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

Date Submitted   May 31, 2007

Assessment Period Covered (2007)

Academic Program/AES Unit PASE Testing Center

Person(s) Preparing Review   Alejandro A. Martinez, Jr.

Provide summary of the last cycle's use of results and changes implemented
After reviewing last years results, the benchmark was met for all three outcomes. One big change implented was that visitors to the testing center were always greeted upon entering. When their business was done we made sure that all their questions were answered. In addition, we always provided them with assistance if they needed to conduct further business at the University.

The increase attendance for examinees registered for the IBTOEFL and GRE was highly due to the payment made in advance for the exam by the examinees and the limited dates allowed to reschedule.

Plato's increase in attendance was mainly based on runnning weekly attendance reports and a vigorous email reminder that Plato lab hours need to be completed by a certain time frame. In addition, lab hours for Plato were skimmed down making it virtually manditory for the student to attend the scheduled time frame.

Will use comments to see how overall customer service satisfaction can be increased to 95% of those polled to indicate that they are 4 (satisfied) or 5 (very satisfied).

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

To provide a quiet, secure, and professional environment suitable for testing, and to administer local, state and national examinations to meet needs of TAMIU students and community: To provide students and the community with state of the art hardware and software that serve their

academic and/or professional needs.

Identify outcomes and the relationship to Strategic Plan

Outcome 1   ☐ **Is this outcome related to writing (QEP)?**
Students who register for exams will be satisfied with customer service provided by PASE
Testing Center

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 timly manner

Identify methods of assessment to be used
Testing Service Survey - Question #2

Indicate when assessment will take place
Annual

Criteria/Benchmark
Students who register for an exam will be polled to determine a customer service satisfaction
increase by 4% from the 91% (2005-2006) to 95% (2007) indicating 4 (satisfied) or 5 (very
satisfied) for the 2006 year

_____

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

Identify Strategic Plan Goal related to Outcome 2
To Select Goal Click Here

Identify Strategic Plan Objective related to Outcome 2

Identify methods of assessment to be used

Indicate when assessment will take place
Click to select

Criteria/Benchmark

_____

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

Identify methods of assessment to be used

Indicate when assessment will take place
Click to select

Criteria/Benchmark

Section II: Analysis of Results

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

Outcome 2

Outcome 3

_____

What were the results attained (raw data)?
Outcome 1
Benchmark met - 376 patron out of 400 polled indicated a 4 to 5 ramge of customer service
satisfaction indicating 94% were satisfied

Outcome 2

Outcome 3

_____

Who (specify names) conducted analysis of data?
Outcome 1
Alejandro A. Martinez, Jr

Outcome 2

Outcome 3

_____

**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.)**
Reports will be used at the February 28, 2008 PASE retreat

**NOTE: Submit all assessment documentation (i.e., surveys, rubrics, course exams with
embedded questions, etc.) to the Office of Institutional Effectiveness and Planning.**

<u>Use of Results: Indicate whether criteria were met/not met and what changes, if any, have been identified based on the data collected</u>?

Outcome 1
☒ **Met** ☐ **Not Met**
Provide narrative: Since outcome was met, the Testing Center will set new outcomes for 2007

Outcome 2
☐ **Met** ☐ **Not Met**
Provide narrative:

Outcome 3
☐ **Met** ☐ **Not Met**
Provide narrative:

<u>How have these data-based changes improved your program/unit</u>?
Yes, the Testing Center's positive customer service results will allow us to focus on other area tha may/could use immprovement.

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:

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)
N/A

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): Students who register for exams will be satisfied with customer service provided by PASE Testing Center - wishing to pursue a 97% satisfaction.
New Outcome(s) – (List outcomes below): The Laredo community who register for exams will be satisfied with customer service provided by PASE Testing Center
Modification of present outcome(s) – (Indicate reason for modification): N/A

**** This section to be completed by dean/director/vice-president ****

Are resources requested a priority for the academic program/AES unit?
☐ **Yes**   ☒ **No**
Comments:
N/A

If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?
N/A