



Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Enrollment Services
Department of: Testing Services

Person Responsible: Bob Austin
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. Faculty will comply with Testing Center procedures.	1. After receiving an email with a link to Testing Center Procedures, 100% of new and non-compliant faculty will be compliant as noted on a log of procedural violations.	1. No data available.	1a. Due to personnel changes, and Testing Specialists did not know to track data, this data was not collected. 1b. Objective closed out, and will reword in 07-08.
2. Area high school students will use Amarillo College Testing Services for their post-secondary assessment needs.	2. When registering for post-secondary assessments, an increased number of high school students will choose Amarillo College as their assessment site. Annual comparative studies will show a 2% increase each year.	2. Based on number tested in 05-06 compared to 04-05, there was a 1% decrease in # of high school students that used Testing Services for their testing needs.	2a. Testing Services will work closer with high school counseling offices to market our testing services. 2b. Objective closed out, and will reword in 07-08 to include all community services.
3. Testing Services will be easily accessible to all clients via extended hours, Contact Center, and website information.	3. 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,	3. No data available for website tracking.	3. Results were not collected because a counter was not put on website to track number of hits by clients. Will add for 07-08.

