

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

Date Submitted February 2, 2007

Assessment Period Covered (2006)

Academic Program/AES Unit University Registrar

Person(s) Preparing Review Oscar Reyna

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

Through the use of last cycle's results, the Office of the University Registrar has worked on improving our level of customer service when working with our students, faculty and staff. We have highly publicized the use of our online services, via LASSO/UOnline, through the use of email, the University Schedule of Courses, LASSO/UOnline bookmarks with detailed instructions on accessing our online services, and through the use of media.

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

To serve students, faculty and staff by providing information, assist students in the pursuit of the proper courses in their chosen degree program, provide for an accurate registration process, and maintain student academic records in a correct and timely manner.

Identify outcomes and the relationship to Strategic Plan

Outcome 1 **Is this outcome related to writing (QEP)?**

To increase the use of our student web services (LASSO/UOnline) across campus.

Identify Strategic Plan Goal related to Outcome 1

Goal 3 Service

Identify Strategic Plan Objective related to Outcome 1

By increasing the use of our online services, students can access their personal student records form the privacy of their own home or any other off-site location without the need to be on the TAMU campus. This increase in the use of our online services, will result in increase

accessibility of records from the typical office setting and business hours. This increase will also allow staff members to focus their efforts in improving our daily processes and dedicate additional time in the maintenance of student records.

Identify methods of assessment to be used

LASSO/UOnline counter/ticker

Indicate when assessment will take place

Annual

Criteria/Benchmark

Number of students using LASSO/UOnline to access their personal student records or to search the online Schedule of Courses.

Outcome 2

Is this outcome related to writing (QEP)?

To increase the use of LASSO/UOnline in the registration process.

Identify Strategic Plan Goal related to Outcome 2

Goal 3 Service

Identify Strategic Plan Objective related to Outcome 2

By increasing the use of LASSO/UOnline in the registration process, students can register for their semester courses from the privacy of their own home and at times other than the typical business hours. This increase use of LASSO/UOnline will allow staff members across campus to focus on other office processes.

Identify methods of assessment to be used

Focus program SRWEBMUL

Indicate when assessment will take place

Annual

Criteria/Benchmark

Number of students using LASSO/UOnline to register.

Outcome 3

Is this outcome related to writing (QEP)?

To increase customer service satisfaction.

Identify Strategic Plan Goal related to Outcome 3

Goal 3 Service

Identify Strategic Plan Objective related to Outcome 3

By increasing the level of customer service in the Office of the University Registrar, we will increase the quality of the services we provide to our student body. This increase in quality will also result in increase levels of personal satisfaction amongst office staff members therefore

resulting in increased levels of performance.

Identify methods of assessment to be used

Student Opinion Survey

Indicate when assessment will take place

Annual

Criteria/Benchmark

The Student Opinion Survey question regarding satisfaction with "How helpful was the University staff during the registration process?" will show 80% of responses in the "Somewhat Helpful" or above category.

Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

Not met. In the conversion from the Plus Student Information System to the Banner Student Information System, the creation of the ticker/counter to measure the hits was set aside when the programmer, in OIT, resigned.

Outcome 2

Not met. In the conversion from the Plus Student Information System to the Banner Student Information System, the creation of the ticker/counter to measure the hits was set aside when the programmer, in OIT, resigned.

Outcome 3

Student Opinion Survey

What were the results attained (raw data)?

Outcome 1

None

Outcome 2

None

Outcome 3

Based on the results from the Student Opinion Survey, 91.1% of students answered "Somewhat Helpful" or above to the question, "How helpful was the University staff during the registration process?"

Who (specify names) conducted analysis of data?

Outcome 1

No data available. In the conversion from the Plus Student Information System to the Banner Student Information System, the creation of the ticker/counter to measure the hits was set aside when the programmer, in OIT, resigned.

Outcome 2

No data available. In the conversion from the Plus Student Information System to the Banner Student Information System, the creation of the ticker/counter to measure the hits was set aside when the programmer, in OIT, resigned.

Outcome 3

Office of Institutional Research

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.)

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: Data was not available.

Outcome 2

Met Not Met

Provide narrative: Data was not available.

Outcome 3

Met Not Met

Provide narrative: Met based on the Student Opinion Survey results.

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

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 checked="" 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)

With the growing student population and the growth in the athletics area, the demand for an additional staff member to handle all NCAA athletic eligibility issues has risen. In order to continue to provide the best service possible to our students (Strategic Plan Goal #3-Service), and ensure that student eligibility is not jeopardized, an additional staff member is required in the Office of the University Registrar.

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): To increase the use of our web self services (UOnline) across campus. To increase customer service satisfaction.
New Outcome(s) – (List outcomes below):
Modification of present outcome(s) – (Indicate reason for modification):

****** 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