

# **STATE COURT INTERPRETER PROGRAM MANAGER MANUAL**

**[Draft]**

**National Center for State Courts  
and  
Consortium for State Court Interpreter  
Certification**

**March 2003**

# **State Court Interpreter Program Manager Guidelines for Test Rating [draft]**

## **A. DEFINITIONS**

### **Test Rating Supervisor**

A Test Rating Supervisor is an individual who is responsible for maintaining the administrative and psychometric standards for Consortium oral examinations during the test rating process whether on-site or off-site. Qualifications for this role are:

- is familiar with the most current edition of the test dictionary for the test version being rated (has either rated the tests or reviewed tests and dictionaries with others, using the most current edition of the test dictionary)
- has served as an instructor/supervisor for at least one standard NCSC rater training program; and
- is included on the NCSC list of test rating supervisors

Functions of the Test Rating Supervisor include being able to observe rater interactions during rating and ensuring that all administrative paperwork requirements are satisfactorily completed before the rating team adjourns. Ultimately, it is the State Interpreter Program Manager who is responsible for ensuring compliance with Consortium test administration, rating standards, and security requirements. In some cases the State Program Manager might fulfill the Test Rating Supervisor Role personally. In other cases, the State Interpreter Program Manager may delegate the responsibility to a contractor. Contractors who serve as the Test Rating Supervisor include NCSC personnel and certain consulting interpreters who are thoroughly familiar with Consortium test construction and rating principles and with the practices that must be followed in order to maintain inter-rater reliability among all of the states using the examinations.

In practice, there are two categories of rating supervisors:

- Non-interpreter State Program Managers, and
- Interpreters who have extensive experience in test rating and who are under contract to serve as the on-site Test Rating Supervisor.

### **Test Rater**

Test raters are highly qualified language experts with an in-depth background in interpreting. Preferably they are themselves practicing interpreters who have taken and passed a Consortium recognized certification test. When the demands of a specific language require it (i.e., scarcity of certified interpreters), academic experts who have participated in the development of a test and who have been trained in the theory and practice of scoring Consortium tests may be used as test raters as long as they work with an experienced practicing interpreter. The Consortium test rater training manual specifies that “selection of raters shall be based upon interpreting experience, testing experience, certifications held, and recommendations from state or federal court interpreting officials.” (p. 2)

**State Court Interpreter Program Manager Guidelines for Test Rating  
[draft]**

Consortium standards recognize: 1) an “eligible” test rater, and 2) an “experienced” test rater.

## **State Court Interpreter Program Manager Guidelines for Test Rating [draft]**

### Eligible test rater

An eligible test rater is someone who has the basic professional qualifications to be a test rater as described above and who has completed (or will complete as part of an employment contract) a full-day formal rater training program as described below. *If the person is a Spanish language interpreter she or he should be federally certified or have scored 80% on a Consortium exam.* Eligible test raters generally are identified through the recommendations of peers and experienced interpreting program managers.

### Experienced test rater

Experienced test raters have completed training, have worked with other experienced raters on at least one occasion (preferably two or more times), and have received positive evaluations from their partners and the rating supervisor. Experienced raters are qualified to work with eligible raters who are being trained. An experienced test rater, then, is someone who has:

- completed a full-day formal rater training program;
- has served as a test rater at least once (but preferably two or more times) as a member of a team with experienced raters, and under the supervision of an experienced rating supervisor; and
- has a profile on file with the NCSC documenting details of rater training and rating experience.

## **Rater training program**

### Full program

Every new test rater should participate in a full day of test rater training that includes the elements described below and is conducted by a qualified Test Rating Supervisor.

1. ***Review procedures.*** Review general test construction theory related to scoring units and how they are used, mechanics of scoring, procedures that should be followed for efficient scoring, and guidelines for completing results report forms. Because of the importance of understanding the theory of scoring units and how they are used, it is desirable that one member of the rater training faculty be someone who has participated in test construction. *It is critical that the person conducting the training does understand the theory of scoring units, how they relate to the scoring unit dictionary, and how the dictionary is to be applied and maintained as part of the test rating process.*
2. ***Test content review.*** Various members of the groups read the entire test out loud.
3. ***Scoring Unit and dictionary review.*** Discussion of every scoring unit and the concept behind it. Review acceptables and unacceptables. The Scoring Unit Suggestion Forms should be introduced and procedures for using them explained. It is possible that rater training will produce new dictionary suggestions for acceptables and unacceptables, and these should be recorded on Scoring Unit Suggestion Forms. Raters should be advised of the process that is

## **State Court Interpreter Program Manager Guidelines for Test Rating [draft]**

required before suggested dictionary changes are actually incorporated in the official dictionary. That process requires review by test raters who are not members of the group that suggests the changes.

4. ***Nonkeyword assessment review.*** Discussion of nonkeyword assessment policy and the concept behind it. Practice scoring as part of review.
  
5. ***Practice tests from tapes.*** Raters shall score tapes from previous candidates as a group and fill out scoring sheets. Tapes used for training should have scores that are in the “borderline” range, where variations in rater interpretations can make the difference between a “pass” and a “fail” result for the candidate. It is important to stress that test fairness depends on the consistency (reliability) of rater opinion among different teams of test raters. The group leader will conduct “group scoring” and discussion of the entire test. Four supervised practice sessions should be included before raters begin to work in two-person teams that include new eligible raters. At least two previously scored “borderline” tapes should be scored. When training takes place as part of actual test rating, test tapes of the actual candidates may be used as practice tapes during the supervised group rating.

### Refresher training

In addition to the initial rater training, raters should participate in “refresher” training that lasts for approximately ½ day for each test version being used. Refresher training may be limited to a review of changes in the scoring dictionary if the raters have scored the test version several times previously.

## **B. Guidelines for the State Program Manager: Activities Required to Preserve Consortium Test Rating Standards**

### **General**

The State Program Manager should determine who will be the on-site Test Rating Supervisor and make appropriate arrangements. If the Program Manager is not personally qualified or is unavailable to serve as the on-site Test Rating Supervisor, then the contractual arrangements for test rating should include someone qualified to fulfill this role. The NCSC list of experienced Test Rating Supervisors and Qualified Raters should be consulted before selecting raters and finalizing contracts.

It is the responsibility of the State Program Manager to ensure that the appropriate type of training is provided, as described above under **Training**. The person serving as the Test Rating Supervisor should be qualified to oversee the training at the appropriate level for the group of raters that is selected and for the test version that is being used.

The following tasks must be performed as part of the work of test rating. If the state program manager delegates some or all of the procedural responsibilities outlined below to a test

## **State Court Interpreter Program Manager Guidelines for Test Rating [draft]**

rating consultant who serves as the Test Rating Supervisor, the consulting agreement should specify which of these responsibilities have been delegated to her or him.

### **Oath**

All test raters should complete the Agreement and Oath form; a separate oath form should be completed by each rater for the rating of every instance of a state's test administration. The forms must be included in the package of material returned to the State Program Manager at the end of test rating.

### **Scoring**

1. Before beginning the rating process, raters should review the test rater manual (Official title *Test Rating Standards And Resource Materials For Rater Training*). This should be part of the test rater training for the specific rating assignment.
2. Raters should consult the scoring dictionary every time there is discussion about whether an interpreted scoring unit is correct or incorrect.
3. Raters should complete Scoring Unit Suggestion Forms for any suggested dictionary updates and for recording any issues or problems with scoring units that they encounter.
4. The procedure and sequence of events for scoring should conform to the Consortium manual, *Test Rating Standards And Resource Materials For Rater Training*.

### **Materials**

#### Scripts

Raters require one copy each of the test scripts for marking. One of those scripts must be designated and clearly identified as the official copy of the scored script for each candidate being scored. We recommend color-coding the official script (goldenrod color paper is the standard.) This eliminates any confusion for the Test Supervisor or NCSC staff about which is the official scored script. The test rating supervisor should ensure the following:

- Each candidate test script (goldenrod and white) has a social security number or other identifying number.
- Raters have marked candidate test scripts according to the marking protocol described in the rater's manual.
- The number of correct and incorrect scoring units is centered in the report grid on the last page of each test part

#### Scoring dictionary

This is the document provided by NCSC that has the recommended examples for correct and incorrect responses. Raters should be trained in proper use of the scoring dictionary.

## **State Court Interpreter Program Manager Guidelines for Test Rating [draft]**

### Results Report Form

The test rating supervisor should ensure that:

- Raters have filled in the consensus test scores on the form.
- Test rater comments on the form, if any, are appropriate and consistent with the *Raters' Manual*. Note: test rater comments are the most frequent cause of complaints by candidates who fail the exam. Unless the NCSC has arranged for and supervised the test rating, NCSC is unable to respond or help with such complaints. The State Program Manager should make sure that test raters follow the Program Manager's approved practice for the use of structured (check box) and spontaneous (handwritten) comments.
- Test rater comments, if any, are legible.
- Test Results Reports are signed by both test raters.

### Policy governing "unacceptable" ratings

Occasionally, test raters may find that a candidate who has achieved a passing score on the keyword ratings (70% or better), but who deserves an "unacceptable" rating on the non-keyword evaluation. When this occurs, Consortium rating standards require that the results report form be accompanied by a separate written document that explains the reasons for the "unacceptable" rating. The document must explain the problems adequately and include examples to specifically illustrate the problems. Consulting test raters who do not provide these explanations in required circumstances should not be paid until the explanation is received. Note that such an explanation is not required for "unacceptable" ratings when the keyword score is also not a passing score.

### **Material to return after rating is complete**

After rating is complete, the following materials should be packaged for return to the State Program Manager and/or forwarded to NCSC for data entry and records retention:

- Candidate test scripts – official copy (goldenrod)
- Candidate test results reports
- Test rater agreement and oath forms (for all raters)
- Scoring Unit Suggestion forms
- Test scoring dictionaries
- Check list form (see Attachment 4)

A second mailing, sent after receipt of the first mailing is confirmed, will contain the test tapes and white copies of the candidates' test scripts.

### **Procedure for mailing**

Lost test results documents (tapes, copies of the graded scripts, or results reports) would be a serious problem for a State Program Manager. We strongly recommend the following procedures to prevent loss of materials or to mitigate the consequences of losing some materials. This procedure should be followed by consultants who mail test materials to the State Program Manager, and also by the State Program Manager and/or consultants who send materials to NCSC.

## **State Court Interpreter Program Manager Guidelines for Test Rating [draft]**

1. Separate paper material from the tape recordings of candidate performance and make two separate mailings, always by an EXPEDITED shipping method with a TRACKING NUMBER system. Mail the written material first, with the exception of the second or white copies of the test scripts.
2. The shipping party should wait to hear from the recipient that the written test material has safely arrived before mailing the test tapes and second or white copies of the test scripts.
3. Mail test materials using a registered shipping method that guarantees one or two-day delivery and that provides a tracking number.
4. The responsible shipping person should NOT delegate mailing to “outside” clerical staff or a mailing service – make sure that you have a copy of a TRACKING NUMBER in your possession before the package leaves your custody.
5. The recipient should be informed directly when the test materials leave the shipper’s hands, and the shipper should provide the recipient with the shipment tracking number.  
*When materials are sent to NCSC Inform Dot Bryant at [dbryant@ncsc.dni.us](mailto:dbryant@ncsc.dni.us).*

### **Attachments**

Attached are forms to help the State Program Manager organize test rating activities so that the procedure followed complies with Consortium standards.

Attachment 1 List of Experienced Test Raters

Attachment 2 Test Rating Supervisor Assessment

Attachment 3 Test Rater Assessment

Attachment 4 Test Rating Check List

**State Court Interpreter Program Manager Guidelines for Test Rating  
[draft]**

ATTACHMENT 1 – Part 1

**List of Experienced Test Raters  
[Other names will be added]**

<b>Arabic</b>	<b>Aziz Ismail Fouad Kheir Muhannad Haimour Elizabeth Bergman</b>
<b>Bosnian/Serbo-Croatian</b>	<b>Branka Bogetic Barbara Mozdierz</b>
<b>Cantonese</b>	<b>Xiaobin Jian Mary So Weiping Wu</b>
<b>French</b>	<b>Joana Dezio</b>
<b>German</b>	<b>Lois Feuerle Barbara Mozdierz</b>
<b>Haitian Creole</b>	<b>Raynold Abellard Yolanda Felix Joelle Haspil Yves Raymond Claudine Sada Joe Salomon</b>
<b>Hmong</b>	<b>to be determined</b>
<b>Italian</b>	<b>Marta Bivona Joana Dezio</b>
<b>Korean</b>	<b>Young Lee Jacki Noh Kun Park</b>
<b>Laotian</b>	<b>Edmund Channita Rotchana Yandell</b>
<b>Mandarin</b>	<b>Xiaobin Jian Mary So Jackie Luk Weiping Wu</b>
<b>Polish</b>	<b>Jacek Jarkowski Ruth Kohn Barbara Mozdierz</b>
<b>Portuguese</b>	<b>Alex Ladd Marisia Laure Anthony Naro</b>
<b>Russian</b>	<b>Maya Kleiner (S) Emma Garkavi</b>

**State Court Interpreter Program Manager Guidelines for Test Rating  
[draft]**

	<b>Anna Mahli</b> <b>Barbara Mozdierz</b> <b>Irina Stevenson</b> <b>Laura Wolfson</b>
<b>Spanish</b>	<b>Ellie de la Bandera (S)</b> <b>Agustin de la Mora (S)</b> <b>Gregory Miller (S)</b> <b>Patricia Michelsen-King (S)</b> <b>Arminda Baade</b> <b>Eva Desrosiers</b> <b>Rossy Franklin</b> <b>Victoria Funes</b> <b>Marta Goldstein</b> <b>Cecilia Gutierrez</b> <b>Melinda Gonzalez-Hibner</b> <b>Sue Hamer</b> <b>David Henner</b> <b>Angela Torres Henrick</b> <b>Jonathan Holmquist</b> <b>Catalina Johnson</b> <b>Denia McGuire</b> <b>Dennis McKenna</b> <b>Madelyn Neuman-Rios</b> <b>Stephanie Penn</b> <b>Moira Pujols-Quall</b> <b>Sara Garcia Rangel</b> <b>Teresa Salazar</b> <b>Myriam Sigler</b> <b>David Sperling</b> <b>Marcela Stohn</b> <b>Sean Stromberg</b> <b>Hortensia Torres-Comas</b> <b>Ariel Torrone</b> <b>Eta Traving</b> <b>Miguel Valenzuela</b> <b>Glenna White</b>
<b>Vietnamese</b>	<b>Tina T. Doan</b> <b>Robert Neathery</b> <b>Rosemary Nguyen</b>

S = qualified to supervise test rating  
in all languages

**State Court Interpreter Program Manager Guidelines for Test Rating  
[draft]**

## State Court Interpreter Program Manager Guidelines for Test Rating [draft]

### ATTACHMENT 1 – Part 2

#### Experienced test rater

Experienced test raters have completed training, have worked with other experienced raters on at least one occasion (preferably two or more times), and have received positive evaluations from their partners and the rating supervisor. Experienced raters are qualified to work with eligible raters who are being trained. An experienced test rater, then, is someone who has:

- completed a full-day formal rater training program;
- has served as a test rater at least once (but preferably two or more times) as a member of a team with experienced raters, and under the supervision of an experienced rating supervisor; and
- has a profile on file with the NCSC documenting details of rater training and rating experience.

#### Eligible test rater

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**State Court Interpreter Program Manager Guidelines for Test Rating  
[draft]**

ATTACHMENT 2

**Test Rating Supervisor Qualification Assessment**

*This form should be completed by state program managers to make a record of compliance with Consortium standards for test rating arrangements.*

State Program Manager \_\_\_\_\_  
(name and title of person completing form)

State: \_\_\_\_\_ Date of Testing: \_\_\_\_\_ Test Version Being Used: \_\_\_\_\_

An experienced rating supervisor must take responsibility for the entire process of rater training and test rating. Ideally, the rating supervisor should be physically present, but if it is not possible, he/she may be able to supervise the process off-site. In order to comply with Consortium standards for rater training, the following requirements should be met:

- is included on the NCSC list of experienced rating supervisors (see below)
- has served as an instructor/supervisor for at least one standard NCSC rater training program
- is current with all versions of the tests (has either rated the tests or reviewed tests and dictionaries using the most current edition of the test dictionary)

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The on-site rating supervisor for this test is:

Experienced Rating Supervisor Name \_\_\_\_\_

Date of last review of test version \_\_\_\_\_

Date of last rater training program \_\_\_\_\_

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List of approved experienced rating supervisors:

Bill Hewitt, NCSC	Phyllis Launius, Missouri
Wanda Romberger, NCSC	Ellie de la Bandera, New Jersey/Florida
Robert Joe Lee, New Jersey	Patricia Michelsen-King, Virginia
Cathy Rhodes, Oregon	Gregg Miller, California
Franny Haney, Delaware	Agustin de la Mora, Florida
Linda Etzold, Maryland	Melinda Gonzalez-Hibner, Colorado
Tammy Quinn, Colorado	Maya Kleiner, California

**State Court Interpreter Program Manager Guidelines for Test Rating  
[draft]**

ATTACHMENT 3

**Test Rater Qualification Assessment**

State Program Manager \_\_\_\_\_  
(name and title of person completing form)

State: \_\_\_\_\_ Date of Testing: \_\_\_\_\_ Test Version Being Used: \_\_\_\_\_

FOR EACH RATER YOU PLAN TO USE, PLEASE CHECK THE BOXES THAT APPLY.  
In order to comply with Consortium standards for test rater qualifications and training, **Item 1 must be checked.** This means that the person has participated in a formal rater training program sponsored by the NCSC and has served as a test rater at least once previously under the supervision of an experienced rating supervisor.

Also, at least one of item 2 or item 3 must be checked.

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Rater Name \_\_\_\_\_

1. \_\_\_ name appears on the list of eligible test raters provided by NCSC (MANDATORY).
2. \_\_\_ has served as a test rater for this test version AND has reviewed the current version of the test dictionary as a member of a test rating group that includes an experienced test rating supervisor.
3. \_\_\_ is scheduled to participate in a formal review of this test, including detailed review of the current test dictionary, conducted by an experienced rating supervisor. This will take place on \_\_\_\_\_ (date) and is scheduled to last for \_\_\_\_\_ hours.

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Rater Name \_\_\_\_\_

1. \_\_\_ name appears on the list of eligible test raters provided by NCSC (MANDATORY).
  2. \_\_\_ has served as a test rater for this test version AND has reviewed the current version of the test dictionary as a member of a test rating group that includes an experienced test rating supervisor.
  3. \_\_\_ is scheduled to participate in a formal review of this test, including detailed review of the current test dictionary, conducted by an experienced rating supervisor. This will take place on \_\_\_\_\_ (date) and is scheduled to last for \_\_\_\_\_ hours.
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**State Court Interpreter Program Manager Guidelines for Test Rating  
[draft]**

ATTACHMENT 4

**Test Rating Check List**

Rater/Supervisor: \_\_\_\_\_ Test Rating Date(s): \_\_\_\_\_

**Please review this list before rating begins and check each item before materials are returned.**

**Rating standards:**

- Agreement and Oaths for test raters are signed by all raters.
- Raters have marked all applicant test scripts (goldenrod and white) according to protocol in the rater's manual.
- Each applicant test script (goldenrod and white) has a social security number or identifying number.
- The number of correct scoring units is clearly visible on the first page of each test part.
- Scoring Unit Observation Forms have been prepared for any suggested dictionary updates and are included with test documents.

**Test Results Report:**

- Each report has the applicant's social security number or identifying number.
- Rater has filled in the consensus test scores and rater comments, if any.
- Any handwritten comments are legible.
- Test results reports are signed by both test raters.
- Written explanation of any "unacceptable" rating of a person who achieved a passing score on keywords.**

**Return the following documents to the NCSC by some form of EXPEDITED shipping, overnight or two day air, that uses a TRACKING NUMBER. Record the tracking number.**

- Applicant test scripts (goldenrod copy only)
- Applicant test results reports
- Test rater agreement and oath forms (for all raters)
- Scoring unit suggestion forms
- Test rater dictionaries
- This form

**Procedure for returning test tapes:**

1. You will be notified that the above documents have reached NCSC.
2. Upon notification, package the applicant test tapes and white copies of the test scripts for return shipping. Send package via 2<sup>nd</sup> day air, provided that delivery will be made before the weekend. To avoid materials being in transit during a weekend, either send overnight by Thursday or wait until the following Monday.
3. Contact Federal Express or UPS to arrange pickup.
4. Record tracking number and inform Dot Bryant at [dbryant@ncsc.dni.us](mailto:dbryant@ncsc.dni.us) or (757) 259-1831.