

UNIVERSITY TESTING CENTER ANNUAL REPORT 2021-2022

TESTING CENTER MISSION AND SERVICES

Testing Center Services. The University Testing Center delivered paper-based and computer-based tests, serving both the curriculum-based and non-curriculum-based campus and the broader community. The Testing Center works closely with the Center for Disability and Access (CDA) to provide proctoring and testing space to meet students testing accommodations.

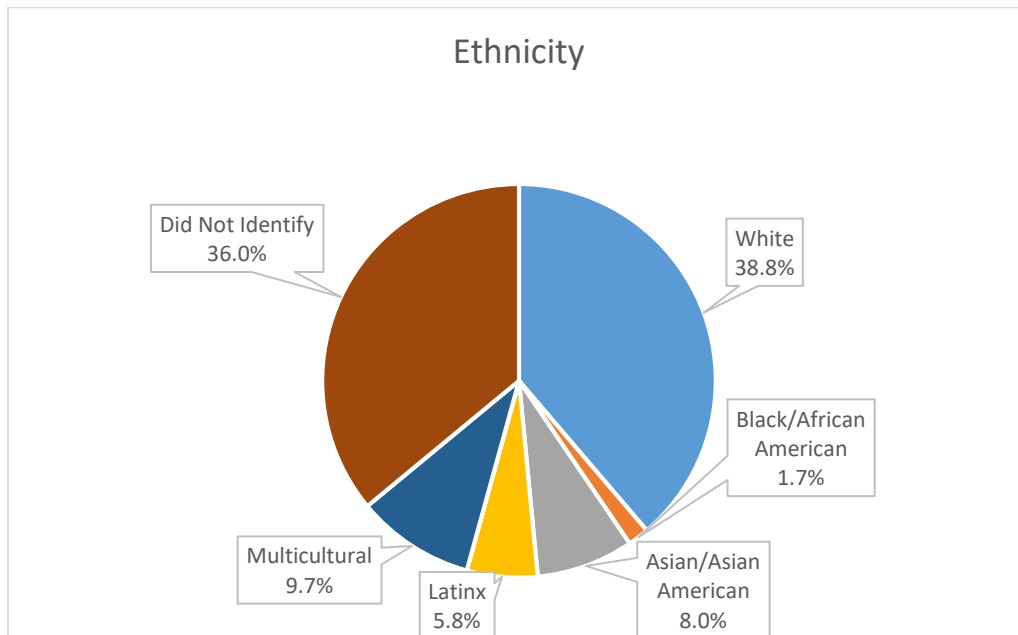
Testing Center Staff. Jerry Basford, Associate Vice President for Business and Auxiliary Services in Student Affairs, is over the Testing Center. Jean Young is the Program manager overseeing both the Testing Center and Prometric Testing Center. Chris Jackson continues as the Testing Center Coordinator. Kenzi Van Leeuwen is the full-time Prometric Test Center Administrator (TCA). In addition to the permanent, full-time staff, the Prometric Testing Center employs three part-time proctors, (TCAs) to administer computer-based testing.

Testing Center Hours. The Testing Center is open 2 days a week with availability for scheduled appointments as necessary. Two days a week the remote testing for course placement is available. The Prometric Testing Center is open 7 days a week. Prometric computer-based testing administered in the Prometric Testing Center for community based certifications. National paper-based testing, ACT is done on campus, on the weekends.

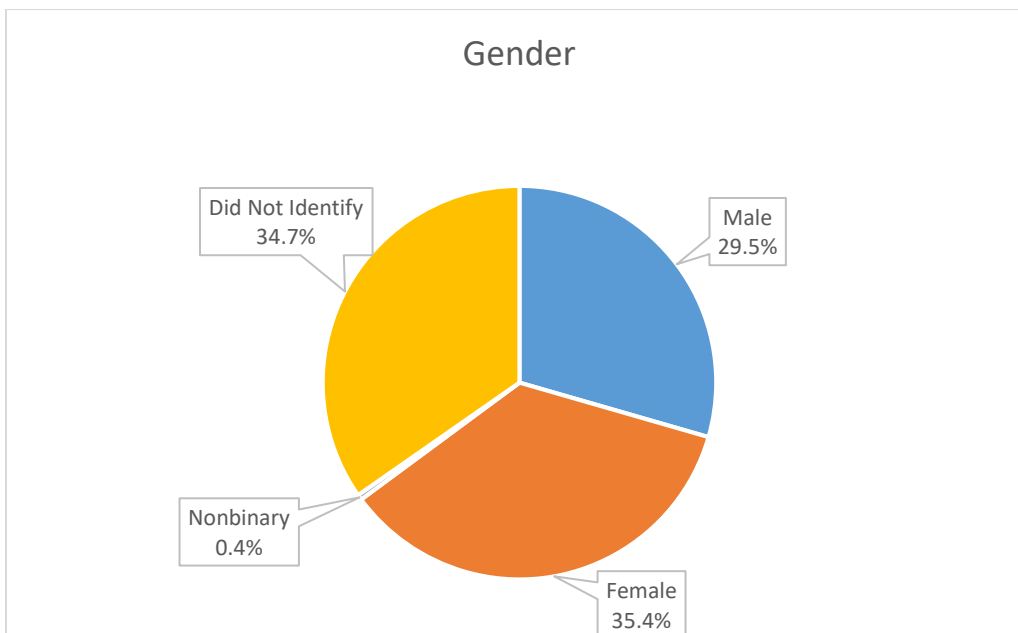
COVID-19 Impact Statement. The Testing Center has been diligent in enforcing safety protocols and keeping the site clean after every user. In addition to in-person testing, the Testing Center continues to offer remote services for university placement tests to support students who were at-risk or off site, allowing us to offer a safe way to continue their university experience.

Student Demographics. The University Testing Center collects demographic data on the students served but it is not required for appointment scheduling. Demographic data collection is not possible for bulk departmental registrations and is left optional for self-registrations. The following graphs display the demographics collected. This year a high percentage of respondents completed the demographic questions.

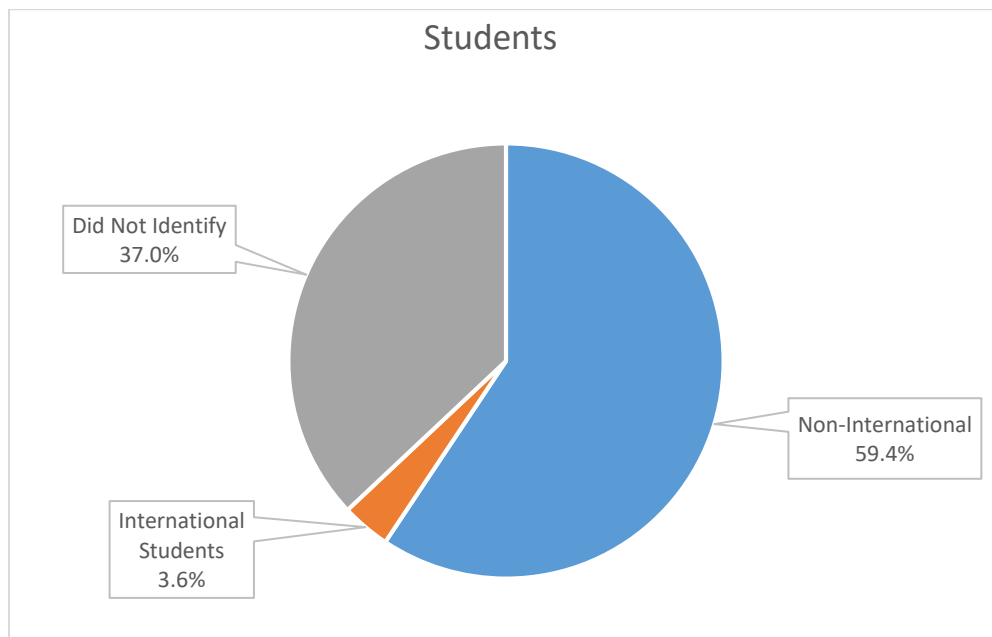
TC FIGURE 1. RACIAL AND ETHNIC IDENTITIES REPORTED



TC FIGURE 2. GENDER IDENTITIES REPORTED



TC FIGURE 3. DOMESTIC STATUS REPORTED

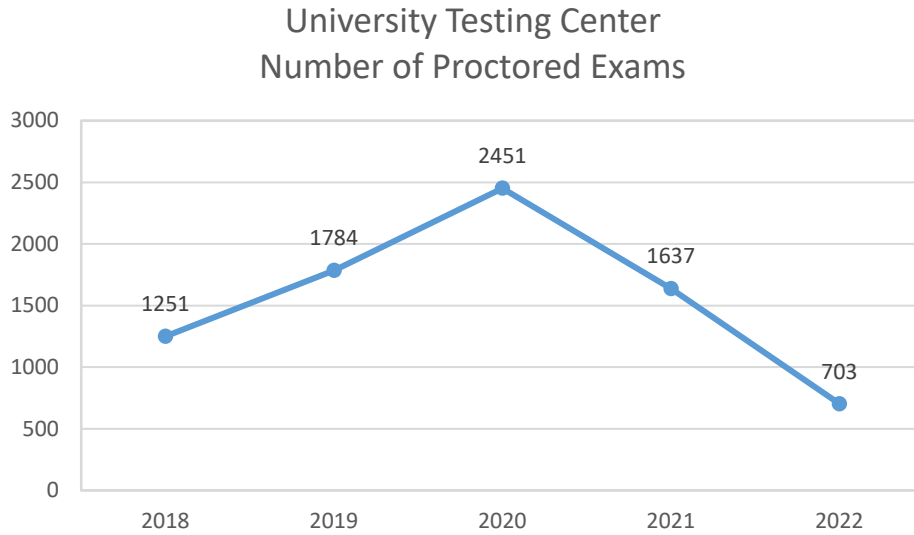


TC CORE OBJECTIVE #1: PROVIDE PROCTORING SERVICES FOR THE CAMPUS AND COMMUNITY

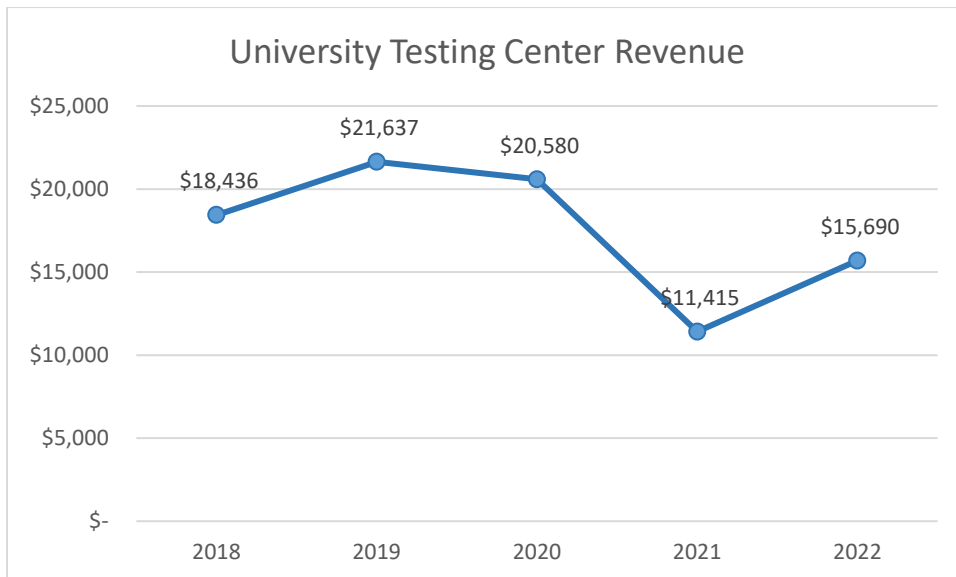
The Testing Center provides testing for the Center for Disability and Access, Distance Education, and Independent Study. This service is open to University of Utah students and faculty. The Testing Center has both quiet and private testing space for the Center for Disability and Access (CDA) accommodated testing. Because the campus went online before finals season of the Spring 2020 semester and curriculum-based tests were largely transferred to CANVAS, the need for in-person proctoring disappeared and has not returned. It is clear that this year will bring changes in the regard that many professors may not return to in-person testing again.

A number of students from other universities and colleges also complete proctored exams at the Testing Center. In 2021-2022 the testing center saw a significant decrease in students testing in the testing center due to COVID-19. Educational institutions made adjustments for academic testing to be managed online without the need of a secured proctored facility. COVID -19 has influenced students from other colleges to seek services within their community.

TC FIGURE 4. PROCTORED EXAMS (2018 – 2022)



TC FIGURE 5. REVENUE FROM PROCTORED EXAMS (2018 – 2022)



UNIVERSITY TESTING GOALS

- 1) Provide outstanding customer service
- 2) Highest level of test security
- 3) Excellent value to students and faculty.

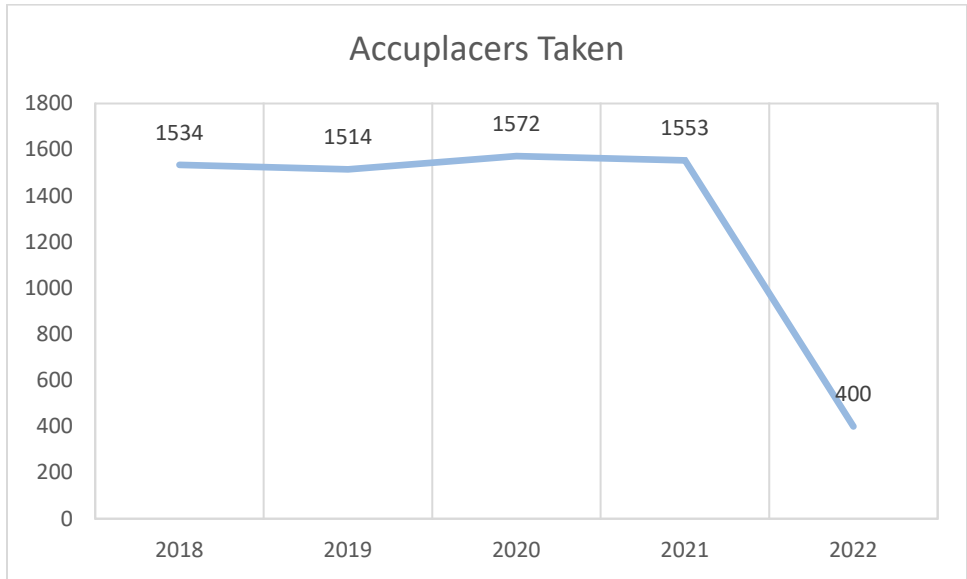
UNIVERSITY TESTING OUTCOMES

- 1) High level of satisfaction of those using our services
- 2) No tests lost, stolen, or otherwise compromised
- 3) Costs were kept at an affordable rate

TC CORE OBJECTIVE #2: PROVIDE ADMISSIONS AND PLACEMENT TESTING

A second major type of university testing administered is placement and credit-by-exam tests. The Testing Center offers math placement testing. The math placement tests are utilized by students who either want to challenge their placement based on their ACT score or do not have a valid ACT score. Math placement exams are not required for admissions showing a significant decrease in students testing. The remote testing has been very successful with assisting out of state and international students. Math placement constitutes one of the principle tests administered by the testing center.

TC FIGURE 6. MATH PLACEMENT ADMINISTRATIONS (2018 – 2022)



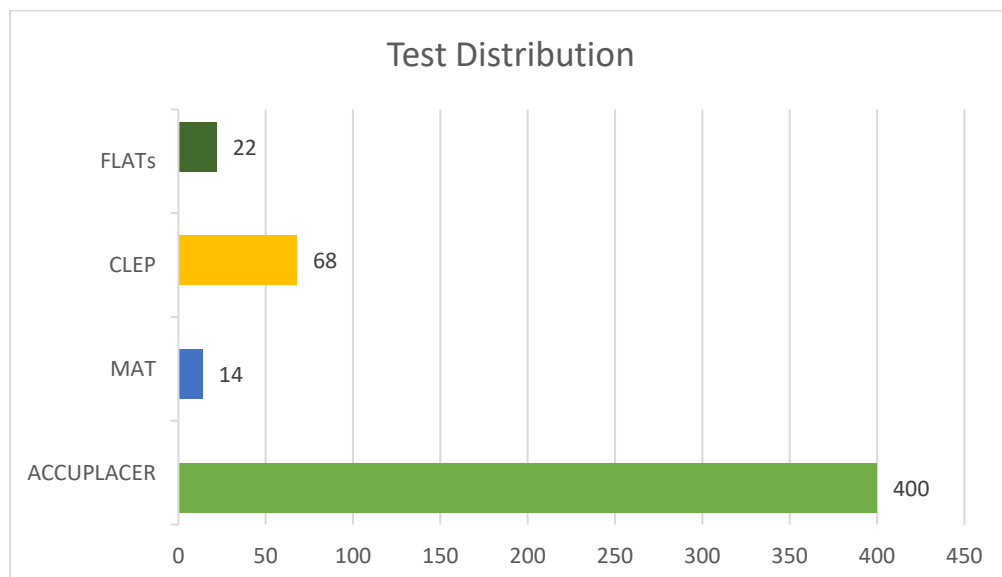
CREDIT-BY-EXAM TESTS

Credit-by-exam tests (as shown in Figure 7) include the College Level Examination Program (CLEP), which provides students 3 credit hours and a waiving of a liberal education requirement when passed successfully. The Foreign Language Assessment Test (FLATS) provides students with language credits that can be purchased after passing their exam. This test is now offered in person and through remote proctor. The Testing Center also offers the computerized Miller Analogies Test (MAT), which is used by some departments on campus for admission into graduate programs, often as an alternative to the Graduate Records Exam (GRE). This is a national based exam; therefore, students from other institutions also use the center for this test. The 2021-22 year saw an increase in two of the exams. MAT decreased by 63%, CLEP had a 17.5% increase and FLATS had a 69.23% increase.

PLACEMENT TESTING AND CREDIT-BY-EXAM GOALS

1. Provide easy and timely access to placement testing for students
2. Provide excellent customer service
3. High quality proctoring and test security services
4. Deliver timely results
5. Maintain functional data base

TC FIGURE 7. PLACEMENT TESTS PROCTORED



PLACEMENT TESTING AND CREDIT-BY-EXAM OUTCOMES

1. The University Testing Center continues to use an online-based system called RegisterBlast where students can create an account, schedule an exam, and pay for those services, with no intervention from Testing Center staff. The scheduling software has set time limits for each testing station so that it can adequately fill seats through open hours. The Testing Center does not accommodate walk in testers.
2. As a university service, we maintain quality relationships with both students and instructors. We answer questions and assist students and faculty over the phone, over Zoom, and in person. We strive to go above and beyond in helping everyone get the best possible service.
3. No tests were lost, stolen, or otherwise compromised.
4. Results of Math placement testing are given to the student immediately upon completion of testing and are posted within one business day to the PeopleSoft database and results are maintained by CollegeBoard.
5. The computer scores FLATS immediately after the test is completed, and scores are given through email to the student.

TC CORE OBJECTIVE #3

PROVIDE COMPUTER-BASED PROMETRIC TESTING SERVICES

Prometric revenue this year increased by 139% compared to the last fiscal year of \$86,488.32 in 2021 versus 207,345.79 in 2022. The shut down during Covid-19, then only utilizing 50% capacity made a significant impact on services. We are now at 100% capacity. We also hired on and trained 6 new Prometric employees and had 5 resign. Jean Young became the manager of both testing centers in October 2020. Chris Jackson is the Project Coordinator for the Testing Center. Kenzi Vanleeuwen is a full-time, Level 2, benefited employee. Prometric is a difficult area to manage from a personnel perspective. It takes new staff 3 months to train someone on the technical and detailed requirements. However, because many of the staff are students and part-time employees' turnover is high. Prometric demands high attention to detail and the utmost professional customer service.

PROMETRIC CENTER GOALS

1. Provide outstanding customer service
2. Provide the highest level of test security
3. Increase profitability

PROMETRIC CENTER OUTCOMES

For the 2021-2022 fiscal year, the Prometric Center has been adapting to changing industry standards and competition in terms of test security and customer service. As Prometric corporate office institutes tighter controls and protocols, our Prometric Center staff continues to adapt and complete trainings as necessary. Strict safety and cleaning guidelines are in place. Prometric is working at full capacity.

This information is not available for the 2021-2022 year due to COVID 19. Prometric will resume surveys and evaluations in 2022.

1. Prometric Corporate offers surveys for the testers after their exams. The satisfaction surveys are evaluated in three main areas: Staff, Environment, and Overall Satisfaction.
2. Prometric Corporate audits security performance. They evaluate center practices on three important indices, DVR Check, Secret Shops, DM Site Audits.
3. Prometric stopped doing audits and secret shops during the 2021-2022 year due to the pandemic and availability of staff to manage these audits. Performance and security audits are not reflected in the next graph.

TC FIGURE 8. PROMETRIC SECURITY AUDIT SCORE

Site - 5343 Score Report

MonthScore	3MonthScore	12MonthScore
Top 60-70%	Top 80-90%	Top 70-80%



NATIONAL PAPER-BASED TESTING

The Testing Center is also responsible for coordinating the national paper-based testing at the University. Testing occurs on Saturdays and includes the national ACT. The Testing Center utilizes a strong pool of qualified proctors to supervise and administer these exams. Testing for the ACT resumed in April 2021.

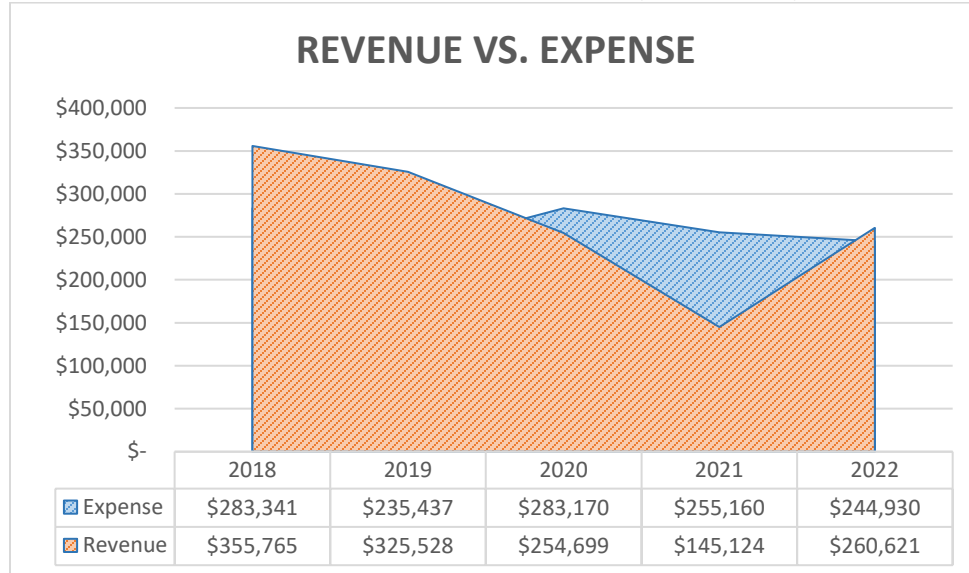
TESTING CENTER REVENUE

Overall testing center revenue increased by 79% due to opening more Prometric testing stations to reach 100% capacity. Revenue from 2021 at \$145,123.90 to 2022 at \$260,620.69.

Personnel costs decreased 21% from \$283,170.71 to \$223,067.44.

Overall testing expenses decreased by 4.0% from the last fiscal year of \$255,159.84 to \$244,930.43.

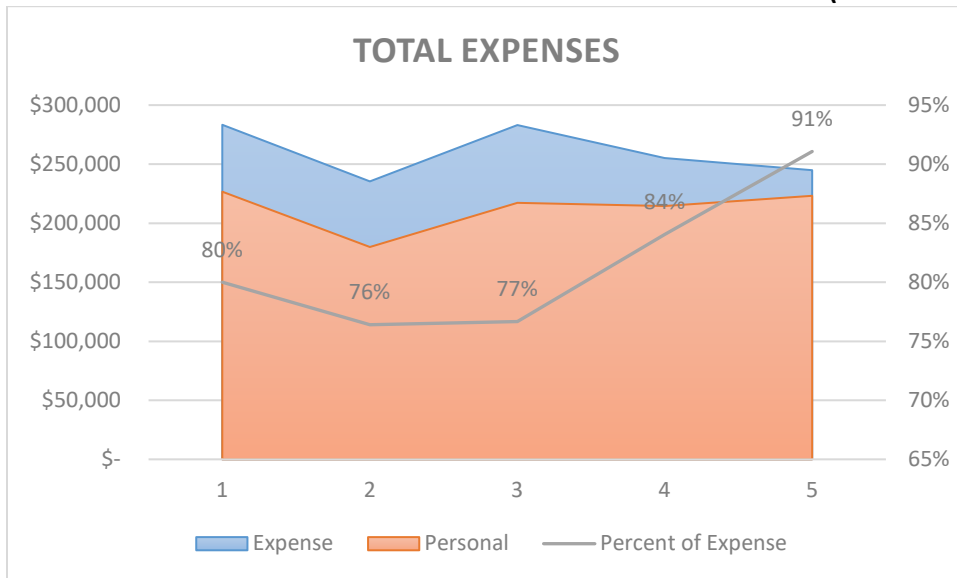
TC FIGURE 9. REVENUE VS. EXPENSE (2017 – 2022)



TC FIGURE 10. YEARLY NET (2017 – 2022)



TC FIGURE 11. PERSONNEL COSTS AS A PERCENT OF TOTAL EXPENSES (2017 – 2022)



TESTING CENTER CHALLENGES AND OPPORTUNITIES

Testing Center Challenges. This year several challenges face the University Testing Center. The main concern is fiscal viability. Although the academic focused side of the Testing Center has more seats (in-person + remote) than before COVID-19, there is considerably less demand for all students and CDA Accommodated testing students to have an in-person proctoring need.

The University of Utah has dropped the ACT and SAT requirement for the next academic year. This leaves the Accuplacer as a placement tool that may or may not be in greater demand.

Even more pertinent to the Testing Center's fiscal solvency is Prometric revenue. For this fiscal year, the Prometric Testing Center is operating at 100% capacity resulting in a 138.57% increase in the largest source of revenue. Careful planning and financial decisions need to be made to protect the integrity of the Testing Center finances.

Testing Center Opportunities. The Testing Center has shifted the services offered over the past few years. This has afforded the center an opportunity to re-conceptualize its services and service delivery model. Instead of academic test proctoring being the primary service delivered, testing services have shifted toward professional, and academic through the Prometric Testing Center.