

Testing Services

Student Affairs

Administrative Unit Assessment

FY 18 (July 2017-July 2018)

Department and Assessment Report Information

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| Prepared on:7/30/2018 4:12:05 PM | By:theresa.scott@mga.edu |
| For which department or area are you reporting? | Testing Services |
| What is the name and MGA email address of the person responsible for this report? | Theresa Scott and Michael Stewart theresa.scott@mga.edu |

Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

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| What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves. | Testing Services will offer a variety of testing services to assist students in meeting their educational goals. Testing Services will do so in a student-centered, community-minded manner via a secure environment, affording comprehensive testing and assessment services. |
| What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years. | Testing Services plans to increase revenue from testing by providing additional testing opportunities for students and the communities we serve. Testing Services will apply to become a National Collegiate Testing Association (NCTA) certified testing center. |

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

Objective 1

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| Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | No assessment plan found for FY 17/18 |
| Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | No assessment plan found for FY 17/18 |
| Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | No assessment plan found for FY 17/18 |
| Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement) | No assessment plan found for FY 17/18 |
| Objective 1: Did your department meet this objective? | The department did not meet this objective. |
| Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | No assessment plan found for FY 17/18 |

Objective 2

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| Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | No assessment plan found for FY 17/18 |
| Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | No assessment plan found for FY 17/18 |
| Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | No assessment plan found for FY 17/18 |
| Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement) | No assessment plan found for FY 17/18 |
| Objective 2: Did your department meet this objective? | The department did not meet this objective. |
| Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | No assessment plan found for FY 17/18 |

Objective 3

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| Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | No assessment plan found for FY 17/18 |
| Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | No assessment plan found for FY 17/18 |
| Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | No assessment plan found for FY 17/18 |
| Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement) | No assessment plan found for FY 17/18 |
| Objective 3: Did your department meet this objective? | The department did not meet this objective. |
| Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | No assessment plan found for FY 17/18 |

Objective 4

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| Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | No assessment plan found for FY 17/18 |
| Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | No assessment plan found for FY 17/18 |
| Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | No assessment plan found for FY 17/18 |
| Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement) | No assessment plan found for FY 17/18 |
| Objective 4: Did your department meet this objective? | The department did not meet this objective. |
| Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | No assessment plan found for FY 17/18 |

Future Plans

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| <p>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</p> | <ol style="list-style-type: none">1. Increase revenue generated by Testing Services by 10%, based on the FY17/18 revenue generated.2. Apply to be recognized as a National Collegiate Testing Association (NCTA) certified testing center in the next fiscal year.3. Increase utilization of testing services by 10% over FY 17/18 usage numbers.4. Investigate at least four (4) other testing opportunities that could be offered by Testing Services. |
| <p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p> | <p>Testing Services continues to strive to grow and expand the services and tests offered to students and continues to build and strengthen collaborations with other MGA offices (Disability Services, Office of Admissions) and schools/departments (Education, Health Sciences).</p> |

Form run:

Monday, April 1, 2019

