

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

Unit Name:

Office of Student Counseling and Disability Services for Students

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 2009 to February 2010

Unit Coordinator (Preparer of Report):

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List Other Report Contributors (if applicable):

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

Goal 3 Maintain, strengthen, and expand service to all University stakeholders.

Goal 4.1 Identify, obtain, and retain financial support from a variety of sources to supplement State of Texas funding.

Goal 5.3 Support the professional development of faculty and staff.

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 Counseling and Disability Services works to promote a supportive learning community to empower all TAMIU students to be capable and competent adults while adjusting to the challenges and transitions to University life and a multicultural setting. The services include: individual, couple and group counseling; mental health awareness programs; special events; and academic and facility accommodations for students with disabilities.

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.

Based on last year’s outcomes, the target of 50% of TAMIU enrollment for outreach success and 5% clinic usage was exceeded. The Office of Student Counseling and Disability Services used monthly report data to evaluate the volume of activity. The reports indicated 10,230 students were served through outreach and clinical services; an increase of 114%. The Office of Student Counseling and Disability Services will continue to provide effective outreach and clinical service to enrolled students.

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. Outreach success is operationalized at 50% of TAMIU enrollment
2. SCS clinical success is defined by clinic usage set at 5% with multiple counts
3. DSS students will be satisfied with services/accommodations provided
4. Licensing of new clinical staff and new position for DSS in near future.
- 5.
- 6.

Section I: Planning and Implementation

Outcome(s)

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

1. DSS students will be satisfied with services/accommodations provided by the DSS staff.

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.)		N		
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)	Y			Locally Developed Disability Student Satisfaction Survey for outcome #3
<u>Service Quality:</u>	Y			Locally Developed Disability Student Satisfaction

(Error rates, accuracy of information provided, etc)				Survey for outcome #3
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			Locally Developed Disability Student Satisfaction Survey for outcome #3
<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		N		
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 comparisons with peer institutions		N		
Other		N		

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.

Students with disabilities will be 90% satisfied with services/accommodations provided by the DSS 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:

86% of students with disabilities were satisfied with services/accommodations provided by DSS 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.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

A survey was developed to obtain direct feedback from students to make modifications on the services to meet their needs. Survey results were tallied, reviewed and discussed by the Student Counseling and Student Disability Service staff members at the bi-monthly meeting on January 7, 2010

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.

As per the results, only 86% were satisfied with services/accommodations provided by DSS staff; therefore, our criterion of 90% was not met. By providing an additional DSS staff, it will insure that services to students are maintained and increase support will aid the process to provide accommodations to DSS students.

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)

Since outcome results were not met and disability students have been increasing in number, it is critical to continue evaluating the demands of this department and how additional staff will aid in insuring that services are maintained and support be provided by following up on requests for accommodations while allowing coordinator to increase support through case management.

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

Identify proposed outcomes for the next assessment cycle:

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

DSS students will be satisfied with services/accommodations provided by the DSS staff. Since criteria was not met it is critical to evaluate and improve our services by continuing utilizing survey to obtain direct feedback from DSS students.

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

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

Date Completed:

4/2/2010

Submit completed form to integrate@tamiu.edu.

Updated 9/2009