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

Date Submitted   September 25, 2007

Assessment Period Covered (2007)

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: a job log was implemented to monitor the turnaround time that was not met for FY 2005.
 Mailroom: U.S. Postal Service requirements must be met by replacing postal meter which became obsolete FY 2006.

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)?**
Print Shop will provide service on job requests in a timely manner.

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
2007 Finance and Administration Division Service Quality Service.

Indicate when assessment will take place
Annual

Criteria/Benchmark
Based on the responses to the 2007 Finance and Administration Division Service Quality Survey, 85% of respondents will rate. "The response time given to your printing requests" as "Excellent" and "Good".

Outcome 2   ☐ **Is this outcome related to writing (QEP)?**
Copy Center

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
2007 Finance and Administration Division Service Quality Service.

Indicate when assessment will take place
Annual

Criteria/Benchmark
Based on the responses to the 2007 Finance and Administration Division Service Quality Survey, 85% of respondents will rate. "The customer service that you receive at the Copy Center" as "Excellent" and "Good".

Outcome 3   ☐ **Is this outcome related to writing (QEP)?**

Identify Strategic Plan Goal related to Outcome 3
To Select Goal Click Here

Identify Strategic Plan Objective related to Outcome 3
Enter text here

Identify methods of assessment to be used
Enter text here

Indicate when assessment will take place
Click to select

Criteria/Benchmark

Enter text here

Section II: Analysis of Results

When (term/date) was assessment conducted?
Outcome 1
January 2007

Outcome 2
January 2007

Outcome 3
Enter text here

_____

What were the results attained (raw data)?
Outcome 1
Services in the department reflect an increase over 05-06

Outcome 2
Services in the department reflect an increase over 05-06

Outcome 3
Enter text here

_____

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

Outcome 2
Jose Garcia
VP for Finance and Administration

Outcome 3
Enter text here

_____

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.)
(1) Support Services- met with staff to review the VP Finance and Adminstration 2007 Quality Survey results: Victor Diaz, Jorge Sanchez, Lena Bernal, Bernardo Hernandez, Alicia Ortiz Manuel DelBosque and Norma Maciel.
(2) Copy Center- met with Janet Salinas to discuss survey results for VP Finance and Administration 2007 Quality results.

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

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 service and outreach in a professional 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): Continuation of present outcomes
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