

Testing Center
Assessment Plan Summary

Testing Center

Provide Quality Testing Services

Goal Description:

Provide quality testing services at Sam Houston State University.

RELATED ITEMS/ELEMENTS-----

RELATED ITEM LEVEL 1

Provide A Quality Facility

Performance Objective Description:

Provide a facility conducive to a quality testing environment which will be clean, comfortable, quiet, aesthetically-pleasing, and user-friendly.

RELATED ITEM LEVEL 2

Provide A Quality Facility

KPI Description:

Survey students and visitors about their satisfaction with the Testing Center facilities by using the Testing Center Evaluation Form.

Results Description:

Upon completion of their exam, examinees at the Testing Center are asked to fill out an anonymous survey. As of July 31, 2017, the number of evaluations received since September 2016 = 2269.

The results:

93% of examinees agreed or strongly agreed that the testing room was comfortable (space, lighting, temperature, cleanliness, etc.); whereas, 2% disagreed/strongly disagreed with 5% remaining neutral.

RELATED ITEM LEVEL 3

Provide a Quality Facility

Action Description:

During the 2016-2017 year, the Testing Center went through an Administrative Program Review (APR). The purpose of **Administrative Program Review** is to support executives, managers, and employees of Sam Houston State University administrative departments in the examination of current operations, identification of opportunities for enhancement, implementation of adjustments, and establishment of plans for continuous improvement. Upon completion of the review, it has been established that the Testing Center is in need of a larger facility. Within the next 2 years, a computer lab with a minimum of 75 seats with additional 5 private testing rooms for ADA purposes will be requested.

RELATED ITEM LEVEL 1

Provide A Variety Of Tests

Performance Objective Description:

Provide a variety of tests for our customers, contact testing companies and/or other colleges or universities to inquire about what tests are available, and determine which tests would best suit the needs of our audience.

RELATED ITEM LEVEL 2

Provide A Variety Of Tests

KPI Description:

Take an inventory of currently offered exams by the Testing Center and compare to those tests being inquired about or needed by the student population and the general public.

Results Description:

The goal of the Testing Center is to optimize the use of current inventory of exams. In doing so, to better serve the graduate student population, the Pearson VUE exam schedule was doubled to include a schedule of 4 times a month (versus 2).

RELATED ITEM LEVEL 3

Provide a Variety of Tests

Action Description:

The Testing Center is maintaining the current exam inventory; therefore, no new exam opportunities have been executed at this time.

RELATED ITEM LEVEL 1

Provide Quality Staff And Service

Performance Objective Description:

Provide qualified staff that will provide outstanding customer service by being friendly, courteous, responsible, informative, accurate, and supportive.

RELATED ITEM LEVEL 2

Provide Quality Staff And Service

KPI Description:

Survey students and visitors about their satisfaction with the staff and services by utilizing the Testing Center Evaluation Form and by using the Human Resources annual merit review process.

Results Description:

Upon completion of their exam, examinees at the Testing Center are asked to fill out an anonymous survey. In addition, visitors to the Testing Center can also submit a survey from a remote location by accessing the Testing Center website at any time. The following results where compiled:

Staff

98% agreed/strongly agreed the Testing Center staff is courteous; whereas, 1% disagreed/strongly disagreed with 1% remaining neutral. In addition, 97% agreed/strongly agrer questions were answered clearly, professionally, and accurately. The remaining 2% and 1% of responses accounted for neutral/did not answer.

Service

97% agreed/strongly agreed the service was quick. 2% remained neutral with 1% disagreeing/strongly disagreeing. Overall, 96% agreed/strongly agreed to a pleasing experience in the Testing Center. 3.50% remained neutral with .50% disagreeing/strongly disagreeing.

RELATED ITEM LEVEL 3

Provide Quality Staff and Service

Action Description:

Testing Center staff members are recertified on an annual basis for respective exams. In addition, personnel meets all professional development requirements

Update to Previous Cycle's Plan for Continuous Improvement

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

Provide a Quality Facility: Install a new camera system for security; Continue to use ABIV-Lab 203 for TSI testing during busy summer months.

Variety of Tests: Methods to maintain and maximize the current test inventory will remain.

Quality of Staff and Service: Implement training checklist for new employees; Implement electronic AP and CLEP score reports; Continue professional development for all employees.

Update of Progress to the Previous Cycle's PCI:

Update – Provide a Quality Facility: a new camera system was installed in July 2016. New Student Orientation placement testing was held in Academic Building IV, Room 203 where over 800 students were serviced.

Update – Provide a Variety of Tests: as stated, current inventory will be maximized and no additional testing opportunities were implemented.

Update – Provide Quality Staff and Service: training checklist for new employees was implemented in May 2016. AP and CLEP electronic reports implemented between June-August 2016. Professional staff recertified as required.

Plan for Continuous Improvement

Closing Summary:

Provide a Quality Facility - request a computer lab with a minimum of 75 seats with additional 3-5 private testing rooms for ADA purposes.

Provide a Varity of Tests - partner and/or acquire additional testing opportunities to include CERTIPORT and Assessment Systems, Inc.

Provide Quality Staff and Service - continue annual certifications requirements; implement course placement information on individual score reports for the TSI Assessment; reorganize departmental website; reorganize departmental survey.