

AY 2017 – 2018 Assessment

Unit: Testing Center

Department: Academic Support and Auxiliary Services

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

The mission of **Auxiliary Services** is to provide a variety of services, defined as food service, bookstore (s), student housing and communications service – cable and internet, campus vending, post office and one card service, thereby supporting a living and learning environment fostering personal, professional, and academic growth for the University community.

The **Testing Center** at Northwestern State University (NSU) exists to provide a variety of testing options for students at NSU and the surrounding communities. We strive to assist individuals in achieving their academic and professional goals by offering the most advanced options in a quiet and secure environment. The Testing Center adheres to the National College Testing Associations (NCTA) standards and guidelines to provide quality services to NSU and the surrounding communities.

Methodology: The assessment process for the Testing Center is as follows:

- (1) Data from assessment tools (both direct – indirect, quantitative and qualitative) is collected and returned to the unit head;
- (2) The unit head will analyze the data to determine whether the staff has met the measurable outcomes;
- (3) Results from the assessment will be discussed in an open forum with the staff and unit head's supervisor;
- (4) Individual meetings will be held with staff;
- (5) The unit head, with the assistance of staff, will determine if changes are required to meet the measurable outcomes or assessment tools for the next assessment period.

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Service Outcome (SO):

SO 1. Students will be able to identify the Testing Center as a place to take exams and one that encourages student success through the services provided, which will increase the number of proctored exams given each semester

Measure 1.1 (Direct) Provide information/handouts to each department & students at Freshman Connection regarding the services offered through the Testing Center. The number of students using the lab will be tracked through the Testing Center's calendar and sign in sheets each quarter.

Findings:

AY 2016-2017: Target not met. The Testing Center did not provide information/handouts to each department, and students at Freshman Connection. They were open and available for testing but did not relocate to the event.

AY 2017-2018: Target not met due to scheduled dates for Freshman Connection. The Testing Center will participate in all sessions of Freshman Connection for Summer 2018.

Analysis:

In AY 2016-2017, the target was not met, and handouts were not provided to students at Freshman Connection. However, the Testing Center was open to any student that wanted to take the Accuplacer test. For AY 2017-2018, we provided informational handouts to students at the last two sessions. In addition, we participated in all four meetings of Freshman Connection by relocating to the event. We tested students who needed remediation courses, aiming for higher scores. Emails were sent to the students encouraging testing on the first day of each Freshman Connection and provided hands out for the last two.

Decision:

The analysis reflects that the target was not met in AY 2016-2017 due to no information was given to the students. For AY 2017-2018, steps have been taken to provide handouts to students who want to take the Accuplacer. Students attending Freshman Connection who needed to improve their test scores were also emailed and provided information regarding available testing options. The first day of each Freshman Connection session for Summer 2018 will offer Accuplacer testing to students who need remediation. For students who attend Freshman Connection and cannot test on date offered, the Testing Center will be available to reserve another date for them.

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Measure 1.2 (Direct) Extend the Testing Center's hours of operations to accommodate more testers. The unit goal is to increase the proctored exams given each semester by 10%

Findings:

AY 2016-2017: Target met. Proctored exams totaled 1,652 in July 2016 – March 2017, which was an increase of 50% from previous year.

AY 2017-2018: Target met. Proctored exams totaled 2,176 in July 2017 – March 2018. This is increased 30% in a year's period.

Analysis:

For AY 2016-2017, the Testing Center proctored 1,652 exams. The target was to increase this by 10%. AY 2017-2017, a total is 2,176 exams were proctored which is an increase of over 30%. The Testing Center extended hours for midterms and finals for students needed to take a test. In addition, we opened for Credit Connection and participated in the Literary Rally. Information was gathered using the sign in sheets and Testing Center's calendar for the time measured.

Decision:

In comparing both academic years, the commitment has been to accommodate the student to meet their needs. Offering various testing dates and times has proven to serve the students better. The Testing Center will continue to provide additional dates and times during peak time for each semester. The Center will also continue to participate in various events on campus.

Based on the findings and analysis, extending the Testing Center's hours of operation for 2017-2018 accommodated the student's needs and allowed the goal to be met. The Testing Center will continue to extend the hours of service during midterms and finals. It will also open for Credit Connection and participated in Literary Rally. In addition, the Testing Center will provide Accuplacer testing for Incoming Freshmen at Freshmen Connection and will open on the Saturday morning during the week of finals each semester.

SO 2. Increase the number of instructors using the lab for class use.

Measure 2.1 (Direct), The number of instructors using the lab, will increase by 15% per semester as tracked by the Testing Center's calendar and sign-in sheets for the class.

Finding:

AY 2016-2017 target not met. Fall 2016 had 29 appointments, and Spring 2017 had 7.

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AY 2017-2018 target not met. Fall 2017 has 10 appointments for proctored exams by professors and Spring 2018 had 26 appointments. The spring appointments increased tremendously from the previous year. However, Fall 2017 dropped.

Analysis:

In AY 2016-2017, the target was to increase by 15%. The Fall 2016 semester was successful. However, the number of instructors using the lab in Spring 2017 dropped. In AY 2017-2018, Fall 2017 had a decrease in appointments by professors (10) but an increase in the Spring 2018 semester to 26 appointments. The Testing Center participated in more events for Spring 2018 which contributed to an increase in usage. Our totals should improve as we provide additional information to faculty, staff, and students about the Testing center services.

The Testing Center's appointment calendar was the means for collecting data.

Decision: In a comparison of the two academic years, the number of instructors using the lab has remained constant. Online instructors required most of their tests to be proctored. However, this requirement is just for the students to use the Testing Center and the actual professor does not come to the Testing Center to administer their exams. As the Testing Center staff becomes more familiar to the instructors, we believe that the number of instructors using the lab will increase. The expectation is as online classes become more popular, so will the testing services. In AY2018-2019 we will contact online instructors and remind them of this free service to our NSU students.

Measure 2.2 (Direct) Promote the Testing Center/Proctoring Lab to professors on campus and increase the total classroom usage by 10%

Finding:

AY 2016-2017: Target was met. Lab usage increased by 16% from previous year. There was a total of 36 appointments between July 2016 – March 2017.

AY 2017-2018: Target not met. Lab usage stayed the same. There were 36 appointments between July 2017 – March 2018.

Analysis:

The lab usage stayed the same for AY 2016-2017 and AY 2017-2018. The Testing Center moved in November 2017 from Kyser Hall to Watson Library. This move was publicized to the NSU faculty, staff and students. This change could have had an influence on lab usage. The analysis reflects an increase in 2016-2017 but no change for 2017-2018. Personnel changes during Fall 2017 could be one reason for the target not being met for 2017-2018. As the new director understands the full mission and goals of the Testing Center usage has increased.

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Decision:

The Testing Center moved in November 2017 to a new location. Through the use of the NSU messenger and Natchitoches Parish Journal, the Testing Center was able to inform the students, faculty, staff, and the community about services offered. This will help increase lab usage amount of professors on campus and online. New Instructors have shown interest in Spring 2018. We are confident that numbers will improve for the new academic year.

SO 3. Decrease the number of Co-requisite Course Placement.

Measure 3.1 (Direct) obtain the total number of students who are currently enrolled in Co-requisite classes and provide study guides and referrals to the Academic Success Center for tutoring. Decrease the total number of students enrolled by 5% each semester.

Finding:

AY 2016-2017 target not met.

AY 2017-2018 target not met.

Analysis:

In AY 2016-2017, and AY 2017-2018, actual enrollment numbers were not obtained due to multiple changes in personnel and a location change. The Testing Center counsels every student taking the Accuplacer test. If scores are below requirement for placement, students are referred to the Academic Success Center for tutoring. If the person is not an NSU student, we provide a study guide and encourage them to download the app for additional resources.

The enrollment numbers for Fall 2018 will be requested from the Academic Success Center. The Testing Center will also encourage these students to use NSU's tutors to help increase their Accuplacer scores. In addition, they will provide sample test and recommend to the student to download the Accuplacer app for additional resources.

Decision: For both academic years, the target was not met. The new director for the Testing Center and staff have developed a professional working relationship with the staff in the Academic Success Center. The contact information for students enrolled in co-requisite course will be requested beginning Fall 2018 and meetings will be planned to discuss ways to help the students who need remediation. The testing Center's relocation to Watson Memorial Library, will make it easier for students to utilize the services in the Academic Success Center within the same building. The Testing Center participated in Freshman Connection by offering the Accuplacer test during registration. This service has allowed students to test out of the co-requisite course. The Testing Center will continue to work with co-requisite students to offer the option to take Accuplacer test.

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Measure 3.2 (Indirect) Survey students who utilize the Testing Center to determine their thoughts on the facility, the testing process, and what they consider to be useful in helping them prepare for the exam. Target is for respondents to respond favorably concerning the facility and services and make recommendations for improvement.

Finding:

AY 2016-2017 not met. The survey was not created.

AY 2017-2018 not met.

Analysis: In AY 2016-2017, and 2017-2018 the survey was not created. The Testing Center staff encourages the testers to feel relaxed and to let them know if they need anything from the staff members. Communication is the key to success and will continue to make the student feel comfortable while in a safe and secure environment. We encourage students to let us know what we can do to serve their needs better. The Testing Center will create and administer surveys to see where they can improve services to better serve the students.

Decision: The Testing Center has completed the move to Watson Library. To move the Testing Center forward, a survey will be designed to begin reaching students for Fall 2018. The Testing Center provides a safe, secure, and quality testing environment to all students. Our goal is to promote satisfaction and help each student reach their educational goals. Surveys will allow us to reach students to get their feedback on how to improve on areas such as space, timing, availability, security comfortable, etc.

SO 4. Faculty will identify the Testing Center as compliant with the NCTA's standard testing operations and one that handles exams with academic integrity.

Measure 4.1 Be certified Testing Center through the National College Testing Association.

Finding:

AY 2016-2017 target not met.

AY 2017-2018 target not met.

Analysis: For AY 2016-2017, the target was not met because the certification process was not established. For AY 2017-2017, due to change in personnel, the process was not initiated. Since a new director has been named, the process is being initiated and will continue with the goal to have certification by Spring 2019.

Decision: In comparing the last two academic years, no certification was initiated. The process has begun for the upcoming semester AY 2018-2019 and will seek certification through the NCTA's standard testing operations. The recognition of this certification will

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allow the Testing Center to be recognized at the national level bringing recognition to NSU.

Measure 4.2 Abide by the instructions provided by the instructors and report any incidences that go against them thereby receiving favorable responses in the satisfactions survey.

Finding:

AY 2016-2017 target not met.

AY 2017-2017 target not met.

Analysis:

In AY 2016-2017, the survey was not created, but communication between the professors and testing staff were open. In AY 2017-2018, the survey was not designed but will be designed for Fall 2018. The interaction between the Testing Center and professors is favorable, with no major incidents to report in either AY.

Decision: The Testing Center will continue to work closely with instructors across NSU's campuses to implement security measures to ensure the highest level of test integrity. In the past if an instructor had suggestions they would email the Director. We will include in the survey a section for them to make suggestions.

Comprehensive summary of key evidence of improvements based on analysis of results.

- The Testing Center participated in all sessions for Freshman Connection for Spring/Summer 2018 which was not done in a previous year. By participating in various events throughout campus allows for the testing center to reach students who may not otherwise know we are available to be of service to them.
- The center now emails students encouraging them to test, explaining the benefits of placement scores and the testing center's willingness to support.
- Targets were met with the implementation of extended office hours.
- The relationship with all instructors is much improved through improved dialogue.
- The center counsels each student about the importance of placement scores and the availability of NSU tutors. By reaching out to the students and encouraging good study habits, along with tutoring recommendations, co-requisite classes should decrease.
- Student learning and service outcome data were collected through numbers collected through sign-in sheets and the Testing Center's calendar.

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- Since the position has been filled, the Testing Center has reached out to students by participating in Credit Connection, Literacy Rally, and Freshman Connections.

Plan of action moving forward.

A review if the data shows that students and faculty are using the Testing Center for proctored exams, in additional to other exams offered by this department.

While many of the targets were not met due to surveys not being created, most of these areas will be fulfilled beginning July 2018. A change in personnel caused some of the delays, as the Director of Testing was not filled until late August 2018.

Membership to the Nation College Testing Association will need to be reinstated through the application process and payment of membership dues.

The Testing Center will be able to continue to provide exceptional service to the student by evaluating the surveys taken by students about their testing experience.