



Planning and Evaluation Tracking

College Year: **2007-2008**

Division of: **Development**

Person Responsible: **Bob Austin**

Department of: **Testing Services**

Person Responsible: **Jason Norman**

Purpose Statement: To provide Testing Services that are seamless, customer friendly, efficient, and easily accessible to meet the needs of students and the community.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Testing Services will be easily accessible to all clients via extended hours, AskAC Call Center, and website information.	1. Revised January 2007: Clients will be able to access Testing Services in person, on the web, or by phone at all times. Results will be based on the number of hits on the website, and the number of clients assessed.	1. Timeframe for # assessed: 9/01/06 - 8/31/07: N = 17,715 Timeframe for website hits: 1/01/07 - 10/01/07: N = 14,836	1. Due to changes in department leadership, PET objectives were revised to identify new goals. Analysis reflects data collected. Clients are able to access Testing Services at all times on website, in person, or via AskAC. AskAC started in June 2007 scheduling ACCUPLACER testing appointments for clients. ACTION PLAN: Website will be kept up-to-date to provide information to clients and AskAC. Additional enhancements will be added to website to broaden customer service.

2. The Amarillo community will use Amarillo College Testing Services for their testing needs.	<p>2. Revised January 2007. When registering for assessments, an increased number of the Amarillo community will choose Amarillo College as their testing site (GED, SAT, ACT, CLEP, Proctored, Miscellaneous testing). Annual comparative studies will show a 2% increase each year.</p> <p>2b. After paying the increased fee for GED testing, the number of examinees from September 2007-August 2008 will remain unchanged as compared with previous year's testing logs.</p>	<p>2. N = 5,174 (# assessed for community assessments 2005-2006)</p> <p>N = 10,375 (# assessed for community assessments 2006-2007)</p> <p>N = 5174/10375</p> <p>N = 49.8% increase</p>	<p>2. Due to changes in department leadership, PET objectives were revised to identify new goals. As a result of the closure of Region 16 GED testing facility, we saw a huge increase in our GED testing volume, plus increased number of ACT, SAT, CLEP, Proctored tests, and other community testing partnerships.</p> <p>ACTION PLAN: Maintain at least a 2% increase in 2007-2008 testing year through continued marketing on website, and continued partnerships with LaserGrade/Promissor/PAN / Pearson and other testing companies.</p>
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3. Faculty will comply with Testing Center policies and procedures.	3. Revised January 2007. After receiving an initial email each semester regarding Testing Center policies and procedures, 90% of new and non-compliant faculty will be compliant as noted on a log of procedural violations.	3. Timeframe for data collection: January 2007-August 2007. N = 94 faculty members used Testing Services. N = 8 procedural violations/94 faculty members N = 9% violation rate N = 91% compliance rate with procedures.	3. Due to changes in department leadership, PET objectives were revised to identify new goals. Informational emails and adherence to policies and procedures helped Testing Services with its instructor compliance rate. ACTION PLAN: This is an objective that will need continuous monitoring. Informational emails will continue to be sent each semester, and information for faculty will be updated on website.
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revised 8/1/05