CASA Staff

Director
Aida C. Garza
- Coordinate CASA activities
- Interview, Hire & Train tutors
- Supervise CASA tutors and staff
- Conduct evaluations of all CASA staff
- Academic Advising
- Keep records and prepare CASA departmental reports
- Supervise supplemental instruction activities
- Supervise workshop preparation
- Promote CASA services to University community
- Serve as liaison with TAMIU department administrators and faculty
- Monitor web page updates

Office Coordinator
Norma Cortez
- Supervise and train tutors
- Prepare CASA reports
- Gather data
- Promote CASA services to University community
- Coordinate Tutor work schedules
- Coordinate and schedule workshops
- Supervise CASA student work study personnel

Tutors/SI Leaders
- Provide Individual and Group Tutoring services
- Provide academic assistance
- Prepare reports
- Keep records and gather data
- Develop and present workshops
- Promote CASA services to University community
- Provide supplemental instruction services as needed
- Answer phones
- Greet and sign in students
- Perform other duties as needed

Student Worker
- Gather data and prepare reports
- Monitor front desk and front office
- Edit student sign in information
- Answer phones
- Perform other duties as needed
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.
Center for the Advancement of Scholastic Achievement (CASA) Services

Drop-in tutoring:
CASA tutors provide one-on-one tutoring services to assist in improving course knowledge of students seeking assistance.

Group tutoring:
CASA tutors provide group tutoring services in classroom and at CASA to assist students with course content.

Supervised Group Study:
CASA tutors supervised group study sessions to help improve student knowledge in course by breaking down difficult content and imparting effective study techniques.

TRiO/SSS Student Tutoring:
CASA staff works closely with TRiO/SSS staff to insure academic success of TRiO/SSS students.

Computer Resources:
CASA provides computer services for students accessing on-line course assignments.

Workshops:
Provide academic workshops as needed, requested and required by students, faculty and administrative staff.

Supplemental Instruction:
CASA tutors provide supplemental instruction as requested, scheduled and required by faculty and administrative staff.

Academic Advising:
CASA staff provides academic advising to students as requested.
CASA Objectives and Accomplishments
Fiscal Year 2007

The objective of the Center for Advancement of Scholastic Achievement (CASA) is to provide comprehensive academic support to Texas A&M International students to further the academic mission of the University. Central to our mission is to create an academically focused, student-centered, supportive environment that encourages the development of the students’ maximum academic potential.

Accomplishments

CASA provides well-trained tutors who offer individual content tutoring in most subjects, group study, Non-Course Based Texas Success Initiative Developmental Instruction, and academic workshops. CASA staff provides academic advisement, maintains records and generates departmental reports. Through continued assessment, evaluation, administrative and faculty communication, the CASA strives to respond to the learning needs of TAMIU students in a timely manner. For Fiscal-Year 2007, CASA worked toward the achievement of these goals by measuring and evaluating responses to surveys focused on student and tutor satisfaction with CASA services, comparing student CASA attendance and course success, and increasing the number of student visits to the center proportionate to the population increase at the University.

CASA Tutoring Visits and Assessments

CASA Visits
Student visits to CASA increased 9.97% from 10,245 in fiscal year 2006 to 11,266 in fiscal year 2007 surpassing the center’s goal to increase student visits proportionate to the University population increase of 5.53%. The number of Tutoring sessions at CASA increased 12.47% from 6367 in fiscal year 2006 to 7161 in fiscal year 2007.

CASA Attendance and MATH 1314 Course Success Rate
To assess the scholastic value of CASA tutoring services, the success rate of MATH 1314 (College Algebra) students who attended CASA was measured relative to CASA attendance. Of 239 MATH 1314 students, 155 scored below an 18 on the MATH 1314 Pretest and were referred to CASA by course professors and attended. These students maintained an equal or similar GPA to 76 students who scored above an 18, were not referred to CASA and did not attend. 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. Thirty students who scored below an 18 on the MATH 1314 Pretest, were referred to CASA, but did not attend had a mean GPA of 1.93. Eight students who scored above an 18 and were not referred to CASA but attended had a mean GPA of 3.75.
CASA Evaluation Form
Spring and Fall 2007, students visiting the tutoring center were asked to respond to a CASA Evaluation Survey after each tutoring session to evaluate the success and quality of the tutoring services at CASA of which 1905 students responded. The CASA Evaluation survey results indicate that students are very satisfied with the quality and effectiveness of the tutoring services received at CASA. When asked to respond to “Tutor knew what I needed to work on,” 95.43 of the respondents ranked the tutoring center in the “Very Good” and “Excellent” range. When asked to respond to the statement “Tutor asked questions that stimulated my thinking,” 94.8% of the students surveyed ranked CASA in the “Very Good” and “Excellent” range. When asked to respond to “Tutor listened carefully,” 96.12% of respondents answered in the “Very Good” to “Excellent” range. When asked “How would you rate the overall effectiveness of your tutor?” 95.69% of the respondents ranked the tutor providing the services in the “Very Good” and “Excellent” range. Overall, 95.38% of the students surveyed ranked the tutoring services in the “Very Good” and “Excellent” range.

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
<th>No Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutor Knew What I Needed to Work On</td>
<td>0</td>
<td>14</td>
<td>64</td>
<td>202</td>
<td>1616</td>
<td>9</td>
</tr>
<tr>
<td>Tutor Asked Questions That Stimulated</td>
<td>3</td>
<td>15</td>
<td>74</td>
<td>233</td>
<td>1573</td>
<td>7</td>
</tr>
<tr>
<td>My Thinking</td>
<td>(.16%)</td>
<td>(.79%)</td>
<td>(3.36%)</td>
<td>(10.60%)</td>
<td>(84.83%)</td>
<td>(.47%)</td>
</tr>
<tr>
<td>Tutor Listened Carefully</td>
<td>0</td>
<td>7</td>
<td>60</td>
<td>152</td>
<td>1679</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>(.0%)</td>
<td>(.37%)</td>
<td>(3.15%)</td>
<td>(7.98%)</td>
<td>(88.14%)</td>
<td>(.37%)</td>
</tr>
<tr>
<td>Tutor Explained Things Clearly</td>
<td>2</td>
<td>16</td>
<td>68</td>
<td>146</td>
<td>1665</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>(.1%)</td>
<td>(.84%)</td>
<td>(3.57%)</td>
<td>(7.66%)</td>
<td>(87.40%)</td>
<td>(.42%)</td>
</tr>
<tr>
<td>Tutor Cared About Me and My Progress</td>
<td>0</td>
<td>18</td>
<td>62</td>
<td>169</td>
<td>1645</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>(.0%)</td>
<td>(.94%)</td>
<td>(3.25%)</td>
<td>(8.87%)</td>
<td>(86.35%)</td>
<td>(.58%)</td>
</tr>
<tr>
<td>How Would You Rate the Overall</td>
<td>3</td>
<td>11</td>
<td>57</td>
<td>152</td>
<td>1671</td>
<td>11</td>
</tr>
<tr>
<td>Effectiveness of Your Tutor?</td>
<td>(.16%)</td>
<td>(.58%)</td>
<td>(2.99%)</td>
<td>(7.98%)</td>
<td>(87.71%)</td>
<td>(.58%)</td>
</tr>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Total</td>
<td>8</td>
<td>81</td>
<td>385</td>
<td>1054</td>
<td>9849</td>
<td>53</td>
</tr>
<tr>
<td></td>
<td>(.07%)</td>
<td>(.7%)</td>
<td>(3.37%)</td>
<td>(9.22%)</td>
<td>(86.16%)</td>
<td>(.46%)</td>
</tr>
</tbody>
</table>

CASA Student Satisfaction Survey
Fall 2007, students receiving tutoring services at CASA were asked to respond to a Student Satisfaction Survey. The survey asked students to rank the services provided by CASA and the tutor on 5 points on a likert scale of 1-5 with 5 the highest ranking. Overall, 90.68% of all students surveyed ranked CASA services at a 4 or 5 range. When asked to respond to the statement “CASA is open a sufficient and appropriate number of hours,” 84.05% of respondents responded at a range of 4(Agree) or 5(Strongly Agree). When asked to respond to the statement, “It is apparent that CASA respects and cares about the success of TAMIU students,” 94.68% responded in the 4 or 5 range. When asked to respond to, “The CASA tutor(s) was knowledgeable about the subject area I was seeking academic assistance
for,” 93.45% of respondents ranked the center in the 4 or 5 range. When asked to respond to, “I have a better understanding of the subject area I was seeking assistance for after receiving tutoring services,” 94.07% of respondents ranked CASA services in the 4 or 5 range. When asked to respond to, “CASA tutoring services has helped me to improve my grade in the course I was needing assistance for,” 87.13% of respondents ranked CASA in the 4 or 5 range.

### CASA Fall 2007
#### Student Satisfaction Survey – 489 Students Surveyed

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASA is open a sufficient and appropriate number of hours</td>
<td>22 (4.5%)</td>
<td>14 (2.86%)</td>
<td>42 (8.59%)</td>
<td>155 (31.70%)</td>
<td>256 (52.35%)</td>
<td>n/a</td>
</tr>
<tr>
<td>It is apparent that CASA respects and cares about the success of TAMIU students.</td>
<td>15 (3.07%)</td>
<td>0 (0%)</td>
<td>11 (2.25%)</td>
<td>133 (27.2%)</td>
<td>330 (67.48%)</td>
<td>n/a</td>
</tr>
<tr>
<td>The CASA Tutor(s) was knowledgeable about the subject area I was seeking academic assistance for.</td>
<td>15 (3.07%)</td>
<td>4 (0.82%)</td>
<td>13 (2.66%)</td>
<td>121 (24.74%)</td>
<td>336 (68.71%)</td>
<td>n/a</td>
</tr>
<tr>
<td>I have a better understanding of the subject area I was seeking assistance for after receiving tutoring services.</td>
<td>14 (2.86%)</td>
<td>6 (1.23%)</td>
<td>9 (1.84%)</td>
<td>129 (26.38%)</td>
<td>331 (67.69%)</td>
<td>n/a</td>
</tr>
<tr>
<td>CASA tutoring services has helped me to improve my grade in the course I was needing assistance for.</td>
<td>14 (2.86%)</td>
<td>3 (0.61%)</td>
<td>45 (9.2%)</td>
<td>157 (32.11%)</td>
<td>269 (55.02%)</td>
<td>1 (0.2%)</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
<td>27</td>
<td>120</td>
<td>695</td>
<td>1522</td>
<td>1</td>
</tr>
</tbody>
</table>