Evaluating the Performance of Your Agency’s Exam Provider

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Promoting Regulatory Excellence

Goals for the Session
- Provide an overview of procedures to evaluate your exam provider
- Identify key evaluation targets
- Review a rationale for the process
- Procedures to avoid pain points and create win/win situations

An Evaluation Framework
- Questions to ask about the services your agency is receiving
  - During the selection process
  - Throughout the life of the contract
  - At the conclusion
- What really makes the engagement a 10?
4 categories of questions

- General Questions
- Content-related Questions
- Examination Administration Questions
- Questions about Examination Scores and the Scoring Process

GENERAL Questions

- Evidence about quality/adherence to industry standards
- Who’s running our show? What safeguards are in place?
- Ongoing QC? And BC/DR plans
- Policies and procedures for special accommodations, privacy, fairness
- Who has what rights & responsibilities?

CONTENT Questions

- What do we need to know about the job analysis?
- When do we have to do it again?
- What is the relationship between test content and the job (or the job analysis)?
- What access do we have to our exam?
- What kinds of reports should we be getting?
ADMINISTRATION Questions

• What kinds of policies and procedures do we need and what’s really going on?
• What kinds of reports should we be getting?
• Is our IP secure?
• What happens when something happens?
• What’s the procedure for making changes?

SCORING Questions

• What do we need to do about standard setting?
• And, how often do we need to do it?
• What do we need in the technical report?
• What should we be telling candidates?
• How do we address candidate complaints and appeals?

Resources

• CLEAR website: http://www.clearhq.org
• NCCA Standards for the Accreditation of Certification Programs
• ISO/IEC 17024 Standard for Personnel Certification (ANSI)
• AERA/APA/NCME: Standards for Educational and Psychological Testing
Avoiding Surprises

- Asking the questions upfront
- Implementing procedures to monitor and audit
- Reviewing outcomes
- Identifying and documenting LESSONS LEARNED
- Suggestions from the audience?

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