



Departmental Services Outcomes
Measuring Success to Improve Teaching and Learning

Department/Unit **Assessment Services FY 2011-2012**
 Team Members Christine Leon and Suzanne Blake

I	II	III	IV
Expected Outcomes (Student Service Outcomes, Student Service Outcomes, and/or Service Area Outcomes)	Assessment Plans (How will you measure your success? Include assessment method and how, what, when, and who)	Assessment Results (Describe results of the assessment. Include main findings, date, and report author.)	Implications and Plans for Improving Results (What operational changes, resources, or modifications to expected outcomes or assessment methods are needed?)
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.	Include assessment testing information in outreach and orientation messaging to first-time-in-any-college students who identify AA or transfer goals. Post similar information on website (and link to other pages). Include assessment testing information in course registration messaging to students. Work with Institutional Planning, Assessment and Program Effectiveness to develop survey.
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.	Request IT staff to give Assessment Center more control of DL Scheduler tool. Work with Institutional Planning, Assessment and Program Effectiveness to develop survey.



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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.	Work with Institutional Planning, Assessment and Program Effectiveness to develop survey.
<p>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 (5/14/12)</p> <p>Provide paper-based testing and assessment for military and incarcerated students.</p> <p>Provide alternative testing for midterms and finals for Distance Learning students.</p> <p>Provide services and staff to conduct test proctoring for partnering businesses and institutions (this service ended 6/30/12).</p>	<p><u>FY 2011-12 Student Service Count</u></p> <p>Local English Placement: 636 ECHS English Placement: 28 Local Math Placement: 635 ECHS Math Placement: 59 Military English: 719 Military/Incarcerated Math: 881 DL Midterm/Final Alternate: 2,983 Proctoring (non-Coastline studs): 88 TOTAL # OF STUDENTS = 6,029</p>	<p>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.</p>	<p>Two projects in progress:</p> <ol style="list-style-type: none"> 1) As a result of validation study re: cut scores, new English placement test will be comprised of Sentence Skills and Reading Comprehension. When Military Dept receives paper versions of new test, transition to new test will proceed and is anticipated to be completed by end of Fall 2012. 2) Transition to new Pearson Math placement exam (Pearson instrument) in close collaboration with other departments (Military, Mathematics, Research, Counseling, etc.). This transition is expected to be completed by end of Fall 2012. <p>Current practice requiring that</p>



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			military (math and English) and incarcerated math placement tests are copied and mailed by Assessment Center staff to proctors requires copy job order to Graphics, adding to processing time. Current copier in Center is no longer covered by maintenance agreement and not operational and staff use EOPS Office's equipment (copier and scanner) daily. Assessment Center requires a copier with scanning abilities to improve efficiency and reduce processing time with this task.
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.	Assessment Center requires a copier with scanning abilities to improve efficiency and reduce processing time with this task. Work with Institutional Planning, Assessment and Program Effectiveness to develop survey.



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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.	Assessment Center requires a copier with scanning abilities to improve efficiency and reduce processing time with this task.
Facilitate student access to Assessment Center for Telecourse viewing purposes (other viewing locations available at Le-Jao, Costa Mesa and Garden Grove Centers).	FY 2011-12 Count: 51 students Currently, student visitors sign in at the front desk to use one of six telecourse stations in the Assessment Center.	N/A	The Assessment Center will continue to track the annual number of student users and the length of their visit to determine whether Telecourse viewing stations/resources are adequate.
Provide assessment services for students at other Coastline learning centers, as directed by Dean of Counseling and Matriculation. <i>12-13 YTD info:</i> <i>Piloted off-site assessment testing at GGC, 7/26/12 and 8/16/12, to facilitate STAR FastTrack student matriculation.</i>	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.	<i>12-13 YTD info:</i> <u>Results of off-site testing at GGC:</u> <i>7/26/12: completion rate for scheduled exams was 50% for Math and 66% for English.</i> <i>8/16/12: completion rate for scheduled exams was 54% for Math and 47% for English. <u>These tests will be included in FY 12-13 student service count.</u> 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.</i>	Future requests for off-site testing (including SOAR) will be dependent on adequacy of staffing resources to maintain Center’s DL testing services. Although the recruitment of 2 permanent PT assistants was approved in Spring 2012, recruitment is currently on hold due to budget uncertainties. There is a critical need to fill two permanent PT staff positions in order for Assessment Center to effectively respond to future needs.



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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. No survey has been deployed.	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. Work with Institutional Planning, Assessment and Program Effectiveness to develop survey.
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.	Seek funding for professional development and training.
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.	Work with Institutional Planning, Assessment and Program Effectiveness to develop survey.



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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.	Dean of Counseling and Matriculation will make assignments and ensure that adequate staffing remains in place for placement and DL testing services.