

ASSESSMENT REPORT FOR

Human Resources

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

July 21, 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 Human Resources will recruit, retain, and develop quality staff 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.

Intended Administrative Objectives:

- 1.** Recruit and retain quality staff.
- 2.** Provide a competitive benefits/compensation package to recruit and retain quality staff.
- 3.** Provide a quality staff development program.

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Intended Administrative or Educational Support Objective:

1. Recruit and retain quality staff.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:

Hiring supervisors are surveyed through the Service Quality Survey (advertising and hiring procedures) to determine the overall effectiveness of the recruitment and referral process. A rating of "satisfactory" or better will be reached on 90% of the responses.

1a. Summary of Assessment Data Collected:

Results of the survey indicated that 92% of the responses received had a rating of "satisfactory" or better.

1a. Use of Results to Improve Unit Services:

Criteria were met and will continue to be monitored. The Service Quality Survey (advertising and hiring process) will continue to be used to monitor the satisfaction level of hiring supervisors.

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Intended Administrative or Educational Support Objective:

2. Provide a competitive benefits/compensation package to recruit and retain quality staff.

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:

Existing employees are surveyed to measure employee attitudes and identify University strengths and weaknesses. Using the existing instrument, Survey of Organizational Excellence, a score of 3.0 or below on "primary questions" will be addressed through communication, seminars, and management.

2a. Summary of Assessment Data Collected:

Review of the Survey of Organizational Excellence results found two "primary questions" under Fair Pay that fell below a score of 3.0. The questions were: (1) People are paid fairly for the work they do, and (2) Salaries are competitive with similar jobs in the community.

2a. Use of Results to Improve Unit Services:

Although these scores were an improvement over last year, the following will be done to address this area:

- (1) Pay increases will be reviewed during each budget cycle.
- (2) Increased employment benefit education will be provided through the "Annual Enrollment" meetings, Human Resources website, Human Resources newsletter, and employee e-mail.
- (3)** The Administration's commitment to ensure equitable and competitive salaries will be shared with employees through communication materials.

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Intended Administrative or Educational Support Objective:

3. Provide a quality staff development program.

First Means of Assessment for Objective Identified Above:

3a. Means of Unit Assessment & Criteria for Success:

Existing employees are surveyed using the Survey of Organizational Excellence to identify areas needing enrichment and development, and workshops are scheduled for areas where the "primary questions" on the survey fall below a score of 3.0.

3a. Summary of Assessment Data Collected:

A construct score of 350 was achieved in the area of Employment Development. No "primary questions" fell below a score of 3.0.

3a. Use of Results to Improve Unit Services:

Criteria were met. Will continue to monitor results and incorporate survey used during the Annual Performance Evaluation process in order to gather additional information on specific training/development needs.

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
Service Quality Survey (advertising and hiring procedures)	SACS Resource Room Killam Library Building Room 334-C
2003 Survey of Organizational Excellence	SACS Resource Room Killam Library Building Room 334-C

