**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)**