



Association of  
Visual Language Interpreters  
of Canada

## **Summary of the September 2015 CES Review Task Force Final Report to the AVLIC Board**

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### **INTRODUCTION**

The CES Review Task Force was established to assist the AVLIC Board in developing Requests for Proposals (RFP) with the goal of conducting a thorough review of the Canadian Evaluation System (CES). Members were asked to nominate individuals who not only had knowledge of the CES but also project management, assessment and learning outcomes development experience. During the AVLIC board meeting held in Edmonton, Alberta, in October 2014, the AVLIC board selected the members of the CES Review Task Force: Linda Cundy, Barb Mykle-Hotzon, Debbie Parliament, Denise Sedran, and Marty Taylor.

The CES Review Task Force immediately began their work by reviewing the strategic plan and RFPs that had previously been distributed by AVLIC. The Task Force analyzed statistical data relating to Phase Two: Preparation Workshops and Phase Three: Test of Interpretation, as well as member feedback related to the CES. The Task Force had initial discussions via email and Skype but it became apparent a face-to-face meeting was needed.

In March 2015, the Task Force met in Vancouver, BC for 3 days. Data was scoured, feedback discussed and debate ensued regarding the next steps for the CES. It was determined that the Task Force would provide recommendations to the AVLIC board.

The initial recommendations included: 1) a survey of the membership be completed, and 2) based on the findings related to the lack of participant success on the TOI, Phase Two: Preparation Workshops be put on hold until the work of this Task Force was complete.

As you may recall, a survey asking AVLIC members about their perspectives on the TOI and the

COI was distributed in June 2015. The CES Review Task Force thanks all members who took the time to share their experience and insight. The results of the survey (see [CES Review Task Force Survey Results](http://www.avlic.ca/2015-10_CES_Review_Update-Survey_Results) - [http://www.avlic.ca/2015-10\\_CES\\_Review\\_Update-Survey\\_Results](http://www.avlic.ca/2015-10_CES_Review_Update-Survey_Results)) were invaluable in assisting the Task Force with adding support to our initial recommendations to the Board and by developing several specific Request for Proposals (RFPs).



## **SUMMARY OF TASK FORCE SURVEY OF THE MEMBERSHIP**

The Task Force conducted an electronic survey of the membership focusing on 3 major areas:

- 1) Perspectives on the Test of Interpretation (TOI)
- 2) Perspectives on the Certificate of Interpretation (COI)
- 3) Demographic information

They received 258 completed surveys (about 32% of the membership) and worked with Volker Schneider, a market analyst specialist, to report the following significant findings (see the separate attachment titled Appendix A for complete survey results):

### Perspectives on the TOI

- i.) Just over half of the respondents have not taken Phase Two workshops because they didn't feel ready (51%).
- ii.) The majority of respondents who took one or both of the Phase Two workshops felt they were of no significance or only somewhat significant as it related to their success on the TOI (63%).
  - a. Instead, they felt interaction with the Deaf community, interpreting experience, and improved ASL fluency contributed to their success.
  - b. Alternative preparation options (e.g. diagnostic assessment, mentoring, and specific targeted skills workshops) would be greatly appreciated by respondents.
  - c. The majority of respondents still want AVLIC and the Affiliate Chapters to provide and/or facilitate professional development.
- iii.) At least half of the respondents felt not ready to take the TOI or that they will not pass it.
- iv.) The barrier to TOI success most often mentioned was technology.
- v.) The vast majority consider themselves unlikely to pass the TOI within the next five years (44%).
- vi.) The top priority that the respondents would like is for AVLIC to provide a list of diagnosticians and tutors to enhance skills.

### Perspectives on the COI

- i.) Respondents who received their COI were very likely to retain it (92%)
- ii.) Over 80% of respondents were at least somewhat willing to take the TOI.
- iii.) The vast majority of employers did not require COI or RID certification (86%).
- iv.) Respondents believed the COI offered some value to AVLIC members and Deaf consumers, but very little value to employers.

## Demographics

- i.) The typical respondent was female (88%) with a college certificate or diploma (55%) and a graduate from an Interpreter Education Program (IEP) (93%).
- ii.) The majority of respondents were from Ontario and BC (67%).
- iii.) Respondents interpreted slightly more often for job related appointments (16%), medical appointments (14%), and in postsecondary settings (13%), than social events, public lectures and mental health (10% each).
- iv.) Respondents were equally freelance/independent contractors (39%) and a combination of freelancer and an employee (39%).
- v.) The majority of specialized training respondents took was medical (22%) and mental health (18%)

The CES Review Task Force held a second face-to-face meeting in July 2015 in Vancouver, BC, to analyze the survey results and begin to create RFPs based on the survey data and all other information reviewed.

Considering member feedback and input from the Evaluations Committee, Canadian Association of the Deaf - Association des Sourds du Canada and the Canadian Cultural Society of the Deaf, the Task Force recommended a plan of action for the AVLIC Board that includes:

- 1) Discontinuing the offering of the Phase Two: Preparation Workshops, and no longer requiring the workshops as a prerequisite for taking Phase Three: Test of Interpretation.
- 2) Developing a resource website/portal that would provide members with resources to assist them in their preparation for the Test of Interpretation and continued professional development.
- 3) Reviewing the Test of Interpretation rating process in terms of streamlining the process and ensuring the rating is consistent with the standards identified for certifying generalist interpreters, creating transparency of the rating process
- 4) Reviewing, and, if necessary, developing, and/or replacing existing materials for the Test of Interpretation.
- 5) Developing a secure website/portal that includes a learning management system.
- 6) Developing a public relations campaign to improve members' perception of the CES and public relations campaign for the Deaf Communities across the country.
- 7) Developing a Certificate of Interpretation Maintenance Program
- 8) Reviewing statistical data of TOI success, including membership satisfaction with the process, in 3 -5 years.



## **DEVELOPED REQUESTS FOR PROPOSALS**

The Task Force developed four separate RFPs to further review and improve the CES.

- 1) Materials

Feedback from test takers and raters, and to some extent survey respondents, indicated a need for the TOI source materials to be analyzed and revised, as deemed necessary. Additionally, new preparation materials and full scripts for all source materials will be required.

2) Development Resource Online Clearinghouse - DROC

Over 60% of the survey respondents did not find enough value in the Phase Two Preparation workshops to continue offering them as a required component of the CES; data from 2006 also indicates no increase in TOI success since the inception of the required workshops. Survey respondents indicate they want alternative pathways to certification preparation including, but not limited to, diagnostics, mentoring, specific skill development workshops, etc., and as such, we are suggesting a Resource Clearinghouse RFP that initially will focus on Certification Preparation.

3) Rating

Feedback collected from the membership, the CES review task force, raters and rater facilitators indicated the need to enhance the rating process, and the documentation of policies and procedures for rater training.

4) Technology

Feedback from test takers, raters, rater facilitators, AVLIC administrators and survey respondents all indicated a need for a technology overhaul of the entire CES.



## **FURTHER RECOMMENDATIONS**

As a result of the work of the Task Force, including the survey results, the following actions were recommended:

- 1) Phase Two workshops no longer be offered by AVLIC, nor required as a prerequisite to sitting for the TOI.
- 2) Comprehensive and specific policies and procedure documentation must be included as part of each of the four RFPs. Then, once these are completed, AVLIC contractors must combine all of the policies and procedures into one comprehensive document.
- 3) Future RFPs should include the development of:
- 4) PR and marketing strategies to positively affect the membership's perspective of the COI and increase awareness of CES to the Deaf community.
- 5) Certificate Maintenance Program
- 6) Statistical review of the CES within 3-5 years
- 7) The task force members would like to be involved if and when the Board feels it is appropriate. Particularly, we would be interested in working with the Board when selecting the successful RFP bidders and answering questions prior to proposals being submitted, and/or once the work has begun. We have spent considerable time and energy on this project and believe our input could be of benefit to those chosen to do the work.



## **IN CLOSING**

Lastly, we want the membership to know how confident we feel with our findings from the survey, and our recommended RFPs. We are acutely aware that there is no 'right' answer but we feel our approach is the best (or one of the best) we could choose – and the responses from the members confirm these decisions.