

Testing Center Program Review

2012-2013

1. Program Description

1A. Description

The Testing Center is an educational resource for faculty and students, helping to promote student success. The Testing Center provides a secure, comfortable and distraction free environment to take exams. The Testing Center is committed to upholding academic integrity and set testing standards.

1B. Services Provided by the Program

The Testing Center has been developed to serve both faculty and students. The Testing Center proctors make-up exams for instructors who have students who are unable to take a scheduled exam; assists the Educational Assistance Center in proctoring exams for students with special needs; and proctors exams for students in the community who are taking distance learning courses. The Testing Center is a member of the National College Testing Association. The Testing Center operates four days a week and is staffed by a permanent 40% proctor.

1C. College Vision

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

1D. College Mission

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

1E. Core Commitments

Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect
- Integrity

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- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

1F. Program Significant Events (Strengths and Successes)

- The Testing Center is an educational resource for faculty and students, helping to promote student success.
- The Testing Center has started to provide exam proctoring for local employers or distance education students from other colleges and universities up to the Doctorate level.

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1G. Organizational Structure

President: Robin Calote

Executive Vice President: Ramiro Sanchez

Dean: Kathy Scott

Supervisor: Sandy Hajas

Name	Rachel Marchioni
Classification	Proctor- 40%
Year Hired	2011-2012
Years of Industry Experience	
Degrees/Credentials	BA in Interpersonal and Organizational Communication Studies - CSULB

Name	Lynne Woods
Classification	Proctor
Year Hired	2012
Years of Industry Experience	
Degrees/Credentials	

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2. Performance Expectations

2A. Student Learning Outcomes

2A1. **2012-2013** - Institutional Student Learning Outcomes

1. Communication - written, oral and visual
2. Reasoning - Scientific and quantitative
3. Critical thinking and problem solving
4. Information literacy
5. Personal/community awareness and academic/career responsibilities

2A2. **2012-2013** - Program Service Unit Outcomes

1. Students will be able to identify Testing Center as a place to make-up missed exams.
2. Students will find the Testing Center as comfortable and distraction free testing environment.
3. Students will find services provided in the Testing Center accessible and one that encourages student success.
4. Faculty will identify the Testing Center as one that properly follows instruction and that handles exams with academic integrity meeting set testing standards.

2A3. **2012-2013** - Program Operating Outcomes

1. The Testing Center site will be adequate to meet student demand for proctoring services.
2. The budget for Testing Center will be adequately funded to meet the faculty and student demand for proctoring services.
3. The available resources will adequate for performing daily operations.

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2012. Operating Information

3A. Budget Summary Tables, Trends, and Detail

Program specific data was provided in Section 3 for all programs last year. This year, please refer to the data sources available on the Program Review webpage (link will be provided).

In addition, the 2011-2012 program review documents will provide examples of last year's data and interpretations.

2012 – 2013 Please provide program interpretation for the following:

Interpretation of the Program Budget Information

- Dedicated budget does not exist
- Personnel (proctor) expenses included in library budget which is unrelated to testing
- No supply budget exists
- Revenue from proctoring DE students is used to create brochures & purchase supplies

Interpretation of the Program Inventory Table

The Campus is currently in the process of establishing an inventory list.

Service Data:

a) *What populations are served by the program?*

The Testing Center has been developed to serve both faculty and students. The Testing Center proctors make-up exams for instructors who have students who are unable to take a scheduled exam; assists the Educational Assistance Center in proctoring exams for students with special needs; and proctors exams for students in the community who are taking distance learning courses. The Testing Center is a member of the National College Testing Association.

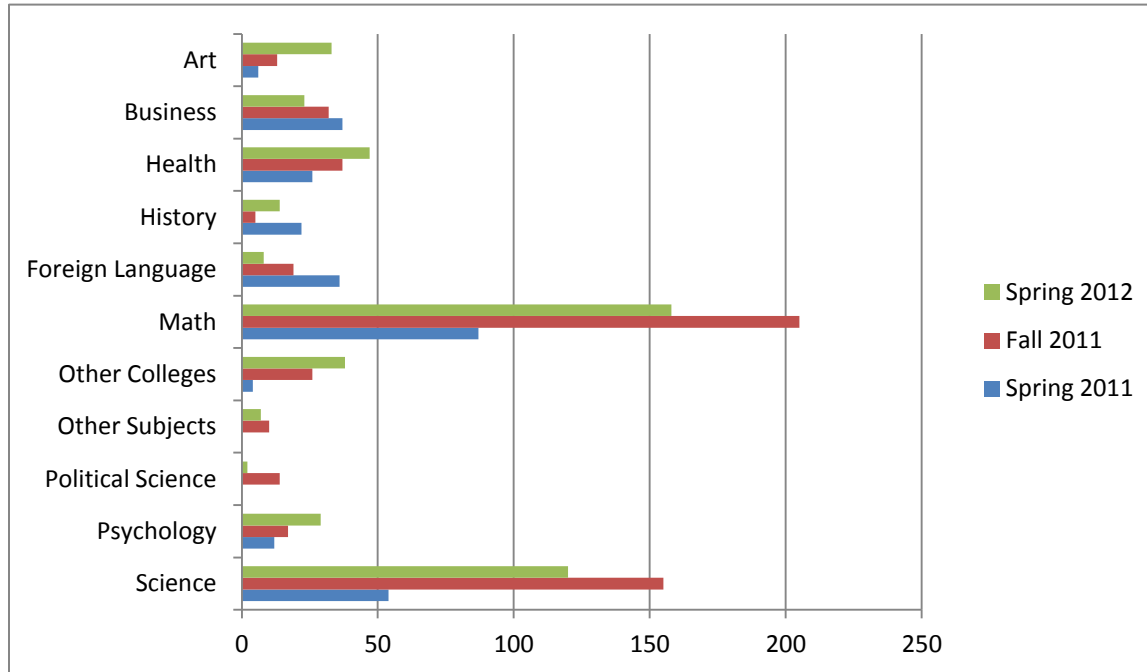
b) *How many students, classes, etc. have been served by the program over the last two years (per semester)?*

- Spring 2011 :298 exams/student
- Fall 2012: 533 exams/students

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- Spring 2012: 483 exams/students



c) *What other operational data is pertinent to your program? Please provide.*

Hours are determined each semester and may be found on our website.

As of July 1st the Testing Center has implemented a proctoring fee for distance education students. Since July 1st there have been 69 distance education exams administered. As of October 15th there has been 3,120 dollars revenue from proctoring fees.

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4. Performance Assessment

4A1: 2012-2013 Institutional Level Student Learning Outcomes

The current institutional outcomes do not apply to the Testing Center however once the service outcome is approved, the testing center will assess it at that time.

4A2: 2012-2013 Service Unit Outcomes

Service Unit Outcome-1	Performance Indicators
Students will be able to identify Testing Center as a place to make-up missed exams.	Performance Indicators: 80% or more of students will identify Testing Center as a place to make-up missed exams.
Operating Information	
The Testing Center is one of the newer services on campus.	
Analysis – Assessment	
This SUO has not been assessed yet. Over the past year the Testing Center staff has created several marketing attempts to inform students of this service. Previously information about the Testing Center was slim and found through the Tutoring Center. This year a Testing Center webpage has been developed as well as a Testing Center brochure.	

Service Unit Outcome-2	Performance Indicators
Students will find the Testing Center as comfortable and distraction free environment.	Performance Indicators: 80% or more of students will find the Testing Center as comfortable and distraction free environment.
Operating Information	
In Spring 2012 a survey was given to students using the Testing Center.	
Analysis - Assessment	
We received survey responses from 61 students using the Testing Center. Out of those 61 students 59 (97%) of students found the Testing Center as comfortable and distraction free environment.	

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Service Unit Outcome-3	Performance Indicators
Students will find services provided in the Testing Center accessible and one that encourages student success.	Performance Indicators: Testing Center staff will collect daily feedback from students. 80% or more students will find services provided in the Testing Center accessible and one that encourages student success.
Operating Information	
In Spring 2012 a survey was given to the students using the Testing Center.	
Analysis – Assessment	
It was found that 67% of students found the testing center hours were not adequate in meeting their needs. The Testing Center hours have been adjusted to have a mixture of both day and evening hours but there is still a gap in meeting the needs of students since these hours are only within a 16 hour timeframe.	

Service Unit Outcome-4	Performance Indicators
Faculty will identify the Testing Center as one that properly follows instruction and that handles exams with academic integrity meeting set testing standards.	Performance Indicator: 80% or more of Faculty will report the Testing Center as one that properly follows instruction and that handles exams with academic integrity meeting set testing standards.
Operating Information	
Analysis – Assessment	
This SUO has not been assessed yet. In the future we will use a survey to collect this data.	

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4C. 2012-2013 Program Operating Outcomes

Operating Goal-1	Performance Indicators
The Testing Center site will be adequate to meet student demand for proctoring services.	Performance Indicator: Testing Center staff will monitor any capacity issues.
Operating Information	
The Testing Center is currently located inside the Tutoring Center.	
Analysis – Assessment	
There are capacity issues with the Testing Center site being located within the Tutoring Center because it is a shared space. The Testing Center using the classrooms within the Tutoring Center. The tutors from both the tutoring center and IDS also use these rooms are their group appointments. The Tutoring Center staff has been very accommodating to make sure that a room is available for testing but the problem is that one room is not large enough to serve the amount of students that use the testing center and students taking the same exam can't be separated. The Testing Center staff tries to utilize all the available space in one room but students tend to complain that having such a crowded space is a distraction and some students we are unable to accommodate.	

Operating Goal-2	Performance Indicators
The budget for Testing Center will be adequately funded to meet the faculty and student demand for proctoring services.	Performance Indicator: The Testing Center staff will monitor proctoring requests and availability of resources to meet these requests.
Operating Information	
The Testing Center is only open 16 hours a week.	
Analysis – Assessment	
There are several issues with trying to accommodate the proctoring demand in a 16 hour week timeframe. The Testing Center was originally started administering three types of exams: make-up exams, EAC exams, & distance education exams. Over the past year the Testing Center has assisted in supporting new teaching strategies. This new teaching strategy consists of allowing students to retake exams. So the Testing Center has been accommodating whole classes of up to 30 students for these retake exams. Some exams for distance education students require exact days or time frames; if they do not fall within our previously scheduled timeframes we are unable to accommodate those students. Serving Distance Education students create revenue for budget and assist in maintaining Ventura College's commitment to serving the community. The proctor is the only current staff member in this service. The proctor is responsible for all accepts of customer service such as; responding to inquiries from with the general public, students, and faculty via telephone, email, & in person, scheduling appointments, maintaining records, mailing & delivering	

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of exams, and ensuring there is current marketing information. This creates an obstacles in the flow of daily operations of the business and customer service.

Operating Goal-3	Performance Indicators
The available resources will adequate for performing daily operations.	Performance Indicator: The Testing Center staff will review operational procedures.
Operating Information	
The resources available (scanner, copier, and fax) are not within the Testing Center facilities.	
Analysis – Assessment	
There is a need for new resources within the Testing Center facilities. Exams are delivered by faculty member two ways, the exams are either be dropped off or emailed. If the exams are emailed the proctor will need to print the exams out. There are also instances when an instructor did not drop off enough exams to accommodate students. When proctoring exams for distance education students the proctor must have access to a scanner, copier, and fax machine. The resources need to be available within the Testing Center facilities because the proctor is unable to leave the students unattended while taking exams and the proctor is only scheduled within operating business hours meaning exams are being administered.	

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5. Findings

2012-2013 - FINDINGS

Finding 1: The Testing Center needs to purchase a fax, scanner, copier to adequately perform daily operations. (PGO #3)

Finding 2: The Testing Center needs to add another 40% proctor position (10 months) to meet testing demand. (PGO #2) (SUO #3)

Finding 3: The Testing Center needs quiet and dedicated space for proctoring exams. Currently the Testing Center is using shared space & has to compete with Tutoring Center & IDS for quiet space. (PGO #1) (SUO # 2)

Finding 4: The Testing Center needs to have a dedicated budget for personnel & expenses should be connected to one Org. to be able to track expenses. (PGO #3)

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6. Initiatives

6A: 2011-2012 - FINAL Program Initiative Priority Ratings

6B: 2012-2013 Initiatives

Initiative ID should be consistent. For example:

2011-2012 identified initiatives - LC1201, LC1202, etc.

2012-2013 identified initiatives – LC1301, LC1302, etc.

Initiative: Purchasing fax/scanner/copier

Initiative ID: TST 1301

Link to Finding # 1: The resources need to be available within the Testing Center facilities because the proctor is unable to leave the students unattended while taking exams and the proctor is only scheduled within operating business hours meaning exams are being administered.

Benefits: Will allow the Testing Center to accommodate students and faculty.

Request for Resources: \$500

- 1) HP LaserJet Pro 400 MRP M425dn Print, Copy, Scan, Fax, Walk-up
USB: \$439 plus shipping & tax

No new resources are required (using existing resources) Use testing revenue	X
Requires additional general funds for personnel, supplies or services (including maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires College equipment funds (other than computer related)	
Requires facilities funds	
Requires other resources (grants, etc.)	

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Initiative: Increase proctor position or add another proctor position

Initiative ID: TST 1302

Link to Finding #2: There are several issues with trying to accommodate the proctoring demand in a 16 hour week timeframe. The Testing Center was originally started administering three types of exams: make-up exams, EAC exams, & distance education exams. Over the past year the Testing Center has assisted in supporting new teaching strategies.

Benefits: Will allow Testing Center to grow as a service and successfully met the needs of students and faculty.

Request for Resources: \$10,356

- 1) 40% Proctor position (10 months): \$10,356

No new resources are required (using existing resources)	
Requires additional general funds for personnel, supplies or services (including maintenance contracts)	X
Requires computer equipment funds (hardware and software)	
Requires College equipment funds (other than computer related)	
Requires facilities funds	
Requires other resources (grants, etc.)	

Initiative: Quiet Testing space

Initiative ID: TST 1303

Link to Finding #3: There are capacity issues with the Testing Center site being located within the Tutoring Center because it is a shared space. The Testing Center using the classrooms within the Tutoring Center. The tutors from both the tutoring center and IDS also use these rooms are their group appointments.

Benefits: Will allow Testing Center to grow as a service and successfully met the needs of students and faculty.

Request for Resources:

No new resources are required (using existing resources)	
Requires additional general funds for personnel, supplies or services (including maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires College equipment funds (other than computer related)	
Requires facilities funds	X
Requires other resources (grants, etc.)	

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Initiative: Dedicated budget

Initiative ID: TST 1304

Link to Finding #4: Personnel (proctor) expenses are currently included in the library budget which is unrelated to testing. Revenue from proctoring distance education students will be used to create a budget.

Benefits: Will allow Testing Center to monitor revenue and expenses.

Request for Resources:

No new resources are required (using existing resources)	
Requires additional general funds for personnel, supplies or services (including maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires College equipment funds (other than computer related)	
Requires facilities funds	
Requires other resources (grants, etc.)	

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6C: 2012-2013 Program Initiative Priority Ratings

Program	Category	Program Priority (0,1,2,3)	Division Priority (R,H,M,L)	Committee Priority	College Priority	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	Personnel	FT OR PT
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TS T	Tech	H				TC1301	Fax/Scanner/Copier	LasetJet Pro 400	\$500				
TS T	Facilities	M				TC1302	Testing Space	Need dedicated testing space	-0-				
TS T	Personnel	L				TC1303	40% Proctor position	Add another position	\$10,356				
TS T	Process	L				TC1304	Dedicated budget	Put all personnel and expenses in one org	-0-				

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6D: Program/Department Level Initiative Prioritization

All initiatives will first be prioritized by the program/department staff. Prioritize the initiatives using the **RHML** priority levels defined below.

Division Level Initiative Prioritization

The program initiatives within a division will be consolidated into division spreadsheets. The dean may include additional division-wide initiatives. All initiatives will then be prioritized using the **RHML** priority levels defined below.

Committee Level Initiative Prioritization

The division's spreadsheets will be prioritized by the appropriate college-wide committees (staffing, technology, equipment, facilities) using the **RHML** priority levels defined below.

College Level Initiative Prioritization

Dean's will present the consolidated prioritized initiatives to the College Planning Council. The College Planning Council will then prioritize the initiatives using the **RHML** priority levels defined below.

R: Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

H: High – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

M: Medium – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

L: Low – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

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7. Process Assessment and Appeal

7A. Purpose of Process Assessment

The purpose of program review assessment is to evaluate the process for continual improvement. The process is required for accreditation and your input is very important to us as we strive to improve.

7B. 2012 - 2013 ASSESSMENT QUESTIONS

1. Did you complete the program review process last year, and if so, did you identify program initiatives?

No initiatives last year, we were a new program.

2a. Were the identified initiatives implemented? No

2b. Did they make a difference?

3. If you appealed or presented a minority opinion for the program review process last year, what was the result?

4. How have the changes in the program review process worked for your area?

5. How would you improve the program review process based on this experience?

7C. Appeals

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After the program review process is complete, your program has the right to appeal the ranking of initiatives.

If you choose to appeal, please complete the appropriate form that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.