

Student Affairs Division
 Department: Testing Services
 2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Success Indicators	Supports Division Strategic Priorities	Supports College Strategic Priorities	Results
1. Identify behaviors related to excellent customer service and provide training and coaching to Student Affairs staff.	Meet with Testing Services staff to identify department specific behavior that would be classified as “excellent customer service”. From this, develop a short assessment tool for staff to use to gauge how well they are incorporating these behaviors into their job duties.	Complete tool for each staff member beginning of the year, mid-year, and end-year for comparison.	Demonstrated net increase in incorporating into job duties behaviors identified as “excellent customer service”.	1 & 2	5	
2. Evaluate and enhance one stop services.	Create a flow chart of how testing services interfaces with one stop. Analyze from student point of view to highlight testing procedures that inconvenience or slow down the process for students.	List unnecessary or redundant steps. Implement changes where possible.	Report on changes made and possible impact.	1,2 &3	1,2,4 & 5	
3. Provide departmental input into the planning and implementation of the new ERP system.	Continue to provide input as needed throughout the year.	Help staff to become familiar with the new system. Change procedures to best fit the system requirements.	Completion of activities and demonstrations.	1 & 2	4	

4. Publicize annual testing services accomplishments.	Compile data and design a presentation format.	Continue report as an annual event.	Produce and distribute a comprehensive report of the year's accomplishments.	1 & 2	5	
5. Assist with implementation of assessment for 100 level reading requirements.	Input new placement reading requirement messages	Establish staff procedures for informing students of reading requirement.	New placement recommendations are in use.	1,2 & 3	2	