### Data and Analysis

### Department/Program Data

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|  | Current Year 2013-14 | Previous Year 2012-13 | Two Years Prior 2011-12 |
| Number of Full-Time Classified | 1 | 1 | 1 |
| Number of Full-Time Faculty | 0 | 0 | 0 |
| Number of Full-Time Managers | 1 | 1 | 1 |
| Number of Part-Time Classified | 3 | 1 | 1 |
| Number of Part-Time Faculty | 0 | 0 | 0 |
| Number of Part-Time Managers | 0 | 0 | 0 |
| Students Served Annually | 7,600 | 4,845 | 6,080 |
| Total Non-Restricted Annual Budget | $275,251 |  |  |

### Department/Program Activities

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| Please list areas of responsibility and any seasonal activities (i.e. heavy enrollment periods for A/R) that may impact your department/program.Coastline’s Assessment Center, located in the College Center, 4th Floor, provides students a comfortable and secure place to complete assessment for entry placement for English and Mathematics courses. The Assessment Center ensures that all examinations are current and not compromised. The Assessment Center provides the following services:* Assessment placement testing in English and Mathematics courses.
* Alternative testing site for Distance Learning students.
* Testing appointments available by phone or online.
* Processing of local and non-local Math and English Placement exams for Military, Incarcerated, EBUS, and Amador County Office of Education students.
* Secure area for storing tests.
* Assessment Center website with practice exams and access to test preparation materials/websites.
* Monitored and secure environment for test taking.
* Accurate and immediate test score reporting to students, Admissions & Records, and faculty.
* Provide other Institutions with CCC student’s Placement results.
* 30 stations with computer screens and CPUs.
* Access to Telecourse lecture materials for student viewing.

The Assessment Center peak periods are:July-August = New students taking entry placement testing for Math and English prior to enrollment in the fall semester, proctoring of Distance Learning exams, processing of Math and English Placement exams for Military, Incarcerated, EBUS and Amador County Office of Education. Students using our computers to view telecourses.September=Math and English Placement for local and non-local Military. Students using our computers to view Telecourses.October- November-December = Proctoring of Distance Learning exams, processing of Math and English Placement exams for local and non-local Military, Incarcerated, EBUS and Amador County Office of Education. Students using our computers to view Telecourses.January=Math and English Placement for local and non-local Military, Incarcerated, EBUS and Amador C.O.E. students in anticipation of the Spring semester. February=Math and English Placement for local and non-local Military. Students using our computers to view Telecourses.March-April-May = Midterm and Final examinations for Distance Learning students, Math and English Placement for local and non-local Military, Incarcerated, EBUS and Amador C.O.E. students in anticipation of the Summer semester. Students using our computers to view Telecourses. |

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* 1. **Proposed Projects Requiring Additional Resources (not listed in Section B-Action Plans/Resource)**

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| **Project Name and Description** | **Total Additional Dollars/Staff Needed** |
| Peak Distance Learning Alternate Testing | $3,744 /Hourly Staff per academic year |
| Evening Testing Availability | $3,744/Hourly Staff per academic year |
| Assessment Center Surveys | To Be Determined |
| Xerox copier with scanning capabilities:Xerox WorkCentre7232-rental agreement | $1,800 |

* 1. **Outcomes (from most recent Program Review or Annual Program/Department Reports)**

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| **Student Learning/Service Area Outcomes Statements** | **Strategies to Achieve or Improve SLOs/SAO Goals** | **Outcome Data or Other Assessment Results (i.e. Data from Student SLO Survey)** |
| 1.Students will be aware of English and Math placement tests and how these placement tests are essential components of successful matriculation and integral to the development of an accurate Student Educational Plan. 2. Students will be able to understand their placement tests.3. Students will be able to know which Math or English class they are supposed to enroll in based upon their test placement scores.  | 1.Enable easy student access to test preparation resources for Math and English Placement Testing. 2. Enable easy student access to and “how to” instructions for scheduling placement exam or alternative testing appointment(s) via phone or use of online tool. 3. Provide English and Math placement results to students in a presentable, easy-to-read format. 4.Survey students on their awareness of placement tests, placement results, and satisfaction of Assessment Center services.  | Fall 2013 Survey on Student Learning from Services at Coastline College:49.7% of students stated that they strongly agreed/agreed that the placement tests were explained and they knew which English and Math courses they needed to enroll in.4.7% of students disagreed and strongly disagreed.45.7% of students indicated ‘Not Applicable’.Worked with the IT staff to update webpage info and add “how to schedule on-line appointment” instruction sheets for both assessment and DL alternate scheduling purposes (linked PDF documents). Student’s placement results are provided at check-out and emailed on electronic CCCD letterhead within 24 hours after scores are uploaded to Banner. As workload permits and at student’s request, staff manually entered placement results into Banner to facilitate student’s ability to register within assigned enrollment window.  |
| Students will be satisfied with placement tests offered at convenient times. | 1.Provide alternative testing for midterms and finals for Distance Learning students.2. Provide paper-based testing and assessment for military and incarcerated students.3. Provide services and staff to conduct test proctoring for partnering businesses and institutions (this service ended 6/30/12).4.Provide testing at Costa Mesa for ECHS/5th Year Cohort (5/31/13).5. Assessment Center staff assistant will keep track of student placement exams scheduled and completed at off-site testing locations, including anticipated fill (pre-scheduled) vs. no-show rates.6.Survey students on their awareness of placement tests, placement results, and satisfaction of Assessment Center services. | Fall 2013 Survey on Student Learning from Services at Coastline College: 50.2% of students responded that they strongly agreed/agreed that the placement tests were offered at time convenient to them.5.3% of students disagreed/strong disagreed.44.6% of students stated not applicable.**FY 2012-13 Student Service Count** Local English Placement: 541 ECHS English Placement: 56 Local Math Placement: 554 ECHS Math Placement: 56 Military English: 718 Military Math: 536 Incarcerated Math: 252Amador C.O.E. Math: 21Amador C.O.E. Eng. Place: 21E.B.U.S. Math Placement: 10DL Midterm/Final Alternate: 2,080 **TOTAL # OF STUDENTS = 4,845**12-13 YTD info: Results of off-site testing at GGC:7/26/12: completion rate for scheduled exams was 50% for Math and 66% for English.8/16/12: completion rate for scheduled exams was 54% for Math and 47% for English. These tests will be included in FY 12-13 student service count. Future requests will be considered in context of high number of no-shows, inability to fill seats with walk-ins, and greater staff effort required to coordinate off-site testing. |
| Students will be satisfied with Assessment Center services. | 1.Assessment Center scans and emails placement test results to other colleges, as requested by Coastline student.2.Improve services and timely communication to Coastline instructors by sending scanned copies of completed exams to facilitate their ability to submit grades on deadline.  3.Facilitate student access to Assessment Center for Telecourse viewing purposes (other viewing locations available at Le-Jao, Costa Mesa and Garden Grove Centers).4.Provide assessment services for students at other Coastline learning centers, as directed by Dean of Counseling and Matriculation. 5.For both placement and DL alternate testing purposes, the Assessment Center accommodates students with verified disabilities, as directed by DSPS, and/or refers students to the Special Programs Department for verification of disability.6.Survey students on their awareness of placement tests, placement results, and satisfaction of Assessment Center services. | Fall 2013 Survey on Student Learning from Services at Coastline College: 44.5% of students used and were satisfied with Assessment Center services while 3.4% of students used and were not satisfied with services. 27.6% of students heard of, but did not need services and 24.5% never heard of the Assessment Center and did not need services.**FY 2012-13 Count**: 27 students used Assessment computers for viewing telecourses for a total of 42 hours of use overall. Currently, student visitors sign in at the front desk to use one of six Telecourse stations in the Assessment Center. Assessment Center staff kept log of accommodation requests received. In 2012-13 Assessment staff proctored 5 DSPS students for placement exams in coordination with Special Programs Department. |
| The Assessment Center staff will provide efficient assessment services to students and faculty. | Provide professional development and training opportunities for Assessment Center staff assistant and part-time assistants to keep current on best practices in placement testing and use of technology. Provide opportunities for Dean and the Assessment Center staff to discuss goals, operational, equipment (computers, monitors, software, and security cameras), programmatic, space planning, and budgetary issues and needs. Determine College and/or District committees and meeting forums that both build the knowledge and skills of Assessment Center staff, and which will benefit from the participation and expertise of Assessment Center staff.  | Assessment Center staff maintained a record of trainings and meetings attended.Reviewed and targeted specific training and professional development opportunities such as District and College software (e.g. Banner, Seaport, SARS), Pearson and Accuplacer Test instruments and software products.Assessment Center Staff Assistant provided updates and summaries of the meetings/trainings assigned to participate in, and discussed with the Dean of Counseling and Matriculation any significant findings, recommendations and action items. |

 **Analysis of Progress on Outcomes**

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| Provide any detail that you feel will help the evaluator to understand your goals and the strategies to achieve those goals.**Ways to Improve or Complete Goals and Results:*** Request IT staff to give Assessment Center more control of DL Scheduler tool.
* Review Assessment Center’s space for ADA compliance and ability to respond to the most commonly recommended accommodation requests. Dean of Counseling and Matriculation will communicate space planning needs to PIEAC and Facilities Committee.
* Dean of Counseling and Matriculation will make assignments and ensure that adequate staffing remains in place for placement and DL testing services.
* Work with Institutional Research Department to develop additional Assessment surveys
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| **Goal** | **Complete** | **Partially Complete** | **Not Started** | **Abandoned** | **Comments** |
| Not Applicable |  |  |  |  |  |

 **Progress on 5-year Goals (from most recent Program Review)**

The Assessment Center will complete a comprehensive report in Fall 2019 for the Program and Department Review Committee.

**Analysis of** **Progress on 5-year Goals**

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| --- |
| Not Applicable  |

**New Annual Program/Department Goals**

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| --- | --- | --- | --- | --- |
| **Goal** | **5 yr Goal****Addressed** | **Project****Completion****Date** | **Lead****Employee** | **Comments** |
| Not Applicable |  |  |  |  |

### Action Plan and Resource Requests Based on Annual Data

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Action** | **Institutional planning goals\*** | **How action will improve student success** | **Type of Resource** | **Resource needs, if any** | **Department priority\*\*** | **Approximate cost** | **Potential Funding Source** |
| Replace 2 faulty security cameras in Assessment testing area. | 2011-16Strategic Goals: I,III | Maintain integrity of testing area and exams, by improving Assessment staff’s view of student’s testing materials and environment. | Equipment  | 2 “Digital Watchdog” High Resolution Indoor Dome cameras-3.3-12mm Lens. | 1 | 2 cameras at $225 each PLUS2 hours installation by 3 men=$150Total $600. |  |
|  |  |  | Facilities |  |  |  |  |
|  |  |  | Personnel |  |  |  |  |
| Web-browser Restricting Software. | 2011-16Strategic Goals: I,III | Maintain integrity of testing area. Help students focus. | Software | Software can be installed in existing computers. | 3 | $500 per year/site license |  |
|  |  |  | Supplies |  |  |  |  |
|  |  |  | Technology  |  |  |  |  |
|  |  |  | Training  |  |  |  |  |
| Cell-phone lockers with keys. | 2011-16Strategic Goals: I,II, III | Maintain testing area for integrity. Provide safe and secure for students taking exams. | Other | Reference website: [www.lockers.com](http://www.lockers.com). | 2 | $1,500 | M&O helping to research lockers; including use of Bookstore lockers. |

\*Reference specific sections of College Education Master Plan, Strategic Initiatives, 5-year Program Review Goals, Accreditation Recommendations, SLO/SAO evaluation and assessment, College Mission, or other relevant planning documents. \*\*Prioritize the program’s resource needs with 1 being the most important and subsequent numbers being less urgent.