



## TESTING & TUTORING (T&T) DEPARTMENT and PROGRAM REVIEW: ANNUAL REPORT

### Part 5: Data Findings

Goal 1: Increase branch campus tutoring subject offerings to provide access to services for writing, nursing, and chemistry students.

| Location   | Term   | Writing | Nursing/Bioscience | Chemistry |
|------------|--------|---------|--------------------|-----------|
| Madras     | Summer | 0       | 0                  | 0         |
|            | Fall   | 0       | 2                  | 0         |
|            | Winter | 6       | 0                  | 0         |
|            | Spring | 0       | 0                  | 0         |
| Prineville | Summer | 0       | 0                  | 0         |
|            | Fall   | 0       | 2                  | 0         |
|            | Winter | 1       | 2                  | 0         |
|            | Spring | 0       | 2                  | 0         |
| Redmond    | Summer | 0       | 0                  | 0         |
|            | Fall   | 3       | 2                  | 1         |
|            | Winter | 0       | 3                  | 1         |
|            | Spring | 3       | 5                  | 0         |

- *Note: these figures only reflect in-person tutoring visits as the online tutoring provider, Western eTutoring, reports subject, not location or class.*

Goal 2: Expand tutoring services beyond traditional credit-seeking students by offering services to ABS and College Now students.

- Tutoring is now available to ABS students and College Now students. These students may attend in-person tutoring, online COCC tutoring, and Western eTutoring.
- Outreach efforts for academic year 2025-26 focused on meeting with ABS and College Now instructors to identify needs and support materials.
- *Note: TracCloud was identified as the system used to track metrics for this goal, but this system does not currently reliably distinguish ABS and College Now students from the*

*general student population, which limits our ability to report attendance figures against the 5% annual growth target.*

**Goal 3:** Collaborate with the Online Program Action Team to support the development of an online testing option for CTE/Math/Science students.

- We were unable to measure Goal 3 as the Online Program Action Team was put on hold.

**VP comments:** Thanks for your efforts to expand access in these three ways: increased branch campus presence, expanding to ABS and College Now students, and working on an online testing option. Although the online work group is on hold, I would still like to see T&T do the research to help us address the need for online test proctoring.

## Part 6: Data Interpretation

**Goal 1:** Increase branch campus tutoring subject offerings to provide access to services for writing, nursing, and chemistry students.

- Writing, nursing, and chemistry were selected as subjects to focus on due to established programs on all campuses as well as the expansion of the nursing program in Madras in 2025.
- In-person writing tutoring was added to the Madras campus in fall 2025, making writing tutoring available on all branch campuses in the 2025-26 academic year.
- During the 2025-26 academic year, in-person chemistry tutoring was offered on the Redmond campus even when chemistry classes were not offered. This access meant online students could receive local, in-person tutoring. But usage of science tutoring on branch campuses reflected the reduction of in-person science class offerings on branch campuses.
- Writing and math tutors in Madras used the Student Study Room, in the main building. An appropriate location for nursing tutoring will be identified when a new in-person nursing tutor is onboarded, expected in summer 2026.

**Goal 2:** Expand tutoring services beyond traditional credit-seeking students by offering services to ABS and College Now students.

- As noted above, we were unable to track ABS and College Now usage for this academic year. Anecdotally, we can confirm that students from both programs did use tutoring services.
- Identifying a reliable tracking system as well as prioritizing outreach of these services to both instructors and students will be essential for ensuring usage, especially with a new ABS Program Director starting in summer/fall 2026.

Goal 3: Collaborate with the Online Program Action Team to support the development of an online testing option for CTE/Math/Science students.

- The Testing Center supports online testing in collaboration with COCC’s instructional departments as well as online proctoring for other colleges and organizations. Preliminary conversations have occurred with OSU-C about students utilizing COCC testing services.

Based on the collected data, T&T is a strong collaborator that prioritizes student and instructional needs and emphasizes access to all COCC campuses and online. An area for improvement for our next DPR is to better align our goals to the metrics and ensure we have the appropriate tools to collect data. We have identified weaknesses in our current tracking systems and we will prioritize addressing this in the 2026-27 academic year.

Additionally, this report was completed by the T&T team to the best of their knowledge following the retirement of the T&T Director and the Library Services Director in Spring 2026, which might have impacted the methodology of data collection as not consistent with the intended metrics.

Given these limitations, this interpretation demonstrates a need to establish and document a consistent methodology that will address the following:

- Align TracCloud data with other COCC systems to more accurately associate students with their branch campus.
- Develop clear identification methods for ABS and College Now student populations.
- Clarify whether analyses should be based on students' academic programs/majors or their current course enrollment.
- Determine how Western eTutoring usage can be incorporated into ongoing reporting and assessment.

**VP comments:** I appreciate the addition of qualitative data in addition to quantitative. Your learning about the need to ensure the appropriate data collection tools are in place is important and will help shape your plans moving forward. Thanks for such good attention to measurable outcomes based on reliable data. As to online test proctoring, please develop a clear policy or practice around which courses get this option and which do not until we have a college-wide solution that aligns with online programs.

## Part 7: Action Plan

The 2025-26 DPR demonstrated meaningful progress in expanding tutoring access across branch campuses and to new student populations, while also highlighting the need for stronger assessment practices and more reliable data collection. As a result, T&T will maintain its overall focus on equitable access while refining its goals and assessment methods for academic year 2026-27.

Rather than establishing entirely new goals, the department will revise existing goals to ensure they are measurable and aligned with available data. Goal 2 will be updated to emphasize both outreach and the implementation of reliable tracking methods before establishing growth targets. Goal 3 will be updated to reflect active institutional priorities and establish T&T's ownership over identifying resources to support online students in need of testing services.

To accomplish these outcomes, T&T commits to the following actions:

- Continue providing writing, nursing, and chemistry tutoring at branch campuses while evaluating staffing and scheduling based on local course offerings and student demand.
- Complete the onboarding of the new Madras nursing tutor and establish an appropriate tutoring space to support in-person nursing services.
- Strengthen outreach to ABS and College Now faculty and students, particularly in collaboration with the new ABS Program Director, to increase awareness and utilization of tutoring services.
- Improve assessment practices by developing a consistent methodology for collecting, interpreting, and reporting tutoring data. This will include developing strategies that reliably identifies students' branch campus affiliations and status as ABS or College Now students; establishes consistent definitions for reporting by academic program, campus, or course enrollment; and incorporates Western eTutoring usage into departmental assessment.
- Review all DPR goals and corresponding metrics to ensure that each has a meaningful and measurable assessment strategy.
- Establish a consistent policy for serving online students in need of proctored testing.
- Work with instructional departments and eLearning to identify online proctoring needs and recommend resources that could better serve the entire campus in the development of online programs.

**VP comment:** I agree that you have expanded access in how you have worked toward these goals. Your plans for the coming year (revising goals and updating metrics) are well suited to refining the previous goals and determining clear measurement tools.