

Texas A&M International University Annual Institutional Effectiveness Review (AIER)

Date Submitted 04/16/08

Assessment Period Covered (2007)

Academic Program/AES Unit Office of Budget, Payroll, Grants and Contracts

Person(s) Preparing Review Fred Juarez III

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

Survey results indicate an increase in customer service satisfaction over the last year. In order to provide better assistance, we have implemented informational sessions for all budgetary unit heads and will continue to implement improvements in the payroll process. In particular, we have introduced and promoted electronic notification of payroll information. Also, a grant training workshop was conducted and a survey was completed by each attendee at the conclusion of the workshop. Based on the survey results, 98% of the respondents provided an overall rating of "good" to "excellent", thus indicating their satisfaction with the post-award process. Additionally, our department's web site continues to provide complete instructions to guide the users on the grant process.

Section I: Planning and Implementation

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.

Academic Program or Administrative/Educational Support Unit Mission

The Office of Budget/Payroll/Grants and Contracts is committed to accurately preparing the University's annual budgets, preparing and distributing accurate payroll information and monitoring the financial reports of grants and contracts to ensure our employee's accurate and timely information.

Identify outcomes and the relationship to Strategic Plan

Outcome 1

Is this outcome related to writing (QEP)?

Design and implement a training presentation to provide an effective budget process to the University employees.

Identify Strategic Plan Goal related to Outcome 1

Goal 3 Service

Identify Strategic Plan Objective related to Outcome 1

3.2 Provide service and outreach activities to the University service area in professional, courteous, efficient, and timely manner.

Identify methods of assessment to be used

Budget Training Evaluation Form.

Indicate when assessment will take place

Annual

Criteria/Benchmark

Training workshop attendees will respond to a survey indicating their satisfaction with the budget process. Criteria for success will be "good" to "excellent" with a combined rate of 85% from the information that has been provided.

Outcome 2

Is this outcome related to writing (QEP)?

The Staff of Budget, Payroll, Grants & Contracts provides satisfactory assistance concerning payroll information.

Identify Strategic Plan Goal related to Outcome 2

Goal 3 Service

Identify Strategic Plan Objective related to Outcome 2

3.2 Provide service and outreach activities to the University service area in professional, courteous, efficient, and timely manner.

Identify methods of assessment to be used

2007 Finance and Administration Division-Service Quality Survey.

Indicate when assessment will take place

Annual

Criteria/Benchmark

90% of the users will indicate satisfaction with the assistance they receive concerning payroll information.

Outcome 3

Is this outcome related to writing (QEP)?

Provide grant coordinators with an annual training workshop for Pre & Post-Award process, focusing on the post award process.

Identify Strategic Plan Goal related to Outcome 3

Goal 3 Service

Identify Strategic Plan Objective related to Outcome 3

3.2 Provide service and outreach activities to the University service area in professional, courteous, efficient, and timely manner.

Identify methods of assessment to be used

Post-Award Grant Training Evaluation Form.

Indicate when assessment will take place

Annual

Criteria/Benchmark

95% of trainees will indicate they are satisfied with the post award process.

Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

Assessment has not been conducted.

Outcome 2

Spring 2008

Outcome 3

Fall 2007

What were the results attained (raw data)?

Outcome 1

N/A

Outcome 2

Survey respondents indicated an 94% level of satisfaction good to excellent.

Outcome 3

100% satisfaction of good to excellent.

Who (specify names) conducted analysis of data?

Outcome 1

N/A

Outcome 2

Reviewed with office staff.

Outcome 3

Reviewed with office staff.

When were the results and analysis shared and with whom (department chair, supervisor, staff, external stakeholders)? Submit minutes with data analysis to assessment@tamiu.edu (Please use Minutes Template located on the [Project INTEGRATE](#) web page.)

Enter text here

NOTE: Submit all assessment documentation (i.e., surveys, rubrics, course exams with embedded questions, etc.) to the Office of Institutional Effectiveness and Planning.

Use of Results: Indicate whether criteria were met/not met and what changes, if any, have been identified based on the data collected?

Outcome 1

Met Not Met

Provide narrative: Assessment has not been conducted. Working on implementing training by October 2008.

Outcome 2

Met Not Met

Provide narrative: Results met our goals.

Outcome 3

Met Not Met

Provide narrative: Results met our goals.

How have these data-based changes improved your program/unit?

No changes have been made yet. Will need to re-assess Outcome 1 to measure satisfaction.

Section III: Programmatic Review

Are resources affected by the changes identified in Section II? Yes No

If so, specify the effect(s) using the chart below:

Funding	Physical	Other
<input type="checkbox"/> New resources required	<input type="checkbox"/> New or reallocated space	<input type="checkbox"/> Primarily faculty/staff time
<input type="checkbox"/> Reallocation of current funds		<input type="checkbox"/> University rule/procedure change only
		<input type="checkbox"/> Other: Enter text here

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)

N/A

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): # 1, 2 and 3
New Outcome(s) – (List outcomes below): N/A
Modification of present outcome(s) – (Indicate reason for modification): N/A

**** This section to be completed by dean/director/vice-president ****

Are resources requested a priority for the academic program/AES unit?

Yes No

Comments:

Enter text here

If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?

Enter text here