

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

Unit Name:

Office of Institutional Research

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 2009 to February 2010

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 2008 survey results for Question #12 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%. 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. Fullfill information requests in a timely manner.
3. The data provided will be as clear and concise as possible.
4. The Institutional Research Office staff will provide the most helpful service possible.

Section I: Planning and Implementation

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

Fullfill information requests in a timely manner.

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.)		X		
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)	X			The 2009 Institutional Research Survey will be administered in the Fall using the SurveyMonkey survey services which provides a report of the survey results. The survey link will be e-mailed to individuals that have requested our sevicees during the past year.
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)		X		
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)		X		
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)		X		
<u>Review of existing data:</u> (Routine records or reports, institutional data,		X		

audits, etc.)				
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		X		
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 # 3 of the "2009 Institutional Research Survey" will indicate that at least 85% of the respondents feel that they receive timely information either 'Always' or 'Often'.

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 100% of the respondents indicated that the requested data was provided in a timely manner either 'Always' (85.7%) or 'Often' (14.3%). The Institutional Research office met and surpassed the targeted 85% by 15% 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.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

The "Survey of Services Provided" was created using the SurveyMonkey survey services. An e-mail with the survey link was sent to 58 persons who had requested data during the past year. Of those surveyed 36.2% responded. A summary report was requested from Survey Monkey and the results were shared with the Associate Vice President for Academic Affairs 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):

The Institutional Research Office staff will provide the most helpful service possible.

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

Date Completed:

April 22, 2010

Submit completed form to integrate@tamiu.edu.

Updated 9/2009