

# Testing Services

Office of Testing Services

## Introduction

The mission of the Office of Testing Services is to provide institutional, national, graduate, and professional level examinations in a secure and accessible environment. The services provided for students, faculty, staff, campus, community, and business partners will be consistently rendered with an attitude of service that demonstrates value in personal excellence, diversity, and commitment to lifelong learning.

The Office of Testing Services helps support the institutional mission of McNeese State University by providing opportunities for the students of McNeese to earn credit and advance their careers outside the formal setting of regular course work. Available examinations include college entrance and placement examinations, licensing examinations, graduate professional school tests, national credit examinations, and college correspondence course exams.

The Office of Testing Services provides services to distance education students through coordination of remote placement testing for students who cannot come to campus, administration of exams for students enrolled in online courses as an alternative to paid proctoring services, and providing proctoring services to students pursuing credit at other universities.

## Performance Objective 1 Create opportunities for students and the community to earn credit for prior learning.

### 1 Assessment and Benchmark

Benchmark: Increase the number of CLEP exam administrations to at least 150.

#### 1.1 Data

Academic Year	# of CLEP exams administered
2017-2018	174

#### 1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

CLEP administrations were up this year and exceeded the 150 goal. In addition to administering more CLEP exams to current students and community members, the University received CLEP scores from 783 students pursuing CLEP credit. To continue the growth of McNeese's CLEP program, we will continue the current marketing campaigns to high school students and incoming freshmen, increase CLEP awareness among faculty members and advisors, and review current CLEP credit policy to ensure that it is in the best interest of the students and the University.

### 2 Assessment and Benchmark

Benchmark: Increase students and community awareness of prior learning credit opportunities.

#### 2.1 Data

2017-2018:

This year, a letter was sent to every student that submitted a College Board AP score to McNeese and earned a score of two, explaining the CLEP exam and the additional opportunity to earn credit (see attached "CLEP Letter" file). Additionally, in conjunction with the Office of Marketing and Licensing, a McNeese-specific CLEP brochure was created to distribute during Freshman Orientation and campus events (see attached "TST CLEP Insert 051517" file).

[CLEP Letter](#) [DOCX 13 KB 4/5/19]

[TST CLEP Insert 051517](#) [PDF 525 KB 4/5/19]

#### 2.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

Based on the increased number of students that submitted CLEP scores to McNeese, this benchmark has been partially met. More McNeese students are taking advantage of the opportunities for earning Prior Learning credit with CLEP. Despite this, there is still need for improvement in this area with the other Prior Learning assessment activities.

The PLA Portfolio, a program designed with working adults in mind, has not been attempted in six semesters. The DSST exam, a national exam that is similar and complementary to the CLEP, providing many Exams that CLEP does not. The methods of expanding awareness for these programs are labor intensive and can result in only slight increases in participation. Nevertheless, this objective has merit and will be pursued into the next year with continued efforts to publicize CLEP and additional campaigns for DSST and PLA Portfolio planned.

## Performance Objective 2 Ensure all exam administrations are completed according to National College Testing Association (NCTA) and vendor guidelines.

### 1 Assessment and Benchmark

Benchmark: File no more than 10 irregularity or center problem reports, related to avoidable test center or staff errors, every year.

#### 1.1 Data

Academic Year	# of irregularity or center problem reports due to avoidable test center or staff errors	# of candidate initiated irregularity or center problem reports filed	# of mandatory irregularity or center problem reports filed	Total # of irregularity or center problem reports filed
2017-2018	9	82	223	314

#### 1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

The benchmark for 2017-2018 was not met. The opening of the Prometric testing center increased our testing volume and the instances of irregularity reporting. It may be necessary to revise the benchmark in light of the reporting requirements for Prometric, including at least one report per day to ensure system connectivity. The remainder of academic testing, including the ACT, GRE, Praxis, and TOEFL, also did not meet the benchmark with 16 irregularity reports created.

## 2 Assessment and Benchmark

Benchmark: 100% of all staff will complete annual recertification for all exam administration programs.

### 2.1 Data

Testing Center	# of staff	% certified
Academic Testing	7	100%
Prometric Testing	10	100%

#### 2.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

Testing Services achieved this benchmark. Annual recertification is a requirement for some testing companies, but not all. To ensure that all staff members are performing at the highest level, all staff must complete computer-based training designed by the testing company and the department every year.

## Performance Objective 3 Ensure excellence in exam administration and customer service to students and the community.

### 1 Assessment and Benchmark

Benchmark: Increase the percentage of survey participants that rate Testing Services "Excellent" overall to 95%.

[Candidate Satisfaction Survey](#) [DOCX 12 KB 4/5/19]

### 1.1 Data

2017-2018:

Month	Excellent	Very Good	Good	Fair	Poor
November 2017	100%	0%	0%	0%	0%
December 2017	75%	25%	0%	0%	0%
January 2018	80%	20%	0%	0%	0%
February 2018	89%	0%	11%	0%	0%
March 2018	100%	0%	0%	0%	0%
April 2018	100%	0%	0%	0%	0%
May 2018	100%	0%	0%	0%	0%
Average	92%	6%	2%	0%	0%

#### 1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

While our benchmark was not met, I do not believe that it needs to be adjusted. Now that the Prometric testing center is fully operational and all staff are trained, I believe we will see more consistent ratings. When hiring new staff, an emphasis will be placed on customer services skills. This year we will create a training section on quality customer service specific to scenarios likely in testing situations. I believe that added experience and additional training will ensure that our office meets this performance goal.

## Performance Objective 4 Optimize the services offered to better align with student needs and budgetary constraints.

### 1 Assessment and Benchmark

Benchmark: Maintain 70% capacity in testing center.

### 1.1 Data

2017-2018:

Month	Hours Open	Hours Testing	% Utilization
July 2017	2660	2,521.50	94.79%
August 2017	2940	1,576	53.61%
September 2017	3080	908.25	29.49%
October 2017	3080	1,180.25	38.32%
November 2017	2800	1,314.75	46.96%
December 2017	1400	738.75	52.71%
January 2018	2520	414	16.43%
February 2018	2660	586.50	22.05%
March 2018	2940	1,462.25	49.74%
April 2018	2520	1,426.50	56.61%
May 2018	3220	1,361.25	42.27%
June 2018	2520	2,119	84.09%
Total	29260	15,609	53.34%

### 1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

Testing Services did not meet its benchmark for center capacity. With the opening of the Prometric testing center, much of our traffic has been divided between the two. Overall, more people are testing but with both centers fully operational, neither is consistently at full capacity. Much of our traffic, while the exams are mandatory, can be scheduled at any time in any test center and fluctuate based on the season. The best way to increase test center utilization is to better promote the exams we currently administer and increase the variety of exams available.

## 2 Assessment and Benchmark

Benchmark: Adjust proctor scheduling to reduce staffing overlap.

### 2.1 Data

2017-2018:

This year Testing Services began using a scheduling technology called "When I Work" to assign proctoring shifts based on the testing schedule (see attached "ScheduleJune92018" file). By using this instrument, the office is able to quickly adjust to changes in staffing needs. Shifts are established based on operating hours. Additional shifts are created based on testing volume.

[ScheduleJune92018](#) [PDF 15 KB 4/5/19]

### 2.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018: