Texas A&M University-Corpus Christi

Detailed Assessment Report
2008-2009 CASA (Center for Academic Student Achievement)- Formerly TLC

Mission/Purpose

The mission of the Tutoring and Learning Center (TLC) is to help students develop the skills necessary to be successful learners by creating a supportive learning environment. TLC is committed to providing academic support services to help improve the retention and graduation rates of Texas A&M University-Corpus Christi students. Our goal is to help under-prepared students to prepare, prepared students to advance, and advanced students to excel.

Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 0: Provide academic support to at-risk students

The Tutoring and Learning Center will be able to provide excellent academic support services (tutorials) to undergraduate students.

O 1: Tutors will increase student contact

CASA will be able to increase student contact by training tutors in more subject areas. This allows the tutors to increase the number of students they can assist. The number of students seeking assistance increases and allows TLC to reach more first year students as well as upper division students.

Associations:

General Education or Core Curriculum:

1. Reading
2. Writing
5. Critical Thinking
13. Use logical reasoning in problem solving
14. Understand the interrelationships of disciplines

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Provide excellent academic programs & instruction.
1.10 Manage resources efficiently and effectively.
1.5 Increase research and creative activity.
1.6 Commitment to student diversity and quality.
1.7 Commitment to faculty & staff diversity & quality.

Related Measures:

M 2: Increase in development education

The retention specialist help to retain 345 students that were originally enrolled in developmental education.

Source of Evidence: Focus groups on teaching, learning, program value
O 1: Academic support services
The Tutoring and Learning Center will provide academic support services to first year, first-time freshman students.

Associations:
CAS, CRLA, NADE

General Education or Core Curriculum:
1 Reading
2 Writing
3 Speaking
4 Listening
5 Critical Thinking
6 Computer Literacy
13 Use logical reasoning in problem solving

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.6 Commitment to student diversity and quality.

Related Measures:

M 1: Student Satisfaction Survey
Student Satisfaction Survey.
Activity Volume
Source of Evidence: Evaluations

Achievement Target:
80% of students will rate TLC as providing satisfactory services.

Findings (2006-2007) - Achievement Target: Met
90% of students rated TLC as providing excellent services to TAMUCC students.

Related Action Plans:
Increase retention
The Retention Specialists and full-time tutoring personnel will help to increase the retention rates of TAMU-CC students.
For more information, see the Action Plan Details section of this report.

M 2: Student retention
Student retention is tracked by the TLC Intervention Specialists.
Source of Evidence: Existing data

Achievement Target:
80% of students completing the developmental education program are retained the following semester.

Findings (2006-2007) - Achievement Target: Met
88% of students completed the developmental program and were retained for the next semester.

Related Action Plans:
FY 2010 Budget Request 1
Increase retention rates of all first time incoming students by 3% by providing direct academic support from peer mentors. Through contact via email and in person conferences; these mentors will provide students with academic guidance and assist with making wise choices.
An additional $5,000 will be utilized for obtaining information pertinent to retention via web conferences and conferences (this total includes funds for travel and lodging).

For more information, see the Action Plan Details section of this report.

**Increase retention**
The Retention Specialists and full-time tutoring personnel will help to increase the retention rates of TAMU-CC students.
For more information, see the Action Plan Details section of this report.

**M 4: Honer system**
Monitor the number of visits and length of time by using Honer system

Source of Evidence: Activity volume

**Achievement Target:**
The number of student visits and contact hours will increase by 5%.

**Findings (2006-2007) - Achievement Target: Met**
The number of student visits and contact hours increased by 15.5% (visits) and 15.6% (contact hours).

**Related Action Plans:**

**Increase retention**
The Retention Specialists and full-time tutoring personnel will help to increase the retention rates of TAMU-CC students.
For more information, see the Action Plan Details section of this report.

**O 2: Retention in developmental education**
The Retention Specialists will provide academic support services to the students enrolled in the developmental education program resulting in increased student retention.

**Associations:**
NADE, CRLA, CAS, TADE

**General Education or Core Curriculum:**
1. Reading
2. Writing
5. Critical Thinking
6. Computer Literacy
8. Understand how to be responsible member of society
11. Develop personal values for ethical behavior
13. Use logical reasoning in problem solving

**Strategic Plans:**

Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.6 Commitment to student diversity and quality.
1.7 Commitment to faculty & staff diversity & quality.
1.8 Build & sustain mutually supportive relationships.

**Related Measures:**

**M 1: Student Satisfaction Survey**
Student Satisfaction Survey.
Activity Volume

Source of Evidence: Evaluations
Achievement Target:
80% of students will rate TLC as providing excellent services.

Findings (2006-2007) - Achievement Target: Met
90% of students rated TLC as providing excellent services to TAMUCC students.

Related Action Plans:
Increase retention
The Retention Specialists and full-time tutoring personnel will help to increase the retention rates of TAMU-CC students.
For more information, see the Action Plan Details section of this report.

M 2: Increase in development education
The retention specialist help to retain 345 students that were originally enrolled in developmental education.
Source of Evidence: Focus groups on teaching, learning, program value

M 2: Student retention
Student retention is tracked by the TLC Intervention Specialists.
Source of Evidence: Existing data

Achievement Target:
80% of students completing the developmental education program are retained the following semester.

Findings (2006-2007) - Achievement Target: Met
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Related Action Plans:
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Increase retention
The Retention Specialists and full-time tutoring personnel will help to increase the retention rates of TAMU-CC students.
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M 4: Honer system
Monitor the number of visits and length of time by using Honer system
Source of Evidence: Activity volume

Achievement Target:
The number of student visits and contact hours will increase by 5%.

Findings (2006-2007) - Achievement Target: Met
The number of student visits and contact hours increased by 15.5 % (visits)and 15.6% (contact hours).

Related Action Plans:
Increase retention
The Retention Specialists and full-time tutoring personnel will help to increase the retention rates of TAMU-CC students. For more information, see the Action Plan Details section of this report.

O 2: Retention will increase in developmental education
The increase of assistance by the retention specialist (s) will help with the retention rate of students completing the TSI. This will help with the number of THEA liable students.

Associations:

General Education or Core Curriculum:
1 Reading
2 Writing
4 Listening
6 Computer Literacy
11 Develop personal values for ethical behavior
13 Use logical reasoning in problem solving
14 Understand the interrelationships of disciplines

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.10 Manage resources efficiently and effectively.
1.4 Provide a supportive and safe campus environment
1.6 Commitment to student diversity and quality.
1.7 Commitment to faculty & staff diversity & quality.
1.8 Build & sustain mutually supportive relationships.

Related Measures:

M 2: Increase in development education
The retention specialist help to retain 345 students that were originally enrolled in developmental education.

Source of Evidence: Focus groups on teaching, learning, program value

Achievement Target:
CASA retention specialist assisted 880 students by providing Individual Success Plans for each student enrolled in at least one (1) developmental education course.
Students placed on probation were provided with additional assistance by the retention specialists

O 3: Increase student use of Supplemental Instruction
CASA will increase the number of Supplemental Instruction (SI) sections. The SI leaders will be properly trained during the CASA Orientation. Both SI leaders and faculty will be trained accordingly and will work collaboratively with the CASA Assistant Director that is responsible for supervising all facets of the SI program.

Associations:

General Education or Core Curriculum:
1 Reading
2 Writing
4 Listening
5 Critical Thinking
6 Computer Literacy
8 Understand how to be responsible member of society
11 Develop personal values for ethical behavior
13 Use logical reasoning in problem solving

**Strategic Plans:**

Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
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1.4 Provide a supportive and safe campus environment
1.6 Commitment to student diversity and quality.
1.7 Commitment to faculty & staff diversity & quality.
1.8 Build & sustain mutually supportive relationships.

**Related Measures:**

**M 3: Supplemental Instruction**
Increase student participation in Supplemental Instruction by 16%. for the academic year.

Source of Evidence: Academic Direct Measure

**Achievement Target:**

Tutoring and Learning

2007 - 2008

<table>
<thead>
<tr>
<th></th>
<th>Tutoring</th>
<th>Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>2270</td>
<td>17340</td>
</tr>
<tr>
<td>Spring</td>
<td>2099</td>
<td>15909</td>
</tr>
</tbody>
</table>

**Total students:** 4369 **Total Contact hours:** 33249

Supplemental Instruction

<table>
<thead>
<tr>
<th></th>
<th>SI</th>
<th>Non-SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>324</td>
<td>699</td>
</tr>
<tr>
<td>Spring</td>
<td>271</td>
<td>646</td>
</tr>
</tbody>
</table>

**Total Students:** 595 **Total Contact hours:** 1345

**GPA’s for Supplemental Instruction**
Findings (2007-2008) - Achievement Target: Met

O 4: Enhance the student’s use of TLC tutorial services
The retention specialists, the tutoring program, and the peer mentoring program in the Tutoring and Learning Center will provide academic intervention strategies to assist with student retention at TAMU-CC.

Associations:
CAS, NADE, CRLA, NTA

General Education or Core Curriculum:
1. Reading
2. Writing
3. Speaking
5. Critical Thinking
6. Computer Literacy
10. Understand how science & technology affect lives
12. Develop the ability to make aesthetic judgments
13. Use logical reasoning in problem solving
14. Understand the interrelationships of disciplines

Related Measures:

M 1: Student Satisfaction Survey
Student Satisfaction Survey.
Activity Volume

Source of Evidence: Evaluations

Achievement Target:
80% of students will rate TLC as providing excellent services.

Findings (2006-2007) - Achievement Target: Met
90% of students rated TLC as providing excellent services to TAMUCC students.

Related Action Plans:
Increase retention
The Retention Specialists and full-time tutoring personnel will help to increase the retention rates of TAMU-CC students.
For more information, see the Action Plan Details section of this report.

M 2: Student retention
Student retention is tracked by the TLC Intervention Specialists.

Source of Evidence: Existing data

<table>
<thead>
<tr>
<th>Semester</th>
<th>GPA</th>
<th>GPA</th>
<th>SI ABC Rate</th>
<th>ABC Rate</th>
<th>SI DFW Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2007</td>
<td>2.53</td>
<td>2.12</td>
<td>78%</td>
<td>61%</td>
<td>22%</td>
</tr>
<tr>
<td>Spring 2008</td>
<td>2.64</td>
<td>2.35</td>
<td>86%</td>
<td>71%</td>
<td>14%</td>
</tr>
</tbody>
</table>
Achievement Target:
87% of students completing the developmental education program are retained the following semester.

Findings (2006-2007) - Achievement Target: Met
88% of students completed the developmental program and were retained for the next semester.

Related Action Plans:

FY 2010 Budget Request 1
Increase retention rates of all first time incoming students by 3% by providing direct academic support from peer mentors. Through contact via email and in person conferences; these mentors will provide students with academic guidance and assist with making wise choices.

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Increase retention
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For more information, see the Action Plan Details section of this report.

O 4: Increase the number of CSI participants
CASA retention specialist will assist the university to retain student that have been identified as being at-risk and most at-risk.

Associations:

General Education or Core Curriculum:
1  Reading
2  Writing
3  Speaking
4  Listening
5  Critical Thinking
11  Develop personal values for ethical behavior
13  Use logical reasoning in problem solving

Strategic Plans:

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**Related Measures:**

**M 4: CSI participants**
Retention specialist will increase the number of students taking the College Student Inventory (90-93%)

Source of Evidence: Academic Direct Measure

**Achievement Target:**
Increase of CSI participants will be between 90% -93%.

**Other Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans**

**O 3: Provide academic support to at-risk students.**
The Tutoring and Learning Center will provide academic support services to first year students that have been identified by the University as being at risk by providing one-on-one mentoring.

**Associations:**
CAS, NADE, TADE, CRLA,

**General Education or Core Curriculum:**
1. Reading
2. Writing
3. Speaking
4. Listening
5. Critical Thinking
6. Computer Literacy
8. Understand how to be responsible member of society
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Details for Action Plans Established This Cycle

FY 2010 Budget Request 1
Increase retention rates of all first time incoming students by 3% by providing direct academic support from peer mentors. Through contact via email and in person conferences; these mentors will provide students with academic guidance and assist with making wise choices.

An additional $5,000 will be utilized for obtaining information pertinent to retention via web conferences and conferences (this total includes funds for travel and lodging).
FY 2010 Budget Request 2
Expand services for peer tutoring with highly qualified student workers. This request will expand current tutoring services to allow more students to utilize popular subjects. Additionally, these funds will facilitate the addition of new tutoring subjects which students have been requesting over the previous semesters. These expanded services will increase retention and GPA's for all students.

Priority: High
Target Date: 09/2009
Responsible Person/Group: Gerardo Moreno
Budget Amount Requested: $53000

FY 2010 Budget Request 3
A new full-time retention specialist will CASA to assist more at-risk students through intrusive advising and direct communication. With an additional retention specialist, CASA can reach out to all first-year students and assist with raising student GPA's and increasing retention by 3%.

Priority: High
Target Date: 09/2009
Responsible Person/Group: Gerardo Moreno
Budget Amount Requested: $24000

FY 2010 Budget Request 4
These funds will be utilized to expand the current supplemental instruction program. This program hires student workers to offer tutoring for a specific instructor and course. The supplemental instructors typically attend large lecture course and then provide assistance to students after the lecture. This program will help expand CASA services and increase campus wide retention and GPA's by providing assistance for subjects that typically see poor performance from students.

Priority: High
Target Date: 09/2009
Responsible Person/Group: Gerardo Moreno
Budget Amount Requested: $40000

FY 2010 Budget Request 5
Funds will be utilized to continue support for SMARTHINKING, the 24/7 online tutorial services. This service provides assistance for a variety of subjects and allows students to utilize the software at their convenience. This program will increase campus wide retention and GPA's and ensure that first time student retention increases by 3%.

Advertising this product to the campus will require $600.

Priority: High
Target Date: 09/2009
Responsible Person/Group: Gerardo Moreno
Budget Amount Requested: $33600
**Increase retention**

The Retention Specialists and full-time tutoring personnel will help to increase the retention rates of TAMU-CC students.

**Priority:** High

**Target Date:** 09/2008
2008-2009

**Responsible Person/Group:** Gerardo Moreno

**Additional Resources Needed:** Additional tutors and one (1) fulltime staff to assist with retention efforts.

**Budget Amount Requested:** $80000

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**Analysis Answers**

**What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?**

Increase of academic support services to TAMUCC at-risk students. Will continue to increase support by 9% in areas of tutorials, Supplemental Instruction and peer mentoring.

**What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?**

1. Increase our intrusive advising/counseling with at-risk students.
2. Different formative and summative assessments tools need to be in place.