

Texas A&M International University Annual Institutional Effectiveness Review (AIER)

Date Submitted January 29, 2008

Assessment Period Covered (2007)

Academic Program/AES Unit CASA Tutoring Center

Person(s) Preparing Review Aida C. Garza

Provide summary of the last cycle's use of results and changes implemented

Data unavailable

Section I: Planning and Implementation
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Institutional Mission

Texas A&M International University, a Member of The Texas A&M University System, prepares students for leadership roles in their chosen profession in an increasingly complex, culturally diverse state, national, and global society ... Through instruction, faculty and student research, and public service, Texas A&M International University embodies a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Academic Program or Administrative/Educational Support Unit Mission

The Center for Advancement of Scholastic Achievement (CASA) provides an academically focused, student-centered, supportive environment for students at Texas A&M International University by providing quality comprehensive academic support services to Texas A&M International University students with the goal of supporting the University's mission for student success.

Identify outcomes and the relationship to Strategic Plan

Outcome 1

Is this outcome related to writing (QEP)?

CASA will increase university community awareness of tutoring services and make the tutoring center accessible to all students and faculty.

Identify Strategic Plan Goal related to Outcome 1

Goal 1 Academics

Identify Strategic Plan Objective related to Outcome 1

1.8 Provide support programs, services, and activities that promote student learning, enhance student development and advance campus internationalization.

Identify methods of assessment to be used

Accutrac

Indicate when assessment will take place

Annual

Criteria/Benchmark

The number of TAMIU students visiting CASA for academic services will reflect the percentage increase of the undergraduate student population growth experienced the 2007-2008 academic year.

Outcome 2

Is this outcome related to writing (QEP)?

Students will be satisfied with services received at CASA

Identify Strategic Plan Goal related to Outcome 2

Goal 1 Academics

Identify Strategic Plan Objective related to Outcome 2

1.8 Provide support programs, services, and activities that promote student learning, enhance student development and advance campus internationalization.

Identify methods of assessment to be used

CASA Student Satisfaction Survey and Tutor Evaluation Form

Indicate when assessment will take place

Annual

Criteria/Benchmark

85% of students surveyed will rate CASA as a 4(good) to a 5(extremely good) on all items on a likert scale of 1-5 on the 5 item CASA Student Satisfaction Survey administered after each tutoring session.

Outcome 3

Is this outcome related to writing (QEP)?

CASA tutoring services will help improve the student's grade and understanding of the subject area in the course that the student is seeking academic assistance for.

Identify Strategic Plan Goal related to Outcome 3

Goal 1 Academics

Identify Strategic Plan Objective related to Outcome 3

1.8 Provide support programs, services, and activities that promote student learning, enhance student development and advance campus internationalization

Identify methods of assessment to be used

Accutrac

Indicate when assessment will take place

Annual

Criteria/Benchmark

Students who score below an 18 on the MATH 1314(College Algebra) Pretest and referred to CASA Tutoring Services by professors will have an improved GPA in the class proportionate to number of CASA tutoring sessions attended.

Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

January 29, 2008

Outcome 2

January 29, 2008

Outcome 3

January 29, 2008

What were the results attained (raw data)?

Outcome 1

Benchmark met - University enrollment increased 5.53%, for a total of 216 students. CASA student visits increased 15.56%, for a total of 934 student visits.

Outcome 2

Benchmark met - The benchmark was met with 90.68% of 489 students surveyed rating CASA services at a 4 or 5 range of customer service on a likert scale of 1-5 with 5 the highest ranking on the Student Satisfaction Survey.

Outcome 3

Benchmark met - 155 MATH 1314 students, who scored a 17 or lower on the MATH 1314 pretest and were referred to and attended CASA maintained an equal or similar GPA to 76 MATH 1314 students who scored an 18 or better on the MATH 1314 Pretest. The students who were referred to CASA and attended had a mean GPA of 2.94 and students who scored above an 18 and did not attend had a mean GPA of 2.87. 8 students who scored above an 18 and were not referred to but attended CASA had a mean GPA of 3.75.

Who (specify names) conducted analysis of data?

Outcome 1

Aida C. Garza

Outcome 2

Aida C. Garza

Outcome 3

Aida C. Garza

When were the results and analysis shared and with whom (department chair, supervisor, staff, external stakeholders)? Submit minutes with data analysis to assessment@tamiu.edu (Please use Minutes Template located on the Project INTEGRATE web page.)

Director of CASA met with the Executive Director of PASE, January 29, 2008 to discuss and analyze the results.

NOTE: Submit all assessment documentation (i.e., surveys, rubrics, course exams with embedded questions, etc.) to the Office of Institutional Effectiveness and Planning.

Use of Results: Indicate whether criteria were met/not met and what changes, if any, have been identified based on the data collected?

Outcome 1

Met Not Met

Provide narrative: By enhancing current services and promotion, CASA will continue to increase the number of student visits to the center, reflecting the student undergraduate population growth.

Outcome 2

Met Not Met

Provide narrative: CASA will use the Student Satisfaction Survey comments and rankings to increase customer service satisfaction from 90.68% of students responding in the 4-5 range to 95% .

Outcome 3

Met Not Met

Provide narrative: Data will be used to show MATH 1314 professors and students the effectiveness of CASA tutoring. CASA staff will collaborate with professors in an effort to increase MATH 1314 student participation through class visits and flyers.

How have these data-based changes improved your program/unit?

CASA will increase the number of customer service and tutor trainings provided to CASA staff each academic year to ensure that the outstanding services continue. Only 10.65% of students tutored responded to the Student Satisfaction Survey. The CASA staff will be more aggressive in promoting the survey to ensure that at least 25% of students tutored will respond. CASA tutors and Director will promote the success of MATH 1314 tutoring services to MATH 1314 professors and students to increase the number of students who access CASA tutoring services.

Section III: Programmatic Review

Are resources affected by the changes identified in Section II? Yes No

If so, specify the effect(s) using the chart below:

Funding	Physical	Other
<input type="checkbox"/> New resources required	<input type="checkbox"/> New or reallocated space	<input type="checkbox"/> Primarily faculty/staff time
<input type="checkbox"/> Reallocation of current funds		<input type="checkbox"/> University rule/procedure change only
		<input type="checkbox"/> Other: Enter text here

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)

Enter text here

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): Enter text here
New Outcome(s) – (List outcomes below): Enter text here
Modification of present outcome(s) – (Indicate reason for modification): Enter text here

**** This section to be completed by dean/director/vice-president ****

Are resources requested a priority for the academic program/AES unit?

Yes No

Comments:

Enter text here

If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?

Enter text here