

# **Learning and Assessment Services**

## **Base Augmentation Request**

2012-2013

Learning and Assessment Services (LAS) continues to be challenged with an increasing demand to provide a wide variety of services to the various constituents on the UH campus. As UH enrollment increases so does the demand for the services we offer. In addition, LAS identifies and propose alternative assessments for consideration to award test course credit.

One illustration for the demand for our services is the number of visits to our LAS website. The number of visits increased from 5,361 to 6,653, an increase of 24% for just a one month comparison in August. In FY10 ,( June, 2009 – May, 2010), a total of 8,693 AP course credit hours were processed for the same comparison period in FY 11; 9,053 AP course credit hours was processed an increase of 4%. For International Baccalaureate (IB) Program the increase for the same comparison period was 14%. Some of the areas where our expertise and experience are sought out are in the following major categories:

### **1. Testing:**

The expertise of the LAS staff to research, and recommend alternatives for assessment instruments on behalf of students continues to grow. The staff is requested to identify assessments that can be used for student placement or awarding of course credit. We continue to identify tests that can be used by students to meet their Foreign Language Requirement. We suggest recommendations to academic departments for the appropriate placement and awarding of test course credit as well as implement a process to assist students. Staff research the appropriate test scores that should be recommended for placement and awarding of Course Credit. The more alternatives we can identify and implement the greater the number of opportunities for students in meeting their degree requirements.

### **2. Test Course Credit Evaluation**

The Credit by Exam Program greatly benefits students, because students can earn course credit which they can utilize to meet their degree requirements and graduate as anticipated in a timely manner.

Through the years, the number and volume of students requesting course credit through the Advanced Placement (AP), International Baccalaureate (IB), College Level Entrance Program (CLEP) and other credit by exam alternatives has increased. We currently evaluate and process test course credit for more than 100 courses that students can use to meet their core requirements and other degree requirements. The Credit by Exam Program requires staff to research best practices and alternatives at other universities to award course credit based on AP, IB, etc. In consultation and collaboration with the academic departments' recommendations to award credit is adopted.

### **3. Faculty Make-Up exams**

Students have an option to have their make-up exams proctored as authorized by their instructor at the Testing Center. For the academic year FY11, 179 tests were proctored at the Testing Center which has the capability of generating test items and delivering the test in the Testing Computer Labs. Currently, there is no charge to the students. We hope that this service will continue to be used by more faculty as needed to accommodate the student and faculty needs. We are observing an increase in the number of such requests.

### **4. Faculty/Course Evaluations**

LAS assists the departments and colleges in the design of questionnaires and preparation of packets for the paper based administration. A web based delivery option is also available. We would like the reports that are generated to be utilized by students, faculty, and departments. As such, user-friendly customized reports per the department's request are analyzed, compiled and reported. In addition, copies of the faculty/course evaluation reports are submitted by LAS to the Library. In this area we want to have the capability to provide more detailed reports to individual faculty members and departments as requested, which in turn benefits the student. As our enrollment increases so does the volume of this activity.

### **5. Reports**

LAS takes pride in generating aggregate numbers for the numerous sets of data we work with in consultation with our partners. We analyze the data such that it will provide actionable items. One example is departments can request the aggregate student responses from the surveys by area, and or topics. This additional analysis and breakdown of the data requires time and resources.

### **6. Surveys**

LAS designs and administers surveys on behalf of many of our partners to include Residential Life and Housing, Student Satisfaction Survey, Transfer Advising Program, Colleges and Departments. The surveys could be for graduating students (Exit Survey), program service satisfaction, and departmental assessment. LAS provides consultation in the design, administration, data analysis report preparation, and dissemination of results. This benefits the UH community, since we are able to collect customer perceptions and identify areas for improvement. The charge is minimal for this service and the intent is to encourage such data collection to improve the UH experience for students.

### **7. Web-Based Systems**

LAS has been a leader in developing an online voting system that is used for the Student Government Association Election, Staff Council Election and other polling activities. In addition we have the capability to generate online surveys per groupings i.e. undergraduate, graduate, etc.

We provide an efficient and cost effective mechanism to collect data. Our web based online system is quite sophisticated and therefore there is a demand for these services.

In summary to maintain the integrity of our data analysis, credit assessment and our growing level of service we are requesting a Coordinator of Assessment to meet the demand of credit by exam processing and developing of new assessments.

1) Request for a Coordinator of Assessments

Salary:	\$45,000
Benefits:	\$11,200
Admin Charge:	\$4,214
Sub Total:	\$60,414
Base Augmentation request:	\$60,414