


# TOEFL Test Process

## Process Definition



	<b>TOEFL Test Process</b>		<b>Document No</b>	<b>TIU.QM.PR.023E</b>
			<b>Issue Date</b>	25-12-2017
			<b>Revision No</b>	00
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## 1. SUMMERY

- 1.1. This document defines the process of holding TOEFL Exam at Tishk International University.
- 1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM.IN.001E].

## 2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi Salih


#	Date of issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	25/12/2017	0	3 years	Original Release	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi Salih

## 3. PROCESS DEFINITION

- 3.1. The purpose of this process is to provide the possibility of doing TOEFL Exam at Isik University campus in a secure and peaceful setting.

## 4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in the "Quality Objectives of Tishk International University" document.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the "Quality Objectives of Tishk International University" document.
- 4.3. The targets of each objective are determined in October of every academic year.

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4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
Raising the applicants 'satisfaction about the TOEFL Test settings.	Number of complaints about the TOEFL Test settings.	-

## 5. PROCESS OWNERS AND RESPONSIBLE PARTIES

5.1. The owner of this process is the **Director of Continues Education Center (IUCEC)**.

5.2. **The Staff of IUCEC** will ensure proper fulfillment of the requirements of this process.

5.3. The **University Council** will ensure proper resources are provided for this process.

## 6. TYPICAL PROCESS INPUTS AND RESOURCES

6.1. Technical Information Needed.

- Required settings for the test specified by "ETS Company".

6.2. Resources/Facilities and Techniques needed:

- internet-connected computers and cache proxy that are no more than three years old and meet current specifications
- the ability to dedicate resources to testing
- The ability to restrict other activities in the room during an estimated six-hour test period.
- Other technical requirements determined by ETS Company.

6.3. Resources/Personnel needed:

- IUCEC Staff.

6.4. Special training needed

- None

## 7. SUP-PROCESSES WITHIN THIS PROCESS:

- Doing TOEFL Tests at Tishk International University.

## 8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:


- TOEFL Tests

8.2. Documents produced :

- None

8.3. Records produced:

- List of Applicants

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## 9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Very few applicants for the TOEFL Test at Tishk International University	likely to Occur	Moderate	-	More effective advertisements for the courses

## 10. STEPS

### **10.1: Doing TOEFL Tests at Tishk International University.**

- Tishk International University becomes an authorized Pro-metric Testing Center.
- Testing dates are announced via the University Website.
- The applicants shall do registration for the test and all the payments through the ETS website at <http://www.ets.org/toefl>.
- The applicant comes to the university campus and does the test in the TOEFL Test hall on the date he/register for.
- The IUCEC staff monitors the exam.
- The IUCEC staff provides technical and logistic services to the applicants during the exam.
- The results of the test are announced through the ETS website.