

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

Unit Name:

Office of Student Affairs

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 2009 to February 2010

Unit Coordinator (Preparer of Report):

Jerry Alva

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:

Goal 1: Academics

1.3 Increase student retention and graduation rates

1.4 Prepare students for success in their chosen careers

1.8 Provide support programs, services, and activities that promote student learning, enhance student development and advance campus internationalization

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 Office of Student Affairs promotes and encourages experiences and opportunities that allow students the ability to mature and create a positive atmosphere as they excel in their future within themselves, the University, and the community at large. This mission is centered on the principals of learn, serve, lead, succeed.

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.

Orientation and Programming:

- Provide stipends for orientation leaders.
- Increase the number of orientation programs available.
- Provide additional monies for orientation expenses.

In the summer of 2008, the Office of Student Activities partnered with University Housing to create a comprehensive overnight orientation program aimed at assisting students attending the University for the fall semester. The program proved to be a success and current plans have expanded this program by adding an additional date.

During the spring semester, students were interviewed and selected to be orientation leaders, a tradition that had been lost since 2001. Fifteen students were chosen with stipends to be awarded after the completion of all four orientation sessions. The additional session and stipends were created by eliminating the first two days of welcome week, previously held during the Thursday and Friday prior to start of the fall semester. The success of this change is yet to be determined as these programs will fully take effect during the summer months to come.

In addition, an online orientation program for transfer students was created with the assistance from the Offices of Admissions, Registrar's and Information Technology. The project is in its final stages and will be unveiled for transfer students attending TAMU for the fall 2009 semester.

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: Develop, expand, and produce an orientation program for students entering TAMU for the first time in order to create a smooth transition to University life while assisting to increase the retention rates of the University.

2: Provide preparation and training opportunities for all members of the Office by attending conferences for orientation, programming, and judiciary professionals in order to provide better services to the students of TAMU.

3: Evaluate all judicial matters as indicated in the Student Handbook and mandated by the Honor Council by informing the University community on the proper procedures and protocol to be taken in disciplinary and academic misconduct cases.

4: Provide increased support and guidance to our growing number of student clubs and organizations while more closely monitoring activity at all levels in order to adhere to state laws and University rules and regulations.

5: Expand on the number of programs that will promote educational and social growth in our students through service learning components and community outreach.

Section I: Planning and Implementation

Outcome(s)

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

1: Orientation participants will be satisfied with the overall orientation program.

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:
<u>Volume of Activity:</u> (Number of clients served, circulation data, etc.)	Y			Outcome 1: An analysis of attendees compared to last year.
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)		N		
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)		N		
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			Outcome 1: Locally developed survey conducted at conclusion of program.
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)		N		
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)		N		
Staff discussions or evaluations of services to clients	Y			Outcome 1: Meetings with committee members and staff to discuss improvements.
Standards/guidelines provided by professional associations		N		
Standards set by federal, state, county, city or system regulations		N		
External evaluations or auditors		N		
Benchmarks or		N		

comparisons with peer institutions				
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.

75% of the students surveyed will respond that the topics offered at orientation provided them with the skills necessary for their first year.

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:

Criteria was met. 90% of respondents agreed with the statement.

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.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

Evidence was collected during the three orientation dates with a total number of respondents = 651. The results were discussed during a follow up meeting on September 2, 2010. Modifications were made to the overall program to allow for more presentations and question and answer. It was agreed upon that a transfer orientation and a parent dinner would be added to the program to meet the needs of more individuals.

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.

Continue to develop the orientation program. Create student orientation leader positions and work on securing a full-time coordinator to allow the expansion of the program. Add new dimensions to the orientation program to allow special sessions on leadership development, off-site excursions, and other key components for first year success. Allow student leaders the opportunity to develop skills at both regional and national conferences.

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)

In order to meet the needs of the growing University community and entering classes, Student Affairs will need additional resources. Orientation is a major part in a student's development and success. Continued enhancements to the program will assist in the retention and graduation rates of student's from TAMIU.

Identify proposed outcomes for the next assessment cycle:

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

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

Develop, expand and produce an orientation program for all undergraduate students entering TAMIU for the first time in order to create a seamless transition to University life while assisting to increase the retention rates of the University..

Provide preparation and training opportunities for all members of the Office by attending conferences for orientation, programming and conduct professionals in order to provide better services to the students of TAMIU.

Evaluate all student conduct matters as indicated in the Student Handbook by informing the University community on the proper procedures and protocol to be taken in disciplinary and academic misconduct cases, while involving stake-holders.

Provide increased support and guidance to all student organizations in order to adhere to laws, and regulations, while expanding on existing traditions and facilitating the creation of new ones

Increase programming, partnerships, service learning and staff.

Develop comprehensive student leadership programs by providing our student leaders opportunities to model the TAMIU values (RISE) while promoting and celebrating student accomplishments.

Become a go to place for all things student related.

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

Outcome has been met, continued monitoring will commence but attention will focus on other

goals.

Date Completed:

3/31/10

Submit completed form to integrate@tamiu.edu.

Updated 9/2009