Santa Rosa Junior College
Program Resource Planning Process

Assessment 2014

1.1a Mission

The Assessment and GED Services Department provides placement test administration services for SRJC students that lead to accurate course placement for students, which in turn promote student learning, success, and retention. In order to ensure unbiased course placement, only CCCCO approved testing instruments are administered.

Other testing services that promote student learning throughout our diverse community (for example, General Educational Development (GED), Scholastic Aptitude Test (SAT) and Distance Education exam proctoring) are also provided to members of the regional community.

In all testing and assessment activities, the Assessment Services staff is committed to maintaining nationally recognized professional standards and providing quality customer service.

1.1b Mission Alignment

The mission of the Assessment Services Department is aligned with the District's vision, mission, values, and strategic goals and objectives of student development, learning, success, and serving diverse communities. In particular, the Assessment provides services that meet the following goals and objectives of the new District Strategic Plan: A1, A4, B2, B3, C1, C3, D2, E3, G1, and H1, by expanding and adjusting assessment and GED services (particularly Spanish GED testing) to meet students' and community needs, by striving to accurately place students into SRJC courses to get them started in a success pathway, and by improving testing facilities and technologies to better serve students and our communities.

The assessment services provided also fulfill District's responsibility for mandated Student Success and Support Program under Student Success Act of 2012. To increase the accuracy of course placement, Assessment Services provides Study Guides, referrals, placement preparation program, and other support services and materials to students that help student prepare for the tests and better matriculate into SRJC curriculum.

1.1c Description

Assessment Services administers the placement tests to SRJC students with State Chancellor Office-approved instruments designed to (1) determine student competence in computational and language skills (English, ESL, and Mathematics); (2) identify aptitudes, interests, educational objectives; and (3) evaluate study and learning skills.

Assessment Services also provides Chemistry Diagnostic Test (not as a placement test), Distance Education Proctoring for community members enrolled in distance education courses at other colleges or universities, administers the General Educational Development (GED)

Exam, and the Graduation Mathematics Competency Exam (GMCT/ACE). The Department also evaluates Early Assessment Program (EAP) results and assessment results from other California community colleges. Our staff works with Disability Resources Department, and with California Department of Education and GED authorizing agencies in the case of GED testing, to provide accommodation to students with verified disabilities.

These comprehensive services are the result of ongoing collaborations with SRJC counselors and discipline faculty, various Student Services Departments, and local high school districts. These services illustrate the Department's commitment to serving the needs of our students and the community.

1.1d Hours of Office Operation and Service by Location

The Assessment & GED Testing Services Center in Santa Rosa is open to the public Monday through Friday from 8:00 AM to 5:00 PM. After-hour testing opportunities are provided in evenings several times a month for various placement tests. The office is closed to the public on Fridays during the summer. Scheduled, Drop-In, and individual testing services are offered. Staff coverage is provided by one Administrative Assistant III, two Testing Specialists and one Testing Technician, as well as student and STNC workers. The Testing Technician was 50% prior to mid-November, 2013, and is now full-time.

The Assessment & GED Testing Services Center in Petaluma is open to the public Monday (8 hours), Tuesday (8 hours), Wednesday (6 hours), and every other Thursday (4 hours) in 2012-13, and the first part of fall 2013; staff coverage was provided by one part-time (65%) Bi-lingual Testing Specialist. Starting from mid-November, 2013, the part-time staff member became full-time, and the testing center in Petaluma is now able to provide increased services. Office hours varies depending on the testing needs. Scheduled, Drop-In and individual testing appointments are offered.

In addition to the above testing centers, non-credit matriculation service is also provided through the Student Services Office at Southwest Santa Rosa Center. The office was open 9 AM to 12 Pm and 3 PM to 7 PM, Monday through Thursday, during 2012-13, but is now operating continuously from 9am to 7pm after more support from the Student Success and Support Program. The non-credit assessment service is coordinated across campuses through a full-time non-credit matriculation coordinator and a small pool of STNC workers.

1.2 Program/Unit Context and Environmental Scan

Student Success Act of 2012 / Implementation of Student Success and Support Program

Assessment requirements linked to registration priority for all non-exempt new students.

Computerized Placement Testing (E-COMPASS, CTEP)

Chemistry Diagnostic Testing Status and Process Changes

GED Testing Transition to Computer-based Testing (CBT)

Assessment facility needs in Santa Rosa and Petaluma

Assessment & GED Testing Services continues to adapt and evolve in response to changing environment both internal and external.

The Student Success Act of 2012 (SB 1456) became effective in January 2013. The Act has created a Student Success and Support Program (SSSP) that replaces the former Matriculation Program. The new program focuses on three core matriculation service components: assessment, orientation, and counseling/advising for student education plans. The SSSP also supports certain follow-up services with a focus on at-risk students. This emphasis on the core services has placed the assessment services at the center stage of the new student success and support initiatives. It links the core services to student enrollment priority and to the new Student Success and Support Program funding.

Through staff meetings and other communication channels, the staff has been trained about the new Act and the important role of this Department among the collaborative efforts leading to student success and retention across the District. The Department has also been working more closely with the High School Outreach Coordinator in working with high schools to disseminate the message regarding the assessment requirement for all new community college students.

In addition to the overarching change resulted from SB 1456, the placement tests themselves are also undergoing various changes.

The server-based COMPASS testing for Mathematics and credit ESL are no longer supported by the vendor. The Department worked with the Information Technology (IT) Department to convert COMPASS to cloud-based E-COMPASS. These conversions were completed in fall 2013.

Similar change will take place soon for the CTEP testing, the assessment instrument for English. The current paper-pencil version will be replaced by a computer-based version, developed locally. The server has been purchased in 2011/12 academic year, but the conversion process did not commence until spring 2013 due to IT resource constraints. The programming has made significant progress since then. It is now in the stage of collaboration with IT and DRD to ensure full compliance on test accessibility.

For Chemistry Diagnostic Test, the District faced two choices after the validity of the instrument was expired in 2012, either re-validate through research and re-submission for approval or create other means for Chemistry Placement. After we recognized that the test instrument could not join Critical Mass study with other college in late 2012, the Chemistry Department decided not to re-validate the instrument. The Assessment Department worked closely with faculty, A&R, and IT to create a new Chemistry Diagnostic Review process, taking into consideration of student interest, the need of Chemistry Department, the processes at A&R, and the programming implications. The new process was agreed upon by all parties after many rounds of discussions and revisions. The new process will use the test as part of the self-diagnostic tool and Chemistry Department review basis. A form, Chemistry Diagnostic Review, was created. Students who takes the test will need to fill in this form and submit their request to the Chemistry Department in order to take CHEM 1A and CHEM 4A without CHEM 42. It took place on Feb. 1,

2014. Both Departments are monitoring the new process to ensure its efficiency and effectiveness.

GED Testing has undergone a major transformation. The 2002 paper-pencil version ended at the end of 2013. The new 2014 GED version is computer-based (CBT), offered through a third-party vendor, PearsonVue. GED candidates will have to pass the entire 2002 series by the end of the year; or their partial scores will not be counted towards the new 2014 CBT. Approved by the Vice President of Student Services, the Department has put in a lot of efforts to prepare for and complete the GED Testing transition through January 2014:

<u>Training</u>

- The GED Chief Examiner attended the GED conference in November 2012.

- The Chief Examiner prepared the training material and presented the training to the Department staff and student workers, College Skills and ESL faculty who are involved in GED preparation, and High School Equivalency Program (HEP) staff.

- All testing staff (regular and STNC) involved in GED testing has studied and passed new GED certification test in fall 2013. Staff continues to receive information regarding updates on GED testing policies and practices.

<u>Communication</u>

- The Department ordered communication material and distributed them through various departments across the District.

- GED application packets (both English and Spanish) have been updated to include the GED Testing transition information.

- The Department disseminated information from Pearson Vue and GED testing services to other impacted departments, including College Skills and HEP. Staff attended workshops organized by College Skills.

<u>PearsonVue Application and Implementation</u>

The new GED CBT is administered through a third party, PearsonVue. All test sites must obtain approval by PearsonVue prior to offering the new CBT. The application process is lengthy due to the complex facility and technology requirements.

- The application was submitted in November 2012. The application requested the approval for Santa Rosa to be the main testing center and Petaluma as the addendum site.

- The Chief Examiner has been working with facility and IT and Facilities Operation to identify modifications and changes to satisfy PearsonVue requirements on both computers and facilities, including re-imaging all computers, setting up Administrative Station and loading managing software, submitting required testing facility photos, securing storage areas for candidates' belongs, and candidate photo area, etc.

- Due to the facility constraints at Petaluma, there are significant facility modifications needed. The Chief Examiner worked with administrators, IT, and facility personnel and identified solutions. These include using PC 127, an Adjunct Office across the hallway to the testing room, PC 128, as a checking/administration station location; applying web cams to provide testing room monitoring from PC 127; and setting up required hardware and software in PC 127. Cabinets, chairs, and photo background were in place prior to the submission of all required documents to PearsonVue.

- We received PearsonVue approval of the testing centers in September 2013. The implementation in the ensuing months included software installations and testing, requiring extensive coordination among this department, SRJC IT, and Pearsonvue technical support.

Completion of 2002 Series

- Due to the expiration of 2002 series, the demand for GED testing increased significantly in 2013. To meet the demand, the Department added many testing sessions despite of the staffing shortage during the first half of 2013, using "borrowed" staff and STNCs. Staff worked extremely hard to handle all logistics associated with application, seating arrangement, bubble errors, and special accommodations, etc.

- The peak testing demand occurred during the second half of 2013. The testing volume (577) more than doubled comparing to the same period in 2012 (270 testing).

- The Department worked particularly hard to accommodate Spanish GED candidates, particularly for HEP students, by adding and aligning testing schedule with HEP curriculum progress timeline.

- The volume of GED testing was 680 for fiscal year of 2012/13, and 987 for calendar year of 2013, almost doubling the volume in 2012.

Commencement of 2014 Computerized Testing

The Santa Rosa Testing Center opened to public at the end of January 2014, and is scheduled for testing every Friday. The Petaluma Testing Center started in February 2014, and is scheduled for testing every other Friday. Both Centers will be closed due to heavy volume of placement testing, which is the highest priority for this Department.

GED candidates now register for testing online. Staff provides assistance to candidates in need of assistance, answering wide range of questions. In contrast to the session format in which all candidates started and ended at the same time for given subject, GED candidates now can choose anytime during the operation hours for their testing by single or multiple subjects, or by the entire battery. This change requires staff to be adaptive to and alert of candidates' schedules throughout the testing day.

PearsonVue has complex and strict rules for test administration, as well as reporting. Since the first GED testing commenced in Santa Rosa at the end of January, staff has been continuously learning new and changing GED test administering policies and processes, and enforcing the new testing standards while maintaining the best customer

service we can provide. As of April 30, 2014, the Santa Rosa Testing Center received 164 applications and the Petaluma Center received 40 applications.

Coincident with the external and internal environment changes, the Department itself has gone through significant personnel transition. The administrator in charge of the assessment operation is the new Dean of Student Success and Retention, who began in mid-September 2012. Meanwhile, there is an unusual amount of staff turnover within the department. Within the four staff positions at the Santa Rosa Campus, three of them had resigned for various reasons between November 2012 and February 2013, coupled with long absence prior to the two resignations. The Department has requested and obtained approvals to replace three positions: Administrative Assistant III (1 FTE), Testing Specialist-Bilingual (1 FTE), and Testing Technician (0.5 FTE). The Department is working diligently towards re-building the Student Success and Assessment Services team. The increase in Student Success and Support Program (SSSP) funding in fall 2013 allowed the increase of these two part-time staff positions to full-time since November 2013.

The staff turnover and shortage has created extreme challenges for testing and office coverage since September 2012, which lasted through summer 2013. Despite the challenges, the Department has worked very hard and managed to meet the challenges by maximizing the available permanent staff and prioritizing tasks, expanding the employment of STNC, and obtaining temporary help from other Student Services Department. These efforts allowed the Department to continue to provide the following services:

Placement Tests and GMCT/ACE

- The English and Math, and Chemistry Placement Tests are scheduled year-round by the Assessment Services Office, with some evening services. During peak testing seasons, the placement testing schedule is expanded to accommodate larger testing volume. Also offered is the SRJC Mathematics Competency Exam (GMCT/ACE).
- Due to the expiration of

ESL Assessment

- The ESL Noncredit test was approved by the Chancellor's office and the District is now in compliance. The Noncredit ESL test is used by the District and administered by Assessment Services, the new Southwest Santa Rosa Center (SWC) and other off-site locations where Noncredit ESL classes are taught. This new Noncredit ESL test requires readers to evaluate the writing component of the test.

- The Assessment Services is working closely with the ESL Department to find out the best ways to help potential ESL students (both credit and non-credit) at SWC and Petaluma enroll in appropriate classes. The evening testing schedule has been expanded and starting time adjusted to a later time in order to accommodate needs of some students.

GED Testing Services

The implementation of GED was a very challenging process. As GED Testing Services and PearsonVue work to implement this new test platform, information from these entities are often confusing, incomplete, or inconsistent. Despite these challenges, our staff researched diligently

to clarify the policies and processes in order to disseminate information to GED candidates accurately and in a timely manner.

The transition to the 2014 CBT has impacted the GED Services in many aspects, including facility and technology needs, test preparation and administration, fee revenue, and operating hours.

Distance Education Proctoring Services

In addition to the placement testing and GED services, Assessment Services also provides the proctoring services to students in the region who attend other higher education institutions. The fee for service used to be $35 per test or $80 per semester. After reviewing District Policy and researching other testing center practices, we have worked with Fiscal Services to revise the proctoring fee to $50 per session, effective February 1, 2014.

Multi Campus Assessment Coordination

- SSSP has provided funding to Increase the work load for the Testing Specialist from 50% to 65% during 2012/13, allowing for expanded hours of services. It further enabled the increase to 100% in November 2013. This Testing Specialist works 80% of the time at Petaluma and 20% in Santa Rosa, enhancing the coordination, training, and flexibility to support assessment needs on both campuses.

- With the restoration of the 0.5 FTE Testing Technician position in July 2013, and the further increase of this position to 1.0 FTE with the augmentation of SSSP funding, the service capacity of the Assessment Services has improved. This also allowed the staffing flexibility to support all campuses for assessment (both credit and noncredit) at Santa Rosa, Petaluma, and Southwest Center.

- Staff performs outreach services by providing assessment services at 28 high schools across Sonoma County during FY 2012/13, a slight increase from 2011/12. We also coordinate with high schools to bring their students to our college campuses for placement tests. We have been encouraging high school counselors to consider assessment earlier in the spring so to work best with our resource constraints.

- Noncredit ESL program has been expanding in 2013 to multiple off-campus sites. Much collaboration and coordination among this department, ESL, and A&R took place to provide application, assessment, and registration services. This has been challenging given extremely limited regular staffing for noncredit program.

2.1a Budget Needs

Budget Analysis

Assessment Services annual funding is comprised of district funds, categorical funds, and revenue funds (GED).

The district funds have remained steady in 2012/13 from previous year. The categorical funds, namely the Student Success and Support Program (SSSP) funding, remained flat as well till an augmentation was received in October 2013 for FY 2013/14. GED revenue decreased from the prior year, but received a boost in fall 2013 when many candidates sought to complete their 2002 GED series before it expired at the end of 2013.

The consecutive budget reduction prior to 2012/13 impacted the Department's ability to employ enough student and Short-Term-Non-continuing (STNC) workers to support the operation. This forces the Department to tap into GED revenue funds in prior years. Student workers staff the reception area and are much needed in assisting regular staff in providing information to students and the general public and other assessment related tasks. STNCs are hired to assist/proctor in the test administration during evenings and Saturday tests. With the budget reduction, the Department was forced to eliminate Saturday testing to control personnel cost.

GED revenue funds were used to cover the costs associated with processing of test results, GED materials, graphics, postage and mileage, and sometimes were used to support other area needs within Student Services. The balance left at the end each fiscal year is carried into the following fiscal year as the initial operating budget. In both FY 2011/12 and the current FY 2012/13, GED funds were used to cover 0.25 FTE (Testing Specialist in Santa Rosa).

The future GED revenue prospect is unclear due to the GED transition to CTB because the new fee structure cannot be controlled by the District, and the revenue per test taker is projected to be lower with CBT. Due to the uncertainty of GED revenue and the SSSP augmentation, the Department proposed using SSSP funds to support the 0.25 FTE listed above. This is consistent with the SSSP mission of supporting core matriculation services. The proposal was approved by the District. In addition, the increased SSSP funding also supported the FTE increase for both Santa Rosa and Petaluma testing staff, as well as STNCs and student workers.

Need for additional funds:

1. STNC Funds

Assessment Services needs more STNC support for projected increase of testing volumes starting summer 2014. All non-exempt students will be required to complete SSSP components (Orientation, Assessment, and Counseling/advising for Education Planning) in order to obtain registration priority starting fall 2014. Data analysis for 2013/14 indicates that about 78% of new students participate in assessment, and lower percentage of continuing and returning students currently use the service. We estimate that the testing volume will increase at least 25% from 2013/14, and intend to meet the higher service volume with STNC support.

The Petaluma Assessment services office would also benefit from STNC staff who can assist in the office while the testing specialist is away from the office administering a test, proctoring, assist in testing preparation, and other office duties. Faculty, particularly from ESL Department, has increasingly advocated for evening and weekend testing to accommodate the target students. Petaluma's increased efforts to partner with high schools to get an early start for their seniors to get assessed also has raised the need for more testing sessions. It becomes apparent that one testing staff is insufficient to handle all assessment needs on that campus.

All of the above factors lead us to strongly believe that we need additional staff time to provide adequate level of services.

In addition, the current STNC pay rate for assessment (Testing Technician) is at $9. This is much lower than most of the other technician positions on campus. With the placement testing formats changing and the complexity of policy/procedure changes related to placement and GED testing, the current pay rate really does not reflect the responsibility required. Therefore, we are requesting to increase the STNC rate for Testing Tech to $12. It is estimated that the Department needs a budget increase for STNC support at all district sites and outreach by $82,000.

*Note: The budget need for Southwest Santa Rosa Center will be analyzed and presented through PRPP-Student Success unit.

2. Assessment facility

The computerized testing for GED and CTEP requires additional testing capacities. At Santa Rosa Campus, we have identified Plover 558 as an ideal location. Plans have been made in conjunction with Counseling (since this is currently a counseling classroom), IT, and Facilities, in consultation with DRD, to convert this room to a combination of class/testing room, equipped with new computers. This project is anticipated to complete by June 2014. We are able to achieve this conversion thanks to the increase of SSSP funding for FY 2013/14.

At Petaluma Campus, the testing facility is currently not in a convenient location on campus – separately from other student services staff, including the Assessment staff office, posing challenges to staff in terms of test preparation and to test takers in terms of locating the testing room. In addition, the testing room currently can accommodate only 24 students. This poses challenges for group testing for an entire class or high school groups. We propose that a new testing facility be identified at Petaluma and a cost analysis be carried out during 2014/15 to expand the current 24 seats to 36 or 48 seats.

3. Staff Development/Training

There is an increasing need for staff development and training to ensure that our staff keeps abreast of the changing environment and requirements. This will help the Department, which in turn help the District, to learn the best practices, and to continuously improve our practices in assessment and other student success and retention. Most of the assessment staff are new, with experience ranging from several months to one year. Staff has expressed their desire for more professional development through both local and statewide training opportunities. Currently, there is no travel/conference budget in the District account for the Department. The estimated need is $5,000.

2.1b Budget Requests

Rank	RS	ACTV	Object	Location	SP	M	Amount	Brief Rationale
0001	80	6322	2330	ALL	01	02	$45,000.00	To provide sufficient STNC for customer service as well as expanded testing sessions and proctoring needs
0002	80	6322	6492	Petaluma	01	02	$20,000.00	New computers to expand assessment capacity at Petaluma Campus.
0003	80	6322	6495	Petaluma	01	02	$30,000.00	New computer desks to expand assessment capacity at Petaluma Campus.
0004	80	6322	5990	Petaluma	01	02	$15,000.00	One-time technology needs for Petaluma testing facility relocating/expansion.
0005	80	6322	5210	ALL	01	04	$5,000.00	To provide funding for staff development and training to keep abreast of the changing assessment testing environment.

2.2a Current Classifed Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Testing Specialist	40	12	Full time, paid with District funds at 100%. Serves as a resource for assessment information; develops and coordinates Santa Rosa testing schedules; develops and implements changes in procedures for testing in collaboration with counselors and Petaluma Assessment Services Office; develops, explains and clarifies technical and procedural assessment information to faculty/counselors, staff, students, and the public, and serves as a resource person for assessment issues. Trouble shooting, scoring and recording data related to Matriculation/Assessment.
Testing Specialist-Bilingual	40	12	Full time, paid with SSSP funds at 75% and GED Revenue Fund at 25% (converted to SSSP funds in June 2013). Serves as a resource for assessment information; develops and coordinates Santa Rosa testing schedules; develops and implements changes in procedures for testing in collaboration with counselors and Petaluma Assessment Services Office; develops, explains and clarifies technical and procedural assessment information to faculty/counselors, staff, students, and the public, and serves as a resource person for assessment issues. Trouble shooting, scoring and recording data related to Matriculation/Assessment. Performs specialized duties in the administration and recording data of the General Education Development (GED) Test and the English as a Second Language (ESL) Placement Test. Vacant in part of 2012/13; filled in June 2013.
Testing Technician	20	12	Part-time, then increased to full-time in November 2013; paid with SSSP funds at 100%. Administers a variety of tests used by the District; ensures integrity of testing environment and materials, trouble shoots and scores tests and coordinates distribution of results to students, College departments, high schools, and community organizations at the Santa Rosa and Petaluma Campuses. Vacant in part of 2012/13; fill in July 2013.
Administrative Assistant III	40	12	Full Time, paid with District funds at 100%. Provides administrative and clerical support to Dean of Student Success and Retention (permanent position filled 4/10/13) and to the Assessment Services Department.
Testing Specialist-Bilingual	26	12	Part-time, then increased to full-time in November 2013, paid with SSSP funds. Serves primarily at Petaluma Campus for all assessment services.

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Dean I, Student Success and Retention	40	12	Full time position paid with District and Matriculation funds at 50% each. Interprets and implements the Matriculation policies and procedures, including selection and evaluation of staff, program budget development and monitoring; coordinates and acts as the Student Services component liaison with other college departments in regard to all aspects of student achievement and retention development and implementation for the component; District-wide student equity planning and direction of special projects that support student equity goals. Oversees the district wide Assessment Services Department at Santa Rosa and Petaluma Campus, as well as Southwest Santa Rosa Center.

2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
STNC-Testing Technician/Proctor	3	12	Provides proctoring of placement testing (English, Math, and ESL), Chemistry Diagnostic test, and GED at Santa Rosa and Petaluma campus.
Student-Receptionist/Office Assistant	36.5	12	Provides front desk/reception area coverage for the Assessment Services Office in Santa Rosa as well as general office assistance. Two student workers currently employed.

2.2d Adequacy and Effectiveness of Staffing

How do your program/unit staffing ratios compare to the district-wide range?

Does the program have adequate classified, management, STNC staff, and student workers to support its needs? If not, explain program/unit needs.

Does your program/unit have any unfilled vacancies or "paused" positions? If so, how are you accomplishing the work that must be performed? What impact does this have on your program/unit?

Staffing Needs for Assessment Services:

The Department's staffing level was at its minimum during 2012/13 compared to the previous years due to high volume personnel turnover as narrated in Section 1.2. Out of the four staff positions at Santa Rosa Campus, there were three vacant positions - the Administrative Assistant, Testing Specialist (bilingual), and Testing Technician. This created extreme challenges for service coverage and had required more STNC staff time. These vacant positions were approved for replacement, and were filled in April 2013, June 2013, and July 2013, respectively.

After completing these hiring processes, there were 3.5 FTE at Santa Rosa, 0.65 FTE at Petaluma, and 1 FTE at Southwest Santa Rosa, for a total of 5.15 FTE, up to November 2013. In light of the environmental scan provided in previous sections, the Dean submitted requests to increase two part-time staff to full-time when the District received augmentation of the SSSP funding in order to better align staffing with anticipated service needs. The staff is and will continue to be cross-trained in all aspect of assessment services to effectively serve the District and the community.

In addition to regular classified staff, the Department needs STNC-Proctors to assist with evening tests. Student workers are hired to help cover reception/front counter area. Due to budget reduction, the Department has not been able to offer weekend testing for the past two years, and reduced total number of student worker hours. Staff and faculty strongly advocate the need for full coverage at the front desk as well as increasing evening and reinstating weekend testing to accommodate potential students. The current STNC pool for Assessment Services is rather small. The Department will need continuous STNC support to provide sufficient testing services, particularly for after regular business hours.

With dedication, hard work, and careful planning and monitoring, the Department has been offering comparable services at a much lower regular staffing level in 2012/13 through the combination of the measures stated above. The Department has also asked help from other Student Services Departments such as A&R when absolutely necessary.

The Petaluma Campus assessment staff remains to be limited even though the part-time Testing Specialist is now full-time. There is no office coverage when the staff is away for testing, therefore delaying the service to those who inquire at the office or via phone and email. The testing preparation has also become more complicated due to all the changes mentioned in previous sections, resulting the need for assistant prior to and after test sessions. The Department is requesting more stable and regular STNC hours to provide the needed support.

2.2e Classified, STNC, Management Staffing Requests

Rank	RS	ACTV	Location	SP	M	Current Title	Proposed Title	Hrly	Type	Salary Increase	Benefits Increase	Total Increase
0001	80	6322	ALL	01	02	STNC Testing Technician	N/A	$12.00	STNC	$38,000.00	$7,000.00	$45,000.00

2.3a Current Contract Faculty Positions

Position	Description
N/A	N/A

2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
N/A	0.0000	0.0000	0.0000	0.0000	N/A

2.3c Faculty Within Retirement Range

N/A

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

N/A

2.3e Faculty Staffing Requests

Rank	RS	ACTV	Location	SP	M	Discipline	SLO Assessment Rationale
0001	00	0000	ALL	00	00	N/A	

2.4b Rational for Instructional and Non-Instructional Equipment, Technology, and Software

The smaller testing room, Plover 531, has 12 seats, but only 11 computers. With more tests moving to computerized format, all seats need to be equipped with testing computer to maximized operation efficiency.

2.4c Instructional Equipment Requests

Rank	RS	ACTV	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact

2.4d Non-Instructional Equipment and Technology Requests

Rank	RS	ACTV	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	80	6322	Santa Rosa	01	02	Add one additional testing station	1	$1,000.00	$1,000.00	Li Collier	Plover 531	Li Collier
0002	80	6322	Petaluma	01	02	Add NetSchool control at admin. station	1	$0.00	$0.00	Li Collier	Jacob 128	Li Collier

2.4e Safety, Utility, and ADA Impacts

Two safety issues have been identified in PRPP in previous years for the Assessment Services Office in Plover Hall, Santa Rosa Campus:

- The Department requested that the reception area of the Santa Rosa Campus Assessment Services Office be reconfigured. There was a wall separating the reception area (Plover 531) from staff workstation area (Plover 532). This wall prevented line of sight from four classified staff and the Dean's office. Line if sight is necessary in order to supervise student workers, allow classified staff to support/help student workers/reception staff (critically important during summer and peak registration times) and for any safety/incidents that occasionally occur at the front desk. This re-configuration project was completed in late 2012.
- No fire extinguisher is available in either Assessment Services Office reception area (Plover 531) or in small testing room (Plover 535). This item is still outstanding.

2.5a Minor Facilities Requests

Rank	RS	ACTV	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	80	6322	Santa Rosa	01	02	Urgent	Plover Hall	530/531	$0.00	The testing rooms get overheated during testing sessions. Students/staff complained for uncomfortable testing environment. Venting solutions are needed.
0002	80	6322	Petaluma	01	02	Urgent	Jacob Hall	128	$0.00	The testing temperature is unstable. Students complained for uncomfortable testing environment.

2.5b Analysis of Existing Facilities

Both testing centers, Santa Rosa and Petaluma, are equipped with the furniture and technology to meet the needs of all students including wheelchair accessibility. However, the current facilities are in need of re-structuring.

First of all, the GED conversion to CBT will require some facility adjustments at both Santa Rosa and Petaluma testing centers. The Dean has been working with Facility and Operation, IT, and Petaluma Student Services Office to identify the most cost efficient means to satisfy the new testing center standards set by GED Testing Services and PearsonVue. Due to the facility constraints at Petaluma, there are significant facility modifications needed. The Chief Examiner worked with administrators, IT, and facility personnel and identified solutions. These include using PC 127, an Adjunct Office across the hallway to the testing room, PC 128, as a checking/administration station location; applying web cams to provide testing room monitoring from PC 127; and setting up required hardware and software in PC 127. Cabinets, chairs, and photo background were in place prior to the submission of all required documents to PearsonVue. These adjustments have been completed in Fall 2013.

Second, the computerized testing for GED and CTEP requires additional testing capacities. At Santa Rosa Campus, we have identified Plover 558 as an ideal location. Plans have been made in conjunction with Counseling (since this is currently a counseling classroom), IT, and Facilities, in consultation with DRD, to convert this room to a combination of class/testing room, equipped with new computers. This project is anticipated to complete by June 2014. We are able to achieve this conversion thanks to the increase of SSSP funding for FY 2013/14.

At Petaluma Campus, the testing facility is currently not in a convenient location on campus – separately from other student services staff, including the Assessment staff office, posing challenges to staff in terms of test preparation and to test takers in terms of locating the testing room. In addition, the testing room currently can accommodate only 24 students. This poses challenges for group testing for an entire class or high school groups. We propose that a new testing facility be identified at Petaluma and a cost analysis be carried out during 2014/15.

3.1 Diversify Funding - Grants/Contracts

The Assessment Department seeks to diversify funding through two testing services: GED testing and proctoring services for community members who take online classes at other institutions. The Department intends to explore other testing services to increase revenue when facilities and staffing become available.

3.2 Cultural Competency

The Assessment and GED Services Office makes every effort to hire bilingual staff and encourages existing staff to expand their second language skills. Many staff members across three locations (SR, PET, and SWC) are bilingual (English/Spanish). The new Dean is of Chinese ethnicity and promotes a culture of diversity, understanding, and mutual respect. Staff members work collegially and provide equal quality services to students and the general public from diverse backgrounds.

The program/unit also makes an effort to translate key information that is distributed to students into Spanish.

3.3 Professional Development

Most of the current staff members are new. They need training to be proficient in delivering testing services and adapting to new testing platforms. They also need to learn other student support services available at SRJC in order to better refer students when they receive inquiries. They have identified areas in which they would like to have more training in and are actively encouraged to enroll in appropriate courses and participate in professional development workshops, including PDA days and other staff workshop programs. It will also help when staff is involved in professional network and trainings outside of the District.

3.4 Safety and Emergency Preparedness

The Building and Area Safety Coordinators for the northeast side of Plover Hall have been identified as the Dean of Student Success and Retention and the Administrative Assistant for the Department. Both have attended trainings and received CPR certificate in 2013.

The Department has organized training sessions for safety and emergency preparedness, including one from CIRT in Spring 2013. Regular staff members as well as STNC and Student Workers attended. This has increased the staff knowledge and skills in preparing for and responding to unforeseen safety and emergency situations.

3.5 Sustainable Practices

Assessment Services contributes to SRJC's sustainable mission by minimizing graphic and printing costs. The Department

1. Has eliminated printing and mailing of profile letters to each student who tested.

2. Monitoring copying needs for handouts prepared by the Department.

3. Continues to pursue implementation of computerized testing, thus, minimizing graphics and printing costs.

4.1a Course Student Learning Outcomes Assessment

4.1b Program Student Learning Outcomes Assessment

Student Learning Outcomes (SLOs)

The program supports student learning by providing students with the knowledge to:

- Access various available SRJC test preparation services (i.e., Study Guides, Basic Academic Skills Brush-up labs and GED preparation courses) designed to assist students prior to their testing experience.
- Access test score/results via the My Cubby (www.santarosa.edu)
- Understand their placement results in relation to the SRJC curricula course sequence.

Each year, the Department selects an area of services for SLO assessment. The program has performed different Student Learning Outcome Assessments over the previous years. In FY 2012/13, the SLO topic focused on the GED testing services in an effort to help GED candidates understand the application process and to minimize bubble-error, which in turn to expedite scoring and to avoid penalty fees charged to bubble errors. Bubble errors are the primary cause for the delay of test results. The delay adds to staff worker time, and more importantly, cause GED student anxiety and frustration.

The assessment activities were conducted through department dialogue, information dissemination through assessment sessions, pre- and post-surveys to students. The SLO results were mostly satisfactory, revealing that students have achieved the desired outcomes in learning about the bubble errors and how to avoid the penalty.

Although this assessment was performed during the year that GED was in the process moving to CBT, it benefited both GED candidates and the Department. The volume of GED testing was very high because many candidates desired to complete their 2002 series before that series ended in December 2013. Many candidates paid more attention to application with staff assistance, therefore avoid paying the hefty $15 per bubble error fee. It also saved time for staff in terms of the lengthy processes associated with handling these errors.

Future areas of assessment will include: knowledge of non-credit in college processes and programs, ESL knowledge of students in accessing the new ESL (COMPASS) Study Guides, knowledge of students in accessing their English/Math/Chemistry Placement test results, and knowledge of students in accessing GED test results online through the GED Student Information system.

Systematic Cycle

The program plans to assess these Student Learning Outcomes on a yearly basis. Assessments will be defined in fall semester, with surveys conducted during fall and early spring. Data will be analyzed, then discussed and shared within the Department to identify and plan for any needed changes. The results will be entered into SharePoint during the spring semesters.

4.1c Student Learning Outcomes Reporting

Type	Name	SLO Identified	SLOs on Web	Assessment Methodology Identified	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Service/Program	Noncredit ESL Testing	N/A	N/A	N/A	Fall 2013	Spring 2014	Summer 2014
Service/Program	GED Testing	Spring 2012	N/A	Fall 2009	Spring 2013	Fall 2013	Fall 2013
Service/Program	Placement Testing	Spring 2012	N/A	Fall 2009	Spring 2012	Summer 2012	Fall 2012
Service/Program	GED Testing	Spring 2009	N/A	Fall 2009	Fall 2009	Fall 2009	Spring 2010
Service/Program	Distance Learning Proctoring	N/A	N/A	N/A	N/A	N/A	N/A
Service/Program	ESL Testing	Spring 2009	N/A	Fall 2009	Fall 2009	Fall 2009	Spring 2010

4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
Distance Learning Proctoring		X			X			X		X						X
ENGL Placement		X	X	X	X			X		X	X	X				X
ESL Placement		X	X	X	X			X		X			X	X		X
GED Examination	X	X		X	X		X	X		X			X	X		X
MATH/CHEM Placement	X	X		X	X			X		X	X					X

4.2b Narrative (Optional)

Students build on their **foundation skills** by learning to identify their current skill level when taking placement tests and by using technology for retrieval of test results, general Assessment Services information and study guides.

Placement and GED tests help students build **personal development and management skills** by providing students with information about themselves and by requiring that students manage time in order to meet test registration timelines.

Students are required to listen actively and respectfully and to follow directions when taking a placement, ATB, and/or GED tests, thus helping them build on their listening and **communication skills**.

By being part of the Matriculation process, Assessment Services engages students in understanding and demonstrating **personal and civic responsibility.**

5.0 Performance Measures

The testing activities statistics provided below are from records maintained in the Assessment Services Department:

Assessment & GED Services (SR/PC) administered a total of 15,713 tests during FY 12/13.

English: 5,821

Math: 6,438

Chemistry: 358

ESL (credit)   815

ESL (non-credit):   1,235

ACE/GMCT: 91

GED:	680
Distance Ed:	275
Total	**15,713**

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	ALL	01	02	To comply with Student Success Act of 2012 on assessment services	Assess all non-exempt students	Initial Fall 2013; ongoing	Worked more closely with academic departments to provide testing sessions to meet student needs
0002	ALL	01	04	To build a knowledgeable and efficient team of testing professionals	Well-trained staff; supportive team work	Initial Fall 2012; ongoing	New staff members have received various training; need continued support and training.
0003	ALL	03	03	to transition GED testing to the new computer-based testing (CBT)	Fulfill all technical and facility requirements by GED Testing Services and Pearson Vue; communicate with GED candidates and impacted departments within SRJC; increase testing sessions to accomodate the needs of candidates to complete their 2002 GED Series, in both English and Spanish.	January 2014	Conversion completed for both Santa Rosa and Petalum Testing Centers; all testing staff trained and certified; annual certification needed.
0004	ALL	01	07	To convert COMPASS from server-based testing to E-COMPASS	Coordinate with IT to convert Math and ESL testing to E-COMPASS	Fall 2013	Completed in Fall 2013
0005	ALL	01	07	To be in compliance regarding Chemistry assessment and the challenge/equivalency process	Review Chemisry placement instrument to determine whether to re-validate the Chemistry Diagnostic Test; determine and implement new process if the test is not re-validated	Spring 2014	The test instrument could not join Critical Mass Study with other colleges; Chemistry Department decided not to re-validate the instrument; worked with faculty, A&R, and IT in 2013 to create a new Chemistry Diagnostic Review process; this new process became effective on February 1, 2014; monitoring of the new process is on going.
0006	ALL	01	07	To convert English Placement Test (CTEP) and Writing Sample from paper-based testing to locally programmed online testing	Complete programming; traing Assessment and DRD staff; train faculty essay readers	Fall 2014	Programming in progress; still in need to address accessibility fro DRD studnets; will re-assess completion timeline with IT in early fall 2014.
0007	Santa Rosa	01	02	To expand computerized assessment capacity	Convert Plover 558 to a computerized testing room that is shared with Counseling for education planning: feasibility and cost study; floor plan design including ADA compliance; research for suitable computers and furniture; cooridate with Counseling, IT, and Facilities for installation before summer 2014	Spring 2014	All stages of preparation work completed; furniture and computer due to arrive in early May 2014; installation scheduled for the last week of May.
0008	ALL	01	02	To increase testing staff to comply with mandatory assessment requirements according to Student Success Act of 2012	Increase 0.65 FTE Testing Specialist to 1.0 for Petaluma; Recurit bi-lingual Testing Specialist for Santa Rosa; Recruite 0.5 FTE Testing Technician for Santa Rosa; increase this position to 1.0 when SSSP funds receive augmentaiton from CCCCO.	Fall 2013	Completed
0009	ALL	01	02	Expand EAP acceptance; revise review process	Work with English/Math Department to add Conditional EAP review; determine courses that satisfy conditions; establish a Conditional EAP review process in consultation with A&R and with support from IT	Summer/Fall 2013	Completed - successfully obtained faculty consent in adding Conditional EAP English review; a new review form was created and the process communicated to Counseling and the students.

0010	ALL	07	07	To serve community needs while diversify revenue sources	Analyze cost-revenue relationshop for Distance Education Proctoring Service; review proctoring servcice policy; research fee schedules at other nearby testing centers and adjust fees to appropriate level	Fall 2013/Spring 2014	Completed - adjusted fee to $50 per session (from $35) with the approval of Business Office.
0011	ALL	01	02	Build partnerships with faculty to improve placement accuracy	Provide placement preparation services to students	Summer 2013	Initial English JAM sessions offered in summer 2013 and results tracked; intial Math JAM sessions will start in summer 2014; on going.
0012	ALL	01	02	Review, revise, and implement policies/procedures related to assessment	Establish policies and procedures that is uniform acorss the district and compliant with regulations	Summer 2014	8.6/P - SSSP has been reviewed and approved in spring 2014; 8.3.4/P - Student Placement Assessment is in approval process; achieved faculty consensus to establish a uniform district policy on placement re-take and prerequisite verification process.
0013	Other	03	03	Expand and improve non-credit SSSP services	Provide extended services hours at SWC; outreach to off-campus sites; adjust NC ESL testing to increase efficiency	Initial Fall 2013; ongoing	Provided resources to increase hours of operation at SWC; collaborated with Instruction and A&R to provide services at Guerneville and Windsor in fall 2013; planned service expansion to Comstock and Sonoma in summer 2014; re-designed and implemented NC assessment on campuses where appropriate.
0014	ALL	01	02	Keep in compliance with state regulation regarding assessment instrument validation and approval	Re-validate English Writing Sample and Noncredit ESL Writing Sample	Spring to Fall 2014	Worked with OIR to prepare and submit re-validation applications by April 15 deadline.

6.2a Program/Unit Conclusions

Location	Focus Areas & Questions
ALL	The Assessment Services Department has been in transition period for over one year. Despite the unusually high volume of personnel changes the Department has managed to meet testing needs. Many of the testing platforms also have changed during the past year. The Assessment Department will continue to focus on providing excellent services to students and the community, as well as continuing to build a knowledgeable and efficient team of assessment professionals in order to fully meet the service mandate resulted from the Student Success Act of 2012. Long-term planning, continued training and team-building is a necessity for the Department for the coming year.

6.2b PRPP Editor Feedback - Optional

Assessment-Area Goals and Objectives

The programs goals are to:

1.   Provide assessment services to all non-exempt students, particularly new students.

2.   Build a knowledgeable and efficient team of testing professionals.

3.   Revise and implement policies and procedures related to assessment, including placement re-take rule.

4.   Improve communication with students and ensure accuracy of website information.

5.   Continue to improve Assessment services by:

- Increase collaboration and coordination between Assessment Services and other Student Services and Academic Departments to improve testing services and efficiency;
- Explore modes of service delivery (scheduled versus drop-in models).
- Expand partnership with English and Math Departments to offer placement preparation to students for more accurate placement.

6.   Expand the testing capacity at Petaluma Campus.

6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	ALL	01	02	To comply with Student Success Act of 2012 on assessment services	Assess all non-exempt students	Initial Fall 2013; ongoing	Increasing STNC budget to provide increased number of sessions in peak testing seasons, evenings, and weekends.
0002	ALL	01	02	To build a knowledgeable and efficient team of testing professionals	Well-trained staff; supportive team work	Initial Fall 2012; ongoing	Funds and time for staff development
0003	ALL	01	02	To update and implement new policies and procedures related to assessment	Implement the placement re-take procedure	Summer 2014	IT programming; staff training
0004	Santa Rosa	01	02	To expand testing capacity at Santa Rosa	Complete the conversion of Plover 558 to a computerized testing room as well as education planning facility for Counseling	Summer 2014	IT/Facilities coordination and support
0005	ALL	01	02	To convert Egnlish Placement to an online platform	Complete CTEP/Writing Sample conversion to online testing with faull ADA compliance	Fall 2014	Staff training
0006	Petaluma	01	02	To expand testing capacity at Petaluma	Identify, expand/relocate testing facility at PC	Spring 2015	Additional testing facilities, IT and Facilities Operations support and coordination
0007	ALL	01	02	To improve communication with students regarding assessment services	Update Assessment and Placement website information	Spring 2015	Staff time; IT support
0008	ALL	01	02	Continue to improve assessment services	Increase collaboration and coordination to meet service needs and to improve efficiency	Ongoing	Compensation for faculty on placement preparation; staff time