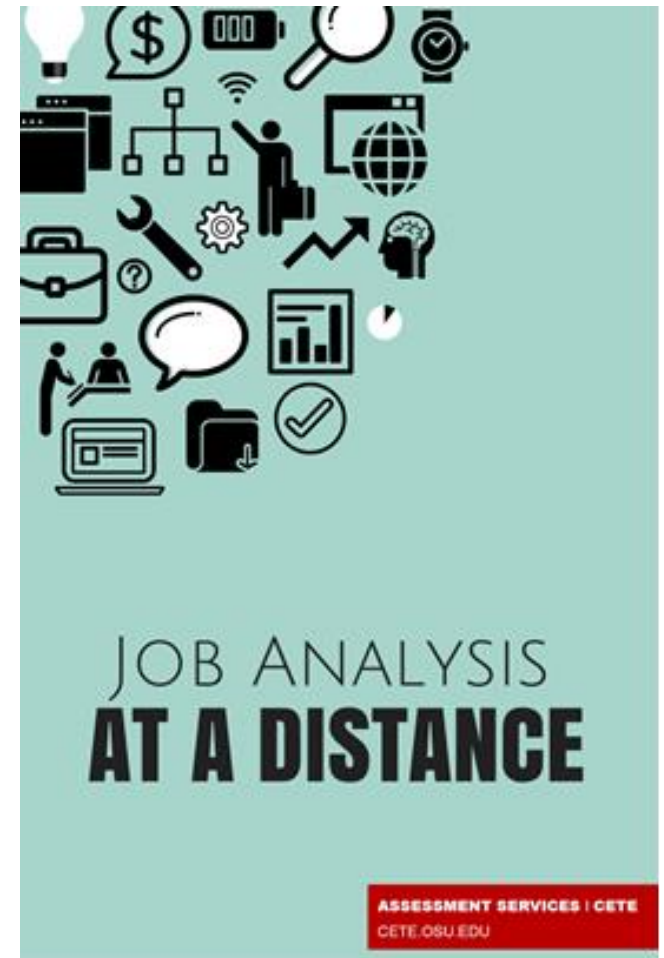# Kickoff Meeting

April 8, 2016

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

JOB ANALYSIS
AT A DISTANCE

ASSESSMENT SERVICES | CETE
CETE.OSU.EDU

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TRAINING FOR EMPLOYMENT

ATSP

Today's Purpose

Clarify and obtain agreement on...

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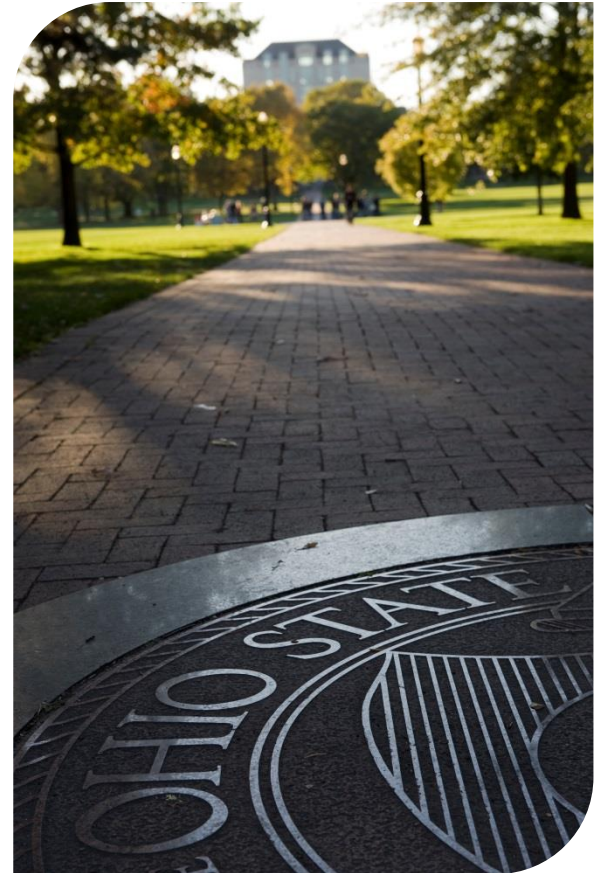
Project Stakeholders

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

Stakeholder Roles

<u>Subject Matter Experts (SMEs)</u> 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

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Current Scope of Work

<u>Primary Objective:</u> conduct and produce a job analysis report describing the methodology and findings for the role of <u>*transcriber*</u> 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

<u>Secondary Objective:</u> test a "distance" approach; collect feedback for process improvement

<u>Out of Scope:</u> test specifications are not part of the current scope of work, but could be created under a separate agreement

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What are we creating?

What is **<u>job analysis</u>?**

… 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)
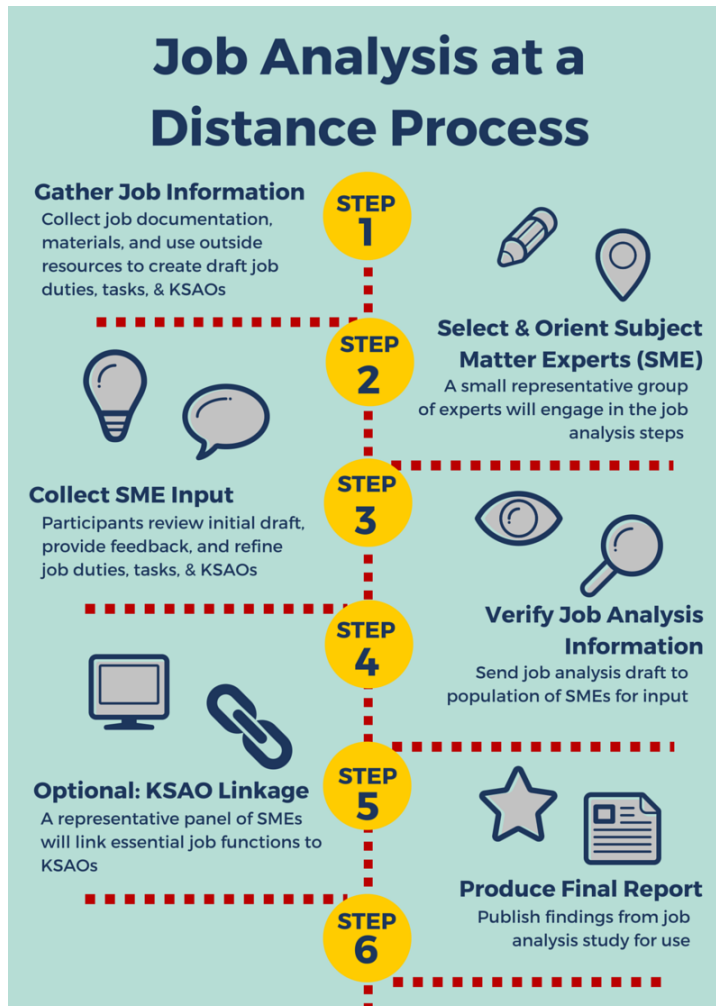- Needed at time of certification

Outputs
- Job Analysis Report
- Task Criticality composites
- Linkage of KSAOs to Duties or Tasks (optional)

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How do we conduct a Job Analysis?

Job Analysis at a Distance Process

Gather Job Information
Collect job documentation, materials, and use outside resources to create draft job duties, tasks, & KSAOs

STEP 1

STEP 2
Select & Orient Subject Matter Experts (SME)
A small representative group of experts will engage in the job analysis steps

Collect SME Input
Participants review initial draft, provide feedback, and refine job duties, tasks, & KSAOs

STEP 3

STEP 4
Verify Job Analysis Information
Send job analysis draft to population of SMEs for input

Optional: KSAO Linkage
A representative panel of SMEs will link essential job functions to KSAOs

STEP 5

STEP 6
Produce Final Report
Publish findings from job analysis study for use

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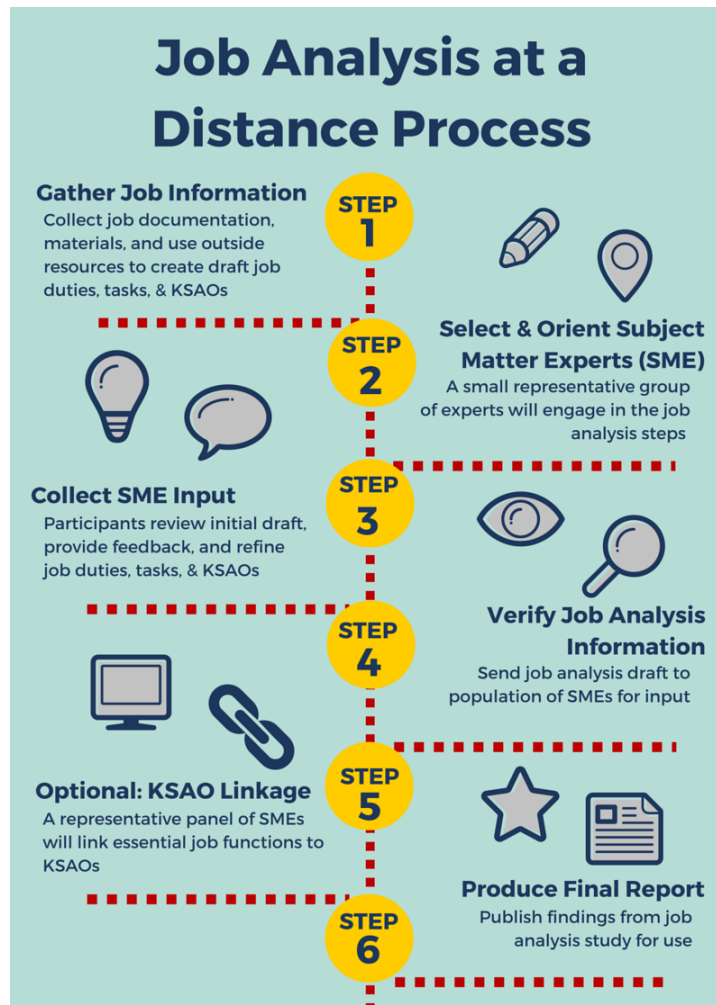CENTER ON EDUCATION AND TRAINING FOR EMPLOYMENT

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

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- **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

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- CETE produces draft final report
- **ATSP** provides 1 round of feedback
- CETE finalizes and publishes results of study to ATSP

High-Level Timeline

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

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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

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