Academic Testing Services
Strategic Plan 2010 - 2015

Contribute to increasing enrollment and promoting student success:
- Provide test assessments which are integral to higher education participation and progression
- Provide a quality test environment conducive to optimal performance and success
- Provide quality test accommodations for individuals with disabilities
- Provide professional certification exams required for employment
- Partner with campus units to use college-readiness assessments for specified groups
- Partner with campus units to provide departmental or unit specific assessments

Key Goals

Diversity and Flexibility

- Contribute to the retention and graduation of students with disabilities by providing a testing environment which is conducive to optimal performance and success
  Strategies:
  - Provide a quiet, reduced distraction environment
  - Provide flexibility in scheduling to accommodate extra-time requirements and other approved disability requests
  - Provide qualified staff and proctors who adhere to national standards
  - Provide for ADA accessibility; including assistive furniture and devices

- Offer flexible and extended testing opportunities that contribute to academic retention and recruitment
  Strategies:
  - Continuous student centered responses to adapting schedules and adding additional testing opportunities which assist students in meeting Texas Tech deadlines
  - Partner with testing agencies to participate in state and nationally standardized test cycles (computer and paper/pencil)

- Provide a test environment and location that is consistent with academic test integrity protocols and conducive to the success of students
  Strategies:
  - Provide a quiet, optimal test environment
  - Adhere to established protocols of the National Collegiate Testing Association
  - Provide a test environment that promotes academic integrity
  - Maintain test agency contracts and adhere to the protocols for standardized administration and security management
Enrollment Growth and Educated Workforce

- Contribute to institutional and state initiatives to improve higher education participation and supply a well-equipped, educated workforce

  Strategies:
  - Administer undergraduate admissions exams
  - Administer graduate, medical and law school admissions exams
  - Administer state and national professional certification exams
  - Administer assessments for college-readiness
  - Administer assessments that contribute to Closing the Gaps initiatives
  - Administer credit by exam test options that may expedite graduation
  - Serve as a test site for proctoring online/distance exams

Efficiency and Service

- Partner with colleges and campus units to assist with special proctoring requests

  Strategies:
  - Assist with proctoring for assessments used in SACS reporting
  - Assist with proctoring for special requests from departments
  - Administer standardized exams which assist colleges in the recruitment and professional certification of their students

- Provide quality test services in an optimal and appropriate test center environment

  Strategies:
  - Maintain updated testing labs (compatible with current software needs)
  - Sustainable repair and replacement for equipment and furniture
  - Professionally trained staff with appropriate credentials
  - Adherence to well-established best practices of the testing profession

- Dedicated to providing the best possible service to students in regard to quality, courtesy, promptness and clarity of instructions

  Strategies:
  - Adhere to well-established best practices and protocols for testing integrity
  - Maintain student satisfaction surveys above 95%
  - Maintain above average scores on testing agency surveys
  - Maintain staff certifications
  - Continue memberships and participation in the National Collegiate Testing Association and the Texas Association of Collegiate Testing Professionals
Contribute to Improving Higher Education Participation for Underrepresented Populations:

- Provide testing opportunities and assessments identified in *Closing the Gaps* Strategies:
  - Provide an optimal test location which offers a variety of test options for Educational Development and Texas Success Initiatives (TSI)
  - Provide an optimal test location which offers testing opportunities for regional high school students to meet deadlines for enrollment in rigorous dual credit programs
  - Offer test options designed to assess college-readiness
  - Collaborate with campus units which mentor and serve underrepresented students to provide assessments which contribute to the success of identified cohorts
  - Provide standardized ACT, SAT and THEA exam administrations on the Texas Tech campus
  - Collaborate with testing agencies to provide additional test sessions when a community need is identified
  - Provide flexible testing schedules and diverse testing formats (if available) so students have appropriate choices and options that may contribute to their success