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

Date Submitted   February 1, 2007

Assessment Period Covered (2006)

Academic Program/AES Unit Support Services

Person(s) Preparing Review   Norma G. Maciel

Provide summary of the last cycle's use of results and changes implemented
Print Shop: job log to insure quick turnaround of print shop jobs/workorders. A print shop job log was implemented in September 2004 to monitor the turnaround time.
Was not met: the turnaround time of workload.
Central Stores: to meet the high demand of laser paper Central Stores implemented a blanket purchase order to ensure that laser paper is always available as of September 2004.
Was not met: the availability of laser paper in stock.
Mailroom: U.S. Postal Service requirements. After 12/31/06, our current postal meter will become obsolete.

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

The mission of Support Services is to provide efficient and effective services in: printing, mail room, secretarial services, switchboard, central stores, and copy center.

Identify outcomes and the relationship to Strategic Plan

Outcome 1   ☐ **Is this outcome related to writing (QEP)?**
Secretarial Services/Central Stores will provide typing and stock assorted colored paper, but mainly letter size white laser paper.

Identify Strategic Plan Goal related to Outcome 1
Goal 3 Service

Identify Strategic Plan Objective related to Outcome 1

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

Identify methods of assessment to be used
(1) 2006 Finance and Administration Division Service Quality Survey.
(2) 2006 Support Services Departmental Questionnaire
(3) 2006 Copy Center Departmental Survey
(4) 2006 Copy Center Customers Survey

Indicate when assessment will take place
Annual

Criteria/Benchmark
(1) Based on the response to the 2006 Finance and Administration Division Service Quality Survey, 85% of respondents will be satisfied with services provided and paper supply carried in Central Stores inventory.
(2) Based on the 2006 Support Services Departmental Questionnaire and 2006 Copy Center Department Survey, 85% of the respondents will rate the level of satisfaction white laser paper carried in stock between "Excellent" or "Good".

_____

Outcome 2   ☐ **Is this outcome related to writing (QEP)?**
The Copy Center will provide adequate services to the students and departments.

Identify Strategic Plan Goal related to Outcome 2
Goal 3 Service

Identify Strategic Plan Objective related to Outcome 2
3.2 Provide service and outreach activities to the University service area in a professional courteous, efficient, and timely manner

Identify methods of assessment to be used
(1) 2006 Finance and Administration Division Service Quality Survey.
(2) 2006 Support Services Departmental Questionnaire
(3) 2006 Copy Center Departmental Survey
(4) 2006 Copy Center Customers Survey

Indicate when assessment will take place
Annual

Criteria/Benchmark
(1) Based on the response to the 2006 Finance and Administration Division Service Quality Survey, 90% of respondents will rate the service as "Excellent" and "Good".
(2) Based on the Copy Center Customer Survey to all students, "How would you rate services received at the Copy Center, 90% of the respondents will rate the service as "Excellent" and "Good".

Outcome 3 ☐ **Is this outcome related to writing (QEP)?**
The Print Shop will provide printing services efficiently.

Identify Strategic Plan Goal related to Outcome 3
Goal 3 Service

Identify Strategic Plan Objective related to Outcome 3
3.2 Provide service and outreach activities to the University service area in a professional courteous, efficient, and timely manner

Identify methods of assessment to be used
(1) 2006 Finance and Administration Division Service Quality Survey.
(2) 2006 Support Services Departmental Questionnaire
(3) 2006 Copy Center Departmental Survey
(4) 2006 Copy Center Customers Survey

Indicate when assessment will take place
Annual

Criteria/Benchmark
1) Based on the responses to the 2006 Finance & Administration Division Service Quality survey, 85% of respondents will be satisfied with the efficiency of service at the Print Shop.
(2) Based on the annual 2006 Support Services Questionnaire distributed to customers, 85% of respondents will rate. " How would you rate your recent visit to the Print Shop" as "Excellent" and "Good".

Outcome 4 ☐ **Is this outcome related to writing (QEP)?**
The mail room will provide adequate outgoing mail services.

Identify Strategic Plan Goal related to Outcome 4
Goal 3 Service

Identify Strategic Plan Objective related to Outcome 4
3.2 Provide service and outreach activities to the University service area in a professional courteous, efficient, and timely manner

Identify methods of assessment to be used
(1) 2006 Finance and Administration Division Service Quality Survey.
(2) 2006 Support Services Departmental Questionnaire
(3) 2006 Copy Center Departmental Survey
(4) 2006 Copy Center Customers Survey

Indicate when assessment will take place
Annual

Criteria/Benchmark
(1) Based on the responses to the 2006 Finance and Administration Division Service Quality Survey, 85% of will be satisfied with services provided by the Mail Room.
(2) Based on the 2006 Support Service Questionnaire administered annually to all customers, 85% of the respondents will rate. "How would you rate your recent visit to the Mail Room " as "Excellent" and "Good".

When (term/date) was assessment conducted?
Outcome 1
January 2006

Outcome 2
January 2006

Outcome 3
January 2006

Outcome 4
January 2006

What were the results attained (raw data)?
Outcome 1
Services in the department above reflect an increase over 04-05

Outcome 2
Services in the department above reflect an increase over 04-05

Outcome 3
Services in the department above reflect an increase over 04-05

Outcome 4
Services in the department above reflect an increase over 04-05

Who (specify names) conducted analysis of data?
Outcome 1
Jose Garcia
VP for Finance and Administration

Outcome 2
Jose Garcia
VP for Finance and Administration

Outcome 3
Jose Garcia
VP for Finance and Administration

Outcome 4
Jose Garcia VP for Finance and Administration

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.)

Advised: Laura Rea- Director of Purchasing/Support Services

(1) Copy Center- met with Janet Salinas to discuss survey results for VP Finance and Administration 2006 Quality Survey.

(2) Support Services- met with staff to share the VP Finance and Administration 2006 Quality Survey results: Victor Diaz, Alice Ortiz, Jorge Sanchez, Claudia Palacios, Manuel Delbosque, Bernardo Hernandez, Guadalupe Vela, and Norma Maciel.

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: Enter text here

Outcome 2
☒ **Met**   ☐ **Not Met**
Provide narrative: Enter text here

Outcome 3
☒ **Met**   ☐ **Not Met**
Provide narrative: Enter text here

Outcome 4
☒ **Met**   ☐ **Not Met**
Provide narrative: Enter text here

How have these data-based changes improved your program/unit?
The priority of the above offices is to continue to work as a team to provide quality service in a timely and efficient manner.

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
☐　New resources required	☐　New or reallocated space	☐　Primarily faculty/staff time
☐　Reallocation of current funds		☐　University rule/procedure change only
		☐　Other: Enter text here

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)
Enter text here

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation):   Enter text here
New Outcome(s) – (List outcomes below):   Enter text here
Modification of present outcome(s) – (Indicate reason for modification):   Enter text here

**** 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