

# Campus Testing Support

## Technology Services Great 8 Expectations

**Description:** The technician will verify that both software and hardware are 100% prepared prior to the first day of testing. The testing environment will be well organized and free of clutter. On days where testing is utilizing technology resources, the technician will be immediately available to support the technology and validate that the testing day is successful.

### 0 Preventative Maintenance

**Clearly Outstanding Performance:** PAR process is completed weekly January - March.

**Exceeds Expectations Performance:** PAR process is completed twice a month January - March.

**Meets Expectations Performance:** PAR process is completed monthly January - March.

**Needs Improvement Performance:** One PAR report completed.

**Unsatisfactory Performance:** PAR reports not completed.

### 1 Coordinator Contact

**Clearly Outstanding Performance:** Contacts and maintains open communication with the campus testing coordinator beginning at least one month.

**Exceeds Expectations Performance:** Contacts and maintains open communication with the campus testing coordinator three weeks before testing.

**Meets Expectations Performance:** Contacts and maintains open communication with the campus testing coordinator two weeks before testing.

**Needs Improvement Performance:** Contacts the testing coordinator one week before the first day of testing.

**Unsatisfactory Performance:** Does not contact the testing coordinator prior to the first day of testing. Does not respond to testing coordinator's e-mails.

### 2 Testing and preparation

**Clearly Outstanding Performance:** Everything has been tested, all equipment is logged in, and waiting at the testing site before students arrive for testing.

**Exceeds Expectations Performance:** All preparations have been documented and shared with the Testing Administrator to enable the equipment to be easily gathered and distributed.

**Meets Expectations Performance:** Prepares and tests software and hardware prior to first day of testing. Includes at least five spare pieces of equipment that have also been tested in the event of a hardware or software malfunction on another device.

**Needs Improvement Performance:** Only a few computers have been tested prior to the first day of testing. Assumes the rest of the machines will work.

**Unsatisfactory Performance:** Hardware is not set up and/or tested prior to the first day of testing.

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### 3 Environment Preparation

**Clearly Outstanding Performance:** Safety and technical concerns have been addressed in coordination with the Testing Coordinator and successfully implemented.

**Exceeds Expectations Performance:** Equipment is set up around a design that keeps students and staff from accidentally powering something off or tripping.

**Meets Expectations Performance:** Testing environment is well organized and free of clutter.

**Needs Improvement Performance:** Too many cables are tangling or getting in the way of the keyboards and/or mice. Numerous tripping hazards are present.

**Unsatisfactory Performance:** Students cannot test until environment is cleared of clutter that is in the way.

### 4 Presence

**Clearly Outstanding Performance:** Able to support testing and monitor campus service requests at the same time.

**Exceeds Expectations Performance:** Assigned campuses are appropriately supported while assigned Technician is supporting the testing initiative without additional assistance from other Technicians.

**Meets Expectations Performance:** Supports technology resources in use during testing days.

**Needs Improvement Performance:** Shows up for testing, but testing coordinator cannot locate technician when an issue arises.

**Unsatisfactory Performance:** Does not show up on day of testing to support the technology.

### 5 Completion and Documentation

**Clearly Outstanding Performance:** Information has been provided that showcases the successful testing session.

**Exceeds Expectations Performance:** Testing is complete and successful. Additional documentation is not provided.

**Meets Expectations Performance:** Validates the testing day is technologically successful.

**Needs Improvement Performance:** Testing is accomplished, but additional support was required and campus administration was required to make modifications.

**Unsatisfactory Performance:** Unable to say whether or not testing was technology successful.

### 6 Yearly Certification Completion

**Clearly Outstanding Performance:** Completes yearly certification update on scheduled date.

**Meets Expectations Performance:** Requires alternative date to complete certification.

**Needs Improvement Performance:** Requires reminders to complete Certification Update

**Unsatisfactory Performance:** Does not attend or if unable to attend regularly scheduled meeting, does not make alternative arrangements.