

## Testing Services

Office or Department of Student Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

### Department and Assessment Report Information

|   |                                      |
|---|--------------------------------------|
| Prepared on: 7/30/2020 4:16:50 PM   | Prepared by: diane.goodman@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? | Diane Goodman, diane.goodman@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. |
|--|--|

|   |   |
|---|---|
| <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 addition of Diane Goodman as Director of Testing Services in July 2020, one of our immediate goals will be to determine the ways in which her skills can benefit the department. Testing Services will continue to work with our colleagues in Admissions, Academic Affairs, and Accessibility Services to provide timely, student-centered testing opportunities. We will look to increase revenue and increase opportunities for full-time/part-time staff. We will support the attainment of these goals through an expansion of our availability using data driven decision making and utilizing an increase in community outreach to bolster participation on campus and drive retention. |
|---|---|

## 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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

### 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 FY 19/20 revenue generated by Testing Services by 15%, based on FY 18/19 generated revenue.  |
| <b>Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | Compared FY 18/19 revenue (\$26948.65) against FY 19/20 revenue (\$35133.87). These numbers were provided by Budget using the detail code 6TST.   |
| <b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                           | 15% growth in revenue, based on FY 18/19 data   |
| <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>            | 30.4% increase in comparison with revenue generated in 18/19 (or \$8,185.22)  |
| <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>                      | <p>The department was on track to exceed this goal prior to the COVID-19 campus shutdown and learned that versatile, data-driven staffing and a commitment to student needs yielded higher utilization and revenue rates.</p> <p>Our department has learned that versatility and a commitment to student success in all situations is imperative.</p> <p>In the coming year, changes will be made including community outreach and review of staffing issues.</p> |

## 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: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | We confirmed that an application was not submitted to become an NCTA certified testing center.  |
| <b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                           | A complete, submitted application to 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>            | This objective was completed at 30%. Requirements for application were identified, changes to campus labs were identified. The remaining 70% effort would include making applicable changes and submitting the completed application. |
| <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>                      | Our department faced staffing deficiencies that we hope to remedy in the coming fiscal year to allow for the additional bandwidth necessary to become NCTA certified.   |

### Objective 3

|   |  |
|---|--|
| <p><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></p>        | <p>Increase utilization of testing services.</p>   |
| <p><b>Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b></p> | <p>Number of tests given through Testing Services in the fiscal year 19/20 versus the previous year of 18/19. Also measured by statistics prior to campus shutdown for review of lessons learned (7/1/18 – 6/30/19 versus 7/1/19-6/30/20).</p>   |
| <p><b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b></p>                           | <p>10% growth over the previous fiscal year.</p>   |
| <p><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></p>            | <p>For the entire fiscal year, utilization was -10.1%, which indicates the goal was not met.</p>   |
| <p><b>Objective 3: Did your department meet this objective?</b></p>   | <p>The department did not meet this objective.</p>   |
| <p><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></p>                      | <p>We learned through a deep dive into specific periods of growth, that our implemented plans were successful in creating growth under the supervision of the new Director. Following our return to campus, the initial objectives should be met by following our indicated growth action items and supplemented staffing.</p> |

#### 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: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | The documented and completed investigation into four targeted potential offerings for testing.   |
| <b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                           | 4 complete investigations and documented decisions on whether or not the programs can be implemented at MGA.                               |
| <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>            | 75%. 3 investigations were completed.  |
| <b>Objective 4: Did your department meet this objective?</b>   | The department did not meet 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>                      | We recognize no new platforms can be added at this time without additional staffing and potentially a remodel on the Warner Robins campus. |

**Future Plans**

|   |  |
|---|--|
| <p><b>Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.</b></p> | <ol style="list-style-type: none"> <li>1. Testing Services will increase revenue to match the 18/19 fiscal year after the COVID-19 campus shutdowns.</li> <li>2. Testing Services will complete all checklist requirements necessary to submit an NCTA application.</li> <li>3. Testing Services will complete 4 community outreach activities to increase utilization and retention. Each event must reach a minimum of 20 potential testers or students to count as an outreach event.</li> <li>4. Identify 2 areas of staffing deficiency and draft at least one full plan for reallocation or addition of staff.</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>Testing Services was able to increase revenue by 30.4% and maintain a loss of only 10.1% in utilization rates while considering the decrease in available staff and a five-month closure of our testing labs. Given the amount of time the labs were shut down, and the utilization rates during specific periods earlier in the year, our growth and revenue plan would have likely resulted in the attainment of our remaining objectives had we not been forced to close.</p> <p>Looking forward, the department will strive to put MGA students first, while slowly reincorporating community testing as feasible. We aim to make our department more available and more flexible for students through efficient staffing and data driven outreach.</p> <p>Additionally, we expect to develop a distinct process for evaluating Student Learning Outcomes in Testing through student surveys regarding the use of available study materials and the correlation to student success.</p> |

**Open Box for Additional Comments**

|   |   |
|---|---|
| <p><b>Open Text Box For Assessment Comments:</b></p>  |   |
| <p><b>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</b></p> | <p>Our targeted goals remained on track until COVID-19 placed unexpected restrictions on the department. Although we were able to increase revenue (+30.4%) by supplementing targeted exam availability in the first half of the fiscal year,</p> |

|  |  |
|--|--|
|  | <p>our efforts to increase utilization overall were put on hold while we focused solely on ensuring our students had access to the remote resources necessary to be successful during the closures. Not only did we give up additional anticipated revenue, we took on additional costs to test our students. I project that rescinding the restrictions and precautions will result in a significant increase in our short-term revenue and the ability to rebuild the program to the original operating standards.</p> |
|--|--|

