



**AGENDA/MEETING MINUTES**  
**March 24, 2009**  
**Development Day**  
**1:30 p.m. - 3:00 p.m.**  
**Lake Worth Campus**

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**ITEM 1. Follow-up from Morning Session: What best practices and teaching strategies were discussed at your round table conversations that would apply to this cluster's discipline?**

Discussion: Test Center front line staff discussed importance of customer service best practices when interacting with faculty and students. Department procedures and daily routines promote best practices; daily test distribution to faculty, department forms developed to meet faculty test administration needs, student log in to assess student usage and to provide data to faculty, etc..

Data/data source: (where appropriate) All Test Center staff

Action: On-going

**ITEM 2. Updates: Policies & Procedures/Learning Outcomes/H.S. Readiness**

Discussion: Test Center Policies & Procedures were discussed and have been approved by College administration, effective summer semester.

Learning Outcomes/Assessments: Four Learning Outcomes and Assessments were developed. Learning Outcomes will be submitted to Helen Shub and/or Ginger Pedersen for review.

CPT testing/H.S. Readiness procedures were discussed. Testing dates are scheduled April 6, to April 22, 2009. Some H.S. students will be testing at their high schools and others will test at a PBCC test center. They will be required to have a signed voucher and to test during the agreed dates.

High School Packets containing training PPT, student overview of the test, student vouchers and test security forms were distributed to those schools administering the test. Upon receipt of signed test security forms, from the H.S. Test Administrator(s), PBCC will issue CPT test units with passwords.

**ITEM 3. TABE Online Training**

Discussion: A McGraw Hill Representative conducted a TABE Online training session. The Test Centers are moving to the online version of TABE. The test program set up and usage of

the program was presented in power point format. Testing staff were present for the training.

Data Source: Representative of McGraw Hill.

Action: On-going

**Attendance:**

Scott Maclachlan  
Donna Marquardt

Marc Webb  
John Pierson

Diane Cotignola

South Campus, Central  
Campus, North  
Campus, front line  
staff, and  
Administrative  
Assistants

Submitted by:

Diane Cotignola  
[name], Scribe

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