

**Student Services Annual Department Report
Department: Testing Center**

Humboldt State University

Enrollment Management and Student Affairs

Dean of Students

Student Access Services

Testing Center

Student Access Services Mission Statement

Mission Statement

Student Access Services is a multi-departmental unit that provides services and resources to protected student populations and the HSU community to promote academic success and personal achievement. To meet the unique and varied needs of those we serve, the Student Disability Resource Center, Veterans Enrollment Transition Services, and the Testing Center are all committed to ensuring fair and reasonable access, providing a comprehensive structure of support, and creating a campus environment that encourages inclusivity and independence. Collectively, we value program efficiency, teamwork, and Universal Design.

Related Items

1: Coordinate and administer campus exams

Description of Goal

To coordinate and administer on campus exams in order to meet student's educational goals and department needs.

1a: Identify and Monitor Tests Administered

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

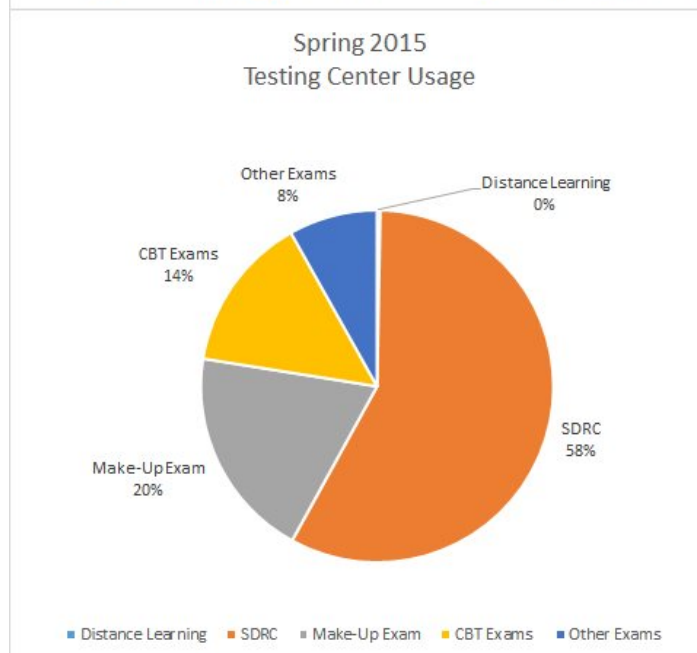
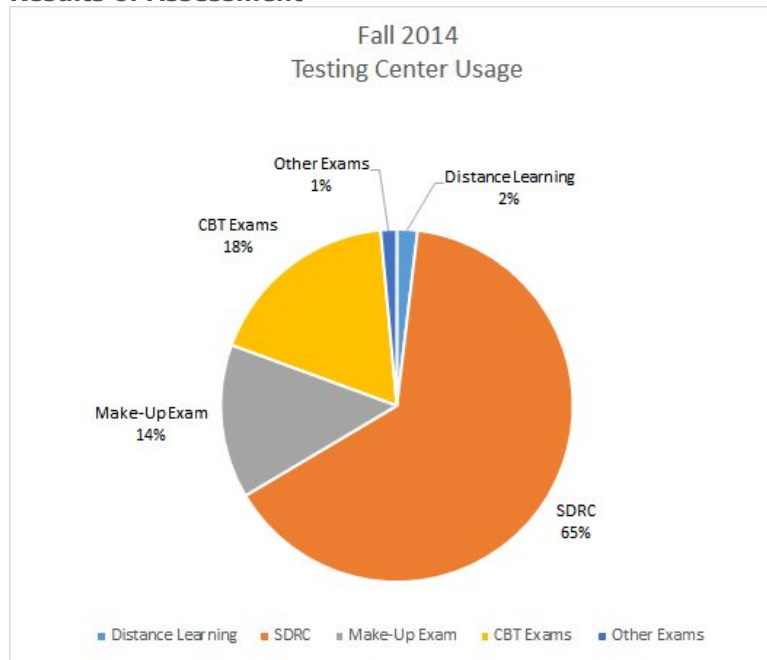
The Testing Center will identify and monitor the number of accommodated, make up, campus required, placement, and correspondence test administered.

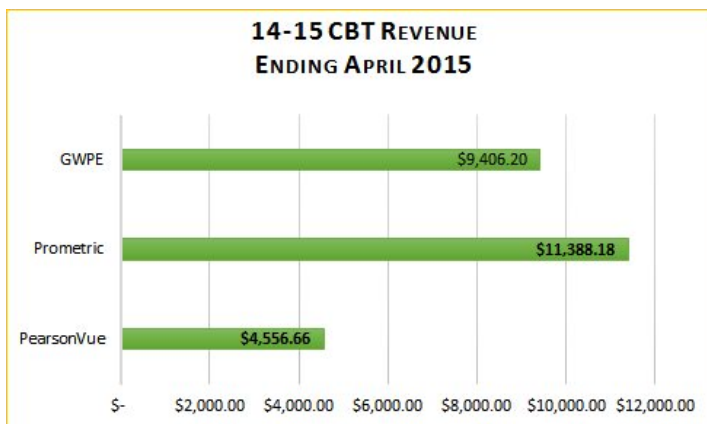
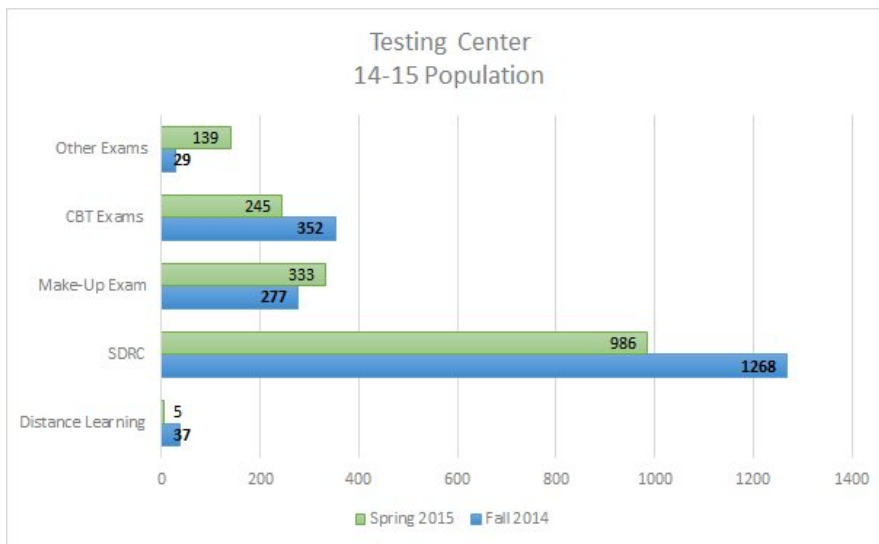
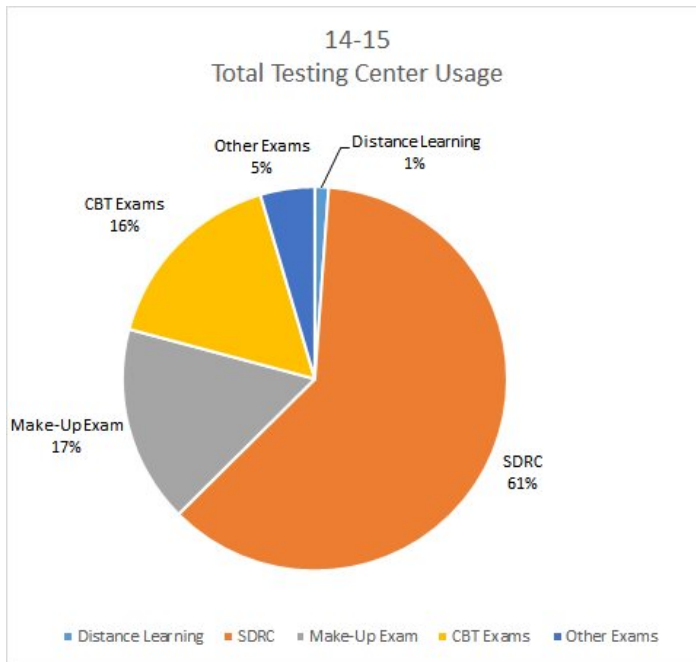
Measurement Strategy: Existing Data, Tracking

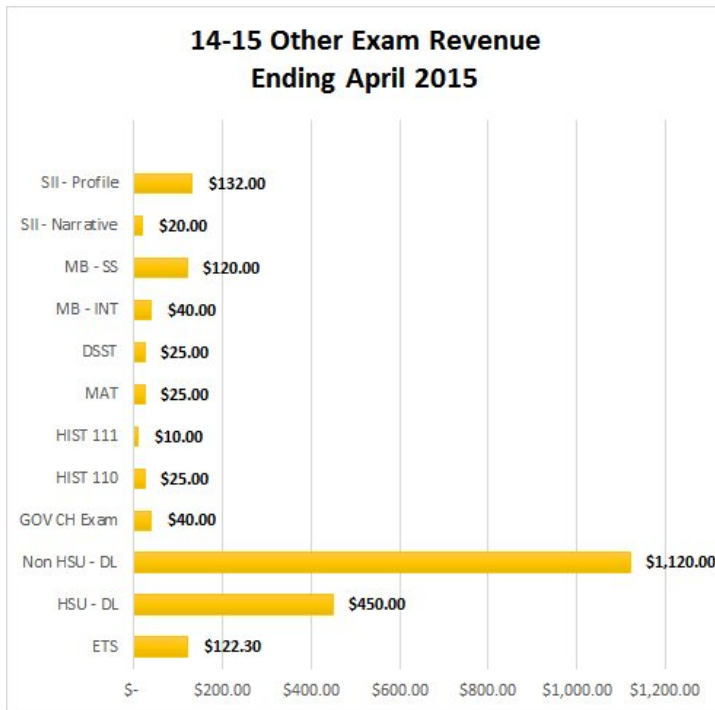
Assessment Method

Testing Center uses Access Database, Live 25 calendaring system, OBI, and Form Submissions for collecting data. Testing Centers uses these systems to capture population data (i.e., accommodated exams, make-up exams, distance learning exams, etc.,). Data is broken down by Term and by Year Review. OBI is used to collect revenue and expenditure information

Results of Assessment







Conclusions

This is the first year that the Testing Center has captured data on the population of students/candidates using HSU's Testing Center services.

The Testing Center also added Class Codes to OBI to better capture the revenue sources coming into HSU.

GWPE has seen an increase of revenue due to an increase of students attending HSU and needing to take the GWPE, adjustment to percentage of revenue coming from the English department, and the cost of the GWPE raising from \$27.00 to \$28.00. The cost of the GWPE is expected to be raised in 2015-16 from \$28.00 to \$29.00.

With an outreach promotion of Testing Services to our students and surrounding community, the Testing Center expects to see a rise in revenue over the next year.

1b: Student Satisfaction

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Student test takers will be satisfied with the services rendered by the Testing Center staff.

Measurement Strategy: Survey

Assessment Method

Measure: Satisfaction survey questions (part of SDRC survey)

Results of Assessment

Estimated 93% of students surveyed believe that the Testing Center was Average or better in the following areas:

- Meeting needs for accommodated exams
 - 56.5% Excellent
 - 27.0% Very Satisfied
 - 11.0% Average
 - 3.0% Somewhat Unsatisfied
 - 3.0% Poor


- Online Scheduling System for accommodated exams
 - 48.5% Excellent
 - 23.0% Very Satisfied
 - 21.5% Average
 - 5.0% Somewhat Unsatisfied
 - 3.0% Poor

- New Testing Center Stations
 - 40.0% Excellent
 - 24.0% Very Satisfied
 - 29.0% Average
 - 5.0% Somewhat Unsatisfied
 - 2.0% Poor

- Is the Temperature adequate
 - 79.0% Yes
 - 21.0% No

- Common comments, or comments that stand out, from Students:
 - Rooms are too warm/hot
 - Quieter Space
 - Lighting Adjustments (too bright)

See attached .pdf for survey results

-  [Survey Results](#)

Conclusions

This is the first year the Testing Center has used an online form system. We are currently in the process of improving the system for our students. The Testing Center has been working with IT on a new scheduling and calendaring system.

This year we hope to add more lights and fans to address student response for testing rooms. We will monitor the use of individual lamps at cubicles.

2: Offer exams and certifications to the public

Description of Goal

To coordinate and administer on campus exams in order to meet student's educational goals and department needs.

2a: Increase Community Awareness and Offerings

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The Testing Center will increase the number of exams and certifications administered to the community surrounding HSU.

Measurement Strategy: Existing Data, Tracking

Assessment Method

Measure: existing data: Frequency Count

Testing Center will capture the number of exams offered by vendors through emails and Live25 calendaring system.

Results of Assessment

Conclusions

3: Maintain up to date practices

Description of Goal

To maintain up to date testing practices as outlined by HSU faculty and administrators, other colleges and universities, and national organizations.

3a: NCTA Membership

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The Testing Center will become a member of the NCTA.

Measurement Strategy: Other

Assessment Method

The Testing Center will outline the status of requirements needed for meeting NCTA Certification.

-  [NCTA Guidelines](#)



Results of Assessment

Conclusions

Based on the NCTA checklist/guidelines for becoming a certified testing center, HSU's Testing Center will be working on meeting the requirements for certification, and preparing for on-site visit inspection by NCTA representative.

Staffing and Budget Snapshot

Investments

-  [Budget snapshot](#)
-  [Staffing](#)

Related Items

There are no related items.

End of Year Summary**Summary and Conclusions**

The Testing Center had another productive year. As our data collection continues to be modified each semester, our focus on various services have continuously improved.

The Testing Center installed new security cameras in all major Testing Rooms, as well as partitions at each seat. This allows all students/candidates to have a low distraction environment to take exams.

The request for Alternative Test Times/Make-Up exams has seen a dramatic increase in the Testing Center since the inception of online scheduling, and promotion. Over the summer, the Testing Center will focus on establishing clearer guidelines, and getting information to instructors regarding the use of the Testing Center for Make-Up exams.

Computer Based Testing has seen an increase of candidates over the year. The Testing Center will be promoting CBT services during the summer around the community to increase awareness of CBT services at HSU.

SDRC accommodated testing services continues to grow as the SDRC population increases. SDRC students are currently the largest population, at 57%, of individuals who use the Testing Center.

The GWPE has also generated a large percentage of income for the Testing Center. In the 2014-15 Academic Year the Testing Center proctored 2234 GWPE exams, and generated \$9,406.20 in revenue. The Testing Center will be adding an additional GWPE section for the first time for the Fall 2015 semester.

Moving forward the Testing Center should continue to see population growth in all areas of offered services. Data Collection is pivotal in maximizing the usage and efficiency of the Testing Center services.

Next Steps and Plans for Improvement

The next steps in the Testing Center for the 2015-16 Academic Year will be the following:

Increase community awareness regarding Testing Center services at Humboldt State University, specifically for Computer Based Testing via vendor exams (i.e., PearsonVue, Prometrics, etc.). We will be promoting our services through community/business gatherings at local groups (i.e. Rotary).

The Testing Center will be inviting NCTA (National College Testing Association) to Humboldt State University's Testing Center for certification.

Improved Data Collection methods. We will be modifying our online forms to help with our data collection information.

Related Items

There are no related items.