### 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)** |
| Ensure that Coastline students are aware that English and Math placement tests are essential components of successful matriculation and integral to the development of an accurate Student Educational Plan. | Track number of English and Math placement assessments on an annual basis.  Develop and deploy an online survey for students to assess their understanding of placement testing as it relates to informed academic planning. | No survey has been deployed. |
| 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. | Develop and deploy an online survey for students to rate the ease of scheduling their appointments, either through telephone and/or online services. | 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).  No survey has been deployed. |
| Enable easy student access to test preparation resources for Math and English Placement Testing. | Develop and deploy an online survey to track number of respondents who report utilizing the test preparation resources. | No survey has been deployed. |
| Provide English and Math placement results to students in a presentable, easy-to-read format. Provide testing at Costa Mesa for ECHS/5th Year Cohort (5/31/13)  Provide paper-based testing and assessment for military and incarcerated students. Provide alternative testing for midterms and finals for Distance Learning students.  Provide services and staff to conduct test proctoring for partnering businesses and institutions (this service ended 6/30/12). | 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 will manually enter placement results into Banner to facilitate student’s ability to register within assigned enrollment window. | **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: 252  Amador C.O.E. Math: 21  Amador C.O.E. Eng. Place: 21  E.B.U.S. Math Placement: 10  DL Midterm/Final Alternate: 2,080 **TOTAL # OF STUDENTS = 4,845** |
| Assessment Center scans and emails placement test results to other colleges, as requested by Coastline student. | Develop and deploy an online survey for students to provide feedback regarding ease and timeliness of having their request processed. | No survey has been deployed. |
| Improve services and timely communication to Coastline instructors by sending scanned copies of completed exams to facilitate their ability to submit grades on deadline. | Success measured by customer satisfaction and timeliness of completed requests. | Develop and deploy online survey to assess instructor satisfaction and emerging needs. |
| Facilitate student access to Assessment Center for Telecourse viewing purposes (other viewing locations available at Le-Jao, Costa Mesa and Garden Grove Centers). |  | **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. |
| Provide assessment services for students at other Coastline learning centers, as directed by Dean of Counseling and Matriculation. | 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. | 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 effor*t required to coordinate off-site testing.* |
| 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. | Develop and deploy an online survey for students to provide feedback regarding ease and timeliness of having their accommodation request processed. | Assessment Center staff to keep log of accommodation requests received. In 2012-13 our Assessment staff proctored 5 DSPS students for placement exams in coordination with Special Programs Department.  No survey has been deployed. |
| 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. | Review and target 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 will maintain a record of trainings and meetings attended. |
| 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. | Develop and deploy an online survey for students to provide feedback regarding their overall experience in Assessment Center, to inform discussions regarding planning and prioritization of process improvement activities. | No survey has been deployed. |
| 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. | Track professional training and development activities, and Committee service of Assessment Center staff. | Assessment Center staff assistant will provide updates and summaries of the meetings/trainings she is assigned to participate in, and discuss 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:**   * Work with Institutional Planning, Assessment and Program Effectiveness to develop survey. * 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. |

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| **Goal** | **Complete** | **Partially Complete** | **Not Started** | **Abandoned** | **Comments** |
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**Progress on 5-year Goals (from most recent Program Review)**

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

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| The Assessment Center was added to the Program and Department Review process. The Assessment Center will complete a comprehensive report within the timeline given by the Program and Department Review Committee. |

**New Annual Program/Department Goals**

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| **Goal** | **5 yr Goal**  **Addressed** | **Project**  **Completion**  **Date** | **Lead**  **Employee** | **Comments** |
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### 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. | 2011-16 Strategic 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 PLUS  2 hours installation by 3 men =$150  Total $600. |  |
|  |  |  | Facilities |  |  |  |  |
|  |  |  | Personnel |  |  |  |  |
| Web-browser Restricting Software. | 2011-16 Strategic 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. | 2011-16 Strategic 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.