

## Testing Center – Roadways

### **1. Department Mission Statement**

The mission and goal of the Office of Testing Services is to offer placement testing and other secure examination services to the Metropolitan State University of Denver student body.

### **2. Major Department Services**

- Placement testing: Our highest priority service provides secure and accessible placement testing services for new, transfer and current students consistent with state policy. Exam services include Accuplacer testing, SAI (Supplemental Academic Instruction) exams, Cybersecurity Graduate Placement exam and CIS2010 Placement Test. 6,000-7,000 seated exams per year.
- Online course exam service: Our highest volume service offers secure proctoring services for entire sections of classes listed in the catalog as “mostly online.” Service includes a web-based student scheduling tool integrated with the Student Hub. 7,500-8,500 seated exams per year.
- Make-up exam service: A secure proctoring service for students that miss a regularly-scheduled classroom exam. 2,000-3,000 seated exams per year.
- Variegated exam services: Provide standardized exam services including department assessments (College of Business Senior Assessment, Major Field Tests, “ISA” exam for CIS Major Department Outcomes Assessment), exams for academic credit (department credit exams, CLEP) and ACT/ACT-Residual testing. 1,500-2,000 seated exams per year. Office stands ready to assist campus with proctoring services for unusual or irregular situations.

### **3. Departmental Fast Facts**

- 2 FTE, 6-10 student staff including graduate student staff.
- Annual base budget for student hourly (used for student proctoring staff): \$80,000; revenue services cover all other expenses including exam purchases, printing, office supplies, etc. (\$15,000 - \$20,000/year).

### **4. Unique departmental attributes/characteristics**

Open on weekdays and evenings to accommodate the diverse needs of our student body, hours vary throughout year to accommodate heavier demand patterns while also managing labor costs.

### **5. Noteworthy accomplishments/highlights**

We have both the highest volume testing center and the smallest FTE staff in our region. Active in Regional Collegiate Testing Center Association (RMCTA).

### **6. Most salient departmental challenges**

- Expand and improve placement testing services for current and new students in conjunction with other campus offices.
- Improve proctoring support for online courses and placement testing including virtual proctoring and distance testing.
- Expand standardized testing services for high school equivalency exams, college-to-career exams and graduate placement exams.

### **7. Brief description of how program impact/efficacy is assessed**

Testing Services tracks data of all incoming exam requests and students taking all types of examinations at our office. This data reveals our traffic patterns and helps inform and manage our service operations related to staffing patterns, time block scheduling for appointments, communication goals, etc.