

Assessment/Testing Center Evaluations Fall 2017

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Purpose of Brief

This brief illustrates the results of an evaluation of assessment and proctoring services administered by the Assessment/Testing Center to students in the Fall 2017 semester.

Sample

- 313 people completed the survey
- 82% of the respondents were using the Assessment/Testing Center's services for the first time.
- 74% of the respondents were students at Crafton
- 6% of the respondents were Distance Education students from another campus or college

Summary of Findings

99% of the respondents **Strongly Agreed** or **Agreed** with the following statements:

- The testing environment was comfortable (e.g. temperature, lighting, cleanliness, adequate space, etc.).
- The staff provided relevant and accurate instructions and information.
- The staff handled the entire testing process (i.e. registration, admission, and test administration) professionally.
- The staff handled the entire testing process (i.e. registration, admission, and test administration) efficiently.

97% of respondents **Strongly Agreed** or **Agreed** they completed the exam with no interruptions or distractions.

Overview

In the Fall 2017 semester, the Assessment/Testing Center (ATC) administered an evaluation of assessment and proctoring services. The results from this survey may be utilized in the department's annual planning and program review and a report to the National College Testing Association.

Methodology

The evaluation was administered in paper form to students by the ATC, after completion of the ACCUPLACER Computerized Placement Test. The evaluation consisted of a total of 5 questions. The first question included 5 statements in which students were prompted to rate their level of agreement regarding the quality of service they were provided, in the form of a Likert-scale. The following 4-point Likert-scale was utilized: 4=Strongly Agree, 3=Agree, 2=Disagree, and 1=Strongly Disagree. The remaining questions asked students to indicate the number of times they received services at the ATC, if they were a current student at Crafton Hills College, and if they were a Distance Education student at another campus or college. Finally, the evaluation provided one open-ended question, students were able to provide comments or suggestions on how the ATC services may be improved. To anonymize responses, any individual names mentioned in the comments or suggestions table were replaced with "[Name]". To organize feedback received, comments were categorized by topic. A limitation to grouping any open-ended responses into categories is that researchers may group them differently. Additionally, since the evaluation is completely anonymous and no identifying information was collected, there is a possibility that the same student may have completed multiple surveys.

Sample

In Fall 2017 the evaluation was completed by a total of 313 respondents. Respondents who did not provide an answer, or had a "missing" response to questions were excluded from the analysis. No identifying information was collected in the evaluation.

Findings

Tables 1 through 4 illustrate the results of the evaluations of assessment and proctoring services administered by the ATC.

Eighty-two percent of the respondents used the ATC for the first time, and 18% of the respondents indicated that they had used ATC services for two or more times (see Table 1).

Table 1: Number of times respondents used the ATC Services.

Number of times respondents used ATC Services?	#	%
1	238	82.4
2	36	12.5
3	9	3.1
4	4	1.4
5	0	0.0
6 or more	2	0.7
Total	289	100.0

Note: Any "missing" responses were not included in this table.

A total of 74% of the respondents were students at Crafton Hills College (see Table 2).

Table 2: Respondents' answer to whether they are a student at CHC.

Student at CHC?	#	%
Yes	229	74.4
No	79	25.6
Total	308	100.0

Note: Any "missing" responses were not included in this table.

Six percent of the respondents were Distance Education students from another campus or college (see Table 3).

Table 3: Respondents' answer to being a Distance Education student from another campus or college.

Respondent from Another Campus?	#	%
Yes	18	6.0
No	284	94.0
Total	302	100.0

Note: Any "missing" responses were not included in this table.

The results illustrated in Table 4 indicated that 99% of the respondents “Strongly Agreed” or “Agreed” with the following statements:

- The testing environment was comfortable (e.g. temperature, lighting, cleanliness, adequate space, etc.).
- The staff provided relevant and accurate instructions and information.
- The staff handled the entire testing process (i.e. registration, admission, and test administration) professionally.
- The staff handled the entire testing process (i.e. registration, admission, and test administration) efficiently.

Table 4: Respondents’ level of agreement with statements regarding services provided by the ATC.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
The testing environment was comfortable (e.g. temperature, lighting, cleanliness, adequate space, etc.).	250	80.4	58	18.6	1	.3	2	.6	311
I completed the exam with no interruptions or distractions.	227	73.5	73	23.6	6	1.9	3	1.0	309
The staff provided relevant and accurate instructions and information.	252	82.1	53	17.3	1	.3	1	.3	307
The staff handled the entire testing process (i.e. registration, admission, and test administration) professionally.	257	84.0	46	15.0	1	.3	2	.7	306
The staff handled the entire testing process (i.e. registration, admission, and test administration) efficiently.	258	84.0	46	15.0	1	.3	2	.7	307

Note: Any “missing” responses were not included in this table.

Table 5 illustrates comments and suggestions provided by the respondents about how to improve the services provided by the ATC. The most frequent comments were compliments about the service received. In particular, many of the comments were directed towards the staff. For instance, one respondent made the following comment about their experience at the ATC: “[It] went smoothly & efficiently with all the staff being very kind & helpful.” Respondents also commented on the noise level in the office, testing environment concerns, particular staff issues, and feedback on the registration process and the exam. Specifically, one respondent complained about the noise in the testing environment: “Too much talking outside the room, I could hear every word they were saying while I was testing!” In addition, another respondent gave feedback about the registration process: “The registration form was quite confusing and not that specific, but the staff was very helpful.”

Table 5: Open-ended comments or suggestions on how the services provided by the ATC might be improved.

Table 5 Respondents' comments or suggestions	
General Compliments (n=26)	Frequency
A for effort	1
Always have a pleasant experience!	1
Awesome	1
Everything was good	1
Everything was great	2
Great service	2
Great Xmas Decor!!!	1
Helped alot, thank you.	1
Helped alot!	1
Helped me out right away to see a counselor	1
I was satisfied	1
It was cool	1
It was great!	1
It was perfect.	1
No suggestions, everything was good.	1
Such great service! Will definitely be back.	1
Super helpful! Amazing services	1
Thank you	2
Thank you!	1
Thanks!	1
The services were excellent and couldn't have been more professional.	1
Very simple and understanding.	1
Well organized	1
Staff Compliments (n=35)	
Awesome group	1
Awesome staff/ [Name] very helpful	1
Came here to take the assessment to register for classes. I felt really relaxed, communicating with the staff. Thank you Crafton Hills College.	1
Everyone was very nice and helpful	1
[Name] & her faculty provided exceptional services from the way you are greeted to the time you are seated.	1
[Name] is fantastic	1
Friendly and informative staff, which created an at ease environment	1
Great crew very helpful	1
Great staff	1
Great staff and testing environment.	1
Great staff Mrs. [Name] is very helpful in many ways!	1
Great staff thanks!	1
Great staff, calmed my nerves and was very helpful.	1
Great staff! :)	1
Great Staff!!!	1

(Table 5 continues!)

(Table 5 continued!)

I felt that the receptionist was very kind and informational. I wouldn't change a thing about your services.	
I had questions and concerns regarding my assessment and the administration answered and addressed all of my concerns and questions.	
[Name], [Name] & [Name] were helpful.	
My computer turned off for no reason but was helped and back on my test within 2 minutes	
None. Service was great and people are very friendly	
So far you guys are great and I don't have any complaints	
Staff was very helpful and kind. Helped with everything from directions on getting here, to the transfer with my test scores.	
Student services technician was very helpful and informative. Technician [Name]	
Thank you all (:	
Thank you, [Name] for making this an enjoyable and quick process. She helped me alot and answered all my questions. [Name] was a huge help.	
The people were pleasant.	
The services was very good. Everyone was nice.	
The services were great and the staff was a huge help.	
The staff is extremely kind and helped me fix my registration.	
The workers are kind and professional.	
Very friendly and helpful.	
Very friendly and professional staff	
Very helpful bunch	
Went smoothly & efficiently with all the staff being very kind & helpful.	
You guys were super nice for my first time here. Thank you:)	
Atmosphere/Testing Environment Compliments (n=9)	
Awesome place for testing.	
Awesome place to take your proctor tests!	
Excellent testing facility. Great staff/proctors.	
Good work environment	
Instruction was straight forward and testing environment was comfortable.	
It was a quiet environment and the staff were nice and easy to talk to.	
Thanks for making me feel welcome!	
The ATC is such a great, quiet place to take tests. The employees here are so wonderful! Thank you for everything!:)	
Very quiet and I could focus on what I was doing	
Noise Feedback (n=5)	
N/A, Actually A/C is very loud	
The only complaint that I had, was that voices carry very well, but it was resolved quicker than I expected.	
The service was very outstanding just needs to be more quiet or treated as if it were a library because kids are still taking a test.	
There was some staff talking while I was taking a test, but besides that everything was great!	
Too much talking outside the room, I could hear every word they were saying while i was testing!	

(Table 5 continues!)

(Table 5 continued!)

Staff Feedback (n=5)	
I took the english test only to find out that the instructor gave me the english test instead of the math waste of my time	
It was crazy, [Name] was moving plants and pictures so no one could touch walls and said no one could sit in the front. She put chairs so no one could use counter to write on	
[Name] is mean	
Upon entering the office, a women came in to fix the printer and spoke very rudely to the man working the front desk. She barked at him as though he was beneath her in front of a student (myself) and the other office employees.	
When signing in no additional info was given. I've never been here before and I needed help filling out paper and when asked, response made me feel stupid.	
Technical Issues (n=1)	
Try to fix the getting blocked problem. It happened to me twice after accidentally moving the mouse to the right.	
Issues with the Environment (n=6)	
Comfortable chairs	
More room nice place thank you ATC	
Cool had water, wish for more snacks. Nothing on campus was open :(
Faster service, more positive, friendly environment.	
It was a bit chilly in here, but everything else was great!:)	
Lobby uncomfortable, Bigger-No- Seating- Had to sit in the sun or stand in the lobby- would like chairs	
Information/Exam Feedback (n=5)	
Better understanding with information.	
Clearer, step by step instructions online. When registering	
More practice questions to do a quick review before the official test	
The questions of the reading/writing section are written a little bit weird, but I don't know if the test is made by a third party or not so I don't know that much can be done.	
The registration form was quite confusing and not that specific, but the staff was very helpful.	

Any questions regarding this report can be directed to the Office of Institutional Effectiveness, Research, and Planning at (909) 389-3331 or you may send an email to aaslanian@craftonhills.edu: RRN 1816 Assessment Center Evaluation – Fall 2017.docx; snAssessmentCtrEvalFA17_.sav; Assessment Center Evaluation Fall 2017.spv