

**Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units
for Fiscal Year 2008-2009**

Unit Name:

Student Center

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

September 1, 2008 – August 31, 2009

Unit Coordinator (Preparer of Report):

Laura Cortez

List Other Report Contributors (if applicable):

Jesse Gonzalez

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

Maintain, strengthen and expand service to all University stakeholders

Goal 3.1

Expand collaborative service efforts

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 Student Center is dedicated to supporting the mission for the university by providing event services, information, and accessibility to the facilities for the students, faculty, staff, community of Laredo and surrounding unit.

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.

The Student Center staff underwent a series of trainings on new Event Management System (EMS) software. The department was working off of two systems Scheduler Plus and becoming familiar with the use of EMS in trying to implement all of the events into EMS it was imperative to get trained on the software.

During the phase of transition, data was not collected in order to avoid duplication of data. Along with staff understanding the full potential of the new software.

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. The Student Center will show 80% satisfaction rate in the use the meeting facilities to support the programs of the students, faculty, staff and community in Laredo and surrounding areas.
2. The Student Center will serve as a visitor center and will aim to provide information relevant to programs, events, and services offered at this institution.
3. The Student Center staff will continue to input all data into the Event Management System software and provide trainings to help facilitate the scheduling of all events.

Section I: Planning and Implementation

Outcome(s)

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

1. The Student Center will show 80% satisfaction rate in the use the meeting facilities to support the programs of the students, faculty, staff and community in Laredo and surrounding areas.
2. The Student Center staff will implement the Event Management System software to reduce the turnaround time to process scheduling for clients and will provide trainings to help facilitate the scheduling of all events.

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:
<u>Volume of Activity:</u> (Number of clients served, circulation data, etc.)		N		Outcome 1: The unit provided 2 trainings for the University community
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)			NA	Outcome 2: Clients are able to immediately see their request and can make changes in EMS. Prior to implementing the system, it would take 2-3 days to schedule, receive confirmation from the client (via fax) and any changes would delay the process. With the implementation of EMS, the client can make changes with hours of submission of their request.
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)			NA	
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			Survey conducted shows that 92% of respondents rated the meeting space and scheduling as being “Very Satisfied” and “Satisfied”
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)			NA	
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)			NA	
Staff discussions or evaluations of services to clients			NA	
Standards/guidelines provided by professional associations			NA	
Standards set by federal, state, county, city or system regulations			NA	
External evaluations or auditors			NA	
Benchmarks or comparisons with peer institutions			NA	
Other				

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.

Outcome 1: To provide 6 trainings for the EMS
Outcome 2: 80% satisfaction rate among respondents.

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:

Note: the results reflect the Fiscal year 2008-2009 and not the calendar year of 2009.

The results were attained and surpassed.

Outcome 1: The original outcome was to provide 2 trainings for the University community, however, the unit has conducted a total of 6 group and 20 individual trainings for staff members regarding EMS. In addition, the unit has created a training video available on the website for University staff members and outside clients.

Outcome 2: The original outcomes was to have a 80% satisfaction rate among respondents on the survey. Of the respondents there was a 92% satisfaction rate among respondents.

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.

The procedure for reaching the conclusion and collection of data for Outcome 1 was to provide 2 large group trainings for University staff members. The unit conducted 6 small group and 20 one-on-one trainings.

The procedure for reaching the conclusion and collection of data for Outcome 2 was to have a 80% satisfaction rate, and the unit surpassed it by 12%. The unit utilized an online survey and distributed the survey with 1 week of a schedule event. The survey was conducted in English and Spanish for the clients. The survey asked the question: "Tell us about your experience with the meeting space and its overall appearance." The options to answer were: Very Satisfied, Satisfied, Neutral, Dissatisfied and Very Dissatisfied. The survey was conducted in March through April of 2009 under the work of the student center intern and out of a total of 26 respondents to the question, 24 or 92% stated that they were "Very Satisfied" or "Satisfied."

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.

As of this year, we were able to revamp the way each and every faculty and staff member requests the use of meeting facilities on campus. The newly acquired event management system software will replace the old system we had in place via a standardized form. The new system is much more user friendly where it provides the user the ability to view what meeting room is available on any given date or time. Our office has been able to develop trainings where the end-user will get a better understanding of how the software works. A training video was developed on the old room reservation website that provides a step by step instruction guide of how to submit a reservation for requesting any meeting space on campus. The new software – EMS - gives the end user the ability to view events on a daily, monthly and yearly basis. As we continue to make use of EMS, we continue to make improvements or enhancements to make the software as user friendly.

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)

Goal 3: Service

Maintain, strengthen and expand service to all University stakeholders

New Personnel required:

Since September 2007, the Student Center has become a one stop shop for primarily scheduling all of the university facilities via one department. Each of that entails attaining all of the setup details from audio visual to room setups and security for receptions. The Student Center only has two full-time personnel

who assist in scheduling all of the meeting facilities. As the university continues to grow, so does the demand for more personnel to fulfill the actual planning and managing the requests from various faculty, staff, students and people from the university community in relation to hosting events within the university. Our office prides itself in providing the most efficient service to our internal and external clients.

Identify proposed outcomes for the next assessment cycle:

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

The Student Center will use the meeting facilities effectively to support the programs of the students, faculty, staff and constituents of the Laredo region. This outcome directly reflects the type of service our office conducts on a daily basis.

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

Not applicable.

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

Not applicable.

Date Completed:

September 30, 2009

Submit completed form to integrate@tamiu.edu.

Updated 9/2009