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Unit Review Leader: Michiel D. Davis, Director
Unit Name: Business Assessment Center

1.

What improvements have been planned/implemented:

The center has added a Computer Support person who is now installing all new computers in the Testing Lab. He is in addition, assigning tests to computers based on type of exam. For some time this Center did not have a Computer Support Technician. This in turn caused a number of problems with our Test clients in maintaining the Centers network and tests being administered.

Changes in GED Testing from paper-pencil exams to computerized have been a problem because the Texas Education Agency has failed to provide a clear directive on processes that need to be put in place for the changeover in January 2014. We have had to put in place our own guidelines to set up the new test. The processes include but are not limited to placing flyers in locations in the area so that students will know that after January 1, 2014 the scores they have now will not be valid and they will have to start over with a new exam in January 2014. In addition, we will be telling students before each test that their scores will not be valid after December 2013 and they will need to complete all five GED Exams before that date.

2.
How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

We noted our error rate has gone down because we have a technician who knows what actions need to be taken. Our computer lab is working much better with someone who can fix problems with the network, can fix most computer problems, and has a working knowledge of the network.

The only weakness that could change the way we take care of our computer network would be if we lost our technician.

We had planned for the changeover to computerized GED a year ago. When the Texas Education Agency changed the support it provided to the Testing Center we had no choice but to make plans on our own for the changeover.
The only weakness that would affect our operation would be if the Texas Education Agency changed course in dealing with the changeover to computerized GED.

3.
Measures: what measures are going to be used to determine if the improvements were successful.

Measures that will be taken when assessing the Computer Support staff member would be "down time" of computers which have had students assigned to them in advance of the

exam, or if computers were to go down during the exam. Both will affect our ability to administer exams.

We will be comparing pass rates of students taking the new GED to the pass rates of the old paper-pencil test version in order to determine how the new test will affect our students. We will also check to see if the new test is a good measure of students' ability to enter college.

3a. Baseline data: the data used to determine improvements were needed

The baseline data for evaluating the new computer technician will be the number of times the exams are affected and not fixed in time for the student to complete on the day they made their appointment.

The baseline data for measuring the GED Computerized tests will be the pass rate this year as compared to earlier years.

3b. Target goals: the data that shows your improvements have achieved your goals

Target goals for computerized testing will be the ability of the technician to keep the systems working and at a level of 80% or more.

Target goal for the GED program will be a pass rate of 75% or better.

3c. Current data: where you are currently in reaching your target

Since we had until recently been without a computer technician for over a year, we do not have data to determine an action rate.

We have had a pass rate of 75% or better in the past and hope to maintain that level or better with the new exam.

Narrative:

Our computer systems, downtime of the network, and ability to communicate with test help desks have improved. We will be monitoring the system, tracking the occurrence of help desk contacts, as well as the Computer Technician's ability to keep our system running, and planning for future developments in online testing.

The Texas Education Agency just sent out an alert to let students know that all test scores on file and scores that will be filed between now and December 31, 2013 will no longer be valid after

January 1, 2014. This allows us to take action to notify students of the pending change, and at least partial information on the anticipated change from paper-pencil to computerized GED Testing.