

Annual Report

2023 – 2024



Table of Contents

[Section 1: Executive Summary](#)

[Section 2: Status of Strategic Initiatives](#)

[Section 3: Impact Data](#)

[Section 4: Major Accomplishments](#)

[Section 5: Major Challenges](#)

[Section 6: New/Continuing Strategic Initiatives](#)

Section 1

Executive Summary

We support student well-being and success by providing a professional, calm, environment for testing.

The primary purpose of the Testing Center is to provide a safe, professional office that proctors various exams. This testing experience supports students and members of the community in their continued efforts for lifelong learning within their chosen career.

Testing Center

The testing center provides a quiet testing experience and private rooms for testing for university students. The most common test is the Accuplacer math placement test. This test is available for both remote and in office testing. However, recently other tests from outside organizations such as other universities have risen in demand and our office has stepped up to accommodate them. The CLEP exam is for students to measure their abilities in a particular subject and purchase credits towards graduation. Similarly, the FLATS is a language proficiency test, which allows students to demonstrate their language abilities and earn credits. The MAT (Miller Analogies Test) is for graduate school candidates to demonstrate critical thinking skills; students may use their scores for admission into graduate programs. The Testing Center also provides testing facilities for the Center for Disability and Access and offers a range of accommodations to meet students' needs.

Prometric Testing Center

This center provides a quiet, professional station for each candidate. Many alumni from the University of Utah take their professional testing certifications as well as members of the local community. There are exams for dentists, doctors, nurses, psychologists, teachers, and many other professionals that help them with admission to and certification in their various programs. CPA's take four individual tests to complete their licensing. There are FINRA exams that qualify candidates to be employed as loan officers, securities and financial consultants. Utah Insurance is our largest demand for candidates to receive their licensure to become agents to provide life, health, casualty and various other insurances. The GRE, DAT, LSAC are tests preparing the candidate for graduate school. The PRAXIS exam is for educators to be certified in their subject areas and qualifies them to teach. Many others such as personal trainers, dog trainers, mechanics, welders, and pipe fitters come to our office to complete their certifications.

The Testing Centers Mission

- 1 Provide outstanding customer service
- 2 Maintain the highest level of candidate identification and test security
- 3 Ensure contents of tests are protected and not compromised in any way
- 4 Continuous staff training

The University Testing Center provides on campus and remote testing resource for students. By appointment, tests are administered in a quiet room under the direction of the proctor. The proctor helps with technical problems while monitoring the exam.

The Prometric Testing Center is a global testing business. It is a community-based testing center. Candidates make appointments to take their test through Prometric.com. The Prometric Testing Center provides more than 300 tests for certification, licensing, and knowledge within the candidate specific field of study. The tests have high stakes in the candidates' career as well as a significant cost to the candidate. The staff proctors these exams at the highest level of security and professionalism.

Section 2

Status of Strategic Initiatives

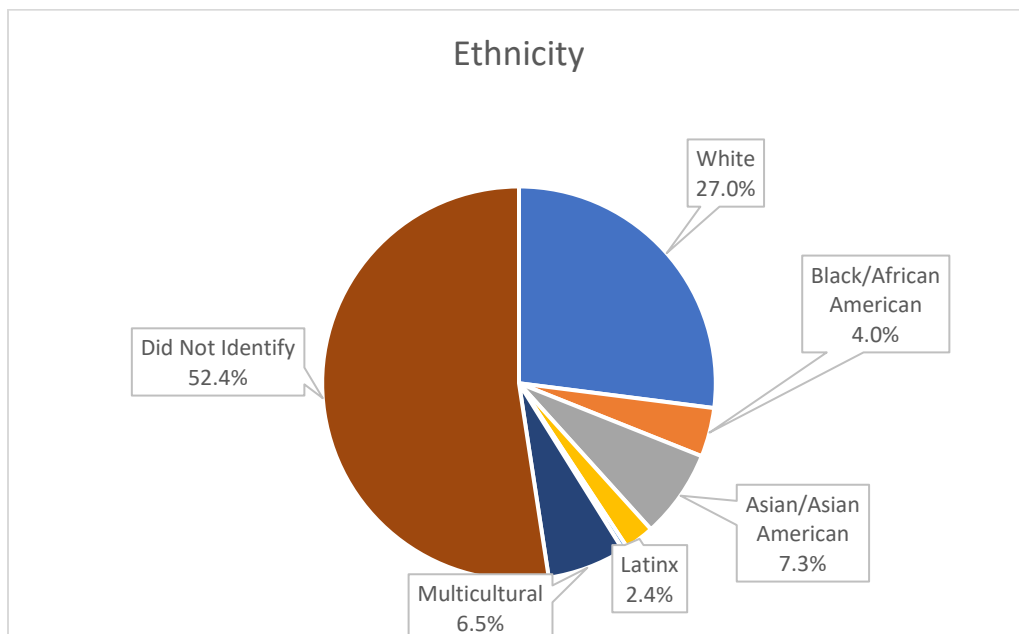
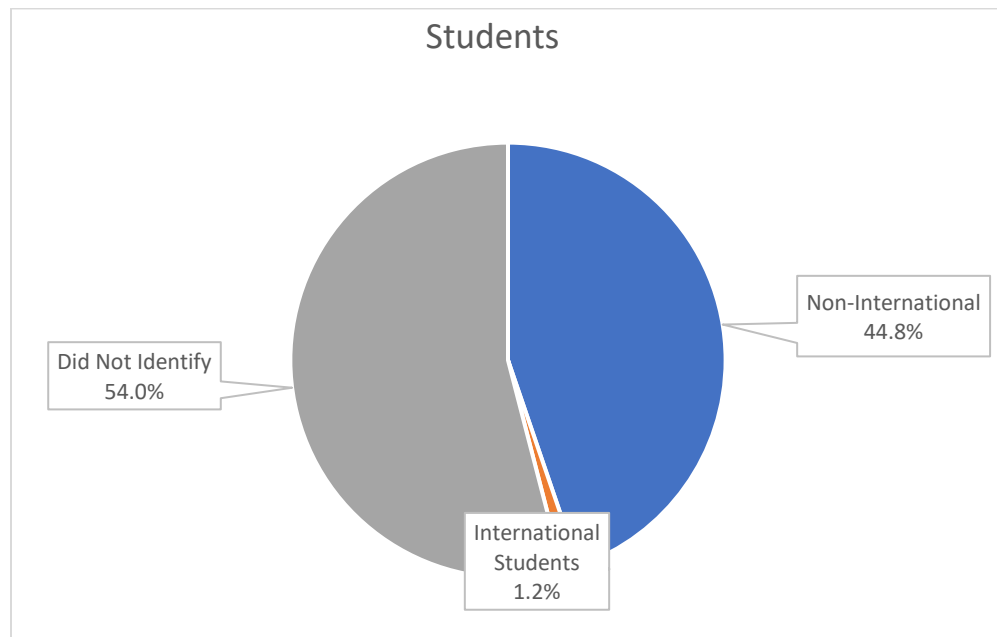
The Testing Center proctors the Accuplacer Math placement exam. This test offers information for the student to see what level they are ready to register for course work. The remote testing has been very successful for the out of state and international students. This test helps identify what courses to take, and make a plan when counseling with an academic advisor. This test is no longer required for admissions, thus there has been a decrease in student testing. However, many students still use it as a measurement of their current level of knowledge and skills in mathematics.

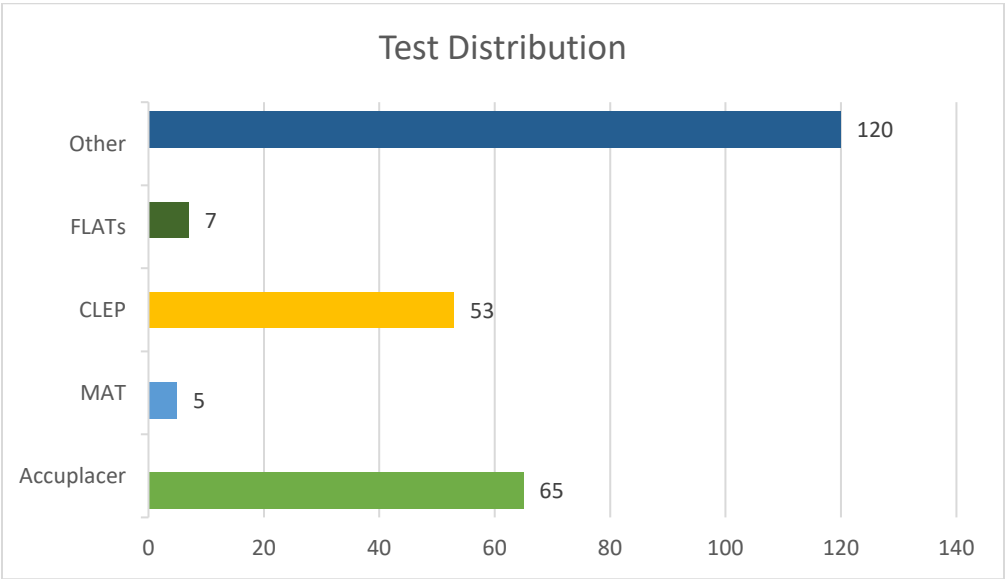
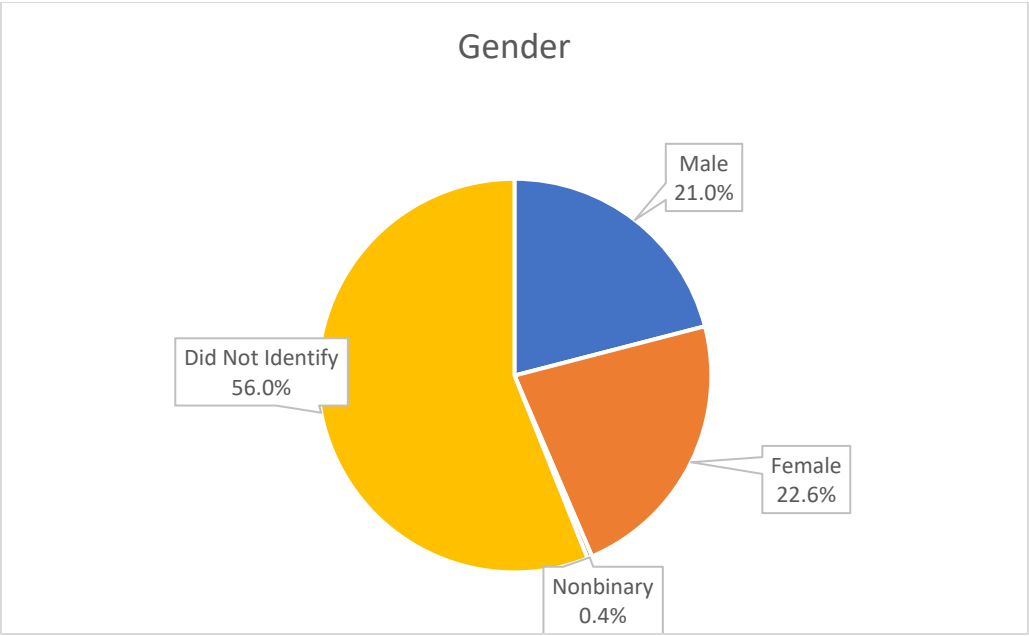
The Prometric Testing Center continues to offer significant resources for the community to have a proctored, secure testing environment. The tests are often paramount in the candidate moving forward with their schooling or employment. This testing center is the only Prometric Testing Center in the state to be open 7 days a week 10 hours a day, with varying hours to be open early and close late in order to accommodate most schedules. We often get testers from Wyoming, Idaho, and elsewhere that come to test at our site because it is the nearest and most convenient location. It continues to have a large volume of candidates every single day.

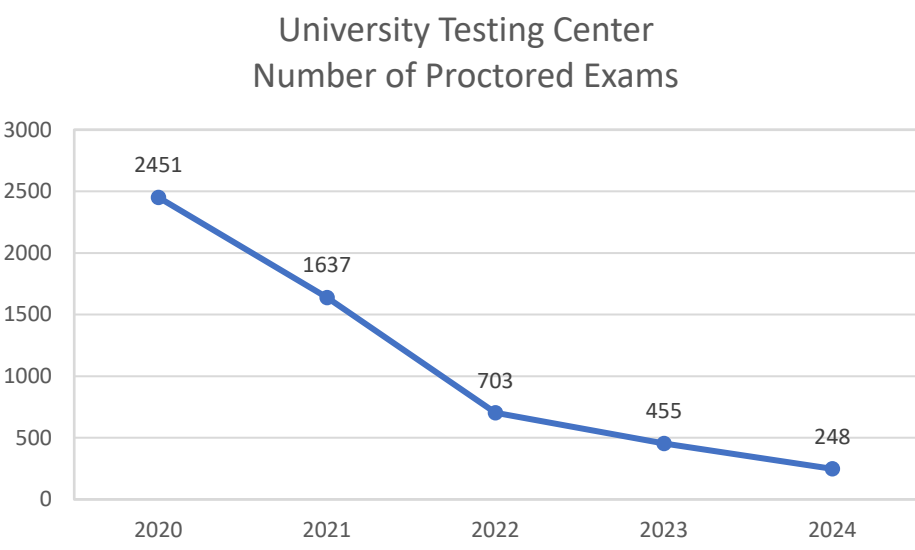
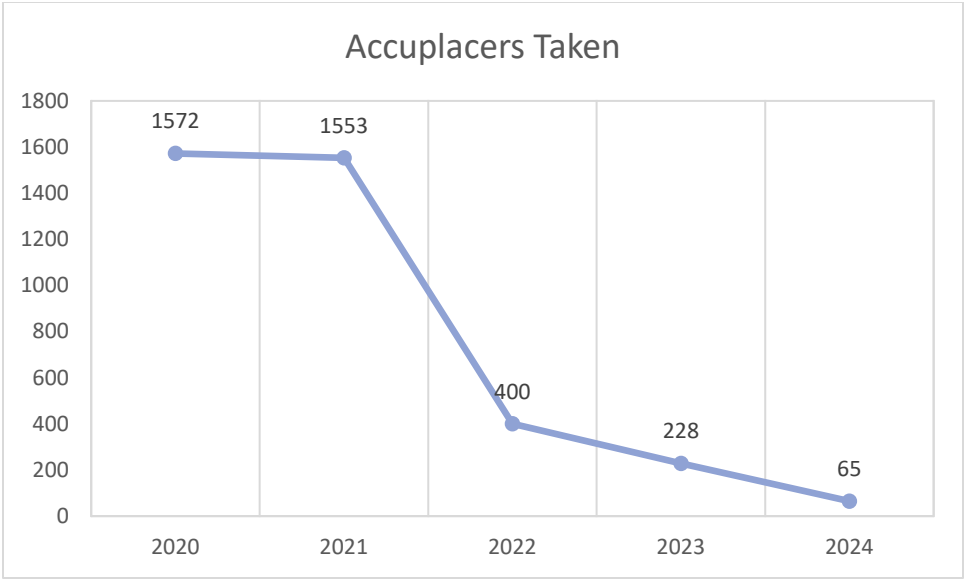
Section 3

Impact Data

When students register for an exam at the testing center, they answer questions about their identity. This allows the administration to see the diversity of the student body. The testing center also collects data about the types of tests administered. Below is the most recently collected demographic data.





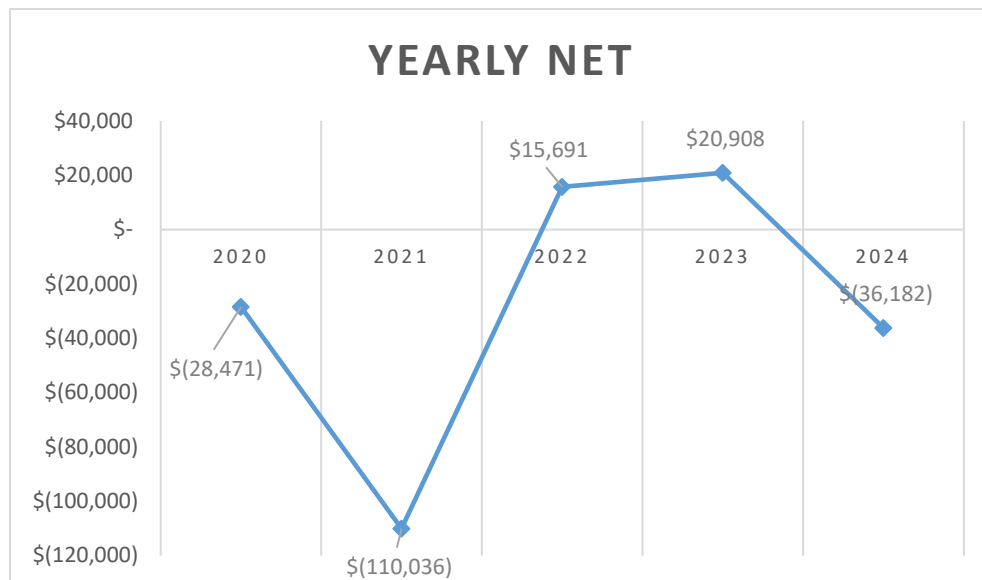


Section 4

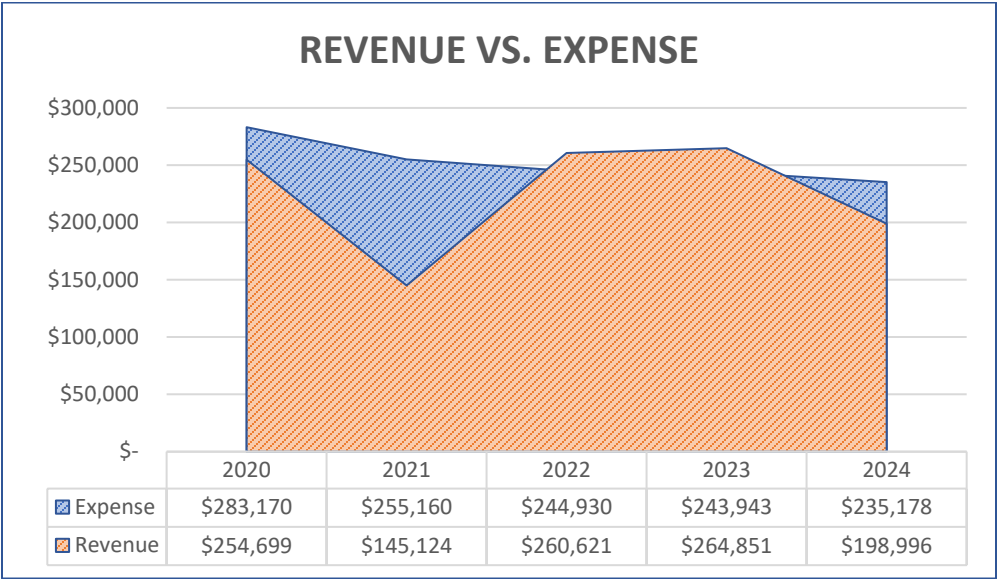
Major Accomplishments

We continue to provide consistent in-person and remote testing options for students and our community. We have excellent customer service for the candidates that are often very anxious to take their test. We have reliable, knowledgeable staff.

The recovery process has been an uphill battle as the testing centers faced unprecedented challenges during the COVID-19 pandemic. At this time the testing centers are showing a loss in revenue, the expenses are outpacing the revenue with a deficit of \$36,182.



In the previous two years, our revenue has outpaced our expenses. In 2023, our revenue was 8.5% greater than our expenses, a 2% increase from the previous year. In this fiscal year, expenses decreased 3.6% however the combined revenue from the testing centers also decreased 24.9%.

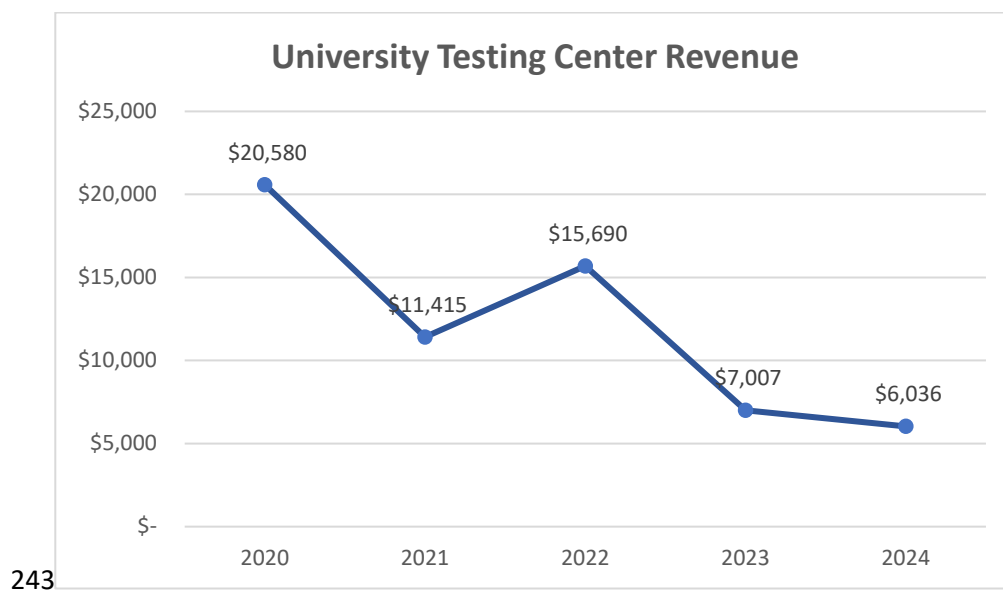


Section 5

Major Challenges

The Prometric Testing Center hires part-time student employees. The process of training and retention continues to be a challenge as the needs of the student change during their coursework and cannot continue with their employment.

The continued challenge for the Testing Center is the availability of online remote testing instead of the in person testing experience. The COVID-19 pandemic was the catalyst to increase the demand for online testing, since in-person testing was not available. The University Testing Center now offers both in-person and online testing options, since many students prefer remote testing for its convenience, while others still prefer the in-person testing environment. Since resuming in-person examinations, we have seen a steep decline in both in-person and online testing. This is a result of multiple University departments no longer requiring testing to qualify for classes. Since the demand is not as high for testing overall, this has led to a decrease in revenue.



Section 6

New/Continuing Strategic Initiatives

The evidence gathered over the last several years shows that the strategic initiatives that are implemented are effective in some ways. While the testing centers continue to struggle financially, our staff is committed to ongoing professional training and development. As Test Center Administrators in the Prometric Testing Center they provide excellent, ongoing service. The Prometric Testing Center remains open 10 hours a day, 7 days a week, in order to accommodate as many testing candidates as possible. Both the Prometric and University testing centers strive to support student well-being and success by providing a professional, calm, environment for testing.