

Assessment: Assessment Unit Four Column

Student Services - Assessment

Mission Statement: The Moreno Valley Assessment Center & Ben Clark Assessment Center is committed on being easily accessible and to provide a quiet student centered testing environment for students to accomplish their matriculation requirements. Assessment dedicates its resources to encourage and empower students to achieve their academic and occupational goals by guiding them through the enrollment process and available placement services.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>Off Site High School Senior Testing - Moreno Valley Assessment Center will increase the number of HS seniors testing at the local feeder HS.</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2012 - 2013, 2013 - 2014, 2014 - 2015, 2015 - 2016</p> <p>Start Date: 03/01/2013</p> <p>Activity_v4: -On Site High School Seniors Tested : This reports the total number of senior students tested at each high school site during each spring semester.</p>	<p>Direct: Institutional Research or Other Data - 2012-2013 - Number of tested HS seniors from our local feeder high school will be tracked and counted at the end of each Spring term and compared to previous years totals.</p> <p>Performance Target (Required)*: 90% - Increase total of tested HS seniors from our local feeder high schools by 90% compared to the last year. (59 students - 2012)</p> <p>Notes: Initial building year. Students were tracked using excel.</p>	<p>Semester Assessed: 2012 - 2013 (Spring 2013)</p> <p>Expected Goal Met: Yes</p> <p>A total of 297 high school seniors were assessed at their high school site. Assessing 297 students results in a increase of 504%. (06/30/2013)</p> <p>Name and Contact Information : Edward Alvarez</p> <p>Total # of Students Assessed: 297</p> <p>Notes/Reflections: This was first year we went to all the high schools. The year before we only provided services to Moreno Valley High.</p>	<p>Action Plan: Moreno Valley College Assessment Center Coordinator to provide oversight of the services at the local high schools and to adequately manage MVC, BCTC, and offsite testing services. An Assessment Center Coordinator will enable MVC to be independent from RCC and increase its control of services, outreach services. As services increase with local high schools the need for additional Assessment Specialist is needed to provide coverage for MVC testing services and offsite testing services at local high schools.</p> <p>Communicate early with local high schools and start the planning process during the month of January. Provide services to March Mountain and Val Verde High School.</p> <p>Staffing needs: 1-Assessment Center Coordinator, 2-Assessment Specialist (1-MVC Center</p>

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	<p>Direct: Institutional Research or Other Data - 2013-2014 - Number of tested HS seniors from each local feeder high school were tracked and counted at the end of each Spring term and compared to previous years totals.</p> <p>Performance Target (Required)*: 25% - Increase total of tested HS seniors from our local feeder high schools by 25% compared to the last year. (297 tested students in 2013)</p> <p>Notes: List of high school seniors were tracked using excel.</p>	<p>Semester Assessed: 2013 - 2014 (Spring 2014)</p> <p>Expected Goal Met: No</p> <p>A total of 332 high school seniors were assessed at their high school site during 2014. Assessing 332 students results in a increase of 12%.</p> <p>The services this year was geared towards assisting high school seniors complete the AOC process before the priority deadline; listed by A&R. Hence, 2014 services were provided by two departments; Outreach provided the Application Workshop, Assessment provided testing services, Outreach provided the Online Orientation Workshop but in person.</p> <p>(06/30/2014)</p> <p>Name and Contact Information : Edward Alvarez</p> <p>Total # of Students Assessed: 332</p>	<p>Coverage, 1-BCTC Center & Offsite Testing Services Coverage) (06/30/2013)</p> <p>Action Plan: Moreno Valley College Assessment Center Coordinator to provide oversight of the services at the local high schools and to adequately manage MVC, BCTC, and offsite testing services. An Assessment Center Coordinator will enable MVC to be independent from RCC and increase its control of services, outreach services.</p> <p>As services increase with local high schools the need for additional Assessment Specialist is needed to provide coverage for MVC testing services and offsite testing services at local high schools.</p> <p>Staffing needs: 1-Assessment Center Coordinator, 2-Assessment Specialist (1-MVC Center Coverage, 1-BCTC Center & Offsite Testing Services Coverage) (06/30/2014)</p>
	<p>Direct: Institutional Research or Other Data - 2014-2015 Number of tested HS seniors from each local feeder high school were tracked and counted at the end of each Spring term and compared to previous years totals.</p> <p>Performance Target (Required)*: 10% - Increase total number of tested HS seniors from our local feeder high schools by 10%</p>	<p>Semester Assessed: 2014-2015</p> <p>Expected Goal Met: No</p> <p>A total of 221 high school seniors were assessed at their high school site during 2015. Assessing 221 students results in a decrease of 30% student served from the prior year.</p> <p>This is the 3rd year of services/effort to increase the amount of HS senior served from the local feeder high school. However, the main difference between this year and 13-14 was that in 2015 services were provided starting (JAN/FEB) were in 2014 services were provided later in the</p>	<p>Action Plan: To increase the total amount of high school seniors tested during their senior year, Assessment must be provided later (Apr, May, Jun) in the year for these students. Another plan to increase this service is capture and test high school seniors during their visit to our college during the High School Senior Conference that normally takes</p>

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	<p>compared to that last year. (332 tested student in 2014) Notes: List of high school seniors were tracked using excel.</p>	<p>spring term.</p> <p>This effort is geared towards assisting high school seniors complete the AOC process before the priority deadline; listed by A&R. Services were provided as such; Outreach provided the Application Workshop, Assessment provided testing services, Outreach provided the Online Orientation Workshop but in person (07/15/2015) Name and Contact Information : Edward F. Alvarez Total # of Students Assessed: 221 Notes/Reflections: Testing for these type of students must be provided closer towards the end of their senior graduation or during the High School senior conference which take place during the month of January. Related Documents: 2015 Tested High School Seniors As Of 05 18 15.xlsx</p>	<p>place during January.</p> <p>A solid plan to increase testing of these students is to provide afternoon testing at MVC so high school seniors can take the test during hours that they are not in school.</p> <p>MVC needs an Assessment Center Coordinator to provide oversight of the services at the local high schools and to adequately manage MVC, BCTC, and offsite testing services. An Assessment Center Coordinator will enable MVC to be independent from RCC and increase its control of services, outreach services.</p> <p>Staffing needs: 1 Assessment Center Coordinator and 1 Assessment Specialist to provide evening testing services and Saturday Ben Clark Testing. (10/13/2015) Action Plan Number: 1</p>
<p>Increase Testing Services at Ben Clark - Increase the number of testing offered at the Ben Clark Center by offering Thursday afternoon and Saturday morning appointments. Goal Status: Active Program Assessment Cycle: 2012 - 2013, 2013 - 2014, 2014 - 2015, 2015 - 2016, 2016 - 2017 Start Date: 07/01/2012</p>	<p>Direct: Institutional Research or Other Data - 2012-2013 Number of tested students during our BCTC Saturdays appointments will be tracked and counted at the each academic year. Performance Target (Required)*: Starting Performance Target: To test a total of 300 students during our Saturday Ben Clark test dates (academic year). Notes: SARS Grid Attendance used to capture appointment totals.</p>	<p>Semester Assessed: 2012 - 2013 (Multiple Semesters) Expected Goal Met: No A total of 101 students were tested at Ben Clark during saturday appointments. This year saturday appointments were offered starting August 2012 through May 2013. Therefore two months (July 2012 & June 2013) of saturday appointments at Ben Clark were not offered during the academic year of 2012-2013 (06/30/2013) Name and Contact Information : Edward Alvarez Total # of Students Assessed: 101 Notes/Reflections: - Offer Saturday BCTC appointments only during peak months. - Have staff call students to remind them of thier</p>	<p>Action Plan: Assessment Center needs an Assessment Center Coordinator to manage both locations to implement changes that will increase services at both location. - Offer Saturday BCTC appointments only during peak months. - Have staff call students to remind them of thier appointment. SarsCall does call students one</p>

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	<p>Sign-in Sheets from testing dates used to tally total students tested.</p>	<p>appointment. SarsCall does call students one day before test date. - Send out email reminder two days prior to test date.</p>	<p>day before test date. - Send out email reminder two days prior to test date.</p> <p>Staffing needs: 1-Assessment Center Coordinator, 2-Assessment Specialist (1 -MVC Center Coverage, 1-BCTC Center & Offsite Testing Services Coverage) (06/30/2013)</p>
	<p>Direct: Institutional Research or Other Data - 2013-2014 Number of tested students during our BCTC Saturdays appointments will be tracked and counted at the each academic year.</p> <p>Performance Target (Required)*: Starting Performance Target: To test a total of 250 students during our Saturday Ben Clark test dates (academic year).</p> <p>Notes: SARS Grid Attendance used to capture appointment totals. Sign-in Sheets from testing dates used to tally total students tested.</p>	<p>Semester Assessed: 2013-2014 Expected Goal Met: No During 2013-2014 a total of 108 students were tested at ben clark during saturday appointments. (02/04/2015) Name and Contact Information : Edward Alvarez Total # of Students Assessed: 108</p> <p>Related Documents: Ben Clark Appt 13-14 SARS-GRID Report.pdf</p>	<p>Action Plan: Develop a video and reminders for students...An Assessment Coordinator is needed to manage both Centers.</p> <p>Staffing needs: 1-Assessment Center Coordinator, 2-Assessment Specialist (1 -MVC Center Coverage, 1-BCTC Center & Offsite Testing Services Coverage) (06/30/2014)</p>
	<p>Direct: Institutional Research or Other Data - 2014-2015 - Number of Accuplacer assessed students at Ben Clark will be tracked and counted at the end of academic year.</p> <p>Performance Target (Required)*: 5% - Increase total assessed students at Ben Clark by 5% compared to the last year.</p>	<p>Semester Assessed: 2014-2015 Expected Goal Met: No A total of 102 were Accuplacer assessed at the Ben Clark Center during Thursday afternoon and Saturday (few) assessment. This results in a 6% decrease of students served at Ben Clark from 13-14.</p> <p>Analyzing the Appointment Attendance Summary Report a total of 72 students did not attend or cancelled(NS/C) their appointment for Ben Clark. If 50% of those NS/C attended their assessment appointment for Ben Clark that would have increased the total served to 138 (102 + 36) an increase of 26% served students. See Action Plan 1 (A). (07/15/2015)</p> <p>Name and Contact Information : Edward F. Alvarez</p>	<p>Action Plan: Assessment Center needs an Assessment Center Coordinator to manage both locations to implement changes that will increase services at both location.</p> <p>Action Plan (A) A few steps that will increase attendance rate are: -Offer Saturday BCTC appointments only during peak months. -Have staff call students to remind them of their appointment.</p>

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		<p>Total # of Students Assessed: 102</p> <p>Notes/Reflections: Increasing services at Ben Clark is very critical but Assessment must not be a stand alone service and other full services departments must be available to entice students to visit and use the Student Services Departments at Ben Clark.</p> <p>Related Documents: Ben Clark Appt 14-15 SARS-GRID Report.pdf</p>	<p>-SarsCall does call students one day before test date. -Send out email reminder two days prior to test date.</p> <p>However, increasing services at Ben Clark is very critical but Assessment must not be a stand alone service and other full services departments must be available to entice students to visit and use the Student Services Departments at Ben Clark. A Student Services Supervisor at Ben Clark will greatly move the center forward in assessing the center needs (Student Services) and increasing the amount of students utilizing that location to conduct Student Services related business: Admissions, Counseling, Veterans, Assessment, Transfer/Career Services.</p> <p>Assessment Staffing Needs: Assessment Center Coordinator and 1 Assessment Specialist. Ben Clark Staffing Needs: Student Services Supervisor (10/14/2015) Action Plan Number: 1</p>
<p>Satisfaction Survey: ESARS Appointment System - To determine if students are satisfied with the Assessment Center's online appointment system: ESARS. Goal Status: Inactive Program Assessment Cycle: 2012 - 2013 Start Date: 08/01/2012</p>	<p>Indirect: Survey/Self-Reported Learning - Survey Monkey will be used to administer a satisfaction survey when students complete their assessment test. Performance Target (Required)*: 90% of students will be satisfied with Assessment Center's online appointment system: ESARS Notes: Survey Monkey Used</p>	<p>Semester Assessed: 2012 - 2013 (Multiple Semesters) Expected Goal Met: Yes Fall 2012 - 77 students surveyed. A total of 98.7% of students were satisfied with the online appointment system (fall 2012). Spring 2013 - 1260 students surveyed. A total of 95.5% of students were satisfied with the online appointment system (spring 2013). (07/30/2013) Name and Contact Information : Edward Alvarez Total # of Students Assessed: 1337</p>	<p>Action Plan: Moreno Valley College & Ben Clark needs an Assessment Center Coordinator to manage both locations to implement changes that will increase services at both locations. An Assessment Center Coordinator will enable MVC & BCTC to be independent from RCC and increase its control of</p>

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	<p>Survey was completed at the students test stations after they complete test. A total of 8 questions were used in the survey.</p>	<p>Notes/Reflections: Goal was met but concerns are noted: Survey questions should be more specific and skip logic in survey monkey should have been used so student that only used the online system to schedule to complete the survey.</p>	<p>services, outreach services, Ben Clark Testing, MVC research assistance. -Record the steps required to make an appointment and implement changes to ease the use for students. -Provide a direct appointment link on the College Welcome Letter sent to students email after they applied to our college. -Conduct a further survey to determine if its ESARS appointment system or the MVC Assessment Center website that students have trouble utilizing.</p> <p>Staffing needs: 1-Assessment Center Coordinator, 2-Assessment Specialist (1 -MVC Center Coverage, 1-BCTC Center & Offsite Testing Services Coverage) (06/30/2013)</p>
<p>Services Provided By Category - The Assessment Center will track the total amount of services provided to students in each category: Accuplacer Tested, ESL Tested, Spa Tested, In Person-Front Counter Questions, Voice Messages, and requested Raw Scores. Goal Status: Active Program Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017 Start Date: 07/01/2014 Activity_v4: -Spanish & ESL Testing Attendance: This report records the months stats for Spanish and ESL testing attendance. The report provides a total of students that</p>	<p>Direct: Institutional Research or Other Data - 2014-2015 - Record the total number of served students in each category. Categories: Accuplacer Tested, ESL Tested, Spa Tested, In Person-Front Counter Questions, Voice Messages, and Raw Scores. Performance Target (Required)*: 3000 Notes: Still Pending</p>	<p>Semester Assessed: 2014-2015 Expected Goal Met: Yes Total Accuplacer Assessed Students; 2937; Breakdown: First Time College Students: 1911, Continuing MVC Students: 104, New to MVC but Attended Other College(Transfer): 399, Returning to MVC(after 1 or more years): 70, Left Blank: 453, Total ESL Assessed Students: 107 Total SPA Assessed Students: 130 Total Voice Messages Received: 680. Breakdown: Calls from 7am-11:59am: 322 Calls from 12pm-6pm: 358</p>	<p>Action Plan: More Staff! MVC Assessment Center needs a larger center to better serve students (receptionist area) and offer Accuplacer & SPA/ESL testing simultaneously. To better serve students additional staffing is needed far beyond the capability of student workers(whom can't use college database). Our Center has 6 student workers that are able to assist student at a minimal however, services to students would be more efficient with 1 more additional staff (full time</p>

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<p>made Appointments, Attended, Did Not Show, Were Added On, and Total Number Tested for each calendar week or month.</p> <p>-Accuplacer Raw Scores: Incoming / Outgoing Processed Raw Scores</p> <p>-Walk-In General Questions/Services Stats: Walk-In Stats</p> <p>-Accuplacer Testing Attendance Stats: Accuplacer appts</p>		<p>Total of Raw Scores: 40</p> <p>Breakdown:</p> <p>30 Incoming Raw Scores Processed, 10 Outgoing Raw Scores Processed.</p> <p>Total of In Person "Front Counter" Questions: 1352.</p> <p>Breakdown:</p> <p>675 of students (general questions-other than testing) serve from 8am-12pm, 677 of students (general questions-other than testing) serve from 12pm-4pm. (07/15/2015)</p> <p>Name and Contact Information : Edward F. Alvarez</p> <p>Total # of Students Assessed: 5206</p> <p>Notes/Reflections: Total of served students: Accuplacer 2937, ESL 107, SPA 130, Front Counter 1352, Voice Message 680</p> <p>Related Documents:</p> <p>February 2015 Comprehensive Stats Summary Sheet.docx</p> <p>Assessed Students 14-15.xls</p>	<p>classified) that has access to the college database.</p> <p>Staffing needs: 1 Assessment Center Coordinator and 1 Assessment Specialist to provide evening MVC testing services and Saturday Ben Clark Testing.</p> <p>Physical Resource needs: Larger receptionist area, noise reduced testing floor, and dual labs. (10/13/2015)</p> <p>Action Plan Number: 1</p>

<p>2014 MVC Afternoon Testing - MVC Assessment Center will offer afternoon (4pm) Accuplacer testing during pre-selected months.</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2013 - 2014, 2014 - 2015</p> <p>Start Date: 01/01/2014</p>	<p>Direct: Institutional Research or Other Data - Track and record the total number of assessed students during afternoon testing for the academic year per selected months.</p> <p>Performance Target (Required)*: 60 students for the months of Jan, Feb, Mar., May, Nov, and Dec.</p> <p>Notes: Jan., Feb., Mar. May, Nov., and Dec were selected because they are traditionally the slower months and have a lower attendance rate.</p>	<p>Semester Assessed: 2013-2014</p> <p>Expected Goal Met: Yes</p> <p>During the 2014 calendar year afternoon (4pm) testing appointments were offered during the months of January, February, March, May, November, December. Afternoon (4pm) testing not offered in previous years so selecting months to offer afternoon testing was based on overall These months were selected because they traditionally have fewer scheduled appointments and lower attendance rates . Overall results for each month are:</p> <p>January 1 afternoon (4pm) was offered and a total of 18(students) appointments were made with 14(students) attendance. (78% attendance rate)</p> <p>February 3 afternoon... (03/03/2015)</p> <p>Name and Contact Information : Edward Alvarez</p> <p>Total # of Students Assessed: 133</p>	
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