Division of Student Affairs  
San Francisco State University  
Testing Center  
Student Learning Outcomes  

2010-2011 Assessment Plan

Mission Statement

The Testing Center serves University students, faculty and staff by coordinating and administering educationally required tests, to include accurate and timely scoring, recording, reporting, test registration and payment process and test results used for admission (undergraduate and graduate); diagnostic and course placement tests; and tests for credit, certification and graduation requirements.

Rationale: The Testing Center helps students to learn by assisting in their testing experience of on-line registration to take tests in a timely manner and to pay for tests appropriately. By carrying out these functions effectively, the Center helps the University in its mission to attract, retain and graduate a diverse student body.

Planning Goals

Goal #1: To provide students with accurate information regarding required tests and efficient way to register for tests.

Goal #2: To provide all students, including international students, with timely methods to register for placement tests.

Goal #3: To enhance email admission tickets for all our local testing programs.

Student Learning Outcome #1

SF State applicants will learn how to register for the EPT/ELM test administration at the closest CSU test site to where the student applicant lives. The number of Fall 2010 applicants from out-of-area who incorrectly register for the test(s) at SF State, but can test to a closer site than SF State will decrease by 10% compared to the Fall 2009 admissions cycle, as demonstrated by the number of phone calls requesting to change a student’s test registration to a different CSU Testing Center in the one or two weeks prior to the test administration. Because we did not have a spring 2010 admission cycle we are extending this student learning outcome. In addition, a communications portlet is being developed and we hope to be able to better communicate this goal to all EPT/ELM test candidates.

Rationale

Currently some parents and students are purchasing airline tickets and hotel accommodations to test at SF State when the student applicant could test at a closer CSU and not spend money by testing at a distant location.

Measures

The number of phone calls requesting to change a student’s test registration to a different CSU Testing Center in the one or two weeks prior to the test administration will decrease by 10%.

Results

The results have not been as positive as we had planned. Students and parents are still under the impression that they must take the EPT/ELM at the campus they are enrolled. There are further changes with this SLO as Educational Testing Service is taking over the registration process for EPT/ELM in January 2012. We had planned on incorporating in the new student portlet an option for students to
register for the EPT/ELM at the closest CSU campus based on their home address zip code. I have requested this enhancement to Educational Testing Service, and they are considering this request.

**Conclusion**
Although this was a worthwhile and cost savings objective to parents and students we do not have a definite plan for the success of this SLO unless Educational Testing Service adopts our plan for the registration process systemwide. If the systemwide approach is implemented this will have a huge implication for all of the CSU students registering for the EPT/ELM.

**Student Learning Outcome #2**

SF State international students will learn to register for the EPT/ELM by the test registration deadline. We will create a separate EPT/ELM registration link only available to international students. When this objective is achieved, the number of international students who register online, rather than walking into the SFSU Testing Center during fall international student orientation to register for the EPT/ELM will increase by 10%. There has been a change in the Office of International Programs responsibilities and duties and we will work more closely with this office so international students receive EPT/ELM registration information in a timely manner.

**Rationale**
Currently international students walk into the SFSU Testing Center to register for the EPT/ELM after the registration deadline. We have to order testing materials two weeks before the test date.

**Measures**
The on-line test registration count of international students will increase by approximately 10% by the test registration deadline.

**Results**
We have not had very good success with this SLO and in fact, we have less international students registered for the August 2011 EPT/ELM than we had for August 2010. After discussing this issue with staff from the Office of International Programs, no feedback was provided as to why these international students are not registering for tests early, but rather waiting until they arrive on campus to register for tests.

**Conclusion**
We will order additional testing materials to cover the international student testing population. We will continue to work with the Office of International Programs to see if there are other ways to get these students to register. Perhaps we can implement this in the student portlet and see if students will register early at the time they accept their offer of admission.

**Program Objective #1**

To provide registered candidates with email test admission tickets outlining payment information. We would like to eliminate the need to have any registered students to pay the test fee on the day of the test. Currently, we do not accept any cash or checks, but we do allow students to pay on-line with a credit card.

**Rationale**
This will facilitate a more efficient test administration on the day of the test and test supervisor will not have to spend additional time on payment issues which should have been taken care of before the day of the test.

**Measures**
After April 1, 2011 there will be no payments made via computer on Saturdays for our local testing programs.
Results
This program objective has had unintended consequences. We are learning that although we provide payment information to registered candidates, we now have found that students are not bringing their proof of payment to the tests so now students have to go on-line to print out their financial statement. We have only two computers for students to use and at one JEPET administration we had over 50 students who had to either demonstrate proof of payment or make a payment on-line. We direct these students to other testing rooms so as not to delay the start of the tests and inconvenience those test takers who have done everything correctly.

Conclusion
We are going to have two additional payment lines for test candidates. One line will be for students who have paid, but have forgotten their proof of payment. These students will be provided a duplicate fee payment form and then can check-in for the specific test. The other line will be for students who actually do need to pay and this should facilitate a faster check-in for registered and paid students. We felt it was going to be too disruptive to the test administration if we turned students away from required tests rather than to allow them to pay on-line on the day of the test. In addition, once the Library is reopened there will be additional computers nearby so students will be able to go there to get proof of payment or pay online. We were under the impression that computer labs in the College of Business were open on Saturdays, but due to budget cuts those computer labs are now closed on Saturdays.