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

Date Submitted   01/29/2008

Assessment Period Covered (2007)

Academic Program/AES Unit University Police Department

Person(s) Preparing Review   Felipe E.Garza

Provide summary of the last cycle's use of results and changes implemented
No changes were made and outcomes from last cycle will contunue to be reviewed.

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 Texas A&M International University Police Department's mission is to provide the university community with a safe and secure learning and working environment by providing the highest quality police services which include prompt response, availability of officers and informational and instructional services.

Identify outcomes and the relationship to Strategic Plan

Outcome 1 ☐ **Is this outcome related to writing (QEP)?**
Increase the presence of police officers on campus by providing safety presentations, informational programs on crime prevention and other topics, and conduct Rape Aggression Defense (RAD) classes to the University Community.

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
Finance and Administration Division 2007 Service Quality Survey.

Indicate when assessment will take place
Annual

Criteria/Benchmark
90% of respondents (faculty and staff) will rate presence of the police department as "good", "very good" or "excellent."

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Outcome 2   ☐ **Is this outcome related to writing (QEP)?**
Train Building Emergency Coordinators in building evacuations and conduct tabletop exercise on Crisis Management Plan. Due to attrition or reassignments, need to continue to train new BEC's so that they can fully understand their assignments as they relate to Crisis Management Plan.

Identify Strategic Plan Goal related to Outcome 2
Goal 6 Physical Resources

Identify Strategic Plan Objective related to Outcome 2
6.3 Provide a healthy, safe and secure enviroment for all members of the campus community.

Identify methods of assessment to be used
Finance and Administration Division 2007 Service Quality Survey.

Indicate when assessment will take place
Annual

Criteria/Benchmark
Conduct tabletop exercises and conduct evacuation drills to ensure safe and timely evacuation of building occupants in cases of emergency. No evacuation should exceed 5 minutes. 90% of the respondents (faculty and staff) will rate the level of safety on campus as "good", "very good" or "excellent." Additionally surveys completed at the end of BEC training will indicate that BEC's have been properly trained.

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Outcome 3   ☐ **Is this outcome related to writing (QEP)?**
Develop an automated system to collect fees for parking permits and outstanding fines from students, faculty and staff.

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
Compare the number of permits and citations issued.

Indicate when assessment will take place
Annual

Criteria/Benchmark
50% of fees and fines will be collected.

When (term/date) was assessment conducted?
Outcome 1
Finance and Administration Division 2007 Service Quality Survey.

Outcome 2
Finance and Administration Division 2007 Service Quality Survey.

Outcome 3
Not cunducted.

What were the results attained (raw data)?
Outcome 1
92% of respondents (faculty and staff) rate presence of the police department as "good", "very good" or "excellent."

Outcome 2
University Police had 85% of respondents rated the level of safety as "Good", Very Good" or "Excellent".

Outcome 3
No results for this year, still negotiating with OIT and vendor to determine the type of software that is compatible to our university system.

Who (specify names) conducted analysis of data?
Outcome 1
Felipe Garza, Director of University Police , Jose Garcia, V.P. for Finance and Administration, Elizabeth N. Martinez, Associate V.P. for Adminstration and Capt. Jaime Rios.

Outcome 2
Felipe Garza, Director of University Police , Jose Garcia, V.P. for Finance and Administration, Elizabeth N. Martinez, Associate V.P. for Adminstration and Capt. Jaime Rios.

Outcome 3
N/A

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.)
Finance and Administration Division 2007 Retreat October 19,2007

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: The University Police Department has maintained a full complement of officers and has added two additional Police Officers during the preceding year and is therefore able to provide services to the university Community in a timely and efficient manner. We met our goal and had an increase on the number of presentations, programs and RAD classes.

Outcome 2
☐ **Met** ☒ **Not Met**
Provide narrative: As the University Police Department continues to develop familiarity and closer working relationships with the University staff we can cultivate that connection and promote crime awareness and personal safety issues on a personal level. Officers and police staff interaction with the university community remains positive. This Summer we presented a table top exercise to the University Administration. Additional training will be scheduled during the spring 2008 for faculty and staff. In addition evacuation drill for BEC's will continue to be coordinated.

Outcome 3
☒ **Met** ☒ **Not Met**
Provide narrative: The University Police Department is still in the development of automating the system to collect fees and outstanding fines (we have no results). Currently we are working with OIT and a possible vendor to find the proper program that is compatible to the University system.

How have these data-based changes improved your program/unit?
Outcome 1- Has allowed us to provide more safety presentations to Students, staff and administration so that they may be better aware of crime prevention and safety issues, there by increasing our results in Police presence on campus.

Outcome 2- By providing table top excersices to the university administrators and staff, we can better prepare the staff and administrators to respond to emergency situation on campus.

Outcome 3- We are still in the development of automating the system to collect fees and outstanding fines and to make it easier for students and staff to purchase their parking permits.

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)
Enter text here

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation):   Outcome 1- Continue to provide more presentations to staff and administration as we do for students.   Outcome 2- By providing table top exercices to the university administrators and staff, we can better prepare them to respond to emergency situations on campus.   Outcome 3- The development of automating the system to collect fees and outstanding fines.
New Outcome(s) – (List outcomes below):   Enter text here
Modification of present outcome(s) – (Indicate reason for modification):

**** 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