

CLMSM

Certified Legal Manager

How the CLM Exam is Scored

A question that is often asked after taking the exam is: "Why does it take so long to receive the results?" The Certification Committee would like to describe the steps that are taken to score the exam and provide some behind-the-scenes information about the *important role our exam contractor (HumRRO) has in the scoring process and preserving the integrity of the exam.*

The following are the steps taken by HumRRO to score the exam and generate the necessary feedback:

1. Once the exams are completed, they are sent to HumRRO for scoring. HumRRO scans the answer sheets to create a *master data file* that be can be analyzed in preparation for the scoring process.
2. Based on the master data file, responses to the exam questions are statistically compiled to:
 - o *determine and review the difficulty of each question based on the number of examinees*
 - o *measure the correlation of each item response with the total exam score*

It is important to note that all of these statistics contribute to the final scoring of the exam.

3. *Items with less than optimal performance statistics are reviewed by the Certification Committee Chair to ensure that the keyed response is the only correct answer.* In some instances, individual Certification Committee members with specific areas of expertise also will review the items.
4. Once Step 3 is complete, exam scores are generated for each examinee. HumRRO will hand score any exam whose score is close to the passing score. *Exam scores falling within two points above or below the passing score* are always hand scored. However, when this additional step has been taken in the past, hand scores have always matched the automated scoring.*
5. When all exams have been scored, HumRRO generates individual examinee score reports and mails them to ALA Headquarters.
6. ALA headquarters records the individual examinee score reports and sends the reports to the examinees.

It is important to note the exam scoring process performed by HumRRO is strictly confidential and the individual examinee score reports are not shared with anyone, including the Board of Directors and the Certification Committee. Only a select few at ALA Headquarters have access to this highly sensitive information for processing purposes.

The following is from our FAQ's:

*What constitutes passing the exam? **

The CLMSM program uses a modified Angoff strategy for scoring the exams. This is a standard approach in the certification testing industry. In this process, each question on a particular exam is reviewed and rated. The averages are tabulated and a passing score is determined. Because questions may vary in their level of difficulty, a passing score could vary slightly from one exam to another based on the difficulty level of the questions selected for each exam. The statistics are analyzed carefully to ensure that these slight fluctuations are within testing standards and that the passing score is an acceptable one for a 100 question exam. It might be of interest to read some information on this testing strategy.

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