

ASSESSMENT REPORT FOR

University Police Department

(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 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 instructive services.

Intended Administrative Objectives:

- 1.** To provide quality police services the University community.
- 2.** To provide the University community timely police response on calls.
- 3.** To disseminate public safety information to the University community.

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Intended Administrative or Educational Support Objective:

1. To provide quality police services the University community.

First Means of Assessment for Objective Identified Above:

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

80% of respondents to the Service Quality Survey will note that the "overall services provided by the University Police Department" are "good", "very good", or "excellent".

1a. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality Survey, 72.8% of respondents rated the overall police services as "good" to "excellent".

1a. Use of Results to Improve Unit Services:

The department will develop and present crime awareness programs on campus to increase the visibility of police personnel on campus.

Second Means of Assessment for Objective Identified Above:

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

80% of respondents to the Student Opinion Survey will indicate that the "university has a safe environment".

1b. Summary of Assessment Data Collected:

Based on the results of the 2003 Student Opinion Survey, 82.3% of the respondents felt that the campus had a safe environment. Additionally, 32% of respondents indicated in writing that low police visibility on campus was a concern.

1b. Use of Results to Improve Unit Service:

Improve police presence on campus with informational materials and police officer presentations to student organizations.

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Intended Administrative or Educational Support Objective:

2. To provide the University community timely police response on calls.

First Means of Assessment for Objective Identified Above:

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

Response time to emergency calls for service will be a maximum of five (5) minutes. Locally maintained police radio log where call for service information is noted (time received, time dispatched, time arrived, and time back in service) will be analyzed and charted.

2a. Summary of Assessment Data Collected:

University police radio log 2003 records indicate that 28 emergency calls for service were received with a combined response time of 138 minutes. $138/28 = 4.9$ minutes average response time.

2a. Use of Results to Improve Unit Services:

The response time to 29% of the emergency calls for services exceeded the five minute response criteria. The department will continue to improve the response time.

Second Means of Assessment for Objective Identified Above:

2b. Means of Unit Assessment & Criteria for Success

80% of respondents to the Service Quality Survey will rate "the response time given to call from the University community" as "good", "very good", or "excellent".

2b. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality

Survey, 58.5% of respondents indicated that the police response time to their calls for service were “good to excellent”.

2b. Use of Results to Improve Unit Service:

The police department will make a concerted effort to respond to routine calls for service in a timely manner.

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Intended Administrative or Educational Support Objective:

3. To disseminate public safety information to the University community.

First Means of Assessment for Objective Identified Above:

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

80% of respondents to the Service Quality Survey will rate the "communication by the Police Department regarding its services and procedures" as "good", "very good", or "excellent".

3a. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality Survey, 53.6% of respondents indicated that the communications regarding police department services and procedures were "good to excellent".

3a. Use of Results to Improve Unit Services:

The department needs to disseminate information to the University community in a more effective manner. A department web page will be maintained and updated with current information each semester.

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
2003 Student Opinion Survey	SACS Resource Room Killam Library Building Room 334-C
University Police Radio Log 2003 Records	University Police Department (Killam Building Room 005)

