

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

Unit Name:

Physical Plant

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 1, 2008 to December 1, 2008

Unit Coordinator (Preparer of Report):

Kimberlee Sandoval

List Other Report Contributors (if applicable):

Richard Gentry

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: Services

Goal 6: Physical Resources

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 mission of the Physical Plant Department is to maintain the buildings, grounds, utilities, and real property that are required to run the University in an efficient manner. It is also our mission to provide safety training and guidance to the University community in an effort to have a safe place to work and learn.

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.

Since the criteria for success in FY2007 were not met, the four goals were monitored again in FY2008.

The 2008 Finance and Administration Division-Service Quality Survey continues to be the method of assessment. To address the issue of campus cleanliness, Physical Plant increased the number of day porters, and increased patrolling of the restrooms. Larger trashcans were installed near exit doors in women's restroom facilities. All of these contributed to the improved rating for the items monitored.

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. Physical Plant will provide clean campus facility.
2. Physical Plant will provide clean restroom facilities.
3. Physical Plant will improve communication with its customers.
4. Physical Plant Department will improve the response time for all service requests.
- 5.
- 6.

Section I: Planning and Implementation

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

- (1) Physical Plant will provide clean campus facility.
- (2) Physical Plant will provide clean restroom facilities.

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.

Outcome 1

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.)				
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)				
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)				
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	y			2008 Finance and Administration Division – Services Quality Survey
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)				

<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)				
Staff discussions or evaluations of services to clients				
Standards/guidelines provided by professional associations				
Standards set by federal, state, county, city or system regulations				
External evaluations or auditors				
Benchmarks or comparisons with peer institutions				
Other				

Outcome 2

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.)				
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)				
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)				
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	y			2008 Finance and Administration Division – Service Quality Survey
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)				
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)				
Staff discussions or evaluations of services to clients				
Standards/guidelines provided by professional				

associations				
Standards set by federal, state, county, city or system regulations				
External evaluations or auditors				
Benchmarks or comparisons with peer institutions				
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.

- (1) On the 2008 Finance and Administration Division –Service Quality Survey, have a combined rating of Excellent, Very Good, and Good at or above 90% on the question “Rate the cleanliness of the campus facilities.”
- (2) On the 2008 Finance and Administration Division –Service Quality Survey, have a combined rating of Excellent, Very Good, and Good at or above 90% on the question, “Rate the cleanliness of the University restroom facilities.”

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:

- (1) 85 %
- (2) 73 %

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.tamui.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to [assessment @tamui.edu](mailto:assessment@tamui.edu).

While the results obtained were an improvement over the previous years results of 81% satisfaction for outcome 1 and 62% for outcome 2, the criteria’s for success was not met. These results were discussed during the Finance and Administration retreat, as well as discussed among Physical Plant Administration shortly thereafter.

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.

To continue to improve both outcomes, Physical Plant will be implementing a new web based work order

system in 2009 that will allow a more accurate way to request services. In addition, creation of a new reporting system for campus repairs will hopefully make it easier for all university members to report facility problems to Physical Plant. Restroom facilities are being addressed by replacing broken paper towel and soap dispensers. Both outcomes will continue to be monitored for improvement.

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):

Since both outcomes did not meet the criteria's for success, they will be monitored again.

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

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

Date Completed:

3/27/09

Submit completed form to integrate@tamiu.edu.