

TESTING, EVALUATION and RESEARCH Services

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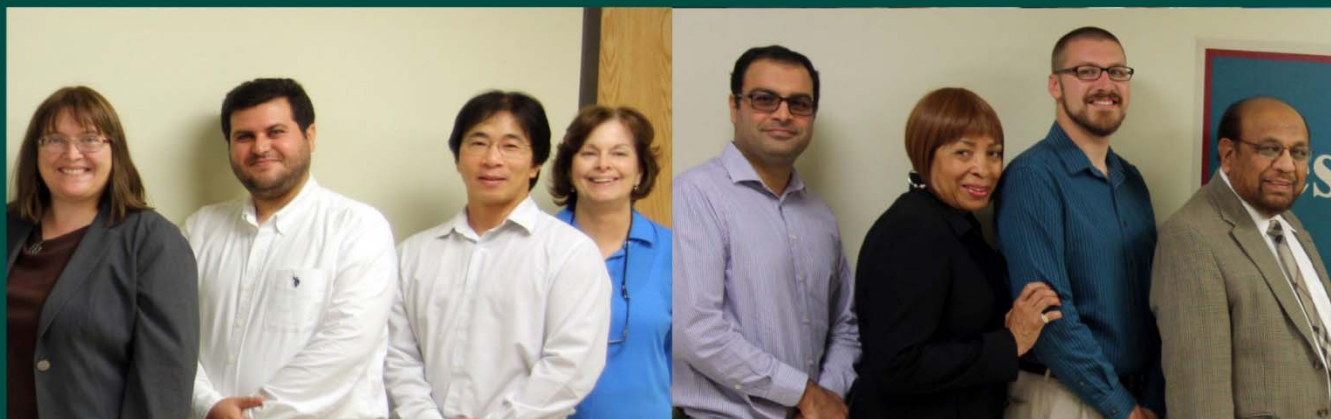
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ASSESSMENT

Students rely on Testing, Evaluation and Research Services (Testing) to schedule tests in a timely, effective manner and to report student feedback to faculty through Student Evaluations of Teaching (SETs). To provide better services for both purposes, Testing adopted ASTRO, an online test registration system, and a new SET application. They introduced these systems first in their office with hands-on support for their usage, then gathered survey responses to evaluate student and faculty experiences with these new systems. Testing also surveyed students who used any of the office's services to assess whether they were receiving the high level of customer support that the Testing staff set as their goal.

IMPACT

Faculty found that the SET app offered good response rates and ease of use. Students' survey responses led Testing to work with Computing and Information Technology to refine ASTRO, launching the system for online use in winter 2016. The vast majority of students found ASTRO to be an easy-to-use improvement to the previous registration system, with clear navigation. Students also found customer service to be prompt, helpful and respectful, although they indicated some confusion about procedures and test items. In response, Testing has complemented the improvements to test registration with updated messaging and information on their website, and with communication to departments about confusing items on their tests.



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