

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: NCTA Certification**

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Humboldt State University's Testing Center will become certified by the NCTA.

Measurement Strategy: Existing Data, Document Analysis

Assessment Method

The NCTA will visit Humboldt State University for review and certification.

Humboldt State will provide NCTA with the NCTA Certification Application for review prior to inspection.

After site visit NCTA will provide official certification Humboldt State

University indicating that HSU provides the appropriate level of Testing Standards for Colleges.

Results of Assessment

Conclusions

NCTA was unable to visit HSU this year, and will evaluate HSU's Testing Center this 2016-17 academic year.

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: Community Outreach

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The Testing Center will increase awareness to the community regarding recent partnerships with Testing Companies to offer computer based exams/certifications.

Measurement Strategy: Other

Assessment Method

The Testing Center will promote services by visiting local business, rotatory, and local city councils.

The Testing Center will track the number of computer based exams given to community members.

Results of Assessment

Conclusions

The Testing Center scheduled and met with Academic Departments in the 2015-16 Academic Year. We informed departments regarding services offered by the Testing Center, as well as modifications to existing Testing Center procedures.

The Testing Center also met with the Arcata Chamber of Commerce regarding Computer Based Testing (CBT) and Testing Services available to the community at Humboldt State University.

As a result, we have seen an increase of PSI CBT Exams taken at HSU

(from 11 exams in 2014-15 to 91 in 2015-16). PSI exams/certifications are primarily taken by community members seeking re-certification or eligibility for various jobs (i.e., United States Postal Service, Certification Examination for Nurse Life Care Planners, etc.,)

For the 2016-17 Academic year, we are hoping to proctor more exams/certifications for our local community and surrounding areas.

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: Improved Data Collection

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The Testing Center will modify our online forms to help with our data collection information.

Measurement Strategy: Other

Assessment Method

SDRC Student Scheduling Forms and Make-Exam forms are being revised for better data collection.

Results of Assessment

The Testing Center's IT Project for scheduling exams was mostly completed.

The Make-Up exam request form was completed and implemented toward the end of the SPRING 2016 semester.

The SDRC exam request form was completed and will be implemented for the SUMMER 2016 semester.

The Make-Up exam request form has reduced the amount of time to input Make-Up exam information into our scheduling calendar, while collecting detailed information regarding exam requests.

Conclusions

The Testing Center's IT Project for exam request has helped reduce the amount of manual time for inputting student data and scheduling

exams for the Testing Center.

The new online exam request system will be easier for students to schedule exams, and will provide the Testing Center with detailed data regarding exams being scheduled in the Testing Center.

Staffing and Budget Snapshot

Investments

 15-16 D431 Test Ctr HM500 funding

 15-16 D431 Test Ctr staff

Related Items

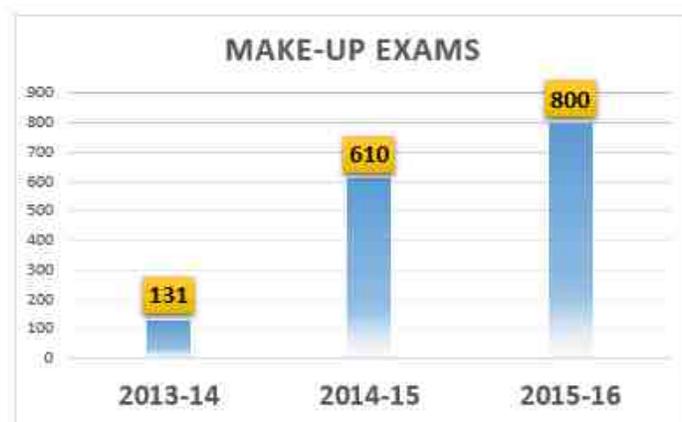
There are no related items.

EOY Summary

Summary and Conclusions

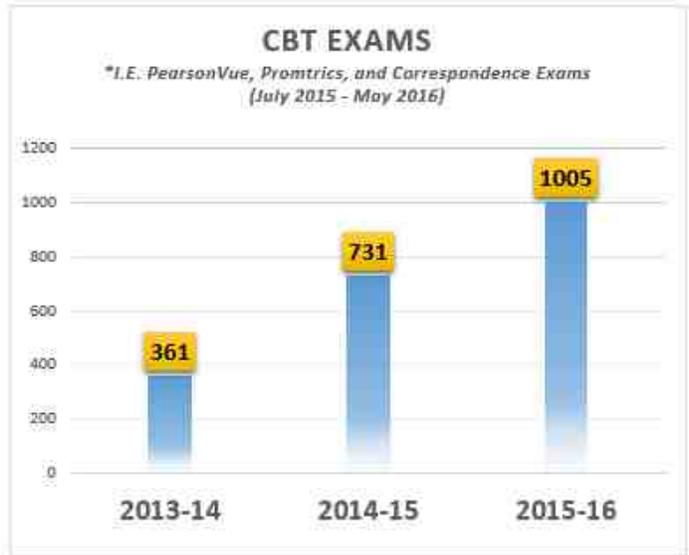
The Testing Center continues to see an increase of Make-Up Exams and Computer Based Testing exams for the 2016-17 Academic Year.

Make-Up Exam Statistics:



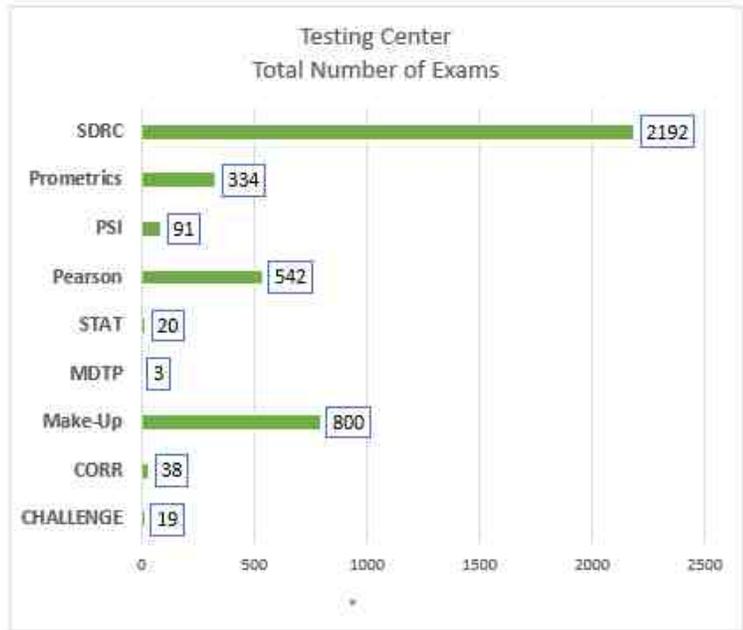
The Testing Center began offering Make-Up exams in the Fall 2013 Semester. The Testing Center has seen a significant increase in Make-Up exams being given within the last 3 years.

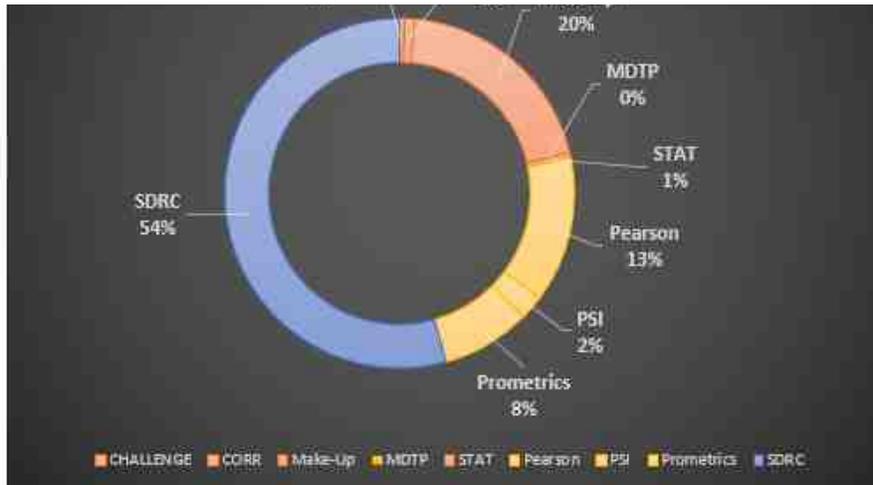
Computer Based Exam Statistics:



Computer Based Testing (CBT) continues to see a steady increase over the years. HSU's Testing Center has added PearsonVue and PSI exams to our services, and we hope to partner with more companies 2016-17 to offer additional CBT exams for our surrounding community.

Testing Center Overall Usage:





The Student Disability Resource Center (SDRC) is the major and primary population served by the Testing Center. 2192 accommodated exams were proctored by the Testing Center, which accounted for 54% percent our center's usage.

Computer Based Testing (CBT), which serves our graduate students and community members, accounts for about 23% percent of the Testing Center's Usage. 967 CBT exams were given this year.

Make-Up exams, Correspondence Exams, and Challenge Exams (i.e., Hist 111, CA Gov, MDTP, etc.,) also account for about 23% percent of the Testing Center's usage. 880 Exams were proctored for these groups.

Note: Most exams given to SDRC students, Make-Up Exams, and Challenge Exams are about 60-120 minutes in length. However, most exams offered through Prometrics and PearsonVue are about 240 minutes in length (4hrs); which means that, in terms of time, CBT exams on average, consume more time than other exams offered through the university (i.e., SDRC, Make-Up, Challenge, etc.,).

Next Steps and Plans for Improvement

Faculty Survey regarding services

Related Items

There are no related items.