

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

Date Submitted May 19, 2008

Assessment Period Covered (2007)

Academic Program/AES Unit Campus Card Services

Person(s) Preparing Review Albert Chavez

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

No previous report available.

Section I: Planning and Implementation
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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

To offer a student-friendly, integrated card-based approach to the delivery of a wide array of campus-related services, including access to library services, residence hall door access, dining services, cashless purchases, network printing and copying, and student enrollment verification.

Identify outcomes and the relationship to Strategic Plan

Outcome 1

Is this outcome related to writing (QEP)?

Assess satisfaction with the current services offered and student utilization of the OneCard (student ID card) for potential card related service expansion.

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 a professional, courteous, efficient and timely manner.

Identify methods of assessment to be used

Campus Card Services Student Survey

Indicate when assessment will take place

Annual

Criteria/Benchmark

Using the Campus Card Services Student Survey, current students are surveyed to how they are using their OneCard and determine their level of satisfaction with the services offered by Campus Card Services. A 70% satisfaction rating on over all services will be reached.

Outcome 2

Is this outcome related to writing (QEP)?

Ensure excellence in customer service interactions satisfying faculty and staff needs

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 a professional, courteous, efficient and timely manner.

Identify methods of assessment to be used

Finance and Administration Division - Service Quality Survey

Indicate when assessment will take place

Annual

Criteria/Benchmark

Using the Finance and Administration Division - Service Quality Survey, existing employees are surveyed to measure their level of satisfaction with the services offered by Campus Card Services. A 70% satisfaction rating on over all services will be reached.

Outcome 3

Is this outcome related to writing (QEP)?

Enter text here

Identify Strategic Plan Goal related to Outcome 3

To Select Goal Click Here

Identify Strategic Plan Objective related to Outcome 3

Enter text here

Identify methods of assessment to be used

Enter text here

Indicate when assessment will take place

Click to select

Criteria/Benchmark

Enter text here

Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

March 10 to March 15, 2008

Outcome 2

February 20 to March 5, 2008

Outcome 3

Enter text here

What were the results attained (raw data)?

Outcome 1

Overall each question received 83% a rating of agree or better. The questions on the survey asked students to rate the services offered by the HigherOne student refund program.

Outcome 2

A rating of good or better was reached on 86% of the responses.

Outcome 3

Enter text here

Who (specify names) conducted analysis of data?

Outcome 1

Survey Monkey

Outcome 2

Survey Monkey

Outcome 3

Enter text here

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.](#))

The results of the HigherOne student refund program survey were shared and discussed with the associate vice president of administration. Student refund disbursement process is revised and we will continue to monitor and insure timely delivery of funds.

The 2007-2008 Finance and Administration Service Quality Survey will be shared and discussed with the VPFA and Associate VP for Administration this summer.

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: Overall the survey responses were positive. We will continue to improve the services offered to students via the HigherOne student refund program. We are currently evaluating the option of combining the student ID card with the HigherOne student refund card.

Outcome 2

Met **Not Met**

Provide narrative: Overall the answers to the survey were positive. There are two areas that continue to have some negative responses and need to be addressed. The two areas are the usefulness of the card and the process of adding funds to the card.

Outcome 3

Met **Not Met**

Provide narrative: Enter text here

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

The survey responses have identified a couple of areas that can be improved. For example, the department website needs to be improved to provide tips and more information about the campus ID card. The other area that was identified is a discount or rewards program to be implemented with local merchants.

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)

Enter text here

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): Enter text here
New Outcome(s) – (List outcomes below): Enter text here
Modification of present outcome(s) – (Indicate reason for modification): Enter text here

**** 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