



## TUTORING & TESTING CENTER DEPARTMENT and PROGRAM REVIEW: DEPARTMENT PLAN

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### Part 1: Department Mission Statement

The Tutoring Center at COCC promotes student success by empowering learners to build skills, confidence and autonomy.

The Testing Center at COCC provides testing programs, services and resources that promote academic and professional excellence in a secure, accessible and reliable manner.

### Part 2: Strategic Plan Connection

- [Access](#)

### Part 3 and 4: Goals/Outcomes and Activities

**Goal 1:** Increase branch campus tutoring subject offerings to provide access to services for writing, nursing and chemistry students.

Activities for goal 1:

- Recruit and train tutors for writing, nursing and sciences to support existing and expanding programs on branch campuses via in-person and online modes.
- Market in-person and online tutor availability.
- Coordinate with faculty to develop ancillary materials and tutoring practices in alignment with course curriculum and defined AI practices.

**Goal 2:** Expand tutoring services beyond traditional credit-seeking students by offering services to ABS and CollegeNow students.

Activities for goal 2:

- Provide ABS & College Now Students access to *Western eTutoring Consortium*® tutoring to increase available hours during weekends and evenings.
- Create awareness of tutoring services available for ABS & College Now students.
- Develop IT system to record and report College Now Students and ABS Students.

- Work with ABS Instructors to develop tutoring support outside of the typical class structure.

**Goal 3:** Collaborate with the “online program action team” to support the development of an online testing option for CTE/Math/Science students.

Activities for goal 3:

- Connect with the Online Program Action Team by participating in regular meetings on the development and support of a fully online testing option for COCC students.
- Determine how the Testing Center fits into an online proctoring trial for CTE/Math/Science course support.
- Collaborate with stakeholders in Instruction to assist with improved access to online testing option.

## Part 5: Measurement Tool and Timeline

**Goal #1:** Increase branch campus tutoring subject offerings to provide access to services for writing, nursing and chemistry students.

- Work with Madras staff to assess and determine best locations and space for tutoring.
- Review usage of online tutoring by students in Madras for writing, nursing and chemistry to determine if tutors were accessed via Canvas or the *Western eTutoring Consortium*®. For this, will use TracCloud reports at the end of each term.
- Review all data reports generated in *TracCloud* prepared at the end of each term to assess branch campus tutoring usage.
- Use 2025-26 usage data as a baseline from which the director will determine the appropriate increase in usage levels for the remaining years of the plan.

**Goal #2:** Expand tutoring services beyond traditional credit-seeking students by offering services to ABS and CollegeNow students.

- Track use of Tutoring Services by College Now Students and ABS Students as measured by attendance in *TracCloud*. Usage will increase by 5% annually.

**Goal #3:** Collaborate with the “online program action team” to support the development of an online testing option for CTE/Math/Science students.

- Director will collaborate with the Online Program Action Team to develop a plan, attending a minimum of six meetings annually. The team will collectively develop some baseline data for future tracking of progress in online testing.
- All test proctors will receive training on how to guide users through established testing trials when contacted by students.
- Once an online testing system is established, proctors will track the number and nature of student queries in order to report them to the Online Program Action Team for

ongoing data analysis. This will serve as baseline data for future assessment of and improvement in usage.