Detailed Assessment Report for
2006-2007 Enrollment Management Annual Report

Mission

The mission of the Texas A&M University-Corpus Christi Enrollment Management Division is to coordinate the enrollment management services provided by the Office of Admissions and Records, the Office of Financial Assistance, the Office of Student Recruitment and New Student Programs, the Academic Advising Transition Center, the Tutoring and Learning Center, the Title V/TRIO Office, and the Communication Center. It is the mission of the Enrollment Management Division to optimize the recruitment and retention of students through graduation. The goals and priorities of the Enrollment Management Division are aligned with the University's goals, institutional principles and the Momentum 2015 Strategic Plan Imperatives.

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

O 5: Assist in increasing the freshmen persistence rate
Assist in increasing the freshmen persistence rate by providing advising and mentoring through the Academic Success Achievement Plan Program.

Associations:
SACS accreditation. Follow the best practices set by TACRAO and AACRAO when retaining students.

General Education or Core Curriculum:

1. Reading
2. Writing
3. Speaking
4. Listening
5. Critical Thinking
6. Computer Literacy
7. Establish broad & multiple perspectives
8. Understand how to be responsible member of society
11. Develop personal values for ethical behavior
12. Develop the ability to make aesthetic judgments
14. Understand the interrelationships of disciplines

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.7 Providing an active campus life that extends teaching and learning beyond the classroom
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

Texas A&M-Corpus Christi
2.2 Engagement
3.3 Expansion

Related Measures:

M 5: Increase in the freshmen persistence rate.
The freshmen persistence rate for students from fall 2006 to fall 2007.
Source of Evidence: Existing Data

**Achievement Target:**
This Achievement Target was created through the WEAVEonline Data Conversion process because the associated 'Target Performance Level for Program' field in Version 3.5 was blank. Please edit this information to enter the actual Achievement Target for this Measure-Outcome/Objective combination. What you enter as the Achievement Target will stay active until you alter its 'Active through Cycle.

**Findings (2006-2007) - Achievement Target Not Met**
The freshmen persistence rate for fall 2006 to fall 2007.

**Related Action Plans:**
**Increase the freshmen persistence rate.**
The Division of Enrollment Management will implement new persistence programs such as increasing communications from areas under Enrollment Management to students concerning registration, financial assistance, tutoring and learning, testing, academic advising, etc. This increase in communication will provide valuable information so that students will know what services are available to them and pending deadlines for registration, etc.
For more information, see the *Action Plan Details* section of this report.

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

**O 1: To increase overall enrollment.**
Increase overall enrollment (census headcount) by 3% annually.

**Associations:**
We are guided and follow the best practices standards set by the Texas Associations of Collegiate Registrars and Admissions Officers (TACRAO) and the American Association of Collegiate Registrars and Admissions Officers (AACRAO) when recruiting students. We follow all policies and procedures governing the admission process as prescribed by our University Catalog and any related policies and procedures provided by the Texas A&M University System.

**Institutional Priorities:**
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*

3.3 Expansion

**Related Measures:**

**M 1: Official census enrollment information.**
Official census enrollment information will be used to determine if the overall enrollment goal (3% increase) was met by the institution.

Source of Evidence: Existing Data

**Achievement Target:**
This Achievement Target was created through the WEAVEonline Data Conversion process because the associated 'Target Performance Level for Program' field in Version 3.5 was blank. Please edit this information to enter the actual Achievement Target for this Measure-Outcome/Objective combination. What you enter as the Achievement Target will stay active until you alter its 'Active through Cycle.

**Findings (2006-2007) - Achievement Target Not Met**
Overall enrollment from fall 2006 of 8,585 students to fall 2007 of 8,540 did not meet the goal of increasing enrollment by 3%.

**Related Action Plans:**
**Increased and targeted recruitment efforts.**
The Enrollment Management Office has coordinated through the Office of Student Recruitment and New Student Programs and the Office of Admissions and Records a more targeted recruitment effort that involves all the University target areas (Coastal Bend, the Valley, San Antonio, Houston, Dallas) whereby certain school districts and high schools are being recruited on a daily basis. An increase in communication by e-mail, hard copy and phone will be executed.

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

O 2: To increase freshmen enrollment
To increase freshmen enrollment by 3% or more students annually.

Associations:
We are guided and follow the best practices standards set by the Texas Association of Collegiate Registrars and Admissions Officers (TACRAO) and the American Association of Collegiate Registrars and Admissions Officers (AACRAO) when recruiting students. We follow all the policies and procedures governing the admission process as prescribed by our University Catalog and any related policies and procedures provided by the Texas A&M University System.

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:
Texas A&M-Corpus Christi
3.3 Expansion

Related Measures:

M 2: Official census enrollment information.
Official census enrollment will be used to determine if the freshmen enrollment for fall 2007 reflected a 3% increase over fall 2006.

Source of Evidence: Existing Data

Achievement Target:
This Achievement Target was created through the WEAVEonline Data Conversion process because the associated ‘Target Performance Level for Program’ field in Version 3.5 was blank. Please edit this information to enter the actual Achievement Target for this Measure-Outcome/Objective combination. What you enter as the Achievement Target will stay active until you alter its ‘Active through Cycle.’

Findings (2006-2007) - Achievement Target Met
The overall freshmen enrollment from fall 2006 of 1,699 to 1,770 reflected a 4.2% increase in freshmen enrollment. This was over a 3% increase.

Related Action Plans:
Increase freshmen recruitment efforts.
Recruitment efforts will include more targeted visits to high schools in select ISD’s and areas. Increase in telecommunication, e-mail and hard copy mail. For more information, see the Action Plan Details section of this report.

O 3: To increase transfer enrollment.
Increase transfer student enrollment by 3% annually.

Associations:
We are guided and follow the best practices standards set by the Texas Association of Collegiate Registrars and Admissions Officers (TACRAO) and the American Association of Collegiate Registrars and Admissions Officers (AACRAO) when recruiting students. We follow all the policies and procedures provided by the Texas A&M University System.

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
Strategic Plans:

*Texas A&M-Corpus Christi*

3.3 Expansion

**Related Measures:**

**M 3: Official census enrollment information**

Official census enrollment information will be used to determine if the fall 2007 transfer enrollment increased by 3% over the fall 2006 transfer enrollment.

Source of Evidence: Existing Data

**Achievement Target:**

This Achievement Target was created through the WEAVEonline Data Conversion process because the associated ‘Target Performance Level for Program’ field in Version 3.5 was blank. Please edit this information to enter the actual Achievement Target for this Measure-Outcome/Objective combination. What you enter as the Achievement Target will stay active until you alter its ‘Active through Cycle.’

**Findings (2006-2007) - Achievement Target Met**

Transfer and readmittance increased from fall 2006 of 1,463 to fall 2007 of 1,757. This reflected a 20.1% increase.

**Related Action Plans:**

Increase transfer recruitment efforts.

More targeted visits to community colleges; increase in telecommunications to transfer students.

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

**O 4: To increase overall customer satisfaction.**

To increase overall customer satisfaction with all areas under the Division of Enrollment Management.

**Associations:**

We utilize the Noel Levitz Student Satisfaction Survey to determine or gauge how the offices in the Division of Enrollment Management are satisfactorily or not serving our customers. From this information, we enhance, update or change our office processes or how we do business in order to satisfy our customers and their needs.

**Institutional Priorities:**

1.2 Establishing a culture of professionalism and responsibility
1.4 Ensuring respectful, fair, and equitable treatment of all individuals
1.5 Fostering an open, shared and participatory decision making process
1.6 Promoting efficient and effective use of time, resources and technology
1.8 Providing a safe and secure campus environment for students, faculty and staff
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence

**Related Measures:**

**M 4: The Noel Levitz Student Satisfaction Survey**

The Noel Levitz Student Satisfaction Survey will be used to determine the overall customer satisfaction with the areas under the Division of Enrollment Management.

Source of Evidence: Satisfaction

**Achievement Target:**

75% of respondents will report general satisfaction on applicable items.

**Findings (2006-2007) - Achievement Target Partially Met**

The findings from the 2006 survey were that there is a degree of satisfaction with
the offices under the Division of Enrollment Management but that there is room for improvement. The next administration for the survey is scheduled for 2008. The results will be reviewed upon the release of the findings.

**Related Action Plans:**

**Increase customer satisfaction.**
Increase customer satisfaction by providing training to the staff in all the areas under the Division of Enrollment Management. Holding periodic retreats with all the areas under Enrollment Management whereby cross training, team building and other workshops are provided in order to better serve our customer.
For more information, see the *Action Plan Details* section of this report.

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**Details for Action Plans Established This Cycle**

**Increased and targeted recruitment efforts.**
The Enrollment Management Office has coordinated through the Office of Student Recruitment and New Student Programs and the Office of Admissions and Records a more targeted recruitment effort that involves all the University target areas (Coastal Bend, the Valley, San Antonio, Houston, Dallas) whereby certain school districts and high schools are being recruited on a daily basis. An increase in communication by e-mail, hard copy and phone will be executed.

**Priority:** High

**Responsible Person/Group:** Dir. New Student Prog.; adm./outreach/fao counselors;Dir. Admissions and Records; Dir. Financial Aid

**Increase freshmen recruitment efforts.**
Recruitment efforts will include more targeted visits to high schools in select ISD’s and areas. Increase in telecommunication, e-mail and hard copy mail.

**Priority:** High

**Responsible Person/Group:** Dir. New Student Prog.; adm./outreach/fao counselors;Dir. Admissions and Records; Dir. Financial Aid

**Increase transfer recruitment efforts.**
More targeted visits to community colleges; increase in telecommunications to transfer students.

**Priority:** High

**Responsible Person/Group:** Dir. NSP; Dir. AATC; adm./outreach/fao counselors; Dir. Admissions and Records; Dir. Financial Aid

**Increase customer satisfaction.**
Increase customer satisfaction by providing training to the staff in all the areas under the Division of Enrollment Management. Holding periodic retreats with all the areas under Enrollment Management whereby cross training, team building and other workshops are provided in order to better serve our customer.

**Priority:** High

**Responsible Person/Group:** Margaret Dechant; Directors under the Division of Enrollment Management

**Additional Resources Needed:** Funding is needed to hire professionals to conduct the customer service training and other workshops.

**Increase the freshmen persistance rate.**
The Division of Enrollment Management will implement new persistance programs such increase in communications from areas under Enrollment Management to students concerning registration, financial assistance, tutoring and learning, testing, academic advising etc. This increase in communication will provide valuable information so that students will know what services are available to them and pending deadlines for registration etc.

**Priority:** High
**Responsible Person/Group:** Margaret Dechant; Directors under the Division of Enrollment Management
Detailed Assessment Report for
2006-2007 Academic Advising & Transition Center

Mission
Facilitate the students' transition from their prior life role to a successful undergraduate at the university as follows: developing realistic expectations of university life, assisting students to learn about and develop a meaningful educational plan, connecting students with university faculty, staff, and peers, and by involving them as members of the campus community culminating as responsible citizens in our diverse global community. Discover, communicate, and collaborate with other university areas and the community to build supportive programs for all students resulting in retention and graduation.

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

O 1: Advise undergraduate students.
Advise undergraduate students.

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
2.2 Engagement
4.4 Effectiveness

Related Measures:

M 1: Sign-In Sheets
Sign-In Sheets
Source of Evidence: Activity Volume

Achievement Target:
30% of prospective transfer students 80% of undeclared students

Findings (2006-2007) - Achievement Target Partially Met
From August 2006 through July 2007 the number of students who signed in at the AATC was 1522.

Related Action Plans:

Advise Undergraduate Students
Change sign-in sheets to better reflect the type of students coming to visit the AATC. Example: Determine if student is current or prospective and their major with level.
For more information, see the Action Plan Details section of this report.

O 2: Provide orientation
Provide excellent orientation to undergraduate students.

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:

*Texas A&M-Corpus Christi*

  2.2 Engagement
  4.4 Effectiveness

Related Measures:

**M 2: Orientation Evaluations**

Orientation Evaluations

Source of Evidence: Evaluations

**Achievement Target:**

80% of first-year students will rate transitions information between good and excellent. 80% of transfer students will rate transitions information between good and excellent.

**Findings (2006-2007) - Achievement Target Partially Met**

During Summer 2006 85% of the students at orientations found the transition’s information between good and excellent. During Summer 2007 due to a program change, only parents, not the students, received the transition’s information. Discovered that the transition’s information is valuable to both parents and students and best delivered as a group presentation together.

**Related Action Plans:**

*Request transition’s presentation for students*

Both parents and students together benefit from a group presentation on transition’s information.

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

**O 3: Input core curriculum**

Input core curriculum from Texas Public Institutions into Banner. Provides students with timely information on core transfer.

**Associations:**

Institutional Priorities:

  1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
  1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

*Texas A&M-Corpus Christi*

  1.1 Excellence
  2.2 Engagement
  4.4 Effectiveness

Related Measures:

**M 3: Number of institutions input of core curriculum.**

Entering the core curriculum of Texas public institutions in Banner will speed the deliver of information to students that transfer.

Source of Evidence: Efficiency

**Achievement Target:**

Enter a minimum of 9 institutions core curriculum per year.

**Findings (2006-2007) - Achievement Target Not Met**

Due to a change in student information system at TAMU-CC this project will begin Spring 2008.

**Related Action Plans:**
**Details for Action Plans Established This Cycle**

**Advise Undergraduate Students**  
Change sign-in sheets to better reflect the type of students coming to visit the AATC.  
*Example: Determine if student is current or prospective and their major with level.*  
*Priority:* High  
*Responsible Person/Group:* Pat Hill

**Request transition’s presentation for students**  
Both parents and students together benefit from a group presentation on transition’s information.  
*Priority:* High  
*Responsible Person/Group:* Pat Hill to discuss with Director of Orientation

**Input TX institutions core curriculum**  
Core curriculums from TX institutions will be entered in Banner in order to assure timely information to transfer students.  
*Priority:* High  
*Responsible Person/Group:* 3 members in AATC

**Annual Reports**

**Executive Summary**  
AATC provides a valuable service to the TAMU-CC students. Questions concerning admissions, transfer, general undergraduate advising, and direction to the appropriate campus resources are answered by AATC staff. The AATC also houses the 361TALK2ME help phone line.

**Contributions to the Institution**  
Some of the activities and events include: 1. Organize advising at orientations. (Faculty/Staff update) and Transition Presentation for parents and students. 2. Participation/Presentation at Island Days. 3. Advising and training on Transfer Issues. 4. Local Community College monthly visits plus organize two major transfer day events one at Del Mar and the other at CBC. 5. Assist at graduation. 6. Serve on several university committees. 7. Advisor to PTK student organization. 8. Participate in WOW week. (Root-beer float day in the round building.) 9. Chair of CAS standards for admissions and chair in search committee for Director A&R. 10. Member of campus campaign committee. 11. Present at Counselor Updates in Valley, Corpus, Austin, SA, Dallas, and Houston. 12. Participate in campus activities: example, Paws for A Cause and Islander Women Mentors. 13. Part of the planning process for the Luminis project. 14. Sponsor practicum/internship masters’ students in the MS Counseling program. Practicum/internship students collaborate with the TLC retention program by mentoring first-year students. 15. Recruiting activities during TACRAO especially during Coastal Bend, San Antonio, and Gulf Coast weeks. 16. Mentor at TACRAO conference and facilitator at TCA conference. 17. Occasionally, substitute at THECB ACGM meeting. 18. Advise undeclared students. Supplemental advising for honor’s program and athletic students. 19. Advise prospective transfer students. 20. Code the core curriculum in Banner. 21. Work collaboratively with the University Counseling Center to offer STAR workshops (skill building). 22. Available in AATC: Holland Self Directed Search, LASSI, and StrengthsQuest. 23. Furnish funding for the College Student Inventory. (Early alert system) 24. Made presentations at professional conferences. 25. Attend NCAA/NACADA Athletic Academic Reform Institute.

**Highlights**  
Director won National Academic Advising Association, NACADA, student research award 2007. Director serves on NACADA research committee.
**Research and Scholarly Activities**
Director dissertation won NACADA student research award. Director serves on NACADA research committee. Director assists as PI on an NSF grant w/Computer Science and Math department. Transfer Counselor completed Ph.D. in Aug. 2007.

**Public/Community Service**
Participated on committees at Del Mar College. PTK organization involved in various fund raisers for the community.

**Anticipated Challenges**
AATC works with undeclared students at the university. Some students changes majors especially during their first two semesters of attendance at TAMU-CC. Also, some students declare a college yet undeclared. (They do not realize if they are undeclared they should pick the College of Liberal Arts creating confusion and the need to fill out a change of major form.) Students needing developmental courses due to THEA requirements many times are prevented from taking their major courses. It becomes difficult to establish a firm number of undeclared majors and get an accurate count in our majors. Suggestion has been that AATC take care of students until they reach 24 or 30 semester hours. Benefits: 1. Students have one place to seek advisement, get help with planning their career path, retention strategies could be put in place to assist the new students without conflicting with the Colleges.

Concern: In order to provide timely and accurate advise for students, AATC should be in a communication loop with the Colleges new programs and/or requirements and another advisor in AATC would be beneficial. Also, AATC is approached about articulation agreements with community colleges and Joint Admission Agreements. Question as to if AATC has the authority to provide these services. Benefit: AATC understands transfer and one central place to provide service is beneficial. Concern: As stated previously, to provide timely service, AATC would benefit from another advisor.
MISSION

To promote and maintain a constructive testing environment when administering standardized tests. To make every effort to assist and provide accommodations required for group and individual placement, credit by examination, correspondence, and certification tests. Act as a liaison with the various national testing programs.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:
Provide an alternative TSI-assessment

Full Description:
Provide an alternative TSI-approved assessment to the THEA.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- 1-2: Engagement
- 1-4: Effectiveness

Institutional Priorities:

- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-4: Ensuring respectful, fair, and equitable treatment of all individuals
- 1-5: Fostering an open, shared and participatory decision making process
- 1-6: Promoting efficient and effective use of time, resources and technology

Related Measures:

- M. 1: COMPASS or ACCUPLACER

Related Actions:

- A. 1: Implement internet-based COMPASS

Outcome/Objective 2:
Internet-based DSSTexams

Full Description:
Transition from the paper/pencil DSST exam to the internet-based version.

A Student Learning Outcome? No
Strategic Plan Initiatives:
- 1-2: Engagement
- 1-4: Effectiveness

Institutional Priorities:
- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-4: Ensuring respectful, fair, and equitable treatment of all individuals
- 1-5: Fostering an open, shared and participatory decision making process
- 1-6: Promoting efficient and effective use of time, resources and technology

Related Measures:
- M. 2: DSST internet-based test delivery

Related Actions:
- A. 1: Attempt to Increase Usage of DSST exam

Outcome/Objective 3:
DSST credit-by-exam policy

Full Description:
Assist with the expansion of the DSST credit-by-exam policy.

A Student Learning Outcome? No

Strategic Plan Initiatives:
- 1-2: Engagement
- 1-4: Effectiveness

Institutional Priorities:
- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-4: Ensuring respectful, fair, and equitable treatment of all individuals
- 1-5: Fostering an open, shared and participatory decision making process
- 1-6: Promoting efficient and effective use of time, resources and technology

Related Measures:
- M. 3: Number of students taking exam

Related Actions:
- A. 1: Attempt to Increase Usage of DSST exam

Outcome/Objective 4:
Work to increase opportunities in assessment
Full Description:
Seek opportunities to work with the Coastal Bend Community in the areas of assessment.

A Student Learning Outcome? No

Strategic Plan Initiatives:
- 1-2: Engagement
- 1-4: Effectiveness

Institutional Priorities:
- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-6: Promoting efficient and effective use of time, resources and technology
- 1-9: Involving the university community and other publics in the TAMU-CC mission and vision

Related Measures:
- M. 4: Administration of proctored exams.

Related Actions:
- A. 1: Contract with test vendors.

MEASURES

Measure 1: COMPASS or ACCUPLACER

Measure Full Description:
COMPASS or ACCUPLACER

Related Outcome(s)/Objective(s):
- Obj. 1: Provide an alternative TSI-assessment

Target Level:
Immediate assessment

Findings:
Still researching the pros and cons of internet-based testing vs. the windows version of COMPASS. Requested a fee approval for the COMPASS. Fee approved this December.

Target Level Achievement: Partially Met

Further Action Planned? Yes
Measure 2:
DSST internet-based test delivery

Measure Full Description:
DSST internet-based test delivery

Related Outcome(s)/Objective(s):
- Obj. 2: Internet-based DSST exams

Target Level:
Increased number of students taking exam.

Findings:
Transitioned from paper/pencil DSST exam to the internet-based version

Target Level Achievement: Met
Further Action Planned? No

Measure 3:
Number of students taking exam

Measure Full Description:
Number of students taking exam

Related Outcome(s)/Objective(s):
- Obj. 3: DSST credit-by-exam policy

Target Level:
Increased number of students choosing to take the DSST exam.

Findings:
The College of Science and Technology approved the use of 4 DSSTs for credit on May 2, 2007. The College of Business did not approve the use of this test for any of their subjects on September 25, 2007. The College of Education also decided not to use this exam on September 28, 2007. Since there only four DSST subjects approved for university credit, the number of Texas A&M University-Corpus Christi students will be limited. We will promote this test as an alternative to CLEP.

Target Level Achievement: Met
Further Action Planned? No

Measure 4:
Administration of proctored exams.
Measure Full Description:
Administration of proctored exams.

Related Outcome(s)/Objective(s):
- Obj. 4: Work to increase opportunities in assessment

Target Level:
Increased usage of testing facilities.

Findings:
Contracted with the Performance Assessment Network, Inc to administer the U.S. Transportation Security Administration Assessment Battery, the JcPenney Management Assessment, Qwest Communications Multipath Test, U.S. Customs and Border Protection Proctored Promotional Assessments. Contracted with CASTLE Worldwide to administer internet-based exams and move from the paper-pencil currently administered, the American Council on Exercise certification exams. Contracted with Western Governors University to provide on-line exams to their students. Contracted with the ACT, Inc. to administer the COMPASS exam as an alternative to the THEA exam. Contracted with the Law School Admission Council to administer the Law School Admission Test. Contracted with Schroeder Measurement Technologies, Inc., for which one of their clients is the Texas State Board of Education. Contracted with ISO-Quality Testing. Contracted with ACT, Inc to offer the ACT Residual. Need to create a new testing room.

Target Level Achievement: Partially Met

Further Action Planned? Yes

ACTIONS

Action 1:
Implement internet-based COMPASS

Full Description
With the creation of a new full-time staff position, this should become a reality next year.

Related Objectives:
- Obj. 1: Provide an alternative TSI-assessment

Related Measures:
- M. 1: COMPASS or ACCUPLACER

Person/group responsible for the action
Judith Perales

Target date to implement the action
02-01-2008

Priority
High
**Additional resources**

Need a full-time staff person. This position will be filled on January 2, 2008.

**Action 1:**
 Attempt to Increase Usage of DSST exam

**Full Description**

Before I could attempt to increase the usage of this exam, a review of the DSST policy was required by the respective disciplines.

**Related Objectives:**

- **Obj. 2:** Internet-based DSST exams
- **Obj. 3:** DSST credit-by-exam policy

**Related Measures:**

- **M. 2:** DSST internet-based test delivery
- **M. 3:** Number of students taking exam

**Person/group responsible for the action**

Judith Perales

**Target date to implement the action**

Completed

**Priority**

Low

**Additional resources**

Completed

**Action 1:**
 Contract with test vendors.

**Full Description**

This will be an ongoing project.

**Related Objectives:**

- **Obj. 4:** Work to increase opportunities in assessment

**Related Measures:**

- **M. 4:** Administration of proctored exams.

**Person/group responsible for the action**

Judith Perales

**Target date to implement the action**

Ongoing
WEAVEonline(SM) Assessment Management

Priority

Med

Additional resources
Need to set-up an additional testing room. SSC 210C will be used to administer these exams. Need three workstations, which will include monitors and pcs, chairs, and a new camera system.

ANALYSIS

Strength
I need an additional full-time staff member to assist with the administration of proctored exams. All of the test vendors require that we have someone that is on staff or of a certain again to administer these exams. This position was approved and posted in October.

Attention Needed
We need to complete the new testing room.

ANNUAL REPORT

Executive Summary
The office will continue to assist in looking for new testing opportunities to meet the needs of its diverse puopulation.

Highlights
Contracted with the Performance Assessment Network, Inc to administer the U.S. Transportation Security Administration Assessment Battery, the JcPenney Management Assessment, Qwest Communications Multipath Test, U.S. Customs and Border Protection Proctored Promotional Assessments. Contracted with CASTLE Worldwide to administer internet-based exams and move from the paper-pencil currently administered, the American Council on Exercise certification exams. Contracted with Western Governors University to provide on-line exams to their students. Contracted with the ACT, Inc. to administer the COMPASS exam as an alternative to the THEA exam. Contracted with the Law School Admission Council to administer the Law School Admission Test. Contracted with Schroeder Measurement Technologies, Inc., for which one of their clients is the Texas State Board of Education. Contracted with ISO-Quality Testing. Contracted with ACT, Inc to offer the ACT Residual. Purchased software to grade these exams onsite.

Challenges
Need to create a new testing room. Need additional full-time staff member. This staff position was approved and new employee will begin in January.
Mission

The mission of the Office of Admissions and Records is to identify students who show a high potential for academic success; to implement the admissions standards and policies of the University; to conduct new student programs; to advise and certify international students; to maintain the accuracy of records; to act as the custodian of records; to enroll students; and to graduate students.

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

O 1: Improve level of student satisfaction

Improve the level of student satisfaction within the Office of Admissions and Records. The Office of Admissions and Records encompasses the following areas: undergraduate admissions processing, records (records maintenance; registration, graduation).

Associations:

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.6 Promoting efficient and effective use of time, resources and technology
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence
4.4 Effectiveness

Related Measures:

M 1: The Noel Levitz Student Satisfaction Inventory.
The Noel Levitz Student Satisfaction Inventory.

Source of Evidence: Satisfaction

Achievement Target:
An increase in the level of student satisfaction with the Office of Admissions and Records services and processes. This level should be above the national average.

M 2: Number of complaints received during the year
Number of complaints received during the year

Source of Evidence: Service Quality

Achievement Target:
No more than 5 complaints during the year that could be attributed to a failure of the office to ensure customer service is regularly and consistently emphasized by all levels of management.

O 2: Increase FTIC enrollment for Fall 2007.
Increase FTIC enrollment for Fall 2007.

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.6 Promoting efficient and effective use of time, resources and technology
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

**Strategic Plans:**

*Texas A&M-Corpus Christi*

2.2 Engagement
3.3 Expansion

**Related Measures:**

**M 3: Compare FTIC enrollment data**

Compare the official FTIC enrollment data in the student information system for previous year to the official FTIC enrollment data for current year.

Source of Evidence: Activity Volume

**Achievement Target:**

Increase the FTIC student enrollment by 4% from Fall to Fall.

**O 3: Increase transfer student enrollment for fall 2005**

Increase transfer student enrollment for fall 2005.

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.6 Promoting efficient and effective use of time, resources and technology
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

**Strategic Plans:**

*Texas A&M-Corpus Christi*

3.3 Expansion
4.4 Effectiveness

**Related Measures:**

**M 4: Compare official transfer student enrollment**

Compare the official transfer student enrollment data in SIS+ for previous year to the official transfer enrollment data in SIS+ for current year.

Source of Evidence: Transfer Acceptance

**Achievement Target:**

Increase the transfer student enrollment by 2% from Fall to Fall.
MISSION

The mission of the Office of Student Financial Assistance at Texas A&M University-Corpus Christi is to inform students of the availability of federal, state and local financial assistance programs. Financial Assistance awards are processed in compliance with the laws and guidelines governing each program. Eligible students are awarded without regard to sex, race, age, ethnic origin, handicap or creed.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:
Service in completion/disbursement of aid

Full Description:
Provide exceptional service in the completion and disbursement of federal, state and local Financial Aid.

A Student Learning Outcome? No

Strategic Plan Initiatives:
- 1-1: Excellence
- 1-4: Effectiveness

Institutional Priorities:
- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-6: Promoting efficient and effective use of time, resources and technology
- 1-9: Involving the university community and other publics in the TAMU-CC mission and vision

Related Measures:
- M. 1: Audits and financial aid reports

Related Actions:
- A. 1: Improve the process and awarding of Financial Aid.

Outcome/Objective 2:
Seek and administer Financial Aid

Full Description:
Our goal is to seek and administer Financial Aid to all eligible and deserving students in a timely manner in order to pursue an education at Texas A&M University Copus Christi.

A Student Learning Outcome? No
Strategic Plan Initiatives:
- 1-1: Excellence
- 1-4: Effectiveness

Institutional Priorities:
- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-6: Promoting efficient and effective use of time, resources and technology

Related Measures:
- M. 2: Contact with students

Related Actions:
- A. 1: Reach more students in the awarding.
- A. 4: Improve Customer Service

Outcome/Objective 3:
Award letters

Full Description:
Create estimated award letters and mail on a timely bases to all Incoming Freshman students.

A Student Learning Outcome? No

Strategic Plan Initiatives:
- 1-1: Excellence
- 1-4: Effectiveness

Institutional Priorities:
- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-6: Promoting efficient and effective use of time, resources and technology

Related Measures:
- M. 3: Date award letters are mailed.

Related Actions:
- A. 1: Delivery of award letters.

Outcome/Objective 4:
FAFSA at the Mall

Full Description:
The Financial aid Office and in partnership with the Office of Admissions and Records, Colleges and various partners in the lending community will continue to promote the university, assist students and parents in completing the FAFSA at our "FAFSA at the Mall" event.
A Student Learning Outcome?  No

Strategic Plan Initiatives:

- 1-1: Excellence
- 1-3: Expansion
- 1-4: Effectiveness

Institutional Priorities:

- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-2: Establishing a culture of professionalism and responsibility
- 1-6: Promoting efficient and effective use of time, resources and technology
- 1-9: Involving the university community and other publics in the TAMU-CC mission and vision

Related Measures:

- M. 4: Number of applications
- M. 5: Sign-in Sheets

Outcome/Objective 5:
Student and Counselor Outreach

Full Description:
Our outreach advisor will continue his efforts in reaching out to area high school students and High School counselors in educating them on the Financial Aid process.

A Student Learning Outcome?  No

Strategic Plan Initiatives:

- 1-1: Excellence
- 1-2: Engagement
- 1-3: Expansion

Institutional Priorities:

- 1-1: Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1-2: Establishing a culture of professionalism and responsibility
- 1-6: Promoting efficient and effective use of time, resources and technology
- 1-9: Involving the university community and other publics in the TAMU-CC mission and vision

Related Measures:

- M. 6: Total number of outreach visits.
- M. 7: Out of all visits how many are new locations.
- M. 8: Increase enrollment in surrounding areas

MEASURES

Measure 1:
Audits and financial aid reports
Measure Full Description:
Audits performed by U.S. Department of Education, Texas A&M University System, NCAA and Department of Veterans Affairs. Annual financial aid reports. (Financial Aid DataBase Report, FISAP)

Related Outcome(s)/Objective(s):
- Obj. 1: Service in completion/disbursement of aid

Target Level:
In compliance with all reports

Findings:
After an NCAA during the month of November 2007 the Financial Aid Office was found to be in compliance with process, awarding and reporting.

Target Level Achievement: Met

Further Action Planned? No

Measure 2:
Contact with students

Measure Full Description:
Number of students who appear on deregistration list after numerous contacts with students proactive measures.

Related Outcome(s)/Objective(s):
- Obj. 2: Seek and administer Financial Aid

Target Level:
2. 88% or more of students eligible for Financial Aid will not appear on deregistration list.

Findings:
Deregistration list was not as extensive as previous years but this is attributed to our new student information system and the difficulties the Bursar’s Office had in compositing a true list. Our enrollment was down but cannot measure the percentages of the list without an accurate list to go by.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 3:
Date award letters are mailed.

Measure Full Description:
Date award letters are mailed.
Related Outcome(s)/Objective(s):

- Obj. 3: Award letters

Target Level:
Mail all pre-award letters by March 12, 2007.

Findings:
This objective was not met due to the implementation of the Banner, the new student information system. There were difficulties getting our updates loaded to the system and things just didn’t go as planned.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 4:
Number of applications

Measure Full Description:
Number of FAFSA applications received prior to the priority deadline and students and parents with a better understanding of the Financial Aid process.

Related Outcome(s)/Objective(s):

- Obj. 4: FAFSA at the Mall

Target Level:
Process at least 100 FAFSA applications.

Findings:
With our Outreach Advisor in place the Financial Aid office was able to expand our visits from the local Coastal Bend Area to the entire South Texas. With the expansion of our visit the growth of applications that were processed were increased. Our target was 100, we processed approximately 300 from visiting the High schools in our targeted areas. Our visits went from about 15 High Schools to 37 High Schools.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 5:
Sign-in Sheets

Measure Full Description:
Sign-in Sheets

Related Outcome(s)/Objective(s):

- Obj. 4: FAFSA at the Mall
Target Level:
At least 200 students and parents sign-in.

Findings:
We were able to exceed the attendance of FAFSA at the mall due to the time of year we were able to reserve this year. There were approximately 350 students and parents that visited our area set up in the center court of Padre Staples mall.

Target Level Achievement: Met

Further Action Planned? No

Measure 6:
Total number of outreach visits.

Measure Full Description:
Total number of outreach visits.

Related Outcome(s)/Objective(s):
- Obj. 5: Student and Counselor Outreach

Target Level:
Make at least 600 visits per academic year which consist of 28 schools.

Findings:
We were able to exceed the visits of schools this year. Our target was 28 schools we visited 37 schools. The total visits to all 37 schools totaled approximately 600 visits.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 7:
Out of all visits how many are new locations.

Measure Full Description:
Out of all visits how many are new locations.

Related Outcome(s)/Objective(s):
- Obj. 5: Student and Counselor Outreach

Target Level:
Out of the 600 visits 15 are new locations.

Findings:
There were 17 new locations that were visited this year.
Target Level Achievement: Met
Further Action Planned? No

Measure 8:
Increase enrollment in surrounding areas

Measure Full Description:
An increase in enrollment in students in the surrounding areas.

Related Outcome(s)/Objective(s):
● Obj. 5: Student and Counselor Outreach

Target Level:
Expect to increase enrollment from outlying Coastal Bend area by 3%.

Findings:
Enrollment remained the same from previous year.

Target Level Achievement: Not Met
Further Action Planned? Yes

ACTIONS

Action 1:
Improve the process and awarding of Financial Aid.

Full Description
Improve the process currently in place for submission of electronic process for applying for Federal student Loans.

Related Objectives:
● Obj. 1: Service in completion/disbursement of aid

Related Measures:
● M. 2: Contact with students
● M. 8: Increase enrollment in surrounding areas

Person/group responsible for the action
Financial Aid loan department

Target date to implement the action
July 2008 effective Fall 2008 semester

Priority
Med
**Action 1:**
Reach more students in the awarding.

**Full Description**
Be able to reach more student that have financial need in awarding federal and state grants.

**Related Objectives:**
- **Obj. 2:** Seek and administer Financial Aid

**Related Measures:**
- **M. 8:** Increase enrollment in surrounding areas

**Person/group responsible for the action**
Entire Financial Aid office.

**Target date to implement the action**
Fall 2008 semester - August 2008

**Priority**
High

**Action 1:**
Delivery of award letters.

**Full Description**
Delivery of award letters to students by the end of March 2008.

**Related Objectives:**
- **Obj. 3:** Award letters

**Related Measures:**
- **M. 3:** Date award letters are mailed.
- **M. 8:** Increase enrollment in surrounding areas

**Person/group responsible for the action**
Financial Aid staff.

**Target date to implement the action**
March 2008

**Priority**
High

**Action 4:**
Improve Customer Service

**Full Description**
Improve customer service by conducting monthly meeting for the staff and weekly meeting with the advisors on any updates on new process and new federal regulations as they occure.
Related Objectives:
- Obj. 2: Seek and administer Financial Aid

Related Measures:
- M. 2: Contact with students

Person/group responsible for the action: Entire Financial Aid office.

Target date to implement the action: On going

Priority: High

ANALYSIS

Strength
The outreach position is a great asset to the University due to the increase of students we were able to reach out to and the increase of FAFSA applications that were processed shows proof of that.

Attention Needed
Customer Service is always a high priority in this office so there will always require continued attention. Also the continued outreach efforts to increase enrollment and being able to visit those schools that are in need of help in the processing of the Financial Aid application process. Award letters is a the number one priority in meeting our goal of March 2008.
Mission

The Office of Student Recruitment and New Student Programs aims to assist in the recruitment and retention efforts of Texas A&M University-Corpus Christi, by encouraging all potential students to seek a higher education through the implementation of programming, and communications that will introduce all students and families to the University and its processes. The Office of Student Recruitment and New Student Programs identifies and recruits students of high potential, especially those from groups who have been historically under-represented in Texas higher education. We strive to enhance the college experience of admitted students by providing programs and information that will orient them to the University, aid in their transition, help connect them to the University and their fellow Islanders. Through a commitment to excellence we encourage personal growth and leadership development of all professional staff, student assistants and volunteers through their participation in office programs, training and leadership opportunities.

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

O 1: Improving Customer Service

To increase overall customer satisfaction with all areas under the Office of Recruitment and New Student Programs

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
2.2 Engagement
3.3 Expansion
4.4 Effectiveness

Related Measures:

M 3: The Noel Levitz Student Satisfaction Survey

The Noel Levitz Student Satisfaction Survey will be used to determine the overall customer satisfaction with the areas that fall under the Office of Recruitment and New Student Programs

Source of Evidence: Satisfaction

Achievement Target:

This Achievement Target was created through the WEAVEonline Data Conversion process because the associated 'Target Performance Level for Program' field in Version 3.5 was blank. Please edit this information to enter the actual Achievement Target for this Measure-Outcome/Objective combination. What you enter as the Achievement Target will stay active until you alter its 'Active through Cycle.'
Findings (2006-2007) - Achievement Target Partially Met
The findings from the 2006 survey were that there is a degree of satisfaction with the office under the Division of Enrollment Management but that there is room for improvement. (During 2006 and part of 2007 the services provided by the the Office of Recruitment and New Student Programs were formally under the Office of Admissions and Records until a departmental reorganization took place in September 2007)

Related Action Plans:
Monitor Noel Levitz Results
Monitor the Noel Levitz results received for the 2008 administration to assess student satisfaction
For more information, see the Action Plan Details section of this report.

O 2: To increase freshmen enrollment
To increase freshmen enrollment by 3% or more by students annually.

Associations:
We are guided and follow the best practices standards set by the Texas Association for Collegiate Registrars and Officers (TACRAO) and the American Association for Collegiate Registrars and Officers (AACRAO) when recruiting students. We follow all the policies and procedures governing the admission process prescribed by our university catalog and any related policies and procedures provided by the Texas A&M University System.

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:
Texas A&M-Corpus Christi
3.3 Expansion

Related Measures:
M 1: Official census enrollment information
Official census enrollment will be used to determine if the freshmen enrollment for fall 2007 reflected a 3% increase over fall 2006
Source of Evidence: Existing Data

Achievement Target:
This Achievement Target was created through the WEAVEonline Data Conversion process because the associated 'Target Performance Level for Program' field in Version 3.5 was blank. Please edit this information to enter the actual Achievement Target for this Measure-Outcome/Objective combination. What you enter as the Achievement Target will stay active until you alter its 'Active through Cycle.'

Findings (2006-2007) - Achievement Target Met
The overall freshmen enrollment from fall 2006 of 1,699 to 1,770 reflected a 4.2% increase in freshmen enrollment. This was over a 3% increase.

Related Action Plans:
Increase freshmen recruitment efforts
Recruitment efforts will include more targeted visits to high schools in select ISD’s and areas. Increase in telecommunication, e-mail and hard copy mail.
For more information, see the Action Plan Details section of this report.

O 3: To increase transfer enrollment
To increase transfer student enrollment by 3% or more annually.

Associations:
We are guided and follow the best practices standards set by the Texas Association for Collegiate Registrars and Officers (TACRAO) and the American Association for Collegiate Registrars and Officers (AACRAO) when recruiting students. We follow all the policies and procedures governing the admission process prescribed by our university catalog and any
related policies and procedures provided by the Texas A&M University System.

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*

3.3 Expansion

**Related Measures:**

**M 2: Official census enrollment information**

Official census enrollment will be used to determine if the transfer enrollment for fall 2007 reflected a 3% increase over fall 2006

Source of Evidence: Existing Data

**Achievement Target:**

This Achievement Target was created through the WEAVEonline Data Conversion process because the associated 'Target Performance Level for Program' field in Version 3.5 was blank. Please edit this information to enter the actual Achievement Target for this Measure-Outcome/Objective combination. What you enter as the Achievement Target will stay active until you alter its 'Active through Cycle.'

**Findings (2006-2007) - Achievement Target Met**

Transfer and readmittance increased from fall 2006 of 1,463 to fall 2007 of 1,757. This reflected a 20.1% increase.

**Related Action Plans:**

Increase transfer recruitment efforts

More targeted visits to community colleges; increase in telecommunications to transfer students.

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

**O 4: Increase Program Effectiveness**

Increase program effectiveness of Island Day through redesigned program events

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

1.6 Promoting efficient and effective use of time, resources and technology

1.7 Providing an active campus life that extends teaching and learning beyond the classroom

1.9 Involving the university community and other publics in the TAMU-CC mission and vision

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence

2.2 Engagement

4.4 Effectiveness

**Related Measures:**

**M 4: Island Day Participation Surveys**

The Island Day Participation Surveys will be used to determine the overall effectiveness of the program.

Source of Evidence: Evaluations

**Achievement Target:**

This Achievement Target was created through the WEAVEonline Data Conversion process because the associated 'Target Performance Level for Program' field in
Version 3.5 was blank. Please edit this information to enter the actual Achievement Target for this Measure-Outcome/Objective combination. What you enter as the Achievement Target will stay active until you alter its ‘Active through Cycle.

**Findings (2006-2007) - Achievement Target Met**
The 2006 overall effectiveness of the Island Day Program increased 1% over the 2005 results.

**Details for Action Plans Established This Cycle**

**Increase freshmen recruitment efforts**
Recruitment efforts will include more targeted visits to high schools in select ISD’s and areas. Increase in telecommunication, e-mail and hard copy mail.

- **Priority:** High
- **Responsible Person/Group:** Dir. Recruitment/New Student Programs, outreach, fao counselors, admissions and records

**Increase transfer recruitment efforts**
More targeted visits to community colleges; increase in telecommunications to transfer students.

- **Priority:** High
- **Responsible Person/Group:** Dir. Recruitment/New Student Programs, outreach, fao counselors, admissions and records

**Monitor Noel Levitz Results**
Monitor the Noel Levitz results received for the 2008 administration to assess student satisfaction

- **Priority:** Medium
- **Responsible Person/Group:** Leticia Bazan
- **Additional Resources Needed:** Results of 2008 survey
Detailed Assessment Report for  
2006-2007 Title V - Component I - GO Centers

Mission

The mission of the Title V Coop is to open the Pipeline and Close the Gaps’ in higher education opportunities for Hispanic, low income, first generation students through collaboration and community outreach with Del Mar College, the Public Schools, Parents, and the Go Centers as well as through collaboration with college faculties and secondary level public school teachers to improve curriculum alignment between secondary and postsecondary institutions.

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

O 1: Establish collaboration for the title V Coop

By May 2006, the necessary foundations in communication and collaboration between Del Mar College, A&M-CC and the secondary level public schools will be established, formalized and completed

Associations:

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence
2.2 Engagement
3.3 Expansion

Related Measures:

M 1: MOU and collaborative agreement

Contracts and memorandums of understanding specifying terms of collaboration and communication between the secondary level public school administration, grant personnel and administration and personnel from the two cooperating institutions: A&M-CC university and Del Mar College will be drafted, completed and signed by May 2006

Source of Evidence: Doc. Analysis

Achievement Target:
Memorandum of Understanding completed and signed by May 2006.

Findings (2006-2007) - Achievement Target Met
An Interagency agreement was drafted in January 2005 and signed by both the A&M-CC President and the Del Mar College President and the high school Go Centers.

O 2: Title V Coop Coordinators hired.

By December 2005, the necessary component one, two and three coordinators who will coordinate all activities will be assigned or hired to operate and manage the tasks and activities to be implemented

Associations:
Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

*Texas A&M-Corpus Christi*

1.1 Excellence

Related Measures:

**M 2: Hiring Coordinators**

By December 2005, Three component coordinators will be recruited, identified, appointed or hired to begin the task of establishing the necessary inter-institutional system of connections, cooperation and communication in collaboration between all three levels of the pipeline to be specified in the inter-institutional contracts and/or MOU’s

Source of Evidence: Other Admin

**Achievement Target:**

By 2005 Coordinators for all the components will be hired.

**Findings (2006-2007) - Achievement Target Met**

All Three Component Coordinators, the Lead Institution Project Director and the Del Mar College CoDirector have been assigned and or hired and are currently being funded by direct funds. Director: Dr. Veronica Guerra, CoDirector: Mr. Rudy Duarte, Component One Coordinators: Victor Davila and Jaime Arredondo, Component Two Coordinator: Mr. Mike Anzaldua, Component Three Coordinator: Ms. Patricia Hill

**O 3: All three levels pipeline will be approved.**

By May 2006, all locations, Go Centers and office spaces for housing all three levels of the pipeline will be designated and approved.

**Associations:**

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

*Texas A&M-Corpus Christi*

1.1 Excellence

Related Measures:

**M 3: Publication of handbook and Go Ctr locations**

A handbook and campus maps designating and describing the project centers, locations and office spaces.

Source of Evidence: Doc. Analysis

**Achievement Target:**

Published, printed and distributed by May 2007.

**Findings (2006-2007) - Achievement Target Met**

Flyers were printed and distributed in 2006. Office Space for the Project Director is in A&M-CC Modular One, Suite, 125, Office space for the CoDirector is at Del Mar Buddy Venters Building, Office Space for the Business Coordinator is in A&M-CC Modular One, The Component One Coordinator’s office is in the Office of University Outreach. The Office of the Component Two Coordinator is in the English Department at Del Mar College, The Office of the Component Three
Coordinator is in the Enrollment Management Advising Office. The High School Go centers are all located at ten different high schools in the Corpus Christi area.

O 4: **Pipeline student tracking systems established.**
By August 2006, the necessary Pipeline student tracking systems between all three institutions will be designed and established

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence

**Related Measures:**

**M 4: Student Tracking Software**
Inter-institutional computerized, on line software, and manual student tracking procedures between all three levels of the pipeline will be designed and implemented by August 2006.

Source of Evidence: Efficiency

**Achievement Target:**
Will be designed and implemented by August 2006.

**Findings** (2006-2007) - **Achievement Target Met**
A new system specialist was hired in 2006 to implement & manage the Blumen student tracking software at both institutions. This software is updated on a daily basis at both institutions by this individual and he is responsible for integrating all of the student data.

O 5: **Methods & procedures for participant selection.**
By May 2006, the necessary methods, procedures and processes of recruitment, identification, selection and retention of all project participants at all three levels of the Pipeline will be designed and established.

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence

**Related Measures:**

**M 5: Developing methods and procedures**
Inter-institutional recruitment, identification, selection and retention forms for intake, referring, tracking and transferring of project participants will be drafted both electronically, on line and manually at all three levels of the pipeline.

Source of Evidence: Other Admin

**Achievement Target:**
Will be completed by August 2006

**Findings** (2006-2007) - **Achievement Target Met**
As of May 2006 all three levels of the Pipeline activity has designed procedures and processes to identify, recruit, select and retain project participants.

O 6: **Increase in dual credit/concurrent enrollment**
By August 2009, 25% more high school students over the 2005 baseline will enroll in and complete dual credit /concurrent courses in order to earn semester credit hours towards a bachelor’s or associate’s degree

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence

3.3 Expansion

**Related Measures:**

**M 6: Electronic tracking system**

Electronic tracking system data.

Source of Evidence: Benchmarking

**Achievement Target:**

By August 2009 electronic tracking system data will indicate that 25% more high school students will have enrolled and successfully completed at least three semester hours of dual credit/concurrent courses towards an associate or baccalaureate degree (Baseline= students enrolled in 2005).

**Findings (2006-2007) - Achievement Target Met**

This objective is on track and slightly ahead of schedule for completion.

**O 7: Fin. Aid info will increase by 10% through part.**

By August 2009, the amount of college admissions and financial aid information and financial assistance available through stipends for Go Center high school participants for participation and peer mentorship activities will increase by 10 percent.

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence

3.3 Expansion

**Related Measures:**

**M 7: Electronic tracking system**

Electronic tracking system data

Source of Evidence: Benchmarking

**Achievement Target:**

Between August 2006 and 2009, electronic tracking system data will indicate that a total of twenty additional Go Center high school participants will receive college admissions information and yearly financial assistance for participation and peer mentorship activities (2005 Baseline=0)

**Findings (2006-2007) - Achievement Target Met**

It has been met and exceeded before the 2009 date.

**O 8: Increase in secondary level Go Centers by 2009**

From August 2006 to August 2009, the number of secondary level Go Centers in the 12 county South Texas region will increase by 30%

**Associations:**
Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence
3.3 Expansion

Related Measures:

M 8: Percent of Go Centers opened
Percent of Go Center opened
Source of Evidence: Benchmarking

Achievement Target:
By 2009 30% of Junior High and High School Go Centers will be opened to provide assistance and motivation to secondary level students to graduate. (Baseline = number of Go Centers in 2005)

Findings (2006-2007) - Achievement Target Met
It has been met and exceeded at the end of this reporting year.

O 9: Increase of Go Center graduates by 2009
By August 2009 the number of GO Center Participants who graduate from high school will increase by 3% yearly.

Associations:

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence

Related Measures:

M 9: Graduation rates for Go Center Seniors
Comparison of Graduation rates for Go Center High Schools Seniors between August 2006 and 2009.
Source of Evidence: Benchmarking

Achievement Target:
Between August 2006 and 2009 there will be a three percent yearly increase in graduation rates for Go Center high school seniors graduating with a recommended diploma (Baseline = 2005 Go Center Graduation Rate)

Findings (2006-2007) - Achievement Target Met
It is on track according to data from our Go Centers. We are still continuing to monitor each go center and new center recently yet to open more than one year from their baseline to measure anything.

O 10: Increase in Go Ctr participants enrolled in coll.
By August 2009, the number of Go Center participants admitted and enrolled in lower division level at a community college or postsecondary school will increase by 3% yearly.

Associations:

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.9 Involving the university community and other publics in the TAMU-CC mission and vision
Strategic Plans:

*Texas A&M-Corpus Christi*

1.1 Excellence
3.3 Expansion

**Related Measures:**

**M 10: Electronic tracking system**
Electronic tracking system
Source of Evidence: Benchmarking

**Achievement Target:**
By August 2009, electronic tracking system will indicate that the number of Go Center participants admitted and enrolled in lower division postsecondary level will increase by 3% yearly.

**Findings (2006-2007) - Achievement Target Met**
Every year student participating in go centers are increasing.

**Details for Action Plans Established This Cycle**

*none required we are on track for all goals.*

**Priority:** Low
Mission

TRIO-SSS MISSION STATEMENT: To recruit, retain, support and graduate a diverse, highly qualified student body through federal financial sponsorship in keeping with the U.S. Department of Education’s mission to increase postsecondary accessibility and graduation rates for low income, first generation, disabled students.

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

O 1: Enroll 160 Eligible Participants
One hundred sixty (160) eligible students will be identified and enrolled in the TAMU-CC SSS Program. Two-thirds (106) will be both low income and first generation. One-third (54) will be low income only or first generation only or disabled only.

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 1: Enroll 160 Eligible Participants
One hundred sixty (160) eligible students will be identified and enrolled in the TAMU-CC SSS Program. Two-thirds (106) will be both low income and first generation. One-third (54) will be low income only or first generation only or disabled only.

Source of Evidence: Activity Volume

Achievement Target:
160 eligible participants total. 2/3 (106) will be low income/first generation, 1/3 (54) low income, first generation or disabled.

Findings (2006-2007) - Achievement Target Partially Met
134 eligible participants were enrolled. 90 (66.6%) were low income/first generation. 44 (33.3%) were low income, first generation, or disabled.

Related Action Plans:
Enroll 160 Eligible Participants
Continue enrolling eligible participants until the maximum 160 is reached. For more information, see the Action Plan Details section of this report.

O 2: Needs Assessment / IEP
One Hundred percent (100%) of the newly admitted participants will have their needs assessed and an Individual Education Plan (IEP) on file within 30 days of being admitted to the program.

Associations:
Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:

*Texas A&M-Corpus Christi*

1.1 Excellence
2.2 Engagement

**Related Measures:**

**M 2: Needs Assessment / IEP**

100% of newly admitted participants will have their needs assessed and an Individual Education Plan on file within 30 days of admittance to SSS

Source of Evidence: Doc. Analysis

**Achievement Target:**

100% of the newly admitted participants will have their needs assessed and an IEP on file within 30 days of admission

**Findings (2006-2007) - Achievement Target Partially Met**

100% of newly admitted participants had their needs assessed and an IEP on file by the end of the semester instead of within 30 days. IEP was being further developed and still needs refinement to make it fully integrated with application and programmatic efforts to meet participants’ needs.

**Related Action Plans:**

**Needs Assessment / IEP**

Assess the academic needs of all new participants within 30 days of admission to the program and place their IEP (Individual Education Plan) in their files. Also, continue improving the effectiveness of the IEP

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

**O 3: Financial Assistance**

90% of the participants will be offered sufficient financial assistance to meet their basic academic financial needs by the end of each academic year.

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence
4.4 Effectiveness

**Related Measures:**

**M 3: Financial Assistance**

90% of the participants will be offered sufficient financial assistance to meet their basic academic financial needs by the end of each academic year.

Source of Evidence: Existing Data

**Achievement Target:**

90% will be offered sufficient financial assistance to meet their basic academic financial needs by the end of the academic year

**Findings (2006-2007) - Achievement Target Met**

100% were offered sufficient financial assistance to meet their basic academic financial needs by the end of the academic year.

**Related Action Plans:**
Financial Assistance
Since the objective was met for 2006-2007, no action is necessary.
For more information, see the Action Plan Details section of this report.

O 4: Retention
Seventy five percent (75%) of the participants will be retained after each academic year.

Associations:
Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 4: Retention
75% of the participants will be retained after each academic year
Source of Evidence: Existing Data

Achievement Target:
75% of the participants will enroll for at least one course in the next academic year

Findings (2006-2007) - Achievement Target Partially Met
65% of participants persisted to the next semester. However, SSS graduated more participants than expected and SSS Annual Reports do not include as persistent those who skip one of the summer sessions. Both of these items skew the retention rate.

Related Action Plans:
Retention
Continue to support participants academically such that 75% will be retained, will enroll for at least one course each semester until graduated.
For more information, see the Action Plan Details section of this report.

O 5: Graduation Rates

Associations:
Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Excellence

Related Measures:

M 5: Graduation Rates
The graduation rate for each cohort of participants will increase as follows: 2nd year graduation rate: 16% (2006-2007 cohort); 3rd year graduation rate: 19% (2007-2008 cohort); 4th year graduation rate: 22% (2008-2009 cohort).

Source of Evidence: Existing Data

Achievement Target:
The graduation rate for 2006-2007 will be 16%. The graduation rate for 2007-2008 will be 19% The graduation rate for 2008-2009 will be 22%
Findings (2006-2007) - Achievement Target Met
The graduation rate for 2006-2007 was 28%.

Related Action Plans:

Graduation Rates
Since the graduation rate for 2006-2007 was 21%, no action is necessary. For more information, see the Action Plan Details section of this report.

O 6: Minimum GPA
At least 80% of participants will earn a cumulative grade point average of 2.0 or higher on a 4.0 scale each year and be in good academic standing with the university.

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 6: Minimum GPA
At least 80% of participants will earn a cumulative grade point average of 2.0 or higher on a 4.0 scale each year and be in good academic standing with the university.

Source of Evidence: Existing Data

Achievement Target:
80% or more will earn a gpa of 2.00 or higher

Findings (2006-2007) - Achievement Target Met
90% of participants had a gpa of 2.0 or higher.

Related Action Plans:

Minimum GPA
Continue to support participants academically such that at least 80% will have a gpa of 2.0 or higher and be in good standing with the University. For more information, see the Action Plan Details section of this report.

O 7: THEA
Each year 70% of participants who are THEA liable will pass and will be able to transfer from lower division to higher division courses.

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 7: THEA
Each year 70% of who are THEA liable will pass and will be able to transfer from lower division to higher division courses.

Source of Evidence: Existing Data
Achievement Target:
70% of THEA liable participants will pass the THEA each year.

Findings (2006-2007) - Achievement Target Partially Met
Of 13 students liable for at least one THEA test section, 100% passed Reading, 54% (7) passed Math, and 92% (12) passed Writing. A difficulty with measuring this objective is that participants will take a year or more to prepare for just one section of the THEA, most saving math to the end. Tracking participants' scores and test-taking has been somewhat inefficient.

Related Action Plans:
THEA

Improve tracking of participants who are THEA liable and support them so that of those liable for any THEA section, 70% will pass and be eligible to advance to upper division courses.
For more information, see the Action Plan Details section of this report.

O 8: Declared Majors
70% of participants with undeclared majors will declare a major by the end of each year.

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 8: Declared Majors
70% of participants with undeclared majors will declare a major by the end of the year.

Source of Evidence: Existing Data

Achievement Target:
Of those without a declared major, 70% will declare a major by the end of the year.

Findings (2006-2007) - Achievement Target Partially Met
124 of the 134 participants (93%) have declared majors.

Related Action Plans:
Declared Majors

Continue tracking those who have not declared a major, provide goal assessments, and mentor them such that they have opportunities to consider suitable educational goals and majors.
For more information, see the Action Plan Details section of this report.

O 9: Participation
Each semester 85% of the participants will attend two SSS approved functions: cultural, academic, social, educational events, workshops, field trips or career-oriented venues.

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness
**Related Measures:**

**M 9: Participation**
Each semester 85% of the participants will attend two SSS approved functions: cultural, academic, social, educational events, workshops, field trips or career-oriented venues.

*Source of Evidence: Activity Volume*

**Achievement Target:**
85% of participants will attend 2 SSS approved functions each semester.

**Findings (2006-2007) - Achievement Target Partially Met**
SSS provided 31 different types of activities that had 377 SSS participant attendees, an average of 2.8 activities per participant. Participants who are less active in the program might be exited in favor of those who could better utilize the program’s efforts.

**Related Action Plans:**

**Participation**
Communicate with participants to keep them informed of approved events and motivated to participate fully such that at least 85% do so. Exit students who for whatever reason no longer need or utilize the SSS program efforts.

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

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**Details for Action Plans Established This Cycle**

**Enroll 160 Eligible Participants**
Continue enrolling eligible participants until the maximum 160 is reached.

*Priority: High*

*Responsible Person/Group: Director, Intervention Specialist, Academic Specialists*

**Needs Assessment / IEP**
Assess the academic needs of all new participants within 30 days of admission to the program and place their IEP (Individual Education Plan) in their files. Also, continue improving the effectiveness of the IEP.

*Priority: High*

*Responsible Person/Group: Director, Intervention Specialist, and Academic Specialists*

**Financial Assistance**
Since the objective was met for 2006-2007, no action is necessary.

*Priority: High*

*Responsible Person/Group: Director, Intervention Specialist*

**Retention**
Continue to support participants academically such that 75% will be retained, will enroll for at least one course each semester until graduated.

*Priority: High*

*Responsible Person/Group: Director, Intervention Specialist, Academic Specialists*

**Minimum GPA**
Continue to support participants academically such that at least 80% will have a gpa of 2.0 or higher and be in good standing with the University.

*Priority: High*

*Responsible Person/Group: Director, Intervention Specialist, Academic Specialists*

**THEA**
Improve tracking of participants who are THEA liable and support them so that of those liable for any THEA section, 70% will pass and be eligible to advance to upper division courses.

*Priority: High*
Responsible Person/Group: Director, Intervention Specialist, Academic Specialists

Declared Majors
Continue tracking those who have not declared a major, provide goal assessments, and mentor them such that they have opportunities to consider suitable educational goals and majors.

Priority: Medium
Responsible Person/Group: Intervention Specialist, Academic Specialists

Participation
Communicate with participants to keep them informed of approved events and motivated to participate fully such that at least 85% do so. Exit students who for whatever reason no longer need or utilize the SSS program efforts.

Priority: High
Responsible Person/Group: Director, Intervention Specialist, Academic Specialists, SSS Staff

Graduation Rates
Since the graduation rate for 2006-2007 was 21%, no action is necessary.

Priority: High
Responsible Person/Group: Intervention Specialist, Academic Specialists

Annual Reports

Executive Summary
Student Support Services has strengths in financial assistance, retention, graduation rates, academic performance/GPA, and declaration of majors. It has weaknesses in enrollment, needs assessment and IEP processes, tracking and serving THEA liable students, and participation. It is recommended that SSS continue to improve enrollment efforts, needs assessment and IEP processes, and its THEA assistance. It is also recommended that SSS revise its participation efforts significantly.

Contributions to the Institution
Student Support Services, as a federally funded grant program, offers academic support for up to 160 participants through tutoring in core subjects, textbook and laptop lending, mentoring, assistance with financial aid and registration, field trips for cultural events, and supplemental grants. All SSS participants have some academic need that might keep them from reaching graduation, in addition to coming from families who likely have no college graduates to mentor them through the ups and downs of college life. Some have personal and family needs that might also interrupt the flow of college courses but can be overcome with good campus and off-campus referrals.

Highlights
2006-2007 is the second of a four year grant cycle for Student Support Services.

Teaching Activities
Not applicable.

Research and Scholarly Activities
Not applicable.

Public/Community Service
Not applicable.

International Activities
Not applicable.

Anticipated Challenges
The only items the Department of Education monitors for Student Support Services Programs are: 1. persistence in enrolling in subsequent semesters 2. gpa and good academic standing.
3. graduation rates These are the concentration areas for SSS in its grant rewrite due in late summer of 2008.
Mission

TRiO-Upward Bound Mission Statement: To identify, recruit and select students from target schools and offer services that will generate the skills and motivation necessary for them to graduate from high school and successfully pursue and complete a post-secondary education.

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

O 1: To recruit, identify and select 70 students.
Outcome Objective: To recruit, identify and select 70 students from the target area who meet eligibility criteria (66% low-income/first generation, 33% either low-income or first generation) and who demonstrate a need for academic services

Associations:

   Institutional Priorities:
   1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:

   Texas A&M-Corpus Christi
   1.1 Excellence
   4.4 Effectiveness

Related Measures:

M 1: Collect and report student eligibility data.
Student eligibility data is collected and reported on annual performance report submitted to the US Department of Education TRIO Programs Office.

Achievement Target:
At a minimum, sixty-six percent of the students serviced must meet both the low-income/first generation criteria

Findings (2006-2007) - Achievement Target Partially Met
63 participants were served during this reporting period. 59 or 94% met both the LI/FG criteria.

Related Action Plans:

Meet recruitment requirementts
Recruit and serve the required number of students according to the grant award(07-08) for next years grant(07-08) cycle.
For more information, see the Action Plan Details section of this report.

O 2: Assess 100% of students within 30 days.
Outcome Objective: 100% of the students will be assessed within 30 days of their acceptance into the program to determine their financial and academic standing, and establish academic goals in order to determine the program services required and prepare an Individualized Educational Service Plan (ISEP)

Associations:

   Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

Strategic Plans:

*Texas A&M-Corpus Christi*

1.1 Excellence

4.4 Effectiveness

Related Measures:

**M 2: Complete needs assessment before selection.**
A comprehensive needs assessment is completed before students are selected to participate in the program

**Achievement Target:**
100% of the students served will undergo a needs assessment conducted with 30 of acceptance into the program

**Findings (2006-2007) - Achievement Target Met**
All participants accepted and enrolled in the UB program did have an assessment complied within the required time.

**O 3: Provide academic and other supportive services.**
Outcome Objective: By end of each year, one hundred percent of the participants will be provided academic and other supportive services (academic advising, counseling, field trips, career exploration, academic instruction, research and lab experiences, parental involvement and social and cultural activities) resulting in 75% of each cohort retained and continuing with the Upward Bound Program until completion of their secondary education program

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence

4.4 Effectiveness

Related Measures:

**M 3: Document and report students participation.**
Students participation is documented and reported on the annual performance report submitted to the US Department of Education TRIO Programs office.

**Achievement Target:**
Seventy-five percent retention rate

**Findings (2006-2007) - Achievement Target Met**
47 students returned for services from the previous year and 16 new participants were added to the rosters. 6 students discontinued services during this reporting period. The retention rate for this reporting period is 90%.

**O 4: Follow up on 100% of former UB students.**
Outcome Objective: Conduct follow up on 100% of all former UB students resulting in 70% completing their post secondary education in six years

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff

**Strategic Plans:**

*Texas A&M-Corpus Christi*
1.1 Excellence
4.4 Effectiveness

Related Measures:

**M 4: Track students via phone, mail, email and website.**
Students are tracked during the year via phone, mail, e-mail and website and results reported on the Annual Performance Report submitted to the US Department of Education TRIO Programs Office.

**Achievement Target:**
To contact and successfully track 100% of the students and determine if goal is being met

**Findings (2006-2007) - Achievement Target Partially Met**
118 students to date have completed the UB program. 113 or 96% were successfully tracked, 85 or 72% are still enrolled in a postsecondary educational program (PSE) and 10 or 8% have completed their PSE.

Related Action Plans:

**Address tracking outcomes**
This objective has been modified in the new UB grant proposal (07-08) to reflect a tracking goal of 75%.
For more information, see the Action Plan Details section of this report.

Details for Action Plans Established This Cycle

**Meet recruitment requirements**
Recruit and serve the required number of students according to the grant award (65) for next years grant (07-08) cycle.

  **Priority:** High
  **Responsible Person/Group:** Program Director, Intervention Specialists

**Address tracking outcomes**
This objective has been modified in the new UB grant proposal (07-08) to reflect a tracking goal of 75%.

  **Priority:** High
  **Responsible Person/Group:** Program Director

Annual Reports

**Executive Summary**
The Upward Bound Program was in its fourth year of a four year grant cycle.

**Teaching Activities**
The grant hosts a six week long Summer Academic Institute (SAI) that offers enrichment and enhancement classes to high school students. Some 20 different courses are offered to the UB participants. Each participant enrolls in six classes. The classes offered include: Algebra II, Geometry, Pre-Calculus, Calculus, Chemistry, Anatomy, Intergrated Physics & Chemistry, Physics, Study Skills, Career Awareness, English II, English III, English IV, Government, Speech, Spanish, Journalism, Psychology, Sociology, and Cultural Awarness.

**Research and Scholarly Activities**
No research is conducted by the Upward Bound Grant

**Public/Community Service**
The Upward Bound Program serves four target high schools. Ray, Moody, and Miller High schools are situated within the Corpus Christi Independent School District and West Oso High school is a part of the West Oso Independent School District. The program conducts an after school tutorial component during the school year and holds over 100 tutorial sessions during the school year. The program has a student council that is a member of the National
Association of Student Councils. The UB student council volunteered at a community posada celebration in December of 06.

**International Activities**
None

**Anticipated Challenges**
The Upward Bound Program was not included in the slate of funded projects which was released in May 07. The program was scheduled to shut down operations August 31, 2007. However, a congressional action reestablished the funding for our program and 186 other UB programs nationwide.
Detailed Assessment Report for
2006-2007 Veterans Affairs

Mission

To assist servicemembers, veterans, and dependents in receiving entitled veterans benefits and in achieving educational goals. Promote initiatives to plan and prepare for expected increased enrollment of veterans returning from active duty, and enhance the transition for veterans from military life to University academic life.

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

O 3: Good relations with veterans; train VA workstudy
Ensure that all veterans are treated fairly and equally. Foster good relations with service members and veterans to build goodwill in the community towards the University. Train VA workstudy to apply Department of Veterans Affairs policies and procedures, and to provide professional customer service to veteran students at all times.

Associations:

General Education or Core Curriculum:

- 7 Establish broad & multiple perspectives
- 8 Understand how to be responsible member of society
- 11 Develop personal values for ethical behavior

Institutional Priorities:

- 1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
- 1.2 Establishing a culture of professionalism and responsibility
- 1.4 Ensuring respectful, fair, and equitable treatment of all individuals
- 1.5 Fostering an open, shared and participatory decision making process
- 1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

Texas A&M-Corpus Christi

- 2.2 Engagement
- 3.3 Expansion
- 4.4 Effectiveness

Related Measures:

M 3: Good relations with veterans; train VA workstudy
VA Workstudy training to apply Department of Veterans Affairs policies to all veterans equally.

Source of Evidence: Service Quality

Achievement Target:
Train new VA workstudy students on Department of Veterans Affairs policies and VA Office procedures. Provide professional customer service to veterans and dependents at all times.

Findings (2006-2007) - Achievement Target Met
Two new Department of Veterans Affairs workstudy students were hired in Fall 07 term, and are in training. A survey created by the Veterans Affairs Office and distributed to veteran students for their participation and feedback rated the
Overall quality of the customer service, effectiveness, effort, level of response, and access of the Veterans Affairs Office as excellent.

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

O 1: Reporting
Submit accurate and timely enrollment certifications and reports for veteran students to the Department of Veterans Affairs, local Vocational Rehabilitation and Employment Office, and Texas Veterans Commission (State Approving Agency).

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.2 Establishing a culture of professionalism and responsibility
1.3 Fostering free and open intellectual inquiry, accomplishment and expression
1.5 Fostering an open, shared and participatory decision making process
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 1: Audits, approvals, and evaluations
Audits performed by the Department of Veterans Affairs and annually by the Texas Veterans Commission. Submit annual Application for Approval to Train VA Eligible Persons (Accredited Institutions) to the State Approving Agency, the Texas Veterans Commission. Evaluation by the Vocational Rehabilitation and Employment Office in Corpus Christi.

Source of Evidence: Gov't Standards

Achievement Target:
To process enrollment certifications of veterans in an accurate and timely manner, with minimal deficiency, at a rate equal to or greater than comparable institutions. Gain approval for Texas A&M University-Corpus Christi to train veteran students enrolled in degrees and programs offered at our institution.

Findings (2006-2007) - Achievement Target Met
Audited by the Department of Veterans Affairs resulting in minimal deficiency; rate was equal to or less than comparable institutions. Audited by the Texas Veterans Commission resulting in zero deficiency. Annual Application for Approval to Train VA Eligible Persons by accrediting agency, the Texas Veterans Commission was approved with new program offerings listed. Evaluation by the Vocational Rehabilitation and Employment Office in Corpus Christi continues with good procedures and policies in force.

Related Action Plans:

Accurate history of veteran certifications
Continue to enter data on the Banner SGASTDN Form Veteran Tab to provide an accurate history of veteran student enrollment hours and certification dates per term. With this certification history recorded in Banner, the Veterans Affairs Office will no longer need to retain veteran student files beyond the required three year period. VA forms will be digitally imaged and profiled. For more information, see the Action Plan Details section of this report.

M 3: Good relations with veterans; train VA workstudy
VA Workstudy training to apply Department of Veterans Affairs policies to all veterans equally.
Achievement Target:
Train new VA workstudy students on Department of Veterans Affairs policies and VA Office procedures. Provide professional customer service to veterans and dependents at all times.

Findings (2006-2007) - Achievement Target Met
Two new Department of Veterans Affairs workstudy students were hired in Fall 07 term, and are in training. A survey created by the Veterans Affairs Office and distributed to veteran students for their participation and feedback rated the overall quality of the customer service, effectiveness, effort, level of response, and access of the Veterans Affairs Office as excellent.

O 2: Increase veteran student enrollment
Plan for Increased veteran student enrollment; continue recruitment efforts at local military installations.

Associations:

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.6 Promoting efficient and effective use of time, resources and technology
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

Strategic Plans:

Texas A&M-Corpus Christi
3.3 Expansion

Related Measures:

M 2: Veteran headcount enrollment report data
Veteran headcount enrollment report data obtained at the start of each academic year.

Achievement Target:
Track veteran headcount enrollment and strive to equal or exceed the overall percentage increase in student enrollment of Texas A&M University-Corpus Christi.

Findings (2006-2007) - Achievement Target Met
Increased number of veteran students returning from Operations Iraqi and Enduring Freedom and receiving educational benefits at Texas A&M University-Corpus Christi in past year. Met goal of tracking veteran headcount enrollment and striving to equal or exceed the overall percentage increase in student enrollment of Texas A&M University-Corpus Christi.

Related Action Plans:

Accurate history of veteran certifications
Continue to enter data on the Banner SGASTDN Form Veteran Tab to provide an accurate history of veteran student enrollment hours and certification dates per term. With this certification history recorded in Banner, the Veterans Affairs Office will no longer need to retain veteran student files beyond the required three year period. VA forms will be digitally imaged and profiled.
For more information, see the Action Plan Details section of this report.

Details for Action Plans Established This Cycle

Accurate history of veteran certifications
Continue to enter data on the Banner SGASTDN Form Veteran Tab to provide an accurate history of veteran student enrollment hours and certification dates per term. With this certification history recorded in Banner, the Veterans Affairs Office will no longer need to retain veteran student files beyond the required three year period. VA forms will be digitally imaged and profiled. For more information, see the Action Plan Details section of this report.
imaged and profiled.

**Priority:** Medium

**Responsible Person/Group:** Lynn R. Perry

**Additional Resources Needed:** Additional VA workstudy students may be requested.

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### Annual Reports

#### Executive Summary

Increased number of veterans are returning from deployment and utilizing Montgomery GI Bill educational benefits. An increased number of eligible Texas veterans and their dependents are utilizing Hazlewood Act benefits. Additional Department of Veterans Affairs workstudy students have been hired and are in training this fiscal year.

#### Contributions to the Institution

Submitted accurate and timely enrollment certifications to the Department of Veterans Affairs for TAMU-CC students. Gained approval of the University’s degrees and program offerings from the Texas Veterans Commission to continue to train veteran students. Audits this year by the Department of Veterans Affairs and Texas Veterans Commission resulted in zero to minimal deficiency.

#### Highlights

- Member of Veterans Civic Council and Texas Association of Collegiate Veterans Programs Officials.

#### Teaching Activities

Annual Veterans Civic Council Conference was held at Texas A&M University-Corpus Christi in October 2007. Conference provided updates from the Department of Veterans Affairs, the Texas Veterans Commission, and the Vocational Rehabilitation & Employment Office to certifying officials in southeastern Texas.

#### Research and Scholarly Activities

Provided responses to the National Association of Student Personnel Administrators (NASPA) and the American Council on Education (ACE) for the national research project on suggested ways in which American college campuses may prepare for the return of service members from Operations Iraqi Freedom and Enduring Freedom. Provided response to the U.S. Government Accountability Office (GAO) for the Higher Education Opportunity Act Relief for Students (HEROES Act) in an effort to assess the needs of veteran students.

#### Public/Community Service

Participant in panel presentation on veterans educational benefits during the Congressional Veterans Summit for 2007. Striving to ensure that active duty servicemembers from local military installations, veterans, and dependents are treated fairly and equally, and to foster good relations with students in an effort to build goodwill in the community towards the University.

#### International Activities

International activities is not under the purview of the Veterans Affairs Office.

#### Anticipated Challenges

More veterans and dependents are eligible for and utilizing Montgomery GI Bill educational benefits, and the Veterans Affairs Office is managing to keep pace with the increased numbers, with additional Department of Veterans Affairs workstudy students hired and in training.