

Institutional Effectiveness Report

Assessment Summary

Administrative Unit: Office of Testing

Contact Person: John M. Gibbons

Email: mgibbons@valdosta.edu

Phone: 229-245-3878

Assessment Cycle: 2008

Mission: The mission of the Office of Testing is to promote and maintain an atmosphere conducive to providing a constructive testing environment when administering standardized tests. Further, our mission is to consistently strive to assist and provide accommodations needed for group and individual settings when administering placement, proficiency, undergraduate and graduate admissions, degree credit by examination, and certification test.

Assessment History: The Office of Testing has been administering Test Center Surveys for over eight years to determine if we were providing a conducive testing environment. The survey is administered to students that take exams in the Office of Testing; students taking national Testing Programs are not surveyed due to restrictions by the National Testing Agencies. The Student Affairs Assessment Committee was created in August 2002 by Dr. Kurt Keppler, Vice President for Student Affairs. At that time, the Committee was charged with the responsibility of coordinating and facilitating the development of a cohesive and comprehensive assessment process across Student Affairs units.

Goals for Unit:

1. Acquire space for larger computer labs that will allow students to test in a less cramped environment.
2. Add more individual testing rooms so that students needing special accommodations can be served.

Assessments: A Test Center Survey is given to each student who tests in the Office of Testing to be completed at the end of the Testing Session. The Survey consisted of eight questions relating to the environment in the office as it affects the ability of a student to test in a distraction free environment. In Spring 2007 two additional items were added to the Survey to assess the comfort of the testing labs as it related to the temperature and lighting in the labs. The other item added related to the overall quality of service received from the Testing Center, rating it as Excellent, Good, Fair or Poor.

2005-2006 (or 2005)

- The Office of Testing administered 10,140 exams, up 2% from previous year, to 7,892 examinees, up 8% from previous year, during 567 testing sessions up 24% from previous year.

- The Office of Testing administered 91 exams to 79 examinees under special accommodations, up 32% from previous year, using readers, scribes, word processors, additional time and Scan and Read software.
- Test Center Survey Results 2005
- The Office of Testing has received at least a 91% favorable rating in all areas that relate to the testing environment of the center.
- Center staff worked on ways to reduce noise in the testing rooms, through white noise machines and changes in office procedures.
- Ways to improve security of the office with the installation of a security camera system. Initiative submitted and funded, camera system up and running in the office and Powell Hall Auditorium.

Modifications Made (2005-06)—

- **Based upon break-ins and breach of testing protocol**, a new security system was activated.

2006-2007 (or 2006)

- The Office of Testing administered 11,092 exams, up 8% from the previous year, to 8,291 examinees, up 5% from the previous year, during 747 testing sessions, up 24% from previous year.
- Test Center Survey Results 2006
- Two items were added to the Test Center Survey in Spring 2007, one was rating the comfort of the testing room and the other was rating the overall quality of services students received. The Office of Testing received at least a 90% favorable rating in all areas that relate to the testing environment of the center; the only exception was the comfort of the testing rooms which received an 88% rating. The overall quality of services rendered rated a 99% in either Excellent or Good.
- Attempt to replace the Clerk III position lost two years ago. The Office of Testing has seen an increase of 17% in the number of examinees and a 55% increase in the number of testing sessions over the last five years. With the increases in the past and the growth in the future more staff will be required to keep up with the workload. Position was not funded.
- Plant Operations was contacted to work on the temperature of the testing rooms. Research was started to evaluate a new type of work station in the labs that would generate more writing space and alleviate any cramped stations. **Based on results from student surveys, students had complained that the space was cramped and that the student work stations needed improvement.**
- Received an additional fifteen laptop computers for testing in Powell Hall Auditorium through the initiative process.

Modification Made:

- Research was started to evaluate a new type of work station in the labs that would generate more writing space and alleviate any cramped stations. **Based on results from student surveys, students had complained that the space was cramped and that the student work stations needed improvement.**

2007-2008 (or 2007)

- The Office of Testing administered 10,026 exams to 7,624 examinees during 909 testing sessions. There was an **8% reduction** the number of examinees and a **10% reduction** in the number of exams, this is attributed to the decline in the number of examinees who took the PRAXIS Series exam due the state implementing a new teacher certification exam. The Office of Testing did show an **18% increase**

in the number of testing sessions administered, we attribute the increase in testing sessions to our policy of administering tests when it is convenient to the examinee.

- The number of tests administered on computer **increased 25%** during the year and the number of times tests were administered on computer also **increased by 25%**.
- The Office of Testing administered Ninety-four exams to Seventy-three students under special accommodations, which were a **12% increase** in the number of examinees and a **21% increase** in the number of exams. Accommodations included additional time, private testing space, sign language interpreter, readers, scribes, use of a word processor and Scan & Read technology.
- Test Center Survey Results 2007
- **Based on student surveys, students complained that the workstations felt cramped.** New workstations were purchased to replace the old Nova system desks. With the new workstations 91% of students responded favorably to having enough works space. Working with Plant Operations on the temperature in the labs improved the student satisfaction to 95%. Staff received a 99% favorable rating in their professionalism. Students rated the Office of Testing a 99% Excellent, or Good, for the overall quality of service received.
- Currently, we are only receiving 55% responses to the Test Center Survey; our goal is to increase the numbers of responds to 70%. Through the use of our scheduling software and the use of lab space outside the office, if available, we want to decrease the number of students who feel cramped in the testing labs.

Modifications Made

- **Based on student surveys, students complained that the workstations felt cramped.** New workstations were purchased to replace the old Nova system desks.

Unit Director

Date

President/VP for Unit

Date

Adapted from: University of Alabama SACS site (<http://sacs.ua.edu/degreeInfo2.cfm?college=2&dept=50>);

University of Western Kentucky SACS Accreditation Review Process (<http://www.wku.edu/sacs/assessmentmanual.htm>) ; and

Mrs. Marila D. Palmer, VP-Executive Affairs & Planning, LeTourneau University, Presentation to 2008 SACS-COC Institute