**STUDENT AFFAIRS 08-09 ANNUAL REPORT DATA**

**IMPORTANT:** Please submit by July 20, 2009 and be sure to read the form instructions. As you prepare this be sure to refer to last year's annual report and your department’s 2008-09 Planning Document.

Annual report, 2007-08
http://www.memphis.edu/studentaffairs/annualreport0708.htm

<table>
<thead>
<tr>
<th><strong>Department/Sub-Department Name:</strong></th>
<th>Testing Center</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>JWB 112, 111</td>
</tr>
<tr>
<td><strong>Phone Number:</strong></td>
<td>901-678-2428, 901-678-1457, 901-678-4024</td>
</tr>
<tr>
<td><strong>Web Site:</strong></td>
<td><a href="http://www.memphis.edu/testing/">http://www.memphis.edu/testing/</a></td>
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<tr>
<td><strong>Department Annual Report web link (if applicable):</strong></td>
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<tr>
<td><strong>Manager’s Name:</strong></td>
<td>Vicki Black</td>
</tr>
<tr>
<td><strong>Manager’s Email:</strong></td>
<td><a href="mailto:vcblack@memphis.edu">vcblack@memphis.edu</a></td>
</tr>
<tr>
<td><strong>Number of Full-Time Staff:</strong></td>
<td>4</td>
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**1. What is your BHAG?** Our previous BHAG, which has been fulfilled, was establishing and constructing a Prometric Center. The Center is up and running and is proving to be very successful. Staffing and training are major issues for our UoFM Prometric Center, but handling these on-going projects has not been developed into a BHAG at this point in time.
2. Because different departments approach learning objectives in different ways, you can complete this section in one of two ways:

1. You may list the primary plans and projects you undertook in 2008-09. For each project list outcomes, including at least one student learning outcome, along with assessment data.

   -OR-

2. You may list your student learning outcomes for 2008-09. For each student learning outcome list primary plans and projects that supported that outcome, along with assessment data.

   1. Learning outcome: The student will utilize up-to-date technology while fulfilling testing requirements.
   Primary plan: administer tests on the most current computer programs, while assisting examinees with problems encountered before, during and after testing.
   Assessment data: maintained gold standard for Prometric Center testing through individual online surveys administered at the conclusion of each test (which maintained the highest level of revenue produced for Prometric testing)

   2. Learning outcome: The student will identify the benefits of testing out of classes via CLEP & DANTES.
   Primary plan: continue to share information about testing out through information tables set up during Campus Day, Orientation sessions, and off-campus college fairs

   3. The student will articulate about test related information as disseminated by high quality, trained staff.
   Primary plans: Staff will learn about all aspects of various tests and share information with inquirers, ensuring that the inquirer understood all information needed as given.
   Assessments: 1) Informal observations of this activity is an on-going process which is carried out to the inquirer’s satisfaction at the time of the inquiry,
   2) Test Center Administrators (all Testing Center staff) were required to complete the TCA recertification test, passing with 80% accuracy. All staff passed the online multiple choice examination of 50 questions from a test bank of 200 questions.

3. Address the reasons for any primary plans and projects in your 2008-09 planning document that were not undertaken or achieved.

   Follow-up for prospective visitors to the information tables held at Campus Day, Orientation and off-campus college fair events was not completed due to staff shortages and increased work load.
4. **If applicable, provide detailed utilizations numbers for 08-09 (e.g. counseling sessions, cases, students housed, children cared for, student visits, tests administered, students tutored, interviews hosted, internships posted and filled, etc.)**

Tests administered: 14,645

83% of these tests were administered to students or prospective students (UofM and other institutions)

17% of these tests were administered to non-students

5. **Report any additional data that demonstrates how your department supports the persistence and graduation of students.**

ACT, COMPASS and TOEFL scores and subscores can place undergraduate students in appropriate college-level or developmental classes.

CLEP testing can assist students in completing degree requirements by “testing out” of some classes. It is a less expensive and quicker method of “completing” some classes.

Admissions testing (GRE, GRE Subject Tests, LSAT, TOEFL, PRAXIS I, ACT, ACT Residual, COMPASS, and MAT) are administered by the Testing Center and are tools used for admitting students who are prepared for college level learning.

6. **If your planning document for 08-09 included departmental goals apart from student learning outcomes, please list them and briefly discuss progress made toward each goal, along with any appropriate supporting data. Also address any departures from your plans.**

7. **List any revenue producing initiatives and results:**

   Testing for students and non-students (fees collected in our office and through the Bursar’s Office): $31,926.00

   Testing administered per contract agreements: $99,719.55

   Total for all Testing Center budgets: $131,645.55

8. **Individual staff and student accomplishments:**

   Nykesha White-participated in and graduated from UofM Leadership Challenge Program.

   Vicki Black elected to the Governing Board of the National College Testing Association
Joyce Crout and the Prometric Center were recognized by Prometric for outstanding response time to one aspect of security that is timed every ten minutes and requires quick staff response. Security is Prometric’s number one concern, and our Center received recognition in carrying out their major concern for a period during this year.

9. **Additional bragging points for department – list anything else that top administrators should know about your area:**

Two Pyramid Award winners are employed in the Testing Center.

Total number of years of service to the University for all full-time Testing Center staff is 49.8 years.

10. **You may paste any complimentary emails or other attributable quotes that reflect well on your department here.**

During August 2008, CASTLE Worldwide, Inc. presented The Gold Standard Award to the UofM Testing Center.

A physician, Dr. H----, tested in our area and stated that he appreciated our efforts. He also said that he gave us good marks on the survey (satisfaction survey to be completed by each examinee before the test can be concluded).

The UofM Prometric Center continued to provide services rated on the gold level, which produces the highest rate of revenue for each test administered during the year.

Trenda Smith received flowers and homemade cookies from an examinee that had tested in her area several times and was very thankful for the good job that Trenda did.

11. **Submit any photos that portray your department’s 2008-09 activities by placing them in your O Drive and notifying Rachel of the location.**