PROGRAM MANAGER, TESTING SERVICES

Reports to: Dean of Admissions & Student Support

Dept: Admissions & Student Support   **Range:**   31

FLSA: Exempt   **EEO:**   Professional/Nonfaculty

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under the direction of the Dean of Admissions and Student Support, supervise the operations of the Testing Department, including the Academic Proctoring Center, and all regular staff and short-term workers. Plan, administer and score group instructional, academic achievement and other tests at locations on and off campus; maintain appropriate security of test materials and results; explain and interpret test procedures and appropriate policies and regulations. Collaborate with Systems & Procedures Analysts, programmers, and ITS staff to meet data and information needs for the Testing Department and to ensure accurate and effective use of computerized systems related to testing operations such as PeopleSoft, CAPP (Computerized Assessment and Placement Programs), ASAP (Assessment and Placement Program), COMPASS (Computer-Adaptive Placement and Assessment System), Accuplacer, SGPT (Self-Guided Placement Tool) and MDTP (Mathematics Diagnostic Testing Project). Ensure compliance with Title 5, district and college policies as well as other applicable state, federal laws and regulations.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1.   Supervise testing operations; serve as program manager for all Testing Department and Academic Proctoring Center operations for all District sites; develop policies and procedures for administering, proctoring, scoring and transmitting results of all tests administered by the Testing Services Center.

2.   Plan, assign, schedule, supervise and evaluate the work of assigned department staff, temporary and permanent; review and approve timecards according to established procedures; develop, implement and monitor operational plans to achieve department objectives; manage annual program budget; make purchases and other expenditures in accordance with district procedures and monitor performance against the annual budget; develop, implement, and evaluate plans, processes and procedures to achieve established

goals and objectives in accordance with department standards; prepare and maintain a variety of records and reports.

3. Interview and participate in selecting new department staff; supervise and evaluate staff performance; establish performance requirements and personal development targets; regularly monitor performance and provide training, coaching, and mentoring for performance improvement, recommend performance recognition when warranted; with management concurrence, implement the progressive discipline process to address performance deficiencies, in accordance with district human resources policies and labor contract agreements.

4. Plan, administer, score, and evaluate a variety of group instructional, academic achievement, and assessment tests in accordance with college, state and testing agency requirements. Screen and evaluate high school transcript information for assessment purposes. Plan and oversee administration of computerized testing operations both on and off-site; coordinate assessment testing at area high schools; serve as national testing center site for ACT and remote Accuplacer-based testing; observe district, state/federal, and test agency policies and procedures for security/confidentiality of testing materials and records.

5. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving district and division mission, objectives and service standards; enforce the maintenance of safe working conditions and ensure work practices are followed by staff; provide leadership to ensure a fair and open work environment in accordance with the district's mission, goals and values.

6. With Program Managers and Directors of Student Services departments, plan, organize, and implement placement testing and matriculation services; coordinate with instructional departments to organize, plan and implement programs to new and disproportionately impacted populations; compose and coordinate publication of departmental brochures, newsletters, and other informational material related to student success, placement, matriculation; evaluate the effectiveness of outreach efforts.

7. Apply, interpret, explain and enforce testing and matriculation policies, procedures, related information and requirements to students and the public; monitor, update, and distribute matriculation records; oversee the update of a variety of matriculation data; evaluate a variety of test records to determine completion of matriculation requirements; resolve issues of student matriculation status; inform students about course availability, transfer, graduation requirements, testing and other MiraCosta instructional programs and student services.

8. Interface with ITS programmers, network specialist, and others who need technical information about testing applications; analyze problems, troubleshoot, and work with technical support staff for CAPP, MDTP, Accuplacer, SGPT, and COMPASS. Perform setups for test administration modes in computer applications; monitor accuracy; evaluate and modify setups to implement changes to placement criteria by math and English faculty. Plan, schedule, coordinate, enter or oversee computer entry of test results; verify accuracy and completeness; Perform setup in PeopleSoft of test component table, test table, and

test transfer rules; monitor accuracy of data. Train appropriate student services staff in technical operations including Accuplacer, CAPP, PeopleSoft, and SARS.

9. Distribute or oversee the distribution of test records to college personnel and students; issue routine printouts and respond to special requests; provide specialized reports for staff, faculty and others; provide data and reports to the research office; provide explanatory information where needed; maintain confidentiality of student records.

10. Represent the Testing Department at the Math and English departments' assessment sub-committees to guide them on necessary research and ensure that assessment validation research is completed by the departments per state regulations. Monitor multiple databases of student records and uploading of records to PeopleSoft. Assist in test result analysis and related research; sort test records according to specified parameters; generate descriptive statistics. Prepare, distribute and maintain a variety of reports involving testing.

OTHER DUTIES:

1. Work with the SAS office to inform them of possible accommodations based on assessment and environmental considerations. Develop accommodation protocols with regard for timely notification and guidelines for reasonable accommodations.

2. Maintain program tracking databases; collect and provide data to the Research Department for program evaluation, measurement, and verification; compile and analyze statistical records for reports; work with other program managers for grant-funded programs to ensure effective service to students.

3. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:

1. District organization, operations, policies and objectives.

2. Modern office practices, procedures and equipment.

3. Computer applications.

4. Principles and practices of supervision and training.

5. Test administration and scoring.

6. Automated recordkeeping techniques.

7. Procedures followed in the administration, scoring, recording and reporting of standardized test results.

8. College course prerequisites and matriculation policies.

9. Math and statistical computations.

10. Specific regulations set forth by testing agencies.

11. Appropriate safety precautions and procedures.

12. Oral and written communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.

13. Correct English usage, grammar, spelling, punctuation and vocabulary.

14. Applicable sections of State Education Code and other applicable laws.

15. Interpersonal skills using tact, patience and courtesy.

16. Laws, rules, regulations involved in assigned testing activities.

ABILITY TO:
1. Learn to interpret, apply and explain rules, regulations, policies and procedures and apply them in a variety of procedural situations.

2. Schedule, administer and score standardized group academic achievement tests.

3. Coordinate, supervise and use automated systems for scoring, maintaining and reporting of test results for the college's academic achievement tests.

4. Assist in Testing-related research and evaluation.

5. Read, understand, interpret and apply technical information.

6. Operate a variety of office equipment including a computer terminal.

7. Maintain the testing database system.

8. Generate and maintain computer records and prepare technical reports.

9. Read, interpret, apply and explain rules, regulations, policies and procedures related to test administration.

10. Analyze situations accurately and adopt an effective course of action.

11. Establish and maintain cooperative and effective working relationships with others.

12. Communicate effectively both orally and in writing.

13. Plan and organize work.

14. Develop and control budget.

15. Learn District and state regulations, policies and procedures.

16. Understand and follow oral and written directions.

17. Maintain records.

18. Meet schedules and timelines.

19. Work independently with little direction.

20. Train, supervise or provide work direction and assess student workers.

21. Lift objects weighing up to 25 pounds.

22. Operate a vehicle, observing legal and defensive driving practices.

23.   Work confidentially with discretion.

24.   Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

EDUCATION AND EXPERIENCE:
Graduation from an accredited four-year college or university with a bachelor's degree in a relevant field, and at least two years of progressively responsible experience related to testing and assessment operations in a post-secondary education environment; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:
A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:
Testing Specialists, Testing Services Aides, administrative support staff and student and temporary workers.

CONTACTS:
District administrators, coworkers, other department personnel, faculty, students, proctors, staff at other colleges, parents, high school administrators, the general public, GED state and national offices, ACT, and other testing agencies.

PHYSICAL EFFORT:
Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing 25 pounds or less; ability to work at computer, including repetitive use of computer keyboard, mouse or other control devices; ability to travel to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:
Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups of individuals from diverse backgrounds on a regular, on-going basis; ability to concentrate on detailed tasks for extended periods of time and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:
Primarily works in an office environment. Subject to frequent interruptions by individuals in person or by telephone, intermittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility during day and/or evening hours with occasional evenings, and/or weekends on an as-needed basis. Occasional local travel may be requested.