Program Summary

Task Force: Recommendation: Report does not include metrics for most goals. These should be developed. We also recommend revising to create more “stretch” goals for the unit. Most goals listed focused on “continuing to do” what you are already doing. Are there ways of using the data you collect to find areas for improvement, in order to create a culture of continuous improvement?

Potential collaborations: CASA and Academic Advisors.

Provide baseline wherever projection statistics occur.

Thank you for the work that went into this report. Through the USAP process, we are working to create at IPFW a culture of continuous improvement, and we think that setting specific and measurable goals is an important part of getting individuals and units at IPFW to think differently about planning and the future.

Criterion: #1: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

Question: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

The mission of the Testing Services office is to provide comprehensive and quality testing programs while maintaining the highest compliance with nationally recognized professional testing standards. Additionally, Testing Services provides assistance to various departments, campus offices, and the community in helping students meet their needs for academic and certification programs. Testing Services is committed to facilitating and supporting the achievement of professional and personal educational goals for IPFW students and the community while maintaining an optimum, secure, accessible, and standardized testing environment.

Criterion: #2: Accomplishments - Please list significant accomplishments from the last three years as they align with Plan 2020 goals

Question: I. Foster Student Success - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area I: Foster student success.
TEST Testing Services

- Over the past three years combined Testing Services has proctored over 27,000 tests.
- Support of the Acquisition of Knowledge category in the Baccalaureate Framework category focusing on learning outcomes in computer skills and preparedness for selecting math, English and reading courses after taking the math, English, and reading placement tests. Survey results indicate that students agreed they were prepared for course selection after taking an exam in Testing Services. Testing Services gives approximately 2,500 math, English and reading placement tests per year. Additionally, computer confidence was also a measured learning outcome. Students came into the Testing Services department and were either confident or not confident in their computer skills. Based off of the survey results, over half of the respondents were confident in their computer skills before taking an exam in Testing Services. Over the past three years approximately 12,743 students have completed the survey (the survey has been taken by students for the past seven years with over 31,000 responses combined).
- Continued promotion of the Values component of the Baccalaureate Framework category. A survey question and learning outcome asks students if they are more familiar with his/her ethical responsibilities as a student. Additionally, a signature and check-in sheet is signed by students regarding the code of conduct, and the IPFW Academic Honesty policy. The IPFW Code of Student Rights, Responsibilities, and Conduct continue to be a measure used for ethical responsibility and behavior. Additionally, Testing Services promotes the IPFW Academic Honesty policy and the IPFW Integrity statement. Survey results have been over 12,000 responses for the past three years combined for this learning outcome.
- Testing Services has supported the Communication element of the Baccalaureate Framework as the unit has daily communications with students, faculty, campus departments, the general public through in person and telephone calls. Testing Services continues to communicate through email, snail mail, fax and the Testing Services’ website. Testing Services receives over 8,000 phone calls annually (in previous years over 10,000 phone calls) and walk in traffic exceeds over 2,000 individuals per year (this number excludes those students who come in to the unit to take his/her test--additionally, in previous years the walk in traffic exceeded 2,000 individuals).
- Implementation of the TouchNet Marketplace credit card payment system in collaboration with the Bursar’s office for test payments to be made online.
- Testing Services continues to contribute to the graduation and retention of our students and community members. Support remains through exams and services provided to students taking online distance education courses, Nursing exams, Foreign Language Placement exams, Major Field Tests, Psychology Exit exams, Business Course test outs, Career Assessment tests, Indiana Core Academic Skills teacher certification tests, English as a Second Language (ESL) placement exams, Music and Music Theory placement exams, CLEP iBT, SAT, LSAT, and Miller Analogies Tests. Additionally, we are an open access testing facility.

**Question:** II. Creation of Knowledge - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area II: Promote the Creation, Integration, and Application of Knowledge.
TEST Testing Services

- Transition of the myitlab software to the SIMnet testing software for the Business K200 placement test.
- Upgrade of the Foreign language placement exams (Spanish, German, and French) from paper based format to computer based format (Web Cape) in collaboration with the International Language and Culture Studies Department. The Chinese foreign language placement exam was also launched.
- College Level Examination Program (CLEP) iBT transition and launch (January 2014).
- Began administering the Psychology Critical Thinking exam for the Psychology department.
- Began administering the Nursing Critical Thinking exam during the Nursing department’s orientation week (we administer this exam and other Nursing departmental exams during the Fall, Spring and Summer semesters as well).
- Implementation of the Indiana Core Academic Skills Assessment (CASA) exams which replaced the Praxis PPST teacher licensure certification exams.
- Implementation of the Music Theory placement exam.
- Upgrades to the Accuplacer placement test and revision of Math courses and cut scores (in collaboration with the Mathematical Science Department).
- Additional upgrades to the Accuplacer placement test where English R190 replaced COAS W111.

**Question:** III. Regional Hub - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area III: Serve as a Regional Intellectual, Cultural, and Economic Hub for Global Competitiveness.

NA. However, Testing Services is the only licensed testing center delivering the Miller Analogies Test (a graduate admissions test for some colleges and universities) in the Fort Wayne, Indiana area.

**Question:** IV. - Create a Stronger Univ - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area IV: Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization.
TEST Testing Services

- The Testing Services unit continues to operate and be open over 58 hours per week year round (minus holidays and university closures) and maintains evening and Saturday hours for students and visitors. Testing Services operates with one administrator, one clerical staff, and one part time staff member.
- Provide testing services for students in the IU/Purdue network who are completing an online course from another university free of charge.
- Lockdown of all lab computers in collaboration with ITS to prevent access of social media, outside websites, etc. during a test.
- Modified career assessment testing results process by emailing the results to the career counselors in a PDF instead of delivering paper copies.
- Collaborations with ITS and Student Information Support Services (SISS) for placement scores to show in the students' myipfw account so that students may access test scores 24/7.
- Survey data has been collected from students for the past seven years combined totaling over 31,000 responses; however, for the needs of this report the past three years of survey data collected has totaled over 12,743 responses. Of those student responses, Testing Services has been ranked by consecutively being in the 95th percentile of excellence in providing professional service and providing efficient and convenient testing hours and services. Additional satisfaction outcomes have included the Testing Services environment (comfort, noise, temperature, etc.) that have also been ranked as exceptional by student survey responses consecutively.
- Testing Services has also kept track of efficiency data for the past seven years. Efficiency data has been compiled and measured according to test time limits (the amount of time a student takes on an exam) extending into another regularly scheduled appointment test time as well as the volume of the type of tests taken as well as the number of students at one time per half hour testing in the office. According to our data, over 90% of the students tested beyond the next testing appointment time. Additionally, the number of students taking national Saturday exams (LSAT, SAT, etc.) are also compiled. This data is crucial as it keeps the unit running efficiently and in providing quick and excellent service and modifying test schedules as necessary.
- Testing Services has maintained its operating budget and has not gone over university allocation or budget.

**Question:** Other Accomplishments - Please list any other significant accomplishments from the last three years that do not align with Plan 2020.

NA

**Criterion:** #3: Accreditations - Program specific accreditation and status

**Question:** Accreditations - What program-specific accreditations and status do you have, if any?

All testing staff must be certified by the testing companies we proctor exams for and must recertify as necessary.

**Question:** Constraints/Benefits - How do these accreditations constrain or benefit the work of your unit, if applicable?

The certifications benefit our work in that we must be knowledgeable, familiar, and skilled in the testing polices, rules, regulations, etc.

**Criterion:** #4: Laws and Mandates - Federal and state laws or mandates that your unit addresses
**Question:** Federal and State Laws - What federal and/or state laws or mandates do you address, if any?

NA

**Question:** Constraints/Benefits - How do these federal and state laws or mandates constrain or benefit the work of your unit?

NA

**Criterion:** #5: Inefficiencies - Activities that you spend resources on inefficiently or in ways that do not support the mission.

We believe the resources and activities we have in Testing Services are in support of our mission and are not spent inefficiently. Over the years we have dropped activities, tests, and programs that were not in support of our mission and/or that were an inefficient use of resources.

**Criterion:** #6: IR and Budget Review - Review of your department profile and budget

We believe the resources and activities we have in Testing Services are in support of our mission and are not spent inefficiently. Over the years we have dropped activities, tests, and programs that were not in support of our mission and/or that were an inefficient use of resources.

**Criterion:** #7: Goal One - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Goal is specific, with a clear criterion for excellence of 95% satisfaction from student surveys.

2. Comment on the goal's measures:

Metric was listed in the goal – continue to receive 95% or higher favorable scores on student satisfaction survey responses.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Unit should be able to continue achieving this goal. QUESTION: Are there ways you can use the data to find micro-areas to improve?

4. Comment on the goal’s relevance:

Goal is relevant.

5. Comment on the timeline of the goal:

Timeline is unclear since this is a “continue” goal. We recommend that you measure the surveys over a specific time-frame.

Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

Continue to provide excellent service to all students, visitors, and the community and uphold the highest standards of the institution and our profession. Continue to receive at least 95% or higher of favorable responses by student survey results.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

I.A.1. Improve quality and fidelity of assessment process of degree/certificate programs, General Education program, and Baccalaureate Framework with dedicated resources.

I.A.2. Use assessment data to improve student learning.

IV.A. Process Goals: Measurement and Metrics

IV.B. Process Goals: Efficiency
Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

Continue our current practices of efficiency, professionalism, and quality and continue to make the necessary upgrades and changes as needed to ensure continued efficiency and excellent service.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

We will survey all students and candidates taking exams in our department. We will continue to employ learning and satisfaction outcomes in the survey to ensure quality and efficiency is being maintained and exceeded.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

NA

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

The challenges would be the loss of staff and/or funds for student workers in the unit.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

We should be able to continue to meet this goal.

**Criterion:** #8: Goal Two - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Goal is specific, see general comments at the end about seeking to use the data you collect to find small areas for improvement.

2. Comment on the goal's measures:

We recommend that you set clearer quantitative measure that will signify achievement of the goal. You state that you will use survey data for metrics, but you do not specify– how will you know when you achieved this goal?

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Unit should achieve this goal

4. Comment on the goal’s relevance:

Goal is relevant.

5. Comment on the timeline of the goal:

Timeline is unclear since this is a “continue” goal – December 2015?

Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

Continue to develop, monitor, and assess the learning outcomes for Testing Services’ programs and services and its ongoing assessment program.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

I.A.1. Improve quality and fidelity of assessment process of degree/certificate programs, General Education program, and Baccalaureate Framework with dedicated resources.

I.A.2. Use assessment data to improve student learning.

IV.A.1. Rationalize, prioritize, and establish a set of appropriate performance metrics for all academic and non-academic units.

IV.B.2. Decentralize resource distribution and control to lowest level, mission focused administrative units.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.
Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Continue to employ the survey given to students after completing exams in Testing Services.

Derive and examine survey results and compare and cross reference to learning outcomes and other assessment data.

Modify and/or add learning outcomes and/or survey questions as needed.

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Using our survey which asks specific questions on learning outcomes, satisfaction outcomes, and efficiency inputs and outputs.

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Yes.

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

NA

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

The challenges would be the loss of staff and/or funding for student workers in the unit.

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

This is ongoing and should be able to be accomplished in a year.

Criterion: #9: Goal Three - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Task Force:
Indiana University-Purdue University Fort Wayne (IPFW)
Program Write-up with Task Force Comments

TEST Testing Services

1. Comment on the specificity of the goal:

   Clear goal related to upgrades from ITS; somewhat confusing that you state that you will “continue to”
do what you’re doing, but the timeline says that this can be completed in one year or less, suggesting
that what you are describing here is more of a “project” rather than a continuous and ongoing
process; please clarify.

2. Comment on the goal's measures:

   Metrics for success or to demonstrate completion will vary based on whether this truly is a continuous
goal or a discrete (one-time) project (see comments under specificity above - what you are describing
here is more of a “project” rather than a continuous and ongoing process).

3. Comment on the unit's ability to achieve the goal (include a consideration of the departmental
   profile and budget data):

   Unit should achieve this goal.

4. Comment on the goal's relevance:

   Goal is relevant.

5. Comment on the timeline of the goal:

   Unit anticipates completing these upgrades within a year.

**Question:** Unit Goal - What is your unit goal?

Continue to provide the highest quality of technology services in testing through upgrades and
advances with ITS further promoting Testing Services’ learning outcomes in technology as well as
maintaining and exceeding efficiency in the Testing Services office.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply.
If it does not align, you may write “NA” or clarify.

I.A. Process Goals: Improve Measurement of Student Learning
II - Promote the Creation, Integration and Application of Knowledge
IV.B. Process Goals: Efficiency

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority
unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
Continue to enhance and maintain collaborations and communication with ITS.

Inform ITS when technical upgrades must occur on lab computers, etc. as prescribed by the testing companies, etc.

Schedule all maintenance and upgrades to occur during the least disruptive time for students, faculty, campus departments, and ITS.

Additional support may be needed by SISS.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Progress will be assessed by the testing that staff and ITS will do to ensure accuracy and efficiency.

Additional testing support may also occur with the faculty as a cross and double check for accuracy and to ensure seamless transitions for their exams, exam software, etc.

Finally, the national testing programs will also be monitoring our progress of upgrades and system checks. If we fail to meet the checks and/or perform the updates, they can suspend our testing agreements.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

NA

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

The challenges would be the loss of staff and/or loss of funding for student workers in the unit.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

We should be able to achieve in a year. This is ongoing all through the year with checks and modifications made throughout the year.

**Criterion:** #10: Goal Four - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Goal is very broad – needs to be more specific.

Question: Who will you partner with or collaborate with?

2. Comment on the goal’s measures:

The metrics listed do not connect clearly enough to the stated goal related to collaboration with other units—can you set some targets here?

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Unit should achieve this goal; see general comments at the end about seeking to use the data you collect to find small areas for improvement to aim for continual improvement.

4. Comment on the goal's relevance:

Relevant

5. Comment on the timeline of the goal:

Unit anticipates completing this goal within a year.

**Question:** Unit Goal - What is your unit goal?

Continue our partnerships and collaborations with the academic units, faculty, support services and the campus community. Expand collaborations throughout the campus community as resourcefully as possible.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

I.A. Process Goals: Improve Measurement of Student Learning

IV.B. Process Goals: Efficiency

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Medium

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
Continue communication, process checking for exams (instructions, time limits, materials allowed), exam dates, exam drop off and delivery, etc.

Continue the use of the O Drive to facilitate exams and exam retakes as needed for academic departments. Excellent communication and processes already exist between Testing Services and Continuing Studies Online Credit program, Nursing, International Language and Culture Studies, Doermer School of Business, Psychology, English and Linguistics, etc. We will continue to assess this for its current maintenance and/or for further enhancement if deemed necessary.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

We will continue to keep track of communications (phone calls, updates in the O drive, emails) between Testing Services and the departments mentioned above. We will also keep track of the efficiency of processes (updates, changes, etc.) through our data of recording the number of tests given for each department, the type of test, and the results if applicable per the test.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes.

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

NA

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

The challenges would be the loss of staff and/or loss of funding for student workers in the unit.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

We should be able to achieve this goal in a year.

**Criterion:** #11: Goal Five - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Goal is specific, but suggests that you are not doing anything new – key word is “continue” in every action step.

2. Comment on the goal’s measures:

Metric is unclear – what is the goal for timely service? Needs to be more specific.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Goal is achievable.

4. Comment on the goal’s relevance:

Relevant.

5. Comment on the timeline of the goal:

Unit anticipates completing this goal within a year.

**Question:** Unit Goal - What is your unit goal?

Test students in a timely manner and inform students of test outcomes/results as quickly as possible and respond to voicemails, emails and any other inquiry within four hours of receipt during normal business hours.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

I.A. Process Goals: Improve Measurement of Student Learning

II - Promote the Creation, Integration and Application of Knowledge

IV.A. Process Goals: Measurement and Metrics

IV.B. Process Goals: Efficiency

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
We will continue to download placement scores into the Banner system at least twice a day with assistance from ITS. During New Student Orientation days placement scores are hand put into the Banner system immediately after the student is finished testing so that the academic advisors, faculty, etc. can begin assisting with advising and registration. Students receive a printout of their placement scores upon completion of his/her test.

We will continue to enter Foreign Language placement results into Banner immediately after the student has completed testing. A print out of the score results will continue for students.

Other computer based tests such as Nursing, Psychology, Miller Analogies, CLEP, Business K200 placement and Major Field tests all show results immediately upon students’ completion of the exams.

We will continue to provide timely service in responding to emails, phone calls, voicemail, fax requests, and requests through any snail mail.

We will continue to check in and start students on his/her test as they arrive at the testing center for their testing appointment with less than a five minute wait and/or begin students on their exams at least 30 minutes ahead of their testing appointment if they choose to begin at that time.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

We will measure the above efficiencies with records kept as to the time the student signs in and our time keeping seating chart papers. We will also keep track of the voicemails and emails returned by the time date stamped on the email and the time of the voicemail and time of the phone call returned. Testing Services receives over 8,000 calls yearly (in previous years over 10,000 phone calls yearly) and we have maintained these and the above processes to ensure timely and prompt service.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

NA

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

The challenges would be the loss of staff and/or funds for student workers in the unit.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

This is ongoing and should be able to be completed within one year.

**Criterion:**

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Prioritization Plus

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#12: Goal Six - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?
NA

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
NA

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.
NA

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
NA

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?
NA

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?
NA

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
NA

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
NA

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?
**Criterion**: #13: Goal Seven - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question**: Unit Goal - What is your unit goal?

NA

**Question**: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

NA

**Question**: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

NA

**Question**: Actions - What action(s) does your unit plan to take to support this unit goal?

NA

**Question**: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

NA

**Question**: Resources - Are you able to accomplish this unit goal with your current resources?

NA

**Question**: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

NA

**Question**: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

NA
Criterion: #14: Goal Eight - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?  
NA

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.  
NA

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.  
NA

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?  
NA

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?  
NA

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?  
NA

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?  
NA

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

NA

**Criterion:** #15: Goal Nine - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

NA

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

NA

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

NA

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

NA

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

NA

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

NA

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

NA
TEST Testing Services

Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

NA

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

NA

**Criterion:** #16: Goal Ten - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

NA

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

NA

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

NA

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

NA

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

NA

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

NA

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

NA

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

NA