

EL CAMINO COLLEGE/COMPTON EDUCATIONAL CENTER
PROGRAM REVIEW REPORT FOR 2006
ENROLLMENT SERVICES: ASSESSMENT/TESTING CENTER (TESTING OFFICE)

I. Overview

A. Program Profile

Assessment and Testing is one of the four steps of Matriculation and most new full-time students enrolling at El Camino College come to the Assessment/Testing Center (Testing Office) to complete their placement tests for assessment purposes. Also serve part-time, non-matriculants who may also need to avail themselves of the same service. The Center offers placement testing (English, & math); Ability-To-Benefit CPT (Computerized Placement Tests) and CELSA (Combined English Language Skills Assessment) for Financial Aid and the LOEP (English as a second language test).

II. Program Data

B. Student /Client Satisfaction

A survey was developed by the Assessment Center for the Program Review and evaluation of the Center in February 2007 and collected until April 15th for this report. The sample included 101 students the sample is small but does give information and patterns... The survey has been expanded for future evaluation and is attached and a longer collection period and larger sample will be used in the future. A written narrative response to the current Survey as compiled by Research and summary is given below:

1. Two questions are asked by the survey followed by the "percentage grades" to responses assigned by the students to those questions?

How do you rate the quality of service and assistance you received in the assessment center?
63% of the respondents either strongly agreed or agreed (33%) that they received quality service and assistance at the assessment center while completing the test.

Rate the Assessment Facilitator who assisted you in the Assessment Center?
67% of the respondents who tested at the center strongly agreed or agreed (30%) that they had appropriate assistance from assessment facilitator.

2. In addition, there were free-response comments included at the end of the survey. The answers were grouped by common subjects.

Assessment Center Services

A total of 79 comments were made of these 58 (77%) indicated positive comments toward the center and Facilitator. The comments included the Assessment Center was one of their best experience at the college with friendly, helpful, and understanding service. Two respondents suggested that talking should be cut to a minimum, and two respondents recommended more assistants.

Facilities

Two respondents recommended better chairs and tables.

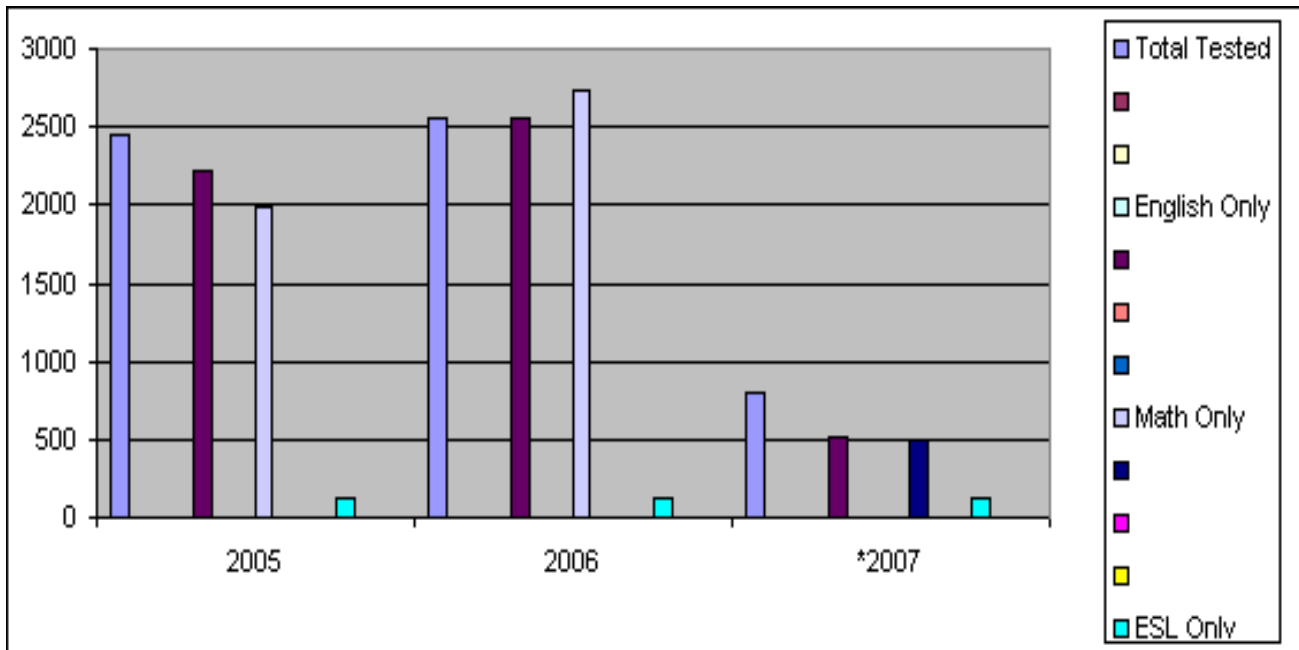
Computers

Out of the 79 comments, 5 respondents recommended more computers, and better maintenance on the computers.

B. Student/Client Outcome Data statistics

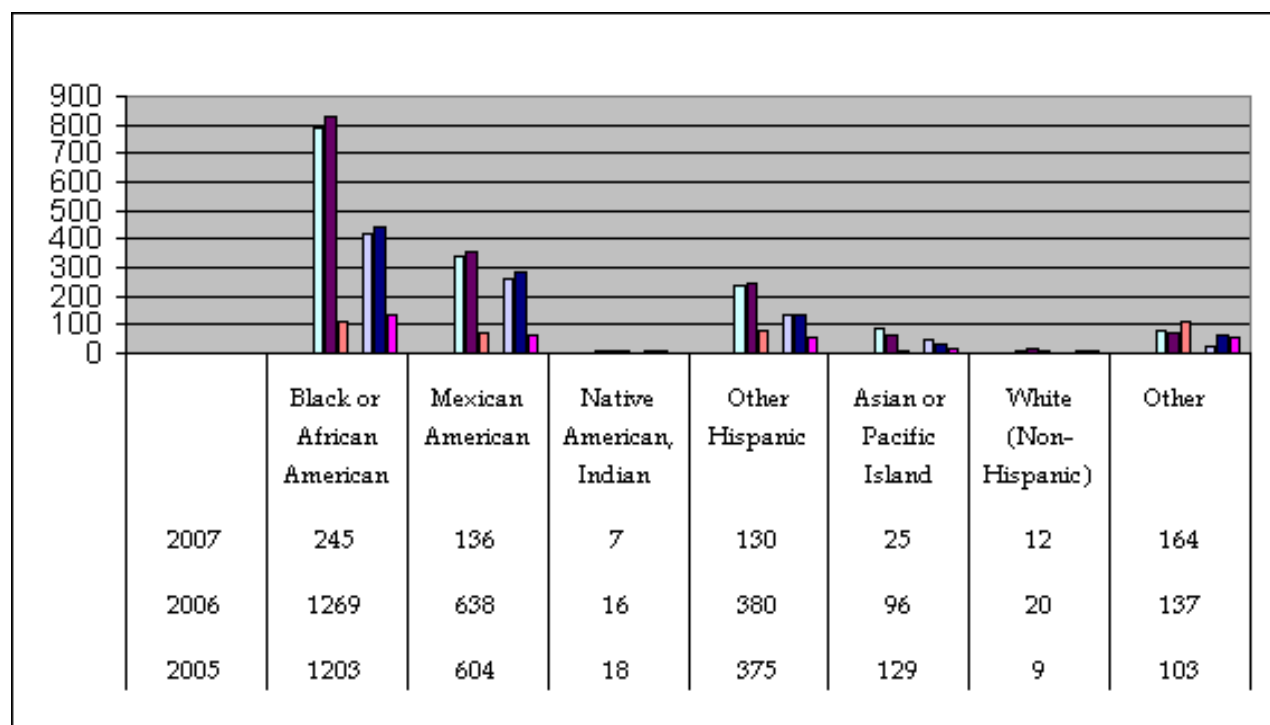
Testing metrics have been collected by hand for the last fiscal years. Illustrated below in graphs and statistic charts are the testing totals for the fiscal years 2005-2007. The statistical data is from January 1 to December 30th for each year except for 2007 which includes the months January through April.

Fiscal Year	Total Tested	English Only	Math Only	ESL Only
2005	2441	2225	1988	129
2006	2556	2556	2730	124
*2007	719	506	494	119



* Data for 2007 includes only the months of January, February, March and April.

			<u>Ethnicity</u>			<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
<u>2005</u>	<u>2006</u>	<u>*2007</u>				<u>Female</u>			<u>Male</u>		
1203	1269	245	Black or African American			787	828	112	416	441	133
604	638	136	Mexican American			341	353	70	263	285	66
18	16	7	Native American, Indian			10	11	4	8	5	3
375	380	130	Other Hispanic			240	242	78	135	138	52
129	96	25	Asian or Pacific Island			84	65	8	45	31	17
9	20	12	White (Non- Hispanic)			7	14	6	2	6	6
103	137	164	Other			77	74	107	26	63	57



* Data for 2007 includes only the months of January, February, March and April.

Comments:

However, it is thought by some that the ESL population, because they do have a language barrier, may stay away because they cannot surmount the registration process (on-line, by phone), which may become a second barrier for them. To mitigate this situation, during actual registration periods, the ESL Department Counselor assists the students with CCC-apply application and brings the registrations to the Admissions Office after assessment so as to be sure and capture these students before they walk out the door. This assistance is helpful and a new Spanish application is being tested for CCC-apply. The Assessment Office assists by keeping assessment records for the counselor on these students for placement for registration. The walk-in registration is helpful to these students who are personally assisted by staff to obtain their classes.

C. Campus/Community Collaboration

The Assessment/Testing Center already works very closely with other key service areas, such as Admissions/Records, Counseling, ESL Department, Financial Aid, Division Offices, ITS, and the El Camino Campus Assessment Center. There are no recommendations at this time for any changes or additions to these processes.

C. Program Data Recommendations

RESPONSE TO SURVEY DATA (Both to rating and free-response questions)

The Assessment Center has received good evaluation from student opinion over the period they were evaluated by students in the areas of service. A high percentage strongly believed they received good customer service and were pleased with the Assessment center experience. The staff was given high percentage of comments of outstanding, helpful, understanding and gave good instructions.

A few stated that talking should be kept to a minimum or was a problem. A new center in which the test Facilitator could take calls and talk out side of the testing area would help in this area.

Computer maintenance seems to be an issue reported by 5 students from the standpoint of function and being clean. .

As well, two students recommend an expansion of the hours of the Center. To be sure, students are not aware that usually Office policies, procedures, and hours of operations are dictated by the practicality of circumstances and budget.

Testing In Other Subjects

It is, no doubt, just a matter of time before other test subjects are added to the Center's computerized repertoire. Currently, in conjunction with the Nursing Division, a series of individual nursing exams could be added to the line-up for convenience of Compton Nursing program.

III. Program Requirements

A. Program Support

The Assessment/Testing Center interacts with several other Departments/Divisions on Campus: ESL, Math, Admissions/Records, Counseling, El Camino College Assessment Center, and IT'S (Information Technology Services). The Center has developed good working relationships with all of them and maintains these relationships for reliable and up-to-date exchange of information.

For the Academic Divisions, the Center performs the service of testing students for their respective curricula. The key here is to make sure students are not caught in the middle through any lapses of communication. Most situations, however, can be easily and quickly rectified after brief consultation.

Admissions/Records, Counseling, and the Center are intrinsically linked together through the Registration Process. The dialog amongst the three areas becomes even more important and intense during Registration times. If this dialog should break down, the actual process of Registration can create problems with prerequisite clearance as students can be blocked from registering into many courses having a testing pre-requisite.

Enrollment Services, which is the home Division of the Assessment/Testing Center, is always available to help out in regard to all other non-Academic Divisional concerns. An easy working-relationship exists between the Enrollment Services Division and the Assessment/Testing Center.

Lastly, the Center needs a close association with the ITS Division, literally, due to the fact that our facility includes a Computer Testing Lab that must be continually maintained for students' testing needs and the loading of ACCUPLACER test scores to Datatel. Once again, good communication and a good working-relationship is a number one priority, so that emergencies can be attended to as quickly as possible. Currently, the Compton Center site must post assessment scores at the El Camino Campus which creates backlog problems. As soon as possible, ITS should reprogram their upload program with the capability to post the test scores from the Compton Site.

B. Facilities and Equipment

In regard to facilities, the Assessment/Testing Center uses a lab that is currently part of Language Center. The center is planning to use D 28 as a site dedicated to Assessment. Any inadequacies that the Center currently has will, hopefully, be addressed in the new plans for an Assessment Center. These inadequacies are generally related to previous office design of no office area for the test facilitator to take phone calls talk with people. The current facility was originally configured for the unique needs and uses of the Language Center. Thusly, the Testing staff has had to adapt to an area designed for the needs of others.

In regard to equipment, the Assessment/Testing Center has state-of-the-art computer equipment was installed in May, 2004. **Presently, there are 18 computer working testing stations.** This seems to be adequate, but as the enrollment increases more may be needed.

Lastly, in anticipation of the physical moves we will be making in 2008, it was thought that this might be a prudent and opportune time to think of "traveling lighter". If funds should become available, we would like to acquire an Imaging (Scanning) Machine, such as the Records have, so that Center would be able to convert our hard-copy files of testing records to an electronic database. This would be in the future and completed after the move and an area designed to complete this process.

C. Staffing

The Assessment/Testing Center **currently** has the following employees: One part time Assessment/Testing Aide backed up on an "as needed" basis with F/T staff trained to cover the testing area. A full time Assessment Supervisor is planned to be filled in July, 2007.

It is **important** that an F/T position be filled as soon as possible. Until this position is re-filled, the Assessment/Testing Center Assistant will not have capability to go off campus to test high school students or other groups or participate in a stronger outreach program.

In regard to general staff training needs, nothing beyond the norm is necessary. They need to keep apprised of how the placement testing software functions and how it test scores can be loaded to Datatel. This need increases with the migration to the new ACCUPLACER platform and as the Compton Center assumes responsibility to post test scores to Datatel from the Compton site.

Lastly, at this time, the staffing recommendation for the Assessment/Testing Center is that a full time position be hired as soon as possible, in order not to enhance the process that are in place in regard to on-line testing, posting of test to Datatel, keeping abreast of changes and the daily functioning of the Center, *particularly* at peak times.

D. Planning

There does not seem to be any trends surfacing on the horizon, which will affect El Camino /Compton Centers testing process to any great degree in the next year. However, more and more testing is becoming computerized; thusly, at some future date, for example there may also come a time when the English as a Second Language Program might utilize a listening or writing test component on-line, in lieu of the present instructor-staffed process. Also, it could be expanded to include testing for Nursing. Improvements to existing testing software and a facility dedicated to Assessment. The migration ACCUPLACER to a new platform will be a major change and require retraining.

In regard to the Student Learning Outcomes established by the Assessment/Testing Center--if any changes must occur, students will continue to be properly guided through the testing process. Whatever it takes to accomplish this will be done. As well, a proper testing atmosphere will continue to be provided for students, so that they may do their best on their tests and receive as accurate as possible placements into their courses. The college-level proficiency of these students placed into these courses can then continue to be tracked and measured by their outcomes.

All planning for the Center is associated with maintaining a smoothly and properly running Computer Testing Lab, so that students may complete their testing requirements in as expeditious and pleasant manner as possible. If enrollment numbers should dramatically increase, then processes, such as hours of availability, would need to be changed accordingly and additional facilitators needed in order to accommodate a larger population of students. In this situation, additional hourly staffing would be needed and the budget proportionately increased. As well, although unlikely, should any mandated changes occur in conjunction with the website that supplies the tests and controls their delivery to the Lab, these changes could possibly affect the Center's internal testing processes, and the staff would again need to adapt to new methods.

E. Program Requirement Recommendations

Critical recommendations involving the Testing Program are four fold. First, the Assessment/Testing Center looks forward to move into the new facility that is dedicated to assessment. Second, the reprogramming of Datatel Colleague so that assessment test scores may be posting to Colleague for the Compton Center, without having to go to the El Camino Campus and third, learning the new version of platform of ACCUPLACER that will soon be migrated to a new revision. Fourth, Work with research for the validation of tests used at the test center specifically for the Compton Center.

IV. Overall Recommendations

The first recommendation is that the previous planned position be filled as soon as possible. This replacement is necessary to continue the on-line testing provided by the Assessment/Testing Office Assistant and to maintain stability, the same hours, services currently provided by the Testing Office, and provide off campus services. Second, the most important need of the Assessment Center is reprogramming colleague to post Compton Center Test scores to Datatel. If these test scores are not uploaded in a timely manner the computer cannot place the students in appropriate manner during registration and prerequisite clearance defaults to Counseling or Admission for placing the students. Third, finally a designated facility for Assessment is needed with an appropriate number of computers to handle the needs of the students. Currently from the student responses the current test lab is well received, but it does not belong to the Assessment Center and does have limitation as far as Office and storage areas.

Date Submitted:

Submitted To: Keith Curry, Dean of Student Services

From: Hal Bateman, Acting Director of Enrollment Services