

**ANNUAL PROGRAM REPORT
PSYCHOLOGICAL COUNSELING, WELLNESS AND TESTING
2003-2004**

TESTING AND RESEARCH

Goals for 2004-2005

Goal 1: **Undertake a self-study** to determine how students, faculty, administration, and test companies perceive Testing & Research.

Measures: Student satisfaction with service questionnaire.

- Office service
- Test administration service

Faculty satisfaction with test scoring service questionnaire

Administration (Chairs, Deans, Directors, VPs) satisfaction with service via on-line survey

Test Companies feedback on test administration surveys.

Goal 2: **Increase the response rate to Student Evaluation of Teaching** questionnaires for WEBCT courses to a minimum of 6 responses for each class, allowing a usable summary for RTP to be produced.

Measure: Respondent counts provided for each class generated by WEBCT or the actual number of respondents summarized for the class summary output.

Goal 3: **Expand ASSIST usage among two constituents:**

- Large enrollment classes
- New faculty

Measure: Comparison of 2003-2004 to 2004-2005 usage numbers

- Total number of ASSISTS run
- Number of faculty using it
- Number of new faculty 2004-2005 using it

- Encouraged Testing to keep pushing forward in efforts to get Student Evaluation of Teaching to move to an on-line evaluation process, despite problems and resistance from the academic side. Don't know how realistic this is unless we can identify a carrot or stick that will encourage good participation by students in this process. Web based on-line courses were evaluated as well as the freshman orientation classes.

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2003-2004 Attained Objectives

1. Attempt to move the university toward on-line student evaluation of classroom teaching by presenting a proposal to the USEF committee that a pilot be conducted with a volunteering department in either fall 2003 or spring 2004. Present the collected data from the last two years of WEBCT on-line evaluations for distance learning classes to support the switch. (Goal 3)

Goal was delayed by the requirement of the SET committee to have better response rates for on-line evaluations. Report was presented to committee on the last two years of WEBCT on-line evaluations.

2. Continue to prepare for conversion of test data to the Peoplesoft Student Module by attending committee meetings, monitoring the HUEG website and participating in work groups created to deal with the remediation process on campus. (Goal 1)

Goal was attained. The test data are now being entered into Peoplesoft and debugging of the process with the consultants (Io Consulting) is proceeding well.

3. Create a workable payment system for test supervisors and proctors who are already employed by CSU, Chico and who work for Testing on the EPT/ELM and CSET testing programs. As a result of SB1467, Chico's HR must pay Chico employees who administer EPT/ELM. A procedure must be created in conjunction with a representative of Human Resources. (Goal 1)

Goal attained. With the help of HR and payroll staff, a solution was found to the problems generated by SB1467. We have been careful enough with our hiring, however, that we have never had to use the process.

4. Expand the Saturday testing staff pool by advertising in the community for qualified individuals. (Goal 1)

Goal attained. While we did not advertise in the community, we did hire additional staff for Saturday testing that were not being paid by the University in anyway (a requirement made necessary by SB1467.)

5. Monitor budget for student staff, supplies, postage, and other office necessities carefully to maintain office efficiency and cost-effective use of funds. (Goal 6)

Goal attained. The fiscal year ended with money either rolled-over, encumbered or spent in all state accounts.

6. Disseminate reports on Student Affairs research conducted in 2000, 2001, and 2002 to the campus community in written and oral presentations. Create research website to highlight interesting outcomes. (Goal 4)

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Goal still in progress. The original website idea was to be accomplished in conjunction with Institutional Research but they have not begun to publish any research beyond state reported numbers. I presented the 2002 data in a CELT presentation in fall 2003. Executive Summaries have been created of all three years research projects and are available for distribution with permission of VPSA.

7. Continue staff development as opportunities arise through workshops, trainings, or presentations. (Goal 1-6)

Goal attained. Dana attended four workshops and trainings for Peoplesoft and for her Supervisor's Certification. John participated in two training sessions held by NES for the new CSET, presented two training sessions for local CSET staff and attended off-campus meetings as alternate APC union representative. He and I also attended two Test Officer Conferences. I attended the National College Testing Association's conference in New Orleans and presented a workshop with 4 other CSU Test Officers from 4 other campuses.

8. Prepare for upcoming WASC accreditation by defining objectives, performance measures, and assessment instruments to support Testing & Research's objectives.

Goal in progress. We are still researching performance measures for testing and research objectives. Assessment instruments will most likely need to be created because no published standardized measure is available. We will continue to pursue this in 2004-2005.