

Proficiency Services

Program Goal: To aid first-year students at CSUSM who are underprepared in mathematics and writing in attaining proficiency in these subjects and continuing their higher education towards graduation.

Population Served:

- All first-year students at California State University San Marcos needing to meet the mathematics and writing proficiency requirements.

Resources and Services Provided

- 1. Consult students regarding proficiency requirements processes.**
 - Inform students of first-year proficiency requirements.
 - Provide guidance for students via an open-door policy.
- 2. Tracking student progress through completion of proficiency requirements.**
 - Create detailed reports regarding students' proficiency statuses.
 - Provide specific academic plans for students at various stages of the remediation process.
 - Track students' compliance with their academic plans for completion of the proficiency requirements throughout the academic year.
- 3. Connect students with resources to aid in the successful completion of proficiency requirements.**
 - Assess students' needs on individual bases and connect them to campus resources to address their specific issues.
- 4. Provide and coordinate English Placement Tests and Entry Level Mathematics exams for incoming and continuing first-year students at CSUSM.**
 - Proficiency exams are provided on the CSUSM campus on a monthly basis.
 - Ensure that incoming first-year students are assessed in a timely manner (contact high school counselors in local service area; launch massive communication campaigns to provisionally admitted first-year students).
 - Coordinate exams for summer acceleration programs (including Summer Bridge, CAMP, MAPS, and Summer Academy).
 - Provide opportunities for continuing first-year students to advance their proficiency statuses by retaking the exams.
 - Hand-score select ELM exams and act as EPT/ELM liaisons to Educational Testing Services.
- 5. Assist colleges and departments in developing proficiency course schedules.**
 - Inform colleges and departments of student needs each semester.
 - Monitor space in proficiency courses and the number of students needing to register.
 - Informing students of new offerings once they become available.
- 6. Assess and improve university practices regarding remediation.**
 - Developed practice for informing students of proficiency requirements at orientation.
 - Consulted and assisted Registration and Records in placing proficiency courses in CSUSM's PeopleSoft system.
 - Evaluated and improved fall to spring semester course registration transitions.

Progress made in CSUSM's remediation rates:

In her Fall 2007 convocation address, President Haynes put forth the charge to raise remediation rates to 85% in 5 years. In 3 years, that goal has almost been reached with successful remediation rates at 82%. With the challenges faced by the university through various budget constraints and restrictions dictated by the system, Proficiency Services has assisted the university in adapting through these challenges with the expressed goal of aiding students in successfully completing their proficiency requirements, and continuing towards fulfilling their personal goals of attaining a higher education.

	2006-07	2007-08	2008-09	2009-10
Remediated	67%	76%	80%	82%