**TESTING AND EVALUATION**  
  
Annual Report 2010-2011

**Our Mission**

The mission of the Office of Testing and Evaluation is to subscribe to national testing standards and provide quality services to Florida Atlantic University students, faculty, staff and the community.

We fulfill our mission by offering the most advanced testing options to assist individuals in their quest for academic and professional fulfillment.

**Overview**

Against the backdrop of accelerating financial changes, Testing and Evaluation is intensifying the department focus on revenue growth by aggressively capitalizing on promising testing opportunities while reinforcing our commitment to students, faculty, staff and the surrounding community.

To achieve this goal we are working to:

* Increase availability of testing
* Expand department hours to accommodate our students and the community
* Build cohesive relationships with colleges in relation to assessment of student outcomes through distance learning testing
* Work with various departments to develop entrance exams
* Reduce production time and costs associated with the processing of Student Perception of Teaching surveys
* Effectively manage and train personnel

**Strategic Goals**

Strategic goals for the next fiscal year include the addition of a shared computer-lab to help accommodate the growing demand for distance learning testing. Revenue generation associated with this testing program is minimal, but it reinforces our commitment of support to students, faculty and staff.

Expansion of department hours is in the process of being explored. Expanding hours will help accommodate the non-traditional student and capitalize on opportunities to create revenue. With distance learning increasing due to rising costs of fuel combined with the need for a majority of students to work, expanding the department hours would be an overall benefit. Flexible scheduling is being examined to keep operating costs minimal while increasing the hours. Currently the Prometric test site has opened additional evening hours to bring down the utilization rate. This was very effective during the revamping of the GRE (Graduate Record Exam). The center was able to accommodate examinees wishing to take the “old” GRE as well as meet the demand for the “new” GRE that was offered at a discounted price.

One of the most important goals for the upcoming year is to streamline the processing of the Student Perception of Teaching (SPOT) evaluations. The production of the SPOT evaluations is so labor intensive that cutting the production time continues to be a significant issue. Ideally, an online method would be the most cost effective and expeditious way to process the evaluations. The costs for the blank forms this year totaled over $20,000. That cost is not inclusive of the manpower needed for the production of the results. Processing the forms continues to be a strain of manpower since end of semester testing and scanning run concurrently with the SPOT deadline. The consensus is there is great reluctance to an online survey due to the lack of participation by students. As technology advances and users become more computer savvy, combined with a full force marketing plan, participation should no longer be an issue. Many departments have implemented an online survey process already. It is highly recommended an online procedure be revisited.  
  
Production time was cut significantly by omitting paper copies sent to the departments and emailing of the analyzed results. It also allowed for a timelier upload to the website. The benefits of these small changes were reaped on multiple levels. It streamlined the production time, and expedited the delivery of the results to departments but continues to be a slow arduous process.

Number of Courses By Department Number of SPOT Forms Processed By Department