Testing & PASE Computer Lab

ALEJANDRO A. MARTINEZ, JR.
DIRECTOR
TESTING CENTER / COMPUTER LAB
FUNCTIONAL CHART
2002-2003

Director – PASE
Alejandro A. Martinez Jr.
- Registration (early, regular & onsite)

TESTING CENTER
- Testing Policies/Issues
- Advertising/Handouts
- Advising
- Proctor Selection/Training
- GRE Waivers
- Test Administration
- Record Maintenance
- Procedures Manual
- SIS Test Data Entry
- Computerized Testing

COMPUTER LAB
- Lab Management (daily operation and activity)
- Staff Development
- Record Maintenance
- Reports
- Procedures Manual

FULL-TIME CLERK II
- Open Lab
- Supervise lab
- SIS data entry/reports
- Proctor tests
- Assist students
- Maintain log records
- Test registration/information
- Progress report

FULL-TIME LAB ASSISTANTS
- Technical support
- Test information/registration
- Proctor tests
- Assist students
- Clerical duties
- Report problems to CTS
- Standard lab procedures

PART-TIME LAB ASSISTANT/CLERK
- Assist students
- Proctor tests
- Standard lab procedures
- Clerical duties
- Test registration
- Technical support
Mission Statement

Testing Center

Our mission is to operate a Testing Center with a quiet, secure, responsible and professional environment suitable for testing and to provide a variety of examinations in an effort to meet the testing needs of TAMIU students and test takers from the community.

Computer Lab

To stay in step with the new electronic educational frontier by providing state of the art hardware and software which will provide a variety of enriching experiences to all TAMIU students and to the community which we serve.
Testing Center

(Name of Administrative or Educational Support Department/Unit)

September 2002-2003                                   March 11, 2003
(Assessment Period Covered)                            (Date Submitted)

Submitted by:                                          Alejandro A. Martinez, Jr. - Director
                                                       (Unit Assessment Representative)
Expanded Statement of Institutional Purpose Linkage:

**Institutional Mission/Goal(s) Reference:** Through instruction, faculty and student research, and public service, Texas A&M International University is a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

**Administrative or Educational Support Unit Mission Statement:** To provide a quiet, secure, and professional environment suitable for testing and administer a variety of local, state and national examinations in an effort to meet needs of TAMIU students and community.

**Intended Administrative Objectives:**

1. Students who register for exams will be satisfied with customer service provided by PASE Testing Center.

2. A pilot Quick TASP administered at a local area high school will be well attended by students and well received by the counselors.
## Intended Administrative or Educational Support Objective:

NOTE: There should be one form C for each intended objective listed on form B. The intended unit objective should be restated in the box immediately below and the intended objective number entered in the blank spaces.

1. Students who register for exams will be satisfied with customer service provided by PASE Testing Center.

### First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:

Students who register for an exam at the PASE counter will be polled to determine customer service satisfaction with 75% of those polled being 4 (satisfied) -5 (very satisfied).

1a. Summary of Assessment Data Collected:

Spring 2003
- Met benchmark.
  - 213 out 279 polled were within 4-5 range indicating 76.3% were satisfied

1a. Use of Results to Improve Unit Services:

Spring 2003
- Will use comments to see how overall customer satisfaction can be increased to 80% of those polled being 4 (satisfied) -5 (very satisfied).

### Second Means of Assessment for Objective Identified Above:

1b. Means of Unit Assessment & Criteria for Success:

67 complaints about testing misinformation were documented for 2001-2002. They will decline by 10% for the 2002-2003.

1b. Summary of Assessment Data Collected:

Spring 2003
- Did not meet benchmark.
  - 61 complaints were documented.
1b. Use of Results to Improve Unit Services:

Identified source of misinformation.

1. Addressed complaints that had been caused by testing center staff
   a. reviewed registration procedures at staff meeting
   b. provided staff with individual sets of test dates and registration procedures

2. Addressed complaints that had been caused by external department staff
   a. Spoke with COE department to clarify testing procedures requesting that all questions regarding testing (when in doubt) be referred to testing center
   b. Spoke with Admissions about setting up a checklist of required tests that incoming freshmen should bring to the testing center when signing up for tests

3. Provide individual testing schedules via email to essential department involved with the testing center such as Admissions, Registrar’s Office, Financial Aid, and Enrollment Management
Intended Administrative or Educational Support Objective:
NOTE: There should be one form C for each intended objective listed on form B. The intended unit objective should be restated in the box immediately below and the intended objective number entered in the blank spaces.

2. A pilot Quick TASP administered at a local area high school will be well attended by students and well received by the counselors..

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:
70% of students who registered for on site testing will attend scheduled test sessions.

2a. Summary of Assessment Data Collected:
Spring 2003 – Zapata High School
Met benchmark
122 out of 152 Juniors attended the May 9, 2003 on site testing in Zapata indicating an 81% attendance rate

2a. Use of Results to Improve Unit Services:
Spring 2003
Will extend on site testing to include Laredo area high schools

Second Means of Assessment for Objective Identified Above:

2b. Means of Unit Assessment & Criteria for Success:
High school counselors will evaluate the on site testing schedule using a 1-5 evaluation with a 75% falling between 4 (satisfied) – 5 (very satisfied).

2b. Summary of Assessment Data Collected:
Spring 2003 – Zapata High School
Met benchmark
4 of 5 counselors were within 4 (satisfied) – (very satisfied) range indicating 80% satisfaction

2b. Use of Results to Improve Unit Services:
Spring 2003
Will approach high school senior counselors about setting up an ideal test date for their high school
ASSESSMENT RECORD FOR
DEPARTMENT/UNIT
OF

PASE Computer Lab
(Name of Administrative or Educational Support Department/Unit)

(Assessment Period Covered) (Date Submitted)

Submitted by: Alejandro A. Martinez, Jr. - Director
(Unit Assessment Representative)
Expanded Statement of Institutional Purpose Linkage:

**Institutional Mission/Goal(s) Reference:** Through instruction, faculty and student research, and public service, Texas A&M International University is a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

**Administrative or Educational Support Unit Mission Statement:** To stay in step with the new electronic frontier by providing state of the art hardware and software which will provide a variety of enriching experiences to all TAMIU students and to the community which we serve.

Intended Administrative Objectives:

1. TAMIU students and community patrons who use the PASE Computer Lab will be satisfied with customer service provided by PASE Computer Lab staff.
ASSESSMENT REPORT
FOR
PASE Computer Services
(Administrative or Educational Support Unit)
(Assessment Period Covered)            (Date Submitted)

Intended Administrative or Educational Support Objective:
NOTE: There should be one form C for each intended objective listed on form B. The intended unit
objective should be restated in the box immediately below and the intended objective number entered in the
blank spaces.

1. Students will be satisfied with customer service provided by PASE Computer Lab Services.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:
Students will be polled to determine customer service satisfaction with 75% of those polled being 4
(satisfied) -5 (very satisfied).

1a. Summary of Assessment Data Collected:
Spring 2003
299 out 393 polled were within 4-5 range indicating 76.08% were satisfied

1a. Use of Results to Improve Unit Services:
Spring 2003
Met benchmark
Will use comments to see how overall customer satisfaction can be increased to 80% of those
polled being 4 (satisfied) -5 (very satisfied).

Second Means of Assessment for Objective Identified Above:

1b. Means of Unit Assessment & Criteria for Success:
Student complaints about customer service were documented. The 42 complaints documented 2001-2002
will decline by 10%.

1b. Summary of Assessment Data Collected:
Spring 2003
Met benchmark
34 complaints were documented
1b. Use of Results to Improve Unit Services:
Spring 2003
1. Will use comments to continually decrease complaints about customer service by 10%.
2. Requested customer service training videos for staff to view
3. Setting up “Steps to Good Customer Service” guidelines

PASE Testing Center Exams

**ACT Residual**: This exam is constructed to measure knowledge and skills typically taught in high school that are important for successful completion of a college education. The exam is administered at Texas A&M International University for admissions purposes. It is given only after all national test dates have passed and is administered to students who did not have the opportunity to test during those national dates. The test consists of English, Mathematics, Reading and Science Reasoning.

**CLEP**: The PASE Testing Center was established as a Computer Based National Open CLEP (College Level Examination Program) Test Center. This exam grants college credit for knowledge and expertise gained through previous study, independent study, cultural pursuits or professional development. TAMIU offers seventeen different subject exams which cover materials taught in undergraduate courses.

**COMPASS**: This exam is a new comprehensive computerized adaptive testing system from ACT that helps place students in appropriate courses and maximizes the information needed to ensure student success. It measures students’ mathematic, reading and writing skills. The report results are immediate.

**ExCET/TExES**: The Examination for the Certification of Educators (ExCET) measures content and professional knowledge needed to perform satisfactorily in Texas public schools.

**GRE**: The GRE (Graduate Record Exam) is taken by undergraduates and persons seeking admission into graduate schools. The general exam measures verbal, quantitative and analytical reasoning skills. There are 16 subject area exams. At this time both paper based and computer-based exams are available for the general exam. After May 2001, the general test will be available on computer at selected computer based (CBT) centers with limited special general paper based administrations being offered at selected testing centers. The subject exams will continue to be paper-based.
TASP: To ensure that students entering an institution of higher education possess the necessary academic skills for successful performance in college, the State of Texas mandated that the TASP exam be administered to all students. The TASP test measures skills in reading, mathematics and writing. The TASP consists of a test, academic advisement and the placement of students in development courses for students who do not pass one or more sections of the TASP test.

Alternative TASP: The Coordinating Board has specified several other exams which can be given to first time freshman students as an alternative to the TASP. At TAMIU the computerized COMPASS along with a writing sample is used.

Quick TASP: This exam is an official TASP Test. The Quick TASP has flexible scheduling, can include retakers, and score results are available in only one week.

Rising Junior Exam: All students are required to take the Rising Junior Exam at the end of the sophomore English sequence. This exam includes both an objective Test of Standard Written English (TSWE) and a written essay. Students who do not pass the Rising Junior Exam are required to enroll in English 3301 the next semester of their enrollment. In order to pass English 3301, these students must pass the Rising Junior Exam.

Texas Commission on Law Enforcement Exams: As a community service to the law enforcement community and the citizens of Laredo, the TAMIU Testing Center offers the Texas Commission On Law Enforcement exams. These exams, are used for law enforcement licensing include the Jailer Exam, Peace Officer Exam, Basic Reserve Exam, County Jailer Exam, Investigative Hypnosis Exam and Instructor Exam.

International TOEFL: This exam is used as an admissions requirement for all international students. Effective summer 1998, the International TOEFL made some changes in the test design and now offers this exam on computer only. This national exam can be used at TAMIU and can be transferred to any other university in the United States. TAMIU has been allowed to administer the paper-based version of this exam.

Institutional TOEFL: This exam is used as an admission requirement for all international students who apply to TAMIU. It is only administered to students who have attended the TAMIU International Language Institute Program and cannot be used at other universities for admission purposes.

University of Wisconsin College Level Spanish Language Placement Examination: This exam grants college credit for knowledge and expertise gained through previous study, independent study, cultural pursuits or professional development in the Spanish language.
Computers: The availability of computers and other supporting hardware and software is the first priority of the PASE Computer Lab. Presently the Lab has in operation the following computers: 15 Gateway Pentium VI 1.40 GHz with Windows 2000, 15 Gateway Pentium VI 2.40 GHz with Windows XP, 10 Gateway Pentium III 866 MHz with Windows 98SE and 2 Gateway Pentium III 550 MHz with Windows 98SE. The Lab also houses Macintosh platforms systems: 4 G4 and 1 G3 series with a DVD player. All Pentium computers have Microsoft Office 2000 Professional, WordPerfect Office 2000, Adobe Acrobat, Visual Basic, Borland C++, SPSS 10.0, WS_FTP and Adventures in Statistics. All users are protected by Norton AntiVirus Corporate Edition. Multimedia players such as Windows Media Player, RealOne Player and QuickTime Player are installed. All Pentium computers have Internet access, and Eudora for Student E-mail. Macintosh software includes Microsoft Office 2001, Corel WordPerfect, AppleWorks 6 and HyperStudio 3.3. Printers include: two Hewlett Packard LaserJet 5Sis, two Hewlett Packard LaserJet 8150N printer. Additional specialized software is available for student use: Focus on Grammar, TOEFL Master, TOEFL Sampler, The Rosetta Stone, ¡Arriba! Comunicación Y Cultura, DOS Mundos, Boxer Trigonometry, Study Companion (Interactive College Algebra), Geometer’s SketchPad, Scientific Viewer, After the Fact Interactive, Atlas of Coal Geology, Clinical Simulations, Careers in Mathematics, Titration/Determining Molecular Weight, Assembling Apparatus/Distillation, Filtration/Temperature, Spectroscopy, Ion Exchange/Chromatography, Balances/Gravimetric Analysis and GMAT/GRE POWERPREP Software. Some of this software is hosted for the Library and professors including the International Language Institute.

Computer Lab Assistants: The PASE Computer Lab is open Monday to Thursday from 7:30 a.m. to 10 p.m. and, Friday from 7:30 a.m. to 5 p.m., Saturday from 10 a.m. to 6 p.m. and Sunday from 12 noon to 8 p.m. Our best resource, lab assistants are available to assist patrons in the proper use of computers, printers and related hardware/software equipment.

GRE, TOEFL and GMAT: The GRE, TOEFL and GMAT practice exams are available on seven Pentium computers. Although the student is unable to print the exam, he/she may take the practice test and check the results.
COMPASS: The COMPASS is a computerized adaptive course placement and diagnostic assessment test. It is used as an admissions tool or it may be used for first time Freshman as an Alternative TASP when a writing sample is added. COMPASS is available in all 49 Pentium computers. This exam measures student’s reading, writing and mathematics skills and guides students to the courses and campus learning resources that will help them fulfill their individual plans, goals, and needs.

TV/VCRs: Four combination television/video cassette recorder/players are available in the PASE Computer Lab. These VCRs may be used to view Library videos, class assigned videos or personal videos. To use the TV/VCR patrons use headphone so as not to disturb other students in this library setting. Three Telex junction boxes are available so that up to six persons may view a video at the same time.

Reserved Items: Videos, computer software, and audio cassettes are reserved by faculty members who usually give special instructions as to who may use their reserved items. These items are then issued to students who may use them only in the PASE Computer Lab and return them after completion.

Scantron Machine: An NCS Op Scan 3 scantron machine is available in the lab for faculty and staff for test scoring, surveys and research. Technical support is available.

Mathematical Aid: Mathematical assistance is available both in video cassettes and in computer software programs. The Macintosh computers have Intermediate Algebra, Basic Mathematics and College Algebra programs. The Pentium computers have Geometry Sketch Pad software available. Video tapes are available to view in the lab for Basic Math, Pre Algebra, College Algebra, Intermediate Algebra, Math for Professions, Geometry, Trigonometry and Dr. Willman’s Statistics classes. Intermediate Algebra for College Students, 2nd edition videos may be checked out over night.

Assistance to International Language Institute: The Longman Grammar Series Focus on Grammar is available on CD-ROM in four levels: basic, intermediate, high intermediate and advanced. These are used on the both G-Macs and Pentium computers. The students must be provided with headphones for the listening portion of this program. Technical assistance is available from the lab assistants.

TOEFL CD-ROM 3.0 is available for use. Headphones are needed for this program. Technical assistance is available from the lab assistants.

Rosetta Stone from Fairfield Language Technologies in Level I and II are available in both English and Spanish in a CD-ROM format. Technical assistance is available from the lab assistants.

Exercises in American English Pronunciation, lessons 1 - 35 are available on cassette. A student is provided with an exercise manual, a cassette recorder, headphones, a project pen, and a transparency in order to do the exercise that accompany the lessons. Technical assistance is available by the lab assistants.
Laser Disc Player: A Pioneer Laser Disc Player for the Windows on Science Program is available at the PASE Computer Lab. Technical assistance is available.

Zip Drives and scanners: Forty zip drives and three scanners are available for student use.
## Testing Center – Activity Summary
### 2002-2003

<table>
<thead>
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<th>Test Type</th>
<th>Fall</th>
<th>Spring</th>
<th>SS I</th>
<th>SS II</th>
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### 2002-2003 Patron Count Status*

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<td>August</td>
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<td><strong>Total</strong></td>
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*Patron counts are conducted every half hour on a daily basis*
COMPUTER LAB STUDENT COUNT
FIVE-YEAR COMPARISON
1998-2003

CHART XI

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<td>65,259</td>
<td>65,225</td>
<td>67,932</td>
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Legend:
- 1998-1999
- 1999-2000
- 2000-2001
- 2001-2002
- 2002-2003