

Advancement

Academic Affairs

Fiscal Affairs

Enrollment Management



With the limited staff (1 part time specialist, 1 full time director) , it was difficult to coordinate additional events beyond our standing availability for exam suite, accommodated exams, and established dual enrollment events at local area high schools. Once open positions are filled and incoming staff are trained, planning and implementing community events will be a more viable task to complete.

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Completion of Director of Testing Manual and revising of Testing Specialist manuals to prepare for succession planning.

16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Objective measured by tangible manuals for the Director and Specialists.

17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

To have separate procedural manuals for the Director and Testing Specialist(s)

18. Objective 2: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

Having access to a completed Director of Testing Manual and a completed Testing Specialist Manual available on Macon/Cochran campus to foster consistency in processes.

19. Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

20. Objective 2: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.
- The department exceeded this objective.

21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did

The department did not meet this objective.

Recent years have included various staffing issues and adjustments that have somewhat limited the ability of Testing Services to do more than the primary services we are expected to offer. With a new Director and a goal of being fully staffed with 2 FT and 2 PT staff by the end of 2023, it is our hope