

# **Texas A&M International University**

## **Annual Institutional Effectiveness Review (AIER)**

**Date Submitted** February 9, 2007

**Assessment Period Covered (2006)**

**Academic Program/AES Unit** Physical Plant Department

**Person(s) Preparing Review** Kimberlee Sandoval

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

The improvement from the previous year's cycle has sparked a desire to improve the rating for 2006 even more. So the new goals are to obtain 90% or better on Goals 1, 2, and 4. Since Goal 3 did not meet our criteria for success, we are striving to meet it during this next review process.

Section I: Planning and Implementation
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**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 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.

**Identify outcomes and the relationship to Strategic Plan**

**Outcome 1**

**Is this outcome related to writing (QEP)?**

The Physical Plant Department will provide keys to the University community 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 services and outreach activities to the University Service area in a professional, courteous, and timely manner.

**Identify methods of assessment to be used**

2006 Finance and Administration Division-Service Quality Survey

**Indicate when assessment will take place**

Annual

**Criteria/Benchmark**

On the 2006 Finance and Administration Division-Service Quality Survey, have a combined rating of Excellent, Very Good, and Good at or above 90% on the question “Within the last 6 months, rate the response time given to your key request.”

**Outcome 2**

**Is this outcome related to writing (QEP)?**

The Physical Plant Department will promote safety awareness and procedures within the University community.

**Identify Strategic Plan Goal related to Outcome 2**

Goal 6 Physical Resources

**Identify Strategic Plan Objective related to Outcome 2**

6.3 Provide a healthy, safe, and secure environment for all members of the campus community.

**Identify methods of assessment to be used**

2006 Finance and Administration Division-Service Quality Survey

**Indicate when assessment will take place**

Annual

**Criteria/Benchmark**

On the 2006 Finance and Administration Division-Service Quality Survey, have a combined rating of Excellent, Very Good, and Good at or above 90% on the question, “How helpful is the “SafetyWorks” monthly newsletter, safety training, and the safety web page?”

**Outcome 3**

**Is this outcome related to writing (QEP)?**

The Physical Plant Department will improve communication with its customers.

**Identify Strategic Plan Goal related to Outcome 3**

Goal 3 Service

**Identify Strategic Plan Objective related to Outcome 3**

3.2 Provide services and outreach activities to the University Service area in a professional, courteous, and timely manner.

**Identify methods of assessment to be used**

2006 Finance and Administration Division-Service Quality Survey

**Indicate when assessment will take place**

Annual

**Criteria/Benchmark**

On the 2006 Finance and Administration Division-Service Quality Survey, have a combined rating of Excellent, Very Good, and Good at or above 80% on the question “Rate the Communication by Physical Plant about its services and procedures.”

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**Outcome 4**

**Is this outcome related to writing (QEP)?**

The Physical Plant Department will improve the response time for all service requests.

**Identify Strategic Plan Goal related to Outcome 4**

Goal 3 Service

**Identify Strategic Plan Objective related to Outcome 4**

3.2 Provide services and outreach activities to the University Service area in a professional, courteous, and timely manner.

**Identify methods of assessment to be used**

2006 Finance and Administration Division-Service Quality Survey

**Indicate when assessment will take place**

Annual

**Criteria/Benchmark**

On the 2006 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 response time given to your service request.”

Section II: Analysis of Results

**When (term/date) was assessment conducted?**

**Outcome 1**

3/29/06

**Outcome 2**

3/29/06

**Outcome 3**

3/29/06

**Outcome 4**

3/29/06

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**What were the results attained (raw data)?**

**Outcome 1**

90%

**Outcome 2**

91%

**Outcome 3**

79%

**Outcome 4**

82%

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**Who (specify names) conducted analysis of data?**

**Outcome 1**

Richard Gentry and Kimberlee Sandoval

**Outcome 2**

Richard Gentry and Kimberlee Sandoval

**Outcome 3**

Richard Gentry and Kimberlee Sandoval

**Outcome 4**

Richard Gentry and Kimberlee Sandoval

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**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](mailto:assessment@tamiu.edu) (Please use Minutes Template located on the **Project INTEGRATE** web page.)**

On March 30, 2006, a staff meeting was conducted with Richard Gentry, Albert Lopez, Kimberlee Sandoval, Michelle Garcia, Fito Marquez, Nora Gaona, Charlie Ibarra, and Juan Rodriguez to discuss the outcome of the Finance And Administration Survey Results for 2005-2006 and how the results correlate to goals monitored. Meeting minutes and comparison chart attached.

**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 outcome of this goal was met; therefore, a new goal will be measured.

**Outcome 2**

Met    Not Met

**Provide narrative:** The outcome of this goal was met; therefore, a new goal will be measured.

**Outcome 3**

Met    Not Met

**Provide narrative:** In order to meet the goal of 80%, the Physical Plant will improve communication by combing the SafetyWorks monthly newsletter with the Physical Plant Newsletter.

**Outcome 4**

Met    Not Met

**Provide narrative:** The outcome continues to improve, but the goal has not been met. Physical Plant is updating the workorder program software to allow for better monitoring of response time.

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

The continuous monitoring of the established goals, along with the yearly changes to improve outcomes, has allowed the department to surpass two goals and improve the outcomes of all four goals monitored.

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 type="checkbox"/> New resources required	<input type="checkbox"/> New or reallocated space	<input type="checkbox"/> Primarily faculty/staff time
<input checked="" 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)**

The requested resources will upgrade the workorder system to allow for a more immediate response to workorder requests. This improvement will further our mission and thus correlates to Strategic Plan Objective 3.2. (Provide services and outreach activities to the University Service area in a professional, courteous, and timely manner.

<b>Identify proposed outcomes for the next assessment cycle:</b>
Continuation of present outcome(s) – (Indicate reason for continuation): Outcomes 3 and 4 will continue to be monitored since the outcomes were not met.
New Outcome(s) – (List outcomes below): Outcomes 1 and 2 were met and therefore will no longer be monitored. 2 new outcomes will be monitored. Outcome 1 will be replaced with: Physical Plant will provide a clean campus facility. On the 2007 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." Outcome 2 will be replaced with: Physical Plant will provide clean restroom facilities. On the 2007 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."
Modification of present outcome(s) – (Indicate reason for modification): No other modifications at this time

**\*\*\*\* This section to be completed by dean/director/vice-president \*\*\*\***

**Are resources requested a priority for the academic program/AES unit?**

Yes  No

**Comments:**

The resources will be reallocated from the existing Budget.

**If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?**

N/A