Student Services Student Learning Outcomes
from the Full Program Review
Assessment and Testing Center
2014-2015
• offering diagnostic testing in Math and English to assist in basic skills improvement. The
diagnostic tests help students pinpoint gaps in knowledge they should specifically focus on prior
to taking the placement test, thereby ensuring the best outcome possible.

4. Briefly describe the program and the services it provides in order to achieve
its goals and SLOs.

Program: The Office of Assessment and Testing administers placement testing in English, Math, and English as a Second Language; Test of English as a Foreign Language (TOEFL) to international students; Test of Essential Academic Skills (TEAS) to students in the nursing program; and diagnostic testing in Math and English. In 2014 we began proctoring makeup tests for students enrolled in academic courses at College of Marin; we also assist the Student Accessibilities Services Dept. with makeup tests for some of their clients.

Services:

• We strive to emphasize the importance of review of subject matter prior to testing,
  communicate clearly, and answer students’ questions knowledgeably.
• We make ourselves liberally available for testing at different times to meet the needs of our
  students, and provide testing services at both campuses on a regular weekly basis.
• In 2014 as a courtesy to faculty, the ATC began proctoring makeup tests for students who could not take the test on the instructor’s test day.
• As an added accommodation for makeup test students with additional time requirements from
  the Student Accessibilities office, we are now open on the Kentfield campus continuously
  throughout the day with no mid-day closure.
• The ATC provides weekly testing at the IVC campus every Friday, both morning and afternoon
  test sessions.
• The ATC is open extended hours every week for early evening testing.
• The ATC visits high school campuses during spring of each year, providing on-site placement
  testing for graduating seniors.
• The ATC provides two special late-day testings at both campuses, for high school students
  participating in College Success Saturday, a high school-specific day.
• The ATC provides Saturday testing at both campuses on Saturday Services Day (the Saturday
  immediately preceding a new semester), during College Success Saturday for high school
  students who missed testing when we were at their high school, and the TEAS test for students
  in our Nursing program.
• Twice during the school year (once in fall semester, once in spring semester), the ATC
  administers the Test of English as a Foreign Language (TOEFL) to students in our intensive
  English program and to international students who want to enroll in credit classes.
• Regular Saturday placement testing was tried throughout 2014 at the IVC campus. Attendance
  was poor to non-existent, which points to cyclical activity indicating neither a need nor a
demand for regular weekend testing except during the two closest months near the start of a new semester.

- In 2014, the ATC Coordinator conducted several offsite test preparation workshops sponsored by student advocacy groups such as 10,000 Degrees and Mulberry Street and at two local public high schools.

5. Describe barriers students might have in accessing your services.

- Getting to the physical campus
- Limited computer literacy
- No automatic door opener to the ATC
- They must be a “student” first, they cannot just walk in and test
- Presentation of valid photo ID required
- Other barriers, more student-centered and out of the scope of the ATC, are demanding work schedules, family obligations, lack of transportation

6. Describe retention/intervention strategies you use to increase student success.

Provide test preparation resources in different formats in a variety of places:

- on our web page, Appendix C, we have provided web links and downloadable practice tests
- within the student portal with a link to the Accuplacer practice web site
- in both campus libraries through test prep books available for in-Library use
- posted on our bulletin board in front of the ATC
- test preparation flier with review resources in a hand-out box by the ATC’s front door
- on the ATC’s front window
- in person
- Provide test preparation workshops on and off campus
- Provide diagnostic tests in math and English to focus on learning gaps requiring further review and study
- Take on student problems to ultimate resolution so students are not bouncing from one area to another
- Be super informative by having knowledge of other areas of the college such as Counseling, Enrollment Services, Tutoring, ESL, Intensive English Program, International Students program.
- Strive to reduce the anxiety that often accompanies test taking with professionalism and a calming demeanor