

Legal and Fairness Issues in Score Reporting

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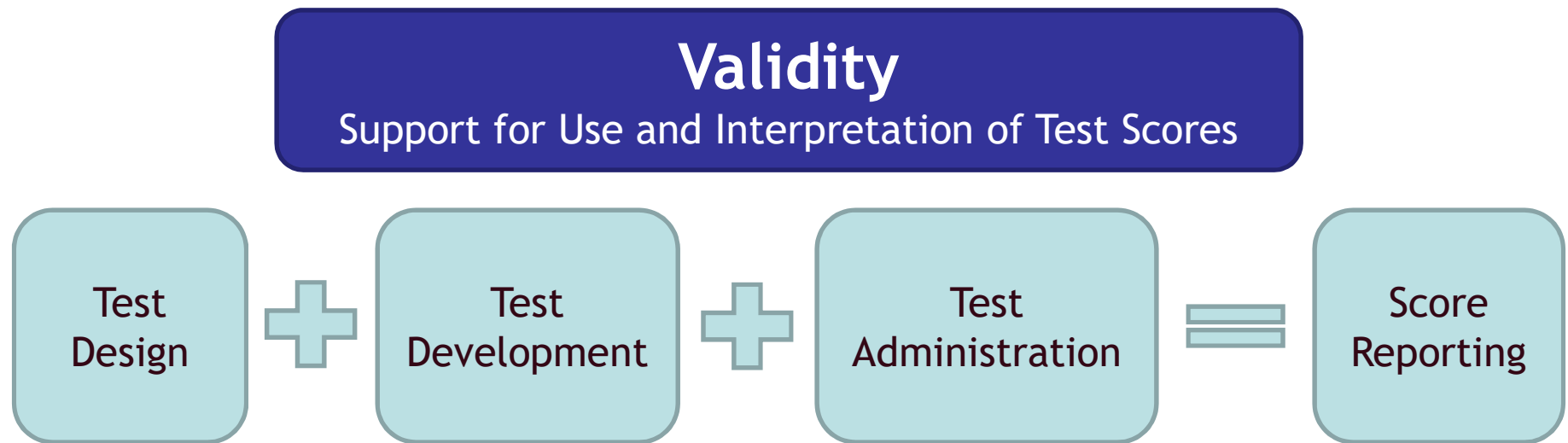


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Purpose

- Score reporting is often an afterthought, but it should not be



- It is how score interpretation is communicated



Purpose

Key questions

- Who should receive this information?
- What information should be reported?
- How should this information be reported?

Foundations

- Professional standards
- External accreditation standards
- Business drivers



Session Overview

Topics

- Psychometric and policy objectives and stakeholder expectations for score reporting;
- Key decisions to be made during the score reporting process;
- Options that are available for reporting scores and how score reports should be developed

Perspectives

- Psychometric
- Program Leadership



PSYCHOMETRIC PERSPECTIVE



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Objectives and Expectations

- Professional expectations for score reporting
 - Access
 - Privacy
 - Meaningful & Reliable
- What should programs accomplish with score reporting?
 - Clear communication of candidate performance
 - Feedback that align with the program's goals/purpose
 - Minimize risk of misinterpretations



Objectives and Expectations

- Who is looking at your score reports?
 - Candidates (passing and failing)
 - Educators/Trainers
 - Credentialing Agencies
 - Employers
 - Accrediting Bodies



Key Decisions

- What information should be a score report?
 - Test level
 - Required
 - Domain level
 - What is the purpose of reporting this information?
 - Help failing candidates understand
 - Keep candidates engaged/motivated
 - Does your test design support this reporting?
 - Structure
 - Reliability
 - Is this defensible?



Key Decisions

- How should test-level information be reported?
 - Performance level
 - Pass/Fail
 - Multiple levels
 - Raw Scores
 - Total
 - Percent Correct
 - Scaled Scores



Key Decisions

- How should domain-level performance be reported?
 - Options
 - Performance levels
 - Scores
 - Norm referenced
 - Graphical
 - Challenges with each option
 - Interpretation
 - Reliability/confidence
 - Relationship to total test score

Careful alignment
to intended purpose



Guidance for Programs

- Think about who will be looking at/using your score reports
- Determine what information you want to and how you want to report it
 - Incorporate these goals into your test design/exam specifications
 - Think about the “user experience”
- Provide appropriate guidance directly to users



Review: Professional Expectations

- Access
 - Something that can be created in a timely fashion
 - When should you NOT provide access?
- Privacy
 - Limit access based on candidate agreements
- Meaningful & Reliable
 - Start with program goals and design
 - Evaluate empirical support
 - Consider all potential interpretations



PROGRAM LEADERSHIP



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CFA Score Reporting

- Contents of Reports to *Candidates*:
 - Pass/Fail
 - Available points and performance range in each domain (7-10 topic domains depending on exam level (3))
 - Ranges: $\leq 50\%$; 51-70%; $> 70\%$
 - Failed candidates also learn position within unsuccessful population by score band/decile



June 2014 CFA Exam

 ID Number
 Candidate Name

Level 2: Fail

We sincerely regret to inform you that you did not pass the CFA exam. A summary of your exam result is provided below. The three columns on the right are marked with asterisks to indicate your performance on each topic area.

Item Set

Q#	Topic	Max Pts	<=50%	51%-70%	>70%
-	Alternative Investments	18	-	*	-
-	Corporate Finance	36	-	*	-
-	Derivatives	36	*	-	-
-	Economics	18	*	-	-
-	Equity Investments	72	-	*	-
-	Ethical & Professional Standards	36	*	-	-
-	Financial Reporting & Analysis	72	-	*	-
-	Fixed Income Investments	18	*	-	-
-	Portfolio Management	36	*	-	-
-	Quantitative Methods	18	-	-	*

We have divided the group of candidates who did not pass into 10 approximately equal score bands. Your score band below shows how your overall score on the exam compares with the overall scores of candidates who did not pass this exam.

Your score band: 5

To learn more about how to interpret your exam result, we encourage you to visit [Understanding Your Exam Result](#) and view a short video.

CFA Score Reporting

- Contents of Reports to *Organizations*:
 - Societies (regional); Universities (students); Trainers (students); and Employers (staff)
 - Group aggregate Pass/Fail percentage and standardized average score compared to overall population
 - Group standardized average score compared to overall population for each topic domain
 - Individual results provided with signed candidate waiver only



Candidate Feedback

- Inquiries and Complaints:
 - Shock - there must be a scoring error!
 - Acceptance - how can I improve?
 - Request for more information (my score; pass score; scoring keys/rubrics; scores on each item)
 - Unfair items
 - Desire for specific feedback, discussion and debate



Score Reporting Considerations

- Our Concerns:
 - Information must be reliable and useful
More ≠ Better
 - Scale: level of resources needed to provide custom service?
 - Variance in difficulty across forms and administrations
 - CFA exams measure competence to practice (pass/fail) NOT levels of mastery or performance relative to peers



Potential Reporting Enhancements

- Changes we are considering:
 - Combine topic domains
 - Modify ranges or increase # of ranges to report topic performance
 - Report topic performance in order of strength
 - Graph topical performance relative to peers



Score Reporting Big ?'s

- Is score report faithful to profession?
practice analysis → body of knowledge →
learning content → exam content → performance
- Is content stable and correctly structured and presented?
- Can we better measure KSAs and competencies and better report on relative strengths?

