

Conversational Testing Compared to ‘Innovative’ Item Types

Match

Problem

This item type is bi-directional. If the item is presented in two columns, the answer can be triggered by a choice in the left column or by a choice in the right column. The analyst can't differentiate between the two.

Solution

In the conversational item type, the item is uni-directional.

Hot Spot

Problem

The candidate is given the labels for some or all of the regions. Then the candidate can guess which name to match to each region.

Solution

In the conversational item type, there is no cue as to the options to call each region. The candidate has to know the regions.

Different Terms

Problem

Sometimes people with different backgrounds use different terms for the same thing. In multiple-choice testing, using both terms would cue the correct answer. So only one term would be used, leaving the alternate term out to the detriment of folks who use the other term.

Benefit

A benefit of the conversational testing is that multiple correct answers can be accepted.

Fill In the Blank

Problem

The candidate doesn't know how to spell the answer.

Solution

In conversational testing, the candidate has only to speak the correct answer.

Rank Order

Problem

Steps are given to the candidate, who only has to select an order. Also, in a problem with N steps, once N-1 steps have been defined, the final step is determined.

Solution

Ask the candidate to name the steps. The steps can then be scored.

Also, in conversational testing, if the sequence isn't critical, steps that are out of order can be scored correctly but receive fewer points than steps ordered correctly.