

# Annual Program Review 2010-2011 **Student Service Programs**

## **Division/Service Area:**

## **Assessment Center**

## **Authorization**

After the document is complete, it must be the Program Review Committee.	signed by the Division Chair an	d Dean before being submitted to
Signature of Manager	Signature of Dean	Date Submitted to Program Review Committee
Describe the relationship of your program to	to the college's Mission Statem	nent:

The primary role of the Assessment Center is providing accurate, secure and efficient placements based on approved instruments by the California Community College Chancellor's Office thus facilitating student's potential for success. The Assessment Center also provides information for students in making decisions about appropriate course level enrollment.

# 1.0. Trend Analysis

For each program within the division, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

Program: Service/				STA	AFFING Hourly	
Function	Acad. Year	Service Contacts	FTEF	Class	Class.	FTE
English/	2007-2008	English 10,392 tests		4	Olass.	.5
Assessmen	2007 2000	4,481 Grammar, 4,539 Reading, and		•		.0
t Testing		1,372 Essay				
	2008-2009	English 11,559 tests		4		.5
		4,985 Grammar, 5,123 Reading				
		1,451 Essay				
	2009-2010	English 8,943 tests		4		.5
		3,915 Grammar, 3,920 Reading				
		1,108 Essay				
Math	2007-2008	6,041 tests		4		.5
Placement						
	2008-2009	5,997 tests		4		.5
	2009-2010	4,737 tests		4		.5

		(2)		
Credit ESL	2007-2008	6,095 tests (Grammar/Reading 2005,	4	.5
Placement	0000 0000	Listening/Speaking 2,005, Essay 2,085)		
	2008-2009	6,041 tests (Grammar/Reading 2005,	4	.5
	2000 2010	Listening/Speaking 2,005, Essay 2,031)		
	2009-2010	6,074 tests (Grammar/Reading 2005,	4	.5
		Listening/Speaking 2,005, Essay 2,064)		
Chemistry	2007-2008	230 tests	4	.5
Placement	0000 0000	2224		
<del> </del>	2008-2009	226 tests	4	.5
<u> </u>	2009-2010	226 tests	4	.5
Non-Credit ESL Placement	2007-2008	1,601 tests	4	.5
	2008-2009	1,590 tests	4	.5
	2009-2010	1,819 tests	4	.5
High School Testing	2007-2008	3,175 tests	2	
	2008-2009	1,998 tests	2	
	2009-2010	1,847 tests	2	
GCC Bound	2007-2008	48 tests	4	.5
	2008-2009	98 tests	4	.5
	2009-2010	50 tests	4	.5
Make-up Testing	2007-2008	50 tests	4	.5
	2008-2009	1,039 tests	4	.5
	2009-2010	1,152 tests	4	.5
Paid Proctor Exams	2007-2008	420 tests	4	.5
<u> </u>	2008-2009	501 tests	4	.5
1	2009-2010	806 tests	4	.5
Ability to Benefit Test	2007-2008	209 tests	4	.5
	2008-2009	222 tests	4	.5
<u> </u>		218 tests	4	.5
	2009-2010	Z 10 16919		
CELSA	2009-2010 2007-2008			
CELSA	2007-2008	104 tests	4	.5
CELSA	2007-2008 2008-2009	104 tests 82 tests	4 4	.5 .5
	2007-2008 2008-2009 2009-2010	104 tests 82 tests 89 tests	4 4 4	.5 .5 .5
CELSA Nursing	2007-2008 2008-2009	104 tests 82 tests	4 4	.5 .5

1.1. Describe how these trends affect students and/or your program:

The trend indicates there is a clear correlation between the State's financial crisis and the number of students taking assessment tests. The college administration has had to make difficult decisions in order to balance the budget. Some of these decisions have been to cut classes, which results in the limited supply of available classes. Students are less inclined to take their placement tests if there are few classes available. Although the numbers of Math and English assessments administered have declined, students taking the Credit ESL and Chemistry have remained consistent. Additionally, there was an increase of 13% in the number of students taking the Non-Credit ESL assessment.

1.2. Is there any other relevant information that affects the evaluation of your program?

The Assessment Center staff has been instrumental in researching and implementing new and creative examinations that meet the needs of GCC faculty and students. Three years ago, the Assessment Center staff administered 50 make up examinations. Currently, we are testing over 1,100 students a year. Additionally, we collaborated with the Nursing Department to provide nursing pre-testing and post-testing. Prior to the Assessment Center providing this service, nursing students would need to go off-site and pay for this service. Furthermore, the Assessment Center has been able to nearly double the number of paid proctored exams. In the last three years we have added the Test of English as a Foreign Language (TOEFL) and become an open testing site for College Level Examination Program (CLEP). The increase in the number of paid proctor examinations allows the Assessment Center to bring revenue to the college.

# 2.0. Student Service Learning Outcomes

For each program within the division, provide the following information.

Program: Service/Function	SAOs Written	Assessment Tool Written	Assessment Completed	Assessment Data Analyzed	Data Used For Improvement or Planning	Number of Cycles Completed
Placement Testing	Yes	Yes	No	No	No	0

We have just begun implementing the data collection portion of the SLO process

2.2.	Does the st	tudent assessi	ment data i	ndicate ov	erall prog	ram needs	that may	require s	upport fr	om the
	institution?	Define these	observed r	needs and	support y	our answer	using yo	ur assess	sment da	ata.

N/A		

#### 3.0. Evaluation of Previous Goals

This section is an evaluation of program goals and activities from previous years.

- 3.1. List actions identified in your last program review or any other related plans (EMP, SS SMP, IT Plan etc.) Since our last program review the Assessment Center staff has increased the number of paid proctor exams; created four "Orientation Stations" where students can complete their online orientation; eliminated the need to use student Social Security Numbers in the Assessment Center; and have converted from the VAX system to PeopleSoft.
- 3.2. What measurable outcomes were achieved due to the actions completed?

Due to the increase in new computers, the Assessment Center is more efficient and effective in providing assessment testing.

3.3. Evaluate the success of the completed actions. Did the completed actions lead to improved student success or program processes?

By increasing the number of paid proctor exams, we have been able to provide students with more computers, which reduce the waiting time for students. In the last 4 years, the Assessment Center has gone from 28 computers in the Lab to 41. With the addition of our Orientation Stations in the reception area of the Assessment Center, students are able to complete their online orientation. In an effort to preserve student privacy, we have eliminated the use of Social Security Number for students taking the assessment tests. Finally, we have implemented the PeopleSoft system in the Assessment Center. We have encountered many problems, but are working through them. The use of this new software has caused frustration with staff and students, but we are working hard to resolve all issues.

3.4. What modifications/improvements do you plan to make to your program/ based on your assessments? Continue to work with the Information Technology department to resolve all PeopleSoft related problems involving placement tests, cut scores, test expiration, and results.

#### 4.0. Action Plan

Based on trends and student learning outcomes, describe your program plan for the next academic year. Include necessary resources.

	Related	How action will	
	EMP/SS	improve student	
	SMP Goals	success and/or	
Action	and SAOs	service functions	Resource Needs
Work with the	Education	This will increase	Collaboration between staff from Assessment
Information	Master plan	efficiency and	and IT.
Technology (IT)	Strategic	accuracy of all	
department to resolve	Goal 1:	assessment	
all PeopleSoft related	Students	center student	

		-	
problems involving placement testing, cut scores, test expiration, and results.	Awareness, Access, Persistence, and Success Goals 1.1, 1.2, and 1.3.	records.	
Replace Student Assessment Lab Technician that is vacant due to retirement.	Education Master plan Strategic Goal 1: Students Awareness, Access, Persistence, and Success Goals 1.1, 1.2, and 1.3.	Currently, we are making ends meet, which often results in delays, lack of data collection, and overworked staff. In order to provide adequate resources to students, this position needs to be filled immediately.	\$42,000
Hire a Assessment Student Services Program Coordinator	Education Master plan Strategic Goal 1: Students Awareness, Access, Persistence, and Success Goals 1.1, 1.2, and 1.3.	By adding a coordinator, the Assessment staff will be able to increase the number of tests offered and increase off-site placement testing.	\$54,000

## **2010 PROGRAM REVIEW**

# Division/ Service Area

Assessment S: AS-1
Assessment Lab Technician

# 5.0. Resource Requests

Complete one copy of this entire section (Sect. 5.0 - 5.4) on a separate page for EACH resource request.

All resource requests should be tied to at least one of the following:

- The **Educational Master Plan** or other related plan goal.
- The **Core Competencies** (Institutional SLOs)
- SAOs
- 5.1. What planning goal, core competency, or SAO does this resource request address?

The planning goal is addressed with the Education Master plan Strategic Goal 1: Students Awareness, Access, Persistence, and Success Goals 1.1, 1.2, and 1.3.

5.2. What measurable outcome will result from filling this resource request?

Currently, we are making ends meet, which often results in delays, lack of data collection, and overworked staff. In order to provide adequate resources to students, this position needs to be filled.

5.3. Describe the resource request (in detail).

The Assessment Center is in desperate need of replacing the Student Assessment Lab Technician that has not been filled since the employee retired in 2008.

5.4. What resources are needed to fill this request? Potential funding sources might include Senate PFE

funding, categorical funding sources, Perkins funding, basic skills funding, etc.

J,			3,	Potential
Type of	Amount			Funding
Resource	Requested	Description	Justification	Sources
Personnel	\$42,000	Replace Student Assessment Lab Technician that is vacant due to retirement.	Currently, we are making ends meet, which often results in delays, lack of data collection, and overworked staff. In order to provide adequate resources to students, this position needs to be filled immediately.	General Fund
Facilities				
Equipment				
Supplies				
Software				
Training				
Total	\$42,000			