

ANNUAL ASSESSMENT REPORT  
AND  
STRATEGIC PLANNING UPDATE  
Year: 2009

**Area or Unit Name:** SUPPORT OPERATIONS FOR ACADEMIC RETENTION (Previously PASS)  
**Area or Unit Leader:** Michelle Kiser Ed.D. **Email:** michelle.kiser@ttu.edu  
**Phone Number:** ( 806 ) 742 - 3664 **Ext:** \_\_\_\_\_  
**Mail Stop:** 5020

### Section 1. Goals and Accomplishments

**Goal 1: Access and diversity. Create learning environments open to all students.**

Tutoring contacts within the SOAR Learning Center were up by 350 from the previous year. Audio/visual use within the SOAR Learning Center rose from 2133 contacts to 2916 contacts. The 2916 contacts accounted for the 4814 contact hours.

The SOAR Learning Center increased visibility as a whole department through an increase in outreach presentations and utilizing various media outlets.

Texas Success Initiative increased the percent of first-time freshmen who failed one or more portions of the official Texas Success Initiative (TSI) examination and were placed in developmental education, who are still enrolled after one academic year from 67% in 2007 to 72% in 2008.

**Goal 2: Academic excellence/student success. Enhance retention efforts and programs.**

XL: Strategies for Learning increased the number of sections offered each semester to further accommodate the growing XL student population.

XL: Strategies for Learning created a separate course, XL 0700, to serve students interested in enhancing personal management and academic success skills regardless of academic status.

The TSI Program increased the number of sections offered for reading and mathematics in order to accommodate the increasing number of students in developmental education.

The SOAR Learning Center continues to complete outreach presentations and creating promotional material to increase exposure.

The Supplemental Instruction Program increased the number of courses with SI sessions attached to 19.

**Goal 3: Effective response to student needs through instruction and/or technology.**

TSI continues to update the TSI website with mathematics and all TSI information.

The SOAR Learning Center continues to update all websites to adjust to university identity guidelines.

XL: Strategies for Learning began online course registration for the campus and distance 0201 course.

XL: Strategies for Learning created an online video library to allow students and instructors to view assigned video content from any internet capable computer.

XL: Strategies for Learning created Blackboard content for use with the online course and campus course alike.

SOAR purchased the SAMS software for the intended implementation of a comprehensive student academic performance tracking program.

The Supplemental Instruction Program created a webpage to display both SI session schedule and exam review schedule.

**Goal 4: Human Resources. Recruit and retain quality employees.**

**XL: Strategies for Learning hired several instructors to accommodate the continually growing student probation/suspension population.**

**The XL Supervisor attended a workshop for Higher Ed student success in Denver, CO.**

**XL staff members attend NACADA webinars offered monthly on the TTU campus.**

**All SOAR department employees are encouraged to travel to one professional workshop/conference per year that pertains to their job function.**

**Texas Success Initiative Program hired a full time Senior Business Assistant.**

**The Supplemental Instruction Program began to require all SI Leaders to attend a training session once per year. New SI Leaders are required to attend additional training sessions.**

**Goal 5: Strengthen Accountability.**

**XL: Strategies for Learning Supervisor conducts a formal evaluation process for new instructors during their first semester teaching. Thereafter, instructors are evaluated each semester by students and annually by the Supervisor. The Supervisor also reviews student evaluations for each semester as well as success and completion rates for each instructor.**

**XL: Strategies for Learning requires all instructors to sign a service contract upon hire outlining position responsibilities and requirements.**

**All SOAR employees have a performance evaluation which is tied to their PDQ on an annual basis. The review allows the employee and the supervisor to assess if the job duties are accurate or need to be amended.**

**The Supplemental Instruction Program conducts performance evaluations of graduate staff and SI Leaders on a semester basis. SI Leaders are also evaluated by the students in their respective classes at the end of each term.**

## Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.

## SUPPORT OPERATIONS FOR ACADEMIC RETENTION (Previously PASS)

### Area/Unit Specific Information

#### Section 3a. Quantitative Information

**There is No Area Specific Data in Calendar Year Section.**

**There is No Area Specific Data in Fall Section.**

<i>Fiscal Year</i>	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Learning Center						
Supplemental Instruction						
Contacts	12878	13344	15802	16921	20335	17483
Contact hours	21721.5	28817	29696	33956	40872.5	40597.5
Unduplicated head count	2220	2949	3233	3674	4502	4020
Courses Covered	11	13	12	14	18	19
Sections Covered	65	78	70	65	80	67
Tutoring						
Contacts	2232	2281	1342	2192	3351	3701
Contact hours	3941	4773	1843	2785	4000	3472
Online Tutoring Contacts					836	562
Online Tutoring Contact Hours					966	877
Lab Use						
Computer	523	573	496	477	362	502
Audio/video	1832	843	1330	2065	2133	2916
Computer Lab contact hours				500	222	340
Audio/video contact hours				3213	3059	4814
Testing Accommodations						
Number of tests administered	2435	2794	3083	2961	3477	3840
Contact hours	4257	4801	5170	4719	5214	5682
Outreach Presentation						
Contacts					2186	3905
Contact Hours					62	53
All Services						
Total contacts	25003	23630	25810	28527	32359	32909
Total contact hours	35748	41601	39741	45173	53482	55835.5
XL: Strategies for Learning						
Total enrollment	971	838	995	1111	1385	1352
Persistence	747	696	816	861	1069	1121
Success rate (%)	63.0	62	58.0	57	55	58
Optional enrollment	31	7	4	7	6	6
Persistence rate (%)	76.9	83.0	82.0	78	77	83

## TASP Basic Skills

Total placements
Total math
Total writing
Total reading
Freshman persistence rate
Remediation waived
Remediation deferred
Remediation complete
Remediation complete %

## Texas Success Initiative

Total placements
Total math
Total writing
Total reading
Remediation deferred
Remediation complete
Remediation complete %
Freshman persistence rate

1582	1513	1618	1399	1076	518
1176	1026	1071	981	578	323
241	151	134	90	63	39
165	336	380	312	146	141
5	11	33	16	9	15
680	884	910	773	610	253
43%	58%	56%	55%	56%	48%
52%	67%	53%	68.2%	67%	72%

### **Section 3b. Qualitative Information.**

**Dr. Michelle Kiser(TSI Assistant Director) attended and presented at the College Academic Support Programs Conference.**

**The Learning Center Coordinator attended the National College Learning Center Association Conference.**

**Brenda Winn, XL: Strategies for Learning Unit Supervisor, attended a workshop for Higher education student success.**

**Commentary:**

Support Operations for Academic Retention continues to modify the existing strategic plan to more accurately reflect the university's current plan. This is the second report from the "new" plan. Our retention efforts are show cased more thoroughly with this plan.

**Implementation Plan:**

In order for the programs contained within the structure of SOAR and to keep up with the demands for services; more space, personnel resources, and budget increases are needed. The tutoring program continues to need additional space to serve the growing student population being served. XL: Strategies for Learning continues to operate in one open space for four full time staff members, two graduate students, and 20-30 part time instructors. The Supplemental Instruction Program needs maintenance and operation funds to pace with the increase of SI Leaders and SI Supervisors. Space continues to be needed for SI Supervisors and SI Leaders to serve the increased population utilizing Supplemental Instruction. The Supplemental instruction Program is in need of full-time staff and funding to meet the needs of the growing demand for the services provided to students. The tutoring program needs more part-time salary funding to hire more tutors to pace with the increase of tutoring needs of the student population. The program continues to expand as the university continues to increase the student population. In addition, a full time support staff member is needed in the Learning Center to account for the continued growth of the student population utilizing the Learning Center Services.