## Center for Counseling, Learning & Testing (CCLT)
### Testing Center
#### 2010-2011 Annual Report

<table>
<thead>
<tr>
<th>Divisional Goal</th>
<th>Goal</th>
<th>Strategies</th>
<th>Intended outcomes</th>
<th>Unintended/Other outcomes</th>
<th>Evidence of whether or not outcomes were achieved*</th>
<th>How will your assessment data shape this strategy in the future?</th>
<th>How did this strategy support the Strategic Plan? The Vision for Students?</th>
<th>If you did not undertake the strategy please explain</th>
</tr>
</thead>
</table>
| Increase student retention and graduation | Inform and encourage students to utilize College Level Examination Program (CLEP) testing as a way of showing proficiency in selected classes to gain college credit | a. Inform students and prospective students of the benefits of CLEP testing via information tables via information tables at Orientation, local college fair activities, Memphis City Schools and Harding Academy  
  b. Distribute information flyers to campus locations | Students will recognize the value of CLEP testing and utilize CLEP testing as needed in progressing through educational plans for their particular major | To increase by 5% the number of CLEP tests administered | For this period: 167 CLEP testing administered; for last period 206 tests were administered.  
  18.9% decrease, despite marketing efforts listed here and increased advertising to students in the UC using rented informational materials. | We will continue to share information about CLEP testing and its value to students and their educational endeavors | Stated Vision- Succeeding as a professional: students will identify, develop, and articulate competencies necessary to succeed in one’s chosen field | Note: no social media advertising was conducted during this period |
| c. Provide CLEP informational packets to new CPCC staff and interns and ACC advisors | table and staffing it with a student worker on 15 different scheduled dates | CLEP testing allows a student to show competencies needed for selected classes and have credit awarded, if successful. This success allows the student to progress through educational goals (to graduate) more quickly or on time depending on how many courses are gained through “testing out” with CLEP. Indirectly, this “testing out” process could support the |
1. Please include highlights from 2010-2011 about programs/services not included in your Planning Document below:

<table>
<thead>
<tr>
<th>Program/Service</th>
<th>Intended Outcome</th>
<th>Evidence of whether or not outcome was achieved</th>
<th>How will your assessment data shape this program/service in the future?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administering selected types of tests for students, prospective students, and those from the community</td>
<td>We will strive to provide a venue of tests that will accommodate some programs that students (prospective and graduated) need, as well as assisting with the testing needs of those examinees from the community taking certification and professional licensure-type tests</td>
<td>The number of tests administered during the last five years has slowly increased, as shown by these yearly totals: 2010 16791 2009 16,383 2008 14,645 2007 13,016 2006 13,365</td>
<td>1) Continue providing increased opportunities for taking various tests (added more test dates for some tests) 2) We will strive to add other kinds of testing to meet expressed testing needs</td>
</tr>
</tbody>
</table>

2. Provide any of the following data your office collects:
   a. Information annually solicited in the US News and World Report Data Collection Process:
      i. Number of undergraduate student employees in your department: 1
      ii. Number of graduate student employees/assistants in your department: 3
      iii. Department’s use of social media
3. List any awards or other notable accomplishments by the department, individual staff, or students.

Trenda Smith - received MBA degree in October 2010
Kimberly Avant - became the full-time Group Test Administrator in September 2010 after applying for the vacant position
Vicki Black - received an NCTA Volunteer Service Recognition Award in September 2010
All full-time staff and graduate assistants - successfully completed the Prometric Test Center Administrator annual certification test
Trenda Smith, Kimberly Avant, and Vicki Black - successfully completed the CASTLE Worldwide annual proctor certification test
Vicki Black - creation and broadcast of a live webinar session for the National College Testing Association members as a co-presenter (working with another colleague from Wichita State University)
Vicki Black - serving third year of a term as a Governing Board member for National College Testing Association
Vicki Black - working with an National College Testing Association Committee to create and put into production a Test Center Certification process. The process will “go live” later this fall after three full years of work. Three pilot programs were conducted to produce the final forms and application.
Upgrade of surveillance systems in several Testing Center rooms
Improvement in the quality of lighting in six rooms in JWB 112 occurred when light colored tile floors were installed to replace molded carpets that were flooded several times
Update and upgrade of Testing Center marketing tools (general brochure, specific CLEP brochure and display board)