

FY21

# Testing Center Annual Report



College of DuPage

July 1, 2020 – June 30, 2021

Website: [cod.edu/testing](http://cod.edu/testing)



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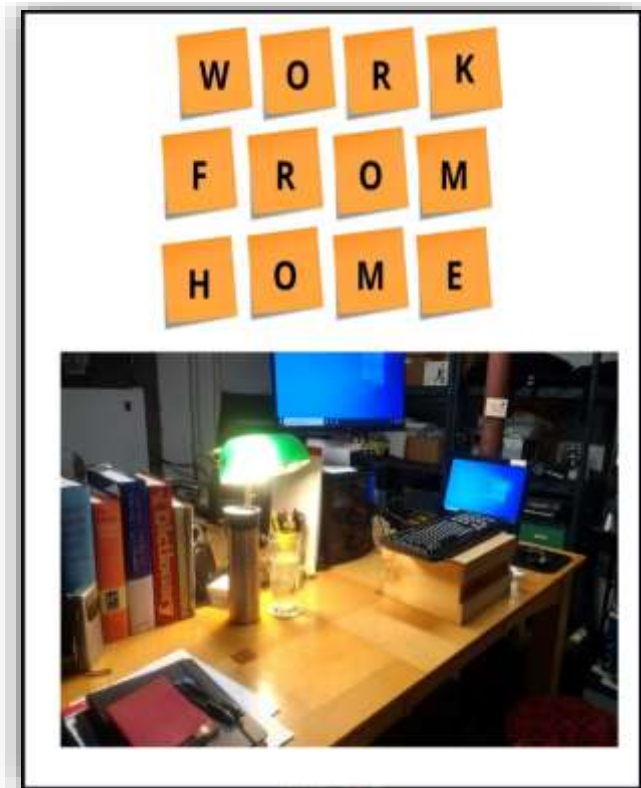
# FY21 Academic and Specialized Testing

During FY21, the College's policies and procedures were adjusted to comply with the Centers for Disease Control (CDC) COVID-19 guidelines, and all federal and state mandates. Masks and social distancing were required in all college buildings.

For the fall 2020 semester, instruction was delivered online and through the hybrid modality. Most college employees continued to work from home unless designated as "essential workers" by executive order of the Illinois Governor. Entry onto all campuses required permission and was limited to short periods of time as necessary to retrieve work materials and supplies. Before being admitted onto campus, non-essential personnel were screened for symptoms associated with coronavirus. Similar policies and procedures remained in effect for the spring 2021 semester.



Throughout FY21, all Testing staff continued to work from home answering emails, participating in Zoom trainings and meetings, and remotely proctoring exams for students. The Remote Proctoring program, which launched in May 2020, burgeoned in FY21. Methods and systems were created and refined that facilitated staff to proctor tests remotely. Proctors went through ongoing training, learning as the system evolved. The program expanded from proctoring students one-to-one to eventually proctoring entire virtual classrooms with a team of proctors. The Remote Proctoring program helped the College maintain academic integrity during a challenging time for all.

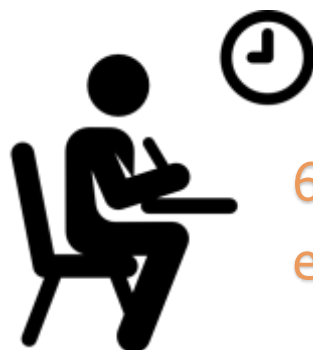


## FY 21 HIGHLIGHTS

**17,501** total exams administered

**16,856**

remote exams  
administered



645 in-person  
exams administered



# Remote Placement Testing

At the start of the pandemic, temporary placement policies and procedures put into place were carried over into FY21. Students were encouraged to meet placement requirements in a variety of ways. ALEKS PPL and Geometry tests for math and KITE reading and writing tests for non-native students were available for those who needed to meet course prerequisite requirements.



## KITE BY THE NUMBERS

- **464** unproctored exams

## READING & WRITING PLACEMENT



During FY21, ELS students continued to take KITE tests unproctored from home. Glen Ellyn Academic Testing staff assisted ELS students via email with information and directions for taking the KITE test at home. For native English speakers, the decision was made to continue using the Guided Self Placement (GSP) questionnaire.



## ALEKS BY THE NUMBERS

- **3,200** unproctored exams
- **1,766** proctored exams

## MATH PLACEMENT



At the beginning of FY21, students continued to take ALEKS PPL and Geometry tests unproctored from home. Glen Ellyn Academic Testing staff assisted students via email with math placement testing information, ALEKS PPL account reset requests and payment procedures for the reset fee. Math placement test proctoring for ALEKS PPL and Geometry resumed on November 12, 2020, in a remote format. Testing staff from all five locations were utilized for remote proctoring.



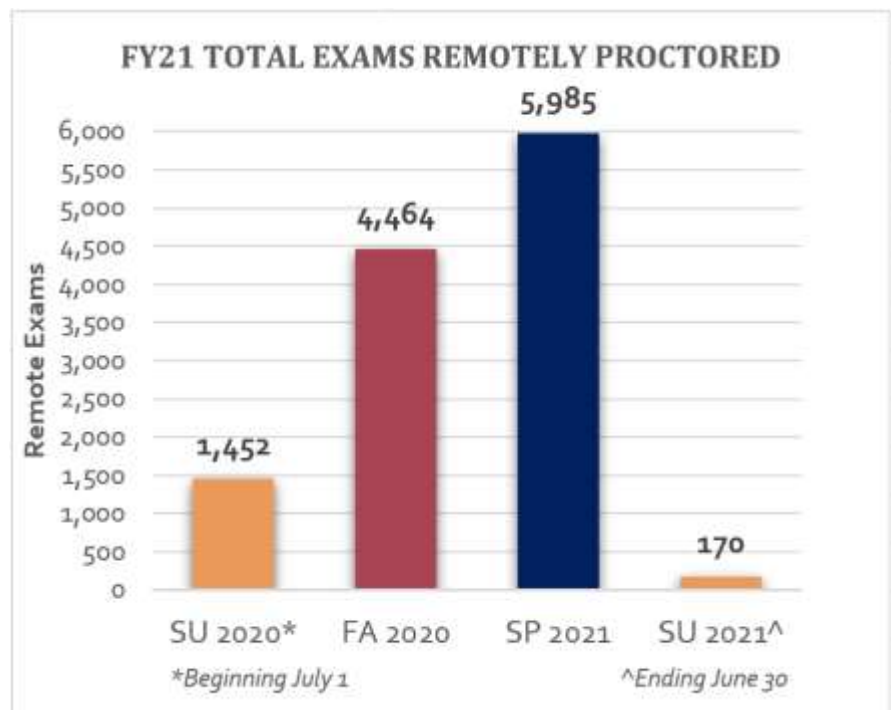


# Remote Course Testing

Throughout FY21, demand for remote proctoring increased. Testing staff from all five locations and recruited college staff from other departments proctored for over sixty instructors teaching Internet (NET), Hybrid (HYB), and Virtual Classroom Meeting (VCM) courses.

## Remote Proctoring by Discipline

- Accounting
- Comp.& Info. Technology
- Culinary Arts
- Eye Care Asst.
- Health Sciences
- Mathematics
- Management
- Nursing
- Ophthalmic Tech.
- Physical Therapy Asst.
- Physics
- Respiratory Care



12,282 exams



75 proctors



62 instructors





## Remote Health Science Testing

Glen Ellyn Academic Testing staff coordinated and facilitated the testing process for students enrolled in the Associate Degree Nursing (ADN) program. Staff administered exams to students who take the state required certification exam after successful completion of a Certified Nursing Assistant (CNA) class.



### NURSING SPECIALTY EXAMS BY THE NUMBERS

**827** exams administered  
by ProctorU

### NURSING SPECIALTY EXAM

A variety of Nursing Specialty exams are required for students who are currently in the two-year Associate Degree Nursing program. Glen Ellyn Academic Testing staff coordinated and facilitated the initial testing process. In FY21, students took these exams remotely through a third-party vendor, ProctorU.



### INACE BY THE NUMBERS

**39** remote test sessions  
**909** remote proctored exams

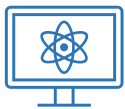
### IL NURSE AID COMPETENCY EXAM (INACE)

After successful completion of a CNA course, students must pass the Nurse Aide Competency Exam (INACE) to work as a Certified Nursing Assistant in the state of Illinois. Test registration and payment is facilitated through the Illinois Nurse Aide Testing Program at SIU/Carbondale. Glen Ellyn Academic Testing staff continued to proctor this 90-minute exam remotely for most of FY21.



## Remote Program Admission Testing

Glen Ellyn Academic Testing staff assisted students by answering questions, providing payment and test registration information for HESI A2 exams, and creating vouchers for test access. In FY21, the American Sign Language Exam and PTA Essay were not administered.



### HESI BY THE NUMBERS

- **538** exams administered by ProctorU



### ACCUPLACER BY THE NUMBERS

- **72** proctored exams

### HESI A2

Elsevier's HESI Admission Assessment (A2) exam assesses an applicant's basic learning skills and gauges future classroom success. Students applying to the Nursing (ADN) program are required to take Elsevier's HESI RN Admission Assessment (A2). Students applying to the Physical Therapist Assistant, Diagnostic Medical Imaging Radiography, Diagnostic Medical Imaging Sonography and Dental Hygiene programs are required to take Elsevier's HESI HP Admission Assessment (A2). In FY21, students took this four-hour internet-based exam remotely through a third-party vendor, ProctorU.

### ACCUPLACER

Students applying to the Respiratory Care program are required to take CollegeBoard's ACCUPLACER reading and writing test. At the beginning of FY21, this requirement was waived, however as of January 2021, Glen Ellyn Testing Specialists scheduled, and remotely proctored applicants as requested.



# Remote Specialized Testing

The Glen Ellyn Specialized Testing staff continued to work at home providing valuable assistance to students, faculty, and community members. Staff worked remotely to fulfil course requirements and community needs. Staff assisted faculty and students by providing registration, scheduling, and remote proctoring for national certification exams that were integrated into college courses.



## SPECIALIZED TESTING EXAMS BY THE NUMBERS

- **1,827** proctored exams



## REVENUE BY THE NUMBERS

- **\$63,989.09** total revenue generated

### EXAMS PROCTORED

During FY21, Glen Ellyn Specialized Testing Assistants remotely proctored Microsoft Office Specialist Certification, QuickBooks, ESCO EPA 608 Certification, and the HSE Constitution test.

### REVENUE

As a result of the pandemic, many exams were not administered in a remote format resulting in a significant decrease in FY21 revenue.





# In-Person Testing

Throughout FY21, limited in-person testing was available at the Westmont Learning Commons & Testing Center. As COVID-19 mitigation efforts improved during the summer of 2021, more departments and services began operating. All testing locations resumed operations in June on a limited basis with reduced hours and services. Tests were administered by appointment.



**Glen Ellyn Academic Testing Center**

Exams by appointment:

ALEKS PPL/Geometry	28
KITE	4
Proficiency	3
HESI A2	1
Nurse Aide	9

**Learning Commons Testing Centers**

Academic exams by appointment:

ALEKS PPL/Geometry	26
Proficiency	8

Specialized Testing exams by appointment at Westmont Learning Commons only:

Pearson VUE	
• GED	345
• Evaluation Systems	154
WorkKeys	63
GED Constitution	4



## REOPENING DATES:

Westmont Learning Commons & Testing Center	<b>September 7, 2020</b>
Naperville Learning Commons & Testing Center	<b>June 8, 2021</b>
Addison Learning Commons & Testing Center	<b>June 19, 2021</b>
Carol Stream Learning Commons & Testing Center	<b>June 19, 2021</b>
Glen Ellyn Academic Testing Center	<b>June 22, 2021</b>

# Faculty Feedback

"Thank you for all your help. It is terrific to have your experts handling the test details. I tried to do this with my courses this spring and it was very difficult. I am grateful to have so many people helping. Thank you."

Christy Peterson, Math

"Yes, I would like remote proctoring! I am so happy this service is being provided. Thank you, Robbye, and all the proctors."

Rita Patel, Math

"I want to reiterate my thanks to you and your group for EVERYTHING you've done for me, my colleagues, and our students over the years and especially over the past 6 months. You have all worked tirelessly, and I appreciate the hard work and support of your group."

Erica Hotsinpilller, Associate Professor of Mathematics

"Thank you for walking the students through the process, appreciate the time and effort your department is putting in."

Preeti Kapoor, Physics

"Oh yes, that is wonderful. Thank you for taking such a good care for my students."

Rumi Nikolova, Physics

"Thank you so much again for the detail information! Hope you can have some rest after tomorrow. It has been a very busy semester for you. Again, thank you very much for all the excellent work you and your staff have done for me this semester! Without you, nothing will be done well. I am glad that almost all the students who took the final exam did well. I am looking forward to working with you again next semester, Anne. Have a good night! Have a Merry Christmas!"

Dr. Yumei Dang, Associate Professor of Mathematics

"THANK YOU so much for your time and help and to all the proctors. We could not have done this without you. We so appreciate you and your entire staff!"

Judy Lau Carino, MSN, RN, APRN-BC, PCCN, Associate Professor, Nursing

"Thank you for all you are doing!"

Kathy Dexter-Mitchell, Math

"YES!!! The proctors are so much help and are so professional."

Gail Laurent, Assistant Professor, Math

"Thank you to you for the arrangement of the proctors since the finals week of the last 8-week block until now. It went smoothly, and we all worked together, and I could not have done it without you and your team. Just wanted to drop a note of thanks to all those I had and how much we appreciate all of you and your efforts. I know some proctors changed so I may be missing some people. Please extend this communication to all of them. Thank you!"

Judy Carino  
Judy Lau Carino, MSN, RN, APRN-BC, PCCN, Associate Professor

"Thank you very much for all help in all my classes this term. It's a real game changer in Physics 2111."

Tom Carter, Physics

**NOTE** – Due to the remote work environment and test proctoring, student satisfaction surveys were not given in FY21. However, based on faculty requests for more remote proctoring services, improvements were made to the Remote Proctoring Program.



# Professional Development

## Conferences and Seminars

- Northern Illinois Testing Coalition (NITC) – Staff attended a virtual conference on July 16, 2020.
- National College Testing Center (NCTA) – Several managers and supervisors attended the NCTA Virtual Conference from August 26 to 28, 2020.
- Association of Test Publishers (ATP) – Specialized Testing Services Coordinator presented on the advantages of test proctoring at the virtual ATP Conference from April 27 to 29, 2021.

## Training

- Staff members participated in Employee Development Center (EDC) workshops such as Best Practices for Supporting Students with Disabilities and Supporting Student Wellness.
- Supervisors gave presentations on Academic Integrity and Remote Proctoring Best Practices for faculty.



# Goal and Outcomes

## FY21 Goals

- Streamline testing services by implementing a queue management system to reduce lines and wait times. (SLRP #3.1)  
*Due to COVID-19, the college transitioned to online learning and Testing Services were offered remotely, so a queue management system was not needed in FY21. As in-person services resume, implementation of a queue management system will be reconsidered.*
- Streamline testing services by installing a proctor station within the testing room to assist and monitor students. (SLRP #3.1)  
*In August 2020, a proctor station was installed.*

## FY22 Goals

- Create an institutional culture of student access equity and inclusion in Testing Services and the Learning Commons (SLRP – Student Success)
- Research and Present for Approval a Remote Testing Proctoring Program for the College of DuPage. (SLRP – Student Success)

# TESTING STAFF

## REMOTE PROCTORING TEAM:

Aliya Abbasi	Emily LaCivita
Lisa Ancona-Roach	Rick Lyddon
Kat Anders	Susan Maloney
Karla Anders	Charlotte McLaughlin
Anshael Bass	Rameen Mohammad
Barbara Benson	Susan Moll
Elissa Bright	Betty Nordengren
Sarah Burfield	Barb Nykiel
Cheryl Camp	Lori Patnaude
Amy Carta	Dawn Pliml
Emily Chromzack	Lori Rabehl
Jessica D'Agostino	Judy Robertson
Jourdan De Grado	Lisa Scanlan
Nina Egan	Elizabeth Sebby
Mary Ellen Gardels	Ambreen Shamim
Meghan Gilligan	Moira Shultz
Kristi Hainline	Kayla Stenstrom
Robbye Henderson	Jenni Thompson
Jeff Hume	Fran Venegas
Julie Jeter	Jamie Wieckiewicz
Rose Johnson	Pam Winberg
Zeljka Kampel	Kristin Zimmerman
Kumar Kayastha	Michelle Zubko
Ruth Koval	

**Note:** Recruited and trained 39 College of DuPage employees from other departments to assist with remote test proctoring.

## MANAGEMENT TEAM:

Diane Szakonyi <i>Manager of Learning Support &amp; Testing</i>	Jane Schubert <i>Assistant Manager of Learning Support &amp; Testing</i>
Sherry Machacek <i>Coordinator of Academic Testing Services</i>	Nina Egan <i>Addison Learning Commons Supervisor</i>
Lori Patnaude <i>Supervisor of Academic Testing</i>	Susan Maloney <i>Carol Stream Learning Commons Supervisor</i>
Jarret Dyer <i>Coordinator of Specialized Testing Services</i>	Moira Shultz <i>Naperville Learning Commons Supervisor</i>
Marilyn Ortiz <i>Supervisor of Specialized Testing</i>	Robbye Henderson <i>Westmont Learning Commons Supervisor</i>

# Appendix









# Mission

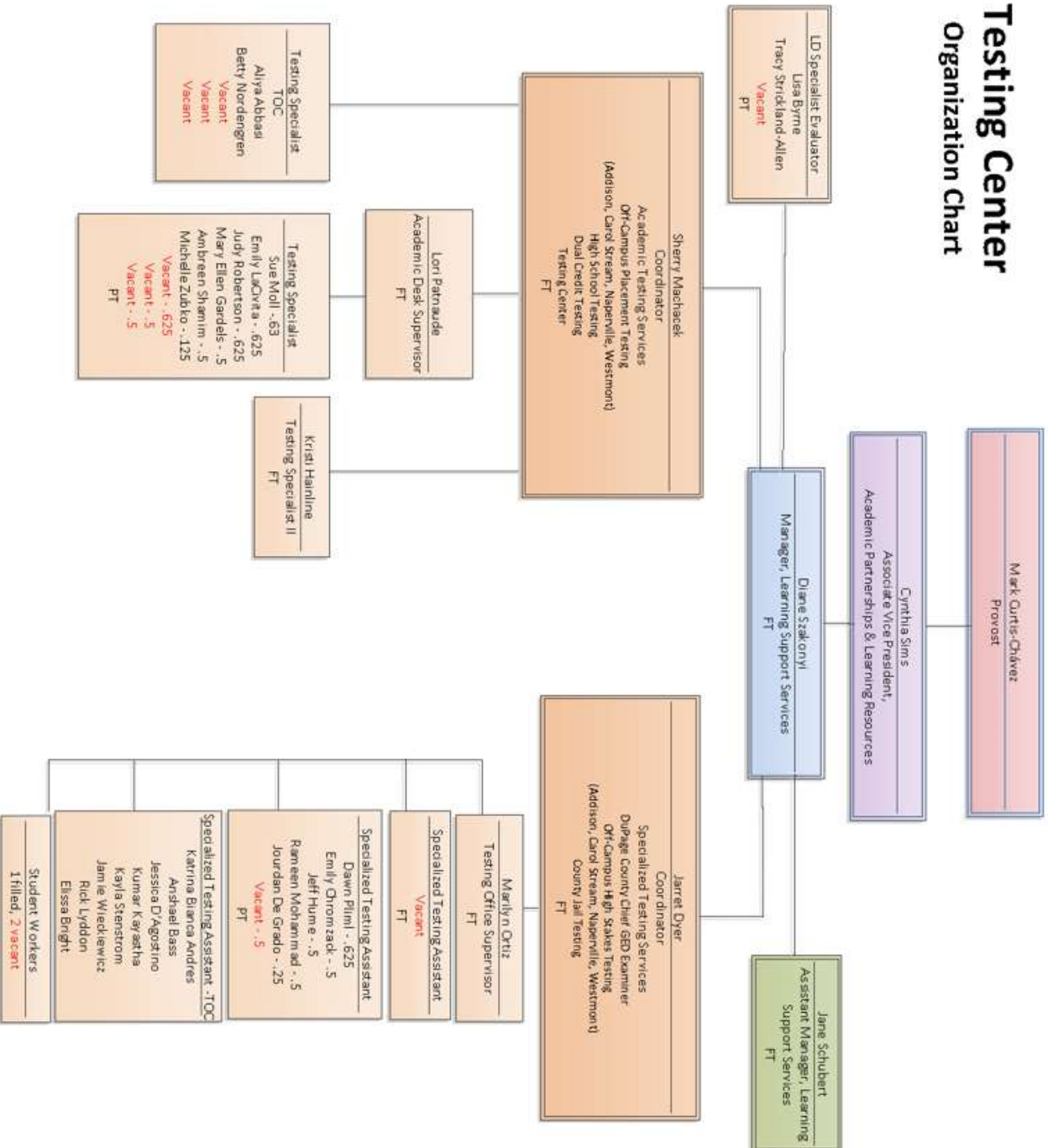
The Testing Centers at College of DuPage are dedicated to enhancing student success by providing comprehensive, accessible testing services that adhere to the National College Testing Association’s (NCTA) Professional Standards and Guidelines. All centers are committed to safeguarding test integrity and confidentiality as well as creating an optimal testing environment that will meet the needs of our students, faculty, administrators, and community. Our services support course, college and program requirements; identify academic strengths and weaknesses; clarify interests, values and personality traits; and complete specialized testing needs.



## Testing Center Locations

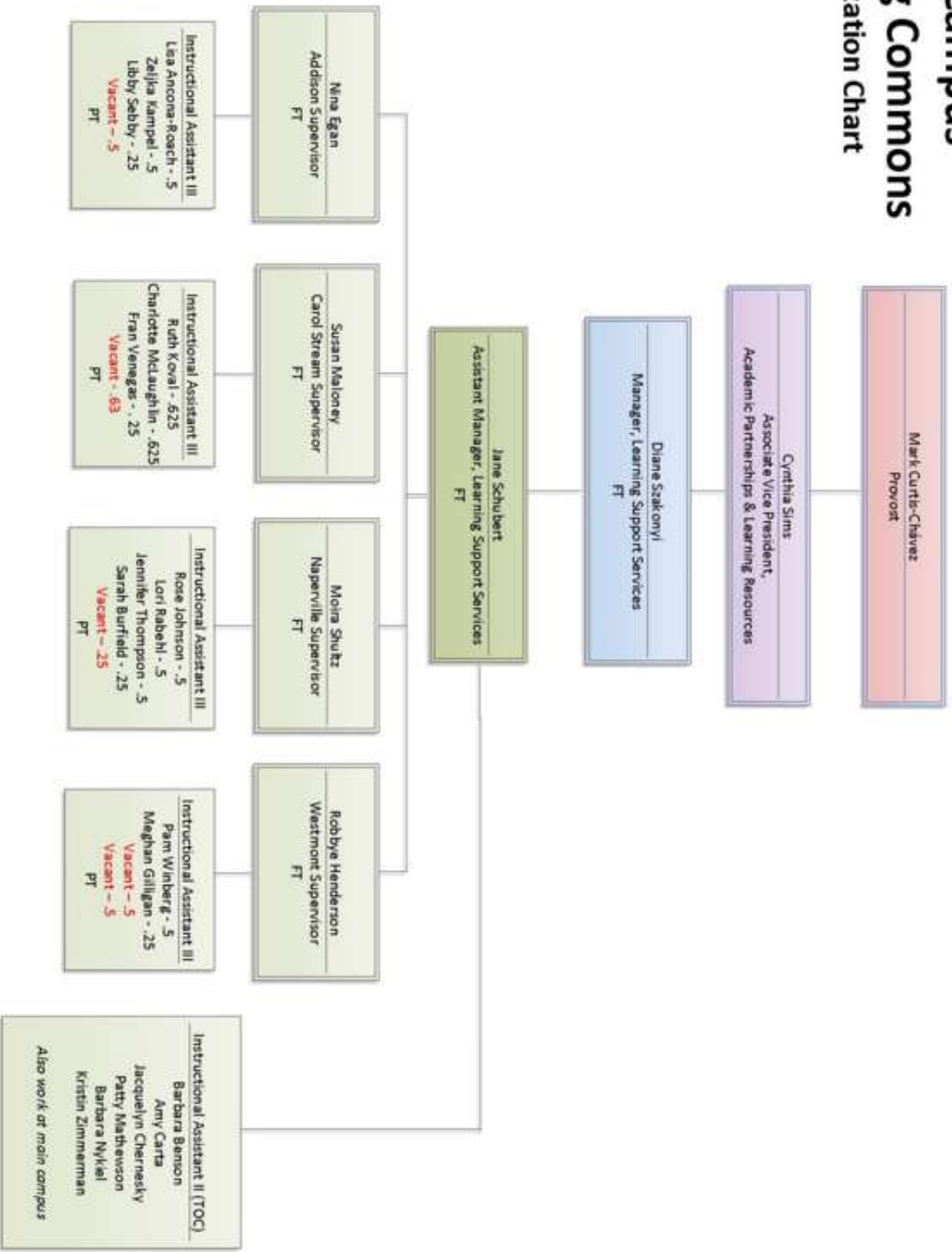
Glen Ellyn – Main Campus 425 Fawell Boulevard			
Academic Testing Center Berg Instructional Center (BIC) Room 2A06		Specialized Testing Center Berg Instructional Center (BIC) Room 2A08	
			
Addison	Carol Stream	Naperville	Westmont
Learning Commons & Testing Center 301 S. Swift Road	Learning Commons & Testing Center 500 Kuhn Road	Learning Commons & Testing Center 1223 Rickert Drive	Learning Commons & Testing Center 650 Pasquinelli Drive
Certification Pending			

# Testing Center Organization Chart



3/17/21

# Off-Campus Learning Commons Organization Chart



3/17/21