

ASSESSMENT REPORT FOR

Support Services 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 of the department of Support Services is to provide in an efficient and effective manner the following services: printing, mail room, secretarial services, switchboard, central stores, and quick copy center.

Intended Administrative Objectives:

- 1.** Central Stores provides adequate inventory to support the University needs.
- 2.** Students and University departments will be satisfied with the services provided by the Quick Copy Center.
- 3.** The Print Shop will provide offset services in a professional and timely manner.
- 4.** The Mail Room will distribute the mail in an accurate and timely manner.

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Intended Administrative or Educational Support Objective:

1. Central Stores provides adequate inventory to support the University needs.

First Means of Assessment for Objective Identified Above:

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

80% of users will be satisfied with the "quality and selection of supplies being stocked in Central Stores".

1a. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality Survey, 93% responded that the inventory available at Central Stores was "good to excellent".

1a. Use of Results to Improve Unit Services:

Criteria were met. Will continue to monitor the needs of the University community to ensure that adequate inventory is provided.

Second Means of Assessment for Objective Identified Above:

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

The Support Services Questionnaire will be distributed to all University departments on a quarterly basis. 80% of the users will be satisfied with the inventory available at Central Stores.

1b. Summary of Assessment Data Collected:

Based on survey results, 90% of the respondents were satisfied.

1b. Use of Results to Improve Unit Service:

Criteria were met. Will continue to strive to provide adequate inventory.

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Intended Administrative or Educational Support Objective:

2. Students and University departments will be satisfied with the services provided by the Quick Copy Center.

First Means of Assessment for Objective Identified Above:

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

A Staff/Department Survey will be distributed to all University departments to measure the satisfaction of services provided by the Copy Center. Users will indicate an 80% or more satisfaction rate.

2a. Summary of Assessment Data Collected:

Based on the survey results, 90% of the respondents were satisfied with the services.

2a. Use of Results to Improve Unit Services:

Criteria were met. Will continue to monitor the needs of the University community.

Second Means of Assessment for Objective Identified Above:

2b. Means of Unit Assessment & Criteria for Success

A Customer Survey will be distributed to all students using the Copy Center services to measure their satisfaction with the services provided. Users will indicate an 80% or more satisfaction rate.

2b. Summary of Assessment Data Collected:

Based on the survey results, 97% of the respondents were satisfied with the services.

2b. Use of Results to Improve Unit Service:

Criteria were met. Will continue to monitor the needs of the students.

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Intended Administrative or Educational Support Objective:

3. The Print Shop will provide offset services in a professional and timely manner.

First Means of Assessment for Objective Identified Above:

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

80% of users will indicate that they are satisfied with the response time given to their printing requests.

3a. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality Survey, 85% of the respondents indicated a "Good to Excellent" satisfaction with "the response time given to your printing requests".

3a. Use of Results to Improve Unit Services:

Criteria were met. Will continue to strive to provide the University community with appropriate services.

Second Means of Assessment for Objective Identified Above:

3b. Means of Unit Assessment & Criteria for Success

A Support Services Questionnaire will be distributed to all University departments on a quarterly basis to measure the satisfaction rate of the services provided by the Print Shop. Users will indicate an 80% satisfaction rate.

3b. Summary of Assessment Data Collected:

Based on the survey results, 92% of respondents were satisfied with the services.

3b. Use of Results to Improve Unit Service:

Criteria were met. Will continue to monitor the services provided to the University.

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Intended Administrative or Educational Support Objective:

4. The Mail Room will distribute the mail in an accurate and timely manner.

First Means of Assessment for Objective Identified Above:

4a. Means of Unit Assessment & Criteria for Success:

80% of users will be satisfied with the accuracy and timeliness of the mail distribution.

4a. Summary of Assessment Data Collected:

Based on the results of the 2003 Finance and Administration Division Service Quality Survey, 87% of the respondents indicated a "Good to Excellent" satisfaction with "the accuracy & timeliness of the mail distribution".

4a. Use of Results to Improve Unit Services:

Criteria were met. Will continue to develop ways to improve services.

Second Means of Assessment for Objective Identified Above:

4b. Means of Unit Assessment & Criteria for Success

A Support Services Questionnaire will be distributed to all University departments on a quarterly basis to measure the satisfaction rate of the services provided by the Mail Room. Users will indicate an 80% satisfaction rate.

4b. Summary of Assessment Data Collected:

Based on the survey results, 100% of respondents were satisfied with the services.

4b. Use of Results to Improve Unit Service:

Criteria were met. Will continue to monitor the services provided to the University.

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
Support Services Questionnaire	SACS Resource Room Killam Library Building Room 334-C
Copy Center Staff/Department Survey	SACS Resource Room Killam Library Building Room 334-C
Copy Center Customer Survey	SACS Resource Room Killam Library Building Room 334-C

