

# ASSESSMENT REPORT FOR

Center for the Advancement of Scholastic Achievement (CASA)  
(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003  
(Assessment Period Covered)

July 15, 2003  
(Date Submitted)

## **Expanded Statement of Institutional Purpose Linkage:**

### **Institutional Mission/Goal(s) Reference:**

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and 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 is 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 Statement:**

The Center for Advancement of Scholastic Achievement (CASA) provides comprehensive academic support for students to further the academic mission of the University. Central to our mission is the creation of a supportive environment that encourages the development of our students' maximum academic potential.

CASA provides well-trained tutors who offer multilingual, individual content tutoring in most subjects (excluding writing), Non-Course Based TASP Developmental Instruction, TASP Workshops, and Group Study. Staff members provide Tutor Certification Training, advise on placement and assessment test requirements, maintain records, and generate reports. Through continuing assessment and evaluation, CASA strives to respond in a timely manner to the learning needs of students.

### **Intended Administrative Objectives:**

1. Students will be satisfied with tutoring services provided by CASA.
2. Tutors will be satisfied with tutor training provided by CASA.

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## **Intended Administrative or Educational Support Objective:**

1. Students will be satisfied with tutoring services provided by CASA.

### **First Means of Assessment for Objective Identified Above:**

#### **1a. Means of Unit Assessment & Criteria for Success:**

Respondents will indicate on locally developed surveys, Student Evaluation Forms, 90% satisfaction with quality, professionalism, and level of subject knowledge of CASA tutors.

#### **1a. Summary of Assessment Data Collected:**

Students indicated a higher than 90% overall satisfaction rate with the quality, professionalism, and level of subject knowledge of CASA tutors. However, in qualitative comments, they indicated the need for more tutors with in-depth knowledge of a teacher certification required math course.

#### **1a. Use of Results to Improve Unit Services:**

While criteria were met, tutor training has been provided for required teacher certification courses.

### **Second Means of Assessment for Objective Identified Above:**

#### **1b. Means of Unit Assessment & Criteria for Success:**

Respondents participating in CASA Student Focus Groups evaluating individual tutors will indicate a 90% satisfaction rate with listening skills, concern and care for student progress, and clarity of explanations provided by CASA tutors.

#### **1b. Summary of Assessment Data Collected:**

Over 90% of students responding to Student Focus Groups evaluating individual tutors indicated satisfaction with skills listed above.

#### **1b. Use of Results to Improve Unit Service:**

While criteria were met, tutor training workshops will continue emphasizing listening skills and concern and care for student progress.

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## **Intended Administrative or Educational Support Objective:**

2. Tutors will be satisfied with tutor training provided by CASA.

### **First Means of Assessment for Objective Identified Above:**

#### **2a. Means of Unit Assessment & Criteria for Success:**

Tutors will indicate on Tutor Training Surveys an overall average of 80% satisfaction rate with tutor training methods and topics provided by CASA.

#### **2a. Summary of Assessment Data Collected:**

Tutors indicated a higher than 80% overall average satisfaction with tutor training methods and topics provided by CASA. However, some indicated a desire for more training in particular subjects.

#### **2a. Use of Results to Improve Unit Services:**

While criteria were met, tutor training has been provided for required teacher certification courses.

### **Second Means of Assessment for Objective Identified Above:**

#### **2b. Means of Unit Assessment & Criteria for Success**

Tutors will indicate on Evaluation of CASA Services – Focus Group Reports (qualitative) that tutor orientation and videos are informative and helpful.

#### **2b. Summary of Assessment Data Collected:**

Tutors indicated that CASA's training strengths lie in tutor orientation and tutor training videos. While tutors agreed that orientation and videos are informative and helpful, some indicated they would like video materials to be updated.

#### **2b. Use of Results to Improve Unit Service:**

Staff will locate additional videos to add to resource library in the future.

## **SUPPORT DOCUMENTATION**

<b>SOURCE</b>	<b>LOCATION/Special Instructions</b>
Student Evaluation Forms	SACS Resource Room Killam Library Building Room 334-C
CASA Student Focus Groups	SACS Resource Room Killam Library Building Room 334-C
Tutor Training Surveys	SACS Resource Room Killam Library Building Room 334-C
Evaluation of CASA Services – Focus Group Reports	SACS Resource Room Killam Library Building Room 334-C

