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

Date Submitted   June 4, 2007

Assessment Period Covered (2007)

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
Since the criteria for success for outcomes 3 and 4 were not met, they will be monitored again this cycle. Since the criteria for success for outcomes 1 and 2 were exceeded, they will be replaced with 2 new goals to monitor during this next review process.

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 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)?**
Physical Plant will provide a clean campus facility.

Identify Strategic Plan Goal related to Outcome 1
Goal 6 Physical Resources

Identify Strategic Plan Objective related to Outcome 1
6.4 Operate, maintain, and renovate facilities to serve the needs of the Univeristy.

Identify methods of assessment to be used
2007 Finance and Administration Division-Service Quality Survey

Indicate when assessment will take place
Annual

Criteria/Benchmark
On the 2007 Finance and Administration-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   ☐ **Is this outcome related to writing (QEP)?**
Physical Plant will provide clean restroom facilities.

Identify Strategic Plan Goal related to Outcome 2
Goal 6 Physical Resources

Identify Strategic Plan Objective related to Outcome 2
6.4 Operate, maintain, and renovate facilities to serve the needs of the Univeristy.

Identify methods of assessment to be used
2007 Finance and Administration Division-Service Quality Survey

Indicate when assessment will take place
Annual

Criteria/Benchmark
On the 2007 Finance and Administration-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."

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
2007 Finance and Administration Division-Service Quality Survey

Indicate when assessment will take place
Annual

Criteria/Benchmark

On the 2007 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."

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
2007 Finance and Administration Division-Service Quality Survey

Indicate when assessment will take place
Annual

Criteria/Benchmark
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 response time given to your service request."

When (term/date) was assessment conducted?
Outcome 1
10/11/07

Outcome 2
10/11/07

Outcome 3
10/11/07

Outcome 4
10/11/07

What were the results attained (raw data)?
Outcome 1
81%

Outcome 2
62%

Outcome 3
79%

Outcome 4
83%

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

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.)
Results discussed at VPFA Annual Retreat and department staff meetings

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: There was an improvement from 77% to 81%, but we did not meet the goal of 90% or better. This outcome will continue to be monitored during the next cycle.

Outcome 2
☐ **Met**   ☒ **Not Met**
Provide narrative: Suveys from previous years indicated the restroom facilities needed improvement, thus we decided to survey the university community on the cleanliness of ther facilities separately from the rest of the campus. Since the 62% results of the survey were posted in October, we (1) installed larger trash cans in the women's restrooms, (2) increased the frequency of daily patrolling of the restroom facilities by the day porter, and (3) increased staffing of one additional day porter.   Hopefully these changes will reflect an improvement on the next cycle of surveys.

Outcome 3
☐ **Met**   ☒ **Not Met**
Provide narrative: The 79% status still needs improving and once OIT installs the intranet capabilities, Physical Plant intends to show improvement on communication of our department's services and procedures. This outcome will continue to be monitored during the next cycle.

Outcome 4
☐ **Met**   ☒ **Not Met**
Provide narrative: 83% shows continued improvement but still does not meet the 90% goal. This outcome will contine to be monitored during the next cycle.
_____

How have these data-based changes improved your program/unit?
We have seen an increase in satisfaction in all areas and have raised our goals accordingly.

Section III: Programmatic Review

<u>Are resources affected by the changes identified in Section II</u>? ☒ 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

<u>Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)</u>
Enter text here

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): Continuation of Outcome 1, 2, 3, and 4 because goals not met.
New Outcome(s) – (List outcomes below): Enter text here
Modification of present outcome(s) – (Indicate reason for modification): Enter text here

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

<u>Are resources requested a priority for the academic program/AES unit?</u>
☐ **Yes**   ☐ **No**
Comments:
Enter text here

<u>If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?</u>
Enter text here