Department:	Assessment/Computer Commons			
Academic Year:	2017-17	Annual Update # 1	X	Annual Update #2

1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)*

List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

1. Students will leave the Computer Commons feeling that they have been provided quality technical support to foster their success in Open Computer Lab.
   - Lab Aids have created accounts for the Professional Learning Network and have accessed training to increase their knowledge and ability to assist students/customers
   - The Lab Aid also participated in a one day campus training and discussion in April 2017
   - Some staff participated in Canvas training
   - Challenges to providing appropriate and improved service were created during the implementation of the new student workstations and the move of the machines to Windows 10 and improvements to other IT service upgrades on campus. The Computer Commons continues to work with IT to resolve these issues
   - Improved communication of key information to students through the installation of computer screens.
   - A student survey was conducted and the majority of students agreed or strongly agreed that :
     - Staff are able to assist students with computer issues, such as printing, various programs, such as PowerPoint and Word, and uploading files.
     - Staff in the Computer Commons offer timely assistance when a student has a technical problem.
     - Students are given clear and accurate assistance when they experience a computer issue.
     - Staff provide technical assistance that supports student success in their coursework.

2. The Computer Commons will enhance operational efficiency and strengthen the academic integrity of proctored testing services.
   The Computer Commons staff and management have had many conversations about a variety of operational issues. Many of these conversations are on-going and include:
   - Scheduling efficiency of staff and resources (on-going)
   - Scheduling efficiency leading to a better testing environment and classroom support (on-going)
   - Proctored testing guidelines and best practices (on-going)
   - Faculty instructions for proctored testing (on-going)
   - The role of proctored testing in the Computer Commons and the use of services such as ProctorU (on-going)
   - Replacement of ALL student workstations prior to fall 2017 (Completed)
   - Installation of lab management software (Completed)
   - Implementation and use of lab management software (On-going)
   - Moving the check-in counter for better oversight of the computers on the floor (Completed)

- Review of webpages and update information (On-going)

A student survey was conducted and the majority of students agreed or strongly agreed regarding the following:

- When taking a proctored test in the Computer Commons, the staff quickly and efficiently assist students in the sign in and testing process.
- The wait time to sign in and be assigned a computer during a test is reasonable.
- Clear instructions are provided, both visually and verbally, to guide students through the testing process.
- Staff maintain an appropriate testing environment. This includes limiting noise and distractions, and creating as stress free a testing environment as possible.
- The Computer Commons staff monitor students during testing to ensure academic integrity standards are followed. This includes enforcing instructor restrictions on the use of books and notes, used of devices such as cell phones, and interaction between test takers.

3. **Improve placement, leading to better student success through increased completion rates of certificates, degrees, and transfers.**

Assessment was a significant discussion in the Basic Skills Committee in 2016-17. The committee recommended to the Academic Senate the approval of the Multiple Measures Assessment Project (MMAP). This included the math and English faculty developing recommendations for placement using multiple measures including high school GPA and highest course completed in the corresponding discipline. Those recommendations are still under review and discussion.

The statewide assessment project was on hold for most of 2016-17. A pilot group will begin testing the new product in fall 2017. The results of the pilot will likely drive the rollout of additional users.

BCC worked with an independent contractor to begin a validation study for the current assessment product, Accuplacer. The project was stalled and reassigned to our local research department. This project is also on-going.

C) Describe any improvements made by your unit as a result of the outcomes assessment process:

1. What did you learn from your evaluation of these measures?

1. Training needs to continue and areas with overlapping responsibilities need to work more closely together to improve service to students.
2. Many of the conversations are on-going and will impacted by pending changes, as well as changes in key administrative personnel. All of the conversations are relevant to providing service to students that supports student learning, success, and achievement.
3. While the state project has run into some obstacles, there have been a number of positive discussions and improvements related to multiple measures. This includes a wide range of potential measures that could improve placement for students that are not currently being used on campus, but have been successfully implemented at other community colleges in the state.

2. What improvements have you implemented as a result of your analysis of these measures?

- TV Screens were added to communicate testing guidelines, as well as key dates and instructions, more effectively.
- Lab management software was purchased and is in the process of being implemented to assist with test monitoring and data gathering.
- The Computer Commons was moved under the Dean of Distance Education October 2, 2017 to allow more integration of support services in the Learning Resource Center.

- Some policies are currently under review and revision.

3. *What improvements do you plan* to implement as a result of your analysis of these measures?*
(*List any resources required for planned implementation in #3: Resources.)

- Work with faculty and staff to enhance learning support services.
- Continue to review current staffing and make recommendations for effective student support and improve services.
- Assessment will move to Student Services in order to be more closely monitored and connected to the matriculation process.

2.	GOALS AND OBJECTIVES *(Taken From #9--Action Plan--of FULL Program Review)*			
	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Scheduling for Student Success	#1 Provide a testing environment more conducive to concentration and secure from interruption.	Create time periods where Proctored Testing is separated from Open Computer Lab.	Increased student satisfaction with testing and open lab environments. Review relationship between testing scores during closed and open lab times.
		#2 Review availability of resources and customer service levels during peak testing periods.	Work with Instruction to study how online classes are scheduled and have dialog about the impact on Computer Commons during testing. Discuss with Faculty the use of proctored exams for verification of student identity and the impact that the schedule of these exams has on the availability of lab resources.	Increase resource availability during peak testing periods. Improve student testing experience and success.
		#3		

Goal #1 Annual Update: (Assess progress made toward goal attainment)
The student survey conducted showed students overall are satisfied with the services they receive, as well as the testing and open lab environments. Lab management software has been purchased to assist the lab in collecting usage statistics. Resources evaluation and discussion is ongoing.

GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT

#2	Explore options for resource optimization, including space, computer, and staff utilization.	**#1** Gather information regarding needs and opportunities.	Work with Faculty to determine needs and opportunities.	Increase resource availability during peak testing periods. Improve student testing experience and success.
		#2 Determine possible staffing options to meet instructional and student needs, including opportunities to utilize the space and resources in new ways.	Gather information such as lab data and statistics. Work with Human Resources and Administration to determine possible staffing options to optimize resource utilization in the support of identified needs and opportunities.	Increase resource availability during peak testing periods. Improve student testing experience and success.
		#3 Provide support for student success by optimizing the space available in addition to creating a more user-friendly environment.	Work with M&O to review options for space optimization and utilization.	Increase resource availability during peak testing periods. Improve student testing experience and success.

Goal #2 Annual Update: (Assess progress made toward goal attainment)
Students surveyed are currently satisfied with services. The discussion regarding resources and peak testing periods is ongoing.

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3	Improve data collection	**#1** Inform better practices for student success.	Look at information available and develop a plan for using the data to further student success. Provide Basic Skills and ESL Faculty with assessment data necessary for informed decision making, leading to student success.	Data informs processes and improves student success. This will be evaluated as data is used. Specific examples are not provided as situations may vary.
		#2 Inform schedules and lab practices for optimization and student success.	Facilitate dialog with Faculty regarding improving proctored	Improve student testing experience and success.

				testing practices based on data collected. Use data to determine student need. Examples may include determining scheduling for lab business hours; and hours for open lab and testing.	
		#3			

Goal #3 Annual Update: (Assess progress made toward goal attainment)

Discussions regarding the maximization of resources is ongoing. Lab management software has been purchased and will be utilized to gather usage statistics that inform the discussion.

			GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT	
#4			Align Computer Commons operations with industry best practices	#1	Institute relevant and feasible industry best practices for Proctored Testing.	Study the proctored testing operations of other similar institutions.	Improve student testing experience and success.	
				#2	Institute relevant and feasible industry best practices for Open Computer Lab.	Study the proctored testing operations of other similar institutions.	Improve student testing experience and success.	
				#3	Develop a replacement schedule for upgrading lab computers and equipment	Identify funding for ongoing replacement of computers in the lab. Upgrade scanner currently only able to run on Windows XP that is needed to provide scanning of tests for use, especially for disability accommodations such as Kurzweil.	Maintain a lab environment that supports student learning and success.	

Goal #4 Annual Update: (Assess progress made toward goal attainment)

Initial research indicated that most lab environments separate testing and open computer lab. This can be done through scheduling or having separate lab environments for each. Conversations about how to best address this on our campus are ongoing.

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT	
#5	Align Barstow Community College with California Community College assessment system	#1	Improve placement and decrease fallout by using the improved State Common Assessment tool.	Implement Common Assessment. Apply for implementation grant.	Students can easily transfer their assessment results to any community college in the State system. Improved completion rates of certificates, degrees, and transfers.	
		#2	Align local multiple measures with the MMAP recommendations.	Implement Multiple Measures.	Improved completion rates of certificates, degrees, and transfers.	
		#3	Review other multiple measures opportunities such as EAP, CalPass, SAT/ACT	Research the availability of information that would inform placement for alternative methods. Facilitate faculty/counselor discussions regarding the use of the available alternate methods for placement.	Improve placement leading to improved persistence and completion.	

Goal #5 Annual Update: (Assess progress made toward goal attainment)

Assessment will be transferred to Student Services to allow better alignment with the matriculation process.

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT	
#6	Provide employees with training and development opportunities to foster their professional growth.	#1	Better be able to serve students	Develop a training plan and schedule.	Improve student experience and success.	
		#2	Be more efficient in the work.	Develop a training plan and schedule.	Improve staff capabilities.	
		#3	Develop skills for professional growth.	Develop a training plan and schedule.	Improve opportunities for professional growth.	

Goal #6 Annual Update: (Assess progress made toward goal attainment)

The LRC had a training workshop in April 2017 for staff. The training included an overview of the new Microsoft Office 365, Kurzweil, ProctorU, and OEI. The Computer Commons staff also created accounts with the Professional Learning Network and participated in training.

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT	
#7	Explore need and opportunities to provide professional certification testing services leading to industry recognized credentials.	#1	Understand the community's need for certification services.	Research local employer and employee need for certification services. Work with CTE to identify the certifications to be offered.	Inform planning and decision making for potential expanded professional certification testing services.	
		#2				
		#3				

Goal #7 Annual Update: (Assess progress made toward goal attainment)

This discussion is ongoing.

3.   Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

IMPORTANT: A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested.

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source