The Good, the Bad and the Ugly: Evaluation of a QA Program

Chris Smerdon
Manager, QA Program
May 9, 2019
Learning Objectives

1. To learn about the Quality Assurance evaluation commissioned by the CPTBC.

2. To discuss the evaluation results and next steps.
What kind of QA tools did we want to evaluate?

Self assessment and jurisprudence quiz (ASR – Annual Self Report)

Summative exam (RCA – Registrant Competence Assessment)
Purpose of evaluation

- To determine if the ASR and RCA meet current standards and reflect best practices in examination/assessment development,
- To identify strengths and opportunities for improvement, and
- To provide an opinion on whether these methods are psychometrically sound in keeping with their objectives and interest of the Quality Assurance Committee.
Scope of the evaluation

Cost

Outcomes

Item development
Standard setting
Scoring
Administrative practices
Validity
Reliability

Job analysis
Standards referenced


Results
| ✔  | Serves purpose |
| ✔  | Some standards for exam administration aren’t relevant for a formative assessment |
| ✔  | Good validity of self-quiz |
| ✔  | Adequate training of item writers |
| ✗  | Some documentation missing |
| 🔴 | Missing opportunities to improve quality of items |
| 🔴 | Frequency? |

**Evaluation results - Annual Self Report**
Recommendations – Annual Self Report

1. Consider whether it is necessary to require the ASR every year.
2. Take measures to enhance item quality: increase the number of item writers and try to retain them for longer, increase emphasis on item review and revision.
3. Obtain and review item analysis results.
4. Maintain documentation of all related development, research and feedback.
Evaluation Results - RCA

- ✔ Item writing based on clear guidelines
- ✗ No feedback after not meeting standard
- ✗ Questionable use of modified Angoff methodology
- ⚠ Disconnect between purpose and implementation
- ⚠ Insufficient evidence of criteria for subject matter experts
- ⚠ Validity
Recommendations – Registrant Competence Assessment

1. Purpose/ Content
2. Item development
3. Procedural
4. Feedback
Take home messages
A clear purpose is necessary but has implications
Consultation – do it!
Consider reliability and validity
Document decisions and process
Language matters
Next steps
Reflection and consultation

Rest Area
“Learning is an experience. Everything else is just information.”

- Albert Einstein

Questions or comments?
Chris Smerdon
College of Physical Therapists of BC

csmerdon@cptbc.org
https://cptbc.org/