ASSESSMENT REPORT
FOR

Budget, Payroll, Grants and Contracts

_____

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

_____

(Assessment Period Covered)

July 15, 2003

_____

(Date Submitted)

Expanded Statement of Institutional Purpose Linkage:
Institutional Mission/Goal(s) Reference:
Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and 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 is 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 Statement:
The Office of Budget, Payroll, Grants and Contracts is committed to accurately preparing the University's annual budgets, preparing and distributing payroll, and monitoring the financial reports of grants and contracts to insure our employees accurate and timely information.

Intended Administrative Objectives:
1. Provide the university community with information and assistance regarding the budget.

2. Provide accurate and timely payroll information.

3. Timely monitoring, reporting and communicating with grant coordinators to ensure grant expenditures are in compliance and utilized to the fullest.

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Intended Administrative or Educational Support Objective:

1. Provide the university community with information and assistance regarding the budget.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:
On the 2003 Finance and Administration Division Service Quality Survey, users will indicate on the question "the assistance provided concerning the annual budget process and budget information" an 80% level of satisfaction.

1a. Summary of Assessment Data Collected
Based on the results of the survey, respondents indicated a 73% level of "good to excellent" satisfaction rate.

1a. Use of Results to Improve Unit Services:
Criteria were not met. Will continue to look at methods to improve the services and procedures of our budget process.

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Intended Administrative or Educational Support Objective:

2. Provide accurate and timely payroll information.

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:
On the <u>2003 Finance and Administration Division Service Quality Survey</u>, 80% of the employees will indicate they are satisfied with the "clarity and comprehensibility of the information" on their payroll stubs.

2a. Summary of Assessment Data Collected
Based on the results of the survey, 90% of the respondents rated the information provided as "good to excellent".

2a. Use of Results to Improve Unit Services:
The criteria were met. Implementation of on-line payroll stub information is currently being done and will be assessed at a later time.

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Intended Administrative or Educational Support Objective:

3. Timely monitoring, reporting, and communicating with grant coordinators to ensure grant expenditures are in compliance and utilized to the fullest.

First Means of Assessment for Objective Identified Above:

3a. Means of Unit Assessment & Criteria for Success:
Implementation of accounting software (SPR) for monitoring, reporting, and communicating fiscal activity of grants.

3a. Summary of Assessment Data Collected
The software was implemented; however, we are currently learning the process and establishing reports.

3a. Use of Results to Improve Unit Services:
Continued training and usage of software will allow for full use of software. This measure will be reviewed more in detail during next year's assessment.

SUPPORT DOCUMENTATION

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

SOURCE	LOCATION/Special Instructions
2003 Finance and Administration Division Service Quality Survey	SACS Resource Room Killam Library Building Room 334-C