(s) – (List outcomes below):
 Enter text here

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