Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units

Unit Name:

Property Inventory Management & Receiving Department

Unit Type:
 _x_ **Administrative Unit**   ___ **Educational Support Unit**

Assessment Period Covered:

March 1, 2008 to January 31, 2009

Unit Coordinator (Preparer of Report):

Carlos Bella

List Other Report Contributors (if applicable):

The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

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

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.

Administrative or Educational Support Unit Mission

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

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

This statement should specify if the outcomes addressed were a continuation of previous ones, new outcomes, or modified versions of previous outcomes. In addition, the statement should include a concise analysis of the assessment data collected during the previous year, a brief explanation of actions taken to address specific outcomes, an evaluation of how these actions contributed to the improvement of the unit, and any recommendations formulated. Assessment data must be viewed and discussed by the unit during this process.

The outcomes set forth are a continuation of previous ones for the Property Inventory Management and the Receiving Department.

List of unit-level outcomes
It is recommended that units rotate through their entire set of outcomes over a multi-year period. Units may focus on one or two outcomes each year, as deemed appropriate.

1. The Property Department will conduct more efficient procedures for the Issue/Transfers of the University Property and the reporting of stolen, lost, or damaged University Property.
2. The Receiving Department will conduct precise deliveries of merchandise/packages and office supplies to the departments in the University.
3.
4.
5.
6.

Section I: Planning and Implementation

Outcome(s): *Identify the outcome(s) that will be focused upon this year.*

1. The Property Department will conduct more efficient procedures for the Issue/Transfers of the University Property and the reporting of stolen, lost, or damaged University Property.
2. The Receiving Department will conduct precise deliveries of merchandise/packages and office supplies to the departments in the University.

Methods of assessment to be used:
Identify and describe the type of assessment(s) that will be used and how the data will be obtained. During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate "Y" if currently being used; "N" if not currently being used but interested in using; and "NA" if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
Volume of Activity: (Number of clients served, circulation data, etc.)			x	
Efficiency: (Turnaround time for filling requests, timely service or prompt response, etc.)	Y			2008 Finance and Administration Division Service Quality
Service Quality: (Error rates, accuracy of information provided, etc)	Y			2008 Finance and Administration Division Service Quality
Client Satisfaction Survey (Student, employer, alumni, customer, etc.)	Y			2008 Finance and Administration Division Service Quality
Feedback: (Suggestion box, focus groups, evaluation forms, etc.)				

Review of existing data: (Routine records or reports, institutional data, audits, etc.)			n/a	
Staff discussions or evaluations of services to clients	Y			We conduct meetings with our department to review ways to improve services to our clients.
Standards/guidelines provided by professional associations			n/a	
Standards set by federal, state, county, city or system regulations			n/a	
External evaluations or auditors			n/a	
Benchmarks or comparisons with peer institutions			n/a	
Other				

Criteria/Benchmark(s):
Specify, if deemed appropriate to assess outcome(s). Criteria/ benchmark(s) may be optional, especially if qualitative measures are used for data collection.

Respondents to the 2008 Finance and Administration Division Service Quality Survey will indicate a 90% satisfaction rate with "The courtesy and professionalism of the staff".

Section II: Analysis of Results

What were the results attained?
Describe the primary results or findings from your analysis of the information collected. Were the results used to improve the unit services or operations? Please specify:

Services showed a slight increase in three of the four areas of the Property Inventory Management & Receiving Department. Of the 216 respondents to the survey, 95% indicated satisfaction with "The courtesy and professionalism of the staff".

What were the conclusions reached?
Include a brief description of the procedure used for reaching the conclusion(s) based on the evidence collected and describe the process used to disseminate the information to other individuals. For example, if the discussion took place during the annual retreat, include a summary from those deliberations using the Meeting Minutes template found on the Project Integrate web page at http://www.tamiu.edu/integrate/docs/Minutes-Template.doc. Once completed, submit the minutes to assessment @tamiu.edu.

2008 Property Inventory Management & Receiving Department questionnaire results were discussed with the following people:
Laura Rea – Director of Purchasing and Support Services

Receiving Department – Discussed the results of the survey with David Alvarado, Robert Lozano, and Chris Saldivar who are all Receiving Clerks.

Describe the action plan formulated. (The plan may be multi-year in nature.)
Based on the conclusion(s), describe the action plan to be implemented to improve or maintain unit services and operations, including resources needed and a timeline for implementation.

In order to improve our satisfaction level in regards to the Property Department's forms and procedures, we have started to accept and notify departments of all inventory transfers via email. Our Inventory forms have been placed on our web page for easier access.

Section III: Resources

Resource(s) to implement action plan:
Describe the resources that will be needed to implement the action plan. Also indicate if the resources are currently available, or if additional funds will be needed to obtain these resources.

Funding
- ☐ New Resources Required
- ☐ Reallocation of current funds

Physical
- ☐ New or reallocated space

Other
- ☐ Primarily faculty/staff time
- ☐ University rule/procedure change only

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan – or Compact, if relevant)

Identify proposed outcomes for the next assessment cycle:

Continuation of present outcome(s) – (Indicate reason for continuation):

1. The Property Department will conduct more efficient procedures for the Issue/Transfers of the University Property and the reporting of stolen, lost, or damaged University Property.
2. The Receiving Department will conduct precise deliveries of merchandise/packages and office supplies to the departments in the University.

New Outcome(s) – (List outcomes below):

Modification of present outcome(s) – (Indicate reason for modification):

Date Completed: January 20, 2009