

Administrative and Educational Support Report

Learning Assistance Center

**Annual Action Plan
Annual Assessment Report**

June 2006 – May 2007



Annual Action Plan: June 1, 2006–May 31, 2007

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

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion,

Division Objective: Provide incentives, programs, and support services that promote student engagement, empowerment, and success.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Increase number of unduplicated students served by the Tutoring Centers.	Develop a “marketing plan” to promote all LAC services.	Increase the number of students served by the LAC Tutoring Centers by 3% (Fall and Spring semester). Served 6,883 students in FY06. Target for FY07 is 7,090.	Compare Fall and Spring FY 06 attendance records to FY 07 records. The comparison will show an increase of 3%.	None
Increase the number of duplicated student contacts made by the	Review customer satisfaction cards to address needs of students.	Increase the number of student contacts by 3% to 52,580 for FY07 Fall	Compare Fall and Spring FY 06 attendance records to FY 07 records. The comparison will	None

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Tutoring Centers.		and Springs semesters.	show an increase of 3% in FY 07.	
Increase number of tutoring contact hours.	Poll/survey students on offering extended tutoring hours.	Increase the number of tutored contact hours by 2% to 57,848 hours.	Compare Fall and Spring FY 06 attendance records to FY 07 records. The comparison will show an increase of 2% in FY 07.	None
Pilot at least one on-line tutoring service during FY07.	Collaborate with IT on identifying an effective on-line tutoring service.	The On-Line service will have 1,000 hits during FY07 Fall and Spring semesters.	Will track students using the AskOnLine tutoring services for the Fall and Spring semester. The On-Line service will have 1,000 hits during FY07 Fall and Spring semesters.	None
Design a marketing plan to promote tutoring services.	Collaborate with communication department/graduate student.	Will develop plan by December 31, 2006.	Success will be determined if plan is completed by December 31, 2006.	None
Develop a staff development program for all employees.	Form LAC committee which includes staff from all components.	Plan by October 15, 2006.	Success will be determined if plan is completed by October 15, 2006.	None
Evaluate the current data collection and reporting process.	Create a committee which will evaluate this process and make recommendations.	Plan by October 15, 2006.	Success will be determined if plan is completed by October 15, 2006.	None

University Goal:

Infuse Inter-American and global perspective throughout the University community.

Division Objective:

Increase and retain an international student population.

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Increase enrollment of F-1 students.	Work with new students services to develop an international student recruitment plan.	Increase Fall and Spring enrollment of F-1 students by 6% to 800. (duplicated count of Fall and Spring students)	Will count number of F-1 students enrolled on 20 th class day during Fall and Spring semesters. Enrollment will show an increase of 6%.	New Clerk was approved.
Create an international student advisory council.	Identify faculty, staff, and students who will want to work in this capacity.	Active advisory council by December 31, 2006.	Success will be determined if advisory council holds at least one meeting by December 31, 2006.	None
Host an academic and immigration advisement seminar with high school counselors in collaboration with, New Student Services, LAC Advisement Center and AAMC.	Organize a committee of staff who represent these offices.	Host an academic and advisement seminar by November 1, 2006	Success will be determined if seminar is held by November 1, 2006.	None
Develop a staff development program for all employees.	Form LAC committee which includes staff from all components.	Develop a staff development plan by October 15, 2006.	Success will be determined if plan is completed by October 15, 2006.	None
Evaluate the current data collection and reporting process.	Create a committee which will evaluate this process and make recommendations.	Committee formed by October 15, 2006.	Success will be determined if committee is formed by October 15, 2006.	None

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Will increase the number of unduplicated students served by the Advisement Center.	Will work with the GEAR-UP program and use the ACT EXPLORE program to offer college pre-advisement to 8 th grade students.	Increase the number of students served by the Advisement Center by 5% or 7,670 students.	Compare Fall and Spring FY 06 attendance records to FY 07 records. The comparison will show a 5% increase in FY07.	None
Will increase the number of duplicated student visits to the Advisement Center.	Identify at-risk student populations and structure group intervention protocols for at least 3 different groups with 3 different themes.	Increase the number of student visits by 10% or 11,133.	Compare Fall and Spring FY 06 attendance records to FY 07 records. Comparison will show an increase of 10% in FY 07.	None
Will increase the number of duplicated student visits.	Host 5 interns from Rehabilitative Services and 5 practicum students from Educational Psychology.	Increase the number of student visits by 15% to 3,180.	Compare Fall and Spring FY 06 referral records to FY 07 records. Comparison will show an increase of 15% in FY 07.	
Develop 3 workshops on "Transitional" issues.	Offer workshop as a service to new and recent transfer students to help them acclimate to utpa university environment.	Develop and begin to implement 3 workshops by October 15, 2006. 500 students will attend in FY07.	Success is measured if the 3 workshops are implement beginning in October and if 500 students are served by the end of the Spring Semester.	
Provide advisement to all Texas Success Initiative (TSI) students before receiving a Registration Access Code (RAC).	Academic Advisors will identify 100% of caseload and will make contact with all of them to set appointments.	100% of Texas Success Initiative (TSI) students will be advised before receiving a Registration Access Code (RAC) for the subsequent semester.	Advisors will document advisement notes on 100% of students prior to receiving a RAC number.	None
Increase the percent of the TSI EF cohort who are retained Fall to Fall.	Provide academic advisement to all students and to make them aware of all the LAC and UTPA	The target is to retain 58.5% of the Fall 05 cohort into Fall 06. (Fall 04 EF cohort retention	Will measure retention of the EF TSI cohort from Fall05 to Fall 06. 58.5% of the cohort will be retained.	None

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	services.	was 56.7%)		



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Increase number of unduplicated students served by the Tutoring Centers. (1)	Increase the number of students served by the LAC Tutoring Centers by 3% (Fall and Spring semester). Served 6,883 students in FY06. Target for FY07 is 7,090.	Compare Fall and Spring FY 06 attendance records to FY 07 records. The comparison will show an increase of 3%.	The LAC served 7,519 unduplicated students during Fall and Spring FY07. This is a 9.2% increase or 636 additional students served over same time last year. Goal was met.	Will continue extended tutoring hours, continue to improve Online tutoring services, continue to expand evening tutoring services to residence halls, and promotion of services.
Increase the number of duplicated student	Increase the number of student contacts by 3%	Compare Fall and Spring FY 06 attendance records to FY 07	The LAC served 58,881 duplicated students	Will continue extended tutoring hours, continue to

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contacts made by the Tutoring Centers. (2)	to 52,580 for FY07 Fall and Springs semesters. (51,048 studentsFY06)	records. The comparison will show an increase of 3% in FY 07.	during Fall and Spring FY07. This is a 15.3 % increase or 7,833 additional student contacts over the same time last year. Goal was met.	improve Online tutoring services, continue to expand evening tutoring services to residence halls, and promotion of services.
Increase number of tutoring contact hours. (3)	Increase the number of tutored contact hours by 2% to 57,848 hours. (56,713 hours FY06.)	Compare Fall and Spring FY 06 attendance records to FY 07 records. The comparison will show an increase of 2% in FY 07.	The LAC provided 67,887 hours of tutoring Fall and Spring FY07. This is a 19.7% increase or 11,174 additional hours over the same period last year. Goal was met.	Will continue extended tutoring hours, continue to improve Online tutoring services, continue to expand evening tutoring services to residence halls, and promotion of services.
Pilot at least one on-line tutoring service during FY07. (4)	The On-Line service will have 1,000 hits during FY07 Fall and Spring semesters.	Will track students using the AskOnLine tutoring services for the Fall and Spring semester. The On-Line service will have 1,000 hits during FY07 Fall and Spring semesters.	The AskOnLine tutoring services for Fall and Spring FY07 were 243 hits. (About 1/3 were for training purposes.) Goal was not met.	Will evaluate current AskOnLine service. Online tutoring is the way of the future and we need to find the right commercial affordable service.
Design a marketing plan to promote tutoring services. (5)	Will develop plan by December 31, 2006.	Success will be determined if plan is completed by December 31, 2006.	Tutoring plan included the extension of tutoring from 7PM to 8PM and into Unity (Hall) residence hall. Was marketed via flyers to all residence hall students, BroncNotes, posters and several ads in the newspaper. Goal was met but, lacks formality.	Need to consider formal plan for FY 08.
Develop a staff development program	Plan by October 15, 2006.	Success will be determined if plan is completed by October 15, 2006.	Informal assessment of staff training needs was	Need to consider formal plan for FY 08.

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for all employees. (6)			done. Three staff attended training. Goal was met but, lacks formality.	
Evaluate the current data collection and reporting process. (7)	Plan by October 15, 2006.	Success will be determined if plan is completed by October 15, 2006.	Were not able to do an in-depth analysis of our data collection and reporting due to the need of a data analyst and new Oracle and Banner systems. Goal was not met.	Need technical assistance to complete the transition to the new Oracle and Banner systems and to complete a documentation of the evaluation process.

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Increase enrollment of F-1 students. (8)	Increase Fall and Spring enrollment of F-1 students by 6% to 800. (duplicated count of Fall and Spring students)	Will count number of F-1 students enrolled on 20 th class day during Fall and Spring semesters. Enrollment will show an increase of 6%.	The F-1 international student duplicated enrollment for Fall and Spring FY06 was 754 students. The Fall and Spring enrollment of F-1 students for the same period in FY 07 was 830 students; an increase of 76 students or 10.1%. Goal was met.	Will continue the extended business hours until 6PM Monday-Thursday during the year. Continue to improve on-line services, need to develop housing information services, and more cultural activities.
Create an international	Active advisory council	Success will be determined if	Was not accomplished	This is a vital objective.

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student advisory council. (9)	by December 31, 2006.	advisory council holds at least one meeting by December 31, 2006.	due to other priorities.	Will consider into FY08.
Host an academic and immigration advisement seminar with high school counselors in collaboration with, New Student Services, LAC Advisement Center and AAMC. (10)	Host an academic and advisement seminar by November 1, 2006	Success will be determined if seminar is held by November 1, 2006.	We were not able to host an immigration seminar for high school counselors. We did however host an immigration law seminar for international students and faculty on April 4, 2007. About 150 people attended.	This is a vital objective. Will consider for FY08.
Develop a staff development program for all employees. (11)	Develop a staff development plan by October 15, 2006.	Success will be determined if plan is completed by October 15, 2006.	We evaluated our staff development needs and all the staff attended training.	Need to reevaluate for FY08.
Evaluate the current data collection and reporting process. (12)	Committee formed by October 15, 2006.	Success will be determined if committee is formed by October 15, 2006.	Were not able to do an in-depth analysis of our data collection and reporting due to the need of a data analyst and the change to ORACLE and Banner systems. Goal was not met.	Need technical assistance to complete a formal process.

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Will increase the number of unduplicated <u>advised</u> students served by the Advisement Center. (13)	Increase the number of students served by the Advisement Center by 5% or 7,670 students. (7,304 FY06)	Compare Fall and Spring FY 06 attendance records to FY 07 records. The comparison will show a 5% increase in FY07.	The Advisement Center advised 5,451 duplicated students during this period. This is a 25.3% decrease over same time last year. This is due in part to a 39.4% decrease in enrollment of Concurrently Enrolled students; who are advised by the center. Goal was not met.	The Advisement Center is working with the Concurrent Enrollment Office to refine the advising process for CE students. Advising staff will continue to contact case load multiple times during each term to remind students of enrollment, TSI requirements, etc.
Will increase the number of duplicated student visits to the Advisement Center. (14)	Increase the number of student visits by 10% or 11,133. (10,120 FY06)	Compare Fall and Spring FY 06 attendance records to FY 07 records. Comparison will show an increase of 10% in FY 07.	The Advisement Center served a total of 10,260 students during this period. This is 1.4% increase. While the goal was not met we did have a modest increase.	The Advisement Center will continue to contact case load multiple times and encourage to schedule appointments and remind students of enrollment dates, etc.
Will increase the number of duplicated students served by Counseling and Psychiatric Services. (15)	Increase the number of student visits by 15% to 3,180 3616. (3,145 FY06)	Compare Fall and Spring FY 06 referral records to FY 07 records. Comparison will show an increase of 15% in FY 07.	Counseling and Psychiatric Services served 3,472 duplicated students. This is a 10.4% increase over same time last year. While we did not achieve our goal, the 10.4% increase is significant. Also of significance is the 30.6% increase in individual counseling sessions; 2,008 sessions this year compared to 1,979 sessions same time last year.	The hiring of a full-time Clinical Supervisor will assist the Center in further increasing the number of students served. The Suicide Prevention Grant will provide for additional outreach and hopefully increase the numbers seen.

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Develop workshops on “Transitional” issues. (16)	Develop and begin to implement 3 workshops by October 15, 2006. 500 students will attend in FY07.	Success is measured if the 3 workshops are implement beginning in October and if 500 students are served by the end of the Spring Semester.	The groups were: Women’s Group (Hidden Treasures), Psychosocial Self-Defense Group, and Assertiveness Group. Student contact was 192 students. Goal was not met.	Group Counseling requires low numbers (8-12) to be successful. The Center will continue to offer a variety of group counseling for students.
Provide advisement to all Texas Success Initiative (TSI) students before receiving a Registration Access Code (RAC). (17)	100% of Texas Success Initiative (TSI) students will be advised before receiving a Registration Access Code (RAC) for the subsequent semester.	Advisors will document advisement notes on 100% of students prior to receiving a RAC number.	100% of TSI students who received their RAC numbers were advised and the students file was documented.	The Advising Staff will continue to advise 100% of all TSI affected students prior to a RAC being issued.
Increase the percent of the TSI EF cohort who are retained Fall to Fall. (18)	The target is to retain 58.5% of the Fall 05 cohort into Fall 06. (Fall 04 EF cohort retention was 56.7%)	Will measure retention of the EF TSI cohort from Fall05 to Fall 06. 58.5% of the cohort will be retained.	The retention of the Fall 05 cohort into Fall 06 was 63.1%. This is a 6.4% increase. The retention for the Fall 04 group was 56.7%. Goal was met.	The Advising Staff will continue to provide numerous and intensive support services to assist in the retention rate of TSI affected students.