

**Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units**

Unit Name:

TRiO Student Support Services

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

September 1, 2007 to August 31, 2008

Unit Coordinator (Preparer of Report):

Leticia Valle

List Other Report Contributors (if applicable):

Gustavo Salazar, II

The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

Goal 1 Academics

Develop, maintain, assess, and improve academic programs, administrative/educational support services and student services, to admit, retain, and graduate students who achieve established learning outcomes designed to prepare them for success in their chosen careers.

1.3 Increase student retention and graduation rates

1.4 Prepare students for success in their chosen careers

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

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.

Administrative or Educational Support Unit Mission

TRiO's Student Support Services offers support services to program participants who are economically disadvantaged and or first generation college students and students with disabilities. Program participants receive tutoring in academic areas, career, personal and academic counseling, and the opportunity to attend cultural activities outside the university to encourage satisfactory academic progress and retention.

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

This statement should specify if the outcomes addressed were a continuation of previous ones, new outcomes, or modified versions of previous outcomes. In addition, the statement should include a concise analysis of the assessment data collected during the previous year, a brief explanation of actions taken to address specific outcomes, an evaluation of how these actions contributed to the improvement of the unit, and any recommendations formulated. Assessment data must be viewed and discussed by the unit during this process.

The following outcomes are a continuation from the previous year(1/1/07 to 12/31/07)

Outcome 1 (Retention) Target Goal: 85% Results: 80.16%

This objective was **not met**. A high number of students that were admitted into the program were provisional students who were not college ready. Even though all freshmen received the required tutoring due to their lack of under preparedness this program was not able to help them overcome their deficiencies. Many students transferred to the local community college.

As in previous years, all program participants will be required to meet with the Program Director or Academic Coordinator twice per month for academic advising and to monitor their academic progress. All freshman and transfer program participants enrolled in English, History, Math and Developmental Studies will be required to attend two hours of tutoring per week. All new program participants will also be required to attend research and technology workshops taught by program staff.

Outcome 2 (GPA) Target Goal: 95% Results: 80.87% (1/1/07 to 12/31/07)

This objective was **not met**. A high number of students that were admitted into the program were provisional students who were not college ready. Even though all freshmen received the required tutoring due to their lack of under preparedness this program was not able to help them overcome their deficiencies. In addition, many of the continuing students were on academic probation from the previous semester. Students on academic probation will be monitored on a weekly basis and an assessment of their individual academic needs will be conducted. Many students transferred to the local community college.

As in previous years, all program participants will be required to meet with the Program Director or Academic Coordinator twice per month for academic advising and to monitor their academic progress. All freshman and transfer program participants enrolled in English, History, Math and Developmental Studies will be required to attend two hours of tutoring per week. All new program participants will also be required to attend research and technology workshops taught by program staff.

Outcome 3 (Graduation) Target Goal: 64% Results: 97% (1/1/07 to 12/31/07)

This objective was met. As in previous years, all program participants will be required to meet with the Program Director or Academic Coordinator twice per month for academic advising and to monitor their academic progress. All freshman and transfer program participants enrolled in English, History, Math and Developmental Studies will be required to attend two hours of tutoring per week. All new program participants will also be required to attend research and technology workshops taught by program staff.

List of unit-level outcomes

It is recommended that units rotate through their entire set of outcomes over a multi-year period. Units may focus on one or two outcomes each year, as deemed appropriate.

1. Retention
2. GPA (Good Academic Standing)
3. Graduation
- 4.
- 5.
- 6.

Section I: Planning and Implementation

Outcome(s): *Identify the outcome(s) that will be focused upon this year.*

Retention
GPA
Graduation

Methods of assessment to be used:

Identify and describe the type of assessment(s) that will be used and how the data will be obtained. During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate “Y” if currently being used; “N” if not currently being used but interested in using; and “NA” if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
<u>Volume of Activity:</u> (Number of clients served, circulation data, etc.)			NA	
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)			NA	
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)			NA	
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)			NA	
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)			NA	
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)			NA	

Staff discussions or evaluations of services to clients			NA	
Standards/guidelines provided by professional associations			NA	
Standards set by federal, state, county, city or system regulations	Y			Quantitative-Outcome 1, 2, and 3.
External evaluations or auditors			NA	
Benchmarks or comparisons with peer institutions			NA	
Other			NA	

Criteria/Benchmark(s):

Specify, if deemed appropriate to assess outcome(s). Criteria/ benchmark(s) may be optional, especially if qualitative measures are used for data collection.

Outcome 1 Retention

The TRiO Annual Report will indicate that no less than 85% of program participants will be enrolled at the university.

Outcome 2 GPA

The TRiO Annual Report will indicate that at least 95% of program participants will be in good academic standing.

Outcome 3 Graduation

The TRiO Annual Report will indicate that 64% of program participants classified as seniors who are eligible to graduate will graduate.

Section II: Analysis of Results

What were the results attained?

Describe the primary results or findings from your analysis of the information collected. Were the results used to improve the unit services or operations? Please specify:

Retention

Results indicate that 90.9% of program participants were retained at TAMIU which is five points above the target goal of 85%.

GPA

Results indicate that 95.23% of program participants were in good academic standing. Our goal was to have 95% of program participants in good academic standing.

Graduation

Results indicate that 90% of seniors who were eligible to graduate graduated in 6 years or less which is 26% above the target goal of 64%

What were the conclusions reached?

Include a brief description of the procedure used for reaching the conclusion(s) based on the evidence collected and describe the process used to disseminate the information to other individuals. For example, if the discussion took place during the annual retreat, include a summary from those deliberations using the Meeting Minutes template found on the Project Integrate web page at <http://www.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

Outcome 1 Retention**MET**

This objective was met. Our results indicate that 90.9% of program participants were retained at TAMTU which is five points above the target goal of 85%. Our program works very diligently with all program students ensuring that all their academic needs are being met.

This year only 10 students did not return to TAMTU, 3 students transferred to Laredo Community College due to poor academic performance, 3 transferred to universities outside of Laredo to be closer to their families, 2 students did not return due to health reasons and 1 student did not return for academic reasons and did not enroll anywhere and 1 student who was close to graduation did not return.

Outcome 2 GPA**MET**

This objective was met. Our results indicate that 95.23% of program participants were in good academic standing. That is .23% above the target goal of 95%. Our program works very diligently with all program students ensuring that all their academic needs are being met.

This year only 7 students were not in good academic standing. Four students had a cumulative GPA that fell below a 2.0 and three had semester GPAs that fell below 2.0 All students received at least 2 hours of tutoring per week.

Outcome 3 Graduation**MET**

This objective was met. Our results indicate that 90% of seniors who were eligible to graduate graduated in 6 years or less which is 26% above the target goal of 64%. Our program works very diligently with all program students ensuring that all their academic needs are being met.

This year only 4 students did not graduate within six years of enrolling at TAMTU. Three students began their studies in fall 2001 and 1 student began her studies in spring 2002. The student who began her studies in spring 2002 was a nontraditional student who attended evening classes' part time.

Describe the action plan formulated. (The plan may be multi-year in nature.)

Based on the conclusion(s), describe the action plan to be implemented to improve or maintain unit services and operations, including resources needed and a timeline for implementation.

As in previous years, all program participants will be required to meet with the Program Director or Academic Coordinator twice per month for academic advising and to monitor their academic progress earlier when needed. All freshmen, sophomore and transfer program participants enrolled in core subjects such as English, History, Political Science, Math, Biology and Developmental Studies will be required to attend two hours of tutoring per week per subject.

In addition, students whose GPA has fallen below 2.0 will be strongly encouraged to take the

University of Wisconsin College Level Spanish Language Placement Exam to help improve their GPA and be eligible to receive financial aid.

Since the program is doing very well with its methods of operation we will continue to do the same. Our program will continue to report on the same three outcomes because these are the same objectives set by the U. S. Department of Education.

Section III: Resources

Resource(s) to implement action plan:

Describe the resources that will be needed to implement the action plan. Also indicate if the resources are currently available, or if additional funds will be needed to obtain these resources.

Funding

- New Resources Required
- Reallocation of current funds

Physical

- New or reallocated space

Other

- Primarily faculty/staff time
- University rule/procedure change only

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan – or Compact, if relevant)

TRiO students are participating in program services at a much greater rate from one semester to the next. For example, there was a 26% increase in student visits from spring 2008 semester to fall 2008. The number of visits in spring 2008 was 1,653 whereas in the fall 2008 the visits increased to 2,804. Currently our office suite is limited to two study desks and five computer stations. The current accommodations are insufficient for such high volume and future growth.

Identify proposed outcomes for the next assessment cycle:

Continuation of present outcome(s) – (Indicate reason for continuation):

New Outcome(s) – (List outcomes below):

Modification of present outcome(s) – (Indicate reason for modification):

Date Completed:

January 30, 2009