**Program Review – Recommendations by Committee Members**

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|  | **Recommendation** | **Action** | **Timeline** |
| 1. | Generate revenue by using a set number of computers for outside tests. | Pursue the possibility of offering GMAT, GRE, TOEFL, and other tests listed by the NCTA website.  Space is an issue.  Work with Student Fee Committee for initial funding. | Becky Sneddon already started the process.  We will meet the testing companies at the national conference in Atlanta and firm up some contracts by the end of 2011. |
| 2. | Develop and conduct a student survey for charging a “late fee” versus a tuition increase in order to raise revenue. | Develop and conduct the survey using Student Voice. | Fall and Spring semesters of 2010/2011. |
| 3. | Assign slips to students taking restroom breaks.  Collect ID cards from students before they leave for the break. | Design the slips and adopt the process ASAP. | Start of Summer semester. |
| 4. | Provide periodic and comprehensive training for Saturday crew regarding liability issues and emergencies. | Develop a training schedule encompassing as many emergency and liability issues as possible. | Start of Summer semester. |
| 5. | Provide student proctors with a form that has to be signed by each instructor they are taking classes from. This form will inform the instructor that the student proctor will be the first to take any test assigned to the testing center for that particular class. | Develop the forms and set the process in place ASAP. | Start of Summer semester. |
| 6. | Reassess the organizational structure integrating Davis and West sites with Ogden.  All testing staff report directly to Testing Coordinator who will report to Executive Director of Academic Support Centers and Programs. | Conduct regular monthly and pre-finals meetings to coordinate formulation and implementation of all testing policies and processes.  Reassess the organizational structure and examine the possibility of reorganizing after current projects are completed.  Create monthly reports of budget numbers and testing counts by center. | Hard to set a deadline as some projects such as the reservation system need to be developed and piloted.  Monthly test counts and budget reports will be part of  The monthly coordinators meetings, starting in June 2010. |