



University of Hawaii Community Colleges Academic Support Annual Report of Program Data (ARPD)

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Review Year: 2015	College: Kapiolani Community College	Program: Testing Services
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College: Kapiolani Community College Program: Testing Services

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The last comprehensive review for this program was on **2013**, and can be viewed at:
<http://ofie.kapiolani.hawaii.edu/wp-content/uploads/2013/01/cprllr2013.pdf>

Program Description

No Content.

Part I. Quantitative Indicators

Overall Program Health: **Cautionary**

Student and Faculty Information		Program Year		
		12-13	13-14	14-15
1	Annual Unduplicated Student Headcount	11,181	10,712	10,448
2	Annual FTE Faculty	251	253	262
2a	Annual FTE Staff	195	200	211
3	Annual FTE Student	4,680	4,574	4,415

Demand Indicators		Program Year			Demand Health Call
		12-13	13-14	14-15	
4	Number of placement test sessions administered per year per student FTE	1.2	1.3	1.5	Cautionary
5	Number of Distance Learning tests administered per year per student FTE	2.1	2.1	2.3	
6	Local campus tests proctored per year per student FTE	6.4	6.5	6.9	

		Program Year		
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Efficiency Indicators		Program Year			Efficiency Health Call
		12-13	13-14	14-15	
7	Number of test sessions administered per FTE testing center staff	9,338	9,889	15,177	Cautionary
8	Annual operational testing center budget allocation per number of test sessions administered	\$4	\$3	\$2	

Effectiveness Indicators		Program Year			Effectiveness Health Call
		12-13	13-14	14-15	
Satisfaction measurements using Common Survey questions					
9-1	The hours at the Testing Center meet my needs	88.1%	95.5%	94%	Healthy
9-2	The atmosphere at the Testing Center is conducive to testing	80.4%	96.4%	93%	
9-3	The services at the Testing Center are satisfactory	93.5%	98.2%	100%	
9-4	My test was administered in a timely and efficient manner	93.5%	97.4%	100%	

Last Updated: November 24, 2015

Glossary

Part II. Analysis of the Program

Strengths: The Testing Center is very efficient and has very good, solid staff that is able to meet demand and make reasonable adjustments to service. Our effectiveness has increased - this is the first year that our survey has garnered 100% satisfaction!

Weaknesses: We continue to manage additional demand and many faculty have requested utilizing our services to expand their lecture time and to have the Testing Center proctor all quizzes and exams for face to face and online courses. Our challenge has been managing increasing demand.

Service hours were decreased due to budget cuts in spring 2015. Finals hours were not expanded and there was a cutback in one hour per day of service. We hope to expand the hours if the budget is sufficient. Despite the cut in hours, demand and usage were up by approximately 700 tests from last year. The State of Hawaii's Public Safety department used the Testing Center for its personnel recruitment drive. Collaborations with First Year Experience and a summer Math bootcamp were successful.

There was an increase of 11% in placement tests as compared to FY2014. There was a 6% decrease in Academic course tests. The Kapi'olani Testing Center proctored 30,353 tests in FY2015, this includes placement, academic, ATI-TEAS, and Department of Public Safety tests.

Overall, wait times have decreased during the busiest times and student wait times are no more than 15 to 20 minutes to take a test. 43 computer stations are provided.

Action Plan from last year: Items 1-3 and 5 were completed and we are continuing to progress for items #4, #6 and #7.

1. Replace the 24 Optiplex 780 computers (purchased in 2010) with newer PCs, when funding becomes available.
2. COMPASS web testing ("Next Gen/5.0") will be tested and, if deemed suitable, implement in 2015; retire existing Chelsea server.
3. David to continue his professional development with a 3rd programming course (ITS 228) in Fall 2014.
4. Review and revise the Policies and Procedures Handbook (last updated 2011).
5. Begin pre-employment assessment testing for State of Hawaii Public Safety Department.
6. Find additional professional development opportunities for APT personnel, such as joining the National college Testing Association.
7. Monitor and continue to improve on how to minimize cheating.

Part III. Action Plan

Action Plan:

1. ACT COMPASS will be discontinued in November 2016, the UH System is exploring other options for Testing. This will be a challenge for the Testing Center to implement and work with the various units across the college and the system.
2. In the meantime, various departments who use COMPASS on an adhoc basis for entrance exams are scrambling to determine how they can qualify students for entrance into their program. Those departments have been requesting that the Testing Center administer their specific entrance exams but we are evaluating whether it would be feasible for us to do this.
3. Video Surveillance system - we are exploring options for installing a video system to monitor the testers and possibly decrease the number of student assistant proctors needed in the Testing room.

Part IV. Resource Implications

1. The cost to switch from COMPASS to another placement instrument is unknown at this time. Resource cost will be staff time and training once a new placement instrument is determined.
2. An allocation request form will be submitted for the Video Surveillance system.

Program Student Learning Outcomes

No Program Student Learning Outcomes were entered by the program.

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