

Texas A&M International University

Annual Institutional Effectiveness Review (AIER)

Date Submitted 4/17/08

Assessment Period Covered (2007)

Academic Program/AES Unit Human Resources

Person(s) Preparing Review Sandra V. Pena

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

(1) COMPETITIVE COMPENSATION - criteria was not met.

The following initiatives were undertaken: (a) salary adjustments resulting from the 2006 compensation study were implemented effective 10/1/06; (b) merit increases were applied effective 9/1/07; (c) positions are surveyed to ensure equity and competitiveness; and (d) increases to pay and the pay scale are reviewed/considered during each budget cycle.

(2) COMMUNICATION OF POLICY & RULES - criteria was not met.

The following initiatives were undertaken: (a) HR promotes the System online training modules for general policy; (b) HR developed additional required University Rules; (c) HR uses a variety of mediums to better inform employees of policy and rules (i.e., email, HR newsletter, training workshops, online training modules); and (d) HR disperses regular reminders to employees (via email and/or HR newsletter) about the online availability of policy and rules.

(3) ONLINE EMPLOYMENT SYSTEM - criteria was not met.

The following initiatives were undertaken: (a) HR provides hiring supervisors online resources that give guidance for interviewing, checking references, etc.; (b) HR increased the size of TAMIUWorks Sunday classified ads from 2X5 to 2X6 starting 9/2007; (c) HR uses checklists to ensure accuracy and consistency throughout the recruitment and hiring process; and (d) HR continually works with PeopleAdmin to modify and improve the functionality and ease-of-use of TAMIUWorks.

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 Human Resources will recruit, retain, and develop quality staff committed to the preparation of students for leadership roles in their chosen profession and in an increasingly complex, culturally-diverse state, national, and global society. The Office of Human Resources provides services for the areas of: benefits; employment; leave; performance evaluations; employee relations; policies, regulations, and rules; compensation; immigration services; staff development; HR communication; and Affirmative Action.

Identify outcomes and the relationship to Strategic Plan

Outcome 1 **Is this outcome related to writing (QEP)?**
Provide competitive compensation to recruit and retain quality staff.

Identify Strategic Plan Goal related to Outcome 1

Goal 5 Human Resources

Identify Strategic Plan Objective related to Outcome 1

5.2 Provide competitive faculty/staff benefits and compensation.

Identify methods of assessment to be used

2006-2007 Survey of Organizational Excellence

Indicate when assessment will take place

Annual

Criteria/Benchmark

Using the 2006-2007 Survey of Organizational Excellence, which surveys existing employees to measure employee attitudes and identify University strengths and weaknesses, we will achieve scores of at least 3.0 on “primary questions.” The “primary questions” are:

- (1) People are paid fairly for the work they do
- (2) Salaries are competitive with similar jobs in the community
- (3) My pay keeps pace with the cost of living.

Outcome 2 **Is this outcome related to writing (QEP)?**
Provide effective communication of System Policy and University Rules.

Identify Strategic Plan Goal related to Outcome 2

Goal 5 Human Resources

Identify Strategic Plan Objective related to Outcome 2

5.1 Support an environment that is conducive to teaching and learning.

Identify methods of assessment to be used

2007 Finance & Administration Division - Service Quality Survey

Indicate when assessment will take place

Annual

Criteria/Benchmark

Using the “2007 Finance & Administration Division-Service Quality Survey,” existing employees are surveyed to measure their level of awareness of System Policy and University Rules. A rating of satisfactory or better will be reached on 90% of the responses.

Outcome 3

Is this outcome related to writing (QEP)?

Provide an effective recruitment and hiring process via the online employment system.

Identify Strategic Plan Goal related to Outcome 3

Goal 5 Human Resources

Identify Strategic Plan Objective related to Outcome 3

5.1 Support an environment that is conducive to teaching and learning.

Identify methods of assessment to be used

2007 Finance & Administration Division - Service Quality Survey

Indicate when assessment will take place

Annual

Criteria/Benchmark

Using the “2007 Finance & Administration Division-Service Quality Survey,” existing employees are surveyed to measure the effectiveness of the recruitment and hiring process via the online employment system. A rating of satisfactory or better will be reached on 90% of the responses.

Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

November 2006

Outcome 2

February 2007

Outcome 3

February 2007

What were the results attained (raw data)?

Outcome 1

Scores on the "primary questions" were as follows:

- (1) 2.88% = People are paid fairly for the work they do
- (2) 2.83% = Salaries are competitive with similar jobs in the community
- (3) 2.66% = My pay keeps pace with the cost of living

Outcome 2

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

Outcome 3

A rating of satisfactory or better was reached on 80% of the responses.

Who (specify names) conducted analysis of data?

Outcome 1

UT-Austin (School of Social Work)

Outcome 2

SurveyMonkey.com

Outcome 3

SurveyMonkey.com

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.)**

Upon receipt, results of the 2006-2007 Survey of Organizational Excellence were reviewed and discussed with the VPFA and Associate VP for Administration. Then, general results were shared with all employees in the February 2007 "HR News & Views" (HR newsletter). Supporting documentation provided.

Results of the 2007 Finance & Administration Division - Service Quality Survey were shared and discussed with the VPFA and Associate VP for Administration during the 2007 Finance & Administration Retreat held on 10/19/07. Supporting documentation provided.

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: A compensation study was conducted and salary adjustments (increases) were implemented October 2006. Compensation continues to be a high priority during each budget cycle, and we continue to review and consider merit, equity, and pay scale increases during each budget cycle.

Outcome 2

Met Not Met

Provide narrative: Although criteria was not met, our "satisfactory or better" rating did improve from last year (from 82% to 86%). And, we continue to more consistently published the monthly HR newsletter, a main medium for communication of HR policies and information.

Outcome 3

Met Not Met

Provide narrative: We are working to automate our PDQ (via the Position Management Module) and action form (via the Electronic Personnel Action) effective Fall 2008; and both forms are integral parts of the advertising and hiring process. Also, we are working to develop/provide monthly user training for our online employment system, TAMIUWorks, effective Summer/Fall 2008.

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

Annual review and consideration of merit, equity, and pay scale increases will help maintain competitive compensation. Consistent publication of the monthly HR newsletter has helped improve communication of HR policies and information. Automating our PDQ and action form, as well as providing monthly user training for our online employment system, TAMIUWorks, will help the advertising and hiring process run smoother and more efficiently.

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 checked="" 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)

Funding continues to be necessary for annual merit, equity and pay scale increases. Additionally, funding is necessary to contract annual services from PeopleAdmin to add their Position Management Module to our existing Applicant Tracking Module. The Position Management Module will automate the PDQ.

<p>Identify proposed outcomes for the next assessment cycle:</p> <p>Continuation of present outcome(s) – (Indicate reason for continuation): We will continue Outcome 2 for next assessment cycle since criteria was not met: Provide effective communication of System Policy and University Rules.</p> <p>New Outcome(s) – (List outcomes below): We will replace Outcome 1 with: Provide an effective leave and time-keeping process via the web-based systems called LeaveTraQ and TimeTraQ.</p> <p>Modification of present outcome(s) – (Indicate reason for modification): We will modify Outcome 3 as follows in order to specifically name our web-based system: Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.</p>

****** 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

