Co-Curricular Assessment Report 2022

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Mission/Purpose Statement: Testing Programs and Services is devoted to encouraging student success by aligning with its partners and the campus community, we support holistic, inclusive, research-based, and student-centered programs to enrich and support students as they strive to achieve their academic, personal, and career goals. We are committed to maintaining the security and confidentiality of personal and examination information while providing a secure, comfortable and distraction free environment for all test takers. Our Center adheres to the National College Testing Association (NCTA) Professional Standards and Guidelines.

Assessment Goals
- Provide certification and licensure exams to help prepare students for opportunities beyond graduation.
- Improve and increase accessibility to qualification and workforce entry exams and assessment options for K-State and surrounding community.
- Improve test center services and test delivery standards to enhance test takers’ overall experience.

Outcomes Selected for Assessment
- Number/percent test takers completing certification and licensure exams for opportunities beyond graduation.
- Center’s evaluation of test takers’ overall experience on test day

Executive Summary
Testing year 2022 saw continued adjustments in testing program offerings, and changes in delivery of testing services post 2020/2021 drop and recovery in services. K-State Testing Center realigned its goals to reintroduce much needed in-person programs and services to a broader audience. Adjusting test schedules, increasing and lowering test volumes where needed and adjusting appointment hours, were some of the efforts directed at improving services. The adjustments to in-person test offerings and testing
services resulted in the following outcomes that allowed the Center to meet the needs of test takers in surrounding states and in some cases across the U.S., by delivering proctored exams, undergraduate and graduate entrance exams, academic placement assessments, job placement assessments, teacher licensure exams and career certification exams.

**OUTCOME 1:** Increase the number of test takers for career related exams and assessments. Sixty-nine percent of test takers visited the Center for career certification exams beyond graduation, while twenty percent of the visits were dedicated to career entrance or employment qualification, and eleven percent visited for proctoring college exam or college entrance admission.

**OUTCOME 2:** Improve check in, security screening and check out process to better accommodate test takers impressions while adhering to vendor security guidelines and test administration policies and procedures. Test takers overall experience at the Center indicated that 61 or 88% rated their experience as excellent, and 8 or 11% indicated their experience was very good and 1 or 1% rated their experience as good.

**Assessment Methods**
The Center administered paper surveys to random test takers directly after each testing appointment. The collected data amassed differing areas of information from a sampling of seventy respondents.

**Assessment Period Measured**
Data collection occurred over the spring and fall semesters of 2022.

**Assessor(s)**
The Test Center Director and Staff Assistant were the primary persons administering, collating and reporting survey information.

**Assessment Data**
Quantitative data offered through test taker responses based on availability of services, type of services offered, and overall experience (check-in, test administration process, and checkout) in the K-State Testing Center.
Assessment Analysis

Data collected during the survey period indicates that the Test Center continued to provide excellent customer service with limited staff support. It also showed that exam offerings and scheduling availability improved sufficiently enough over the past 3 years to afford diverse test takers to select the Center for their testing needs.

Staff is still an issue and impacts weekend scheduling for students and professionals alike.

Conclusion

Test Center achieved its assessment goals again in 2022. Test takers responded very well to the adjustments in the schedule availability, the increased number of certifications offered, and the extra time taken to deliver vendor policies and procedure guidelines.

Under staffing continues to be a factor with respect to timeliness during check in. Insufficient staff accounts for 60% of delayed start times as compared to test takers’ scheduled appointment times. This also affected the timely administration of test sessions.

Recommendations

There is a pressing need to increase Test Center staffing to full capacity (1 Director, 2 Testing Specialists and at least 2 student workers), and reclassify one of the positions assigned to the Center, which would require changing the temporary position to full-time position with benefits. Improvements and/or changes in coming year would see the replacement of computer hardware at the top of the list.