

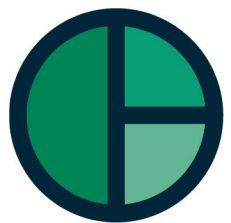
Institute for Credentialing Excellence

EXG2023



OCTOBER
24-27
2023

COLORADO SPRINGS, CO



Institute for Credentialing Excellence

EXG2023

Smooth Sailing: Mastering Asynchronous Item Writing and Review to Keep Your Program Afloat

Susan Cooley, Alpine Testing Solutions



Case Study

To write items asynchronously, our goal was to use technological advancements, to allow SMEs to contribute content from wherever they happen to live, while still maintaining quality with a high level of rigor and reliability.

For Smooth Sailing ... Create a Pathway to Success

- Have a plan and a path to get there
- Set goals and minimize deviation of those goals
- Reassess plan if course correction is needed
- Stay positive and determined



Case Study

Two organizations

Scope

Organization: Red

- Two related, but different domains
- Two completely new exams
- Professional level exams
- Internal SMEs only
- Some SMEs attended JTA, but most did not

Organization: Green

- Four related domains
- Four completely new exams
- Entry level exams
- Completely new set of SMEs
- No SMEs had been involved with exam development

Training

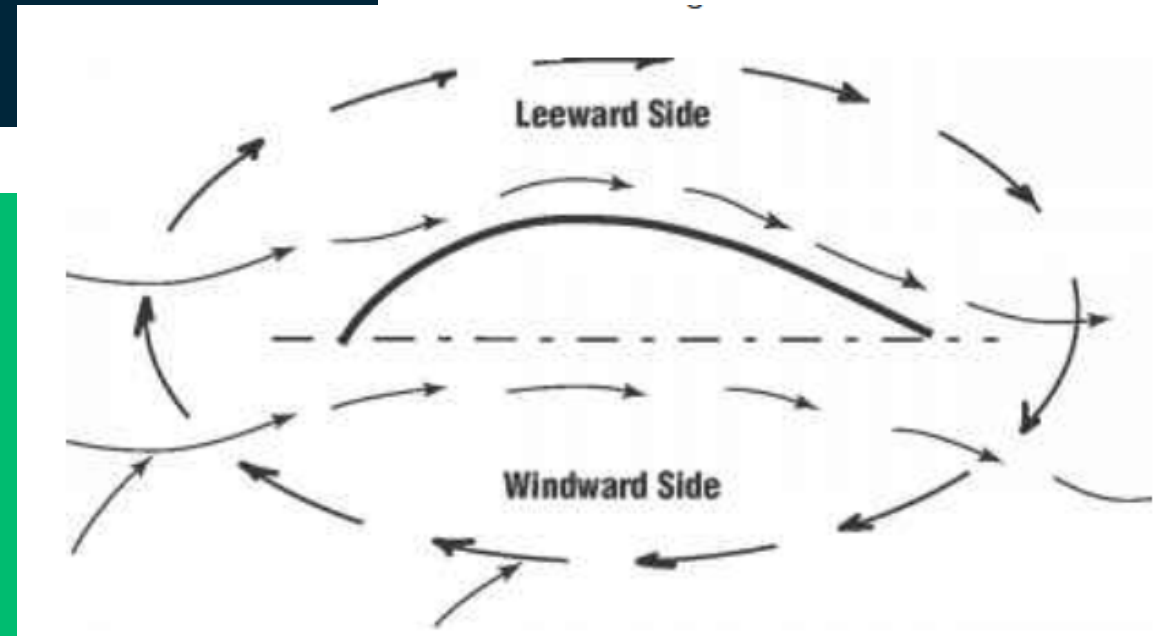
Create Minimally Competent SMEs (MCSs).
Have tailored, on-demand training.



Workflow

Establish an effective workflow for remediation.

Try to provide immediate feedback.



Collaboration

Utilize technology to foster collaboration.
Have frequent check-in calls.





Extra Assistance

Some people struggle and need extra assistance when the wind isn't blowing.

Schedule 1:1 calls, use cheat sheets or checklists.

Consensus

Should we stay or abandon ship?

Have SMEs consensus on item revisions and approval/rejection standards.



Communication

Expectations must be communicated clearly and often.
Provide feedback and ensure deadlines are met.





Engagement

Connect with SMEs throughout the process.
Have consistent days for connection points.

In Conclusion

- Provide succinct training and have refresher content available
- Create and stick to your float plan
- Create a community where collaboration is encouraged and rewarded
- Provide extra assistance when needed
- Set boundaries on what is / not acceptable for approval
- Communicate clearly and frequently about expectations
- Engage SMEs consistently to ensure expectations are being met

Fair Winds and Following Seas

A wish for good weather and safe travels



WHAT ABOUT YOU?

Does anyone have experiences that they would like to share with the audience?



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Broadmoor Hall D
Thursday, October 26th
3:45 - 4:45 pm MT



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