

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

Unit Name:

Student Center

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

March 1, 2008 to January 31, 2009

Unit Coordinator (Preparer of Report):

Laura Cortez

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 3: Service

Maintain, strengthen, and expand service to all University stakeholders

Goal 3.1

Expand collaborative service efforts

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 Student Center is dedicated to supporting the mission for the University by providing event services, general information about the university and accessibility to the Student Center in an effort to improve the quality of life for students, faculty, staff and the citizens of the Laredo region.

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 Student Center staff received trainings on the new Event Management System software. The

department was working off of two systems –Scheduler Plus and getting familiar with the use of EMS. In trying to implement all the events into EMS, it was imperative to get trained on the software.

Assessment data was not collected as the department was in transition of implementing a new software package to schedule events.

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 Student Center will use the meeting facilities to support the programs of the students, faculty, staff and community in Laredo. In addition, the Student Center will serve as a visitor center and we will aim to provide information relevant to the programs or services offered at this institution.
2. The Student Center will implement Event Management System (EMS) software to facilitate scheduling of all events in order to provide the .

Section I: Planning and Implementation

Outcome(s)

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

Ideally, we want to have the Event Management System software be used at its fullest capacity. At the current time period, we have three systems that are currently in place from sending work orders to Physical Plant, entering audiovisual needs into their work order system and requesting space in Banner. We want to consolidate all of these processes into one where each scheduler in the Events Office can operate more effectively. Additionally, it'll be imperative to get the end-user or client to enter the information into our system rather than

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.)			NA	
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)			NA	
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)			NA	
<u>Client Satisfaction Survey</u> (Student, employer,	Y			Event Survey – throughout this assessment cycle we were not able to implement this method of

alumni, customer, etc.)				assessment.
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)			NA	
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)			NA	
Staff discussions or evaluations of services to clients	Y			This will be continuous based on the event feedback how situations can improve or worked best for the client.
Standards/guidelines provided by professional associations			NA	
Standards set by federal, state, county, city or system regulations			NA	
External evaluations or auditors			NA	
Benchmarks or comparisons with peer institutions			NA	
Other			NA	

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.

No criteria or benchmarks were set for this reporting period as there were no assessment tools that were evaluated throughout this cycle.

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:

Not applicable for this time period of assessment.

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.

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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.

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)

GOAL 3: Service

Maintain, strengthen, and expand service to all University stakeholders

3.1 Expand collaborative service efforts

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

As of September 2007, the Event Services department has become the one-stop shop for primarily scheduling the entire university facilities from meeting rooms, performance theatres, athletic fields, and other spaces with merely two individuals who handle these processes.

To best cover the events properly and to maintain efficiency and effectiveness, it would be ideal to have an additional event personnel to help assist with these endeavors. As the university community continues to grow, so does the needs of the faculty, staff, and students. In order to provide the optimal service in a timely manner adding an additional staff member would allow us to have a quicker and effective response rate for our university community events.

Identify proposed outcomes for the next assessment cycle:

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

The Student Center will use the meeting facilities effectively to support the programs of the students, faculty, staff and constituents of the Laredo region. This outcome mainly reflects the type of business we

conduct daily which involves planning events and coordinating the different program development for their receptions, conferences and/or meetings.

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

Not applicable

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

Not applicable

Date Completed:

January 30, 2009

Submit completed form to integrate@tamiu.edu.