KLAMATH
Community College

2021-22

Non-Instructional Department Review

Testing Center

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Klamath Community College Non-Instructional Department Review:

CONTENTS

1. SUPPORT OF THE COLLEGE MISSION

1A. SUMMARIZE DEPARTMENT IN TERMS OF KEY FUNCTIONS AND RESPONSIBILITIES.

The Testing Center is an integral part of Klamath Community College (KCC) and facilitates the College's mission by direct and indirect support through a variety of areas:

Key Functions and Responsibilities:

- Research, apply, and implement available "vendor" exams which meet student, instructor, work force and community needs on an ongoing basis;
- Work collaboratively with statewide and out of state higher education institutions to proctor exams to their enrolled local students;
- Research and present new trends in testing security, equipment and proctor knowledge base for implementation;
- Safeguard all testing material and exams. Utilize various check systems to maintain exemplary standards of academic integrity while safeguarding the intellectual property of exams in a secure testing environment;
- Adhere to the regulations, standards and guidelines established by National Collegiate Testing Association, testing vendors and faculty;
- Proctor all exams in a courteous, professional manner with customer service as a primary goal;
- Committee involvement – support the College mission through participation on committees and through participation with other college groups/classes;
- Increase proctor knowledge through continuing education and training related to assessment services;
- Forecast to estimate future budgeting, staff, training and equipment needs;
- Market testing center services to all KCC stakeholders.

1B. DESCRIBE HOW THE DEPARTMENT SUPPORTS THE OVERALL MISSION OF THE COLLEGE AS ADOPTED BY THE BOARD OF EDUCATION.

The Testing Center supports the overall mission of the college by providing assessment services for our campus and community stakeholders. These include:

- Distraction free testing in a quiet, secure environment;
- ADA compliant testing stations and private testing rooms;
- Academic exams and proctoring services, assessment exams and certification exams;
- Hours of operation as determined by usage statistics. This allows the testing center to provide maximum support for KCC stakeholders. Assessment services outside posted hours are available by appointment;

- Instructor approved testing accessories such as calculators, earplugs, pencils and scratch paper;
- Proctoring services and testing accessories for distance education students, i.e. Proctor 360;

See Mission Statement in Appendices

1C. DESCRIBE THE POPULATION SERVED BY THE DEPARTMENT

The Testing Center primarily serves Klamath County, Oregon. According to the County website, the population per square mile is 11.2 and the land area, in square miles, encompasses 5,941.05 (square miles). Klamath County residents are a diverse socio-economic population. The population reported on the 2020 US Census was 69,413. The population breakdown, according to Census.gov is as follows:

White	77.9% (not Hispanic or Latino)
Hispanic	13.8%
American Indian	5.0%
Two or more races	4.3%
Native Hawaiian/Pacific Islander	0.2%
Asian	1.1%

Education within the Klamath County (according to US Census Data) showed that those who were high school graduates or higher, the percent of the population 25 years+ (2015 – 2019) was 88.1%. Those with a Bachelor's degree or higher, the percent of persons age 25 years + (2015 – 2019) was 20.0%.

In 2019 (United States Census Quick Facts, Klamath County), the median household income was $46,491 (2019 dollars). The per capita income reported in the last 12 months (2019 dollars), for 2015 – 2019 was $25,880. According to www.census.gov, in 2019, there were 16.7% of Klamath County families living in poverty. These rates may be higher due to the current (2021) inflation rate.

The August 24, 2021 Employment and unemployment release from the State of Oregon Employment Department reported that in Klamath County the seasonally adjusted unemployment rate for July 2021 was 7.0 % – down from the reported 7.2% in June 2021.

The Testing Center not only serves the diverse, general, socio-economic population of Klamath County which also includes KCC students and USAF base Kingsley Field, it also serves areas outside of Klamath County – other agencies, schools, and businesses.

1D. DESCRIBE DEPARTMENT RESOURCES INCLUDING USAGE METRICS.

The current Testing Center is located in Building 3, Room 355. It is comprised of a reception/admissions area and a testing area. In the reception area there are secure lockers for testers. There is seating for

those on a break or waiting for admission. There are two administration work stations, 2 testing station monitors, a private testing room and the Test Coordinator's work area.

The actual testing room consists of 36 testing stations, each with a computer. Testing stations vary from 3 feet of work space to 6 feet of work space depending upon client test requirements. There is also an additional private testing room located in this space.

Diagram of Testing Room area and the Admission/Reception area is located in Appendices.

Tables and Charts – Usage Metrics

Years/ Exams	# of KCC Exams	#Other Exams	Totals
2018	6365	2056	8421
2019	6103	2203	8306
2020*	3603	2481	6084
2021*	2077(through Summer Term)	1445(through summer term)	3522 (through summer term)

*2020 totals affected by Covid-19 Pandemic Lockdowns
*2021 totals affected by Covid-19 pandemic Lockdowns – 2021 is still in progress.

Exams Given 2018 - 2021* (*still in Progress)

	2018	2019	2020	2021
KCC Exams	6365	6103	3603	2077
Other Exams	2056	2203	2481	1445

■ KCC Exams ■ Other Exams
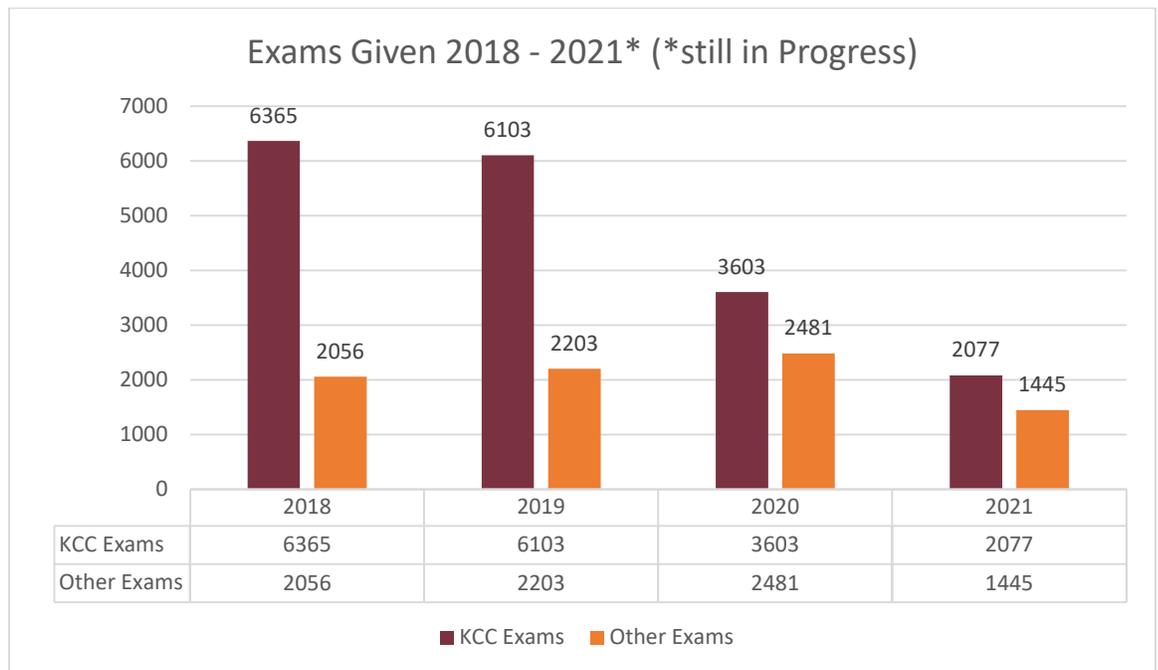
Further examples of metrics are located in the Appendices

2. DEPARTMENT MISSION/GOALS AND LINK TO STRATEGIC PLAN

2A. DESCRIBE PROGRESS TOWARD GOALS SET IN PREVIOUS REVIEW, ANNUAL BUDGET PRESENTATIONS, AND/OR STRATEGIC BUDGET PLANNING.

In the previous review, only one goal was stated:

Goal 1: Accommodate students and community members with limited schedules.

This goal has been met. The Testing Center's current hours (9:00 AM until 8:00 PM) meet and exceed this goal. Testers who find that their schedule does not work with our current hours have been allowed to make an appointment outside of our testing hours. The Testing Coordinator handles all before/after hour testing appointments.

2B. HAVE YOU MET YOUR PREVIOUSLY SET GOALS? IF NOT, HOW DO YOU PLAN TO MEET THEM?

☒Yes
☐No

3. PERSONNEL SUMMARY

3A. PROVIDE AN ORGANIZATIONAL CHART OF THE DEPARTMENT.

KCC LRC Organizational Chart
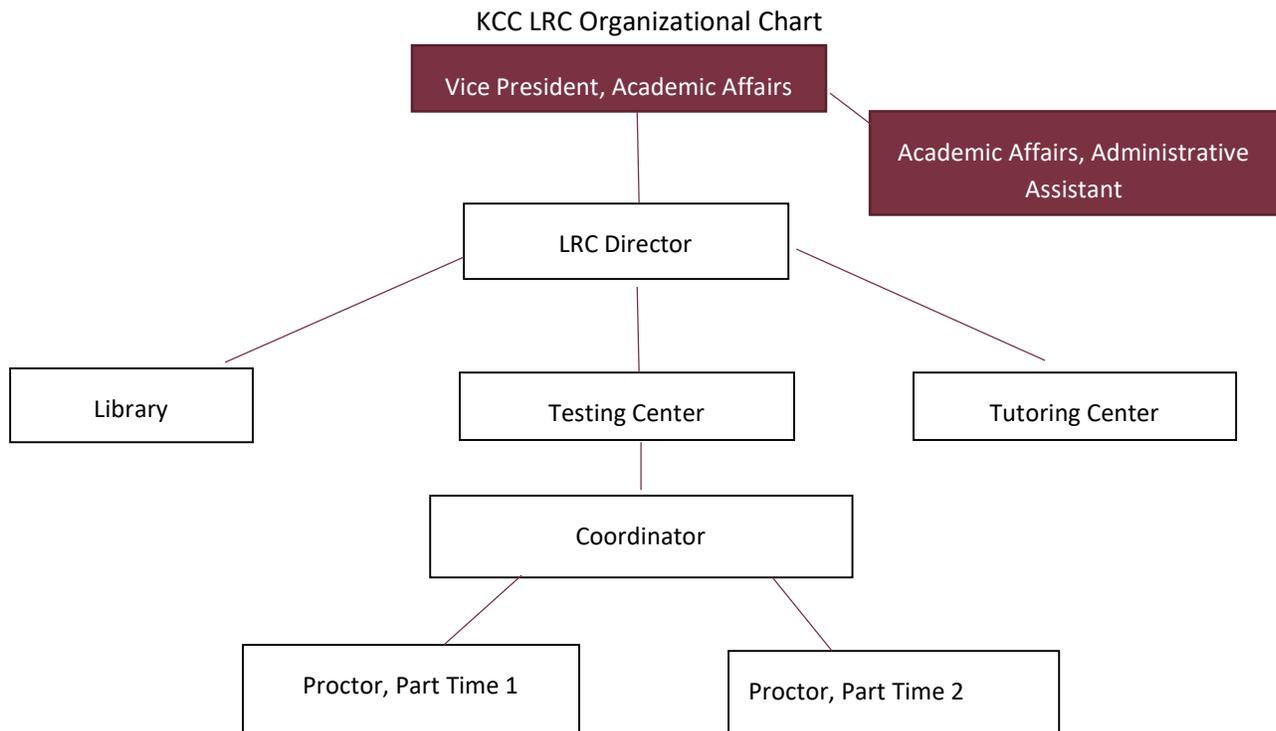
3B. ARE CURRENT MANAGEMENT AND STAFF ADEQUATE TO PERFORM FUNCTIONS AND RESPONSIBILITIES SATISFACTORILY TO ACHIEVE DEPARTMENT GOALS? EXPLAIN THE JOB FUNCTIONS OF EACH POSITION.

☐Yes
☐No
☒Somewhat

This department is very lean, efficient and well organized.

Currently, there are 3 people staffing the Testing Center – One Test Center Coordinator, two part time proctors. Daily work hours during terms are generally: Coordinator (7:30 -3:30), Proctor 1 (9:00 – 2:30), Proctor 2 (2:30 – 8 PM)

In order to remain efficient and be able to better serve our testers/clients, especially during peak testing times, it would be helpful to have one of our part-time proctors move to full time status.

JOB FUNCTIONS:

Testing Coordinator – The Test Center Coordinator acts as a proctor, when needed, and manages the day to day fast-paced operations of the Testing Center- maintaining a commitment to superior customer service. This position opens the Center, sets up all daily paper work, computer stations, and materials needed for the testing day. The Coordinator supervises and trains all Testing Center staff, as well as supervises and coordinates the delivery of pencil/paper exams and computer-based tests for placement testing, licensure, certification and college credit. The position is also responsible for testing center budgeting, research regarding testing (programs, equipment and trends), projects as assigned by LRC Director, daily statistics (including tracking all cash transactions), site security and for maintaining a clean and comfortable testing environment. Coordinator utilizes gathered data and statistics to long-range plan and budget for future Test Center needs. The coordinator handles questions regarding test integrity or misconduct in a professional, ethical manner. The coordinator works collaboratively with other colleges, businesses, and KCC departments on special projects and testing services. The position requires intimate knowledge (technical operations, rules/regulations and implementation) of all tests offered and yearly re-certification as a proctor and Site Manager on all exams offered at the Testing Center. GED area manager for testing. Other duties as assigned.

Proctor – The Test Center proctor is responsible for the admission of all testers to the testing center, safeguarding all exams and tester information, delivery of exams after testing, viewing security monitors – contacting Coordinator of any testing irregularities, maintaining daily tally of testers/exams for daily

test certification, scheduling of appointments, and answering phones and completing cash transactions for certain client examinees. The proctors are also responsible for sanitizing testing area after every tester. The proctor will work closely with the Coordinator on special projects. This position requires yearly re-certification as a proctor on all exams offered at the Testing Center and completion of any training for the Testing Center as well as Klamath Community College. Other duties as assigned.

HR Job Descriptions located in Appendices

3C. DESCRIBE ORGANIZATIONAL CHANGES THAT WILL IMPROVE DEPARTMENT PERFORMANCE, PROVIDE TIMELINESS FOR THE ACHIEVEMENT OF SUCH CHANGES, AND DESCRIBE MEASURES THAT WILL ASSESS THE EFFECTIVENESS OF SUCH CHANGES.

- Addition of a part-time position to answer the phone and schedule appointments during finals. This would increase the efficiency and flow of the Examinee admission process and provide timely responses and scheduling for callers. This position would not necessarily be a new hire but perhaps could be "borrowed" from another department during this time frame (initial training plus one week every term);
- Move one part-time proctor to full time status. This would enable the Testing Center to better meet the demands of testers and clients;
- Winter Term 2022 finals would be target time/date for adding one part-time position;
- Data (time + flow) gathered would be able to assess the effectiveness of this change;

4. STAFF DEVELOPMENT

4A. DESCRIBE SPECIFIC PROFESSIONAL DEVELOPMENT ACTIVITIES IN WHICH DEPARTMENT MEMBERS PARTICIPATE, AND EXPLAIN HOW SUCH ACTIVITIES BENEFIT OR ENHANCE THE DEPARTMENT.

- Participation in ongoing training offered by KCC
    - First Aid, CPR and AED
    - Chemical Spills
    - Coronavirus Awareness and Health emergencies
    - Child Abuse: Mandatory Reporting (Oregon)
    - Ferpa
    - Hazard Communication
    - Bloodborne Pathogen Exposure Prevention
    - Fire Extinguisher Safety
    - Safety Data Sheets
    - Title IX and Sexual Misconduct

- Participation in training "webinars" offered by the National Collegiate Testing Association (NCTA), State of Oregon, Proctor 360 and PSI
  - Transitioning to Remote Online Testing (Proctor 360)
  - AWS Exceptional Scenarios (PSI)
  - WIN Learning Career Readiness Exams (State of Oregon)
  - ACT exam proctoring and Administration (ACT)
  - Advanced Psychology of Cheating (NCTA)
  - Academic Integrity (NCTA)
  - The Impactful Proctor (NCTA)
  - Testing at a Post-Secondary Institution During a Pandemic (NCTA)
  - OPS Check-in and Photo Capture (PSI)

These trainings help the Testing Center to gain awareness of issues, remedies and solutions that are being used by clients and other higher education testing centers in the USA. This look at issues and solutions deepen to our knowledge base to help the KCC/LRC testing Center maintain its place at the forefront of testing in Oregon.

In addition, the proctors go through rigorous training and testing in order to be able to proctor any exam. Professional development is tracked by the Testing Coordinator and coursework and ability to proctor exams is charted and held in their individual training file. Training and professional development expectations are listed in their Testing Center Handbook.

4B. DESCRIBE AREAS OF UNMET PROFESSIONAL DEVELOPMENT NEEDS AMONG PERSONNEL IN THIS DEPARTMENT AND OUTLINE PLANS TO ADDRESS THOSE NEEDS.

- Collegiate membership with NCTA – currently we are utilizing the Testing Coordinator's personal membership for Testing Center professional development, resources and webinars.
- NCTA Collegiate membership will be added to the upcoming budget.
- Because of the high numbers of limited English proficient testers, it is recommended that staff complete at least one term of Spanish (online). This will be an item added to our budget.
- Because of testers with limited hearing, it is recommended that staff complete ASL training course (online). This will be an item added into our budget.

5. FACILITIES AND EQUIPMENT

5A. ARE CURRENT FACILITIES, SUCH AS CLASSROOMS, OFFICES AND EQUIPMENT, ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.

☒Yes
☐No
☐Somewhat

5B. IS AVAILABLE EQUIPMENT ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.

☒Yes
☐No
☐Somewhat

5C. DESCRIBE PLANS FOR FUTURE CHANGES IN SUPPORT FACILITIES OR EQUIPMENT.

- Addition of an online website or pos system for testers taking and paying for a client (vendor) exam.
- Two or three- line phone system (i.e. an extension to main telephone number that can be answered from any Administrator's desk).
- Dedicated electronic screen (TV monitor) which displays only the exams available in the Testing Center. Location would be adjacent to entry door to Testing Center Reception/Admission area

  We have adequate equipment to support us now. However, in the future, depending upon the budget, we would like to consider/add the above. This will expediate and facilitate examinee admissions.

6. BUDGET

6A. PROVIDE A FINANCIAL REPORT. EXPLAIN DEVIATIONS FROM BUDGET EXCEEDING 10% OF ANY LINE ITEM.

7/1/2020 Thru 6/30/2021			
Account Number	**Description**	**Approved Amount**	**Over**
1-001-20-2007-6700-1	Full Time Support Staff	32,000	10,924
1-001-20-2007-6701-1	FICA	2,448	836
1-001-20-2007-6704-1	PERS	8,757	2,990
Total Budget	103,768		
Used	90,944		
Under Budget	12,824		

Test Coordinator was reclassified and received a raise. The increased amount will be reflected in the upcoming budget. The other overages are not in the department's control. More funding will be

budgeted in the upcoming budget. Although over by 10%+ in three line items, overall, the Testing center was under budget by $12, 824.

6B. DESCRIBE BUDGETARY CHALLENGES.

Although, we operate very lean. Our challenges lie in the realm of keeping our technology up to date in the fast -paced world of testing/technology. This can be expensive and often times, monetarily, cannot be accomplished within our desired time frame.

The staff is stretched thin during our peak testing times, moving a part-time proctor to full time status would alleviate this.

7. CONCLUSION

7A. DESCRIBE DEPARTMENT STRENGTHS.

- The testing center strengths lie with its adherence to written standards, procedures, attention to detail, training and dedicated, knowledgeable staff.

7B. DESCRIBE DEPARTMENT WEAKNESSES.

- Due to the nature of the position (high stress, long periods of extreme focus upon details and late work hours), we experience a high turn-over rate.
- Continued search for personnel (best fit for the job, College degree, training, long evening hours, some weekends etc.)

7C. DESCRIBE SUPPORT NEEDED.

In order to offer a smooth and efficient flow of services, the following support is needed:

- Point of Sale (POS) system
- 2 or 3- line phone system (i.e. extension of main number – not new lines)
- Spanish Course (at least one term) with College paying for class and fees
- ASL (one introductory course) with college paying for fees and class
- A person to answer phone and schedule appointments for one week during finals Plus applicable training time.
- Move a part-time proctor to full time status.

7D. OUTLINE NEW GOALS INCLUDING TIMELINESS FOR COMPLETION, MEASURES FOR EVALUATING ACHIEVEMENT OF SUCH GOALS, AND A PROCESS FOR IMPLEMENTING IMPROVEMENTS.

- National College Testing Association (NCTA) application completed, evidence gathered and submitted to NCTA by Winter 2021 -2022.
  The measurement of this goal would be the successful application and evidence submission to NCTA.
- Scheduling of a site visit by the NCTA to the KCC Testing Center for an inspection by Spring of 2022/Fall 2022.
  Measured by becoming a nationally certified testing center.
- USAF/ ANG (Portland), KCC Veterans Dept. and KCC Testing Center Partnership - CLEP technology and programming preparation and set up by Fall 2021.
  The measurement for completion of the above will be the actual CLEP testing at the new location by Winter of 2022.
- At least two new test client exams by Spring 2022.
  The measurement for completion of the above will be the actual scheduling and testing using the new client exams.
- Faculty training on use of Proctor 360 – Spring 2022.
  We are currently working with Proctor 360 to deliver on-line faculty training in a "moodle" type interactive training program.
  Measurement of this goal will be faculty completion and utilization of Proctor 360 for remote testing.

Klamath Community College Non-Instructional Department Review:

8. APPENDICES

A. COMMUNITY OUTREACH

The following are examples of community outreach flyers that have been sent to businesses, schools, or agencies depending upon relevancy.

In addition, flyers are posted on campus and others are posted around town. We try to "get the word out" through all available avenues, including social media.

B. Testing Center Room Seating/Arrangement

Chart 1 shows seating arrangement in the Testing Center Testing Room

Chart 2 shows Admission/Reception are of the Testing Center

C. METRICS

Excerpts and samples of a few of the metrics/statistics gathered on a daily basis in the Testing Center

D.TRAINING

HR Job Descriptions

Excerpts from the Testing Center Employee handbook

Staff Electronic Record of training/certification

8A. COMMUNITY OUTREACH

The Testing Center continually reaches out to organizations, businesses and other entities to partner and test for them.

The following are examples of community outreach flyers that have been sent to businesses, schools, or agencies depending upon relevancy.

In addition, some flyers are posted on campus while others are posted around town. We try to "get the word out" through all available avenues, including social media.

Attention High School

Seniors, Juniors & recent graduates

Klamath Community College will be offering the

 exam – July 17, 2021

KCC Testing Center – Building 3, Room 355

Register at: www.act.org

NEED YOUR ASE ?

3 easy steps to success

1. Register online at: MyASE.com
2. Call or email KCC LRC Testing Center for a testing appointment (have your ASE number handy)
   Call: 541-880-2334 or email: testingcenter@klamathcc.edu
3. Come to the Testing Center - Klamath Community College Building 3, Room 355 for your exam

KCC TESTING CENTER

EDUCATOR EXAM OFFERINGS

Are you a Teacher or thinking of Teaching?

Klamath Community College Testing Center offers many exams for the certification or recertification of educators. These exams are offered on a daily basis. Testers must register and schedule their exams online at one of the following websites:

www.orela.nesinc.com

www.cbest.nesinc.com

After registering/scheduling, exams would be available online at the KCC Testing Center

QUESTIONS??? Feel free to contact our KCC Testing Center at 541-880-2334 or email testingcenter@klamathcc.edu.

KCC TESTING CENTER OFFERS:

OR 008 – Protecting the Civil Rights of Students

ParaPro, Cbest, CPace, CSet, CTel, NES, RICA

Plus, many more exams available – Schedule your test today

Partnering with you for all your testing needs

KCC Testing Center – 7390 S. 6th Street, Klamath Falls , Oregon Building 3 Room 355

8B. TESTING CENTER ROOM SEATING/ARRANGEMENT (1), RECEPTION/ADMISSION ROOM (2)

Chart 1 shows seating arrangement in the Testing Center Testing Room. Chart 2 shows Reception/Admission area

DIAGRAM OF TESTING ROOM

Private Testing Room (PB1)

Outside of Testing Room

Near Reception area

Testing Center

Seating/floor Plan

Private Testing Room (PB2)

Inside Testing Room - Near Row D

| D28 | D29 | D30 | D31 | D32 | D33 | D34 | D35 | D36 |

| C19 | C20 | C21 | C22 | C23 | C24 | C25 | C26 | C27 |

| B11 | B12 | | B13 | B14 | B15 | B16 | B17 | B18 |

X
You are
here

| A1 | A2 | A3 | A4 | A5 | A6 | A7 | A8 | A9 | A10 |
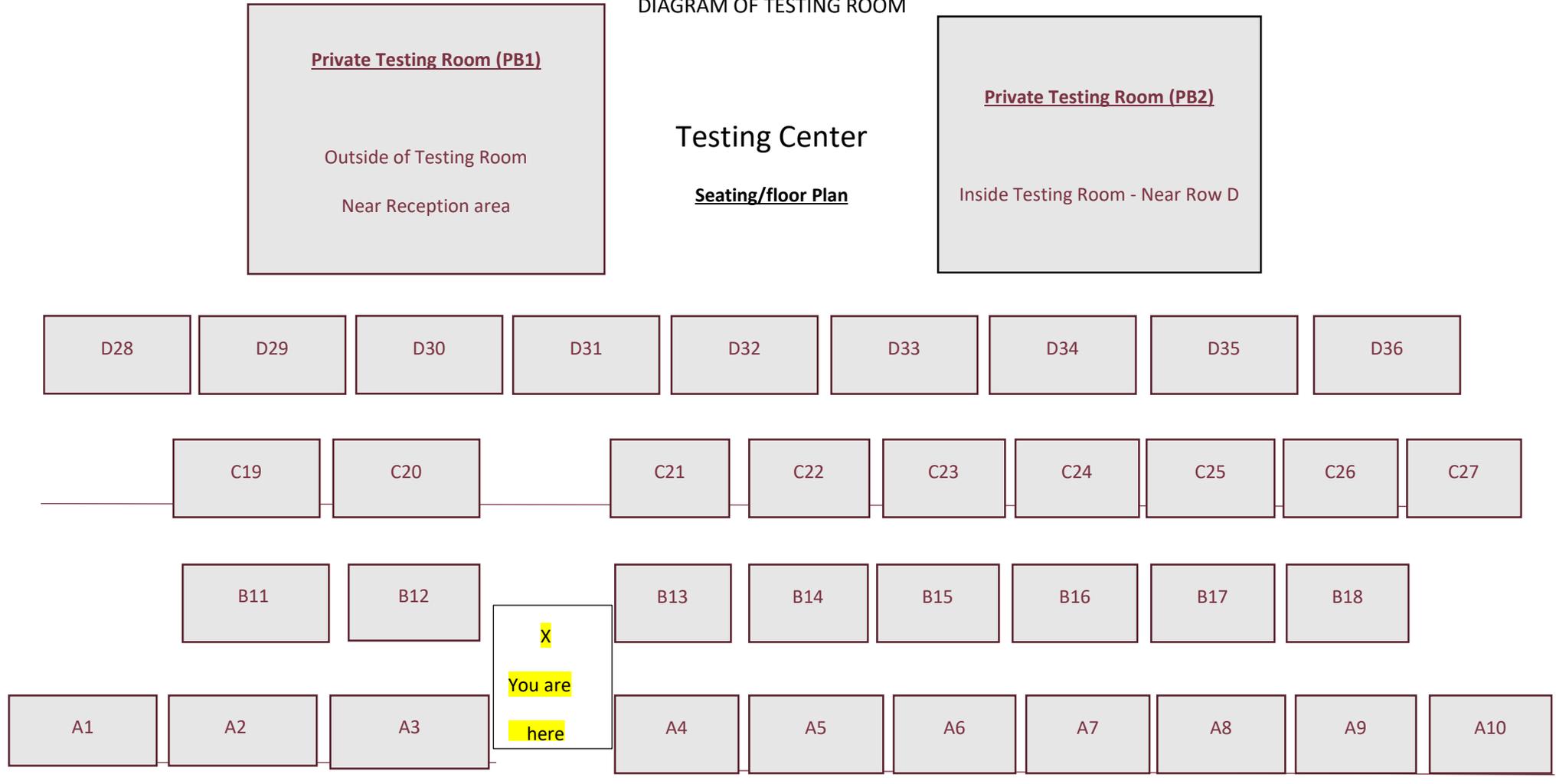
DIAGRAM OF TESTING CENTER

ADMINISTRATION/RECEPTION AREA

<u>Entrance from hallway</u>

Waiting Area

Coordinator's Office

Waiting Area

Lockers

Lockers

Doorway to Testing Room

Lockers

Administrator Station

Administrator Station

Private Testing Room
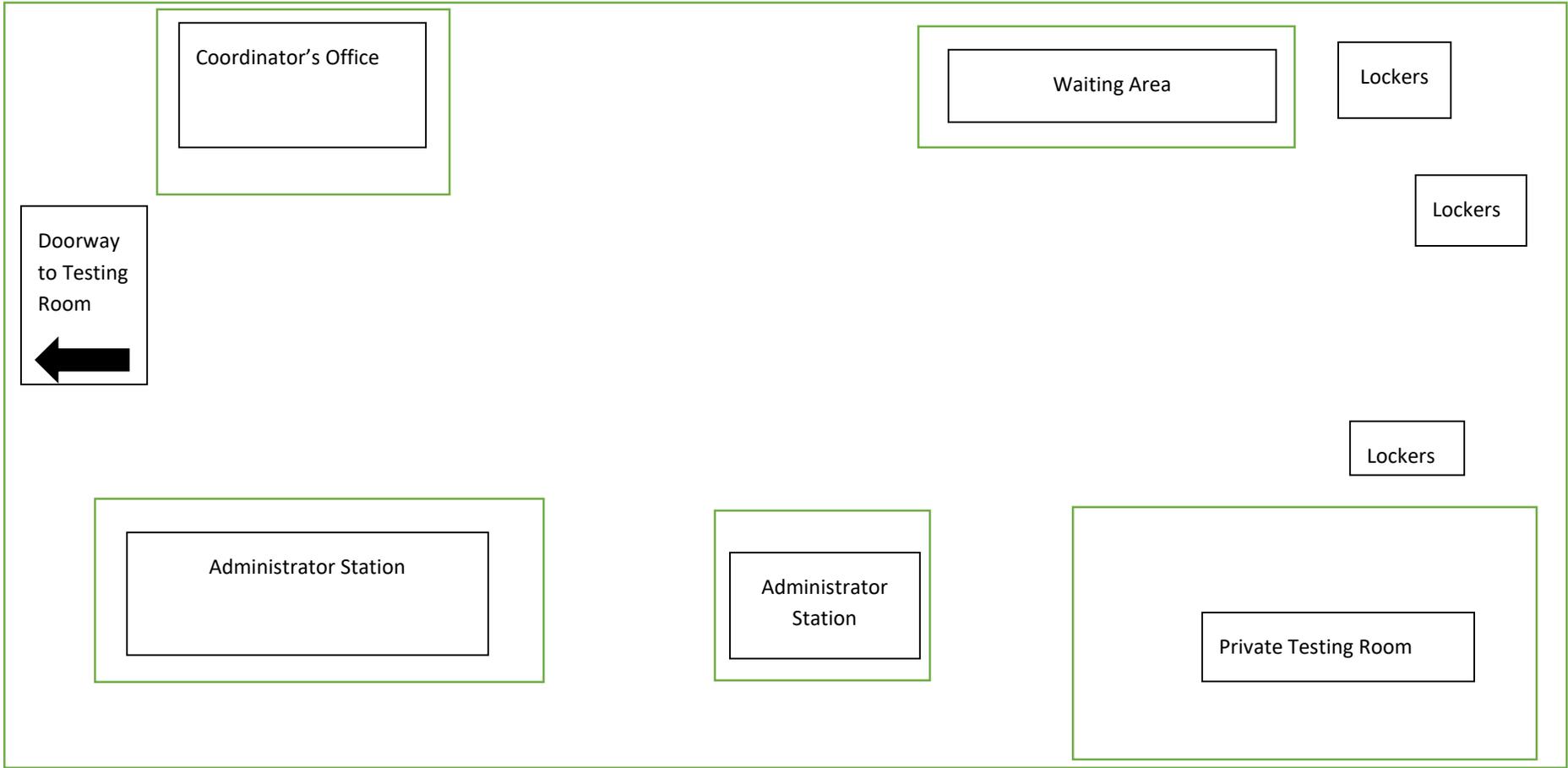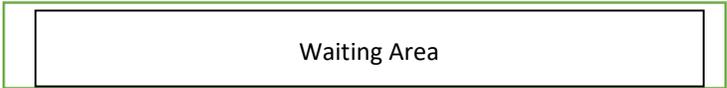
Testing Center Metrics - Sample of Exams Given by Term:

EXAMS GIVEN	FALL 2020	Interim	WINTER 2021	Interim	SPRING 2021	Interim	SUMMER 2021	Interim	TOTALS
Accuplacer	65	29	75	17	47	20			253
ASE	9	1	33		18				61
CLEP	5		6	2	3	2			18
Comira									
Math Placement	2	1							3
NHA	8				15				23
NTN	77	13	26	2	30	3			151
ODA	11	6	39	4	60	9			129
Other College Proctored	3		4		1				8
PAN									
Pearson	167	35	191	13	260	12			678
PSI	26	7	32	2	37	6			110
State of OR-Bldg Codes	14	5	18	3	26	1			67
State of OR-Tax Prep									
State of OR - PI									
Misc Exams:									
DSST									
NATE									
ServSafe									
TEAS/ATI			22	10	48				80
TRIO									
NCRC-Work Keys	10	1	4		6	1			22
Ets ParaPro	1	3	4		5				13

Ramsay Corp. Instructor Exams	949	2	964	1	879	1		2796
Classic Learning (CLT) Certiport			1					1
TOTALS	1347	103	1419	54	1435	55		4413

SAMPLE of Exams Given by Class

Exams by Class/Instructor	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Adala/ **Math 70**	9		1		16	22	22							70
Adala/**Math95**	17	13	27	25	33	28	30							173
Adala/ Math 111	9	9	20	32	26	20	25							141
Adala/ Math 65		3	3	6										12
Adala/**Math 251**/252		5	7	5	1	4	3							25
Ball/**Art 281**				6	9									15
Brandsness/ CIS 130/131		4	16	10	10	11	11							62
Brandsness/ **CIS 151**/152				1										1
Brandsness/**CIS 153**														
Brandsness/**CIS 279**				7										7
Bullock/ **CGS 100**	1			2										3
Cahill/NSG 211/112			18	10	8	8	16							60
Cahill/**NSG 210**			7											7
Cassady/**Bio 231** - 232			1	2										3
Culp/HEA 100					22									22
Cronquist/ Math 60	6													6
Duren / CSS 150					3	3	3							9
Duren / ARE 221					2	1								3
Duren/**ARE 250**	3	3	5											11
Duren/**ANS 215**/220	9		4	5	5	3	2							28
Duren/**CSS 210**/CSS 205	2	5		5	4	2	2							20
Duren/**CSS 235**	5													5
Duren/ERO 105						6	1							7
Duren/ **ENV 170**		2	1											3
Hansen/**Math 111DE**	17	13	21	37	22	46	42							198
Hansen/**Math 112DE**	7	15	17	35	14	15	27							130
Hansen/Math 243														
Harpham/Math 85		11	13	10										34
Harpham/**Math 95**	28	40	70	53	60	31	33							315
Harpham/**Math 105**					16	9	8							33
Harpham/ **Math 111**		18	23	8										49
Hewitt/**Bus 211**		11												11
Hewitt/**Bus 212**/213					16	1								17
Lanning, T/CIS126			8											8
Lanning, T/ **CIS 116**	12													12
Lanning, T/**CIS162**	12													12
Lanning, K/**EMT**					4	1		1						6
Lourence /BUS 111					6		6							12
Mann/**CHE 104**														

Name/Course								Total
Mosley/**NSG110**/212					6	6	11	23
Murphy/ **Math 95**	1							1
Mann/**CHE 221**								
Pence/ **MFG 120**/122						3		3
Pence/ **MET 241**/243					4			4
Rodriguez/ **Math 70**	13	11	38	21				83
Scala/ Brown/Auto/**DST 110**			1	18				19
Solyst/Math 212			40					40
Solyst/Math 213					17	17		34
Solyst/**Math 211**								
Taylor/ **MDA 101**	1	5		1	1	1	1	10
Taysom/**Math10**			1	4	1	3	1	10
Taysom/ **Math 20**				1	3	3	1	8
Williamson/**Bus 101**	1		4	1				6
Wogan**/Math 20**		9	14	17			1	41
Wogan**/Math 70 DE**		21	43	39	27	41	40	211
Wogan/**Math 95**		6	37	30				73
Wogan/ Math 98					1	1		2

Sample of Hourly Counts

June 2021 Terms	7:00-8:29	8:30 - 9:30	9:31 - 10:30	10:31- 11:30	11:31- 12:30	12:31 - 1:30	1:31 - 2:30	2:31 - 3:30	3:31 - 4:30	4:31 - 5:30	5:31 - 6:30
June 1, Tuesday		2	*1	1/*3	3	0	1/*1	1/*2	0	*1	*1
June 2, Wednesday		2/*2	2	1/*2	*1	*3	1/*4	*2	*6	*2	*2
June 3, Thursday		4/*1	1/*1	*1	1/*1	1/*3	*4	*6	*7	*8	*3
June 4, Friday		11	8	5/*1	1/*1	*4	*5	1*4	*10	*7	*8
June 7, Monday		4	1/*1	2/*3	*2	*1	*4	*3	*1	1/*3	*5
June 8, Tuesday		9/*2	7/*1	2/*3	1/*2	*2	1/*4	*1	*4	*2	0
June 9, Wednesday		2/*1	1	5/*3	2	*6	*5	1/*7	*6	*9	*9
June 10, Thursday		2	*1	3/*1	2/*2	*2	4/*3	3/*4	1/*6	*6	1/*4
June 11, Friday	3	2	*1	0	1	4/*1	1/*1	0	0	0	0
Beginning of Interim Term											
June 14, Monday		*1	2	0	6	2	0	0	0	0	0
June 15, Tuesday		4	1	2	1	1	1	1	0	0	0
June 16, Wednesday	1	1	1	5	2	0	0	0	0	0	0
June 17, Thursday		0	2	2	0	0	3	1	0	0	0
June 18, Friday		5	2	2	2	1	2	1	0	0	0

*Asterix denotes distance education

Klamath Community College Non-Instructional Department Review:

HR JOB DESCRIPTIONS

TESTING CENTER COORDINATOR

Employee Name: _____ Status: Non-Exempt

Department: Academic Affairs   Location: Main Campus   Reports to: LRC Director

JOB SUMMARY

The Testing Center Coordinator will coordinate testing services, supervise staff, and assist in the development of and implementation of procedures, goals and objectives. The coordinator will work with state agencies, enrollment services, faculty and other testing departments and certification organizations as required. The coordinator also administers the daily operation of testing and assessment duties by maintaining and handling all related records, budgets, and communications, and promotes a secure testing environment while creating a positive learning experience for students.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must communicate with students, faculty, staff and other constituencies of the college - internal and external. Communicates with various contacts for the college on test implementation, technical issues, and test administration.
- Manage multiple tasks, analyze problems and develop solutions. Required to prepare administrative reports. Provides input to maintain and update the testing center website information.
- Supervises all day-to-day operations of the testing center. This includes but is not limited to performing daily site opening/closing procedures. Maintain cleanliness of all testing center equipment/furniture and promotes a professional testing center atmosphere for all users. Collects examination fees, records financial transactions, and delivers financial deposits. Administers/monitors computer-based, internet-based, and paper/pencil tests, processes test takers, verifies IDs and eligibility, explains exam requirements and procedures/test center rules, monitors examinees, and provides technical assistance during exam time. Protects the confidentiality of students and other exam takers.
- Maintains schedules to guarantee staffing needs are met for testing services. Trains, mentors, schedules and directs the work of testing center staff.
- Develops and updates services, policies, and procedures in response to changing demands.
- Ensures industry compliance with testing companies and keeps proctoring/administration certifications current on all applicable tests.
- Maintains security of tests and materials by routinely keeping an inventory of materials, reviewing procedures for security, ensuring secure storage and returning all tests and related materials to appropriate staff and/or testing company. Maintain confidentiality and regulations for testing requirements.
- Maintains testing statistics. Prepares monthly and annual reports and makes recommendations to the LRC Director concerning staffing and programming implications.
- Adheres to the testing center budget and monitors expenditures.

- Participates in testing center marketing on campus and off campus.
- Maintains accurate records and ensures academic integrity for the testing center.
- Serves on College committees

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES NEEDED TO PERFORM THIS ROLE

- Strong ability to troubleshoot technical/computer issues and communicate technical concepts.
- Strong customer service skills, including ability to maintain composure under pressure, interact routinely with others face-to-face, by telephone, and through other communication modalities.
- Excellent interpersonal skills and the ability to work with diverse populations and personalities
- Strong organizational skills and the ability to work independently.
- Must be detailed orientated.
- Available to work flexible hours weekly including evenings and weekends.
- Ability to work in a fast-paced but quiet environment with minimal supervision, learn detailed procedures and handle a reasonable amount of stress.
- Ability to think quickly and make appropriate decisions based upon testing center rules and requirements.

EDUCATION AND EXPERIENCE

- Strong customer service experience required.
- Master's degree from an accredited University.
- Experience proctoring tests is preferred.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Frequently moving from stationary sitting positions to standing and walking.
- Ability to stoop, bend, and reach.
- Ability to lift 20 lbs.

Employee
Signature: _____

Date: _____

MM/DD/YY

Supervisor
Signature: _____

Date: _____

MM/DD/YY

Klamath Community College Non-Instructional Department Review:

Employee Name: _____ Status: Non-Exempt, Part-time _____

Department: Academic Affairs _____   Location: Main Campus ____   Reports to: Testing Center Coordinator _____

JOB SUMMARY

The Testing Center Proctor coordinates the daily operation of testing and assessment duties by maintaining and handling all related records, budgets, and communications, and promotes a secure testing environment while creating a positive learning experience for students.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform the job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Coordinates the daily operation of testing and assessment duties by maintaining and handling all related records, budgets, and communications.

- Performs daily site opening/closing procedures.
- Takes ownership of all test center procedures and identifies areas of improvement.
- Maintains cleanliness of all test center equipment/furniture and promotes a professional testing center atmosphere for all users.
- Maintains daily testing schedules, records, and test files.
- Maintains inventory of assessments and testing materials.
- Maintains and files testing results, records correspondence and tests, and insures record security.
- Interfaces with testing entities at the local, state, and national levels.
- Handles incoming and outgoing communications, including phone calls, emails, and mail.
- Collects examination fees, records financial transactions, and delivers financial deposits.
- Collects daily statistics.

Promotes a secure testing environment while creating a positive learning experience for students.

- Administers/monitors computer-based, Internet-based, and paper/pencil tests.
- Checks in candidates, verifies IDs and eligibility, explains exam procedures/test center rules, monitors examinees, and provides technical assistance during examination time.
- Utilizes professional proctoring procedures to support a secure testing environment. Procedures include consistent verification of ID, verification of student electronic records, verification of instructions, and close proctoring of all students using physical observation, video monitoring, and electronic monitoring software.
- Provides high-quality customer service, reception, and accurate intake for all test takers.

- Provides technical assistance, as needed, and/or communicates with technical support to investigate/resolve technical issues.

KNOWLEDGE, SKILLS, AND ABILITIES NEEDED TO PERFORM THIS ROLE

- Strong ability to troubleshoot technical/computer issues and communicate technical concepts.
- Strong customer service skills, including ability to maintain composure under pressure, interact routinely with others face-to-face, by telephone, and through other communication modalities.
- Excellent interpersonal skills and the ability to work effectively with diverse personalities.
- Strong organizational skills and the ability to work independently.
- Available to work flexible hours weekly including evenings and weekends.
- Ability to work in a fast-paced but quiet environment with minimal supervision, learn detailed procedures and handle a reasonable amount of stress.
- Ability to think quickly and make appropriate decisions based upon testing center rules and requirements.

EDUCATION AND EXPERIENCE

- Strong customer service experience required.
- Bachelor's degree or above preferred.
- Experience proctoring tests is preferred.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Frequently moving from stationary sitting positions to standing and walking.
- Ability to stoop, bend, and reach.
- Ability to lift 20 lbs.

Hours:

30 hours per week; 2:00p.m. to 8:00 p.m., Monday through Friday

Salary:

During Training- $11.50/hr. After Training - $11.50 - $16.50/hr. depending on experience and degree.

Employee Signature:		Date:	
			MM/DD/YY
Supervisor Signature:		Date:	
			MM/DD/YY

Klamath Community College Non-Instructional Department Review:

PROCTOR CERTIFICATIONS

DATE OF CERTIFICATION	CLIENT CERTIFICATIONS	TRAINER INITIALS	EMPLOYEE INITIALS
	Accuplacer		
	ACT & NCRC		
	ATI (Nursing)		
	Automotive Service Excellence (ASE – Prometric)		
	CLEP		
	Comira		
	DSST		
	ETS (ParaPro)		
	National Testing Network (Ergometrics)		
	NHA		
	Oregon Department of Agriculture (ODA)		
	PAN		
	PearsonVue		
	PSI		
	Proctor 360		
	ServSafe		

All evidence of certification and Employee Confidentiality Agreement to be placed in employee document file.

EMPLOYEE

_____   _____ _____

PRINTED NAME   SIGNATURE   DATE

Klamath Community College Non-Instructional Department Review:

TRAINER

_____   _____   _____

PRINTED NAME   SIGNATURE   DATE

8.E.1 SAMPLES FROM TESTING CENTER EMPLOYEE HANDBOOK

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8.E.2 TESTING CENTER MISSION STATEMENT

TESTING CENTER MISSION STATEMENT

The Klamath Community College Testing center (KCC Testing Center) mission is to advance the academic mission of Klamath Community College by providing testing and proctoring services for a variety of assessments to KCC students, the extended community, other partnering colleges and local/state/federal licensing agencies. Testing candidates are given a fair and distraction-free testing environment to ensure assessment validity and testing integrity, thereby facilitating student success and supporting the achievement of professional and personal educational goals.

The KCC Testing Center protects all personal and exam information by strictly adhering to security protocols set forth by the National College Testing Association (NCTA), and is committed to enhancing the student/testing candidate learning experience.

The Klamath Community College Testing Center continually evaluates and updates its policies, procedures and practices to maintain testing site efficiency, accessibility and security.

8.E.3 STAFF ELECTRONIC CERTIFICATION/TRAINING RECORD

EXAM PROCTOR Certification

Expiration Dates	B	R	N	Z
Accuplacer	7/24/22, 11/23/22 SM	1/24/22 IM	3/25/2022	9/20/2022
ASE Student Certification	1/4/2016***		10/25/2021***	10/25/2021***
ASE (Prometric Easy Serve)	2/26/2022			
CLEP	12/15/2022 KCC, 10/4/22 P'lnd		10/18/2021	10/18/2021
CTL	5/1/2023		N/A	
COMIRA	8/25/2022		N/A	
NHA	6/1/2022		4/23/2022	
ATI (TEAS)	7/21/2022			
NTN	2/25/2022		4/23/2022	
ODA**	2/11/15 ***		3/26/2020***	
PAN (Console & I-9)	7/29/2022		N/A	
PEARSON VUE	9/23/2022	10/26/2022	9/27/2022	9/23/2022
Proctor 360	10/8/2022		4/14/2021	10/4/2022
PSI (Proctor & Help Desk)	4/11/22 & 5/29/22		5/19/2021	
DSST	4/6/2022		N/A	
NATE	10/24/2022		N/A	
SERVSafe	10/2/2023		N/A	
WIN Oregon Learning Career Readiness	8/11/2021***		8/11/2021***	
ACT WorKeys (NCRC)	11/2/2022		11/16/2021 Work shop	
ETS ParaPro	3/9/2022		N/A	
PMI	4/20/2023		N/A	N/A
CATS/FAA	8/25/2022		N/A	
BYU	7/2/2022		N/A	N/A
State of Oregon Electrical/Plumbing*	11/15/2015***		5/1/2020***	
Instructor Proctored exams (KCC & Other College)*	11/15/2015***	7/2019 ***	3/26/2020***	10/4/2021***
Proctor College Degree/Diploma	M.ED	MS - Library	HS Diploma	AA Degree

** initial orientation date with ODA and then may proctor
* training by current Proctor/Coordinator

Klamath Community College Non-Instructional Department Review:

***only initial proctor test required

KCC in-house Training & Date completed:

FERPA	10/4/2021	10/4/2021	10/4/2021
Child Abuse (due by 3/22)			
Title IX (due by 3/22)			

8.E.4 TESTING CENTER SURVEYS

KLAMATH
Community College

Testing Center Comment Card

What type of testing did you do?

- o   Academic
- o   Placement exam
- o   Certification
- o   Exam for another College
- o   Other_____

Overall, did the testing center meet your needs?

- o   Yes
- o   No

If no, what can we do better to meet your needs_____

Overall, how was your experience at the Test Center

- o   Excellent
- o   Good
- o   Fair
- o   Poor

Klamath Community College Non-Instructional Department Review:

Testing Center Survey

Is this your first time using the Testing Center?

- o   No
- o   Yes

How often do you use the Testing Center in a year?

- o   1 – 5 times
- o   5 – 10 times
- o   20+ times

What do you use the Testing Center for

- o   Academic exams
- o   Placement Exams
- o   Certifications
- o   Exams for other Colleges
- o   Other

Overall did the Testing Center <u>environment</u> meet your needs to be able to successfully complete your exam?

- o   Yes
- o   No

If you answered No to the last questions, how can we improve to help you have a better testing experience?
_____

_____

Do the current Testing Center hours and days meet your needs?

- o   Yes
- o   No

If you answered no for the last question, please suggest appropriate hours and/or hours to possibly accommodate you best. _____

Were you greeted by the front desk personnel?

- o   Yes
- o   No

How was your overall experience with the check-in and check-out process?

Klamath Community College Non-Instructional Department Review:

- o Excellent
- o Good
- o Fair
- o Poor

How was your overall experience at the Test Center?

- o Excellent
- o Good
- o Fair
- o Poor

Do you have any comments which you would like to share with us?

The results of this survey will help us to determine ways/areas in which we can better serve our examinees.

8F. NON-INSTRUCTIONAL DEPARTMENT REVIEW RUBRIC

	Highly Developed	Developed	Emerging	Initial
1—Support of the College Mission	Exhibits ongoing and systematic evidence of mission achievement.	Exhibits evidence that planning guides program and services selection that supports the College's mission.	Evidence that planning intermittently informs some selection of services to support the College's mission.	Minimal evidence that plans inform selection the of services to support the College's mission.
2—Accomplishments in Achieving Goals	Exhibits ongoing and systematic evidence of goal achievement.	Exhibits evidence that planning guides services selection that supports goal achievement.	Evidence that planning intermittently informs some selection of services to support the goal achievement.	Minimal evidence that plans inform selection of services to support goal achievement.
3—Personnel Summary	Employs a sufficient number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect duties, responsibilities and authority of the position.	Employs an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Has a plan to employ an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Staffing is insufficient to meet needs.
4—Staff Development	Exhibits ongoing and systematic support of professional development opportunities.	Exhibits support of regular professional development opportunities.	Evidence of intermittent professional development opportunities.	Minimal evidence of professional development opportunities.
5—Facilities and Equipment	Facilities and resources meet current and future needs of the College.	Facilities and resources meet current needs of the College	Evidence of a plan to have facilities and resources meet current and future needs of the College.	Minimal evidence that facilities and resources meet current and future needs of the College.

	Highly Developed	Developed	Emerging	Initial
6—Budget	Financial resources meet current needs and are projected to meet future needs.	Financial resources meet current needs.	Evidence of a plan to acquire financial resources to meet current needs.	Minimal evidence that financial resources meet current needs.
7—Strengths and Weaknesses	Strengths and weaknesses are described accurately and thoroughly.	Most strengths and weaknesses are described accurately and thoroughly.	Some strengths and weaknesses are described accurately and thoroughly.	Minimal evidence that strengths and weaknesses are described accurately and thoroughly.
8—New Goals and Plan	Multiyear planning process with evidence of use of assessment data in planning.	Multiyear planning process with some assessment data.	Short-term planning process recently implemented.	Minimal evidence of planning process.
9—Overall Evaluation	Evidence of ongoing systematic use of planning in selection of programs and services.	Exhibits evidence that planning guides program and services selection that supports the College.	There is evidence that planning intermittently informs some selection of services to support the College.	Minimal evidence that plans inform selection the of services to support the College.
	Highly Developed	**Developed**	**Emerging**	**Initial**