Department Name  Testing Center
Location  112 Brister Hall
Phone Number  678-3013
Web Site  http://saweb.memphis.edu/cclt/HTML/TESTING.HTM
Director Name  Dr. Carl E. Gilleylen
Director Email  cgillyln@memphis.edu
Number of Full-Time Staff  5

Mission The Testing Center and the Computer Based Testing Center are committed to providing top quality testing services to meet the testing needs of our students and the community of Memphis and the surrounding tri-state area.

Major departments/functions/offices/responsibilities - brief listing Administers admissions tests for undergraduate and graduate school, placement testing for incoming freshmen, tests used for course credit such as testing out and credit by examination, required tests for undergraduate programs such as Education and the major field exit testing, certification testing, tests required for other academic institutions and tests for those from the general public with needed testing activities.

3 main departmental goals and related accomplishments/results for 05-06

Goal #1  To increase students awareness and utilization of testing services.

Results/Accomplishments #1A  Two presentation of information about CLEP testing were presented to University Academic Advisors and the Academic Advisors Network, who are considered front line staff in disseminating information to students.
Results/Accomplishments #1B Information about CLEP testing was included in Orientations publication for new students and additional hand-outs were provided in the new student packets received during orientation. Signs were posted in various classrooms around campus to inform students about CLEP testing and opportunities to participate in the GRE pilot program conducted by our office.

Goal #2 To improve student's tools and skills needed to function satisfactorily in academics generally and in testing situations, particularly.

Results/Accomplishments #2A Upgraded three computers used for various Testing Center tests.

Results/Accomplishments #2B Began implementation of the first phase of DANTES testing on computer--transition still in progress.

Goal #3 Improve the quality of services offered to our examinees.

Results/Accomplishments #3A Attendance at various Professional Development sessions provided by Human Resources to enhance staff skills in dealing with internal and external customers.

Results/Accomplishments #3B Professional development was also enhanced by staff attending several conferences and a one day workshop provided by ACT at Jackson State University.

Initiative #1: Implementation of additional testing services in the new computer lab, hopefully becoming a part of the Thomson Prometric testing network.

Initiative #2: Continuing to improve customer service and providing service that exceeds the expectations of the examinees.

Initiative #3: Adding other testing opportunities to provide needed testing services to those in the Memphis and surrounding area metropolitan areas.

Up to 3 student learning objectives and outcomes for 05-06

Student learning objective #1 After registering one time for the Senior Exam, the students will demonstrate the ability to successfully complete the Senior Exam.

Assessment Method #1: track registration forms to determine if more students are completing the test after one registration

Outcome #1 A small amount of students continued to re-schedule the examination. The requirement for Senior Exam testing was removed effective, December 31, 2005. Graduating students no longer have to take the Senior Exam as part of the graduation requirements.
**Student learning objective #2** After being introduced to "testing out," students will investigate the benefits of using CLEP testing for gaining course credit.

**Assessment Method #2:** Observation and snap evaluations administered at various times during the fall and spring semesters

**Outcome #2** Slight decrease in the number of tests administered (0.0132%), despite efforts to increase numbers.

**Student learning objective #3** The students and those from the community with specific testing needs will utilize up-to-date technology to complete testing.

**Assessment Method #3:** To learn more about and provide more up-to-date technology, staff constantly requests upgrades of programs and techniques from testing companies and from web searches.

**Outcome #3** Implementation of the first phase of DANTES testing started--still in progress. Updates of continuing computer tests made when issued by testing companies. Move to internet based TOEFL testing accomplished during this period and preparation for internet based GRE made via pilot testing for GRE.

**3 main bragging points for department - Optional**

**Bragging point #1** Thomson Prometric invited the Testing Center to become a part of their international testing network.

**Bragging point #2** Joyce Crout was awarded the Pyramid Award in June 2006 and the CCLT Star Award in July 2005

**Revenue Producing Initiatives and Results:**
Participation in GRE pilot testing program--$1450+
Added two national paper and pencil tests--$300+

**Community Involvement and Partnerships:**
Shape Up America's Youth Town Hall meeting and training session prior to mtg.
Mission Trip to Matamoros, Mexico to assist displaced persons living there.
Worked with faculty representative of Central High School Math Club for testing of members via CLEP.

**Collaborative Efforts:**
Worked with COB administrative staff to allow GRE as an admissions test for graduate students entering COB programs; worked Warm Welcome to incoming students through Res Life; worked with Athletic Academic Counseling to test walk-on students for various teams; Wanda Oliver is the advisor for the League of African American Women on campus; worked with Orientation for Early Opportunity placement testing.

**What students learn from Student Affairs:**
We care about our students and will try our hardest to meet their needs. Our students are our
If applicable, 3 major 05-06 events/programs/etc. with description, attendance info, money raised

**Event #1**  PRAXIS testing: 7 national test dates, each with several non-standard administrations for each and a Sabbath day of testing for those with religious beliefs prohibiting Saturday testing--4,334 tests administered

**Event #2**  ACT National Test: 5 national test dates, each with Sabbath testing dates and most having non-standard test administrations: 1,848 tests administered

Contact summaries for the 05-06 year as applicable - headcount counseling sessions, cases, programs help, students housed, children housed, children cared for, tests administered, interviews hosted, etc.

- Paper and pencil tests administered: 8,569
- Computer based tests administered: 5,855

**3 Main initiatives for 06-07**

**Initiative #1**  Complete the computer lab implementation, with a testing company as a partner

**Initiative #2**  Continue to improve the quality of service offered to our students and those from the general public

**Initiative #3**  Add additional tests to our roster of services