

ASSESSMENT REPORT FOR

Property Inventory Management and Receiving Department

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

July 16, 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 statement of Property Inventory Management and Receiving Department is to record documentation of all University property, affix identification tags and maintain required information in accordance with the State, Texas A&M System, and University regulations and to ensure the prompt distribution of all merchandise received.

Intended Administrative Objectives:

- 1.** The Issue/Transfer procedure of University property will be conducted in a timely and effective manner.
- 2.** The methods of notification for delivery of packages will be improved.

ASSESSMENT REPORT FOR

Property Inventory Management and Receiving Department

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

July 16, 2003

(Date Submitted)

Intended Administrative or Educational Support Objective:

1. The Issue/Transfer procedure of University property will be conducted in a timely and effective manner.

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 "issue/transfer of University property and reporting of stolen, damaged, or lost property".

1a. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality Survey, 78% of the respondents rated the procedure as "good to excellent", therefore, expressing satisfaction with the process.

1a. Use of Results to Improve Unit Services:

Criteria were not met. Will continue to monitor this procedure for improvement. Plans are currently underway to implement an online process.

ASSESSMENT REPORT FOR

Property Inventory Management and Receiving Department

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

July 16, 2003

(Date Submitted)

Intended Administrative or Educational Support Objective:

2. The methods of notification for delivery of packages will be improved.

First Means of Assessment for Objective Identified Above:

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

80% of users will be satisfied with the "notification process used to advise you that a package has arrived in Receiving".

2a. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality Survey, 86% of the respondents rated the notification process as "good to excellent".

2a. Use of Results to Improve Unit Services:

Criteria were met. Will continue to strive for improvement of this process. The department has recently implemented an e-mail notification procedure and will monitor the results during next year's assessment.

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 Division Service Quality Survey	SACS Resource Room Killam Library Building Room 334-C

