

## ADMINISTRATIVE DEPARTMENT REVIEW for Tutoring & Testing Centers (2019-2021) REPORT – June 20, 2021

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. [Offline from 4/2020-present](#)
- Faculty feedback survey via e-mail – sent once in spring term [Offline 4/2020 to present](#)
- Counter survey for Accommodated Testing students at Bend and Redmond counters – available for two months in hardcopy [Reworking. Adopting AIM software. Customer service satisfaction is built into this software. Students did not complete these surveys when asked to do so in-person.](#)
- Tested COCC, GED and community members. Certificates and testing fees are proof of this labor. (see support documents)
- Term-to-term retention report for 2019-20 – IE provides this report. Submit FTE reports each term.
- CCE SSE – 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. [Can access 7/2019-3/2020.](#)
- 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. [Offline 4/2020 – present. Embedded tutors in ZOOM delivered Science courses with tutoring hours delivered on-line and posted within BlackBoard.](#)

### Section 7: Data

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

#### Testing counter survey – ?% satisfactory

COCC survey is offline. PearsonVUE surveys for quality assurance 100% meeting expectations.

**Faculty survey on Testing – e-mailed by Director each Spring term**

The college asked the area to close instructional testing. The Director has heard from twenty faculty members who are interested in having this service return ASAP. The Bend Testing Center is closed due to Boiler replacement and chiller replacement and COVID. The part-time, temporary, irregular wage proctoring staff needs to be hired and trained. Two staff members have been assisting with certification testing on the Redmond campus for the past year. Prineville and Madras Testing Centers have been closed.

**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**

	<u>Tests given</u>	<u>Testing fees</u>
2019 - 2020	?	\$76,933
2020-2021	990	\$16,892

Maximized Redmond campus testing based on seats and six foot distancing for the past year. Earned \$93,825 in fees. Testing results for July 2019 through May 2021 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 2019-2020 Tutoring Retention that is included in the file of supporting documents. 85% to 90% retention rate of students from that year shows a drop of 2-3 %. Perhaps shifting from face-to-face to on-line at the end of that year may have had an impact on our ability to retain students in Tutoring. COCC’s trained tutors provide an outcome for retention that is nationally outstanding. I am still waiting for 2020-2021 results. In my tenure as Director even *these* results are nationally outstanding. Faculty supply outstanding students. Tutoring trains these tutors and follows best practices for Tutoring Centers to the degree the college allows. Our Tutoring will be offered 50% on-line and 50% in a face-to-face manner if facilities are available for this work.

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

**????????????????**

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

Seven tutors were certified so far in 2019-21. June tutor certifications to be awarded in July 1. . Schedule of Fall, Winter, and Spring trainings are attached. In the end of Spring term, 2020 the College Reading & Learning Association recertified COCC's tutor training program as submitted by the Director for a five year term.

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

PASS tutoring was running Fall 2019 and Winter term 2020 in a rebuilding mode. Lynn Norbury was certified as an SI leader in her capacity of Science Tutor Coordinator in 2019. Lynn Norbury and I attended the SI conference this May, 2021 and continue to hire and train for this program with hope for a Fall term return. Our Science Lab Tech/Tutor Supervisor was furloughed for five months in 2020. Embedding tutors in ZOOM delivered classes has continued the intent of closely aligning tutoring with curriculum while the college is partially closed.

### **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 Supervisor attended SI conference, May 2021.

Director attended CRLA conference, November, 2020; ACTLA webinar, October, 2020; NWCRLA training, January 2021 and SI conference, May, 2021.

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. We shifted service on-line during the pandemic for Tutoring. Making sure new faculty know how we can help is key. We are partnering with the First Year Experience program efforts and working toward an Early Alert system.*
- Which measurements indicate an area that you would like to focus on for improvement? *If the college allows a return to face-to-face tutoring, this area will keep the on-line tutoring effort as an effective outreach mechanism while rebuilding our irregular wage staff that were lost due to business necessity during the pandemic.*

*Testing has been open in Redmond during the pandemic and statistics (GED Passers Report) indicate that Madras and Warm Springs students are not accessing GED testing at the rate of other communities. Reaching out to the ESD for Jefferson County to determine how to support this work is one tactic we will try. The Director has already affirmed that our testing center is hoping to support OSU eCampus students this Fall in Bend at our Barber Library Testing Center.*

- Identify the goals and improvements that your department is committing to over the next year to help you accomplish your outcomes.
  - \*To stay compliant with minimum wage increases and not shrink our tutoring and testing staff by a considerable amount, the Director will be working with her supervisor on an ask for increasing the area's Irregular wage line for the 2022-2023 budget year.*
  - \* Science tutoring will be adding PASS tutoring back into services by embedding tutors in active labs as resources and observers. 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. Further developing the RTech tutoring spaces as the Learning Commons evolves in Redmond.*
  - \*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*
- 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. Our staff has been eroded by lay-offs and the increase in the minimum wage without an increase in our Irregular wage line.*