### CCLT - Testing Center

<table>
<thead>
<tr>
<th>Divisional Goal</th>
<th>Departmental Goal</th>
<th>Strategies</th>
<th>Student Learning Objectives</th>
<th>Other Objectives</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>If you did not undertake the strategy please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>Improve efficiency of Testing Center operations by applying for and receiving NCTA Testing Center Certification</td>
<td>Create a comprehensive Testing Center brochure and distribute</td>
<td>Examinees will use upgraded services of a certified Testing Center</td>
<td>Testing Center will adhere to professional standards and guidelines</td>
<td>NCTA will accept submitted application and reward certification to the Testing Center.</td>
<td>The Testing Center will evaluate services according to established standards and guidelines during the application process and will define areas for improvement.</td>
<td>Although intense efforts were made to achieve the goal of becoming a certified NCTA Testing Center, we were unable to achieve this goal. Loss of a staff member due to retirement (2 lost positions total) magnified the shortage of staff. We will continue to strive for this goal until certification is achieved.</td>
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- **Examinees will use upgraded services of a certified Testing Center**
- **Testing Center will become more service oriented culture**
- **Testing Center will be a Certified Center**

The Testing Center will continue to administer regular satisfaction services.
Number of graduate student employees/assistants in your department – Two Graduate Assistants – Prometric center

List any awards or other notable accomplishments by the department, individual staff, or students.

Kimberly Avant & Trenda Smith were honored as 2011 Pyramid Award Nominees.

Student Comments Regarding Testing Center services:

I have used this center on two occasions and each time I have had a great experience; the lady at the front desk is always pleasant. Always smooth and easy. I love the employees, they are so helpful – Marci Savov (Proctored Exams)

Ms. Trenda is to be commended on her professionalism and attitude. She is very good at her job – Teresa Harris (Castle Worldwide)