**ADMINISTRATIVE RESPONSE**
**TESTING CENTERS PROGRAM REVIEW**
**DATE: MARCH 20, 2015**


OPENING REMARKS:
Thank you for providing a thoughtful and well planned program review. It is evident that you put a significant amount of time and work into both the formal review and the presentation. We look forward to further dialogue about questions, challenges and recommendations noted below.


COMMENDATIONS:
1. Depicting the current state of Testing Center services at PCC using data.
2. Highlighting historic changes in demand for Testing Center services.
3. Recognizing the work done to establish consistency across the college while simultaneously depicting the unique service demands at each location.
4. Mapping service delivery to both the PCC Strategic Plan and the Panther Path.
5. Updated review of National College Testing Association Standards included in program review.
6. Summarizing functions, staffing levels, space allocations, hours of operation, assigned budget, and Testing Center utilization.
7. Including Willow Creek Testing Center and Testing at the Hillsboro Education and Newburg Centers.
8. Collecting aggregate data to evaluate college wide testing services.
9. Including user satisfaction survey data in the program review.
10. Providing thoughtful recommendations.


QUESTIONS/AREAS FOR FURTHER CONSIDERATION:

- Given the phase out of the eCOMPASS product for general testing (reading, writing, and math) and ESL testing effective 11/30/2016, what role should Testing Center staff play in the selection of the new College Placement Test tool?
- Further analysis may be necessary to determine the appropriate level of Testing Center services relative to a decrease in overall PCC enrollment.
- Analyze and evaluate PCC's practices regarding re-taking the College Placement Test and consider alternatives.
- Evaluate general proctored test policies, practices and agreements to inform future service delivery mix.
- The program review indicates, "Many students are still reluctant to learn the software and testing center staff spend a significant amount of time addressing the problems associated with this reticence." What systemic solutions can be brought forward to address this concern?

SUGGESTIONS/OBSERVATIONS/CHALLENGES:
- Specific reference to Distance Learning students' current usage (including subject area) of the Testing Center would have enhanced the review.
- While the review highlights the increased demand for Accommodated Proctored testing, and mentions that this type of testing is human resource intensive, it did not calculate out a projected staffing ratio that would meet this demand. Suggestions and recommendations related to the Accommodated Proctored testing practices would also be helpful.
- It would be helpful to create metrics to evaluate student's initial anxiety level as it relates to Service Goal 4: "Provide outstanding customer service to assist students in learning about and accessing testing services and reduce initial anxiety."
- According to the review, demand for Accommodated Proctored test outstrips the existing capacity of the Testing Centers.
- Appropriate Space for Accommodated Proctored testing remains an issue.
- Staffing shortages exist at some campuses.
- How can we meet the request for evening and weekend Testing Center hours?

RECOMMENDATIONS FROM THE PROGRAM REVIEW:
1. *PCC management should provide clear direction for the objectives and priorities of the testing centers.*
   a. This appears to be a concern carried over from the previous program review.
   b. The Deans of Students and Deans of Instruction will address this issue during the current academic year.

2. *Create a clear procedure with guidelines for evaluation and taking on new tests.*
   a. The recommendation of a college wide protocol for evaluating new tests/testing services seems appropriate. It would be helpful for the Testing Center leads to draft a list of items to consider in this assessment process. Specifically, what questions should management weigh when considering offering new tests?

3. *Provide adequate space, personnel and resources necessary to satisfy current and future demands for testing services.*
   a. As we experience declining enrollment we will need to carefully assess space, personnel and resource needs. The Associate Deans of Students, responsible for the supervision of the Testing Centers will rely on the Testing Center staff to continue to provide regular reports on service usage.

4. *Clarify, adopt, publish and enforce procedures and guidelines concerning student behavior.*
   a. Students in the Testing Centers are governed by the PCC Policy on Student Conduct. The Deans of Students support the Testing Center staff to communicate the expectations that PCC has of students, and to educate and guide students to understand their responsibility for appropriate behavior and respect for others in the PCC community.

      b. Testing Center staff are often a first point of contact for students and can play a key role in establishing safe and supportive learning environments.

      c. Testing Center staff should continue to use the Student of Concern process to report behavior that does not meet the PCC standards. Reports should indicate date and time of incident, describe specific behaviors, describe the impact of behaviors, provide a chronology of events, and use exact quotes if possible.

5. *Continue to provide training opportunities for testing center staff.*

      a. The Testing Center staff are encouraged to work with their supervisors to determine appropriate professional development opportunities and to work with PCC's Professional and Organizational Development department to request appropriate training. This should include cultural competency training and exploring the need for bilingual staffing.

6. *Look into the feasibility of expanding AIM or another third-party scheduling software to use in deploying general proctored testing.*

      a. The Deans of Students will bring this concept to the Director of Disability Services and will likely request additional information from the Testing Center staff.

7. *Conduct an analysis regarding the significant growth in the delivery of testing services over the past seven year and compare resource allocation over the years between testing centers to determine if testing centers are adequately resourced.*

      a. The Deans of Students recently reviewed service utilization across multiple areas and campuses. Recommendations for staffing modifications are forthcoming.

CLOSING COMMENTS:

We appreciate the effort and work represented in the program review. It is evident that the Testing Center staff have been adaptable and responsive to a rapidly changing landscape. It is evident that you are dedicated to student success. We look forward to supporting your ongoing work for continuous program improvement.

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