

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

**Unit Name:**

Support Services

**Unit Type:**

Administrative Unit

Educational Support Unit

**Assessment Period Covered:**

March 1, 2008 to January 31, 2009

**Unit Coordinator (Preparer of Report):**

Norma G. Maciel

**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:**

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

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

**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.*

Services in all areas reflected an increase over 2006-07 Quality Service Survey.  
The outcomes were a continuation of previous ones.  
No changes were implemented.

**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 Print shop will provide timely service on job request in a timely manner.
2. Secretarial Services/Central Stores will provide assorted colored paper, but mainly letter size white paper.
3. The Copy Center will provide adequate services to the students and departments.
4. The Mail room will provide adequate outgoing mail services.

**Section I: Planning and Implementation**

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

The Print shop will provide service upon job requests in a timely manner.

**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.)			x	
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)	Y			2008 Finance & Administration Division Service Quality Survey
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)	Y			2008 Finance & Administration Division Service Quality Survey
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			2008 Finance & Administration Division Service Quality Survey (staff, faculty)
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)			x	
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)			x	
Staff discussions or evaluations of services to clients	Y			Regular meetings conducted with staff on workload.

Standards/guidelines provided by professional associations		X		
Standards set by federal, state, county, city or system regulations		X		
External evaluations or auditors		X		
Benchmarks or comparisons with peer institutions		X		
Other			X	

**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.*

Respondents to the 2008 Finance and Administration Division Service Quality Survey will indicate that 85% will rate “The response time given to your printing requests” as “Excellent” and “Good”.

**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:*

Based on the 2008 Finance and Administration Division Service Quality survey, 85% of respondents rated 98% satisfaction for “The response time given to your printing requests”.

**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](mailto:assessment@tamtu.edu).*

2008 Support Services questionnaire results were discussed with the following people:  
 Laura Rea-Director of Purchasing/Support Services  
 Met with Copy Center and Support Services staff (Alice Hernandez, Bernardo Hernandez, Victor Diaz, Lena Bernal, Jorge Sanchez, and Melinda Elizondo) to discuss the 2008 Finance and Administration Service Quality Survey results.

**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.*

To alleviate the high demand on job requests at the Copy Center and Print shop, two copiers (one color copier) were added.

### 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)**

Resources were allocated to rent a color copier the cost incurred \$1525.52 per month and the other copier was a replacement for a previous machine.

**Identify proposed outcomes for the next assessment cycle:**

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

To continue to provide service in a timely manner.

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

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

Date Completed:

January 27, 2009

Submit completed form to [integrate@tamiu.edu](mailto:integrate@tamiu.edu).