

**ADMINISTRATIVE DEPARTMENT REVIEW for Tutoring & Testing Centers (2018-19)**  
**REPORT – June 20, 2019**

Report will be submitted annually.

Data and analysis from three annual report will inform a new assessment plan.

**Section 6a: Measurement Tool and Timeline**

How did you measure your success toward the 1-3 outcomes and mission fulfillment? What tools did you use? How frequently did you gather relevant data? Provide any data references that you used.

- *TutorTrac* survey at end of sign-out process for Testing Center. Data is gathered when students/community members sign out. Gather data frequently, as total quality management approach of area. “Comments:” is the survey used in this case.
- Faculty feedback survey via e-mail – sent once in spring term
- Counter survey for Accommodated Testing students at Bend and Redmond counters – available for two months in hardcopy
- Tested COCC, GED and community members. Certificates and testing fees are proof of this labor.
- Term-to-term retention report for 2018-19 – IE provides this report. Submit FTE reports each term.
- CCESE – survey has had questions about tutoring that showed Tutoring to be an area with aspects of Highest Student Engagement (10% higher than aggregate of colleges in our cohort) in the past. I hope the college continues to measure this activity to determine performance.
- *TutorTrac* survey at end of sign-out process in Tutoring Center spaces. Data is gathered when students sign out and reviewed weekly. “Comments:” is the survey used in this case.
- CRLA Tutor Training certifications are required within one year of becoming a tutor. Director and coordinators develop trainings and offer face-to-face trainings 30 hours each year.
- PASS tutoring leads demonstrating mastery of SI/PASS best practices. Training sessions for PASS tutors conducted by a trained SI leader (Science Tutor Coordinator/Director of Tutoring) will produce these on a term-to-term basis.

**Section 7: Data**

What data have you gathered that inform your department’s effectiveness?

**Testing counter survey – 100% satisfactory**

261 survey responses. 258 positive. 3 informative. 0 negative

Informative Comments:

“Test was very difficult to concentrate on because someone in the testing room coughed about every 3 seconds. I could not focus on anything.”

“Thanks for making the appointment process so easy. More time in Redmond would be appreciated.”

“Would like to keep wallet and keys for anxiety purposes.”

### **Faculty survey on Testing – e-mailed by Director – of 45 answers 43 were good to excellent**

Survey responses compiled from faculty survey on Testing - Spring term, 2019

Greetings Faculty,

I would truly appreciate feedback on your experience with Testing services at COCC this year (2018-19).

On a scale from 1 to 10 with 1 = very poor and 10 = excellent, please rate COCC's Testing Services:  
(highlight your response)

Security ←----- 1 -----2-----3-----4-----5-----6-----7-----8-----9-----10-----→

Reliability ←----- 1 -----2-----3-----4-----5-----6-----7-----8-----9-----10-----→

Accessibility ←----- 1 -----2-----3-----4-----5-----6-----7-----8-----9-----10-----→

In particular, I would like to hear what we could do to better serve your needs.

Thank you for taking time to respond!

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*By creating a feedback culture within your office, you ensure that people continue to learn, grow, and challenge themselves. ~ Neil Blumenthal*

15 responses

**Security** 9 (4); 10(11)

**Reliability** 6(1); 7(1); 8(1); 9(4); 10(8)

**Accessibility** no answer (1); 8(3); 9(2); 10(9)

**Comments:**

“Tests don’t always get scanned.”

“Nice if Library had a couple of 15 minute parking spots. It’s a pain to park @ far end.”

“I would like to see a quick reply from e-mailed tests, simply stating “got it.”

“Open Saturday. Communicate closures.”

“I only had one problem in the last 5 years, and that was last quarter. A student was given the wrong exam (exam 3 instead of the final). Your office responded 1) promptly, 2) with an innovative solution, and 3) in such a way as to correct the problem. It was unfortunate for the student, but the fact that she was taking the same exam that she had seen just one week prior and did not recognize it is part of the problem. Unfortunately, short term memory is the reason for the accommodation in the first place. I can’t figure out how that could have been remedied unless I dropped off a physical copy of the correct exam instead of using email. I don’t see going back to that after using email for so long. I think your office is doing a good job, and extremely responsive to problems when they do arise. “

“I have no issues and the testing center has been a pleasure to work with.☺

“Open 7 days a week, but I understand difficulties of this in terms of resources.”

### **Accommodated student Testing counter survey – 0% responses**

A copy of the survey is included here:

**Student end of term survey for accommodated testing:**

1. Was your test available when you came in for your appointment? Yes \_\_\_\_ No \_\_\_\_

If NO, why not? \_\_\_\_\_

2. Was the Testing Center's website easily understood? Yes \_\_\_\_ No \_\_\_\_
3. Did you have the correct supports allowed to test optimally? Yes \_\_\_\_ No \_\_\_\_
4. Were you able to complete your testing within the hours of operation offered at the Testing Center on your campus? Yes \_\_\_\_ No \_\_\_\_  
Campus testing center used: Bend \_\_\_\_ Redmond \_\_\_\_ Madras \_\_\_\_ Prineville \_\_\_\_

*Comments to share about Testing at COCC:*

### **Proof of certification Testing for Students and Community**

Gave 4,528 tests and earned \$65,256 in fees. Testing results for July 2018 through May 2019 included in report. See TUTEST in Banner.

### **Retention rates of COCC students using Tutoring at success threshold rate of 6 hrs/term**

Institutional Effectiveness has sent me 2017-2018 Tutoring Retention that is included in the file of supporting documents. 88% to 91% retention rate of students from that year is consistent with results from the last ten years. COCC's trained tutors provide an outcome for retention that is nationally outstanding. I am still waiting for 2018-19 results. In my tenure as Director these results have been nationally outstanding. Faculty supply outstanding students. Tutoring trains these tutors and follows best practices for Tutoring Centers to the degree the college allows.

### **Tutoring counter survey - 99 % satisfactory**

1035 comments. 1034 were positive, overwhelmingly positive, life affirming and positive. Students want more Chemistry tutoring on the weekend. One person complained of noise. One student was in a tutoring space when it was not open. We corrected that confusion when we discovered it.

### **College Reading and Learning Association Tutor Training Certifications earned**

Attached in the data file is our list of certified tutors over time. June tutor certifications to be awarded July 1. Eleven tutors certified so far in 2018-19.

### **PASS Tutoring – PASS tutors documenting best practice each term**

PASS tutoring did not operate this year. We lost Silas Towne as Science Tutor Coordinator and hired a replacement two terms later in Spring. Lynn Norbury is currently training on SI/PASS methods in Kansas City.

### **Professionals will attend and/or present at Tutoring conferences**

Administrators running tutoring centers nationwide do not come with a tutoring center degree. To master support of secondary learning outcomes it is essential for leaders of tutoring centers to attend programs that are based on current research and best practices discovered in the field and shared at conferences.

Science Tutor Coordinator attending SI conference to become certified.

Director attending PNW CRLA conference. Writing Center Coordinator attending OER Symposium and IWCA On-line Collaborative conference.

## Section 8: Summary and Analysis

What do these data suggest about your department's effectiveness? Which measurements are strong and affirming? Consider the following:

- Have you accomplished your outcomes? *Tutoring is constantly striving to stay up on curriculum and be accessible to our students in Bend, Redmond, Madras and Prineville as well as on-line. We do not rest on tutor excellence. Is there a need for a new direction? Being a secondary support service we shift with the faculty. If we don't we become irrelevant. Making sure new faculty know how we can help is key.*
- Which measurements indicate an area that you would like to focus on for improvement? *Hiring enough STEM tutors to meet the demand, especially around finals week and on the weekends. It will help to be fully staffed with a Science Tutor Coordinator next year. When the testing centers were asked to move in July and August, the K-12 teachers who usually recertify in our testing centers had to leave the area to test. We are expanding certification testing in summer to try and meet the demand. If we lose test proctors and cannot meet the demand our only option is to close certain hours of operation in a given program until we can train a new person. We are piloting a lunch hour for Testing in hopes of having a humane and BOLI approved workday for test proctors. The objective around the lunch hour is to retain test proctors.*
- Identify the goals and improvements that your department is committing to over the next year to help you accomplish your outcomes.
  - \**We are piloting a lunch hour for Testing in hopes of having a humane and BOLI approved workday for test proctors. The objective around the lunch hour is to retain test proctors to be able to test students and the community.*
  - \**Science tutoring will be adding PASS tutoring back into services. Supporting Chemistry, Physics and Engineering are the objectives.*
  - \**Supporting the northern district curriculum with tutors in math and writing and test proctoring for course testing, on-line testing and accommodated testing to the degree the campuses are open.*
  - \**Getting up to speed with AIM software for ADA population around testing will be helpful. I spend a lot of time divining what students require beyond the testing cover sheet or our ADA testing form. The student who complained about coughing in the testing room qualified for a reduced distraction room, but his faculty member and the student never asked for it when coming to the testing counter. Once we read the TutorTrac comment we have been able to move him to a better solution.*
- What support do you need from the college to carry out your planned improvements? Identify your biggest area(s) of need to help accomplish outcomes. Review question #2, including staffing, budget, services, and location.

*Please allow the Testing & Tutoring Center to use fees and grant money generated by proctoring and tutoring to support tutoring and proctoring. Enough irregular wage staffing and a Classified position in testing are and have been critical to our success. A competitive wage starting at a dollar over minimum wage for our lowest paid tutoring position can make Tutoring & Testing competitive in the workplace. Having HR update*

*the wages of tutors and proctors on People Admin and other public on-line locations will allow the area to attract applicants without having to constantly headhunt.*