



## Assessment/Testing Center Evaluations Spring 2016

Prepared by Diana Pineda

### 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 Spring 2016 semester.

### Sample

- 187 people completed the survey
- 89% of the respondents were using the Assessment/Testing Center's services for the first time.
- 72% of the respondents were students at Crafton
- 9% of the respondents were Distance Education students from another campus or college

### Summary of Findings

100% 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 handled the entire testing process (i.e. registration, admission, and test administration) efficiently.

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

- The staff provided relevant and accurate instructions and information.
- The staff handled the entire testing process (i.e. registration, admission, and test administration) professionally.

96% of respondents **Strongly Agreed** or **Agreed** they completed the exam with no interruptions or distractions.

### Overview

In the Spring 2016 semester, the Assessment/Testing Center (ATC) as part of the Counseling Department administered, an evaluation of assessment and proctoring services. The results from this survey will be utilized in the department's planning and program review, as well as in 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 Spring 2016 the evaluation was completed by a total of 187 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-nine percent of the respondents were using the ATC for the first time and 11% of the respondents indicated that they had used ATC services for two or more times (see Table 1).

**Table 1: Number of times respondent's used the ATC Services.**

Number of times respondent's used ATC Services.	#	N	%
1	148	167	88.6
2	15	167	9.0
3	2	167	1.2
4	1	167	0.6
5	0	167	0.0
6 or more	1	167	0.6

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

A total of seventy-two percent 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	132	72.1
No	51	27.9
<b>Total</b>	<b>183</b>	<b>100.0</b>

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

Nine 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	16	8.9
No	163	91.1
<b>Total</b>	<b>179</b>	<b>100.0</b>

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

The results illustrated in Table 4 indicated that 100% 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 handled the entire testing process (i.e. registration, admission, and test administration) professionally.

Students were least likely (96%) to “Strongly Agree” or “Agree” that they completed the exam without interruptions or distractions.

**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.).	146	82.0	32	18.0	0	0.0	0	0.0	<b>178</b>
I completed the exam with no interruptions or distractions.	129	76.8	33	19.6	5	3.0	1	0.6	<b>168</b>
The staff provided relevant and accurate instructions and information.	155	88.6	19	10.9	1	0.6	0	0.0	<b>175</b>
The staff handled the entire testing process (i.e. registration, admission, and test administration) professionally.	152	86.9	22	12.6	1	0.6	0	0.0	<b>175</b>
The staff handled the entire testing process (i.e. registration, admission, and test administration) efficiently.	153	87.4	22	12.6	0	0.0	0	0.0	<b>175</b>

*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. As an illustration, one respondent made the following comment: “Wow! Not only was the staff knowledgeable and professional, they were very kind and encouraging. Going back to school at [age] is daunting transition, but these kind folks at the testing center made me feel welcomed and supported. Thanks!” Respondents also commented on the accommodations in the office and the noise level. The remaining comments included respondent’s recommendations and miscellaneous comments. Specifically, one respondent wanted more help with filling out the forms: “Provide more help on exactly what needs to be filled out.” In addition, two respondents suggested that having support to prepare for the assessment before taking the actual assessment would have been helpful: “More practice problems and a pre-class.”

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

<b>Table 5 Respondents' comments or suggestions</b>
<b>Compliments (n=46)</b>
Awesome staff
Awesome!
Everyone from the ATC has been great.
Everything seems fine, no suggestions needed.
Excellent service!
Excellent!!
[Name] has a great outlook and very helpful. She made the process for a proxy test simple and comfortable.
Friendly and immediately helpful.
Good
Good improvement, doing awesome work.
Good staff.
Great and friendly environment.
Great people and had a good time testing.
Great service.
Great staff, made things easy and fast.
I did not have a problem, staff was wonderful!
I found out I didn't need to test, but the staff were extremely helpful!!!
I sincerely appreciated their willingness to assist me. Thank you!
It was good! Nice service! :)
Its fine as it is.
[Name] and [Name] were absolutely wonderful they helped me a lot and told me that I did not have to take the placement test! So helpful!
Keep up the great job students and staff. :)
Nice work! Nice people working here. :)
None very helpful staff with your best interest at heart.
Pleasant experience.
Service was great!
She was very helpful! :)
So helpful, so happy, so nice, exceeds expectations!
Staff and students are very pleasant, great services.
Staff very nice, informative, and helpful.
Staff was extremely helpful and kind. They made me feel comfortable about the testing and calmed my nerves. Thank you, guys! :)
Staff was very friendly!
The staff did an amazing job in helping me out.
The staff is very helpful and positive towards my progress at Crafton.
They were very helpful. [Name] took extra time to make sure I understood my option.
Very friendly staff. Fast
Very friendly staff and quiet test area :) thank you!
Very friendly.
Very helpful and gave me information on next steps for school.
Very kind, direct, and helpful.
Very nice people who made the assessment process easy and comfortable.
Very nice staff
Very pleasant and full of useful information.

(Table 5 continues!)

(Table 5 continued!)

Very polite/helpful.
Well done
Wow! Not only was the staff knowledgeable and professional, they were very kind and encouraging. Going back to school at [age] is daunting transition, but these kind folks at the testing center made me feel welcomed and supported. Thanks!
<b>Accommodations (n=3)</b>
Chairs do not pull into work stations. Wheels touch desk legs.
Environment was good and positive .
Good testing environment
<b>Recommendations (n=3)</b>
More practice problems and a pre-class.
More pre testing quizzes.
Provide more help on exactly what needs to be filled out
<b>Noise (n=1)</b>
Fire alarm went off. But didn't bother me too much.
<b>Miscellaneous (n=3)</b>
Did test.
I have not taken the test yet.
Turned in information