

# Memo

**To:** Dr. W.P. Drumgoole  
**From:** Cindy Akin, Director of Testing  
**Date:** February 9, 2006  
**Re:** Improvements for Student Service

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## **Issues and Resolutions to Improve Student Services in Testing**

- 1) **ISSUE:** In the spring of 2002, the Testing Center only had 7 computer stations available for testing.

**RESOLUTION:** Increase the number of computers in the Testing Center to 20 to allow for greater numbers of students to participate in computerized testing. This was accomplished through budgeting over the last three years and by moving older computers from other campuses.

- 2) **ISSUE:** Students were paying for certain tests, such as the GED, in the Testing Center, but other tests fees were collected by the Business Office. This was confusing to the students as well as the Business Office staff.

**RESOLUTION:** Institute a uniform and consistent process for paying test fees through the business office. This was accomplished by creating an "Authorization to Pay" slip that examinees must present to the Business Office to pay all test fees.

- 3) **ISSUE:** Individuals wishing to take the GED simply phoned in and made an appointment for testing with no paperwork or monetary commitment to attend. Subsequently, the absentee rate for testing was high, and many examinees waited weeks to get in for testing when they could have tested earlier in one of the spots left vacant by an absentee.

**RESOLUTION:** Institute a uniform and consistent pre-registration and prepayment process for providing GED testing to the general public.

- 4) **ISSUE:** Instructors in our Distance Education Program were sending passwords or hard copies of tests to only the main Testing Center in Athens for students to be proctored. Unfortunately, the Testing Center's hours of operation were not always convenient for working students, plus some students wanted to test on our satellite campuses. Additionally, different instructors had different testing requirements that were not always compatible with the testing environment.

**RESOLUTION:** Institute a uniform and secure process for distance education testing to be available on all campuses of Trinity Valley Community College.

