



## Planning and Evaluation Tracking

College Year: **2008-2009**

Division of: **Enrollment Management**

Person Responsible: **April Sessler; Bob Austin**

Department of: **Testing Services**

Person Responsible: **Melissa Wilson**

**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  Time frame for website hits: 01/01/08 - 10/1/08: N = 12,771	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. Due to the conversion of the website, this goal has not been proven useful.  <b>ACTION PLAN:</b> 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. <b>CLOSING OUT THIS GOAL FOR 2008-2009.</b>

2. The Amarillo community will use Amarillo College Testing Services for their testing needs.	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.	2. N = 7,512 (# assessed for community assessments 2006-2007)  N = 7,559 (# assessed for community assessments 2007-2008)  N = .6% increase	2. Due to changes in department leadership, PET objectives were revised to identify new goals. 2b. As a result of the closure of Region 16 GED testing facility, we saw an increase in our GED testing volume, plus increased number of ACT, SAT, CLEP, Proctored tests, and other community testing partnerships.  ACTION PLAN: Maintain 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. Although our goal of 2% increase was not met, our numbers have continued to increase and we are satisfied with the outcome of this goal. CLOSING OUT THIS GOAL.
	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.		

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.

NO RESULTS FOR 2008.

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.

CLOSE OUT THIS GOAL FOR 2008/2009.

4. 2008-2009  
Testing Services will increase GED college recruitment.

4. After sending our follow up information postcards to passing GED students; GED students will take the appropriate steps to enroll in classes at Amarillo College. Annual

4. Timeframe for Data Collection: January 2007 - December 2007

Number of passing GED students enrolling in 3 hour + at Amarillo College.

4. Due to changes in department leadership, PET objectives were revised to identify new goals. Analysis reflects data collected. Passing GED students will have the accurate

	comparative studies will show a 2% increase in enrollment from passing GED students.	N = 799 number of GED candidates tested.  N = 416 passing GED students who enrolled in at least 3 hours at Amarillo College.  N = 25 passing GED candidates enrolled at Amarillo College.  N = 25/416 = 6% enrollment rate.	information and help in order to take their placement exams and enroll at Amarillo College.  ACTION PLAN: This goal will be monitored each year and supported by enrollment numbers provided by Registrars.
5. 2008-2009 Testing Services will team up with LouAnn Seabourn to increase the number of dual credit students tested on their home campus before the Amarillo College deadline date of June 30th.	5. After adding information to flyers passed out to dual credit students and counselors, the number of dual credit students testing on or before the June 30 <sup>th</sup> deadline on their home campus will increase by 2%.	5. Number of dual credit students that tested before the dual credit deadline of June 30 <sup>th</sup> on their home campus. N = 1919	5. Due to changes in department leadership, PET objectives were revised to identify new goals. Dual credit students will be provided with accurate and encouraging information in order to test on their home campus before the Amarillo College deadline (June 30 <sup>th</sup> ).  ACTION PLAN: Dual credit testing will be continuously monitored and counselors will be sent emails constantly reminding them of timelines and deadlines.

6.

6.

6.

6.

7.

7.

7.

7.

revised 8/1/05