

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

Unit Name:

University College TRiO Students Support Services

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

September 1, 2008 to August 31, 2009 (Fiscal Year)

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, 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 (9/1/07 to 8/31/08)

Outcome 1 (Retention) Target Goal: 85% Results: 90.9% (9/1/07 to 8/31/08)

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, Science and Developmental Studies will be required to attend two hours of tutoring per week per subject. In addition, all other students were closely monitored to ensure that they receive tutoring when needed. All students were asked to participate in special interest workshops to improve their academic and personal skills. Student participation in the program is recognized at a yearly awards night.

Outcome 2 (GPA) Target Goal: 95% Results: 95.23% (9/1/07 to 8/31/08)

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, Science and Developmental Studies will be required to attend two hours of tutoring per week per subject. In addition, all other students were closely monitored to ensure that they receive tutoring when needed. Student academic performance is recognized at a yearly awards night.

Outcome 3 (Graduation) Target Goal: 64% Results: 90% (9/1/07 to 8/31/08)

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, Science and Developmental Studies will be required to attend two hours of tutoring per week per subject. In addition, all other students were closely monitored to ensure that they receive tutoring when needed.

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. **TRiO students will be retained by using program services.**
2. **TRiO students will earn a minimum 2.0 GPA to be in Good Academic Standing.**
3. **TRiO students will graduate within six years of first enrolling at TAMIU.**
- 4.
- 5.
- 6.

Section I: Planning and Implementation

Outcome(s)

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

TRiO students will successfully be **retained** at an acceptable rate.
 TRiO students will successfully meet the minimum 2.0 GPA to be in **Good Academic Standing**.
 TRiO students will **graduate** within a maximum of six years.

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			NA	

evaluations of services to clients				
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 Good Academic Standing

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 95% of program participants classified as seniors who are eligible to graduate will graduate within six years.

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

Not Met

Results indicate that 76.67% of program participants were retained at TAMIU which 8.33% below our goal. Our goal was to retain 85% of program participants.

GPA

Not Met

Results indicate that 91.70% of program participants were in good academic standing which is 3.3% below our goal. Our goal was to have 95% of program participants in good academic standing.

Graduation

Met

Results indicate that 92.86% of seniors who were eligible to graduate graduated in 6 years or less which is 28.86% 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.

The results the TRiO SSS program was shared and discussed with all University College directors at the fall retreat held on October 29, 2009.

Outcome 1 Retention

This objective was **not met**.

Our results indicate that 76.67% of program participants were retained at TAMIU which is 8.33% below the target goal of 85%.

For the 2008-09 school year 26 TRiO SSS students did not return to TAMIU. Three students transferred University of Texas-Pan American; one student transferred to Laredo Community College (for medical reasons); one student did a semester at sea (she has now returned to TAMIU); thirteen students did not return due to poor academic performance and or suspension (9 were FFR's); two students were at TAMIU for the summer semester only; one student did not return because she became a mother and five students could not be contacted. The overall retention rate at TAMIU also dropped.

Our program works very diligently with all program students to ensure that all of their academic needs are being met.

Outcome 2 GPA

This objective was **not met**.

Our results indicate that 91.70% of program participants were in good academic standing. That is 3.33% below the target goal of 95%.

This year 13 students were not in good academic standing for the 2008-09 school year. Nine students had a cumulative GPA that fell below a 2.0 and five had semester GPAs that fell below 2.0. All FFR (nine, as stated above) students received at least 2 hours of tutoring* per week. *Many of these FFR's stopped coming in for tutoring and it was impossible to contact them because they were not attending classes either.

Our program works very diligently with all program students ensuring that all their academic needs are being met.

Outcome 3 Graduation

This objective was **met**.

Our results indicate that 92.86% of seniors who were eligible to graduate graduated in 6 years or less which is 28.86% above the target goal of 64%.

This year only 2 students did not graduate within six years of enrolling at TAMIU. One student began his studies in fall 2001 and 1 student began her studies in spring 2002. Both students were non-traditional students who attended evening classes part-time.

Our program works very diligently with all program students ensuring that all their academic needs are being met.

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 before mid semester. 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 fall below 2.0 will be strongly encouraged to take the University of Wisconsin College Level Spanish Language Placement Exam to help improve their GPA, as well as to retaking the class(es) where they performed poorly and proving them with mandatory tutoring. Financial Aid will not be awarded unless the student improves their GPA above a 2.00.

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)

The TRiO SSS Program has seen incredible increases in the number of student visits to our office. From Spring 2008 to Fall 2008, the number of office visits increased from 1,653 to 2,891, a 74.89% increase. From Spring 2009 to Fall 2009, the number of office visits went up from 2,545 to 3,855, a 51.47 increase from the previous year. The increase is due to the mandatory tutoring and the availability of the TRiO mini computer lab available to all participants. Our facility in BCH 207 can no longer accommodate such large numbers of students. We currently have five computer workstations, two double student desks and a small table with three chairs.

Identify proposed outcomes for the next assessment cycle:

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

The TRiO SSS Program will continue with the same outcomes because these outcomes are set by the U. S. Department of Education.

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

TRiO students will increase the number of tutoring hours which will raise their final course grade.

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

Date Completed:

February 26, 2010

Submit completed form to integrate@tamiu.edu.

Updated 9/2009