



Spring 2015 Assessment Center Evaluations Results

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Purpose of Brief

The purpose of this brief is to illustrate findings from the Assessment Center Evaluations administered to students in Spring 2015. A total of 279 respondents completed the evaluation.

Summary of Findings

70% of the respondents indicated they were current Crafton students.

7% of the respondents indicated that they were distance education students from another college or campus.

100% of the respondents **Agreed** or **Strongly Agreed** with the following statements:

- 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) effectively
- The staff provided relevant and accurate instructions and information.
- 93% of respondents agreed or strongly agreed that they completed the exam with no interruptions or distractions.

Overview

This brief illustrates the results from the Spring 2015 evaluations Assessment Center evaluation which was completed by 279 respondents. The results will be used in planning and program review, and in a report to the National College Testing Association.

Methodology

The evaluation was administered in paper to respondents by the Assessment Center office. The evaluation consisted of 4 Likert-scale questions in which respondents were prompted to rate their level of agreement with statements regarding the quality of service they were provided. The following 4-point rating scale was utilized: 4=Strongly Agree, 3=Agree, 2=Disagree, and 1=Strongly Disagree. Respondents were also asked to indicate the number of times they received service at the Assessment Center, if they were a current student, and if they were a Distance Education student at another campus or college. Lastly, the evaluation provided one open-ended question where respondents were able to suggest how the Assessment Center services may be improved. To anonymize responses, any individual names mentioned in the comments tables were replaced with “[Name]”. Also, the comments were categorized by topic. A limitation to grouping any open-ended responses into categories is that reviewers might group them differently. Any “missing” respondents were removed and not included in the analysis. Additionally, because the evaluation is completely anonymous and no identifying information was collected in the evaluation, it was possible for the same student to complete multiple surveys.

Findings

Tables 1 through 4 illustrate the results of the findings from the Assessment Center service evaluation. Table 1 lists the number of times respondent’s visited the Assessment Center. Most of the respondents were at the Assessment Center for the first time (81.4%). Thirteen percent stated it was their second visit to the Assessment Center.

Table 1: Number of times respondent's used the ATC Services.	#	N	%
1	206	253	81.4
2	32	253	12.6
3	9	253	3.6
4	3	253	1.2
5	2	253	0.8
6 or more	1	253	0.4

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

Table 2 represents how many of the respondents were students at Crafton Hills College. Seventy-one percent of respondents were students at Crafton.

Table 2: Respondents' answer to whether they attended CHC.	#	%
Yes	194	70.8
No	80	29.2
Total	274	100.0

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

Table 3 represents how many of the respondents were distance education students. Seven percent of respondents were distance education students.

Table 3: Respondents' answer to being a Distance Education from another campus or college.	#	%
Yes	20	7.4
No	251	92.6
Total	271	100.0

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

Table 4 illustrates the results from respondents' level of agreement with five statements about services provided by the Assessment Center. The results indicated 100% of respondents "Strongly Agreed" or "Agreed" with the following statements: Students were least likely to agree that they completed the exam without interruptions or distractions (93%).

Table 4: Respondents' level of agreement with the statements below.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
The staff handled the entire testing process (i.e. registration, admission, and test administration) professionally.	219	80.2	54	19.8	0	-	0	-	273
The staff handled the entire testing process (i.e. registration, admission, and test administration) effectively.	216	79.1	57	20.9	0	-	0	-	273
The staff provided relevant and accurate instructions and information.	215	77.9	61	22.1	0	-	0	-	276
The testing environment was comfortable (e.g. temperature, lighting, cleanliness, adequate space, etc.).	201	72.8	73	26.4	2	0.7	0	-	276
I completed the exam with no interruptions or distractions.	186	69.1	64	23.8	16	5.9	3	1.1	269

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

Table 5 are open-ended comments include respondents' comments or suggestions on how the services provided by the assessment center might be improved. The most frequent suggestion were compliments about the service received. Students also commented on the accommodations in the office, computer issues and the noise.

Table 5 Respondents' comments or suggestions
Compliments (n=52)
Awesome person, very kind and helpful.
Best service.
Best staff around
Everyone was extremely helpful and professional
Everything was great!
Everything was ready and in order, plain and simple.
Everything was reasonable
Excellent
[Name] was very nice to me. She made the assessment process easier than I thought it would be.
[Name] was very helpful
Got my classes indeed, thank you
Great employees! Very nice and professional.
Great help
Great people, easy to work with, they know all appropriate information
Great service
Great staff
Great the way it is.
High school student (me) great overall
I came to take an exam and [Name] was very accommodating.
I like ACT because is good environment and great atmosphere.
I'm excited to start at Crafton Hills College.
It is good
It was nice and quiet very professional
Love to be back in school
Loved the help and how comfortable the testing experience was
Loved the test promoters attitude makes me excited for school
No, everything was nice
No improvements needed
None, everything was great and everyone was very helpful.
None, very comfortable.
Really nice and helpful
Services have been kind and helpful
Testing center is 10/10 – 100 great
Thank you
Thank you for everything
The lady was great this morning [Date].
The services were great
The staff at ATC at Crafton Hills College were helpful, nice and quick to guide me through all the steps I need to take.
The staff member was polite
They were awesome sauce
Very cordial, polite and professional staff. The testing center is well lit, very quiet to increase concentration. [Name] was an amazing helper, answering all my questions.
Very helpful

Very helpful – thanks for everything
Very helpful and no improvement is needed
Very helpful with instructions an faster priority
Very knowledgeable
Very, very friendly and helpful, I wish we had a whole campus willing to help they did here.
Very well oriented and organized, easy to get along with.
Was extremely helpful
Wonderful services and very willing to work with you
You have a wonderful ACT program
Accommodations (n=9)
Accessibility for wheelchair
Allow payment to be made via credit card through the proctor at the testing center
Clock in testing room would be helpful to gauge time left on test
Completed my test with no problems. I would love if food and scantrons were available.
Have the doors open at the time of the scheduled appointment please
I would have been more comfortable if I wasn't sitting between 2 people.
I would suggest having a breaking after each test or possibly giving the last option to take the last on paper
More space between students
Water bottles
Computer Issues (n=4)
Computer would crash and restart at random times
The computer shut down while taking the test 3 times
The computer kept shutting down and restarting my test multiple times
The computers kept on shutting down. It did 4 times while testing but the instructor was very helpful, thank you.
Noise (n=3)
Environment should be without noise, hear some music through walls.
Perhaps get the construction people outside to quiet down
The A.C. makes it sound like the room is vibrating.