

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

**Unit Name:**

**Office of Graduate Studies and Research**

**Unit Type:**

Administrative Unit

Educational Support Unit

**Assessment Period Covered:**

**January 2009 to February 2010**

**Unit Coordinator (Preparer of Report):**

**Suzanne Hansen-Alford**

**List Other Report Contributors (if applicable):**

**Dr. Jeff Brown**

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

1. Academics
  - 1.1 Attract, admit, enroll, and advise a diverse student body through a comprehensive enrollment management and advisement process that involves timely, accurate information and services
  - 1.3 Increase student retention and graduation rates
  - 1.8 Provide support programs, services, and activities that promote student learning, enhance student development and advance campus internationalization
2. Customer 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 Graduate Studies at Texas A&M International University provides leadership, coordination, and support services to the academic departments and colleges in the promotion and

administration of the university's array of (over 25) master's programs and selected doctoral programs.

The graduate programs are committed to prepare outstanding scholars and leaders in the humanities and fine arts, physical, biological and social sciences, and in the business, education, and health care professions.

The graduate programs, in keeping with the university's mission, maintain a focus on global study and internationalization, while concurrently delivering programs and graduates that improve the services and quality of life for citizens of the community and border region and the State of Texas.

### **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 outcomes addressed during this period were a continuation of previous ones. The criteria & objectives for the OGSR were met during this time frame, however, those for the Lamar Bruni Vergara Fund are not ready to measure at the present time. There was no student survey sent out at this time. It will be sent out shortly and these responses will be evaluated. The department hopes to receive more responses from this group of students. If not, we will consider new requirements to encourage this population to fill out the survey & provide us with feedback. This is the third year since the AIER implementation at TAMIU for the Office of Graduate Studies & Research. There was one new strategy implemented for the current period. The Office of Graduate Studies is using a new survey from our Graduate Studies Open House events and one for our upcoming Pathways Symposium.

In the previous year, the criteria & objectives implemented were met with the exception to those of the Lamar Bruni Vergara Educational Fund. This was the third year of AIER implementation for the department, therefore; only minor changes were made to the current survey questions. In addition we have added 2 new surveys which were mentioned in the above paragraph. We also implemented a new strategy to try to increase the number of survey respondents.

### **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. Customer Service**
- 2. Staff Efficiency**
- 3. Distribution & Awareness of Program Material**
- 4.**
- 5.**
- 6.**

Section I: Planning and Implementation

**Outcome(s)**

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

The Office of Graduate Studies & Research will provide support programs, services, and activities that promote student learning, enhance student development and advance campus internationalization. The OGSR staff will participate in events such as the OGSR Open House each semester, Annual Lamar Bruni Vergara Academic Conference & the TAMUS Pathways Student Research Symposium. We will measure student satisfaction & customer service through measures of surveys provided at each event.

**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		
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)		N		
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)		N		
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			OGSR Open House Survey, OGSR student customer service survey, and Lamar Bruni Vergara student survey.
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)	Y			Pathways Symposium Survey
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)		N		
Staff discussions or evaluations of services to clients		N		
Standards/guidelines provided by professional associations		N		
Standards set by federal, state, county, city or system regulations	Y			

External evaluations or auditors		N		
Benchmarks or comparisons with peer institutions		N		
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.*

90% of students will evaluate their overall experience during the Graduate Application process, Lamar Bruni Vergara Application process and the opportunities provided to them at the OGSR Open House's.

85% of students will evaluate their overall experience and TAMIU facilities during the Pathways Survey.

**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:*

Out of 72 respondents, 72% were very satisfied and 21% were somewhat satisfied with the services and assistance provided by the **Office of Graduate Studies Staff**.

Out of 72 respondents, 60% were very satisfied and 28% were somewhat satisfied with the clarity & comprehensibility of the **application materials**.

Out of 63 respondents, at the **Fall Open House** 76% rated the overall event as excellent.

Out of 86 respondents, 54% were very satisfied with the overall **Pathways Symposium**.

There was 1 respondent to the **Lamar Bruni Vergara** survey this period & they were very satisfied.

**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](mailto:assessment@tamtu.edu).*

The procedures used for reaching the conclusions listed in this report were attained through discussions at the previous OGS office retreat. There was a decision to conduct surveys for our upcoming events in the Fall 2009 and gain the students feedback on our services, office processes & materials.

The data for the OGS Fall Open House was obtained from the survey collected at the end of the event and an additional survey sent out after the open house.

The Pathways survey was inserted in the participant backpacks & collected at the end of the symposium event.

Mrs. Virginia Morales prepared & disseminated the survey for the LBV Educational fund when she sent application deadline reminders to our student population.

There was an office retreat held on February 12, 2010.

**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.*

The OGS will continue to implement the new surveys mentioned above as a form of measurement tools until increasing the number of our respondents.

### 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)**

**Identify proposed outcomes for the next assessment cycle:**

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

The OGS is a fairly new unit being at TAMIU for 4 years. Due to this, we have small quantities of comparative data, especially in the area of our Lamar Bruni Vergara Educational Fund. We are in the process of increasing our respondents and therefore are not ready to initiate new measurements instruments at this time.

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

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

Date Completed:

Submit completed form to [integrate@tamiu.edu](mailto:integrate@tamiu.edu).

Updated 9/2009