

**Unit Strategic Plan**

**2015- 2017**

Every two years, during spring semester, programs/departments/service units are asked to develop Unit Strategic Plans. These plans need to be closely aligned with the Institutional Action Priorities, the College's Long Range Goals, and the College's five year strategic plan. The Strategic Plans incorporate and reflect the operation of that unit at all campuses and instructional sites. Each unit's budget needs to reflect the fiscal implications associated with the unit's identified goals and objectives.

**Name of Program/Department:**

Testing and Assessment Office

**Mission Statement (for the program or department):**

The primary purpose of the Testing and Assessment Office is to provide comprehensive assessment services for educational, professional, and workforce development clients via both pencil-paper and computer-based testing instruments.

**Summary of Access, Productivity and Effectiveness (Including, but not limited to, program load, success rate, retention rate, completion rate, employer surveys, student surveys):**

Over the last two years, the Testing and Assessment Office has administered assessments to 19,123 members of the student population and community. The Testing and Assessment Office consistently receives positive feedback from students regarding the times and locations of services. Consistent, positive feedback is also received from our corporate partners as a result of satisfaction surveys administered to gauge examinees' testing experiences.

**Internal Conditions:**

**1. Technology**

Many examinations are converting exclusively to a computer-based testing format. This will require the College to implement plans to have adequate computer hardware and space at each of its four locations to comply with minimum testing hardware specifications and facilities requirements. Many of the tests administered by our unit are considered "high-stakes" and require video and audio surveillance in addition to proctor observation. The College needs to plan adequately to meet these needs and to maintain existing surveillance systems.

**2. Budget**

Computer upgrades are needed at the Shelby Campus to upgrade the testing workstations. The computers at Shelby are no longer covered by warranty and surplus items are not available to replace them if they were to become inoperable.

**3. Staffing**

Currently, the Jefferson Campus is staffed by three L-19 positions and two full-time employees. The Shelby Campus is staffed by two full-time employees.

**4. Resources**

The student population continues to increase. We will need to monitor this growth and the existing testing functions to ensure that student and community needs are adequately met and appropriately staffed.

**5. Enrollment**

As enrollment continues to grow, the demand for testing services continues to grow. The majority of students enrolling at each campus location will need to be assessed for course placement.

**6. Facilities**

The testing facilities at both the Jefferson and Shelby Campus locations are first-rate. These campuses offer testing environments that are conducive to test administration and have adequate computer hardware necessary to deliver assessment. The Clanton and Pell City locations also have adequate hardware to deliver the assessments that are administered at the respective locations.

**7. Equipment**

Equipment at the Shelby Campus needs to be replaced as soon as possible. Additional surveillance equipment is needed at the Jefferson Campus to outfit the remaining testing lab.

**External Conditions (such as state funding, accrediting agencies, advisory committees, postsecondary policy changes):**

ACT, Inc. recently announced that they will discontinue the COMPASS program in late 2016. The Department of Postsecondary Education is currently reviewing assessments to determine a replacement for COMPASS. The costs are unknown at this time.

**2013-2014 Accomplishments:**

The Testing and Assessment Office successfully transitioned from a pencil-paper format GED to a computer-based format for GED. A total of 2,681 GED assessments were administered between January 1, 2014 and August 31, 2015. Testing Services were expanded at the Pell City and Clanton locations to include the availability of TEAS V for students seeking admission to the Nursing Program.

### **2014-2015 Accomplishments:**

The Testing and Assessment Office expanded testing opportunities available to members of the community by partnering with Educational Testing Service (ETS) to become a Certified Test Administration Site (CTAS) for Praxis examinations. Testing services at the Shelby Campus were expanded to include partnerships with PROV, CASTLE, COMIRA, and Kryterion.

### Considerations for Development of Unit Strategic Plans:

1. What can be done to improve the operation of the unit?
2. What are the desired Student Learning Outcomes/Program Learning Outcomes/Service Unit Outcomes for each unit?
3. What equipment/resources are needed to accomplish the unit's goals and objectives?
4. Are there any goals or objectives that were not completed from previous years that should be included in the new plan?
5. Can the performance of the unit be addressed by professional development?

### **Unit Goals for 2015-2016**

Goal 1 (**Outcome**): The Testing and Assessment Office will continue to offer COMPASS placement testing at all campus locations to determine course placement for enrolled students for as long as COMPASS continues to be available.

#### **1. Objectives**

The COMPASS examination will be administered with enough frequency at each location to maximize accessibility for user constituencies.

#### **2. Method of Assessment**

Review of the availability and scheduling of programs and services, review of internal service records, and review of enrollment data.

#### **3. Additional Funding Requests**

Funding of \$15,000 is requested to purchase COMPASS administration units. The administration units are in a shared pool for use by all campus locations. The units are required for the software to function and administer COMPASS examinations. Each administration of the COMPASS English and math examination requires 3.4 administration units at a cost of \$1.27/unit (\$4.32 total). State Board of Education Policy 802.01 mandates that COMPASS be used for student assessment.

Goal 2 (**Outcome**): The Testing and Assessment Office at the Shelby Campus will continue to maintain testing computers that are in good working order.

#### **1. Objectives**

The 40 testing workstations at the Shelby Campus are out of warranty. The College lacks any extra computers that meet testing specifications should any of the current machines cease to function. The College will order 40 computers to replace existing machines at Shelby.

2. **Method of Assessment**

Successfully purchasing and installing 40 computers for the Shelby Campus Testing Center.

3. **Additional Funding Requests**

Funding in the amount of \$75,000 is requested to purchase computers.

Goal 3 (**Outcome**): The Testing and Assessment Office will maintain the integrity of examination content and ensure integrity in the testing process.

1. **Objectives**

Only one of the two testing rooms at Jefferson Campus is equipped with video and audio surveillance. The highest standards for proctoring require proctor observation plus audio and video surveillance. Only one of the two testing rooms at Jefferson Campus is equipped with audio and video surveillance. Video and audio surveillance equipment will be purchased and installed in the testing room.

2. **Method of Assessment**

Purchase and installation of video and audio surveillance equipment

3. **Additional Funding Requests**

Funding in the amount of \$10,000 is requested to purchase the equipment and supplies necessary.

**Unit Goals for 2016-2017**

Goal 1 (**Outcome**): The Testing and Assessment Office will continue to offer a placement option to students (as determined by the Department of Postsecondary Education) to determine course placement for enrolled students.

1. **Objectives**

The designated assessment instrument will be administered with enough frequency at each location to maximize accessibility for user constituencies.

2. **Method of Assessment**

Review of the availability and scheduling of programs and services, review of internal service records, and review of enrollment data.

3. **Additional Funding Requests**

An amount for funding requests is unknown at this time. The Department of Postsecondary Education is reviewing assessments and one has not been approved.

Goal 2 (**Outcome**): The Testing and Assessment Office will gain certification as a National College Testing Association (NCTA) Certified Testing Center (CTC).

1. **Objectives**

NCTA CTC designation is restricted to institutional members of NCTA. The College will obtain institutional membership within NCTA and then seek CTC designation.

2. **Method of Assessment**

CTC designation is obtained through successfully completing a self-study and peer review of testing processes and service to examinees within the Testing Center. After successfully completing the process outlined by NCTA, Jefferson State will be designated as a NCTA CTC.

3. **Additional Funding Requests**

A funding request of \$250.00 is needed to purchase institutional membership in the National College Testing Association (NCTA).

Goal 3 (**Outcome**): The Testing and Assessment Office will send a representative to the annual conference of the National College Testing Association (NCTA).

1. **Objectives**

Information will be obtained about the dates and location of the annual NCTA conference.

2. **Method of Assessment**

A member of the Testing and Assessment staff will register and attend the annual NCTA conference.

3. **Additional Funding Requests**

Funding in the amount of \$2,000 will adequately cover conference registration, transportation expenses, lodging, and meals for one staff member.