



## Make-up Testing Center Program Review--Draft 2013-2014

### Section I – Accomplishments and Status of 2012 Program Review Report

#### **A. Last Year's Initiatives**

The Testing Center had four initiatives last year of which two were completed. A fax/printer/scanner/copier was purchased with revenue funds to support testing operations. Also, the Testing Center moved into LRC-155 which was renovated with proctoring revenue funds to improve the space for testing. Although the space is not dedicated solely for testing services, it is able to be open opposite hours of the Reading/Writing/Center.

The two initiatives that are still pending involved the need for increased staff and the need for the budget to be established for the testing center for expense tracking.

#### **B. Updates/accomplishments pertaining to any of the Student Success or Operating Goals from last year's report.**

N/A

### Section II - Description

#### **A. Description of Program/Department**

The Testing Center provides make-up exams service to Ventura College students referred to the center by their course instructor. Instructors drop off exams to a locked box and set the testing time period and exam parameters. Students may drop-in anytime during open hours to take the exam. The center also works with EAC for proctoring exams for students needing test accommodations.

The Testing Center also provides exam proctoring for local employers and/or distance education students from other colleges and universities. The center has an established fee structure based on the time of the exam. This service is by appointment and all students must follow our testing guidelines as well as the guidelines set by the home institution.

The Testing Center is a member of the National College Testing Association and a participant of the Consortium of College Testing Centers. The Testing Center follows national testing standards and has set guidelines and policies in place that promote professional test administration in providing make-up testing service and test proctoring. The Testing Centers also follows Ventura College's policy for academic integrity and will report any evidence or appearance of academic dishonesty promptly to the instructor.

#### **B. Program/Department Significant Events (Strengths and Successes), and Accomplishments**

The Testing Center has been quite successful as a resource for faculty and students of Ventura College for proctoring make-up exams. The number of requests for exams has been growing



## Make-up Testing Center Program Review--Draft 2013-2014

over the past few months. Proctoring exams for distance education students from other colleges and universities and employers has also grown. The Testing Center is a member of the Consortium of College Testing Centers, thus requests are coming in quite frequently from around the nation.

The Center accomplished the task of moving into a new facility which was renovated with testing revenue funds to create an atmosphere more conducive to testing and study. Although the area is not dedicated solely to testing, the testing center is able to share the facility with the Reading/Writing Center by having operational hours that are opposite each other. It is a system that has been working quite well this past year however; it continues to be an issue inhibiting growth.

The expansion of Testing Center services continues to be impacted by the 40% staffing level resulting in the inability to expand serves. Expansion is also impacted by the lack of a dedicated space. A dedicated testing room is needed in order to be open 40 or more hours per week.

### C. College Vision

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

### D. College Mission

At Ventura College, we transform students' lives, develop human potential, create an informed citizenry, and serve as the educational and cultural heart of our community. Placing students at the center of the educational experience, we serve a highly diverse student body by providing quality instruction and student support, focusing on associate degree and certificate completion, transfer, workforce preparation, and basic skills. We are committed to the sustainable continuous improvement of our college and its services.

### E. College 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
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

### F. Organizational Structure

**President:** Greg Gillespie **Executive Vice President:** Dr. Daniel Seymour, Interim EVP



## Make-up Testing Center Program Review--Draft 2013-2014

Dean: Kathy Scott      Supervisor: Sandy Hajas

Name	Sandy Hajas
Classification	Learning Resources Supervisor and Part-time Librarian
Year Hired	1990
Years of Industry Experience	28 years
Degrees/Credentials	<i>A.A., 1991, Ventura College; B.A., 2006, California State University, Northridge; M.L.I.S., 2011, San Jose State Univ.</i>

Name	Lynne Woods
Classification	Proctor-40%
Year Hired	10/16/12
Years of Industry Experience	13 years
Degrees/Credentials	MS, University of La Verne

### Section IIIa – Data and Analysis

#### A. SUO Data

Our SUOs were revised this past year and our assessment rotation was set and entered into Trac Dat. One SUO was also added to include the need for services to support faculty. Faculty have been expressing the need for expanding testing hours and availability of the proctor to do large group exams as well as meeting test taking accommodations.

A new initiative this year will include expanding the service to include proctoring the TEAS Test for the Health Sciences department four times per year.

#### B. Operating Data

##### 1. Service Data

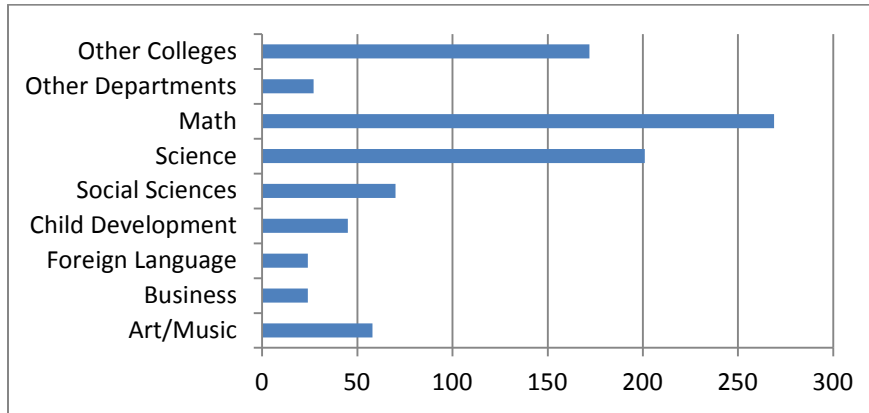
The Testing Center has been developed to serve both faculty and students. The Testing Center proctors make-up exams for instructors who have students who are unable to take a scheduled exam; assists the Educational Assistance Center in proctoring exams for students with special needs; and proctors exams 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 proctored 890 exams in the last fiscal year which includes approximately 15 disciplines and students from other colleges and universities. The data shows that this is a service that is in high demand even though it is offered only 16 hours per week with a 40% staff person.



## Make-up Testing Center Program Review--Draft 2013-2014

Students are provided with a quiet and calm testing environment which promotes student success and retention. Faculty are provided with a safe environment to leave exams and are assured they are handled securely.



Health Sciences has asked that we proctor their TEAS Tests, the admissions assessment exam for the nursing program and the Math Department has requested that the proctor be available more hours during the day. Therefore an initiative is being created to increase this position to 100%

### 2. Budget

- X Program members have reviewed the budget data.
- X No comments or requests to make about the budget

### C. Resources

#### 1. Non- Instructional Faculty

This area does not apply to the Testing Center.

#### 2. Classified Staff

Throughout the years Make-up testing was conducted by the night administrator then moved by the President to the Learning Resources department. Exam proctoring was conducted by provisional employees. Two years ago the 40% Proctor position was created and filled on a permanent basis. This evolution was due to the increased need and demand for service which continues today. The Testing Center has been approached by the Health Sciences Department to conduct their TEAS Testing (the Nursing Entrance Exam) which takes place eight times per year. This also includes any testing with DSPS accommodations.

Also, the Math Department has expressed a great need for a proctor during the daytime hours. Currently our hours are in the evening with only one day on Fridays. This will allow faculty to have exams taken during the time that they are around but unable to proctor themselves due to their schedule.



## Make-up Testing Center Program Review--Draft 2013-2014

As a result, an initiative is being created to increase this position to full-time so that service can be expanded to provide expanded services to these areas.

### 3. Inventory

The inventory list looks adequate and up-to-date. The Testing Center computers were recently updated from thin clients to fat clients and a new printer/fax machine was purchased last year. The only equipment requirement this year is the need for a wireless access point so that the laptops can be effectively utilized.

### 4. Facilities or other Resource Requests

There is a need for dedicated testing space or the ability to provide testing in other areas during specific times. An initiative is being created to explore this possibility.

### 5. Combined Initiatives

Not applicable.

## Section IIIb – Other Program Goals and Initiatives

### A. Other Program Goals

Not applicable.

## Section IV - Initiatives

Instructions:

Please list your initiatives below, including any you are carrying forward from prior years. Add as many as needed. Deans/division offices will put the information onto the initiatives charts. Every program/department needs initiatives that do not require resources.

Ranking:

The ranking provided below indicated the program/department's ranking. The initiatives will be ranked again later at the division level before going to the appropriate committees (i.e. technology) for additional ranking.

**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

**M** = Medium – Approximately 1/3 of the total program/department/division's initiative by resource category

**L** = Low – Approximately 1/3 of the total program/department/division's initiatives by resource category

Example:

**Initiative:** Provide a brief title

**Initiative ID:** (i.e. CD1301 = Child Development, 2013, first initiative. Maintain initiative numbers from prior program review if any are being carried forward into this new year.)

**Link to data (Required):** From which area of data is this request associated? Within the category, be specific. (i.e. Success data for a specific course, PSLO #1, . . . , etc.)

**Expected Benefits:** What benefits to student learning or completion, etc. do you anticipate?

**Goal:** What do you believe needs to occur? (i.e. raise student success in \_\_\_\_ course)

**Performance Indicator:** What do you see as a realistic goal? (i.e. a 5% increase in student success)

**Timeline:** When do you expect to achieve this success within in the next three years? (i.e. by May 2015). These timelines will create a multi-year plan for your program/department.



## Make-up Testing Center Program Review--Draft 2013-2014

### **Funding Source Category:**

- No new resources
- Additional general funds for hourly instruction, supplies and services (includes maintenance contracts)
- College equipment funds (non computer)
- Technology funds
- Facilities funds
- Staffing resources
- Grant funds

### **Ranking: (i.e. H)**

List your initiatives below, including any you are carrying forward from prior years. Please note that every program/department needs to include initiatives that do not require resources. You may copy and paste this section

- A. **Initiative:** Increase Proctor position to 100%  
**Initiative ID:** TST1401  
**Link to Data:** Increased Usage data and Increase Demand  
**Expected Benefits:** Expanded service to incorporate Health Sciences and Math  
**Goal:** To expand service to faculty and students  
**Performance Indicator:** Services to students will increase by 20%  
**Timeline:** 2014-2015  
**Item Description:** Increase Proctor Position to 100%, 12 months  
**Cost** \$30,000  
**Funding Resource Category:** Staffing Funds  
**Ranking:** H
- B. **Initiative:** Wireless Access Point  
**Initiative ID:** TST1402  
**Link to Data:** Equipment inventory data and increased need  
**Expected Benefits:** Students will be able to make more effective use of center laptops  
**Goal:** Increased Access to Resources  
**Performance Indicator:** Students will be able to utilize laptops for exams.  
**Timeline:** 2014-2015  
**Item Description:** Wireless Access Point  
**Cost:** \$500  
**Funding Resource Category:** Technology Funds  
**Ranking:** M
- C. **Initiative:** Space Utilization  
**Initiative ID:** 1403  
**Link to Data:** Facilities and usage data  
**Expected Benefits:** Expansion of testing services to incorporate other departmental needs  
**Goal:** Increase Access to Services  
**Performance Indicator:** Services to other departments will increase by 20%



## Make-up Testing Center Program Review--Draft 2013-2014

- Timeline: 2014-2015**  
**Item Description:** Look for inventive ways to use space for more testing  
**Cost:** No cost  
**Funding Resource Category:** No new resources needed  
**Ranking: H**
- D. Initiative:** Increase Revenue  
**Initiative ID:** 1404  
**Link to Data:** Budget  
**Expected Benefits:** Increased revenue to offset operational budget costs  
**Goal:** Increase outside proctoring services  
**Performance Indicator:** Revenue will increase by 20%  
**Timeline:** 2014-2015  
**Item Description:** Increase Space  
**Cost:** No Cost  
**Funding Resource Category:** No new resources needed  
**Ranking: L**
- E. Initiative:** Study Table Space  
**Initiative ID:** TC 1405  
**Link to Data:** Equipment inventory data and increased need  
**Expected Benefits:** Students will be able to make more effective use of the center  
**Goal:** Increased Study and Tutoring Space  
**Performance Indicator:** RWC will be able to help more students  
**Timeline:** 2014-2015  
**Item Description:** Study Tables  
**Cost:** \$1,000 (use revenue funds)  
**Funding Resource Category:** No new resources needed  
**Ranking: M**

### Section V – Process Assessment

- A. How have the changes in the program review process this year worked for your area?**  
Having to place performance indicators is very difficult. Perhaps if we were going to assess it would make sense.
- B. How would you improve the program review process based on this experience?**  
Keep improving the form and data.
- C. Appeals**

N/A



## Make-up Testing Center Program Review--Draft 2013-2014

### VI – Submission Verification

**Program/Department:** Testing Center

**Preparer:** Sandy Hajas

**Dates met (include email discussions):** 10/4/13, 10/7/13

**List of Faculty who participated in the program Review Process:** Sandy Hajas

**Preparer Verification:** I verify that this program document was completed in accordance with the program review process.

**Dean Verification:** I verify that I have reviewed this program review document and find it complete. Dean may also provide comments (optional):





# Program Review Process Map

**I .** Status report and accomplishments from prior year

**II.** Description

**III(b).** Other program goals and initiatives

(Innovations, regulations, legislation, new technology, industry standards, professional development, or advisory committee recommendations, etc.)

**IV.** Summary of initiatives and requests  
Minority reports if any

**VI.** Process assessment

**VII.** Verification of review



## Make-up Testing Center Program Review--Draft 2013-2014

### Program Review Resource Initiatives Guidelines

#### WHAT TO LEAVE OUT

*The purpose of this document is to clarify what kinds of resource requests should NOT be included in the Program Review Document as initiatives.*

<p>The table below summarizes the types of resources that DO NOT need to be included in the Department Plans. The "Who to Contact" column lists who to contact when the resources or services are needed.</p>		
<b>Excluded Items</b>	<b>Who to Contact</b>	<b>Explanation</b>
Safety Issues, including but not limited to broken chairs or desks, etc. that can be resolved through the normal process.	Dean, M&O or Appropriate Office	All safety issues should be immediately reported to the Dean, M&O, or appropriate department.
EAC Accommodations that can be resolved through the normal process.	DSPS and Dean	Any accommodation should have the guidance of the DSPS office.
Routine M&O maintenance & repair (light fixtures not working, holes in walls, locks, cleaning, broken desks or chairs, etc.) that can be resolved through the normal process.	M&O or Division Office	Complete an email request to <a href="mailto:vcmaintenance@vccd.edu">vcmaintenance@vccd.edu</a> or notify your division office so they can handle for you.
Cyclical Maintenance (painting, flooring, carpet shampooed, windows, etc.) that can be resolved through the normal process.	M&O or Division Office	Complete an email request to <a href="mailto:vcmaintenance@vccd.edu">vcmaintenance@vccd.edu</a> or notify your division office so they can handle for you.
Classroom technology equipment repairs (projector light bulb out, video screen not working, computer not working, existing software updates) that can be resolved through the normal process.	Campus Technology Center or Division Office	Complete an email request to <a href="mailto:vchelpdesk@vccd.edu">vchelpdesk@vccd.edu</a> or notify your division office so they can handle for you.
Section Offerings/ Change of classrooms	Dean/Department Chair	Dean will take requests through the enrollment management process.
Substitutes	Dean	Dean will process in accordance with existing guidelines.
Conferences, Meetings, Individual Training	Professional Development Committee	Requests should first be addressed by the PDC and only go through program review if costs cannot be covered.



## Make-up Testing Center Program Review--Draft 2013-2014

### Program Review Resource Initiatives Guidelines

#### WHAT TO LEAVE IN

*The purpose of this document is to clarify what kinds of resource requests should be included in the Program Review Document as initiatives.*

Faculty and Staff from each department will meet as a division to prioritize initiatives resulting from the Program Review process. The initiatives will then go to each respective governance groups such as Staffing Priorities, Technology Committee, Budget Resource Council, etc., for further prioritization. Administrative Council and the Executive Team will develop the final prioritized list and distribute for implementation.		
Included Items	Committee Group	Explanation
Replacement of classroom furniture	Facilities Oversight Group	Only when it is an entire classroom/lab/office at a time or a safety or disability issue that has not been resolve through the normal process.
Upgrade and/or replacement of computer and other technological equipment	Technology Committee	These items will go on to a list for replacement or upgrade per the technology plan.
New Equipment/Furniture/ classroom items (i.e. microscope, etc.)	Budget Resource Council	These items must be approved included in a plan to improve student learning and/or services.
Buildings/Office Space (new renovation, modernization)	Division Dean	The division dean will work with Administrative Council and the Fog Committee to pursue the projects.
New Software	Technology Committee	These items must be approved included in a plan to improve student learning and/or services.
New Faculty Positions	Faculty Staffing Priorities	Requests for new positions will compiled on a list and sent to the FSP committee.
New Classified Positions/or increase in percentage of existing positions.	Classified Staffing Priorities	Requests for classified positions will compiled on a list and sent to the CSP committee.
New Programs/certificates	Curriculum Committee	These program/certificates must be approved by the curriculum committee.
Training and Professional Development above normal	Professional Development/Budget Resource Council	These are items over and above what the PDC can provide.
Expansion/Conversion to Distance Learning	Dean of Distance Learning and Distance Learning Committee	Requests will be compiled and sent to the committee process for discussion.
Service Agreements	Budget Resource Council	Requests must include justification.
Instructional Materials and Office Supplies/ Advertising/Student Workers/Printing/Duplicating	Budget Resource Council/Dean	These items must include a compelling reason and be above what the normal budget will allow.



## Make-up Testing Center Program Review--Draft 2013-2014

Appendix D

### APPEAL FORM

(Due to Office of Institutional Effectiveness by November 8)

The program review appeals process is available to any faculty, staff, or administrator who feels strongly that the prioritization of initiatives (i.e. initiatives that were not ranked high but should have been, initiatives that were ranked high but should not have been), the decision to support or not support program discontinuance, or the process followed by the division should be reviewed by the College Planning Council.

Appeal submitted by: (name and program) \_\_\_\_\_

Date: \_\_\_\_\_

- Category for appeal:
- Faculty
  - Personnel – Other
  - Equipment- Computer
  - Equipment – Other
  - Facilities
  - Operating Budget
  - Program Discontinuance
  - Other (Please specify)

Briefly explain the process that was used to prioritize the initiative(s) being appealed:

Briefly explain the rationale for asking that the prioritization of an initiative/resource request be changed:

**Appeals will be heard by the College Planning Council on November 9, 2011 at its regularly scheduled meeting (3:00 – 5:00 p.m.). You will be notified of your time to present.**