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

Unit Name:

Office of Institutional Research

Unit Type:
__X_ Administrative Unit   ___ Educational Support Unit

Assessment Period Covered:

March 1, 2008 to January 31, 2009

Unit Coordinator (Preparer of Report):

Elizabeth Martinez

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 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.

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 2007 survey results for Question #3 of the "Survey of Services Provided" indicated that 100% of the respondents felt that their requested information was 'Always' provided in a timely

manner. Question #5 of the survey indicated that 100% of the respondents were either 'Very Satisfied'(87.5%) or 'Satisfied'(12.5%) with the clarity of the information they received. The Institutional Research Office met and surpassed both goals by 20%. The office staff has strived to maintain this level of service.

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 Office of Institutional Research staff will strive to provide the best service possible
2. The data provided will be as clear and concise as possible.
3. Fullfill information requests in a timely manner.
4. The Office of Institutional Research will document when most of the requests are received, so that the reporting processes can be organized for better efficiency.

Section I: Planning and Implementation

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

1. The Office of Institutional Research staff will strive to provide the best service possible

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		
Efficiency: (Turnaround time for filling requests, timely service or prompt response, etc.)		X		
Service Quality: (Error rates, accuracy of information provided, etc)		X		
Client Satisfaction Survey (Student, employer, alumni, customer, etc.)	X			The "Survey of Services Provided" was administered during early Spirng using the SurveyMonkey survey services which provides a report of the survey results. The survey link was e-mailed to 49 individuals. There were 21 respondents for a response rate of 43% and the results were applied to Outcome 1.
Feedback: (Suggestion box, focus		X		

groups, evaluation forms, etc.)				
Review of existing data: (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				
Benchmarks or comparisons with peer institutions		X		
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.

Question #12 from Institutional Research Survey of Services Provided will indicate that 85% of the respondents will rate the office staff overall as 'Excellent' or 'Very Good'.

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 survey results show that 94.7% of the respondents rated the office staff as either 'Excellent' (83.3%) or 'Very Good' (11.1%). The goal was surpassed by over 9%. The Institutional Research office met and surpassed the targeted 85% by 9% and will continue to maintain its current level of service.

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.tamiu.edu/integrate/docs/Minutes-Template.doc. Once completed, submit the minutes to assessment @tamiu.edu.

Results were shared with the Associate Vice President for Academic Affairs during a staff meeting in Spring 2009.

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.

Continue to offer services at current level.

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)

No resources required.

Identify proposed outcomes for the next assessment cycle:

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

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

Fullfill information requests in a timely manner.

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

Date Completed:

03/05/09

Submit completed form to <u>integrate@tamiu.edu</u>.