

## Testing Services

### Student Affairs

#### Administrative Unit Assessment

FY 18 (July 2017-July 2018)

#### Department and Assessment Report Information

Prepared on:8/8/2019 3:25:59 PM	By:michael.stewart@mga.edu
For which department or area are you reporting?	Testing Services
What is the name and MGA email address of the person responsible for this report?	Michael Stewart michael.stewart@mga.edu

#### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	Testing Services is dedicated to enhancing student learning by providing comprehensive, accessible testing services to meet the increasing needs of students, faculty, administrators and community members while maintaining test integrity.
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<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	With the pending retirement of Theresa Scott as Director of Testing Services, one of our immediate goals will be to determine a plan for her replacement. Testing Services will continue to work with our colleagues in Admissions, Academic Affairs, and Accessibility Services (formally known as Disability Services) to provide timely testing opportunities for students. We will also look to increase revenue and increase opportunities for full-time (versus part-time) staff.
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## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Increase revenue generated by Testing Services.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Compared overall FY 17/18 revenue (\$48,808.44) against FY 18/19 revenue (\$60,384.95)
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	10% increase in revenue generated, based on FY 17/18 generated revenue (or \$4,880.84)
<b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	23.71% increase in revenue generated in FY 18/19 (or \$11576.51)
<b>Objective 1: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	As we saw an increase in revenue, we will seek another increase in revenue for next year with the possibility of adding a full-time position.

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Apply to be recognized as a National Collegiate Testing Association (NCTA) certified testing center in the next fiscal year
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Application to be made to NCTA during FY 18/19
<b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	Recognition by NCTA
<b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	0%.
<b>Objective 2: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Upon reviewing the certification specifications, we determined there were additional needs to meet in order to be considered for official recognition. For example, NCTA requires cameras in all testing locations. Currently, Dublin and Warner Robins testing sites do not have cameras.

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Increase utilization of testing services.
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Compared overall FY 17/18 usage (2716) against FY 18/19 usage (1863)
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	10% increase (or 272)
<b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	Overall usage fell by 31% (or 853)
<b>Objective 3: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Usage decreased due to changes in Accuplacer testing and requirements by admissions.

#### Objective 4

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Investigate at least four other testing opportunities that could be offered by Testing Services.
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Director of Testing Services identified five other opportunities by contacting ETS.
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	Four other testing opportunities
<b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	Director of Testing Services identified five other possible testing opportunities
<b>Objective 4: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Due to many tests being offered at the Prometric Center in Macon, ETS will not allow or authorize MGA to administer the same tests (GRE, Pearsonvue, Certiport, and LSAT), due to their requirement of testing sites being at least 40 miles apart. Additional research may need to be done related to other testing opportunities.

## Future Plans

<p><b>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</b></p>	<ol style="list-style-type: none"><li>1. Increase FY 19/20 revenue generated by Testing Services by 15%, based on FY 18/19 generated revenue.</li><li>2. Identify specification requirements for National Collegiate Testing Association (NCTA) certified testing center and submit application by April 2020.</li><li>3. Increase FY 19/20 utilization of testing services by 10% over FY 18/19 usage numbers.</li><li>4. Identify student usage of ProctorU and determine if Testing Services can be further utilized, with recommendation to Academic Affairs.</li></ol>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>With the current director retiring in September, and an existing staff of 3 part-time testing specialists, an immediate plan to name an interim director or open a search for a full-time director will be determined. We saw an increased request (by administration) for more Accuplacer test dates and will continue collaborating with other units and offices to effectively schedule tests. While a new institutional contract/agreement with the Department of Defense (for use of Macon campus testing facilities for administration of the ASVAB) will not be managed by MGA staff, it does present the opportunity for continuing education opportunities related to preparing to take the ASVAB.</p>

Form run:

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