
 Council on Licensure,
Enforcement and Regulation




2012 Annual Educational Conference - September 6-8
San Francisco, California

Evaluating the Performance of Your Agency's Exam Provider

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and
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Promoting Regulatory Excellence

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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


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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?


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4 categories of questions

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


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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?


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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?


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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?


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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?


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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


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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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