

**Humboldt State University
Testing Center
2013-2014 Annual Report**

1. Mission

State your department mission. Discuss how the unit supports the broader university mission. Discuss how the unit evaluates its effectiveness in meeting the divisional mission.

Narrative

The Testing Center is committed to providing exceptional, accessible, and comprehensive testing programs for Humboldt State University and the community.

The services provided for students, faculty, staff, campus, community, and business partners will be consistently rendered with an attitude of service that demonstrates value in human relationships, personal excellence, human dignity, diversity, social responsibility, and a commitment to lifelong learning.

2. Goals

Describe the service under review, emphasizing the unit's goals, and its impact on student success. Goals might include delivery of a specific service, compliance with state or federally mandated monitoring, or other activities directed at providing support to the institution or to students.

*If the unit's goals have changed since the last self-evaluation, explain how and why they have changed. Show how the changes responded to changing needs, technologies, external requirements, and/or other relevant factors.

*This will be accomplished in the second year of review.

Narrative

All tests are administered under standardized conditions that are efficient, fair, and secure. HSU's Testing Center will maintain and adhere to all standards set forth by the National College Testing Association (NCTA) and governmental regulations that promote responsible fiscal, legal, ethical, and equitable practices within an environment of continuous quality improvement, business innovation and technological advancement.

The Testing Center will also assist in the following:

- Provide assistance coordinating and administering exams for campus departments in helping students and Humboldt State University meet goals and outcomes.
- Provide a public service by offering PearsonVue, Prometric, and other vender owned exams/certifications for HSU community and Humboldt County residents.

- Collaborate with our faculty and administrators, other colleges and universities, testing companies, and national organizations to keep current with all aspects of our services.

3. Department Effectiveness

Describe your clients in terms of their roles on campus (student, staff, administrators, etc.), and reflect on whether you are serving the groups you are expected to serve (in terms of diversity, program goals, etc.). Describe how the unit engages all members in the discussion, review, assessment and relevant factors. How and when has your unit assessed program outcomes, and how have you responded to the results? What changes have been made based on the result of the assessed outcome?

If data is available, describe how well your program is doing in terms of the following outcomes:

- Volume of unit activity (number of students/clients served, number of appointments, etc.)
- Efficiency (responsiveness, timeliness, number of requests processed, etc.)
- Effectiveness of service in accomplishing intended outcomes (accuracy, completeness, etc.)
- Client/student satisfaction with services (data needs to be disaggregated by gender, ethnicity, abilities, etc.)

Describe how program or achievement outcomes relate to the unit goals.

Narrative

Humboldt State University's Testing Center provides testing services to HSU Students and Staff Members. In addition, HSU's Testing Center provides testing center services to community members of Humboldt County and its surrounding areas.

The Testing Center provides services for the following:

- SDRC Students needing accommodated testing
- Students who need to take an exam at an alternative time (e.g. Make-Up Exams)
- HSU and Non-HSU Students needing to take a correspondence exam
- Students and Community members who need to take computer based exams
- Students and Community members who are wanting to take credentialing, entrance, and placement exams (e.g. CBEST/CSET, LSAT, etc.,)

Testing Center Statistics for Spring 2014:

- 1385 - Exams given for SDRC Students, Make-Up Exams, and Correspondence Exams
 - 1202 Exams - SDRC Students
 - 163 Exams - NON-SDRC Students (these are primarily Make-Up and Correspondence Exams)
 - 16 Exams - NON-HSU Member (these are primarily Correspondence Exams)

In addition to exams being proctored in the Testing Center, HSU's Testing Center also coordinates with the English department in administering the General Writing Proficiency Exam (GWPE). The Testing Center proctored approximately **1800** GWPE exams to HSU Students. Here is the break down of GWPE exams by semester:

- 541 Exams - Fall 2014
- 593 Exams - Spring 2014 (session 1)
- 666 Exams - Spring 2014 (session 2)

Humboldt State also offers exams through Prometrics and PearsonVUE. These exams are computer based and are offered to HSU Students and Community Members:

- Prometric Exams (GRE & TOEFL):
 - 219 - Fall 2013 Semester
 - 117 - Spring 2014 Semester
- PearsonVUE Exams (CBEST, CSET, RICA, Various Certification Exams)
 - 43 - Fall 2013 Semester
 - 156 - Spring 2014 Semester

4. Department Improvement

Discuss how the unit addresses improvement. What activities has your unit engaged in to improve the administrative support service and environment?

Narrative

The Testing Center has improved services in the following areas:

- All revenue generating exams can now be purchased directly online through HSU.
 - GWPE funds are now split at the point of purchase. With funds going directly to the English Department and the Testing Center. This has eliminated the need to do budget transfers later in the semester; allowing departments to better manage their funds.
 - Instructors can now upload exams directly to the Testing Center; making it easier for exams to be delivered directly to the Testing Center.
 - Exams, per request, can now be scanned and emailed back to the Instructor.
 - A student taking the ELM/EPT as a "Walk-In" will now be charged through the student portal, instead of going to the cashier's office to pay for the exam.
 - New Test Proctoring Forms have been created for easy online use
 - PearsonVUE Computer Based Testing Services are now offered at HSU (on 4 computers), and will help students, staff, and community members stay within Humboldt; and lessen the burden of traveling out of the area to take specific exams.
 - The Testing Center is currently working on expanding the number of computers used for computer based testing.

- The Testing Center web-site has been updated to allow more interaction between student, staff, faculty, and the community.
 - Correspondence exams can be paid and scheduled online.
 - Make-Up Exams can be requested and scheduled online.
 - SDRC Accommodated Exams can be requested and scheduled online.
 - The Testing Center has collaborated with the Career Center in administering the Myer's Briggs and Strong Inventory Interest exams. Exams are now internet based, allowing scores to be immediately emailed to the student and a career counselor.

To improve efficiency, the Testing Center is working on projects listed below:

- The Testing Center will have an expanded Computer Based Testing service beginning in the Fall 2014 semester.
- The Testing Center is continuing its ongoing relationship with vendors to expand our Computer/Internet Based Testing services.
- The Testing Center has been approved for an IT Project that will help HSU in the following areas:
 - Students will be able to schedule exams online and will receive email/text notifications regarding scheduled exams
 - Instructors will be able to submit exams online, will be able to see students scheduled for exams in the Testing Center, and will receive email reminder notifications regarding scheduled exams
 - The Testing Center will have a more accurate and comprehensive calendar for scheduled exams
 - The IT project will help lessen the need for Student Assistants

5. Department Environment

1) Discuss the unit's environment, including the relationships among staff and program engagement with other units or support areas.

2) Discuss the unit's engagement in institutional efforts and activities.

3) Discuss facilities, staff and equipment assigned to the unit and how well they support unit goals.

4) Indicate the specific hours the unit operates and describe how the scheduled hours of availability meet the demand for services. If the unit operates during other than normal business hours, specify how these additional times meet the needs of other units/programs/students.

5) Describe the influences that external factors, such as state laws, changing demographics, and the characteristics of the students/clients served have on the structure and services of the program and how the unit addresses these factors.

6) Describe the interactions between this unit and other units/programs on campus and any particular influences these interactions have on the ability of the unit to meet its goals.

Narrative

The Testing Center continues to work closely with all Academic Departments and Student Affairs to be more of a presence on campus.

- The Testing Center continues with the HOP office and Admissions to assist in the administering and scoring of the ELM/EPT exams to incoming freshman.
 - This year we are also working with EOP and the International Studies program to create specific ELM/EPT test sessions for students participating in these programs.
- The Testing Center continues to collaborate with the MATH department in administering the Math Diagnostic Test Program (MDTP) for students wanting to bypass MATH 115. The Testing Center now proctors the MDTP during the Fall and Spring HOP, and twice prior to class registration for a semester.
- The Testing Center is also in conversation with International English Language Testing System (IELTS) to offer an English language proficiency exam, which is an alternative to the TOEFL, for HSU's International Students.
- SDRC students are the major population utilizing the Testing Center, and we continue to work closely with the SDRC to better improve services for our SDRC students.
- The Testing Center has worked with the VETS department to administer the DSST/DANTES exam. This particular exam will be free to our students who are VETS (students who are not VETs will have to pay a fee to take the DSST/DANTES exam). The DSST/DANTES will allow individuals to "test out" of courses for course credit. This will help students save time and money toward earning a college degree.

HSU's Testing Center general hours of operation (for accommodated testing and make-up exams) are 8:00 am to 5:00 pm, Monday through Friday.

Computer Based Testing is also offered Monday through Friday (8:00 am to 5:00 pm), with the Testing Center having evening hours on at least one day or more per week; and proctoring computer based exams on one or more weekends per our contractual agreement with our test vendors.

The Testing Department is also responsible for scheduling, organizing, and proctoring scheduled exams on weekends for CBEST/CSET, LSAT, ELM/EPT, GRE, Praxis, and GWPE exams. These exams are scheduled in accordance with dates set by our vendors, HSU, and the CSU system.

Sources

- [XLS] 13-14 Test Ctr D40031 PREP Staffing rpt April 2014

- [XLS] 13-14 Test Ctr D40031 PREP Staffing rpt Nov 2013

6. Conclusions and Recommendations

Present any conclusions and recommendations resulting from the self-evaluation process, referencing any of the topics in the study. Include information on how the unit engages all unit members in the self-evaluation dialogue and how everyone participates in the program review process.

- 1) Summarize your areas of strength and areas that need improvement.
- 2) Identify strategies for the future. Discuss any projected changes and anticipate how the changes may affect staffing, facilities, equipment, and other operational areas.

Narrative

The Testing Center continues to expand its testing services to meet the needs of Humboldt State University and the surrounding Northern California Area.

After careful consideration, the Testing Center has eliminated the use of Student Assistants as test proctors for SDRC Accommodated Testing and Make-Up exams. However, students may still be used as proctors for the ELM/EPT, MDTP, and GWPE exams.

This upcoming year (2014-15), HSU's Testing Center will be focused on becoming a fully NCTA (National College Testing Association) certified center.