Program Assessment Form (Non-Academic Program)

Testing Services

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General Information (Program Assessment Form (Non-Academic Program))

Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educationalprograms and services for the individual and people of the Commonwealth.The mission of Testing Services, under the division of Student Services, is to provide a wide variety of examinations in a professional, secure, andpositive environment to address the academic, employment, and professional needs of individuals in support of the Northern Marianas CollegeMission.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Testing Services - Enrollment Services Outcome Set

TS.PLO.3
TS.PLO.3: Students will be able to know theirplacement levels within a day's time.

Mapping

No Mapping

TS.PLO.4
TS.PLO.4: Increase the number of test-takers.

Mapping

No Mapping

TS.PLO.6
TS.PLO.6: Provide a student with the results of theplacement tests within a 24-hour time period.

Mapping

No Mapping

TS.PLO.7
TS.PLO.7: Administer the PRAXIS iBT (internetbased test).

Mapping

No Mapping

Testing Services Outcome Set 9/30/20

AUO 1
To provide an environment conducive for taking tests. This includes but is not limited to a welcoming, quiet, and comfortable space.

Mapping

No Mapping

2020-2021 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educationalprograms and services for the individual and people of the Commonwealth.The mission of Testing Services, under the division of Student Services, is to provide a wide variety of examinations in a professional, secure, andpositive environment to address the academic, employment, and professional needs of individuals in support of the Northern Marianas CollegeMission.

Measures

Testing Services Outcome Set 9/30/20

Outcome

Outcome: AUO 1

To provide an environment conducive for taking tests. This includes but is not limited to a welcoming, quiet, and comfortable space.

Measure: Interview (Telephone, Social Media, Email)
Indirect - Interview

Details/Description:	Test-takers provide feedback on aspects of their testing experience.
Acceptable Target:	50% of contacted individuals will respond to interview questions.
Ideal Target:	60% of contacted individuals will respond to interview questions.
Implementation Plan (timeline):	Contact randomly selected registered test-takers quarterly re: testing center experience.
Key/Responsible Personnel:	Isabel Matsunaga, Testing Coordinator Manny Castro, Director of Enrollment Services

Measure: Satisfaction Survey
Indirect - Survey

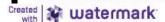|	
Details/Description:	Test-takers evaluate aspects of Testing Center's setting/environment
Acceptable Target:	75% of registered test-takers will report satisfied/highly satisfied experience on items in the survey.
Ideal Target:	80% of registered test-takers will report satisfied/highly satisfied experience on items in the survey.
Implementation Plan (timeline):	Administer survey immediately following test completion
Key/Responsible Personnel:	Isabel Matsunaga, Testing Coordinator Manny Castro, Director of Enrollment Services

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

Testing Services Outcome Set 9/30/20

Outcome

Outcome: AUO 1

To provide an environment conducive for taking tests. This includes but is not limited to a welcoming, quiet, and comfortable space.

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Findings for Interview (Telephone, Social Media, Email)

Summary of Findings:	I contacted four test-takers via phone to do a phone interview re: our services and their experience. Of the four test-takers, two test-takers agreed to participate. The two test-takers were extremely satisfied with their experience at NMC.
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Approaching
Recommendations:	Find another way to measure our clients' satisfaction. Some test-takers did not want to participate in the telephone interview.
Reflections/Notes:	Find another way to measure our clients' satisfaction. Some test-takers did not want to participate in the telephone interview.

Measure: Satisfaction Survey
Indirect - Survey

Details/Description:	Test-takers evaluate aspects of Testing Center's setting/environment

Acceptable Target:	75% of registered test-takers will report satisfied/highly satisfied experience on items in the survey.
Ideal Target:	80% of registered test-takers will report satisfied/highly satisfied experience on items in the survey.
Implementation Plan (timeline):	Administer survey immediately following test completion
Key/Responsible Personnel:	Isabel Matsunaga, Testing Coordinator Manny Castro, Director of Enrollment Services

Findings for Satisfaction Survey

Summary of Findings:	Out of the 125 test-takers who took computer-based exams at the testing center, 74 test-takers took the satisfaction survey (59.2%). Of the 74 test-takers who took the survey, 73 test-takers had a pleasant experience at our testing center giving favorable ratings. Only one test-taker who took the survey had an unpleasant experience at our testing center.
Results :	Acceptable Target Achievement: Not Met; Ideal Target Achievement: Approaching
Recommendations:	Lower acceptable target achievement to 1 test-taker each session or 1 test-taker per day to take the survey on campus or 60% of registered test-takers. I would like to change the wording of the acceptable target achievement reflecting that it should be registered computer-based test test-takers and not just "registered test-takers." I can send emails to test-takers (if I have their email address) to take the survey at a later time. Having a kiosk or iPad set up in the waiting room for students to take the satisfaction survey.
Reflections/Notes:	It is extremely difficult to get 75% of registered test-takers to take the satisfaction survey due to testing fatigue. Many test-takers skip the survey because they are anxious to leave. Another challenge is not all registered test-takers are taking computer-based exams inside the testing center. Students who take paper-based exams are not physically in the testing center to take the survey. Having a kiosk or iPad set up in the waiting room for students to take the satisfaction survey. Asking a test-taker to go back into the testing center to use an available computer to take the survey can be awkward for the test-taker and disruptive to other test-takers still taking an exam.

Overall Recommendations

No text specified

Overall Reflection

No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2021-2022 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

USE OF RESULTS

STATUS REPORT

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2019-2020 Assessment Cycle (Actual Cycle) (ACTUAL Data)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT