Program Review Comprehensive Report

NORCO COLLEGE

Program Review - Student Services: Assessment

Area Overview

2017 - 2018

Mission: It is the goal of the Assessment Center to provide frontline, pertinent information about the assessment process and promote student success. Incoming and current students are placed in the appropriate level of courses for English, reading, math, or ESL allowing them to move forward in their academic journey here at Norco College. (revised 2016)

Philosophy Statement: The Assessment Center strives to provide a positive and instructive assessment experience. With the aim to make
available clear and accurate information to all incoming and current students, we provide guidance through the assessment process and direction towards student success. (revised 2016)

Summary: Assist students in scheduling their assessment appointment in person, over the phone and via email.
• Verify students' eligibility to test and need for a full or partial placement test. Inform student of ineligibility to re-test and direct him/her towards their next step based on their option(s).
• Assist students with the login process for WebAdvisor and ensure completion of Online Orientation to successfully schedule an assessment appointment.
• Increase efforts in engaging students by providing a warm welcome, information about the importance of the test, the goal of the test, and brief testing rules.
• Administer and proctor the following placement test to students: Accuplacer, PTESL, Spanish and the Chemistry Diagnostic test.
• Inform students of their placement results; identify the courses they are eligible for in the course sequence for English, reading, math and/or ESL and identify the AA degree courses and college level/transferable courses on the course sequence.
• Direct students to the next step(s) that must be completed with respect to their admission status.
• Process matriculation appeals to allow students to retest based on the retest policy.
• Process outside placement evaluations for students who can provide an Accuplacer score report (raw scores) from a higher Ed. institution outside of RCCD.
• Work closely with the Summer Advantage program to provide convenient, test sessions for CNUSD high school seniors.
• Work with the Outreach Specialist and CNUSD high schools to provide site testing for eligible general & Foster Youth high school seniors.
• Process the daily upload of placement results and trouble shoot any issues that prevent placement results from not being entered into the Colleague

Strengths: 1. Provide a variety of placement tests to incoming students, returning students, ESL students and current students who
met the eligibility criteria.
2. Provide students with an easy to read information sheet that: identifies the required next steps, the course sequence, and illustrates their starting point in English, reading, math and/or ESL.
3. Provide expanded test sessions Monday through Friday with morning and late afternoon, four days a week to accommodate as many incoming and current students as possible.
4. Inform students about completing the OAC (Orientation, Assessment & First SEP (Counseling)) process to ensure clearance for enrollment into courses.
5. Work closely with the Counseling Department to provide an "ESL What's Next Workshop" immediately after the PTESL test session where students get general college information and complete the First SEP.

6. Established more effective working relationships with CNUSD high school Counselors and or Career Technicians to increase test session available to high school seniors.

Students Served: The Assessment Center provides assessment services to a diverse population of first time college students, returning students,
transferring students, continuing students and concurrent enrolled students.

Assessment Center services rendered to students from July 1 – present
Completed the following tests:

Accuplacer placement test (includes 432 placements proctored at the CNUSD high schools) 2731
Chemistry Diagnostic test 32
PTESL placement test 179
Spanish placement test 92
Reading-Competency test 0

Total number of placements 2943

Assessment presentations to HS seniors through Outreach. Including ESL and Foster Youth seniors (January – May) 250+-
Total ESL students who attended the "What's Next Workshop" 160
Attachments:
Program Review_2016-17.docx
2014-17_STUDENT_SERVICES_ASSESSMENT_CTR_ResourceRequests.xlsx

SLO/SAO: Retest Criteria

Students will be aware of the criteria for a retest

SLO/SAO Status: Completed
SLO/SAO Year(s): 2018 - 2021
Date Entered: 03/22/2018
Date Completed: 03/23/2018
SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - Pre & Post survey will be administered to measure students understanding of the retest option. (Active)
Criteria: 80% of students will understand that a retest is available one of two ways: If they successfully complete the RCCD subject approved course with in a year or if they wait a year and a day to retest as long as they haven't begun the course progression.

Findings/Analysis

Reporting Period: 2017 - 2018   03/23/2018
Conclusion: Criteria Met
To measure students' increase in understanding of the two retest policies, students answered the following true/false question in a pre and post survey:
"I am allowed one retest if: My test record is over a year and a day and I have not begun an English or math class OR, I passed an English or math course with a C or better.

Post survey shows that 82% of students understood the two retest policies. Providing this information in a verbal and written format proved to be more effective in relaying the message to the students.

Improvement Recommendations

Improvement Recommendation: Assessment Center staff will continue this practice and keep other departments up to date on any changes that may occur. (03/23/2018)

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Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Mission
1a.   Service to students, community, and workforce by providing educational opportunities

SLO/SAO: Identify associate degree & transferable courses related to placement

Students will be able to identify the courses needed to satisfy the requirements for an associate's degree and or transfer requirement.

SLO/SAO Status: Active
SLO/SAO Year(s): 2014 - 2017
Date Entered: 03/22/2018
Date Completed: 03/23/2018
SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Pre & Post-survey will be administered to determine students understanding of associate degree requirement and transfer levels for English and math. (Active)
Criteria: 80% of students will identify the correct English and math courses that will satisfy an associate's degree and/or transferable requirement.

Findings/Analysis

Reporting Period: 2017 - 2018   03/23/2018
Conclusion: Criteria Met
Students were surveyed with three questions in a pre and post survey to capture their understanding of the Associate Degree requirement and transfer level courses for English and math. The pre survey captured the students' understanding without receiving information from an Assessment Center staff. Soon after the pre-survey was complete, an Assessment staff member provided an in-person introduction to what the test means and how it plays a role in their academic goals. The proctor also guided the students in identifying the required courses.

Post survey shows that 82% of students understood that English 1A is the course that would satisfy the associate degree requirement and the transfer level requirement.

Post survey shows there was a 23% increase in student learning of MAT-35 and or MAT-53 being an associate degree requirement.

Post survey shows nearly a 30% increase in student learning that MAT-36, 4, 5, 11, 12, 25, 10 & 1A are transfer level courses.
Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: The Assessment staff will continue to engage students and increase efforts in presenting the math information in a more direct and clear manner. Survey questions will be modified to reduce confusion.   (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.6 - Increase success and retention rates.

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Mission
3a.   Provides foundational skills and pathways to transfer students

SLO/SAO: Increase Off-site testing

Capture more students through placement tests offered at their high schools.

SLO/SAO Status: Active
SLO/SAO Year(s): 2018 - 2021
Date Entered: 03/22/2018
Date Completed: 03/23/2018
SLO/SAO Type: SAO – General

Assessment Measures

Direct - Report of total number of seniors from feeder high schools who completed the test February through April will be compared to last year's total. (Active)

Criteria: Number of high school students tested at a CNUSD high school will increase by 10% from the previous year.

Findings/Analysis

Reporting Period: 2017 - 2018   03/23/2018
Conclusion: Criteria Met
There was a huge increase in participation from the high school Career Technicians and Counselors from 2016 to 2017. In the spring of 2016, only 3 local high schools offered at least one test session allowing a total of 199 students to take advantage of the placement test at their high school. Spring of 2017 saw a huge increase of students who tested at their high school. Almost all feeder high schools, 8 in total, offered at least one test session on site. A total of 432 students were able to take advantage and complete the placement test at their high school.
Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: Continue to build on established relationships with the local high school staff to effectively improve the communication between the Assessment Center, Outreach and high school staff. Promote test dates that do not conflict with state testing and Summer Advantage deadline dates. (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 4 - Objective 4.1 - Increase the number of students who participate in summer bridge programs or boot camps.
Goal 4 - Objective 4.6 - Increase community partnerships.

Mission
1a.   Service to students, community, and workforce by providing educational opportunities

SLO/SAO: In-person orientation for ESL students

ESL students will attend an "ESL What's Next workshop" led by a counselor immediately after completing their placement test.

SLO/SAO Status: Active
SLO/SAO Year(s): 2018 - 2021
Date Entered: 03/22/2018
Date Completed: 03/23/2018
SLO/SAO Type: SLO – Direct

Direct - Pre & post survey will be administered to determine students increase in familiarity with WebAdvisor and the online registration process. (Active)

Criteria: 80% of ESL students will increase their confidence level in navigating WebAdvisor, especially in the area of registering for courses.

Findings/Analysis

Reporting Period: 2017 - 2018   03/23/2018

Conclusion: Criteria Met

The pre-survey question asked "What is your experience with WebAdvisor?" About 21% of all students surveyed stated that they knew how to use the application by themselves. The remaining 79 % of students either needed assistance with or didn't know how to use WebAdvisor. After the workshop students were asked to answer the following statement "The workshop helped me get more familiar with WebAdvisor" with a yes or no.

Findings clearly show that all students, 100%, who completed the post-survey benefited from the workshop and felt more familiar with WebAdvisor.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: To increase student's ability to navigate through WebAdvisor and the new My Portal, the Assessment Center staff will revise the navigation process to more efficiently assist all students regardless of their individual login status. This service will continue to be assessed with modified questions to gauge a more effective workshop, especially with the new My Portal (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.3 - Increase the percentage of basic skills students who complete the basic skills pipeline by supporting the development of alternatives to traditional basic skills curriculum.

Mission
2a.   Provide support and encouragement through innovative approach to learning

SLO/SAO: Increase awareness of other tests offered.

Students will learn about the PTESL, Spanish and Chemistry Diagnostic tests that can be completed and related requirements.

SLO/SAO Status: Active
SLO/SAO Year(s): 2018 - 2021
Date Entered: 03/22/2018
Date Completed: 03/23/2018
SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Pre & post survey will be administered to evaluate students awareness of the different tests offered in the Assessment Center (Active)

Criteria: 80% of students will be able to identify the PTESL, Spanish and Chemistry Diagnostic tests that are offered in the Assessment Center

Findings/Analysis

Reporting Period: 2017 - 2018   03/23/2018

Conclusion: Criteria Met

Pre-survey shows that Post survey shows that about 50% of incoming students were aware of Spanish and Chemistry test. After the information was verbally relayed to the students, post survey demonstrate an 18% increase is student's awareness of all four tests that are offered in the Assessment Center.

Data reported is from : Spring

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Improvement Recommendations

Improvement Recommendation: The Assessment Center staff will increase efforts in advertising the Spanish and Chemistry test via flyers and verbal announcements before the test sessions, during the Norco College Welcome Day and via GradGuru. (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.6 - Increase success and retention rates.

Mission
3a.   Provides foundational skills and pathways to transfer students