Mission/Purpose

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

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

O 1: Tutors will increase student contact
CASA will be able to increase student contact by training tutors in more subject areas. This allows the tutors to increase the number of students they can assist. The number of students seeking assistance increases and allows TLC to reach more first year students as well as upper division students.

Associations:

General Education or Core Curriculum:
1. Reading
2. Writing
5. Critical Thinking
13. Use logical reasoning in problem solving
14. Understand the interrelationships of disciplines

Strategic Plans:

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

O 2: Provide academic support to at-risk students
The Tutoring and Learning Center will be able to provide excellent academic support services (tutorials) to undergraduate students.

Associations:

General Education or Core Curriculum:
1. Reading
2. Writing
4. Listening
5 Critical Thinking
6 Computer Literacy

**Strategic Plans:**

Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.4 Provide a supportive and safe campus environment

O 3: Retention will increase in developmental education
The increase of assistance by the retention specialist (s) will help with the retention rate of students completing the TSI. This will help with the number of THEA liable students.

**Associations:**

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

**Strategic Plans:**

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

**Related Measures:**

M 1: Increase in development education
The retention specialist help to retain 345 students that were originally enrolled in developmental education.

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

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

O 4: Increase student use of Supplemental Instruction
CASA will increase the number of Supplemental Instruction (SI) sections. The SI leaders will be properly trained during the CASA Orientation. Both SI leaders and faculty will be trained accordingly and will work collaboratively with the CASA Assistant Director that is responsible for supervising all facets of the SI program.

**Associations:**

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

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

Related Measures:

M 2: Supplemental Instruction
Increase student participation in Supplemental Instruction by 16%. for the academic year.
Source of Evidence: Academic Direct Measure

Achievement Target:
Tutoring and Learning
2007 - 2008

Tutoring

<table>
<thead>
<tr>
<th></th>
<th>Fall</th>
<th></th>
<th>Spring</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2270</td>
<td>2099</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>17340</td>
<td>15909</td>
<td></td>
</tr>
<tr>
<td>Total students:</td>
<td>4369</td>
<td>Total Contact hours:</td>
<td>33249</td>
<td></td>
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Supplemental Instruction

<table>
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<th>Fall</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>324</td>
<td></td>
<td>699</td>
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<tr>
<td></td>
<td></td>
<td>646</td>
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<tr>
<td>Total Students:</td>
<td>595</td>
<td>Total Contact hours:</td>
<td>1345</td>
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</table>

GPA's for Supplemental Instruction
### Findings (2007-2008) - Achievement Target: Met

**O 5: Increase the number of CSI participants**
CASA retention specialist will assist the university to retain student that have been identified as being at-risk and most at-risk.

**Associations:**

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

**Strategic Plans:**

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

**Related Measures:**

**M 3: CSI participants**
Retention specialist will increase the number of students taking the College Student Inventory (90-93%)

**Source of Evidence: Academic Direct Measure**

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

### Details for Action Plans Established This Cycle

**Tutoring program**
- Project hiring 50 tutors certified through CRLA.
- Tutoring hours will be expanded on Sundays.

<table>
<thead>
<tr>
<th>Semester</th>
<th>SI GPA</th>
<th>Non-SI GPA</th>
<th>SI ABC Rate</th>
<th>Non-SI ABC Rate</th>
<th>SI DFW Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2007</td>
<td>2.53</td>
<td>2.12</td>
<td>78%</td>
<td>61%</td>
<td>22%</td>
</tr>
<tr>
<td>Spring 2008</td>
<td>2.64</td>
<td>2.35</td>
<td>86%</td>
<td>71%</td>
<td>14%</td>
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</tbody>
</table>
(NEW) Tutorials services will be made available on Saturdays. Increase the number of math and science tutors. CASA projects 50,000 student contact hours

**Priority:** High  
**Responsible Person/Group:** CASA retention specialists  
**Additional Resources Needed:** hiring more tutors  
**Budget Amount Requested:** $24000

### Analysis Answers

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

Current retention activities are demonstrating success with at-risk students.

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

Early interventions with identified at-risk students is important. Early warning alert system needs to play a bigger role with students.

### Annual Reports

#### Executive Summary

**Mission**

- The mission of the Center for Academic Student Achievement (CASA) is to help students become successful learners by creating a supportive learning environment. CASA provides academic support services to increase student retention and graduation. Our goal reflects the motto of the National Association of Developmental Education: to help underprepared students to prepare, prepared students to advance, and advanced students to excel.

**Tutoring Program**

- Total number of students that received tutorial services: 2426 different students.
- Total number of documented student contact hours: **33,249**.
- CASA employed 40 tutors that were trained and certified through the College Reading and Learning Association (CRLA).
- CASA is certified at the highest CRLA level (Master level).
- Project hiring 50 tutors certified through CRLA (College Reading & Learning Association)
- Tutoring hours will be expanded on Sunday’s
- (New) Tutorial services will be made available on Saturday’s.
- Increase the number of math and science tutors
- Project: **50,000** student contact hours
- Request increase in funding: $24,000

**Smarthinking**

- Number of registered students that received assistance: **35**
- Number of sessions: **575**
- Number of hours used for Fall 2008 semester: **276.05**
- Online Writing lab sessions: **172**
- Essay hours used for Fall 2008 semester: **103.15**
- Student use will increase by 50% in Fall 2009
- CASA recommends purchasing 1000 hours at $30 per hour = $30,000 + $3,000 (annual fee). This contract will save the University over $6,000.
- Request: $33,000

**SI (Supplemental Instruction)**
- Nine (9) SI sessions in:
  - *Biology 1406, 1407, Chemistry 1311, 1312, History 1301 (2 sections), History 1302, Philosophy 3340, Math 0399.*
- Number of students assisted by SI: 450 different students.
- Total number of documented student contact hours: 1280
- Will assist 850 different students
- Will exceed 2000 student contact hours
- Will have a total of 14 SI sessions to assist with retention
- Will add three (3) new sections for Math 0399
- *This will assist with QEP goals*
- *(New)* SI sessions will be offered both summer sessions
- *(New)* SI sessions will start first day of classes
- Request: $40,000

**Texas Success Initiative**
- Retention Specialists assisted 905 students by providing Individual Success Plans for each student enrolled in at least one (1) developmental education course.
- Students placed on probation were provided with *additional assistance by the Retention Specialists*
- CASA projects assisting 482-500 new students in developmental education in Fall 2009.
- Retention Specialists will increase their academic intrusive advising.
- CASA projects that 60%+ TSI liable students will be retained.
- Students placed on academic probation will receive additional one-on-one assistance from the Academic Insight Mentoring program (CASA peer mentors)

**AIM (Academic Insight Mentoring Program)**
- Number of freshman students that took the Noel-Levitz College Student Inventory (CSI) 1,127:
  - 4.8% Black/African American students
  - 41.2% Hispanic students
  - 52% First generation students
  - 44.5% Indicated needing assistance because of educational stress
  - 44.3% Dropout proneness (assigned to peer mentors)
  - 44.9% Academic difficulty
  - 73% Indicated needing immediate help
- Request: $10,000 for CSI instrument
- 90-93% of first year students were assessed by the Retention Specialists.
- The Retention Specialists identified and assisted 860 at-risk students using CASA’s early warning alert system:
  - College Student Inventory (CSI)
  - TSI results
  - Undergraduate admissions committee referrals
Banner tools

Faculty referrals

Retention Efforts
Fall 2008

- Average GPA of 860 students participating in the CASA mentoring program = 3.15
- Average GPA of students participating in the CASA mentoring program that were identified as “at-risk” = 3.06
- Average GPA of students participating in the CASA mentoring program that were identified as “most at-risk” = 3.24
- 38% (324 students) currently on probation
- 15 students in the CASA mentoring program withdrew from the institution
- Academic Insight Mentoring Program (AIM)
- Will assess 1500 first-time, freshman students through early warning alert system
- Approximately 946 at-risk students will be assisted by the Retention Specialists and CASA peer mentors.
- Students placed on academic probation will receive additional one-on-one assistance from the CASA peer mentors.
- CASA projects hiring 12 peer mentors working 10 hours per week at $10 per hour for a total of 40 weeks.
- Request: $48,000

Center for Academic Student Achievement
Request for New Funds

- Tutoring Program $24,000
- Smarthinking $33,000
- Supplemental Instruction $40,000
- College Student Inventory (instrument) $10,000
- CASA Peer Mentors $48,000
- Retention Specialist (including benefits) $37,800
- Total $192,800

Public/Community Service

Tutor referrals for the Corpus Christi community

**Anticipated Challenges**

1. Having adequate space to accommodate the growing number of students requesting services.
2. Funding to hire additional peer mentors to work with at-risk students, most at-risk students.
3. Assisting the students placed on probation. Mandatory policies should be put into place to help probation students achieve success.
4. Need assistance from administration to help put mandatory policies into effect asap to assist students who are admitted on a conditional basis.

**Closing the Loop / Planned Actions**

- Will assess 1500 first-time, freshman students through early warning alert system
- Approximately 946 at-risk students will be assisted by the Retention Specialists and CASA peer mentors.
- Students placed on academic probation will receive additional one-on-one assistance from the CASA peer mentors.
- CASA projects hiring 12 peer mentors working 10 hours per week at $10 per hour for a total of 40 weeks.

**Summary of Requested Resources**

**Center for Academic Student Achievement**

**Request for New Funds**

- Tutoring Program $24,000
- Smarthinking $33,000
- Supplemental Instruction $40,000
- College Student Inventory (instrument) $10,000
- CASA Peer Mentors $48,000
- Retention Specialist (including benefits) $37,800

**Total** $192,800

**Administrative Unit Accomplishments**

**Retention Efforts**

**Fall 2008**

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• Request: $48,000

**Teaching Results / Accomplishments**  
NA

**Research/Scholar Activity Accomplishment**  
NA