**Academic Support and Student Services Committee (AS&SS)**

**Minutes**

February 15, 2024

10:00-11:30 am

[LINK](https://csub.zoom.us/j/88364812000?pwd=bDQwajRBZHRBZ2doMU53a3VjNXQ1QT09)

Meeting ID: **879 8614 9475** Passcode: **451113**

**Members Attending:**

Dr. Elaine Correa (Chair), Dr. Melanie Taylor (Vice-Chair),

Dr. Monica Ayuso (A&H), Dr. Carl Kloock (NSME),

Dr. Atieh Poushneh (BPA), Prof. Eric Lord, LCSW/Counselor (At-Large),

Janine Cornelison (Student Services Professional),

James Tompkins (ASI Exec-VP), Mike Kwon *ex-officio* Executive Director of ASI),

Dr. Denver Fowler (*ex-officio*, AD Undergrad. & Graduate Studies),

Dr. Jennifer McCune (*ex-officio*, AVP Enrollment Management Designee)

Sandra Bozarth (*ex-officio*, Dean of Libraries), and Dr. Markel Quarles (*ex-officio*, VP Student Affairs Designee)

**Absent:**

* Dr. Denver Fowler (Excused)
* Dr Monica Ayuso (Excused)
* Prof Eric Lord (Excused)
* Matt McCoy (Excused)
* Luis Hernandez (Excused)
* Dr Jennifer McCune (Excused)

I **Call to Order**

* **(10:00 AM)**

II **Approval of Minutes**

**n/a**

III **Approval of Agenda**

**Guest Speaker: Lou Montano – Discussion of CSUB Testing Center**

V **Old Business**

* **Referral #01- Academic Testing Center Exploratory Sub-Committee**
* **Presentation by Director of Testing Center, Lou Montano**
  + History of the testing center
    - Established 2003
      * Worked out of the health building offering proctored testing for CSUB students and the community
      * Was driven to expand to service the community and to create revenue for program
    - Expanded 2012 by campus police
      * Used past revenue to purchase new computers and desks to provide more service to students
    - Pandemic 2020
      * Continued services through Zoom
      * Proctored the GWAR exam, BYU Flats exam, and proctored testing for other univeristies: Standford, Cal Fullerton, and others.
  + Looking to the future
    - Fresno State offers two testing centers
      * One for the community
      * One for academic testing
    - Expanding current services provides better services for students
      * Enables better use of space
      * Easier proctoring
      * Drive revenue by providing more services to the community
      * Collaborations
        + MSW writing exam
        + Allow professors to refer students who missed exams
        + Allow for proctoring of tests for online classes
        + Provide additional options for students who are uncomfortable with Respondus Lockdown Bowser and Camera
  + Questions from committee to Mr Montano
    - Staffing is an issue, would Mr Montano proctor alone
      * In the current state, Lou is the only proctor
      * Employs S.A to run the front desk to greet, sign in students, and accept payment
      * If we expand will need more staff
    - Where would you find proctors
      * Current CSUB staff, potentially enrollment management
      * GSLs??
    - What is the main ask this morning? If something could be changed right now, how would you change it?
      * Look at the feasibility of changes, whatever that looks like
    - The Fresno State model would be best but could be cost-prohibitive; what can we do to make improvements now?
      * Additional staff
      * Look at bigger spaces on campus when more students need testing at one time.
    - How do you track how many people use center
      * Datasheet through Excel tracks participants and results
      * The writing program has all 3109 exam
      * From the community, there is a roster and receipt book
    - If moving forward, would you recommend two separate centers or a combined space?
      * Lou recommends separate spaces for academic and community services
    - Can the committee get a tally of the total number of people accessing the testing center
      * Lou will put together
* **Committee Conversation**
  + Student Survey
    - Has the student survey to gauge student interest been sent out yet?
      * Has not been sent out yet but will be brought up at next board meeting
      * The committee would like to see the survey before it goes out.
  + Has need been established
    - Has support been shown by students and faculty
      * If there isn’t substantiated support, should the project go forward
  + Committees Charge
    - What is the charge of the committee
    - Established in 2021
      * Is the charge the same or should it evolve
      * Original
        + Review other campus testing centers
        + The testing center may serve as a multipurpose space
        + Expansion of the testing center should include use for pre-req exams: LSAT, GMAT, etc which can reduce costs for students by eliminating travel, lodging and food costs.
        + For students, use for club examinations
  + Faculty input
    - Wants a space for students to take proctored makeup exams so that running the exams would not interfere with instruction time
  + BPA
    - Does not currently have enough space to run proctored exams for students and would like to utilize a testing center
  + Pandemic increased testing concerns
    - Third-party virtual proctors forced students to keep cameras on and submit to recording them in their homes
  + Committee Focus
    - The last point on the committee charter assigns the committee to determine the structure and feasibility of the project, not the need.
    - Should we not do the survey and only develop a plan since that directive is not in writing?
  + The survey should be done first
    - If students and faculty do not want the new center, there is no point in moving forward.
    - During the pandemic, there was an expressed need, but since then not much has been said
    - It may be rare that a whole class needs to be proctored
    - We need the data to make a determination
  + Should send a faculty survey out first
    - Students should see the survey after actual interest has been established
  + Survey difficulties
    - Response rate is difficult
    - We need to design the survey to be as simple as possible but also provide enough info for the respondents to understand what they are being asked.
  + Faculty needs
    - Space for multiple students to tests
  + Surveys
    - Has the faulty already been sent a survey or do we need to create one
      * The committee to contact Matt to inquire about the surveys
    - Should be five questions
    - Could potentially do the survey directly inside Outlook
    - Committee members will try to generate some faculty involvement in their respective departments
  + Should this committee determine the financial feasibility or should that be budget and planning
    - It should be budget and planning but it came back to this committee for a clearer understanding of what it is we actually need.
    - This committee may need to develop two projects: one similar to the Fresno State model or something unique to CSUB
    - Research other campuses’ costs of creating a new building
  + Potential barriers
    - The cost of the building is a serious barrier. Possible Solution
      * Find a current larger space on campus and arrange use on a Saturday so as not to interfere with other classes
      * Would modular building work as a cheaper option
        + Still need environmental impact report and other high cost services
        + Additional issues with endangered species on campus

VI **New Business**

* + **n/a**

VII **Open Forum**

* + **n/a**

VIII **Adjourn**

* + **(11:07)**