

Assessment Cycle 2018-2019

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.

AY 2017-2018: Target not met.

AY 2018-2019: Target not met.

Analysis. In 2017-2018, the target was not met. Based on the analysis, information regarding testing center services were not provided to each department, however, handouts were distributed to students at Freshman Connection. For 2018-2019, the Testing Center did provide information to incoming students who needed to take the Accuplacer test during Freshman Connection. This test was administered at Freshman Connection during summer 2019 at a convenient location for students.

Decision. Based on the analysis of the 2018-2019, the Testing Center will reach out to faculty members about proctoring services. For 2019-2020, handouts will be provided via email and at faculty meetings. The Testing Center will also send out reminders on Messenger regarding services offered. For potential students taking Accuplacer at Freshman Connection, emails will go out to students with helpful information. The Testing Center will participate in all sessions Freshman Connection.

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 was met.

AY 2017-2018: Target was met.

AY 2018-2019: Target was met.

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Analysis. In 2017-2018, the target was met. Based on the analysis of total proctored exams given (2,176), there was an increase greater than 30%. For 2018-2019, a total of 4,581 exams were proctored which is an increase of over 50%. The Testing Center extended hours for midterms and finals. In addition, the Testing Center opened for Credit Connection and participated in the Literary Rally.

Decision. Based on the analysis of the 2018-2019, the commitment to accommodate more testers was accomplished by offering various testing dates and extending hours to better serve the student. For 2019-2020, the Testing Center will have extended evening hours and open on Saturday during midterms and finals. The Center will seek other opportunities to participate in various events on campus.

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.

Findings

AY 2016-2017: Target was not met.

AY 2017-2018: Target was not met.

AY 2018-2019: Target was met.

Analysis. In 2017-2018, the target was not met. Based on the analysis, we did not increase the appointments by 15%. In 2018-2019, the fall semester had an increase in appointments by professors, but a slight decrease in the spring semester. Overall, we exceeded our target for 2018-2019 by 35%, with 49 whole class appointments.

Decision. Based on the analysis of the 2018-2019, the Testing Center will have another increase for 2019-2020. As the Testing Center staff becomes more familiar with 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 2019-2020, the Testing Center Director will contact instructors and remind them of this free service to our NSU students. The Testing Center will work with Deans and Department heads to identify new faculty who may not know about our testing services.

Measure 2.2 (Direct) Promote the Testing Center/Proctoring Lab to professors on campus to increase the total numbers of testers by 10%.

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Findings:

AY 2016-2017: Target was met.

AY 2017-2018: Target was met.

AY 2018-2019: Target was met.

Analysis. In 2017-2018, the target was met. Based on the analysis, the lab usage showed that 4,296 testers came into the testing center and were proctored. In 2018-2019, the Testing Center proctored 6,121 testers which was an increase of over 40%.

Decision. Based on the analysis of the 2018-2019, the instructors are taking advantage of the Testing Center. For 2019-2020, the Testing Center will reach out to instructors and encourage them to use the Testing Center. We will make it easy for a student to schedule a test by ways of website, email, phone, or walk-in. Being able to offer various ways of scheduling helps to meet the student's educational needs.

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.

Findings:

AY 2016-2017: Target not met.

AY 2017-2018: Target not met.

AY 2018-2019: Target not met

Analysis. In 2017-2018, the target was not met. Based on the analysis, actual enrollment numbers were not obtained. 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. For 2018-2019, the enrollment numbers were not obtained. The Testing Center counsels each student coming into the testing center who needs remediation and advise them of the Academic Success center for tutoring.

Decision. In 2018-2019 NSU changed the requirements for Co-requisite courses. With this change, the number of students has significantly change and will not need to be

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assessed in the future by the Testing Center.

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. The target is for respondents to respond favorably concerning the facility and services and make recommendations for improvement.

Findings:

AY 2016-2017: Target was not met.

AY 2017-2018: Target was not met.

AY 2018-2019: Target was met.

Analysis. In 2017-2018, the survey was not created. Based on the analysis, in 2018-2019, the survey was created and reviewed to see what was recommended by the testers. Respondents responded favorably concerning the Testing Center. 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 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.

Decision. Based on the analysis of the 2018-2019, The Testing Center will survey students during fall and spring semester. For 2019-2020, the Testing Center will create a survey to see where improvements are recommended in areas of space, timing, availability, security, and comfort to better serve the students. A plan will be developed to encourage more participation. The goal is to promote satisfaction and help each student reach their educational goals.

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.

Findings:

AY 2016-2017: Target was not met.

AY 2017-2018: Target was not met.

AY 2018-2019: Target was met.

Analysis. In 2017-2018, the target was not met. Based on the analysis, the certification process was not established. In 2018-2019, NSU Testing Center became a member of the

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NCTA.

Decision. Based on the analysis of the 2018-2019, the process was completed and now has certification through the NCTA's standard testing operations. The recognition of this certification will allow the Testing Center to be recognized at the national level bringing recognition to NSU. For 2019-2020, we will re-certify our membership and attend the national conference.

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.

Findings:

AY 2016-2017: Target was not met.

AY 2017-2018: Target was not met.

AY 2018-2019: Target was met.

Analysis. In 2017-2018, the target was not met. Based on the analysis, the survey was not created, but communication between the professors and testing staff were open. In 2018-2019, the survey was designed. The interaction between the Testing Center and professors is favorable, with no major incidents to report.

Decision. Based on the analysis of the 2018-2019, the Testing Center will work closely with instructors across NSU's campuses to implement security measures to ensure the highest level of test integrity. In 2019-2020, instructors will be encouraged to complete the surveys and make suggestions to the Director on how to improve the services of the Testing Center.

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

- The Testing Center participated in various events throughout campus. This allows for the testing center to reach students who may not otherwise know we are available to be of service to them.
- The Testing Center relocated during Freshman Connection to meet the needs of incoming students who needed to take the Accuplacer Placement Test.
- The center 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 hours of operation.
- Instructors usage of the Testing Center increased from the previous year.

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- The relationship with all instructors and students is much improved through surveys.
- 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 and study guides, co-requisite classes should decrease. The center will reach out to students who need remedial courses and encourage them to take the Accuplacer placement exam.
- The Testing Center became a member of the National College Testing Association which brings NSU recognition at the National level.
- Student learning and service outcome data were collected from information obtained on sign-in sheets and the Testing Center's calendar.

Plan of action moving forward.

- The Testing Center will reach out to faculty, staff, and students to encourage use of the center for their proctoring needs through means of email, messenger, social media, and the university website.
- The Testing Center will host extended hours during midterms and finals to accommodate more testers.
- The Testing Center will provide exceptional service to the student by evaluating the surveys taken by students about their testing experience and implement suggestions when possible.
- The Testing Center will develop a plan to encourage more survey participation from students and faculty.
- Membership to the National College Testing Association was reinstated and conferences will be attended in the Fall to network with other universities.