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Report for: Social Science Testing Lab Survey [ID: 2]

Spring 2004 Survey

* PLEASE NOTE *

As you know, the tasks of administering Social Science tests was previously done by 2 coordinators, one for written and one for computer. Now, both of those functions are completed by a single coordinator.

In addition, testing now takes place in our newly remodeled "lab space" on the 4th floor.

Needless to say, things have changed dramatically beginning just 2 terms ago, in the Fall of 2003. Expectations and procedures on the part of students, instructors, and staff, although different than before, can hopefully result in the same or better quality of service, now and in the future.

It is very important that we get your feedback in order to better serve the students who use the lab and the instructors who are serviced by this facility. Thank you, in advance, for taking the time to complete this survey.

IDReq'd Public Content

1 14No Yes How do you use the testing lab? CHECK ALL THAT APPLY

18 written testing (pencil/paper/scantron)

19 computer testing

20 makeup testing

21 drop in testing (after class for slow tester completion)

As you know, it is necessary to fill out a form to ensure that testing occurs in the way you intend.

2 15No Yes Whe Regine, the testing lab coordinator, receives your filled-out form, you RECEIVE and email confirmation of the information you enter. This becomes her "work ticket", the way by which she organizes the lab calendar, your specific file folders, and the way she "instructs" the lab aides.

Did you fill out the online testing center request form
(<http://teach.lanecc.edu/childsr>) in order to use the testing lab?

22 Yes

23 No

3 16No Yes If you answered "Yes", is it difficult to access the form?
If you answered "No", why did you not fill out the form?

4 17No Yes You may not know that the new testing lab was largely funded with the new student tech fee money (TACT - for computers) with the caveat that the department cooperate with other instructors from departments across campus who would like to use, but do not have, a testing facility within

their own location.

With the growing number of instructors who decide to use the new testing lab each term, completing this online form is an organizational necessity and procedural requirement.

Do you have any suggestions for the online form(s)?

While the testing lab is now being run by half the number of classified employees it took to run it before, the commitment to serve students and instructors is of the highest importance. The testing lab hours have actually been EXPANDED this year, including being open on strategic Saturdays during the term.

5 18No Yes

Are you and your students satisfied with the testing lab operating hours?

24 Yes

25 No

26 !Other

6 19No Yes

To be sure that materials are placed in the **WRITTEN** testing lab correctly it is necessary to give them first to the lab coordinator, Regine. If you have used the written lab for any form of testing (scheduled/makeup/completion), are you satisfied with the process of how the testing materials are handled? (eg. placing it in testing lab coordinator's mail box, handing to lab coordinator, NOT the lab aides, directly)

27 Yes

28 No

29 Not applicable to me (I don't use written testing)

30 !Other Suggestion

7 20No Yes

If you answered "No" to the above question, what changes would you suggest?

To better serve students who come in to take tests, faculty are being asked to more accurately determine their test starting and stopping dates and times. Of course these can be changed with a direct communication to the testing lab coordinator (NOT a student lab aide) through email or in person.

8 21No Yes

In order to reduce the amount of paperwork that the lab coordinator and lab aides have to go through, paper tests are typically returned as quickly as possible to your mailbox after students have taken them (after the faculty submitted deadline).

Are you satisfied with the process of the tests being returned to you?

31 Yes

32 No

33 Not applicable to me (I don't use written testing)

34 !Other Suggestion

9 22No Yes

One of the most formidable challenges in running the testing lab with the highest quality of service to students AND TEST SECURITY for faculty, is the training of the student lab aides.

As you may also know, the turnover rate for these employees is quite high, as lack of Learn and Earn funds, Workstudy requirements/cutbacks, and the very nature of the 10 week term come into play. As a result, student lab

aides do NOT know all of the instructors by name and/or face. However, student lab aides DO KNOW the filing system set up by Regine, the testing lab coordinator.

In order to maintain test security and accountability, it is important that ONLY the lab aides or Regine access the files while they are in the filing cabinet in the testing lab. Instructors can have Regine add to, pull, or review their files at any time, but doing so directly has already resulted in problems such as missing tests and other confusion, not to mention distraction in the lab.

With this in mind, are there any improvements you would like to see in the testing lab?

Computer tests are, by far, much easier to administer than pencil and paper tests. There are no files to misplace, no papers that students may mistakenly write on, and no ability for tests to be "stolen" and test integrity and security compromised.

10 **23**No Yes All of the finer points of "testing" students are controlled by the instructor directly, from the convenience of his/her office computer, with absolutely no printing and graphics deadlines/lead time to worry about. This includes the test start and stop days and times, which student L# are allowed to take the test, allowing for "makeup" tests, or students who miss the test deadlines, getting their scores whenever they want, having test item analysis at their fingertips, and easy importation into their existing Excel gradebooks, if they have them.

This said, are there any problems that you instructors using TestPilot and computer testing are having? Do you have any suggestions to "solve" them? Training needs? covered by the previous items?

It might amaze you, but MANY of your students do NOT know their instructors' name when they come in to take an exam, either written or computer. Of course, this makes it difficult for lab aides to serve them.

11 **24**No Yes Students must know their class/subject, instructor name, L number, and the test name that they are taking in order to be served. What suggestions can you offer for either the lab coordinator, other instructors, or both, that will help us to better serve students when they come to use the lab?

Take into consideration everything you've experienced with the testing lab, both now and practices in the past.

12 **25**No Yes Are there are any problems that you or your students have had with the lab that have not been covered by the previous items?

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