Kickoff Meeting

April 8, 2016

The Association of Transcribers & Speech-to-text Providers and The Center on Education and Training for Employment
Today’s Purpose

Clarify and obtain agreement on...

- Stakeholder roles, responsibilities
- Objectives
- Scope of work
- Research/ work plan and timeline
- Process decisions
- Next steps
Project Stakeholders

ATSP – Project Leads
Karen Walraven
Jodi Tobin

SME Panel
TBD

ATSP Partners
TypeWell
C-Print
Subject-Matter Experts (SMEs)
End users

CETE – Project Team
Brooke Parker
Jim Austin
Cara North
Lindsay McCord
Subject Matter Experts (SMEs) are extremely important to the process

- existing or previous speech-to-text providers “DO the work”
- provide professional expertise to review and revise analysis findings (panel work) and insights to cross-check results of the study (verify with population)

- Small panel (5-7 SMEs) identified by project sponsor will
  - participate in orientation (30 mins)
  - review initial job analysis draft (~60 mins)
  - attend a web meeting facilitated by CETE to refine draft (~2 - 3 hrs)
  - complete online verification survey (15-30 mins)
  - participate in linking KSAOs to job duties (~2 hrs)

- Validation/ Verification Panel (population including ATSP members and non members) will
  - complete online survey as QA of panel work (15-30 mins)
Stakeholder Roles

ATSP Project Leads are extremely important in the process to

• make critical decisions (approvals) throughout the research process
• define project parameters
• select and inform SMEs
• filter SME questions to CETE when needed
• champion the project

CETE Staff are process and methodology experts who will

• facilitate the job analysis study
• engage project leads, stakeholders, and SMEs
• ensure the use of sound research methodology and psychometric practices
• produce a publishable final job analysis report
Current Scope of Work

Primary Objective: conduct and produce a job analysis report describing the methodology and findings for the role of **transcriber** to support development of certification program and possibly other association tools

Clarification: focus is on work performed by transcribers, not including practices related to specific technology platforms (e.g., TypeWell, C-Print)

Evidence generated to support NCCA 2014 quality standards, specifically #13-14

- SME background and experience and role in study
- CETE capacity to perform work (appropriate qualifications, experience)
- Methods used to delineate domains, tasks, and associated KSAOs
- Online survey methodology
- Documentation of survey results and analysis
- Copy of the survey

Secondary Objective: test a “distance” approach; collect feedback for process improvement

Out of Scope: test specifications are not part of the current scope of work, but could be created under a separate agreement
What are we creating?

What is **job analysis**?

… a systematic process for defining and evaluating the important domains and tasks of a job or job family, in this case transcriptionist/captionist

- examines the job and the professional performing the job
- for the purpose of certification the job analysis should define those tasks, competencies, and KSAOs related to the purpose of the credential
What are we creating?

Elements of a Job Analysis:
• Duties (broad areas of responsibility)
• Tasks (specific goal-directed activities)
• Associated Knowledge, Skills, Abilities, and Other Characteristics

Basic Scales of Measurement for Tasks / Knowledge-Skills
• Importance
• Frequency (optional)
• Needed at time of certification

Outputs
• Job Analysis Report
• Task Criticality composites
• Linkage of KSAOs to Duties or Tasks (optional)
How do we conduct a Job Analysis?

CETE has delineated a research-based, experience-proven methodology for conducting job analyses at a distance.
How do we conduct a Job Analysis?

- ATSP provides documentation
- CETE analyzes and creates draft
- ATSP reviews/ provides feedback
- CETE sends draft to SMEs for review and additional info
- CETE hosts live, virtual meeting with panel to revise-refine draft
- ATSP representative joins session
- CETE sends online survey to small panel to link KSAOs to duties
- Potential virtual meeting may be needed for consensus of SME panel (CETE to advise)
- ATSP reviews findings
- ATSP selects SMEs for panel and sends qualifications to CETE
- CETE facilitates virtual meeting to orient SMEs
- CETE programs job analysis draft into survey
- ATSP reviews survey & provides contact list OR sends out survey
- CETE analyzes results, keeps critical duties, tasks, and KSAOs
- Potential virtual meeting may be needed for consensus of SME panel (CETE to advise)
- ATSP reviews findings
- CETE produces draft final report
- ATSP provides 1 round of feedback
- CETE finalizes and publishes results of study to ATSP
## High-Level Timeline

<table>
<thead>
<tr>
<th>Major Project Deliverables</th>
<th>Approx. Timeline</th>
<th>Contingencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Project Management</td>
<td>Ongoing</td>
<td>n/a</td>
</tr>
<tr>
<td>2 Kickoff Meeting</td>
<td>8-Apr-16</td>
<td>n/a</td>
</tr>
<tr>
<td>3 Initial Draft Complete</td>
<td>15-Apr-16</td>
<td>Receipt of relevant documentation from ATSP</td>
</tr>
<tr>
<td>4 SME Orientation</td>
<td>22-Apr-16</td>
<td>Invitation from ATSP and availability</td>
</tr>
<tr>
<td>5 Additional Task/KSA Survey</td>
<td>26-Apr-16</td>
<td>Orientation, initial job draft</td>
</tr>
<tr>
<td>6 Synchronous Draft Review</td>
<td>6-May-16</td>
<td>Orientation, initial job draft, availability</td>
</tr>
<tr>
<td>7 Verification Survey</td>
<td>11-May-16</td>
<td>Timeliness of review with SMEs and feedback from ATSP</td>
</tr>
<tr>
<td>8 Linkage Meeting</td>
<td>3-Jun-16</td>
<td>Large enough response to survey, availability, timeliness of analysis</td>
</tr>
<tr>
<td>9 Final Draft</td>
<td>10-Jun-16</td>
<td>All of the above</td>
</tr>
<tr>
<td>10 Client Signoff/Meeting</td>
<td>24-Jun-16</td>
<td>Completion of project</td>
</tr>
<tr>
<td>11 Evaluate Pilot</td>
<td>24-Jun-16</td>
<td>Completion of project</td>
</tr>
</tbody>
</table>
Next Steps

CETE will make revisions discussed during this meeting to work plan, then begin reviewing external sources (e.g., O*NET)

ATSP provides CETE with documentation/materials by 4/12
- Via Buckeye Box (CETE will create)
- Existing documentation describing job of transcriber and any documentation on the contexts, work environment, etc.
- Any available training materials or task-related materials

ATSP identifies and recruits diverse, representative SME panel (~5-7)
- Provide basic information around responsibilities of panel
  - CETE can assist in providing recruiting criteria
  - Provide contact information and qualifications to CETE

ATSP begins to identify population/ large, representative sample of SMEs to participate in verification survey – contact information is very important
CETE Staff Contact Information

Brooke Parker
Associate Director, Assessment Services
614-247-8067
Parker.1036@osu.edu

Cara North
Program Specialist
614-688-1110
North.129@osu.edu

Jim Austin
Director, Assessment Services
614-292-9897
Austin.38@osu.edu

Bob Mahlman
Director, CETE
614-292-9072
Mahlman.1@osu.edu