

Administrative and Educational Support Report

Learning Assistance Center

**Annual Action Plan
Annual Assessment Report**

June 2005 – May 2006



Annual Action Plan: June 1, 2005–May 31, 2006

Unit: Learning Assistance Center (LAC)

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Enrollment and Student Services **Unit Head:** Richard Treviño, Jr.

Unit Mission: Advance the understanding of the collegiate experience and develop skills to participate in that experience. Address obstacles that interfere with student progress and increase awareness in academic, personal, and career choices. Promote student fulfillment of degree and program requirements.

Unit Goal: The Learning Assistance Center will increase the number of students served by the center by 3%.

Link to UTPA Goal(s): 1. Ensure undergraduate student access and success.

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Improve student services. (1)	1	Number of students served by the LAC increased by 3%; 10,324 to 10,630.	Make contact with 95% of the faculty and instructors whose courses are tutored by the LAC.	A list of faculty and instructors will be made and used to make contact.	None.
	1	Number of student visits increased by the LAC by 3% from	Promote services through email, brochures, UNVI	Record the number of times LAC is promoted via email, class	None.

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Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
		81,263 to 83,700.	courses, and the Advisement Center.	presentations, and through referrals.	
	1	Number of total tutoring hours increased. In FY05, tutored 57,436 hours		Record the number of tutoring hours for FY06 and compare with FY05.	None.

Unit Goal:

The Learning Assistance Center through the Office of International Admissions and Services (OIAS) will increase the enrollment of F-1 international students.

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success.

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Improve success of international students. (2)	1	40 more F-1 students enrolled in Fall 06 than in Fall 05. The desired result is 418.	Will complete transfer of international admissions to OIAS by December 31, 2005.	Number transfer of services completed.	None.

Unit Goal:

The Advisement Center will increase the number of student visits by the center by 10%.

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success.

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Improve services to at-risk students. (3)	1	Number of student visits increased by 10% from 12,817 to 14,100.	Develop programs for specific student populations such as TSI affected with 45+ hours and other at risk populations.	Identify at-risk students and structure group intervention protocols for at least 3 different groups.	None.

Unit Goal:

The Counseling Center will increase the number of student visits to the center by 5%.

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success.

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Improve Counseling Services. (4)	1	Number of student visits increased by 5% from 4,404 to 4,621.	Work with the Rehabilitative Services and Educational Psychology to expand internships and practicum for graduate students.	Host 5 interns from Rehabilitative Services and 5 practicum students from Educational Psychology.	None



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Division: Enrollment and Student Services **Unit Head:** Richard Treviño, Jr.

Unit Mission: Advance the understanding of the collegiate experience and develop skills to participate in that experience. Address obstacles that interfere with student progress and increase awareness in academic, personal, and career choices. Promote student fulfillment of degree and program requirements.

Unit Goal: The Learning Assistance Center will increase the number of students served by the Tutoring center by 3%.

Link to UTPA Goal(s): 1. Ensure undergraduate student access and success.

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve student services. (1)	1	Number of students served by the LAC increased by 3%; 10,324 to 10,630.	A list of faculty and instructors will be made and used to make contact.	Increased by 3.02 % to 6,883 students	Reviewed budget to increase student tutors my planning to hire more work-students. Committee will review this summer.
	1	Number of student visits by the LAC increased by 3% from	Record the number of times	Increased by 3.2% to 51,048 students	Reviewed budget to increase student tutors

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		81,263 to 83,700.	LAC is promoted via email, class presentations, and through referrals.		by planning to hire more work-students. Committee will review this summer.
	1	Number of total tutoring hours increased. In FY05, tutored 57,436 hours	Record the number of tutoring hours for FY06 and compare with FY05.	Decreased by 1.3% to 56,714 hours.	Committee will review service hours this summer and make recommendation for Fall 2006 semester.

Unit Goal:

The Learning Assistance Center through the Office of International Admissions and Services will increase the enrollment of F-1 international students.

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success.

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve success of international students. (2)	1	40 more F-1 students enrolled in Fall 06 than in Fall 05. The desired result is 418.	Number transfer of services completed.	FY05 enrollment was 682 F-1 students. FY06 enrollment was 754 an increase of 72 students or 10.6% increase.	Review current services. Upgrade one current position and add another Clerk for FY07 to improve services.

Unit Goal:	The Advisement Center will increase the number of student visits by the center by 10%.
Link to UTPA Goal(s):	1. Ensure undergraduate student access and success.

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve services to at-risk students. (3)	1	Number of student visits increased by 10% from 12,817 to 14,100.	Identify at-risk students and structure group intervention protocols for at least 3 different groups.	Increased by 14.92% to 7,304 students.	Continue to identify at-risk populations and schedule frequent contact with case loads.

Unit Goal:	The Counseling Center will increase the number of student visits to the center by 5% .
Link to UTPA Goal(s):	1. Ensure undergraduate student access and success.

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve Counseling Services. (4)	1	Number of student visits increased by 5% from 4,404 to 4,621.	Host 5 interns from Rehabilitative Services and 5 practicum students from Educational Psychology.	The number of students served by the Counseling Center decreased by 5% FY05 to FY06. (The increase FY06 over FY04 was 72%)	Continue to identify populations in need of counseling and schedule frequent contact with case loads.

