

# CASE STUDY

## Riverside Community College

**APPERSON**  
EDUCATION PRODUCTS



### INSTITUTION PROFILE:

Founded: 1916

Locations: Riverside, CA  
Moreno Valley, CA  
Norco, CA

Products used: BenchMark™ 3000,  
DataLink™ reporting  
software, Scantron™  
Compatible test forms

Number of students: 30,000

*"In the past we used the item analysis feature from Scantron's ParScore system to score our instructor evaluations. When we switched to Apperson's BenchMark™ 3000 scanning solution and utilized their DataLink™ reporting software that also has the item analysis feature, it cut the actual scanning time by approximately 80%."*

– Pat Feeney, Assistant Director of Operations for Information Services.

Riverside Community College

### The Challenge

The Riverside Community College District (RCC), located one hour east of Los Angeles, CA consists of three campuses that spread throughout Riverside County. With over 2,000 courses offered each semester that serve more than 30,000 students, instructor evaluations play a crucial role in maintaining the college's teaching excellence – one of RCC's core values.

RCC conducts its instructor evaluation process by obtaining feedback and comments from their students. Each semester, RCC distributes instructor evaluations to select classes in order to receive valuable information from the students regarding instructor performance and satisfaction with the course.

Once the evaluations were completed by the students, the Information Services staff at RCC would scan the forms on their Scantron™ machine. This was a time-consuming and rigorous process that would sometimes extend well beyond the usual two to three day window because of occasional scanner break downs.

RCC needed a new, more modern scanning solution that was reliable, cost-efficient, and most importantly, would provide a quicker turnaround time.

### The Solution

Apperson Education Products' relationship with RCC developed more than 15 years ago when they started purchasing Scantron™ Compatible forms from us to save valuable dollars. Knowing the challenges RCC was encountering with their current scanner, we offered to set them up with a free 30 day trial for one of our BenchMark™ auto-feed scanners.

With the BenchMark™ 3000's advanced features, such as the ability to scan up to 3,600 forms per hour, a built-in barcode reader and the DataLink™ data collection and reporting software, we were confident that RCC's needs would be met.

### The Results

After scanning their first course evaluations on their new BenchMark™ 3000, they were thrilled with the results. The actual scanning time was reduced by approximately 80% thereby reducing the backlog of instructor evaluations and providing the instructional departments with a much faster turnaround time.

What's more, RCC was able to use the detailed item analysis report provided by DataLink™ data collection and reporting software. This not only freed up the Information Services staff time dramatically, but the instructional departments could review the results of the evaluations within *one to two hours*, instead of having to wait *two to three days*. RCC has gained further efficiencies because the results are already in an electronic format and can easily be emailed to the appropriate individuals with a click of a button.

The BenchMark™ 3000 has been a time-saver and stress-reliever for the staff of RCC. As a result, RCC is now home to three BenchMark™ 3000 scanners - and much happier staff.

**Apperson Education Products**

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