**Date:** 1/20/2012 **Name of Administrative or Educational Support Unit:** Academic Success **–**Testing & Placement

**Contact name:** Joe Butler / Stephanie Meinhardt **Contact email:** jbutler@collin.edu **Contact phone:** O**ffice Location:** CHEC 120

**Mission:**

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| **Date:** 4/4/2012 **Name of Administrative or Educational Support Unit:** Testing & Assessment **Contact name:** Stephanie Meinhardt & Susan Miller **Contact email:**  **Contact phone:** **Office Location:** **Mission:**

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| Provide students with an optimal atmosphere conducive to testing, have a knowledgeable and efficient staff that can assist students with their testing needs in a courteous, timely manner, provide counter and telephone support for questions concerning testing, admissions requirements, credit by exam, and correspondence testing, and enhance the academic experience of all students utilizing these services.Assessments: TSI Compass; Local Assessments (ACT Compass) – Fire Science Assessment, Ability to Benefit (ATB), Basic Skills-Teacher Certification, English as a Second Language (ESL); CLEP examinations; PSB Nursing Examinations; Math Mastery Examinations for Nursing; Hospital Orientation Examinations for Nursing; PSB Allied Health Examinations; Pre State Board Examinations for Respiratory Therapy; Correspondence Examinations; Quick THEA Examinations; American Hotel & Lodging Educational Institute – Convention Management & Service Examinations; State Fire ExaminationsAcademic Testing: Developmental Education; Web courses, Blended courses; ACCESS: testing for students with disabilities; CCLA-Perpetual; Pre & Post Departmental Exams – Value added study; Maymester courses; Express Weekend College courses, Make-up examinations (maximum of 5 per test per section – more requires Dean approval); Faculty emergencies (requires Dean approval)Key Institutional Outcome Indicators: Overall Satisfaction, Completers, Efficiency, Effectiveness |

**PART I: Might not change from year to year**

| A. Outcomes(s)Results expected in this department/program | B. Measure(s)The instrument or process used to measure results | C. Target(s)The level of success expected |
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| Increase overall student rating regarding testing and assessment | IE College-wide Student Survey – 2012 | Average rating of 4.2 on a 5.0 point scale |
| Increase overall faculty/staff rating regarding “The staff was knowledgeable” about testing and assessment | IE College-wide Faculty/Staff Survey – 2012 | Average rating of 4.7 on a 5.0 point scale |
| Increase overall student rating regarding “The Testing Center staff was courteous” | IE College-wide Student Survey – 2012 | Average rating of 4.5 on a 5.0 point scale |
| Increase overall student rating regarding “The Testing Center Service/Program was provided in a timely manner” | IE College-wide Student Survey – 2012 | Average rating of 4.5 on a 5.0 point scale |

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**PART II: For academic year (enter year i.e. 2011-12)**

**From Part I**

| A. Outcomes(s)Results expected in this department/program | D. Action PlanYears 5 & 2Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action PlanYears 1 & 3Implement the action plan and collect data | F. Data Results SummaryYears 2 & 4Summarize the data collected | G. FindingsYears 2 & 4What does data say about outcome? |
| --- | --- | --- | --- | --- |
| Increase overall student satisfaction rating regarding the testing and assessment.  | Reinforce testing center protocols at beginning of each semester | *Implement actions & collect data.* | 2010-11: ave. 4.25 of 5 pts (n=255)2012-13: ave. 4.37 of 5 pts (n= 702 | Target of 4.2 met |
| Increase faculty/staff rating regarding “The staff was knowledgeable” about testing and assessment. | Develop training module addressing FAQs. | *Implement actions & collect data.* | 2010-11: ave. 4.32 of 5 pts (n=251)2012-13: ave. 4.41 of 5 pts (n=678) | Target of 4.7 not met |
| Increase student rating regarding “The Testing Center staff was courteous.” | Training tips regarding customer service delivery with people under stress | *Implement actions & collect data.* | 2010-11: ave. 4.24 of 5 pts (n=249)2012-13: ave. 4.32 of 5 pts (n=674) | Most negative comments for the Testing Center were about staff being short, rude. Most positive comments were about staff friendliness, helpfulness. Target of 4.5 not met |
| Increase overall student rating regarding “The Testing Center Service/Program was provided in a timely manner.” | Set up faculty scheduling criteria to reduce peak demand | *Implement actions & collect data.* | 2011: ave. 4.32 of 5 pts (n=252)2012-13: ave. 4.45 of 5 pts (n=669) | Target substantively met |