

**Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units**

Unit Name:

Office of Grants & Contracts

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 2009 to February 2010

Unit Coordinator (Preparer of Report):

Juan Cisneros III

List Other Report Contributors (if applicable):

The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

Goal 3: Service

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

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.

Administrative or Educational Support Unit Mission

The Office of Grants and Contracts is committed to monitoring the fiscal administration of grants and contracts to ensure that accurate and timely information is provided to the respective grant agency and appropriate individuals within the University community.

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

This statement should specify if the outcomes addressed were a continuation of previous ones, new outcomes, or modified versions of previous outcomes. In addition, the statement should include a concise analysis of the assessment data collected during the previous year, a brief explanation of actions taken to address specific outcomes, an evaluation of how these actions contributed to the improvement of the unit, and any recommendations formulated. Assessment data must be viewed and discussed by the unit during this process.

Survey results indicate an increase in customer service satisfaction over the last year. A Grant Post-Award 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 appropriate information that helps guide the respective principal investigators, administrators and staff on the post-award grant process.

Over the past several years, the University has focused on increasing the number of grant proposals being submitted by TAMIU faculty and administrators. Consequently, there has been a steady increase in the number of grants awarded to the University. Due to the rapid expansion and expected growth in this area, management decided to separate the department into two distinct offices (Budget/Payroll & Fiscal Analysis and Grants & Contracts) effective September 1, 2009. This re-organization will allow each area to focus on their individual responsibilities and to continue to provide excellent customer service to the University community.

List of unit-level outcomes

It is recommended that units rotate through their entire set of outcomes over a multi-year period. Units may focus on one or two outcomes each year, as deemed appropriate.

1. **Continue to provide principal investigators and appropriate staff with an annual training workshop which focuses on the post-award process.**
2. **Following receipt of the official NOGA (Notice of Grant Award) or contract, the respective principal investigator will be contacted within 3 business days (via e-mail) in order to schedule a post-award meeting.**
- 3.
- 4.
- 5.
- 6.

Section I: Planning and Implementation

Outcome(s)

Identify the outcome(s) that will be focused upon this year.

Outcome 1 – Provide principal investigators and appropriate staff with an annual training workshop which focuses on the post-award process.

Methods of assessment to be used:

Identify and describe the type of assessment(s) that will be used and how the data will be obtained. During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate “Y” if currently being used; “N” if not currently being used but interested in using; and “NA” if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
Volume of Activity: (Number of clients served, circulation data, etc.)			x	

<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)			X	
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)			X	
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)			X	
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)	X			Post-Award Grant Training Evaluation Form will be utilized to measure outcome 1.
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)			X	
Staff discussions or evaluations of services to clients			X	
Standards/guidelines provided by professional associations			X	
Standards set by federal, state, county, city or system regulations			X	
External evaluations or auditors			X	
Benchmarks or comparisons with peer institutions			X	
Other			X	

Criteria/Benchmark(s):

Specify, if deemed appropriate to assess outcome(s). Criteria/ benchmark(s) may be optional, especially if qualitative measures are used for data collection.

A Post-Award Grant Training Evaluation Form will be distributed to all participants at the conclusion of the workshop. The objective is that 95% of participants will indicate they are satisfied with the post-award process.

Section II: Analysis of Results

What were the results attained?

Describe the primary results or findings from your analysis of the information collected. Were the results used to improve the unit services or operations? Please specify:

The Post-Award Grant Workshop will be conducted until March 2010; consequently, primary results and findings are unavailable at this time. The workshop is currently in the planning phases and will be presented within the next several weeks.

What were the conclusions reached?

Include a brief description of the procedure used for reaching the conclusion(s) based on the evidence collected and describe the process used to disseminate the information to other individuals. For example, if the discussion took place during the annual retreat, include a summary from those deliberations using the Meeting Minutes template found on the Project Integrate web page at <http://www.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

An evaluation/survey form will be distributed to all participants at the conclusion of the forthcoming Post-Award Grant Workshop. The workshop has not been presented, so conclusions are unavailable at this time.

Describe the action plan formulated. (The plan may be multi-year in nature.)

Based on the conclusion(s), describe the action plan to be implemented to improve or maintain unit services and operations, including resources needed and a timeline for implementation.

At the conclusion of the Post-Award Grant Workshop, evaluation/survey results will be analyzed to determine the most appropriate action plan for the Office of Grants & Contracts.

Section III: Resources

Resource(s) to implement action plan:

Describe the resources that will be needed to implement the action plan. Also indicate if the resources are currently available, or if additional funds will be needed to obtain these resources.

Funding

- New Resources Required
- Reallocation of current funds

Physical

- New or reallocated space

Other

- Primarily faculty/staff time
- University rule/procedure change only

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan – or Compact, if relevant)

The Office of Grants & Contracts is adequately staffed. While an action plan has not yet been developed to address any concerns, the most likely required resource will be primarily staff time.

Identify proposed outcomes for the next assessment cycle:

Continuation of present outcome(s) – (Indicate reason for continuation):

1. Provide principal investigators and appropriate staff with an annual training workshop which focuses on the post-award process. This outcome will continue, because it is important to provide principal investigators and staff with pertinent information related to grant awards. The annual workshop provides an effective mechanism to do so. It is a possibility that the workshop may be provided on-line for fiscal year 2011.
2. Following receipt of the official NOGA (Notice of Grant Award) or contract, the respective principal investigator will be contacted within 3 business days (via e-mail) in order to schedule a post-award meeting. This outcome will become standard practice to ensure that each grant award is administered appropriately.

New Outcome(s) – (List outcomes below):

1. In an ongoing effort to provide principal investigators and appropriate staff with pertinent information related to grant awards and procedures, the Office of Grants & Contracts will distribute updates via e-mail on a periodic basis to all principal investigators and appropriate staff.

Modification of present outcome(s) – (Indicate reason for modification):

Date Completed:

March 5, 2010

Submit completed form to integrate@tamiu.edu.

Updated 9/2009