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

Date Submitted   August 30, 2007

Assessment Period Covered (2007)

Academic Program/AES Unit Office of Institutional Research

Person(s) Preparing Review   Elizabeth Martinez

Provide summary of the last cycle's use of results and changes implemented
Last years results showed that the Institutional Research Office met its goal of providing helpful service. The survey indicated than 100% or our the respondents felt that our service was either 'Excellent'(70%) or 'Very Good'(40%). Requests for services continue to be prioritized on a daily basis in order to maintain this level of service.

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 Institutional Research serves the University by providing information and analysis to support data based decision making in support of institutional effectiveness. The Office of Institutional Research is responsible for state reporting, statistical data reporting, information analysis, data collection and other ad hoc reports for the University and other external entities.

Identify outcomes and the relationship to Strategic Plan

Outcome 1   ☐ **Is this outcome related to writing (QEP)?**
Fullfill information requests in a timely manner.

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
2007 Institutional Research Survey of Services Provided

Indicate when assessment will take place
Fall

Criteria/Benchmark
Question # 3 of the "2007 Institutional Research Survey of Services Provided" will indicae that at least 80% of the respondents feel that they receive timely information either 'Always' or 'Often'.

Outcome 2 ☐ **Is this outcome related to writing (QEP)?**
The data provided will be as clear and concise as possible.

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
2007 Institutional Research Survey of Services Provided

Indicate when assessment will take place
Fall

Criteria/Benchmark
Question #5 of the "2007 Institutional Research Survey of Services Provided" will indicae that at least 80% of the respondents will be 'Satisfied' or 'Very Satisfied' with the information they received.

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

When (term/date) was assessment conducted?
Outcome 1
Spring 2008

Outcome 2
Spring 2008

Outcome 3
Enter text here

What were the results attained (raw data)?
Outcome 1
The survey results indicate that 100% of the respondents to Question #3 of the "Survey of Services Provided" indicated that their requested information is 'Always' provided in a timely manner.

Outcome 2
Question #5 indicates that 100% of the respondents to the "Survey of Services Provided" were either 'Very Satisfied'(87.5%) or 'Satisfied'(12.5%) with the clarity of the information they received.

Outcome 3
Enter text here

Who (specify names) conducted analysis of data?
Outcome 1
The "Survey of Services Provided" was administered using the SurveyMonkey survey services which provides a report of the survey results.

Outcome 2
The "Survey of Services Provided" was administered using the SurveyMonkey survey services which provides a report of the survey results.

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.)
Enter text here

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: The Institutional Research Office met and surpassed the goal set by 20%. The office staff will strive to maintain this level of service.

Outcome 2
☒ **Met**   ☐ **Not Met**
Provide narrative: The Institutional Research Office met and surpassed the goal set by 20%. The office staff will strive to maintain this level of service.

Outcome 3
☐ **Met**   ☐ **Not Met**
Provide narrative: Enter text here

_____

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

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
☐ New resources required	☐ New or reallocated space	☐ Primarily faculty/staff time
☐ Reallocation of current funds		☐ University rule/procedure change only
		☐ 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): Fullfill information requests in a timely manner.
New Outcome(s) – (List outcomes below): The office staff will provide the best service possible.
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