

Assessment of Program/Unit Outcomes Report Form A-2

Office of Equal Opportunity

(Educational Support Unit)

2005 thru 2008

(Assessment Period Covered)

Instructions: This form should be used to report on each of your **Program/Unit Outcomes**. Although you may not assess every outcome every year, you will have a report for each outcome based on the year (2004-present) that it *was* assessed.

- 1. Program Outcome** (What characteristic, skill, behavior, attitude, or product, service, or output did your program intend to offer or enhance relative to student learning and development?)

Outcome 1: ... Decrease the number of external discrimination complaints.

- 2. Strategies Used to Meet Program Outcome** (What did you do?)

Years: 2005-2006

- The University's Equal Opportunity Reaffirmation Statement is sent out by the University President to University Community every spring semester via campus email annually in 2005, 2006, 2007 and 2008.
- Texas A&M University System mandated online computer based compliance training on preventing discrimination must be completed by all current employees and students and all new employees and student employees within the first 30 days of hire. Texas A&M University System mandates that this on going training be completed by all faculty, staff and students biennially.
- Continuous updating of the departmental website with newly implemented federal, state and local employment law revisions and updates.
- Departmental website provides links to websites for information and resources on Equal Employment Opportunity and Affirmative Action.
- Development and implementation of the University's Policy Against Sexual Harassment Brochure in July 2005 and Revision in July 2008.
- Prairie View A&M University's Policy Against Sexual Harassment Brochure has been disseminated to all University employees and student employees in July 2005 and July 2008.
- Prairie View A&M University's Policy Against Sexual Harassment Brochure has been disseminated to students at New Student Orientations and Student Convocations during fall and spring semesters 2005, 2006, 2007, 2008 and at , special student programs/events 2006, 2007 and 2008.
- In 2005 and 2008 all new Federal Law Compliance Posters were posted in all administrative/academic and business offices in student housing areas.

- The Office of Equal Opportunity provided an introduction of its' Office and the services/resources that are provided therein at the University's ongoing monthly New Employee Orientation seminars hosted by the Office of Human Resources.

Years: 2007—2008

- A new sexual harassment awareness poster entitled: “*No Harassment*” was developed by the Office of Equal Opportunity and posted in all major administrative/academic buildings and business offices in student housing areas on campus in August 2008. This poster defines what *sexual harassment, sex discrimination and sexual assault* is. The poster also provides information for *what to do* and *who to contact* if you have questions, or feel you have been harassed.
- Development, implementation and dissemination of a new standardized *Procedure for Handling Sexual Harassment Allegations* were distributed to faculty and staff in June 2008.
- Distribution of the new standardized *Procedures for Handling Sexual Harassment Allegations* were distributed to students during fall 2008 Student Convocation.
- In 2005 and 2008 all new updated Federal Law Posters were posted in all administrative/academic and business offices in student housing areas.
- The Office of Equal Opportunity provides an introduction of its' Office and the services/resources that are provided therein at the University's ongoing monthly New Employee Orientation seminars hosted by the Office of Human Resources.

The Office of Equal Opportunity provided ongoing face to face Equal Employment Opportunity/Sexual Harassment Awareness Training Workshops for faculty and staff.

3a. First Measure or Means of Assessment for Outcome above and Criteria for Success

(How did you determine achievement?) (e.g. Satisfaction Surveys, mock interviews, activity evaluations, focus group product, After-the-Trip Impact Statement, Internal and/or External Audit, Case Studies, Project Participation rates, Percentage increases, Completion rates, Program Reviews, etc.)

Percentage of achievement was extracted from the Annual Complaints Report.

3b. Results/ Findings. (How did you do?)

Years: 2005-2006

- An examination of the findings for the number of external complaints received by the University for the calendar year 2005 compared to 2004 showed a 100% significant decrease in the number of University external discrimination
- The number of external complaints for 2006 compared to 2005 showed a %

Years: 2007-2008

- The number of external complaints for 2007 compared to 2006 showed a % decrease.
- The number of complaints for 2008 compared to 2007 showed a % decrease.

3c. Use of Results to Improve Unit Services (How did you use the findings?)

Results of findings led to active promotion of preventative measures to continually decrease external discrimination complaints through EEO/AA awareness training. An increase in the number of face to face EEO/AA training workshops to academic and administrative departments have been provided by request, that include topics of discrimination/sexual harassment awareness and informational sessions discussing the existence of University/System policies and procedures relating to EEO/AA.

4. Documentation (What is the evidence and where is the evidence located? (e.g. Vice President's Office, Office of the Associate Provost, Director's Office, Assessment Coordinator's Office, etc.?)

- Copies of the Annual Complaints Reports can be found in the Office of the Equal Opportunity located in the A. I. Thomas Administration Building, Suite 013 locked confidential file cabinets. An additional copy can be found in the Office of the Vice President for Student Affairs and Institutional Relations in the A.I. Thomas Building, Suite 102 in a locked confidential file cabinet.
- These files are retained for 3 years according to the Texas A&M University System Regulation 61.99.01 Retention of State Records after which time they are shredded and destroyed.

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1. **Program Outcome** (What characteristic, skill, behavior, attitude, or product, service, or output did your program intend to offer or enhance relative to student learning and development?)

Outcome 2: ... Increase reliance on the internal complaint process to resolve discrimination complaints.

2. **Strategies Used to Meet Program Outcome** (What did you do?)

Years 2005 to 2006

1. Monitor and ensure the implementation of Texas A&M University System polices and regulations relating to non-discrimination which include the following:
 1. *Texas A&M University System 33.02 Equal Employment Opportunity Statement;*
 2. *Texas A&M University System 33.02.01 Equal Opportunity and Affirmative Action Programs System Regulation;*
 3. *Texas A&M University System 33.99.01 Employment Practices System Regulation*
 4. *Texas A&M University System 33.02.02 Compliance with the Employment Provisions of the American with Disabilities Act*
 5. *system Regulation;*

2. Maintain a standardized and fair complaint process and procedure for resolving allegations of discrimination as outlined in the following:
 1. *Texas A&M University System 32.01.02 Complaint and Appeal Process for Non-faculty Employees & Faculty Employees Regulation*
 2. *Texas A&M University System 32.01.0 Complaint and Appeal Process for Faculty Employees & Faculty Employees Regulation*
 3. *Texas A&M University System Complaint and Appeal Process For Faculty Members)*

3. Continuously update the departmental website with newly implemented federal,

- state and local employment law revisions and updates.
4. Provide website links to information and resources regarding Equal Employment Opportunity and Affirmative Action
 5. Compare the total number of (2006 to 2005) external formal complaints.
Compare the total number of (2008 to 2007) external formal complaints.
 6. Compare the total of number of miscellaneous and formal internal y inquiry activities from (2006 to 2005) and then the total number of the same for (2008 to 2007).
 7. Development and implementation of the University's Policy Against Sexual Harassment Brochure in July 2005 and Revision in July 2008.
 8. Prairie View A&M University's Policy Against Sexual Harassment Brochure has been disseminated to all University employees and student employees in July 2005 and July 2008.
 9. Prairie View A&M University's Policy Against Sexual Harassment Brochure has been disseminated to students at New Student Orientations and Student Convocations during fall and spring semesters 2005, 2006, 2007, 2008 and at , special student programs/events 2006, 2007 and 2008.
 10. In 2005 and 2008 all new Federal Law Compliance Posters were posted in all administrative/academic and business offices in student housing areas.
 11. System and University policy dictates that complaint allegations of discrimination and sexual harassment are to contact the EOAA office. The EOAA Office is the clearing house for these matters. We accept external (federal agencies) and internal complaints as well as walk-ins, call-in, email, for formal complaints and miscellaneous inquires. A quarterly activity report is submitted to the Vice President for Student Affairs and Institutional Relations for review.
 12. The Office of Equal Opportunity continuously provided an introduction of its' Office and the services/resources that are provided therein at the University's ongoing monthly New Employee Orientation seminars hosted by the Office of Human Resources on the 1st of every month.

Years 2007 to 2008

- Maintain an Intake Complaint Log.
- Monitored the implementation of Texas A&M University System polices and regulations relating to non-discrimination which included the following:
 - *Texas A&M University System 33.02 Equal Employment Opportunity Statement;*
 - *Texas A&M University System 33.02.01 Equal Opportunity and Affirmative Action Programs System Regulation;*
 - *Texas A&M University System 33.99.01 Employment Practices System Regulation*
 - *Texas A&M University System 33.02.02 Compliance with the Employment Provisions of the American with Disabilities Act system Regulation;*
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 - *Prairie View A&M University Policy Against Sexual Harassment*

(Revised 2008)

- Maintain a standardized fair complaint process and procedure for resolving allegations of discrimination.
 - Texas A&M University System 32.01.02 Complaint and Appeal Process for Non-faculty Employees & Faculty Employees Regulation
 - Texas A&M University System 32.01.0 Complaint and Appeal Process for Faculty Employees & Faculty Employees Regulation
 - Texas A&M University System Complaint and Appeal Process For Faculty Members)
 - Prairie View A& M University Procedures for Handling Sexual Harassment Allegations (2008)
- Continuously update the departmental website with newly implemented federal, state and local employment law revisions and updates.
- Provide website links to information and resources regarding Equal Employment Opportunity and Affirmative Action
- Compare the total number of (2006 to 2005) external formal complaints. Compare the total number of (2008 to 2007) external formal complaints.
- Compare the total of number of miscellaneous and formal internal inquiry activities from (2006 to 2005) and then the total number of the same for (2008 to 2007).
- A new sexual harassment awareness poster entitled: “*No Harassment*” was developed by the Office of Equal Opportunity and posted in all major administrative/academic buildings and business offices in student housing areas on campus in August 2008. This poster defines what *sexual harassment, sex discrimination and sexual assault* is. The poster also provides information on *what to do* and *who to contact* if you have questions, or feel you have been harassed.
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- Distribution of the new standardized *Prairie View A&M University’s Procedures for Handling Sexual Harassment Allegations* were distributed to students during fall 2008 Student Convocation.
- In 2005 and 2008 all new updated Federal Law Posters were posted in all administrative/academic and business offices in student housing areas.
- The Office of Equal Opportunity provides an introduction of its’ Office and the services/resources that are provided therein at the University’s ongoing monthly New Employee Orientation seminars hosted by the Office of Human Resources.

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3a. First Measure or Means of Assessment for Outcome above and Criteria for Success

(How did you determine achievement?) (e.g. Satisfaction Surveys, mock interviews, activity evaluations, focus group product, After-the-Trip Impact Statement, Internal and/or External Audit, Case Studies, Project Participation rates, Percentage increases, Completion rates, Program Reviews, etc.)

1) The increased number of internal complaint inquiries as compared to external formal complaints (regardless of merit) filed is an indicator that faculty, staff and students are using the internal process to address issues and resolve discrimination complaints.

3b. Results/ Findings. (How did you do?)

2) The decrease in the number of external complaint (regardless of merit) that are filed against the university within a year should be less than five to be considered successful.

3c. Use of Results to Improve Unit Services (How did you use the findings?)

Results of findings led to active promotion of preventative measures to continually decrease external discrimination complaints through EEO/AA awareness training. An increase in the number of face to face EEO/AA training workshops to academic and administrative departments have been provided by request, that include topics of discrimination/sexual harassment awareness and informational sessions discussing the existence of University/System policies and procedures relating to EEO/AA.

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