

Texas A&M International University
Assessment Outcomes Matrix
Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Admissions -- Maria Rosillo	Locally developed student satisfaction survey	Every semester	Students should find it easy to apply for admission to the University.	90% of the respondents will rate the ease of applying as "good" or better on a five point Likert scale.	87.2% of respondents rated the ease of applying as "good" or better. The criteria for success was not met.	The admissions applications were modified to match the state common application. The communication between the applicants and the Admissions Office was changed to increase the volume of e-mail correspondence rather than depending on the slower postal correspondence.
Admissions -- Maria Rosillo	Locally developed student satisfaction survey	Every semester	Application materials will be easy to understand.	90% of respondents will rate the admissions materials as easy to understand.	82% of respondents rated the admissions materials as easy to understand.	Admission applications, information brochures, and procedure instructions have been evaluated and modified when necessary to make them clearer. The use of electronic forms has been implemented in some of the procedures to facilitate the admission process.
Budget, Payroll, Grants & Contracts -- Fred Juarez	Finance and Administration Division Service Quality Survey	Annual	Provide the University community with information and assistance regarding the budget process.	80% level of satisfaction on question, "the assistance provided concerning the annual budget process and budget information", as indicated by selection of "good" or "excellent".	83% of individuals indicated levels of "good" to "excellent"; however, some individuals believed that more assistance was needed with the budget process.	After receiving the results of the survey, the director met with the Associate V.P. for Administration to discuss results. During the April 2004 staff meeting, the results and plans for improvement were discussed. The following actions have been taken: (1) Reviewed the process currently in place for the distribution of budget folders and the current budget process flow of data; (2) Implemented a new distribution process by color coding folders by Colleges, Divisions, and Grants which allowed for better identification of particular areas and accounts; (3) Improved the format presentation of budget worksheets to make them easier to read; (4) Added a reference box to the worksheet which serves to highlight the percentage distribution of funds between paying accounts.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Budget, Payroll, Grants & Contracts -- Fred Juarez	Finance and Administration Division Service Quality Survey	Annual	Provide clear and accurate payroll information.	90% level of satisfaction on the "clarity and comprehensibi- lity of the information on your payroll stub", as indicated by selection of "good" or "excellent".	93% of respondents indicated levels of "good" to "excellent". Results show an increase of 3% in satisfaction rates over last year's survey.	After receiving the results of the survey, the director met with the Associate V.P. for Administration to discuss results. During the April 2004 staff meeting, the results and plans for improvement were discussed. The following actions have been taken: (1) Changed the Earnings and Deductions Statement to include Year-to-Date data and deduction type code explanation; (2) Earning and Deductions Statement is now available online via HR-Connect through the Office of Human Resources web page.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Career Services -- Cassandra Wheeler	User Satisfaction Survey	Annual	Students selecting majors and/or career programs will be satisfied with services provided.	Forms will indicate an 80% level of positive response to the question, "Did you find what you needed today?" Students complete the form upon their arrival and departure from the office. The purpose of the form is to track the number of students who visit the office, the purpose of the visit, the type of services requested by the student, and if the student was satisfied with the services provided.	Results indicated that 82% of responses to the question, "Did you find what you needed today?" were positive (yes).	Because more than 50% left responses blank and 20% of the respondents did not answer the questions appropriately, this assessment will be re-done with emphasis on staff capturing true results by ensuring that all students who visit the office complete the User Satisfaction Survey. The following changes have been modified and implemented as of August 31, 2004: (1) The form has been revised to show a yes/no response instead of a blank field. Students gave comments or placed a checkmark in the field instead of writing "yes" or "no" to the question. This will help to increase the accuracy in response rate; (2) The staff asks each student to answer the question on the form before they leave the office; (3) Notes are placed next to each computer terminal as a reminder to fill out the form; (4) During the November 12, 2004, staff meeting, it was discussed that students are able to swipe their cards to sign in and sign out. In addition, there is a quarter-sheet size of paper next to the swipe machine for students to make additional comments on the services.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Career Services -- Cassandra Wheeler	Career/Job Fair Student Evaluation	Annual	Current students and graduates will use the annual job fair to identify and select employment opportunities.	The Annual Career/Job Fair Student Evaluation will show more than 80% overall rating in the "excellent" to "very good" range to the question, "Your overall rating of the Annual Job Fair".	Evaluations presented an 85% rating in the "excellent" to "very good" range.	Evaluations were analyzed to improve the "Job Fair". The following changes have been modified and implemented as of August 31, 2004: (1) To increase the number of company representatives, they are notified earlier, sent reminder e-mails, and are able to register online; (2) The hours of the fair have been extended into early evening to accommodate those who work or attend class; (3) E-mails have been sent to all TAMIU students and flyers have been distributed to the local community college to increase participation in the job fair; (4) Advertisements were placed in the local newspaper to increase participation of students, alumni, and community.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Career Services -- Cassandra Wheeler	Graduating Student Survey	Every semester	Graduates will increase usage of Career Services for their job searching needs.	(1) Survey will show an increase in the number of programs used (2) Survey will show a 10% decrease in marking of "none" to question, "Please indicate frequency of use or participation in these programs".	(1) Survey for 2004 showed a 15% increase from the previous year in the number of services used; (2) There was a 2% decrease in response of "none of the services" used for 2004.	The following changes have been implemented to continue the increase in the total number of services utilized by the students: (1) E-mails are sent to students detailing the types of services offered by the office, such as resume preparation and career counseling services. This is on an ongoing basis; (2) E-mails are sent to freshmen instructors requesting the office make classroom presentations to students about services. (3) In addition, during new faculty orientation in August, the director talks to new faculty members about the summary of services provided by the Office of Career Services.

Texas A&M International University
Assessment Outcomes Matrix
Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Comptroller and Business Office -- Ron Eichorst	Finance and Administration Division Service Quality Survey	Annual	Provide payment of goods and services in accordance with stated payment terms and state and system regulations.	Receive an 80% or better rating on the six questions listed in the Business Office section and improve on those areas not judged as "good" or better.	Review of questions 1 to 4 indicated that the 80% rating was not achieved: (1) Rating of 76% on "the assistance provided by the Business Office staff concerning payment issues"; (2) Rating of 63% on "the timeliness of the reimbursement process for travel expenses"; (3) Rating of 62% on "the assistance provided by the Business Office staff concerning staff receipting issues"; (4) Rating of 64% on "the communication by the Business Office about policies, procedures, and proper use of forms".	The department web page was completely revamped to include downloadable forms with instructions, travel guidelines, reminders and checklists, policies and procedures, student information on tuition and fees, and links to other web pages and web sites.
Computer and Telecommuni- cations Services (CTS) -- John Stabile	Finance and Administration Division Service Quality Survey	Annual	Provide the campus user community with satisfactory computer and telecommuni- cations service.	The division Service Quality Survey for overall services provided by the Computer and Telecommuni- cations Services department will be 90% satisfactory or better.	The survey for 2003 showed 88.9% and the 2004 survey showed 87.6% of respondents indicated levels of "good to excellent" for the services provided by CTS. Results show a decrease of 1.3% in satisfaction rates over last year's survey; however, neither year did we attain the 90% satisfaction.	During the April 2004 division retreat meeting, the results and plans for improvement were discussed. The following actions have been taken: (1) The on- call now has two technicians to resolve emergency and short duration requests. (2) An additional Service Specialist I was added to the staff. (3) The number of regular work orders created has been cut in half allowing staff to respond more quickly to long duration requests.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Enrollment Management and School Relations -- Jerry Alva	(1) Campus Visit Evaluation; (2) Survey -- (TAMIU Information and Services)	(1) After every campus visit; (2) Spring semester.	(1) Sponsors & Counselors will be satisfied with campus visits coordinated by Enrollment Management and School Relations; (2) Prospective students will be satisfied with the information provided by the Enrollment Management and School Relations web page.	(1) Question #4 of the Campus Visit Evaluation asks "was the information shared with your students appropriate for their age". 80% of respondents will indicate "yes" to this question; (2) The information category on the department web page will receive a rating of 4 or higher (out of a possible 5) from 80% of those surveyed.	(1) Based on the survey results, 69% of the respondents answered "yes"; therefore, the criteria were not met. (2) Based on the survey results, 99.5% were satisfied with the overall information; however, the lowest rating was found in the category of "Graphics and Appearance".	(1) To improve the services, the department developed age appropriate information for three primary groups (elementary, middle, and high) and each area will be targeted individually in each presentation. For elementary students, the News About College and Kids Newsletter was developed. For middle school students, a poster entitled Path to Your Future was developed. For high school students, a viewbook and application presentation will continue to be used; (2) Our office continuously focuses on the quality and timeliness of information placed on the web page. In that effort, we have employed a web designer to continue to develop our web page and provide prospective students with the most current information.

Texas A&M International University
Assessment Outcomes Matrix
Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Financial Aid -- Laura Elizondo	Report generated from the University Student Information System	Annual	To educate students on how to obtain government loans while at the University through entrance counseling.	80% of the students who attend entrance counseling will apply for and receive a Stafford loan.	The financial aid report indicated approximately 1,303 students attended entrance counseling sessions, while another report showed that out of the 1,303 attendees, 1,103 actually received Stafford loans indicated that 85% of the students who attended the session did receive a loan.	Based on the number of loans processed it is evident that we have indeed informed our students on how to apply for and obtain loans; however, we must continue to provide the education to all students on how important it is to follow the ABC's of borrowing which is to "Always Borrow Conservatively." We will continue to provide both entrance and exit counseling for our students to ensure that our default rate continues to decline and always maintain it below 10%. Our rates have been 6.3% for FY2000; 3.7% for FY2001; and 3.7% for FY2002.
Financial Aid -- Laura Elizondo	Financial Aid Fair Survey	Annual	To educate students about the different types of financial aid available to them.	The annual financial aid fair survey will indicate that 80% of respondents will answer "yes" when asked if the presentation was satisfactory in answering questions they may have on various forms.	Out of 573 surveys submitted, results indicate that 96% of the respondents were satisfied with the information that they received at the presentation.	Financial Aid will continue to find the best means to keep student satisfaction high with our presentations. Since our goal was met, we will continue to provide our students with flyers, post cards and deadline reminder letters. Effective Summer 2004, we will add all of this information in our web page for quicker and more accurate information. We will be asking our lenders to be part of our presentation to help us provide our students a different perspective of financial aid availability for our 2005 Financial Aid Fair.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Financial Aid -- Laura Elizondo	Financial Aid Survey	Annual	To continue to increase awareness of the new education initiative B-On- Time Loan Forgiveness Program.	The 2003-2004 Financial Aid Survey was used to ask students if they are aware of the B-On-Time Loan Forgiveness Program, it was estimated that 80% would respond "yes".	It is evident from the 36 survey responses to the 2003-2004 survey that our students were not fully aware of this new program. Results reflected that only 44.4% of our students indicated awareness of the B-On-Time Loan Program.	The B-On-Time Loan Program began in Spring 2004, which is the semester that our survey went out. The results indicated to us that we needed to go out and inform our students and parents about the program. Flyers were mailed out to all admitted FFR's (First Time Freshmen) at the end of Spring 2004. Staff visited the local and area high schools on a weekly basis along with the recruiters to inform students of all various financial aid options that they may apply for to acquire a higher level of education.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Human Resources - Sandra Peña	Service Quality Survey (advertising and hiring procedures)	Annual	Recruit and retain quality staff.	Hiring supervisors are surveyed through the Service Quality Survey (advertising and hiring procedures) to determine the overall effectiveness of the recruitment and referral process. A rating of "satisfactory" or better will be reached on 90% of the responses.	Results of the survey indicated that 92% of the responses received had a rating of "satisfactory" or better.	(1) Resources (i.e., tips for interviewing and conducting reference checks) are now available to hiring authorities from the HR web page under "Employment Opportunities". These resources assist hiring authorities in making quality staff selections; (2) The HR Office has contracted with PeopleAdmin to establish a web-based system that will automate the recruitment, application, applicant-tracking, and hiring process. Set-up work and training began Fall 2004 and implementation is planned for early 2005. This system will allow for a more convenient, efficient, and consistent process for all involved -- the HR Office, the hiring authority, and the applicant.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Human Resources - Sandra Peña	Survey of Organizational Excellence	Annual	Provide a competitive benefits and compensation package to recruit and retain quality staff.	A score of 3.0 or below on a Likert scale of one to five on "primary questions" regarding compensation and benefits will be addressed.	Review of the survey results found a score below 3.0 on three "primary questions" under Fair Pay: (1) People are paid fairly for the work they do; (2) Salaries are competitive with similar jobs in the community, and (3) My pay keeps pace with the cost of living.	(1) Results were shared with the Associate Vice President for Administration. (2) During each budget cycle, pay increases (merit, pay scale adjustments) continue to be reviewed/budgeted. Also, increases to employee out-of-pocket benefits premiums are reviewed against these pay increases. (3) Administration continues its commitment to ensure equitable/competitive salaries and communicates this commitment. The President, for instance, addresses the budget situation at the onset of the budget cycle. (4) The HR Office has expanded the communication and publicizing of University compensation rules to employees. (5) The HR Office continues to survey entry positions to ensure competitiveness with comparable positions taking into consideration internal and external equity. (6) The HR Office continues to provide employment benefit education through Annual Enrollment meetings, the HR web page, the HR newsletter, employee e-mail, and benefits training.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Human Resources - Sandra Peña	Finance and Administration Division Service Quality Survey	Annual	Provide an effective automated leave and time- keeping system.	Existing employees are surveyed to measure their level of satisfaction with the automated leave and time- keeping system. A rating of "satisfactory" or better will be reached on 90% of the responses.	Review of the survey results found that a rating of "satisfactory" or better was reached on 92.4% of the responses.	(1) The HR Office provides monthly training for LeaveTraq, the automated leave system. All new hires are required to attend a training session; however, the training sessions are open to any employee. This training helps the employee become familiar with and proficient in the use of LeaveTraq. (2) The HR Office provides monthly timecard training sessions which are open to any employee. This training helps the employee learn how to complete timecards properly and accurately, how to calculate comp time and what their timecard responsibilities are. (3) The HR Office continues to work with the Texas A&M University System to implement TimeTraq, an automated time-keeping system, which will be integrated into the current LeaveTraq system and will ease the record-keeping burden. Implementation of TimeTraq is planned for 2005.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Human Resources - Sandra Peña	Finance and Administration Division Service Quality Survey	Annual	Provide effective communication of The Texas A&M University System Policy and University Rules.	Existing employees are surveyed to measure their level of awareness of System Policy and University Rules. A rating of "satisfactory" or better will be reached on 90% of the responses.	Review of the survey results found that only 82.6% of the responses were a rating of "satisfactory" or better.	(1) On a quarterly basis, articles are run in the HR newsletter reminding employees that (a) The Texas A&M University System (TAMUS) Policies/Regulations and University Rules are on the web, and (b) the TAMUS online training modules are available to them. These TAMUS online training modules cover various policies and regulations. (2) Effective 2004, the University began to require administrators to complete the TAMUS online training modules called "Sexual Harassment: What Supervisors Need to Know" and "Managing Employee Performance". This assists administrators to become more familiar with important policies that are relevant to their everyday responsibilities.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Office of Grant Resources Ms. Cristina Hernandez	Grant Proposal Tracking Log	Annual	Increase the participation within each College/Unit.	Increase the participation of each College with Grant Resources by 15%.	Three out of the four units attained the goal. The fourth unit, College of Business, did not reach the recommended goal; however, they did have an increase of 10%.	The Grant Resources web page has been enhanced to assist faculty and staff in their search efforts for external funding. The Director of Grant Resources meets with each department to develop a grant seeking plan. A faculty survey is also distributed to determine factors for participation or non- participation in grant applications.
Institutional Advancement -- Candy Hein	Black Baud Database	Quarterly Report provided to Board of Regents of the Texas A&M University System	Increase the sources of private philanthropy and donor gifts to the University.	(1) Increase sources of private philanthropy by 25%; (2) Increase the number of donor gifts by 10%.	(1) By using the Gifts, Donations, and Endowment Reports, 55% of new sources of private philanthropy were identified; (2) By using the same report as noted above, results indicated that the number of donors increased by 28% but the total amount of gifts increased by only 7%.	(1) Information received was used to approach new prospects for donations; (2) Wealth research was done on new names researched by Prospect Researcher.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Institutional Research -- Elizabeth Martinez	Institutional Research Survey of Services Provided	Annual	Provide student course and faculty data and statistics in a timely manner.	Question #3 of the survey will indicate a 90% combined response of "always" and "often" receiving timely data.	Results indicated that 100% (84.2% = Always; 15.8% = Often) received the request in a timely manner.	The Office of Institutional Research monitors the due dates for reports closely to comply with deadlines.
Institutional Research (IR) -- Elizabeth Martinez	Departmental Log	Annual	Increase the number of survey services provided to University departments for their assessment process.	Assist the departments that are doing manual tallying of their surveys into a format that can be scanned to expedite the process. The goal is to provide survey services to at least four departments that were not using these services.	Five departments requested surveys or evaluation forms that can be scanned. The IR Office created a total of nine scannable forms for the Center for the Advancement of Scholastic Achievement (CASA), The Writing Center, The Testing Center, Programs for Academic Support and Enrichment (PASE), and TRIO (Student Support Services).	A process has been set up for the scanning and evaluation of forms. The IR Office continues to print and process existing surveys and new requests. In addition, staff from the various departments using this service have received training on scanning the surveys.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Institutional Research -- Elizabeth Martinez	Departmental Log	Annual	Document when requests are received so that the reporting processes can be organized for better efficiency.	Keep a detailed log of programs and processes created or executed throughout the year to determine the number of requests from University departments.	The majority of requests completed by the office were documented in the request log. The office documented 307 requests from Sept 2003 to July 2004 broken down as follows: 28% directly related to Institutional Research; 36.8% for Programs for Academic Support and Enrichment; 12.4% for Student Services; and 10.4% for Title V with the remaining divided among other University departments. The average requests per month based on the work log were 28.	The IR Office has established a procedure allowing for a minimum of five days to fulfill requests and continues to prioritize on a daily basis in order to meet immediate deadlines.
Physical Plant -- Richard Gentry	Customer Evaluation of Service Quality Evaluation Form	Every six work orders	Provide facilities and services that are satisfactory to the students faculty and staff.	Written evaluation form, Customer Evaluation of Service Quality, is completed after every six work orders. Goal is to have an 80% or above satisfaction rating.	Results indicated 97% satisfaction with the services; however, the majority of the responses came from the Event Services Manager.	All surveys are now hand delivered by the service crew to the client requesting services to ensure satisfaction by actual department user. Work with Event Services Manager to develop scheduling and communication procedures to improve event support services.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Physical Plant -- Richard Gentry	Finance and Administration Division Service Quality Survey	Annual	Promote safety awareness and procedures within the University community.	Create and distribute a monthly safety newsletter to all employees. Goal is to have a combined rating of excellent, very good, or good at 80% or above on question asking "How helpful is the Safety Works newsletter?"	The combined average result was 76%. Criteria were not met.	The department felt that the question should include more safety activities instead of just the newsletter, so the question was reworded for the 2005 survey to read: "How helpful is the Safety Works monthly newsletter safety training and the safety web page?" Also the Safety Coordinator visited departments for input on how to improve the newsletter. The general recommendation was to put the newsletter online instead of printing it; however, based on the contractual agreement with the newsletter software, this is not possible at the present time.
Public Affairs and Information Services -- Steve Harmon	Electronic Survey	Annual	Members of the print, electronic and news media will be satisfied with services and products provided to them by the Office of Public Affairs and Information Services.	Forty-five percent of respondents will rank services as satisfactory or higher.	Of approximately 75 journalists asked to complete the survey, 14 responded. 71% found the length of the news releases as "just right"; however, the others felt they were "too long". All respondents were satisfied with the services provided by the Public Affairs and Information Services (PAIS) Office. In addition, only 50% indicated that they received Prism (University magazine).	News release length has been tightened to two pages or less; Prism mailing lists have been reviewed and updated to reflect those who have requested future editions. Of those that do not receive it, 40% provided contact addresses so they could receive future editions.

Texas A&M International University
Assessment Outcomes Matrix
Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Public Affairs and Information Services -- Steve Harmon	Survey of Media Preferences	Annual	The Office of Public Affairs and Information Services will improve the appropriate media mix to more effectively reach the greatest number of potential students.	Students registering during regular registration will respond to a survey seeking their media preferences. Of those students surveyed on site, 8% will respond to the survey.	10% of students registering responded to the survey. Students indicated preferred means of receiving university information to include preferences for specific media outlets.	Based on responses, media purchases for following semester were re-allocated to reflect a higher proportion of electronic media vs. print media. Additionally, the majority of student respondents indicated that they would prefer that news communication to them from the University come via student account e-mail, strengthening PAIS' case for using targeted e-mails to students. With the move to online registration, the survey tool will be re- distributed electronically to all active student e-mail addresses after completion of registration in January 2005. We hope to see an increased response rate because of the spontaneity possible by e-mail.
Purchasing -- Laura Rea	Requisition Contact Survey	Every 13th purchase order	University staff and faculty will be satisfied with services provided by the Purchasing Department.	Requisition contacts will be sent a survey after every 13th purchase order is created to evaluate areas in need of improvement. Responses will indicate an 80% satisfaction rate.	Of the respondents, 87% indicated they did not have any problems creating a requisition. Seventeen individuals indicated that they would be interested in attending training workshops.	Based on feedback from the surveys, workshops are being conducted in February 2005 to address the following areas: Updates and changes in FAMIS, expenditure codes, tracking a requisition, and following the FAMIS manual. The workshops will be entitled: "How to Make FAMIS More Friendly" and "Getting Your Requisition Through the First Time Around". Note: FAMIS is the Financial and Accounting Management Information System administered by The Texas A&M University System as the primary accounting system for the University.

Texas A&M International University
Assessment Outcomes Matrix
Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Property Management/ Receivables Elias Flores	E-Mail Notification Package Pickup Survey	Annual	An e-mail notification system will facilitate the distribution of merchandise received.	Implementation of an e-mail notification system will result in an 80% satisfaction rating on the distribution and pick up of merchandise based on responses to the "E-mail Notification Package Pickup Survey".	The survey measures services on overnight packages received at the Receiving department. The survey asks, "How would you rate the e-mail notification for the over night package pickup?" Results indicated that 97% rated the services as "good" to "excellent".	Implementation of this system reduced the turn around time for merchandise pickup from seven days to a range of two to four days increasing efficiency.
Property Management/ Receivables Elias Flores	Finance and Administration Division Service Quality Survey	Annual	The Property Issue/Transfer procedure of University property will be conducted in a timely and effective manner.	80% of the respondents will rate the procedure as "good" to "excellent".	Based on the survey results, 78% of the respondents rated the procedure as "good to excellent". The following ideas were expressed: (1) create and have easy access to the form; (2) be able to type information instead of writing it out; (3) be able to access the form online.	The Issue/Transfer form was created online and available through the University web site under Purchasing. This implementation has created faster routing for the approving and moving of merchandise within the University.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Special Programs Julio Madrigal	Survey distribution for monthly parent meetings; university field trips and student surveys.	Annual	To facilitate early intervention programs at high schools, such as GEAR UP "Creating a Vision" that seek to increase the number of low income students in post secondary studies through direct services, including: counseling, tutoring, mentoring, summer coursework, and parental involvement activities.	Surveys are administered to the student and parent cohort annually during the Spring.	There was an 80% participation rate on the student surveys. Parent meetings are scheduled throughout the school year. There was a 50% participation rate in the parent sessions. There was a 20% participation rate in University field trips.	Two part-time academic advisors were hired to meet with each participant and contact parents by phone and letter. Parents were invited to attend field trips to colleges and universities. Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP) funds were used to purchase bilingual materials on financial aid for college. School counselors were invited to make presentations on college pre-requisites during monthly parent training sessions. A follow-up survey is scheduled for Spring 2005 for the eleventh grade students from the cohort.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Activities -- Dennis Koch	(1) Student Organization Survey; (2) Attendance records of Programming Board Planning Committee	(1) After major events; (2) All meetings	(1) Identify programmatic needs and develop an implementa-tion plan to encourage increased student participation in extracurricular activities; (2) Create a programming board that will provide the Campus with diverse entertainment and quality student oriented events.	(1) The Student Organization Survey was created & disseminated at the open house for the newly formed office of Student Activities, with the goal of identifying students and responding to them. (2) Review attendance records of Programming Board Planning Committee to determine extent of student involvement in planning process and create programming board guidelines to outline board's role and responsibilities.	(1) On this questionnaire, students expressed interest in community service projects, the need for more information on such options, interest in more actively publicizing student- initiated events and assistance from the office in numerous areas of development. (2) The programming board was initiated in June 2004 with seven student members and one faculty representative.	(1) With this information a baseline report has been initiated which will identify yearly growth patterns of student involvement. A programmatic calendar has been developed to identify annual events and project future development patterns. As a result of this report, the staff is actively promoting community service projects to all clubs and organizations. (2) Events are now planned under the auspices of the new board which encourages more active participation from students campus-wide. Three events were held during Fall 2004: the Pep Rally, Rush Week, and Movie Night.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Activities -- Dennis Koch	(1) Evaluation of Major Events (2) Attendance records	(1) After major events; (2) All meetings	(1) Improve the effectiveness of the Lead to Succeed conference by including departmental information for student organization officers and their advisors; (2) Compare attendance records from past two years.	(1) Compare the program content from past two years; (2) Increase student participation in University Life Awards by 25%.	(1) In Spring 2004, the Lead to Succeed program content was reviewed. It was determined that there should be greater participation from the University administrative offices to disseminate accurate information and encourage student participation; (2) The previous attendance records were not available; however, a baseline was started with the total headcount from the 2004 University Life Awards.	Presentations were given by key staff members from the Office of Public Affairs and Information Services, the Student Center, and the Office of Institutional Advancement during the Spring 2004 semester. Students who attended these events gave positive feedback about the presentations. As a result, future Lead to Succeed seminars will include staff presentations.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Center -- Laura Cortez	(1) Scheduling Software and (2) Event Services Survey	(1) Daily; (2) After each event	The Student Center will use the meeting facilities effectively to support the programs, events, meetings, and conferences of the students, faculty and staff of the University and the community.	(1) Data collected will determine the facility usage by internal and external groups. Internal groups will comprise no less than 80% of the meeting facility usage. (2) Respondents will indicate on the Event Services Survey an average score of 4 or better (with 5 being excellent) for services provided by the Event Services Department.	(1) Throughout the assessment cycle, 7,668 reservations were scheduled. The number of external reservations was inaccurate due to incomplete reservation information in the category field formulating the customer type. It was determined that 98.87% of the events were from internal customers and 1.13% were external parties utilizing the meeting room space; (2) Based on surveys collected, the median score was 4.5 for the services provided by the Event Services Department.	(1) Data require category field entry in order to determine the exact number of internal and external groups use of meeting room facilities. Effectively measuring the percentile of clients utilizing the meeting room facilities based on categories of academic, charitable and external groups. (2) We will continue to train the Student Center staff on methods for improving customer service skills through video, case scenarios, and managerial mentoring.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Center -- Laura Cortez	(1) Information Desk Survey (2) Student Center Incident Reports	(1) Daily; (2) As necessary	The Student Center will serve as the visitor center for the University and develop a professional image by providing accurate information, excellent customer service, and a safe environment for Student Center patrons.	(1) Respondents will indicate on the Information Desk Survey that they received accurate information from Student Center employees 80% of the time or greater; (2) Student Center Incident Reports will be collected to determine problems that occur in the Student Center. There will be no more than two incident reports per month that contain a safety concern for Student Center patrons.	(1) Of the surveys collected, 92.6% of the respondents reported that the information they received was accurate; (2) Four Student Center incident reports were submitted. Two of the four reports involved a safety issue and the other two were due to student misconduct.	(1) The following procedures have been implemented: Training for Student Center employees to provide general information about the University to guests by equipping them with sufficient resources over the Internet via the University web site and on any new additional developments that may occur on a semester basis. (2) The department conducts safety training courses with the Student Center employees in conjunction with the Risk Management team on Evacutrac Training and conducting Crisis Management course training to properly handle emergency evacuations. We will work towards reporting safety issues and problems to the appropriate departments for immediate resolution.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Center -- Laura Cortez	Game Room Participation Records	Each Semester	The Student Center will assist the University in recruiting and retaining students by providing a facility that is accessible, promotes social interactions and is inviting for the University community.	Game room participation records will be used to determine how many students are using the game room facility. At least 10% of the students enrolled will have used the game room facility one or more times.	During the assessment period, an average of 29 students used the game room daily and 7,387 students used the equipment. The total student population was 4,068 students during the assessment period.	We will re-examine a more effective method to reach the student population of the game room facility by advertising and placing visible visual aids that route the student to a recreational room. Will poll students to identify percent of population using game room.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Counseling -- Terence Hannigan	Student Counseling Services Satisfaction Survey	Annual	Student body perceives Student Counseling Services counselors as being skilled in helping and in training students in better ways of coping with concerns.	Survey results will yield an overall average score of 4 or higher on a 5 point Likert scale on question #6 (The counselor seemed skilled in helping me with my problems) and on #7 (My counselor helped me develop better ways of coping with my concerns).	Range of scores is 1 to 5 with 5 meaning "strongly agree". Actual results achieved were overall average scores of 4.74 on question #6 and 4.66 on question #7.	The benchmarks that were set were achieved, but these positive results are not particularly helpful in setting new goals. In responding to the goal of constantly improving the services provided by this office, Student Counseling Services has begun a process of review with the International Association of Counseling Services (IACS). The accreditation process involves the submission of a written report that details the work completed with special attention to specific areas. The report was submitted in November 2004 and is currently under review. Results of the review should be received in February 2005 with a site visit planned for May 2005.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Counseling -- Terence Hannigan	Student Counseling Services Satisfaction Survey	Annual	Students who have used individual counseling would return to use Student Counseling Services or recommend them to other students.	Survey results will yield an overall average score of 4 or higher on a 5 point Likert scale on question #8 (If the need to speak to someone arises again, I would return) and on #9 (I would recommend Student Counseling Services to others).	Actual results achieved were 4.64 on question #8 and 4.77 on questions #9.	The benchmarks that were set were achieved, but these positive results are not particularly helpful in setting new goals. In responding to the goal of constantly improving the services provided by this office, Student Counseling Services has begun a process of review with the International Association of Counseling Services (IACS). The accreditation process involves the submission of a written report that details the work completed with special attention to specific areas. The report was submitted in November 2004 and is currently under review. Results of the review should be received in February 2005 with a site visit planned for May 2005.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Counseling -- Terence Hannigan	Disability Services for Student Satisfaction Survey (DSSS)	Annual	Students with disabilities report they would return to use Disability Services for Students and that such services assist them in doing better academically.	An overall average score of 4 or higher on a 5 point Likert scale on question #8 (If the need to speak to the Disability Services Coordinator should arise again, I would return) and 60% of respondents answering "yes" to question #10 (As a result of Disability Services for Students, I believe that I will do better).	Actual results achieved were 4.52 on question #8 and 91% percentage of students answering "yes" to questions #10.	With the confirmation of high levels of satisfaction and effectiveness indicated on the DSSS, Disability Services for Students will establish an objective of implementing a campus-wide Disabilities Committee with a goal of improving communication and coordinating advocacy efforts for all persons with disabilities in the TAMIU academic community: students, student workers, and staff.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Health -- Angie Cantrell	(1) Patient Utilization Report; (2) Student Opinion Survey; (3) Review of Emergency Bag Contents by Collaborating Physician	Annual	(1) Increase utilization of patient services; (2) Increase patient satisfaction; (3) Contents of emergency response bag deemed acceptable.	(1) Goal of 5% increase in patient utilization; (2) Goal of patient satisfaction to exceed 2002 benchmark of 62.6%; (3) Contents of the emergency response bag reviewed and approved by the collaborating physician will be deemed 100% acceptable.	(1) Patient utilization actually down 45%; (2) Results indicated satisfaction rate of 56.8%, a 5.8% decrease from last year (attributed to fact that department moved locations and was harder for students to find); (3) Contents of emergency response bag were approved and deemed 100% acceptable.	(1) Student Health decided to offer more services such as: Pharmacy services; resumed dispensing over the-counter medication free of charge to students and increased awareness by attending and distributing brochures at orientations and by placing brochures at locations across campus; (2) In order to increase patient satisfaction began providing services at a minimum cost and over-the-counter medications at no cost to students and created administration protocol approved by the collaborating physician for dispensing over the counter medications; (3) Student Health purchased rolling emergency bag to allow additional supplies to be carried and reduce risk of staff injury.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Student Health -- Angie Cantrell	(1) Patient Utilization Report; (2) Patient Satisfaction Survey; (3) Pharmacy Medication Binder	Annual	(1) Increase utilization of patient services; (2) Provide health information to increase student awareness of a healthy lifestyle; (3) Increase pharmacy services utilization.	(1) Increase student utilization of department services by 5%; (2) 80% of patients that consult with the nurse practitioner or the physician will be given health-related information; (3) This is the first year the pharmacy is in existence. Plan is to obtain information on the present services to establish a benchmark and follow up the next year.	(1) Patient utilization reports indicate an increase of 23.8%; (2) 100% of patients surveyed indicated they had received health or healthy lifestyle information during their visit; (3) 98% of patients that received medication from the pharmacy and were surveyed were pleased with the services rendered.	(1) In order to increase patient utilization, Student Health requested an RN/ Education Coordinator to be added to staffing in order to overcome limitations in scope of practice issues with existing staff as well as expand educational outreach services further. Additional educational outreach was achieved through bulletin boards displaying wellness information in the Student Center as well as the purchase of wellness/health information brochures; (2) In addition to the one-on-one teaching between health care provider and student/patient, the department has begun a series of educational outreach programs in order to provide health information such as: outreach programs for Osteoporosis Prevention and Skin Cancer Prevention; a Wellness Fair, jointly hosted with Student Counseling; and promoting participation in the Weight Watchers organization.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Support Services -- Norma Maciel	(1) Finance and Administration Division Service Quality Survey; (2) Department Quarterly Survey	(1) Annual and (2) Quarterly	Provide in an efficient and effective manner the following services: Print Shop, Mail Room, Secretarial Services, Switchboard, Central Stores, and Copy Center.	(1) 80% of users will be satisfied with the "response time given to requests from Central Stores, typing and photocopying" (2) The mailroom will provide a streamlined process for outgoing mail services. Departmental log will be maintained to indicate that 80% of University departments using Airborne services will not have a past due airbill invoice.	(1) Based on survey results, 70% of the respondents indicated they were satisfied with the response time of typing, photocopy and Central Stores services; therefore, criteria were not met. (2) Based on results, 85% of respondents indicated they were satisfied with the new process for outgoing mail. Departmental log showed a decrease in past due airbills.	(1) Special attention has been given to the Central Stores inventory so that high demand items such as laser paper are always available. A blanket purchase order was created for pallets of paper to be automatically received the first week of every month. All typing projects are logged in and processed within a 48 hour time frame; (2) Implementation of internal departmental processing of Airborne Express requisitions have greatly improved the processing of airbills and requisitions. Prior to this year, each department processed their own requisitions for payment and now the mailroom handles this process.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Texas Center for Border Economic and Enterprise Development -- Dr. J. Michael Patrick	Program Evaluation Form	Annual	Provide high school students with opportunity to explore their entrepreneurial interests through a special program, Youth Entrepreneur Summer (YES) Camp.	90% of the students will express satisfaction with the program.	100% satisfaction reported by the students.	Although the students expressed strong satisfaction with the program overall, a number of constructive comments were made for improving the program. The results of the surveys led us to make the following adjustments in the program/course format: (1) Include more outside speakers in the classroom and (2) Arrange visits to businesses in the community.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
University Police -- Felipe Garza	Finance and Administration Division Service Quality Survey and Student Opinion Survey	Annual	Disseminate public safety information to the University community and provide quality police services to the University community; Provide the University community timely police response on calls.	(1) 80% of the respondents will rate the communications by police department services and procedures as "good to excellent"; (2) 80% of respondents will rate the level of safety on campus as "good to excellent"; (3) 80% of respondents will note that the overall services provided by the police department are "good to excellent"; (4) 80% of respondents will indicate that the university has a safe environment.	(1) Respondents rated the communication by the Police Department at 66% satisfaction; (2) Respondents rated the level of campus safety at 84% satisfaction; (3) 72.8% of respondents rated the overall police services as good to excellent; (4) 82.3% of respondents felt that the campus had a safe environment; however 32% indicated in writing that low police visibility on campus was a concern.	Results were shared with Vice President for Finance and Administration. A departmental meeting was conducted in April 2004 to discuss the results of the surveys and to obtain employee feedback on possible solutions. The department has taken various actions: (1) Monthly informational booth setups have been established through out campus to disseminate information; (2) Purchased a patrol vehicle and golf carts to provide higher levels of outer and inner campus patrol and purchased patrol bikes for increased patrol activity and visibility on campus; (3) Began offering Rape Aggression Defense (RAD) training to the University female community; (4) Coordinated officer presence at freshmen orientation booths; (5) Established the training of university building coordinators on emergency evacuation procedures to ensure the safety of the University community in an emergency.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
University Registrar -- Oscar Reyna	(1) Student Opinion Survey (2) Reports generated from the University Student Information System	Annual	(1) Provide good service to students and faculty; and (2) Plan, coordinate, and streamline the registration process.	(1) The Student Opinion Survey question, "How helpful was the University staff during the registration process?" should show 80% of student data responses in the helpful or above category; (2) The Student Opinion Survey question regarding satisfaction with "General Registration Procedures" will show 80% of responses in the satisfied or above category.	(1) Based on survey results, 77.6% of student data responses were in the helpful or above category. Criteria were not met.; (2) Based on survey results, 72% of student data responses were in the satisfied or above category. Criteria were not met.	Changes in the registration procedures will be implemented from March 2004 to August 2004. We will continue to monitor the satisfaction level of students. This objective will be an on-going assessment. Effective Fall 2004, registration was continuous from the beginning of the pre-registration period through the twelfth class day of the fall term. In previous semesters, after a brief pre-registration period, registration for the term was closed and then re-opened later in the summer, preventing interested students from registering during an extended period of time. This change in the registration process helped students register through the summer. Effective Spring 2005, General (one day on-site) Registration no longer exists. This encourages students to avoid last-minute registration. Also effective Spring 2005, all students will be allowed to register via the Laredo Automated Student Services On-line (LASSO) System, a web-based system. This change will enable students to view their records online, use the degree audit feature and register.

Texas A&M International University
 Assessment Outcomes Matrix
 Administrative Units

Degree Program Unit Name / Person Responsible	Method of Assessment	Frequency of Administration	Objective	Criteria or Benchmark	Summary of Data / Results Achieved	Use of Results / Action Taken
Western Hemispheric Trade Center -- Virginia Vincent	Conference Registration Documents	Annual	The Center for the Study of Western Hemispheric Trade will provide a quality academic conference once a year to promote research on the Western Hemisphere.	Goal to increase conference attendance by at least 2% from the previous year.	Based on the registration documents collected, attendance did not increase 2% over the previous year's attendance to the annual conference. Attendance in 2001 was 28 persons and attendance in 2002 was 12. There was a decrease of 60% in attendance.	The goal of increasing attendance to the conference was not met. The changes that were made to prepare for the following year's conference were: the conference was advertised with more lead time; it was promoted through partner organizations with large membership pools (i.e., Consortium for North American Higher Education Collaboration (CONAHEC), Academy of International Business (AIB), Business Association of Latin American Studies (BALAS), etc.); more incentives were offered to the participants to stimulate interest in the conference (i.e., better dates, more varied program, and more distinguished speakers).