

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: 2014-2016

AES Department: Office of Testing Services

Department Head: Corey L. Atkinson

Department Assessment Liaison (if other than Dept. Head) : Jill Rivera

Date Final Plan Submitted: July 2016

❖ **Mission/goal statement or description of the Department:**

The mission of the Office of Testing Services is to maintain an atmosphere conducive to providing a constructive testing environment when administering both computer-based and paper and pencil examinations. We/ (OTS) strive consistently assist and provide accommodations needed for group and individual settings when administering placement, proficiency, make-up, and online examinations.

❖ **Department's Core Objectives/Outcomes (list several actions your department does to accomplish the mission):**

In support of the above mission, the Office of Testing Services seeks to do the following:

- Provide a conducive testing environment for students taking paper and pencil or computer based examinations.
- Provide testing data to aid in departments reaching their ultimate goals
- Serve as a resource to produce data for various college departments for research or programmatic updates and revisions as well as grants.
- Participate in discussions about student outcomes
- Provide analysis and data on College performance and initiatives

❖ **Department's Objectives(s) or Outcome(s) to be assessed (from the above section):**

The assessment activity for 2014-2016 Cycle focused on the level of service (OTS) was providing to our three customer constituents namely 1) Faculty/ Adjuncts 2) Students taking the Accuplacer entrance test 3) Students taking academic exams who are enrolled in courses. Specifically, this assessment sought to analyze data and information to aid in our continual improvement.

YEAR 1: CREATING THE ASSESSMENT PLAN

1. Assessment Plan (what are you going to look at and assess?)

The intent of this assessment plan was to determine the effectiveness of the proctoring services provided by the Office of Testing Services to our customers. This review also seeks to identify areas for improvement and also to clarify the needs of our customers. We wanted create a gage to properly assess our level of customer satisfaction.

2. Provide a brief background of this process/procedure/practice and why you selected this as your Assessment Plan focus.

While in pursuit of attaining the department's core objectives and also administering and managing data requests this office has been extremely challenged. With the urging of our customers we sought solutions on how we could facilitate better customer service. The information captured by our surveys questions are intended to help direct and guide our purpose and how we create policy and how to possibly direct financial resources to create solutions.

We have three types of customers 1) Faculty/Adjunct, 2) Accuplacer Students and 3) Students taking academic examinations via paper & pencil or computer based exams. It is important assess these three populations in an effort to garner constructive feedback on our service.

3A. Describe your assessment tool (s) you will be utilizing in your assessment plan, including sources of data, timeline for data collection and how data will be analyzed. (Note: assessment tool sample should be attached to the final submission) :

Three online surveys were developed using Survey Monkey and a link to this instrument was embedded in an email invitation that was sent to our current: 1) faculty and adjunct staff,

2) students who had taken our Accuplacer examination from spring 2015 until spring 2016, 3) students who had taken academic tests from spring 2015 to spring 2016.

The lists created to contact our adjuncts and faculty was supplied to us by our Office of the Vice President and our existing files. The Accuplacer Student list was created by the Office of Testing Services utilizing a report query on the Accuplacer list yielding results well over 2,000 students. The student list created for the paper and pencil and computer based class room testing was created by the Office of Testing Services staff extracting student names and information from our testing log reports consisted of well over 1,000 students.

3B. Desired results department would like to see.

The primary intended outcome of this assessment was to garner feedback that would help to formulate improvements meant to better our level of customer service. Furthermore, the desired results of this assessment would confirm the following:

- A greater use of technology could be utilized to assist our adjuncts and faculty through an online test submission system.
- At least a 75% of the adjuncts and faculty are somewhat to very satisfied with our level of customer service.
- At least a 70% of the students taking paper & pencil or computer based academic classroom testing are somewhat to very satisfied with our level of customer service.

- **End of first semester feedback from Assessment Fellow:**

- **End of first year feedback from Assessment Fellow:**

- **End of first year feedback from Vice President:**

YEAR 2: COLLECTING AND ANALYZING DATA

4. Summary of Results (attach data table, survey or focus group results, etc., to support the summary.)

Survey Results

Of the 59 faculty/adjunct requesters surveyed and who responded (OTS) received a 90.6% in the areas of helpfulness and being courteous.

Of the 79 students surveyed who utilized the proctoring services of (OTS) for academic paper and pencil and online academic examinations (OTS) received a 77% in the area of helpful service.

The survey created for students who had taken the Accuplacer entrance exam yielded more data about student's actual feelings about the test and test content than it did about the test administration. Areas directly related to (OTS) staff was 38.8% strongly agreed and 47.1% agree of student's felt testing hours were convenient.

One adjunct/ faculty member commented "I am an adjunct. I don't teach in the main building. Going to the office to drop off and pick up exams is often inconvenient. I know there is a username/ password option to getting forms online; it would be nice if there were a way to securely drop off/ email exams. I know this is a hotly debated issue, but I feel like it needs to be explored further."

Another adjunct commented "I work at County College of Morris and they scan the test and email the test to me. Very easy process to retrieve the test."

One student stated in regards to the Accuplacer examination "It helps to measure a student's understanding of basic concepts and to place a student in the appropriate level for his or her success."

5. Use of results and Recommendations for Improvement:

Although the results of this assessment were mostly favorable, assessing the implementation and effectiveness of the customer service we provide. The following recommendations address the areas of improvement highlighted in the data through the surveys:

- Need for a greater use of technology in submitting tests for faculty and adjuncts.
- Discuss possibility of expanding Office of Testing Services in our physical space to service additional students.
- Examine the manner to which we deliver our proctor related services.

- End of third semester feedback from Assessment Fellow:
- End of second year feedback from Assessment Fellow:
- End of second year feedback from Vice President:

Last Updated: August 2013