**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:**   |  | | --- | | 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 Examinations  Academic 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 | | --- | --- | --- | | 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 | |

**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 Plan Years 5 & 2  Based 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 Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What 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 |