



SACRAMENTO STATE

Testing Center

ACADEMIC YEAR 2017-2018

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Executive Summary

The Testing Center administers campus-specific exams, CSU system-wide tests and national standardized tests to current and prospective students. Testing accommodations are provided for students with special needs and makeup test services are available upon faculty request. Tests are administered in controlled classrooms and private rooms. Testing Center staff provides proctoring services for most exams.

This academic year, the Testing Center provided accommodations for students registered with Services for Students with Disabilities at 18% and make-up exams at 9%. In addition, the center administered different exams such as Writing Placement for Juniors (WPJ: 55%), Writing Placement for Graduate Students (WPG: 3%), and California Basic Education Skills Test (CBEST: 13%).

Two new front desk student assistants worked at the center during the academic year. They attended online workshops and trainings. Overall, both students responded positively about their job, experience and satisfaction with the Testing Center.

Students register to take their exam and instructors provide those exams to the center. In spring 2018, the center sent courtesy email reminders to instructors who did not provide exams for their students. Seventy three percent of exams were received after the email notification.

Mission Statement

Testing Center is an important resource for the University and for the Sacramento regional community. The Testing Center administers campus-specific exams, CSU system-wide tests, and national standardized tests to current and prospective students. Tests are administered in environments free from distractions (controlled classrooms as well as private rooms).

Testing accommodations are provided for students *registered* with the Office of Services to Students with Disabilities (SSWD). Some of the testing accommodations available to students registered with SSWD include readers and scribes, computer-assisted and computer-adaptive software, and wheelchair-accessible and adjustable tables.

The Testing Center offers make-up test services for an allotted fee. Students, with their instructor's permission, can schedule appointments to take missed classroom exams, exams with class conflicts, or exams for distance education courses.

The Testing Center also provides proctoring services for an allotted fee for anyone needing to take a *paper-based* test for another university, college or agency.

Testing Center Programs

- Testing Accommodations for Students Registered with Services for Students with Disabilities (SSWD)
- Makeup Exams (Students unable to take an exam with the class)

Testing Center Services

- Department Exams: Math and Statistics Diagnostic Exams (IAD/CR), Writing Placement for Juniors (WPJ) Exam, Writing Placement for Graduate Students (WPG) Exam
- Proctoring Services for Other Institutions (Correspondence Exams)
- California Commission on Teacher Credentialing (CCTC): California Basic Education Skills Test (CBEST)
- Graduate and Professional School Exams: Graduate Record Examination (GRE)
- Professional Licensing: Certified Health Education Specialist (CHES)

Staffing

Julie Ly – Testing Center Coordinator/Testing Officer
Marchessa Zafra – Testing Center Coordinator

Center's Outcomes

This academic year, the Vice President of the Division of Student Affairs decided to align department goals with the university's goals, Student Affairs Divisional Goals, and Baccalaureate Learning Outcomes. The structure of this section will include the goals, the strategies to achieve those goals, and the outcomes.

Center's Goal 1: Student employees will increase job knowledge and will gain professionalism from employment at the Testing Center.

University Strategic Goal: Excel as a place to learn, work, live, and visit

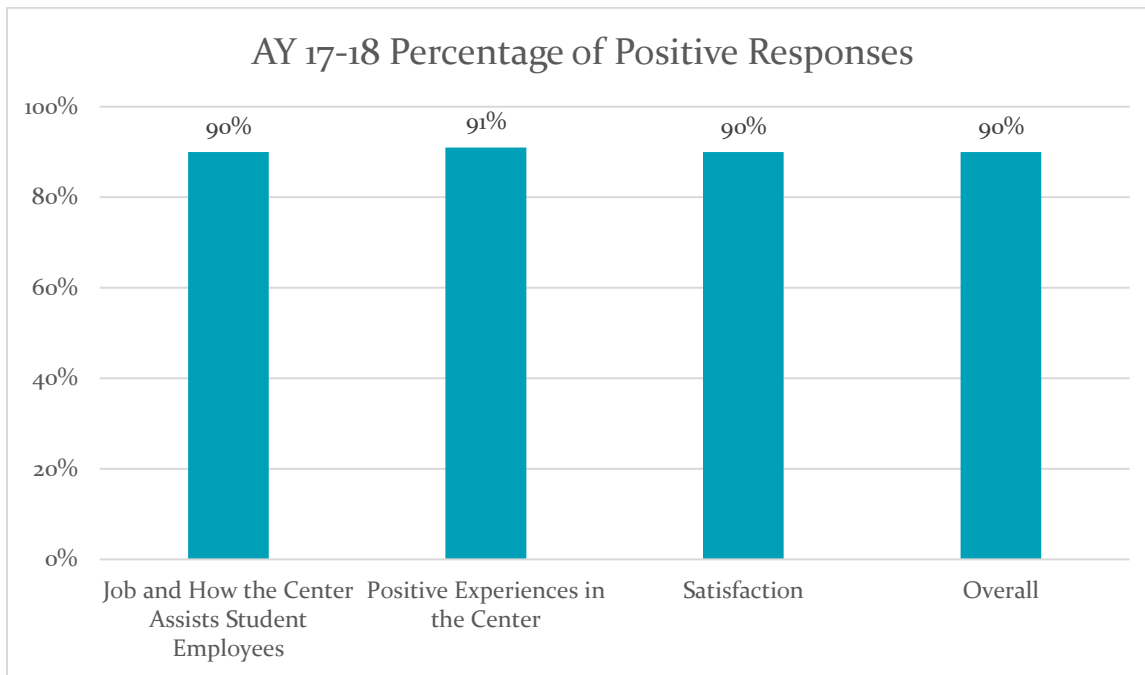
Student Affairs Divisional Goal: N/A

Baccalaureate Learning Goal: Intellectual and practical skills

Standard of Achievement: *Collect baseline data on testing center survey*

Two new front desk student assistants viewed online workshops offered through CSU Talent/Skillport, and were trained on testing center policies, procedures, and best practices as well as basic office etiquette. They were given a survey at the end of the semester regarding their job at the center. Figure 1 shows the results of the survey.

Figure 1



Source: Testing Center Survey from Julie Ly e-mailed on 6/26/18.

Center's Goal 2: Students will be able to take their course exam during their appointment date.

University Strategic Goal: Enhance student learning and success

Student Affairs Divisional Goal: N/A

Baccalaureate Learning Goal: N/A

Standard of Achievement: Collect baseline data on exams received

Students register to take an exam in the Center and notify their instructors of the appointment and provide them an instruction form. Historically, students were responsible in notifying their instructor(s) about their exam appointment(s). In spring 2018, the center decided to send courtesy emails to instructors who have not delivered the exam the day before the appointment date.

After sending the courtesy email, 388 exams (out of 529) were received from the instructors – a 73% response rate.

Appendix A

Center's Goals	What will be the standard of performance?	Center's Outcomes
1. Student employees will increase job knowledge and will gain professionalism from employment at the Testing Center.	Collect baseline data on testing center survey	90% positive response on overall survey
2. Students will be able to take their course exam during their appointment date.	Collect baseline data on exams received	73% of exams were received due to courtesy email reminder.