

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

Unit Name:

University Police

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 1, 2008 to January 31, 2009

Unit Coordinator (Preparer of Report):

Felipe E. Garza

List Other Report Contributors (if applicable):

Lt. Thomas Smith

The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

Goal 6: Physical Resources: Provide and maintain physical resources for programs of high quality.

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 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.

Provide summary of the last cycle's use of results and changes implemented

The listed outcomes are a continuation from previous years listed outcomes. The data was collected as a result of the Finance and Administration Division Annual Service Quality Survey. The University Police Department modified presentation material from addressing primarily University students to the inclusion of faculty and staff in its presentation schedules. Initially, the results of the Division Survey indicated an increase but the numbers have since leveled off. The department has continued to conduct programs and presentation to the University community. We have not been fully staffed during the course of the evaluation period. The results are shared and discussed with all Division departments at the annual retreat. Each year at the departmental meeting the results of the survey are discussed with all

departmental personnel and input is elicited on how we can better provide police services to the University community.

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. Increase the presence of police officers on campus by providing safety presentations, informational programs on crime prevention and other topics.
2. Conduct Rape Aggression Defense (RAD) classes to the University Community.
3. Train Building Emergency Coordinators in building evacuations.
4. Conduct tabletop exercise on Crisis Management Plan.
5. Continue to train new BEC's so that they can fully understand their assignments as they relate to Crisis Management Plan.
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Section I: Planning and Implementation

Outcome 1

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.

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.)	Y			Texas A&M International University Police, 2008 Presentations
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)				
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)				
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			Finance and Administration Division 2007 Service Quality Survey.
<u>Feedback:</u>				

(Suggestion box, focus groups, evaluation forms, etc.)				
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)				
Staff discussions or evaluations of services to clients	Y			The results are shared and discussed with all Division departments at the annual Finance and Administration retreat. Bi-monthly police department supervisor's meetings and at the departmental bi-annual meeting the results of the survey are discussed with all departmental personnel and input is elicited on how we can better provide police services to the University community.
Standards/guidelines provided by professional associations				
Standards set by federal, state, county, city or system regulations				
External evaluations or auditors				
Benchmarks or comparisons with peer institutions				
Other				

Outcome 2

Train Building Emergency Coordinators (BEC') 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.

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.)	Y			Texas A&M International University Police, 2008 Presentations
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)				

<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)	Y			Finance and Administration Division 2007 Service Quality Survey.
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)				
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)				
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)				
Staff discussions or evaluations of services to clients	Y			The results are shared and discussed with all Division departments at the annual Finance and Administration retreat. Bi-monthly police department supervisor's meetings and at the departmental bi-annual meeting the results of the survey are discussed with all departmental personnel and input is elicited on how we can better provide police services to the University community.
Standards/guidelines provided by professional associations				
Standards set by federal, state, county, city or system regulations				
External evaluations or auditors				
Benchmarks or comparisons with peer institutions				
Other				

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.

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| <ol style="list-style-type: none"> 1. 90% of respondents (faculty and staff) will rate presence of the police department as "good", "very good" or "excellent." 2. 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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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:

1. The University Police Department has not had a full complement of officers during this evaluation period, four officers positions were vacant. 81% of the faculty and staff rated the "accessibility and visibility of police officers on campus" as excellent, very good or good, up slightly from last year, which was 79%. We conducted a total of 54 presentations, programs and RAD classes.
2. 92% of respondents (faculty and staff) rate presence and visibility of the police department personnel on campus as "good", "very good" or "excellent." Presented 27 Crisis Management and Active Shooter presentations to BEC's and University Faculty and Staff.

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.

1. Has allowed us to provide more safety presentations to students, staff and administrators so that they may be aware of crime prevention and safety issues, thereby increasing percentages from prior year regarding the visibility and accessibility of police officers on campus.
2. Training and utilizing BEC's in an emergency is vital to the security and safety of the University community. By providing table top exercises to the University administrators and staff, we can better prepare them to respond to emergency situations on campus.

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.

As the University Police Department continues to develop familiarity and closer working relationships with the University staff we can cultivate that relationship and promote crime awareness and personal safety issues on a personal level. Officers and police staff interaction with the University community remains positive.

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)

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Identify proposed outcomes for the next assessment cycle:

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

1. 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. 2. Train Building Emergency Coordinators (BEC') 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.

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

1.90% of respondents (faculty and staff) will rate presence of the police department as “good”, “very good” or "excellent." 2. 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. Additionally surveys completed at the end of BEC training will indicate that BEC's have been properly trained.

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

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Date Completed:

January 30, 2009

Submit completed form to integrate@tamiu.edu.