

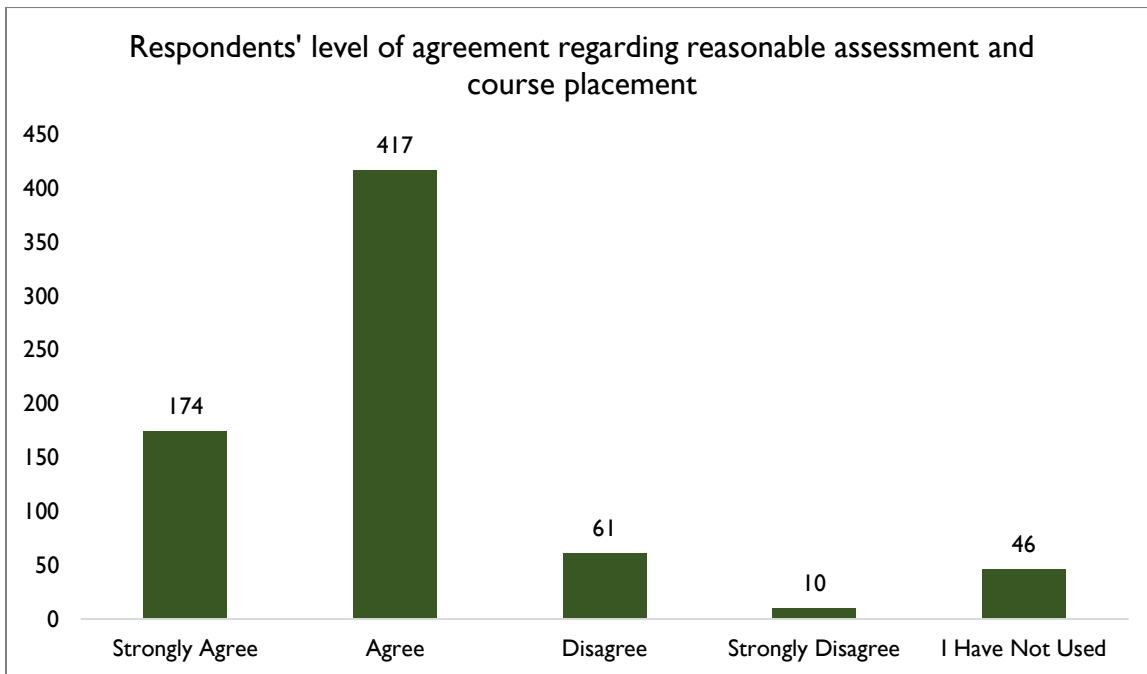


The following report is divided into two parts. Part one includes findings from the Spring 2018 Student Satisfaction Survey, particularly stemming from two questions pertaining to the Assessment/Testing Center (ATC) at Crafton Hills College (CHC). The second part includes findings from the Spring 2019 ATC Point of Service Surveys.

Part One

In Spring 2018, a student satisfaction assessment instrument was developed by the Office of Institutional Effectiveness, Research and Planning in collaboration with the Crafton Council. The survey was administered to students enrolled in sixty-six sections at Crafton Hills College through the use of random sampling. To assess student perception of various aspects of the college, participants responded to over 100 items ranging from satisfaction with education and services to demographic information. This report includes findings stemming from the student satisfaction survey pertaining to the ATC at CHC.

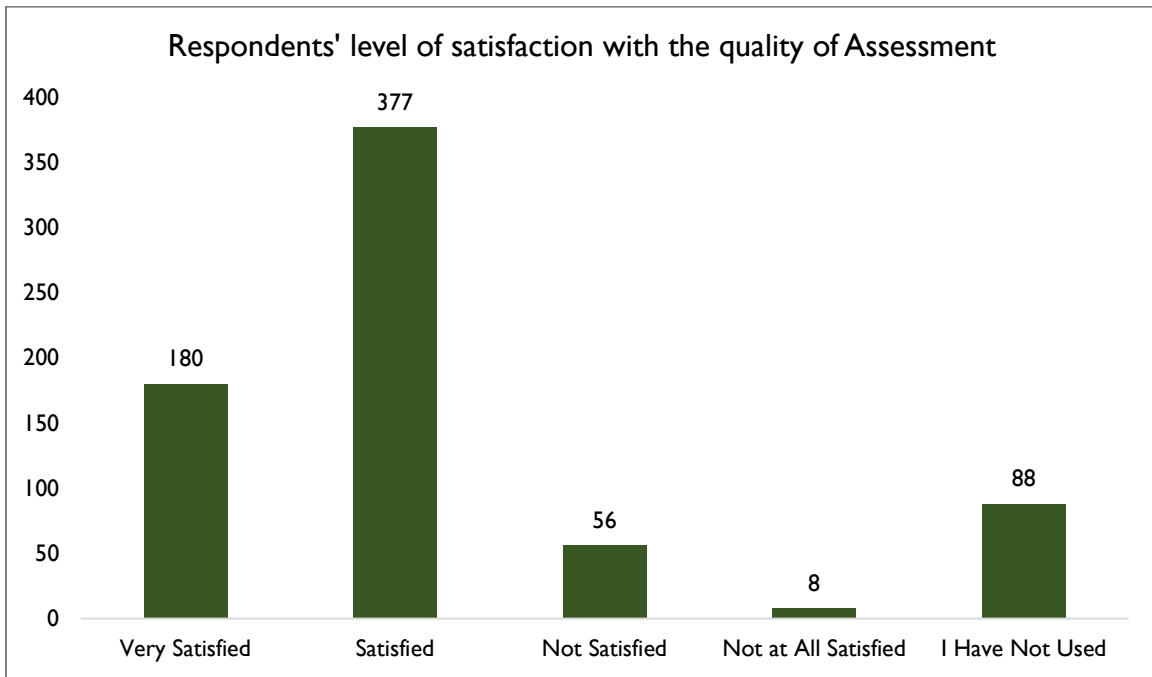
I. Please rate your level of agreement with the following statement: The assessment and course placement procedures are reasonable.



Total Respondents = 708

- Respondents were most likely to agree or strongly agree the assessment and course placement procedures were reasonable (83%).

2. Please rate your level of satisfaction with the quality of: Assessment



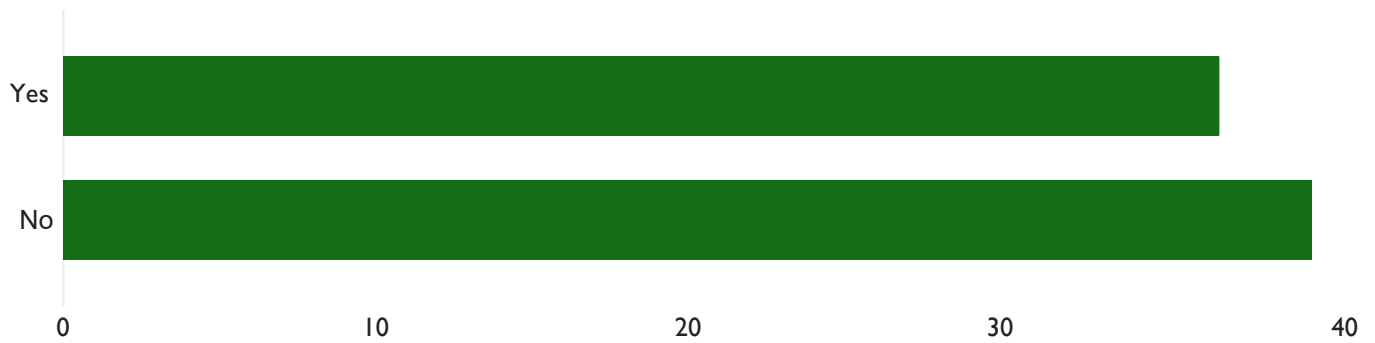
Total Respondents = 709

- Respondents were most likely to indicate they were satisfied or very satisfied with the quality of the ATC (79%).

Part Two

In Spring 2019, the Assessment/Testing Center (ATC) as part of the Counseling Department administered, an evaluation of assessment and proctoring services. The service evaluations were administered in paper to respondents. The number of responses offered ranges from 76 to 77 depending on the questions.

3. Are you currently a Crafton Hills College student?



Response	%	#
Yes	48%	37
No	52%	40
Total Responses	100.0%	77

4. Please select the services you have been provided:

Response	%	#
CHC Placement	57.14%	44
CHC Course Test (please provide course name and instructor)	12.99%	10
NTN Test (please provide test name)	23.38%	18
CLEP Test (please provide test name)	0.00%	0
Assessment Systems Test (please provide test name)	0.00%	0
Castle WorldWide Test (please provide test name)	0.00%	0
Other Services	6.49%	5
Total Responses	100.0%	77
Total Respondents		76

***Please note the total number of responses (n=77) is higher than the total number of respondents (n=76) as respondents were provided the option to select multiple responses or all that apply.**

The table presented below includes open-ended responses provided by 7 respondents regarding the course name and instructor for the CHC Course Test service they were provided.

CHC Course Test (please provide course name and instructor)
Int Alg, J Burke
Math 095
Math 095, Burke (3)
Math 110, Burke
Paramedic entrance exam

The table presented below includes open-ended responses provided by 18 respondents regarding the test name for the NTN Test service they were provided.

NTN Test (please provide test name)
Corrections
Fire (3)
Fire Team (7)
Fire Test
Firefighter (5)
Firefighters

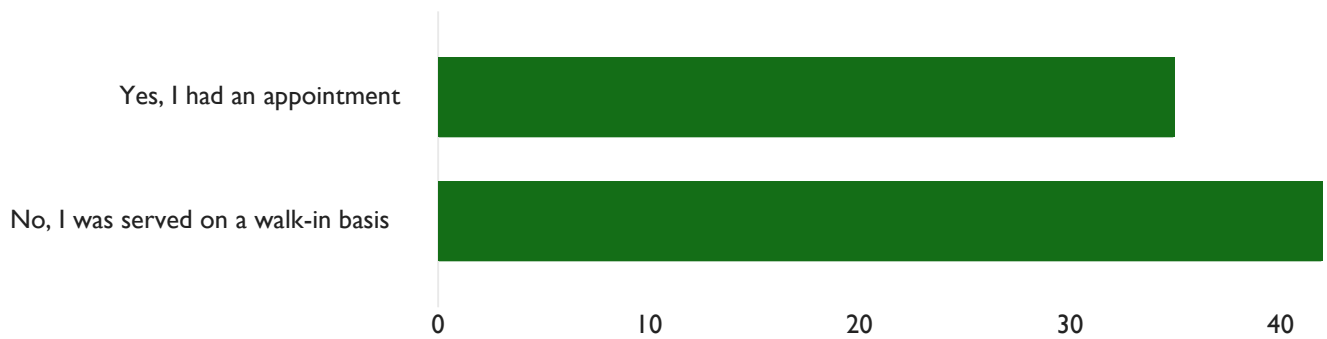
The table presented below includes open-ended responses provided by 5 respondents regarding services utilized other than the response options provided.

Other Services
Assessment
Exam proctoring
Paramedic Test
TEAS (2)

5. How many times have you used the services at the testing center?

Response	%	#
0	58.44%	45
1	15.58%	12
2	11.69%	9
3	10.39%	8
4	2.60%	2
5 or more	1.30%	1
Total Responses	100.0%	77

6. Did you have a pre-scheduled appointment for your visit today?



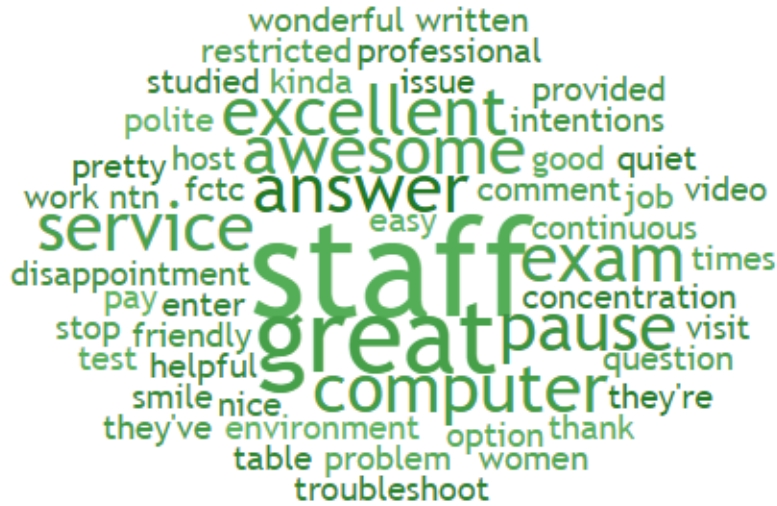
Response	%	#
Yes, I had an appointment	45.45%	35
No, I was served on a walk-in basis	54.55%	42
Total Responses	100.0%	77

7. Please rate your level of agreement with the following statements:

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
The testing environment was comfortable (e.g. temperature, lighting, cleanliness, adequate space, etc.).	89.6%	10.4%	0.0%	0.0%	77
I completed the exam with no interruptions or distractions.	83.1%	14.3%	1.3%	1.3%	77
The staff provided relevant and accurate instructions and information.	94.7%	5.3%	0.0%	0.0%	76
The staff handled the entire testing process professionally.	93.5%	6.5%	0.0%	0.0%	77
The staff handled the entire testing process efficiently.	92.2%	7.8%	0.0%	0.0%	77
Overall, I am satisfied with the services provided.	90.9%	9.1%	0.0%	0.0%	77

8. Please share any comments or suggestions how our services may be improved.

The word cloud presented below includes open-ended responses on comments or suggestions on how services may be improved. The size of the words presented below represents the frequency in which the words were provided by respondents such that, a larger word size denotes a higher frequency.



The table presented below includes all open-ended responses provided by respondents regarding additional comments or suggestions on how services may be improved.

Please add any additional comments:
[Name] and staff is awesome!
[Name] was awesome, pay the women more
Computer stopped continuously throughout exam.
Everything was quiet and easy, all my questions were answered.
Excellent staff
Great service being provided and nice smile on every visit.
Host FCTC written tests, as well as NTN.
I actually studied, kinda disappointment.
It was pretty polite and great.
More tables
No comments, keep up the good work!
Staff has great intentions.
Thank you!
The service was excellent!
The staff was very friendly and helpful
The video at times paused and restricted.
There was an issue with the computer where I could not enter an answer. There is not an option to pause the exam to troubleshoot the problem.
They're very professional on what they've doing on their job.
Wonderful environment for concentration.

For questions, please contact Diana Vaichis, Research Analyst, at dvaichis@craftonhills.edu or (909) 389-3420.