Mission Statement

The Testing Center serves University students, faculty and staff by coordinating and administering educationally required tests, to include accurate and timely scoring, recording, reporting, test registration and payment process and test results used for admission (undergraduate and graduate); diagnostic and course placement tests; and tests for credit, certification and graduation requirements.·

Rationale: The Testing Center helps students to learn by assisting in their testing experience of on-line registration to take tests in a timely manner and to pay for tests appropriately. By carrying out these functions effectively, the Center helps the University in its mission to attract, retain and graduate a diverse student body and promotes the values of social justice and civic engagement in our operations.

Planning Goals

| Goal #1: | To provide students (SFSU and non-SFSU students) who are applying to the School of Nursing BSN program with accurate information to register for the Test of Essential Academic Skills (TEAS) and an efficient way to pay for the test. |
| Goal #2: | To provide all students, including international students, with timely methods to register for placement tests. Beginning in January 2012 the registration process will move from SFSU to ETS. |
| Goal #3: | To enhance email admission tickets for all our local testing programs. |

Student Learning Outcome #1

SF State applicants will learn how to register for the EPT/ELM test administration at the closest CSU test site to where the student applicant lives. The registration process is being changed from SFSU to ETS (Educational Testing Service). We anticipate there will be questions from test candidates regarding the registration process beginning in January 2012.

Rationale
Currently some parents and students are purchasing airline tickets and hotel accommodations to test at SF State when the student applicant could test at a closer CSU and not spend money by testing at a distant location.

Measures
The number of phone calls requesting to change a student’s test registration to a different CSU Testing Center in the one or two weeks prior to the test administration will decrease by 10%.

Results
To be reported at the end of the 2011/2012 academic year.

Conclusion
To be reported at the end of the 2011/2012 academic year.
Student Learning Outcome #2

SF State international students will learn to register for the EPT/ELM by the test registration deadline. We will create a separate EPT/ELM registration link only available to international students. When this objective is achieved, the number of international students who register online, rather than walking into the SFSU Testing Center during fall international student orientation to register for the EPT/ELM will increase by 10%. There has been a change in the Office of International Programs responsibilities and duties and we will work more closely with this office so international students receive EPT/ELM registration information in a timely manner.

Rationale
Currently international students walk into the SFSU Testing Center to register for the EPT/ELM after the registration deadline. We have to order testing materials two weeks before the test date.

Measures
The on-line test registration count of international students will increase by approximately 10% by the test registration deadline.

Results
To be reported at the end of the 2011/2012 academic year.

Conclusion
To be reported at the end of the 2011/2012 academic year.

Program Objective

To provide registered candidates with email test admission tickets outlining payment information. We would like to eliminate the need to have any registered students to pay the test fee on the day of the test. Currently, we do not accept any cash or checks, but we do allow students to pay on-line with a credit card. With the administration of the Test of Essential Academic Skills Test (TEAS) for the School of Nursing, we will be testing SFSU as well as non-SFSU students. This is a new test and will begin in the fall of 2011.

Rationale
This will facilitate a more efficient test administration on the day of the test and test supervisor will not have to spend additional time on payment issues which should have been taken care of before the day of the test.

Measures
After April 1, 2012 there will be no payments made via computer on Saturdays for our local testing programs. SFSU students as well as non-SFSU students will be able to pay for this test on-line.

Results
To be reported at the end of the 2011/2012 academic year.

Conclusion
To be reported at the end of the 2011/2012 academic year.