

Welcome to Chicago CNG

- Topic: “Planning & Facilitating Your Credential Program Meetings”
- Program begins at 9:30 AM
- Enjoy light refreshments and networking until then

**Thank you to the
American Osteopathic Association
for providing the meeting space!**



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Our Panelists



Reed A. Castle, PhD
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Sarah D. Schnabel, PhD
Director of Assessment and Psychometrics
American Board of Ophthalmology



Professional Testing



Planning and Facilitating Your Credential Program Meetings

Reed Castle, PhD



- Executive Vice President
 - Oversee psychometrics
 - Develop and on-board new programs
- Types of meetings
 - All psychometric
 - Traditional JTA, IW/IR, standard setting
 - Rater calibration
 - Scoring rubric
 - Audits
 - Business development and certification program strategy
 - Attend board meetings

Experience continued



- Meeting Sizes from small (5ish) to very large (over 20)
- Some remote, prefer in-person
- Approach each meeting as evolving because each group has a unique personality

Get SMEs Interacting and Talking

What do you see below?

B

Now what do you see?

**12
13
14**

Now what do you see?

ABC

The same object can be seen
many ways!

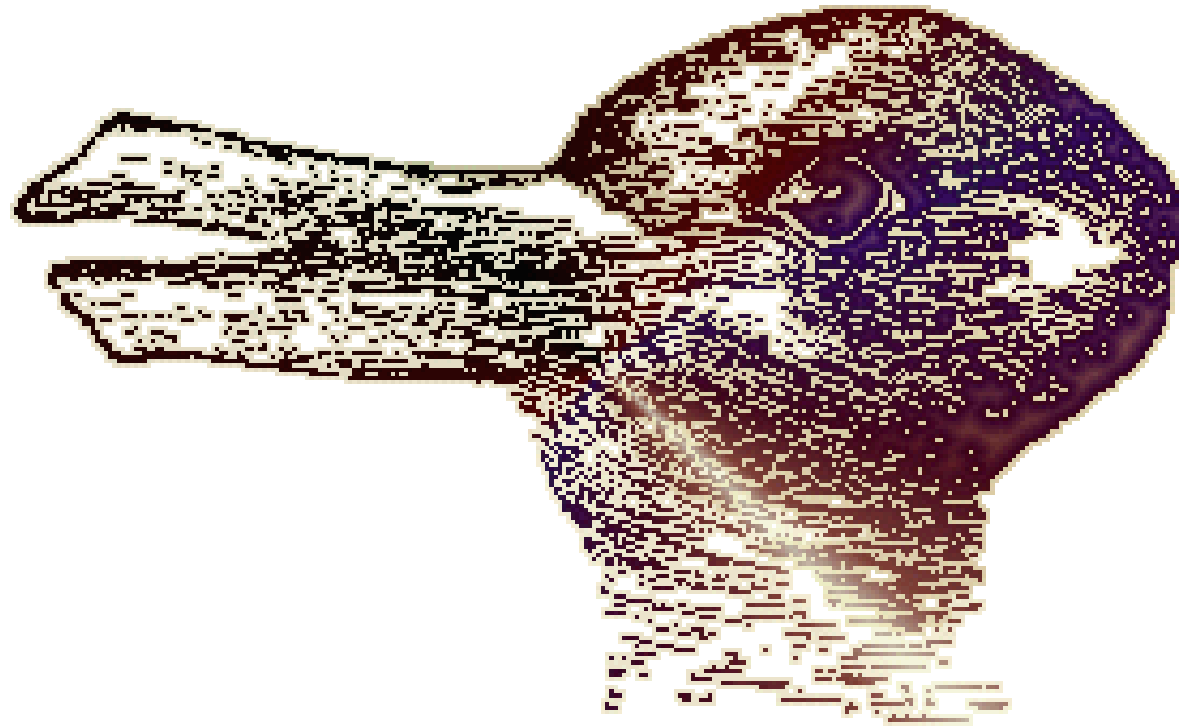
12
ABC
14

What is this?



Do you see the Liar?

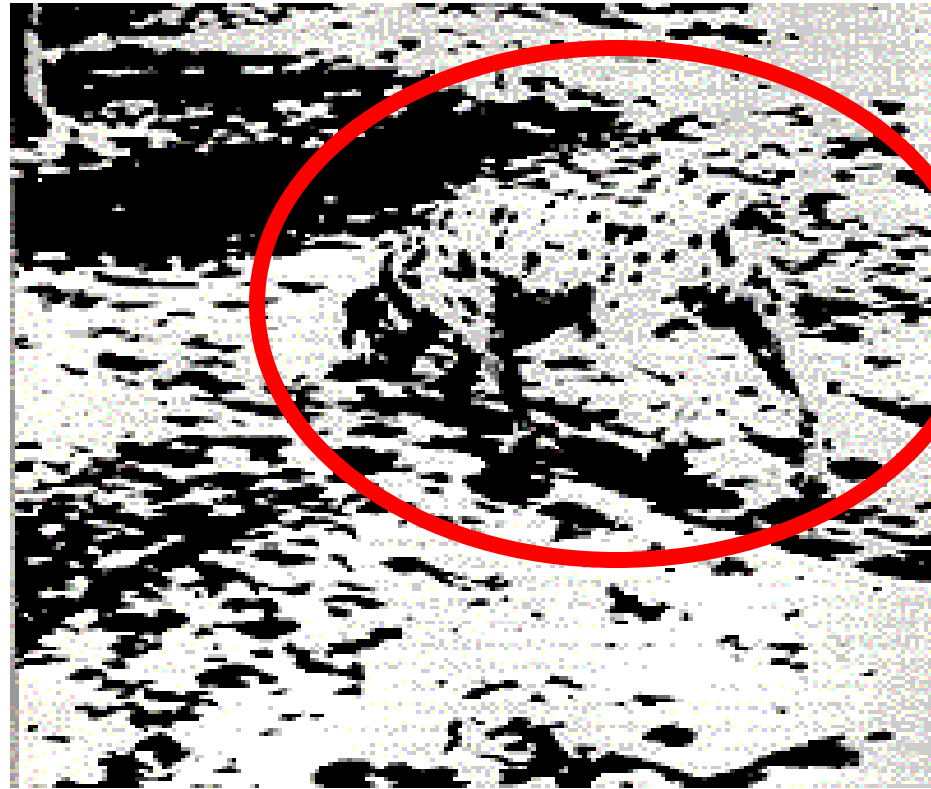
Rabbit or Duck?



What do you see in here?



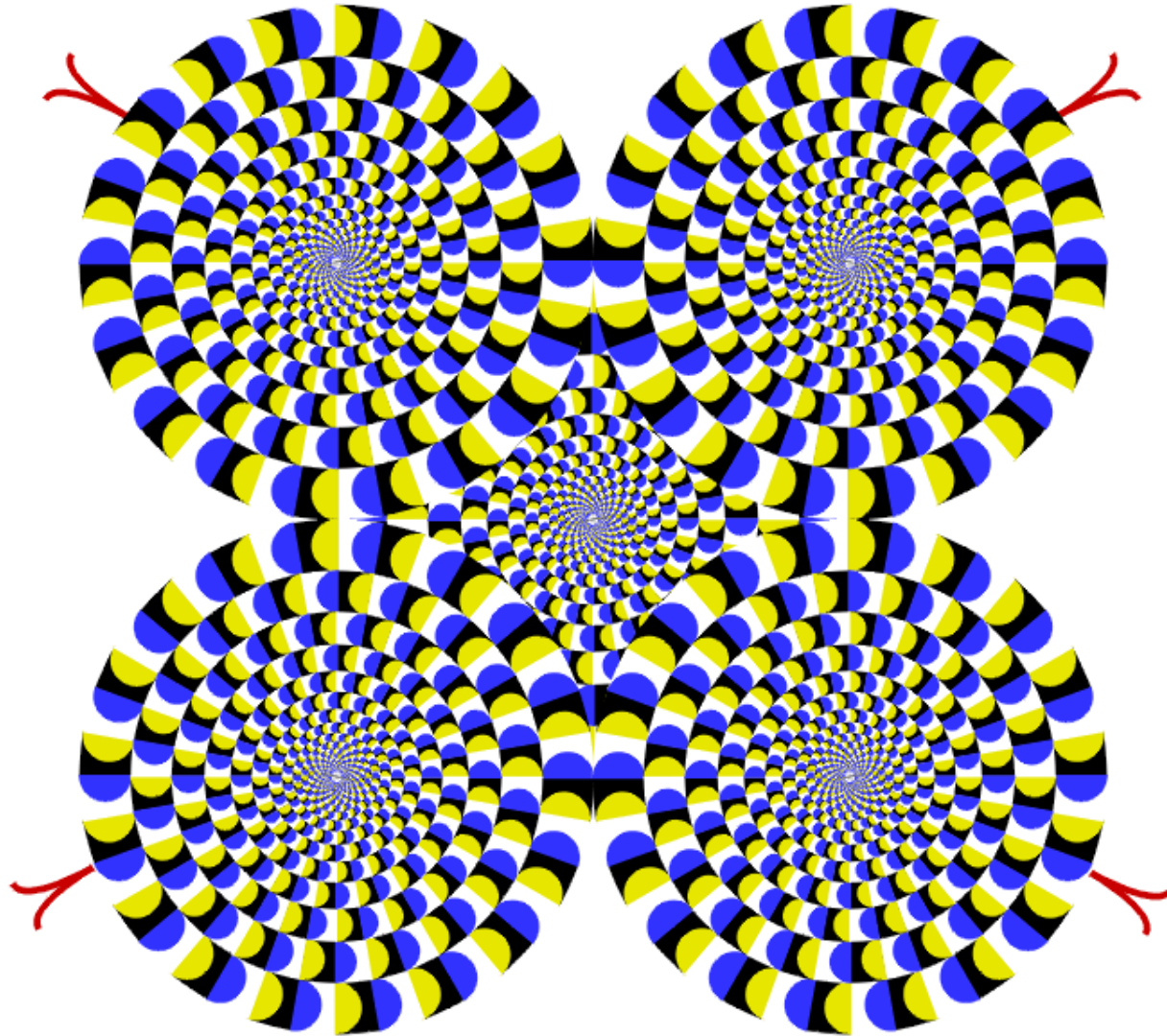
Do you see the Dalmatian?



What do you see here?
Angels or Devils?



Is this shape moving?



Can you read this?

According to research at Cambridge University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letter be at the right place. The rest can be a total mess and you can still read it without a problem. This is because the human mind does not read every letter by itself, but the word as a whole

Is it your eyes or your brain
playing tricks on you here?

Approach



- Role Facilitating

- Get SMEs to make necessary decisions
- Have fun
- Keep the meeting moving
- Don't overemphasize specific production
- Include everyone (main expectation all participate)
- Make great notes on SMEs to help relate and gain buy-in
- Be approachable

Approach



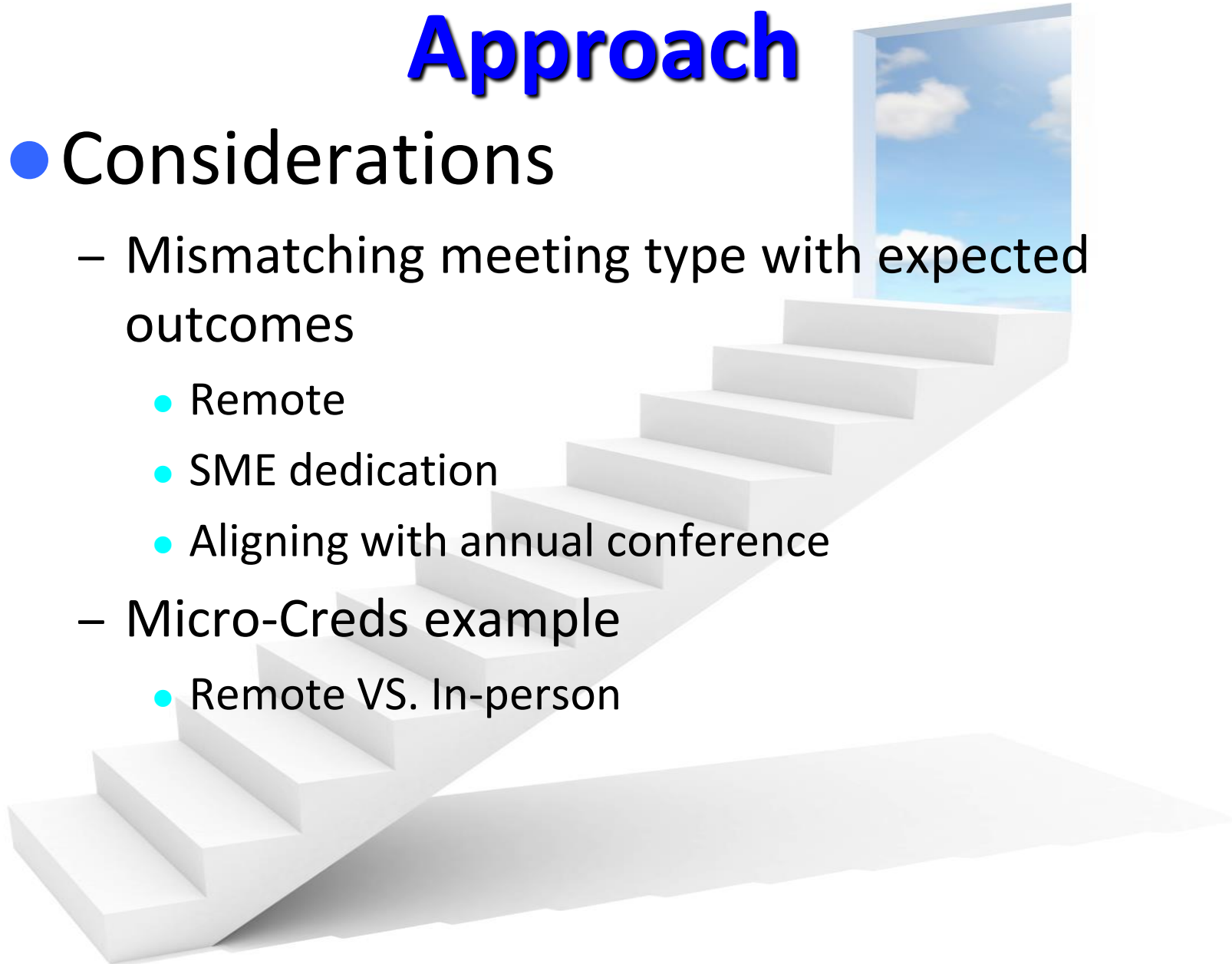
- Formats

- Anywhere (Hotel rooms to conference centers)
- Tend to end a little earlier if time permits (SMEs melt away by 4)
- Any room set-up (multiple tables works well for item writing)
- Like to provide working examples (pre-post test for item development)

Approach

● Considerations

- Mismatching meeting type with expected outcomes
 - Remote
 - SME dedication
 - Aligning with annual conference
- Micro-Creds example
 - Remote VS. In-person



Approach



● Considerations

- Managing expectations (If only 4 SMEs show up, don't expect 1,000 items)
- Individual Personalities and Disruptions
- Bonding with SMEs when you can
 - Breaks and Lunch
 - Bar Dinner
 - I like being part of the team
- As a CB convey expectations to SMEs (e.g., need a credit card for hotel, dress code, security)



Professional Testing



MEETING FACILITATION

Evelyn Ronkowski, MFA, MAT, Managing Editor

February 26, 2020

NBOME

NATIONAL BOARD OF OSTEOPATHIC MEDICAL EXAMINERS

The NBOME's
mission
is to protect
the public
by providing
the means
to assess
competencies
for osteopathic
medicine
and related
health care
professions.



NBOME
NATIONAL BOARD OF OSTEOPATHIC MEDICAL EXAMINERS

Personal Meeting Experience

Roles

- Room Facilitator
- Meeting Liaison
- Trainer

Types of Meetings

- Item-Writing Workshops
- New Item Reviews
- Exam Content Reviews

Scope

- 10 workshops per year
- 160 participants per year
- ~700 participants in 5 years

Presentation Topics



Recruiting and Retaining SMEs

Meeting Coordination

Remote vs. On-site Meetings

Setting Goals

- How many items do you need to have written and reviewed?
- How many participants do you need to accomplish this goal?
- Are there specific demographic preferences for your roster?

Recruiting Meeting Participants

Finding SMEs

- Word of mouth
- Conferences
- Academic networking

Approving SMEs

- CVs approved by chairs
- Confidentiality agreement

Inviting SMEs

- Over-invite and follow-up
- Use data to inform process

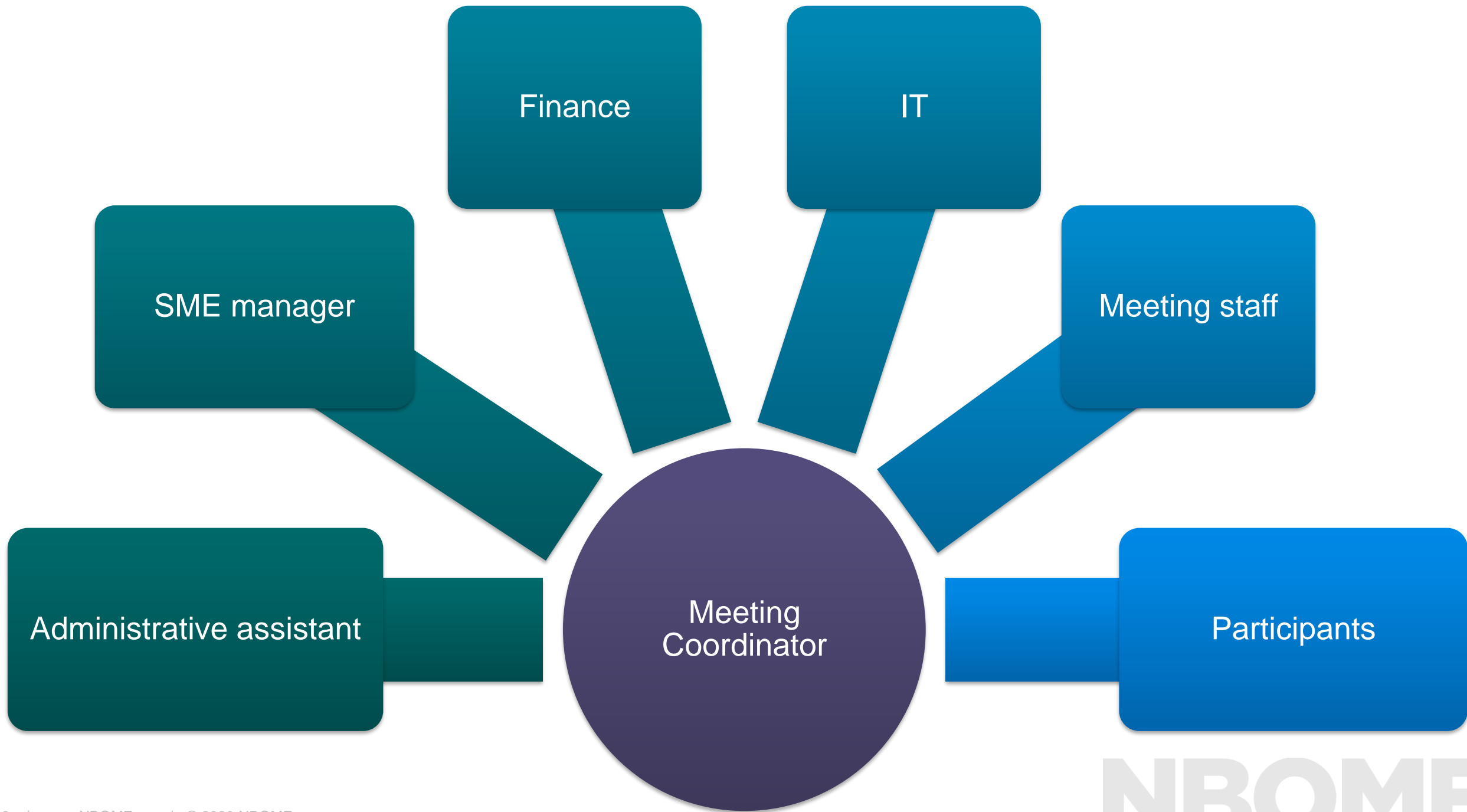
Retaining SMEs

Tangible Incentives

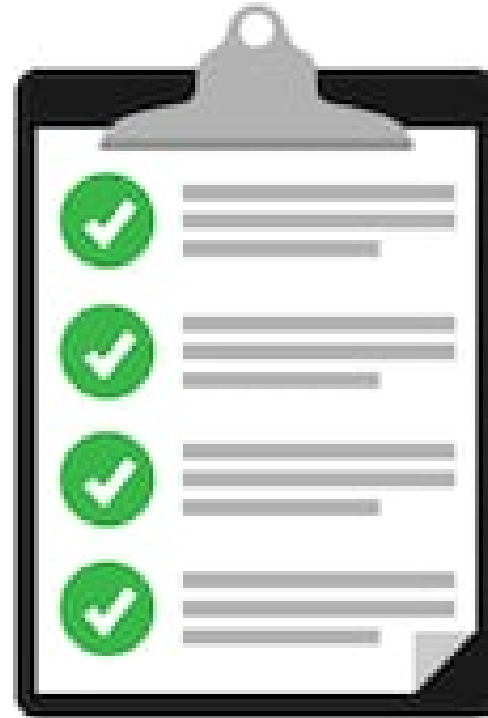
- CME credits
- Name recognition through annual reports and item writer awards
- Letter of acknowledgement
- Certificates of completion
- Reimbursed travel expenses and small honorarium

Intangible Incentives

- Excellent “customer” service
- Networking opportunities
- Relationship building
- Accommodations for dietary requests, privacy for breast pumping, and unique travel logistics

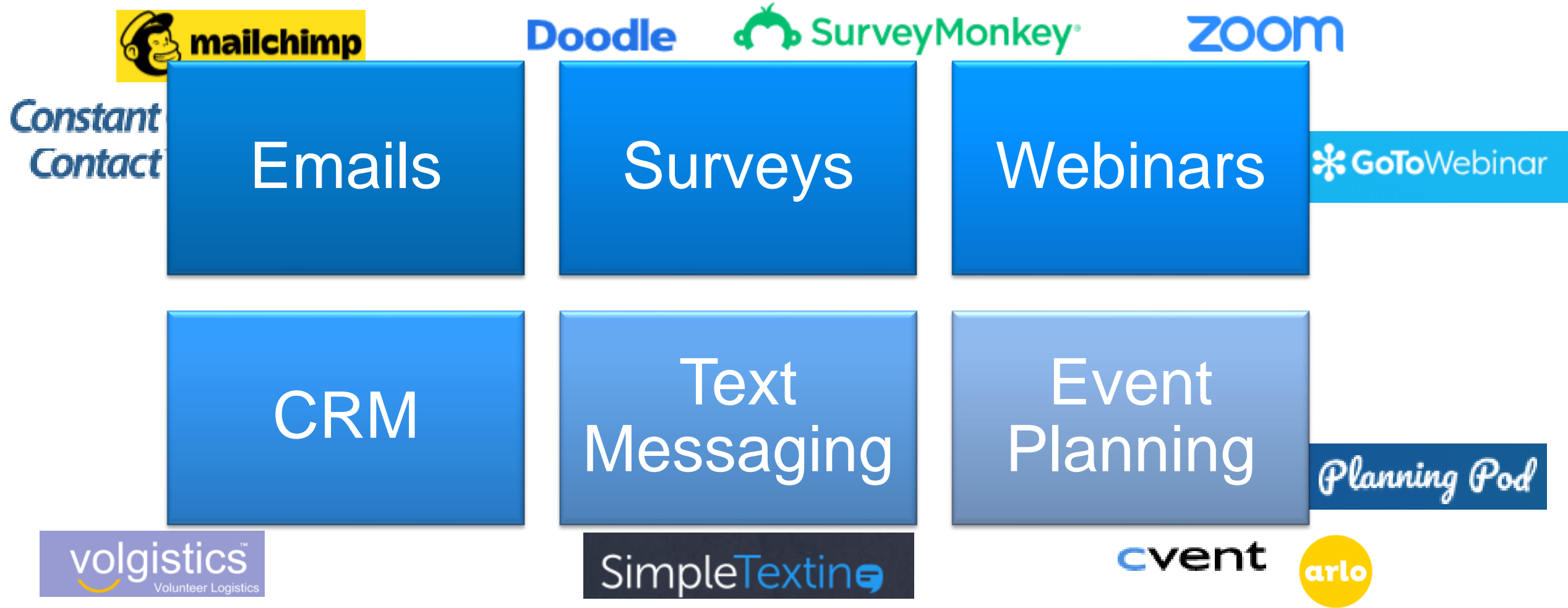


Secret to Logistical Success



Evolving Procedures

Integrate Technology



Frontloading Work

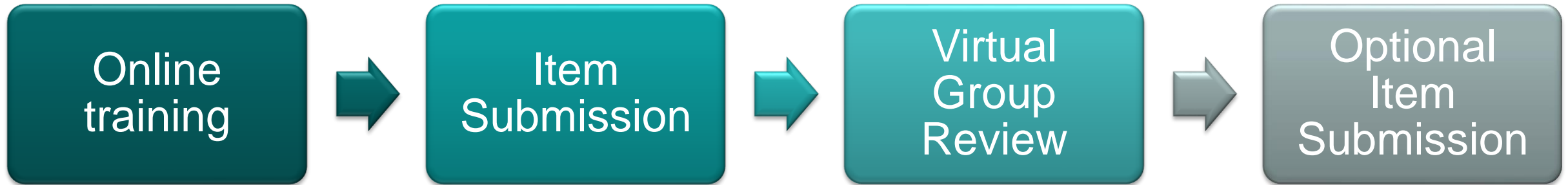
Item Writing
101

Objective
Writing

Remote Vs. On-Site Meetings

	Remote	On-site
Collaboration		WINNER
Productivity		WINNER
Cost	WINNER	
Implementation time	WINNER	
Administrative burden	WINNER	

Remote Item-Writing Workshop



- 12 participants
- 58 items written
- 9/12 agree to write 10 more items
- 58 + 90 items expected = 125-150 items total
- 100% surveyed think that their writing improved as a result of workshop

Tips for Remote Meetings

- Include asynchronistic activities when possible
- Doodle poll or offer multiple time slots
- Expect people to drop out
- Use the webcam and smile while you speak
- Rehearse, have back-up, and be prepared for technological glitches

Becoming a Skilled Facilitator

Item Bank Usage

- Efficiently implement modifications and SME suggestions

Discussion

- Actively lead and engage in group discussion

Training

- Clearly communicate item-writing principles

Environment

- Create a safe, welcoming space for individuals in the group to express themselves



Contact Information

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Planning and Facilitating Your Credential Program Meetings

Sarah Schnabel, PhD

Director of Assessment and Psychometrics

American Board of Ophthalmology

Disclosures

- Full-time employee of the American Board of Ophthalmology
- Part-time assistant professor at University of Illinois Chicago
- Consultant to other certification boards for psychometric work



My Role

- Train item writers
- Train oral examiners (raters)
- Lead standard setting
- Lead content outline/blueprint development

Meetings

- Standard setting, item-writer training, item review meetings, content outline development
- MCQs and oral examination items
- Meetings range from 10 to 150+
- ABO typically writes and reviews 800+ items/year

Q1

- Item writer committees assembled (8-10 per subject area, 100 total)
- Remote (webinar) item writer training
- Send out item-writing assignments (gap analysis)

Q2

- SMEs draft items
- Editorial reviews of items, request updates
- Prepare for in-person meeting

Q3

- Item writers attend in-person meeting organized by subject area
- Review/edit/approve all submitted items

Remote Activities

- Standard setting
- Item-writing for formative assessment
- Training (webinars)

Facilitating Tips

- Consider the audience – new and veteran SMEs may need different training
 - Mentor system
- Allow more time than needed
- Try to minimize too much input from one person
 - Ask questions to specific individuals
 - Make other SMEs answer questions
- Interactive
 - Break large groups into smaller discussion groups



Facilitating Tips - Content

- Give guidelines with examples
- Show examples of what hasn't worked
 - Key validation
- Let veteran SMEs share tips
- Explain why guidelines exist



Evaluation

- Program
 - Surveys
 - Item approval rate
 - ROI (cost per item)
- Participants
 - Item approval rate (?)
 - Ratings from committee leader or staff



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Open Discussion / Q & A

Job Opportunities and Job Seekers?



Next Chicago CNG Meeting

- When: May 13, 2020
- Topic: “Optimize Your Credentialing Program for Maximum Impact”
- Where: TBD
- Remaining 2020 Dates
 - August 5
 - November 4



Thank you for attending.

See you again on May 13th!