

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

Unit Name:

University Police Department

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 1, 2009 to January 31, 2010

Unit Coordinator (Preparer of Report):

Felipe Garza

List Other Report Contributors (if applicable):

Capt. 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

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.

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 the 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 presentations to the University community. We have not been fully staffed during the course of the assessment period. The results are shared and discussed with all Division departments at the annual retreat. The results of the survey are discussed each year with departmental personnel during the departmental meeting, 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, active shooter awareness training, informational programs on crime prevention and other topics.
2. Conduct Rape Aggression Defense (RAD) classes to the University community.
3. Conduct building evacuation training for the Building Emergency Coordinators.

Section I: Planning and Implementation

Outcome 1

Increase the presence and efficiency of police officers on campus by providing safety presentations, informational programs on crime prevention and other topics.

Outcome 2

Conduct Rape Aggression Defense (RAD) classes for 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, 2009 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 2010 Service Quality Survey. RAD Student Evaluations on instructors.

Feedback: (Suggestion box, focus groups, evaluation forms, etc.)				
Review of existing data: (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 meeting 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.

1. 90% of respondents (faculty and staff) to the 2010 Service Quality Survey will rate presence of the police department as "good", "very good", or "excellent".
2. 90% of RAD Students will provide the overall rating as "good", "very good", or "excellent".

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:

Outcome # 1. Respondents to the Service Quality Survey indicated that 77% of the faculty and staff rated the "accessibility and visibility of police officers on campus" as excellent, very good or good. The department experienced a slight rating decrease from the previous year's 81%. The University Police Department did not have a full complement of officers during this assessment period. The Police Department had approximately 4 vacant positions throughout the year, those of one Captain, one Lieutenant and two officers. At the end of 2009, the Police Department still had a total of two officers and one Lieutenant position available. Despite the

shortage of officers, we conducted a total of 44 presentations, programs and RAD classes. Efforts.

Outcome # 2. Conduct Rape Aggression Defense Class (RAD) to the University Community. The University Police Department conducted six (6) RAD presentations to members of the University community and throughout the City of Laredo. The University Police Department conducted one (1) RAD Advanced class. 100% of the participants rated the course as “good”, “very good”, or “excellent”. Students stated that they gained confidence in themselves after the completion of the course.

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.tamui.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamui.edu.

Realizing that the lack of an adequate number of police personnel impacted the presence on campus, efforts have been made to fill all vacancies. At the beginning of this year 2010, only one officer position is still vacant and all others have been filled. The Police Department reduced the number of OCT hours during that time period; therefore, reducing the number of officers working during a given shift. Having a complete staff will allow us to increase our police presence on campus and provide more safety presentations to students, staff and administration so that they may be better aware of crime prevention and safety issues. The RAD presentations allow the RAD instructors to help women learn about risk reduction strategies to minimize their chances of being victimized by another person. This is an essential component for creating a safe and secure campus culture.

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.

The University Police Department works closely with the community it serves and will continue to provide crime awareness presentations throughout the year. Having a complete staff on board will allow for increased police presence on campus. Given limited resources, the department will continue to work within allocated means to provide continuous service and safety to the students, faculty and staff.

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):

Outcome 1- Continue to provide more presentations to staff and administration as we do for students. The Police Department
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New Outcome(s) – (List outcomes below):

Outcome 3 - Train Building Emergency Coordinators in building evacuations and conduct tabletop exercise on Emergency Management Plan. Due to attrition, reassignments and full revision of the Emergency Management Plan, we need to continue to train new BEC's so that they can fully understand their assignments as they relate to the Emergency Management Plan.

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

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Date Completed:

04/06/2010

Submit completed form to integrate@tamiu.edu.