

About ETS

ETS is the world's largest private educational assessment and research organization whose mission is to advance quality and equity in education for all people worldwide. Our products and services measure knowledge and skills, promote learning and educational performance, and support education and professional development.

Our Heritage

ETS was founded in 1947 when the American Council on Education, the Carnegie Foundation for the Advancement of Teaching, and the College Entrance Examination Board contributed their testing programs, a portion of their assets, and key employees to form Educational Testing Service under the leadership of Henry Chauncey.

In creating the organization, ETS's founders brought to life a concept proposed a decade earlier by Harvard University President James Conant. Conant's belief was that a single organization devoted to educational research and assessment could make fundamental contributions to the progress of education in the United States.

What We Do

ETS is an innovative organization that provides a range of products, services, and informs public policy discussion to advance learning worldwide. We are uniquely qualified to design, develop and implement customized assessment systems and support services tailored to meet the needs of clients and test takers internationally.

Our activities and products fall into five broad areas of expertise

- Research
- Assessment development
- Test administration
- Test scoring
- Instructional products and services

ETS annually develops, administers and scores more than 50 million tests in more than 180 countries.

What We Are

More than 2,500 employees work at ETS's offices throughout the United States and the world.

Of these, more than 1,100 of our professional staff have training and expertise in education, psychology, statistics, psychometrics, computer sciences, sociology and the humanities. Six hundred have advanced degrees and 250 hold doctorates.

Subsidiaries

Prometric is the recognized global leader in technology-enabled testing and assessment services, provides test development, test delivery and data management capabilities to approximately 500 clients in the academic, professional, government, corporate and information technology markets via the Web or by utilizing a robust test center network in 135 countries.

ETS Global BV is ETS's global subsidiaries oversee all regional activities and operations for ETS assessments and make ETS research, products and services available to organizations worldwide.

Take Our Challenge....

Your company is developing a proprietary computer system for its core business. The new system is embedded in the center of the enterprise business process. In this process, multiple products are created in parallel streams of work, with varying, fixed deadlines. You are charged with implementing a strategy to design, develop and deliver a learning program without disrupting the current work flow and business commitments.

The new system will run in parallel with the legacy system, until work already in the pipeline in the legacy systems is completed. Therefore, employees could be working in both systems at any given time. The user group comprises over 400 people in multiple areas of expertise across the US.

The release of the new system will coincide with changes in some business sub-processes. The first version will be released in two months, with subsequent releases anticipated every three months for the remainder of the year. New features will be introduced with each release.

At present, the system is still “in development” and the functionality and screen layouts are not “stable.” The learning group has two members. You do not have budget for learning development contractors.

Questions for Consideration

1. What are the critical success factors for developing and delivering a learning program under these conditions?
2. What best practices would you insist on maintaining and which would you compromise?
3. What would you do to mitigate risk in the learning project plan?
4. How would you define and measure success?