

ASSESSMENT REPORT FOR

Computer and Telecommunications Services

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

July 31, 2003

(Date Submitted)

Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and 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 is 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 Statement:

The mission of the Computer and Telecommunications Services (CTS) department is to provide excellence in customer satisfaction, keep the University's telecommunications technology current, and disseminate the exchange of information to faculty, staff, and students about computer and telecommunications activities.

Intended Administrative Objectives:

- 1.** The campus user will be satisfied with services provided by the Computer and Telecommunications Services Department.
- 2.** Provide communication regarding services and procedures within the campus community and maintain the most current information.
- 3.** Provide adequate computer lab facilities and services to students.

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Intended Administrative or Educational Support Objective:

1. The campus user will be satisfied with services provided by the Computer and Telecommunications Services (CTS) Department.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:

80% of the users will be satisfied with the efficiency of the work order system.

1a. Summary of Assessment Data Collected:

Statistics were compiled based on the 2003 Finance and Administration Division Service Quality Survey. Based on these results, 86.8% of the respondents were satisfied with the efficiency of the work-order system.

1a. Use of Results to Improve Unit Services:

Criteria were met; however, the Computer and Telecommunications Services (CTS) department will strive to increase the number of satisfied users.

Second Means of Assessment for Objective Identified Above:

1b. Means of Unit Assessment & Criteria for Success:

85% of employees completing the Work Order System Survey will be "very satisfied" or "satisfied" with the service provided by the Computer and Telecommunications Services (CTS) Department.

1b. Summary of Assessment Data Collected:

Based on the results of the CTS Service Quality Response Survey, 88.9% of the respondents were "satisfied" to "very satisfied" with the services provided.

1b. Use of Results to Improve Unit Service:

Criteria were met. The Computer and Telecommunications Services (CTS) department will continue to strive to improve their services.

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Intended Administrative or Educational Support Objective:

2. Provide communication regarding services and procedures within the campus community and maintain the most current information.

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:

80% of the campus users will be satisfied with the communication by the Computer and Telecommunications Services (CTS) department regarding its services and procedures.

2a. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality Survey, 87.4% of the respondents were satisfied with the information provided.

2a. Use of Results to Improve Unit Services:

Criteria were met; however, we will continue to improve the communication within the campus community even further.

Second Means of Assessment for Objective Identified Above:

2b. Means of Unit Assessment & Criteria for Success

Increase the number of connects to the Computer and Telecommunications Services (CTS) web pages and improve the site.

2b. Summary of Assessment Data Collected:

Based on the Web Server Statistics Report for Texas A&M International University from

October through December 2002, there were 4,617 connects; from January through March 2003, there were 6,500 connects. However, from May through July 2003, there were 2,239 connects.

2b. Use of Results to Improve Unit Service:

Changes were made to the web site. A new web site and server are in place. The site contains current information, as well as a new training section. A new counter will be added as well. Once these actions have been taken, the objective will be re-evaluated during future assessments.

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Intended Administrative or Educational Support Objective:

3. Provide adequate computer lab facilities and services to students.

First Means of Assessment for Objective Identified Above:

3a. Means of Unit Assessment & Criteria for Success:

80% of students will be satisfied with the computer lab facilities provided by the University.

3a. Summary of Assessment Data Collected:

Based on the results of the 2003 Student Opinion Survey, 85.8% of the respondents indicated that the computer lab facilities were "adequate" to "very adequate".

3a. Use of Results to Improve Unit Services:

Criteria were met. The Computer and Telecommunications Services (CTS) department will continue to improve on the quality of the computer lab facilities.

Second Means of Assessment for Objective Identified Above:

3b. Means of Unit Assessment & Criteria for Success

Over 6% of TAMIU students will use "E-mail For Life" (TAMIU e-mail account).

3b. Summary of Assessment Data Collected:

According to the 2003 Student Opinion Survey, 7.5% of the students responding were registered with a TAMIU e-mail account.

3b. Use of Results to Improve Unit Service:

The criteria were met; however, the Computer and Telecommunications Services (CTS) department will aggressively continue to increase the number of students registering for a TAMIU e-mail account. The "E-mail for Life" project is geared towards increasing the number of current and former students who register for a TAMIU e-mail account. Currently, there has been a 29% increase in those registering.

SUPPORT DOCUMENTATION

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

SOURCE	LOCATION/Special Instructions
2003 Finance and Administration Service Quality Survey	SACS Resource Room (Killam Library Building Room 334-C)
CTS Service Quality Response Survey	SACS Resource Room (Killam Library Building Room 334-C)
Web Server Statistics Report Compiled by the University Webmaster	SACS Resource Room (Killam Library Building Room 334-C)
2003 Student Opinion Survey	SACS Resource Room (Killam Library Building Room 334-C)

