Administrative Services

Testing Center 2012-13
Humboldt State University
1. Mission

The Testing Center is committed to providing exceptional, accessible, and comprehensive testing programs for Humboldt State University and the community.

The services provided for students, faculty, staff, campus, community, and business partners will be consistently rendered with an attitude of service that demonstrates value in human relationships, personal excellence, human dignity, diversity, social responsibility, and a commitment to lifelong learning.

Judgment

☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative
2. **Goals**

All tests are administered under standardized conditions that are efficient, fair, and secure. HSU's Testing Center will maintain and adhere to all standards set forth by the National College Testing Association (NCTA) and governmental regulations that promote responsible fiscal, legal, ethical, and equitable practices within an environment of continuous quality improvement, business innovation and technological advancement.

The Testing Center will also assist in the following:

- Provide a public service by offering computer-based and/or paper-pencil testing services
- Collaborate with our faculty and administrators, other colleges and universities, testing companies, and national organizations to keep current with all aspects of our services
- Provide a facility conducive to a quality testing environment which will be clean, comfortable, quiet and user-friendly
- Provide outstanding customer service

**Judgment**

- Compliant
- Non-Compliant
- Not Applicable

**Narrative**
3. 

**Department Effectiveness**

Describe your clients in terms of their roles on campus (student, staff, administrators, etc.), and reflect on whether you are serving the groups you are expected to serve (in terms of diversity, program goals, etc.). Describe how the unit engages all members in the discussion, review, assessment and relevant factors. How and when has your unit assessed program outcomes, and how have you responded to the results? What changes have been made based on the result of the assessed outcome?

If data is available, describe how well your program is doing in terms of the following outcomes:

- Volume of unit activity (number of students/customers served, number of appointments, etc.)
- Efficiency (responsiveness, timeliness, number of requests processed, etc.)
- Effectiveness of service in accomplishing intended outcomes (accuracy, completeness, etc.)
- Client/student satisfaction with services (data needs to be disaggregated by gender, ethnicity, abilities, etc)

Describe how program or achievement outcomes relate to the unit goals.

**Judgment**

☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

**Narrative**
4.

**Department Improvement**

The Testing Center has improved services in the following areas:

- All revenue generating exams can now be purchased directly online through HSU.
- Instructors can now upload exams directly to the Testing Center; making it easier for exams to be delivered directly to the Testing Center.
- Exams, per request, can now be scanned and emailed back to the Instructor.
- A student taking the ELM/EPT as a “Walk-In” will now be charged through the student portal, instead of going to the cashier’s office to pay for the exam.
- New Test Proctoring Forms have been created for easy use online.
- PearsonVUE Computer Based Testing Services are now offered at HSU (on 4 computers), and will help students, staff, and community members stay within Humboldt; and lessen the burden of traveling out of the area to take specific exams.

*The Testing Center is currently working on expanding the number of computers used for computer based testing.*

To improve efficiency, the Testing Center is working on projects listed below:

- The Testing Center web-site is currently being updated to allow more interaction between student, staff, faculty, and the community.
- The Testing Center is currently working with vendors to expand our Computer/Internet Based Testing services.
- The Testing Center has submitted an IT Project that will help HSU in the following areas:
  - Students will be able to schedule exams online and will receive email/text notifications regarding scheduled exams
  - Instructors will be able to submit exams online, will be able to see students scheduled for exams in the Testing Center, and will receive email reminder notifications regarding scheduled exams
  - The Testing Center will have a more accurate and comprehensive calendar for scheduled exams
  - The IT project will help lessen the need for Student Assistants

**Judgment**

☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

**Narrative**
5.

**Department Environment**

Beginning in the FALL 2013 semester, the Testing Center began to work more closely with all Academic Departments and Student Affairs to be more of a presence on campus.

- The Testing Center has collaborated with the HOP office to assist in the administering and scoring of the ELM/EPT exams to incoming freshman.

- The Testing Center has collaborated with the MATH department with the administering of the Math Diagnostic Test Program (MDTP) for students wanting to bypass MATH 115. The Testing Center now proctors the MDTP during the Fall and Spring HOP, and twice prior to class registration for a semester.

- The Testing Center is also in conversation with International English Language Testing System (IELTS) to offer an English language proficiency exam, which is an alternative to the TOEFL, for HSU’s International Students.

- SDRC students are the major population utilizing the Testing Center, and we continue to work closely with the SDRC to better improve services for our SDRC students.

- The Testing Center is focused on becoming more of a presence on campus and throughout Northern California and it’s surrounding communities.
  - The Testing Center is striving to work collaboratively with HSU’s Academic Departments to meet the needs of students and instructors requiring proctored exams and other testing services.
  - The Testing Center is also exploring how to offer the DSST/DANTES exams to students (particularly our students who are Veterans). The DSST/DANTES exams are credited and allows students to bypass specific courses.

**Judgment**

- Compliant  □ Non-Compliant  □ Not Applicable

**Narrative**
6.

**Conclusions and Recommendations**

Present any conclusions and recommendations resulting from the self-evaluation process, referencing any of the topics in the study. Include information on how the unit engages all unit members in the self-evaluation dialogue and how everyone participates in the program review process.

1) Summarize your areas of strength and areas that need improvement.
2) Identify strategies for the future. Discuss any projected changes and anticipate how the changes may affect staffing, facilities, equipment, and other operational areas.

**Judgment**

☐ Compliant   ☐ Non-Compliant   ☐ Not Applicable

**Narrative**