

Assessor Training and Analysis of Results



THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

CIVIL SERVICE COMMISSION

Overview of Session

Part 1: Training of Evaluators

Delivery Method: Instructional

Part 2: Analysis of Results

Delivery Method: Small Group Discussion

Not covering

Development of SJTs

Development of scoring scales

Audience Background

Who has conducted training of evaluators?

Who has administered large scale oral exams with 50 or more test candidates?

Note about terminology during session.

Presenters' Background

Relevant Experience

Liz Reed: 20+ years with CCSC

- trained hundreds of assessors
- scored thousands of candidates

Eric Hutchison

- I/O Doctorial Student
- Community Evaluators with CCSC

Background/Context

Open-Response Situational Judgement

- Situations specific to job
- Variety of test formats
- Multiple dimensions
- Behaviorally anchored scales, etc.

Evaluator Training

- Introductions
- Security agreements and protocol
- Logistics
- Board assignments
- Overview of full testing process
- What information was available to candidates

Three Part Scoring Process

1. Before the response
 - Review questions
 - Review evaluation criteria and assessor errors
 - Correct score sheet

Three Part Scoring Process

2. During the response
 - Observe the response
 - Take notes
 - Do not evaluate

Three Part Scoring Process

3. After the response

- Review notes/observations
- Review scale (one at a time)
- Compare observations to scale
- Independently score
- Compare scores
- Discuss scores if not within criteria
- Provide final score

Observational Skills

- Be curious
- Gather Information
- Use senses-sight/hearing
- Body language
- What's not done
- Attention to detail
- Objective observations
- Focus on current response

Observation Demonstration

I cdnuolt blveiee taht I cluod aulacly uesdnatnrd what I was rdgnieg.

Aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttar in what order the ltteers in a word are, the olny iprmoatnt thing is that the frist and lsat ltter be in the rghit pclae. The rset can be a taotl mses and you can still raed it wouthit porbelm. This is bcuseae the juamn mind deos not raed ervey lteter by istlef, but the word as a wlohe.

Amzanig huh?

Selective Attention

Selective Attention

Have you seen the video where you count the number of times the team passes the basketball?

If you have, shhhh don't give it away.

Selective Attention

Selective Attention

Have you seen the video where you count the number of times the team passes the basketball?

If you have, shhhh don't give it away.

Exercise and Scoring Criteria

Tip for recording scores

Practice-Discuss

Practice-Discuss

Practice-Discuss

Practice-Discuss

Analysis of Results

Break up into groups

What analysis would you do to learn how you can improve the process/training?

Hint: no one right answer

Report out Analysis

What analysis would you do to learn how you can improve the process/training?

Each group will have different data set information

Hint: no one right answer

Possible Analysis

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

CIVIL SERVICE COMMISSION

Analysis

- Means/Standard Deviations by:
 - Board
 - Candidate Group
 - Version
 - Rater
- Standardize by Board
- Standardize by Version

Previous Analysis Findings

- Typical: Inter-rater reliability on final scores .85 to .98
- Board Sync: one strong assessor can influence board behavior
- Estimated 6 scenarios needed to get near true dimension values
- No adverse impact



THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

CIVIL SERVICE COMMISSION



THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

CIVIL SERVICE COMMISSION

Questions

Visit us at www.columbus.gov/civilservice