**Unit Strategic Plan**

**2019-2021**

**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):**

Each year, the Testing and Assessment Office successfully administers thousands of assessments to members of the student population and the community at large. The Testing and Assessment Office consistently receives positive feedback from students regarding the times and locations of services. Consistent, positive feedback is also regularly received from our corporate partners as a result of satisfaction surveys administered to gauge examinee 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 this unit are considered “high-stakes” and require minimum staffing ratios for proctor observation in addition to video and audio surveillance and recording. The College needs to plan to adequately meet these personnel and infrastructure needs.

1. **Budget**

Funds in the amount of $20,000.00 will be needed to purchase administrative units for the ACCUPLACER placement test mandated by ACCS.

1. **Staffing**

Currently, the Jefferson Campus is staffed by two full-time employees and two L-19 positions. The Shelby Campus is staffed by two full-time employees and one L-19 position. Staff travels between campuses to staff the Pell City and Clanton locations.

1. **Resources**

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

1. **Enrollment**

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

1. **Facilities**

The Testing and Assessment facilities at both the Jefferson and Shelby Campus locations are excellent. These locations offer testing environments that are conducive to test administration and have adequate computer hardware necessary to deliver assessments. The Clanton and Pell City locations also have adequate hardware to deliver the assessments that are administered at the respective locations. However, these locations utilize shared computer labs and do not have adequate infrastructure to accommodate high-stakes testing requirements.

1. **Equipment**

Computers (32) at the Jefferson Campus Testing and Assessment Center were updated via the 2018-19 budget. There are forty computers at the Shelby Campus in good working order.

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

ACCS has mandated that all system colleges utilize the ACCUPLACER test as the official assessment instrument. Each institution must fund all costs associated with ACCUPLACER administration. The average cost per student to administer this examination is $7.50 and it is estimated that approximately $20,000 per year is necessary to fund placement testing.

**Accomplishments:**

* Established partnership with Educational Testing Service (ETS) to offer high-stakes computer-based PRAXIS certifications
* Established partnerships with Manufacturing Skills Standards Commission (MSSC) to administer Certified Production Technician (CPT) exams to currently enrolled students and corporate workforce partners (e.g., Amerex)

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 (plans for the unit for the next two years):**

1. **Outcome – Which program/unit outcome does this goal link to? How does it support that outcome? (Reference your outcomes document or your SLO’s)**
2. **Objectives – the activities through which the goal will be achieved. Each Unit Goal should have at least one objective.**
3. **Method of Assessment – how the unit will determine if the objective has been met.**
4. **Additional Funding Requests – provide an estimate of the cost of achieving the objective. Also, include a description of how these funds will be used to accomplish the objective.**

**Unit Goals for 2019-2020**

**Goal 1:** (Outcome) The Testing and Assessment Office will administer the ACCUPLACER placement test to students to determine appropriate course placement. This goal is linked to Service Unit Outcomes 1 and 2 and supports those outcomes in that an adequate number of placement tests all campuses will be scheduled to meet the needs of students and that the Testing Center will work with individuals (students) to meet assessment needs.

Objectives – Testing will be available on a walk-in basis at the Jefferson and Shelby Campus locations Monday-Friday. Testing at the Pell City Campus will be available on a walk-in basis once each week, at a minimum. Testing at the Clanton Campus will be available on a walk-in basis once each two weeks, at a minimum.

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

Additional Funding Requests – An estimated amount of $20,000 is needed to achieve this objective. These funds will be used to purchase required administrative units to deliver the ACCUPLACER Exams. The current cost per unit is $1.95. The College Board is the sole source for purchasing administrative units. A student requiring the full placement assessment (WritePlacer and math) will need three administrative units at a cost of $5.85.

Goal 2 (**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.

1. **Method of Assessment**

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

1. **Additional Funding Requests**

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

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Goal 3 (**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 will be due for replacement in 2020-2021. The College will order 40 computers to replace existing machines at Shelby.

1. **Method of Assessment**

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

1. **Additional Funding Requests**

Funding in the amount of $80,000 is requested to purchase computers.