

ETOE™ Examination Guide



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Introduction

This guide is intended for use by individuals who are interested in participating in CCHI's ***English-to-English (EtoE) Research Study***. CCHI is seeking **300 Spanish, Arabic and Mandarin interpreters**, who are eligible for the CHI™ certification, **to participate in the *EtoE Research Study* as a volunteer in January – March 2020**.

The interpreter's competencies are very complex and start with the language proficiency in two languages. These competencies also include skills that either have no direct correlation to language proficiency or are not exclusive to language proficiency, – skills responsible for a successful conversion of meaning from one language into another. CCHI decided to find out if such cognitive interpreting skills can be measured via a standardized oral performance test in English so that this test can be used for interpreters of any language.

The EtoE study is conducted with volunteer candidates applying for the CHI™ certification. The study participants will take two exams – the regular, dual-language CHI™-exam in Arabic, Mandarin or Spanish AND the English only performance (ETOE™) exam. The comparison of the results will inform us if there is a correlation between the two tests. If a valid correlation is found, the English only performance exam will enhance the existing CoreCHI™ certification by providing performance testing to interpreters of any language.

This document is ONLY INTENDED AS A GUIDE and only applicable to individuals participating in CCHI's certification programs. CCHI's information, procedures, and fees detailed in this publication may be amended, revised, or otherwise altered at any time, and the most current information is available on CCHI's website (www.cchicertification.org).

All correspondence and requests for information concerning the administration of CCHI examinations should be directed to info@CCHICertification.org.

EtoE Study Participation Requirements

Participation in the EtoE Research Study is voluntary and does not confer any special rights or exemptions beyond the benefits described below.

All study participants must comply with all CCHI's policies (<http://cchicertification.org/about-us/policies/>).

CCHI selects participants at its own discretion. CCHI reserves the right to end registration at any time at its sole discretion.

Who qualifies to participate:

Spanish, Arabic and Mandarin interpreters who meet **ALL** of the following criteria:

- have ***received approval for their CCHI application*** but have ***not yet taken the the CHI™*** oral performance exam
- are ***willing to take both skills performance exams*** –
 - the CHI™ certification exam and
 - the ETOE™ Interpreting Skills exam in English
 - are able to ***complete both exams on one testing date between January 24 and March 14, 2020***.

What are the benefits of participating:

- **Help advance the profession by providing critical data that will allow CCHI to definitively determine if it is possible to test *fundamental interpreting skills in an English-only format*.** If the study determines that this is possible, then CCHI will be able to offer a *valid and reliable performance-based oral test for interpreters of all languages without delay*. This is especially significant for interpreters of languages of lesser diffusion for whom it will not be feasible to develop a language-specific interpreting exam within the foreseeable future.
- **\$100 off the CHI™ exam fee.** The cost of the exam becomes \$175 instead of the regular \$275. (Those who have already paid the full fee will receive a \$100 check within two weeks of taking the ETOE™ exam.)
- **The opportunity to take the CHI™ exam first, before the CoreCHI™ exam.** The certification will still be granted only after passing both exams, but the order of taking the exams is switched. This allows candidates to get the “hardest” step (in some candidates’ opinion) of the certification process out of the way first. An added bonus is that in case a candidate does not pass the exam, they may “pause” their process at an earlier step, thus, saving the cost of the CoreCHI exam (\$175).

How to register and participate:

1. **Send us an email to solutions@cchicertification.org** and indicate “**I want to participate in the EtoE Study**” in the subject line. Your email indicates your agreement to comply with all CCHI’s policies (available at <http://cchicertification.org/about-us/policies/>).
2. **Complete the *EtoE Study Questionnaire* online.** We’ll send you the link with the instructions. Only candidates who complete this *Questionnaire* will be allowed to schedule.
3. **Be prepared to schedule your test appointment for about 2.75-3 hours between January 24 – March 14, 2020.** The total duration for the appointment includes: 60 min for the CHI exam, 75 min for the ETOE exam, and about 30 min registration time.

CCHI Application Guidelines

All applicants must submit and pay for their applications online at the CCHI website at: <https://cchi.learningbuilder.com>

All applicants must upload supporting documentation with the application as pdf or image (jpg, png) files.

All questions pertaining to CCHI application for certification should be directed to: apply@CCHICertification.org.

Non-Discrimination Policy

CCHI endorses the principles of equal opportunity and non-discrimination. CCHI does not discriminate with regard to age, gender, national origin, race, religion, ethnicity, disability, marital status, veteran status, sexual orientation, or any other category protected by federal or state law.

Confidentiality and Non-Disclosure Agreement

All exam content is strictly confidential. By participating in the EtoE Research Study and taking the examinations, candidates agree that they shall not disclose, reproduce, or distribute examination content or otherwise compromise the security of the examinations.

CCHI respects the privacy of all applicants and candidates. All materials submitted or received in connection with applications and all test scores are held in confidence, except upon permission for disclosure from the applicant or candidate or except as required by law, including disclosure to governmental licensing bodies upon appropriate written request. The full text of *Confidentiality Policy* is available at <http://cchicertification.org/about-us/policies/>.

ETOE™ Examination Description

The purpose of the ETOE™ Exam is to collect data about how an interpreter performs various cognitive tasks related to the meaning of a message in English. It is not a certification exam. It is an exam that includes different types of items that the study will help us identify as pertaining to interpreting cognitive skills or not. Candidates taking this exam will not receive any score or pass/fail decision. The examination is administered via a computer-based application in a proctored environment at a test center and scored by independent raters.

CCHI convened a group of subject matter experts (SMEs) to develop the ETOE™ exam based on *the EtoE National Task Force Recommendations* and in accordance with the national Job Task Analysis Studies conducted by CCHI in 2010 and 2016.

The ETOE™ examination consists of the following tasks:

Order	Task	Input Type*	Weight, %	# of items
1	Reading Comprehension	Text-to-Audio	10%	1
2	Shadowing	Audio-to-Audio	12.5%	1
3	Finish the Sentence	Audio-to-Audio	8%	5
4	Restate the Message	Audio-to-Audio	12.5%	8
5	Listening Comprehension	Audio-to-Audio	15%	1
6	Memory Capacity	Audio-to-Audio	15%	8
7	Equivalence of Medical Terminology	Text-to-Audio	10%	3
8	Medical Concepts	Multiple-choice question	9%	3
9	Fill-in-the-Blank	Text-to-Audio	8%	3
	TOTAL		100%	33

We ask candidates to:

- Follow the directions for each task precisely – each task has a different purpose and different instructions

- Perform the task to the best of your ability.
- The tasks on the ETOE exam are NOT interpreting. Your responses must be in English.

The exam appointment consists of administering two (2) exams and is 3 hours long. First, candidates will take the CHI™ certification exam in their language (60 minutes), and after a 10-minute break – the ETOE™ Exam. The appointment starts with the usual procedures of registration and launch of the exam. Before each examination itself starts, candidates have 15 minutes to test the headset and audio controls and read the directions in order to familiarize themselves with the exam interface and ascertain that the equipment is working properly. This introductory time is not counted towards the examination time.

The exam design is the following:

- Candidates listen to the recorded audio prompts or read text prompts on the screen and record their oral responses via a headset.
- All items are delivered in a firm sequential order and require a response, i.e., candidates cannot skip any items and return to them later.
- Candidates are allowed to take notes (paper and pen/pencil are provided by the proctor).
- Candidates cannot pause the prompt's playback.
- Some audio prompts can be played two times, some only once – please read the directions before each item carefully.
- The ETOE™ exam is time-limited and is 75 minutes long. Candidates must manage their time. A time in the top center of the screen displays how much time is left. Playing a prompt twice takes away from the overall exam time.
- Candidate can record their oral responses only once. The time allocated to the recording of each response has been established as sufficient by the subject matter experts.
- Candidates cannot pause their recording. Candidates cannot listen to their recording once its completed.

For the description of the CHI™ oral performance exams (Arabic, Mandarin and Spanish), see our webpage at <http://cchicertification.org/certifications/preparing/chi-description/>.

Preparing for the ETOE™ Exam

Review **Appendix A “Sample ETOE™ Exam Items (Tasks)”** of this *Guide*. It explains the **purpose** of each task we are evaluating in this study and the **exact directions** that candidates will see on the screen during the exam. The *Appendix* also contains examples for each item type with possible correct answers to illustrate how the tasks should be performed.

Watch the **recording of the webinar about the ETOE™ exam** at <https://youtu.be/LAvf6STVsPM>. The video contains the screenshots of the exam interface. The presenter also explains the expectations of the study participants and provides examples for each item type with the possible correct responses.

To prepare for the CHI™ exam, view the recording of the webinar “Nail the Exam: Tips for Taking the CHI™ Oral Performance Exam” at <https://youtu.be/Mpps5zEr3jM>. Also see the screenshots of the exam at <https://youtu.be/hJ-IT4J9MbE> (for a pdf file [click here](#)). More resources are at <http://cchicertification.org/additional-resources/>.

Logistics: ETOE™ Exam Administration

Admission to Testing Center

Information on admission to the testing site will be provided in your **CHI™/ETOE™ Notice to Schedule** from CCHI and in the **Exam Scheduling Confirmation email** from CCHI's testing vendor *Prometric*. You must comply with all information required by CCHI and its designated test delivery vendors.

CCHI examinations are administered at test centers contracted by CCHI and supervised by trained proctors. The proctor's responsibilities are to provide a secure standardized environment for administering CCHI exams in compliance with CCHI's and test center's policies and procedures. The proctor does not have knowledge of nor may comment on the content of CCHI's exams. If the candidate has any questions, concerns or suggestions related to the content or structure of CCHI's exams, they must communicate them in writing directly to CCHI at info@cchicertification.org.

On the day you are scheduled to take your examination, please arrive at the test center at about 30 minutes before your scheduled examination time to prepare for any eventualities.

IF YOU ARRIVE MORE THAN 10 MINUTES AFTER THE SCHEDULED TESTING TIME (if you are late), YOU WILL NOT BE ADMITTED AND WILL FORFEIT YOUR EXAMINATION FEES.

Identification

At the test center, you must present the identification required by CCHI's testing vendor and outlined in your *Notice to Schedule*. It must be a current, valid government-issued photo identification with signature (Driver's license, immigration card, passport, State ID card, or military ID card). Your name on the *Notice to Schedule* must match your valid photo ID document.

Testing Procedures

Report to your designated test center location on the day of the examination at the time you were instructed when your appointment was scheduled. If you arrive more than 10 minutes late you will not be admitted, will forfeit your examination fee, and must reregister for the examination by contacting CCHI.

Candidates are expressly prohibited from bringing certain items to the testing site. Please review the information provided in your scheduling notice about what items are and are not permitted.

The test center will provide paper and pen/pencil for note taking. You may not bring your own paper and pen/pencil. Please make sure you have enough paper before the exam starts. You must leave your notes at the test center at the conclusion of the examination or your examination will be voided.

Once the candidate's identity is confirmed by the proctor, the proctor will show the candidate to the computer station and log them in to the CHI™ exam. The proctor will help ascertain that the equipment is working properly, instruct the candidate to read the Directions, and answer any procedural questions. This time does not count towards the actual examination time. The proctor will monitor the testing room during the exam. After the exam is submitted by the candidate or the allocated time elapses, the proctor will log the candidate out.

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The candidate will be asked to leave the testing room and may have an optional 10-minute break. Then the candidate will be shown to the computer station again, and the proctor will log them in to the ETOE™ exam. The proctor will help ascertain that the equipment is working properly, instruct the candidate to read the Directions, and answer any procedural questions. This time does not count towards the actual examination time. The proctor will monitor the testing room during the exam. After the exam is submitted by the candidate or the allocated time elapses, the proctor will log the candidate out.

If the candidate experiences any issues (including technical issues) during the testing that were not resolved at the test center AND that they feel will affect the outcome of the CHI™ exam, the candidate must notify the proctor before they leave the test center. The candidate must ALSO contact CCHI separately at info@CCHICertification.org within 24 hours of taking their exam to report the issue(s). All communication with CCHI about testing experience must be in writing.

Examination Results/ Scores

Candidates who take the CHI™ oral performance examination will not receive preliminary results upon completion of the CHI™ examination since this examination requires human scoring. Candidates who take the CHI™ oral performance examination will receive official results within approximately six to eight weeks from the last date of the corresponding testing window via email.

Candidates will not receive any results for the ETOE™ examination. The data collected during this examination will be analyzed by CCHI and published in the **EtoE Study Report** (all personal information will be removed for the analysis and reporting).

Appendix A. Sample ETOE™ Exam Items (Tasks)

1. Reading Comprehension

Purpose of this activity: To assess your understanding of an English written text on a healthcare topic and to assess your ability to speak English.

Directions:

First, read the text carefully. Then read the questions following the text. When you are ready to answer the questions, click the “Record” button and record your answers to all three questions in your own words in English. You have up to 3 minutes to record all your answers. Your answers should demonstrate your understanding of the text in English.

Read this text:

One of many causes of congestive heart failure is high blood pressure. If your heart is too stiff to pump the blood as well as it should, the blood flow slows down. This can lead to a decrease in kidney function. A no-added-salt diet may help keep your blood pressure under control. The more salt in the body the harder it is for the kidneys to excrete water. As less water is removed via the kidneys, water volume in the blood increases raising blood pressure. The heart has more difficulty pumping against higher pressure. Fluid begins seeping out of the blood vessels into the surrounding tissues leading to swelling of the feet and ankles. When fluid accumulates in the lungs there is less room for air and patients feel short of breath. Water build up puts additional pressure on the kidneys further decreasing the urine output.

Answer these questions:

- 1) Explain how salt intake & blood pressure & kidneys are interrelated.
- 2) Explain how congestive heart failure leads to swollen ankles.
- 3) Why is it important for patients to understand the reason why the doctors recommend what they recommend?

2. Shadowing

Purpose of this activity: To assess your ability to focus, to understand a speech in English, and to repeat it in English as accurately as possible.

Directions:

This task is similar to simultaneous interpreting, except you will be doing it in English only. Click the “Play/Record” button, and as you listen to the English recording, **REPEAT** what you hear in **ENGLISH** simultaneously. You will not be able to replay or pause the recording. You must **REPEAT** what you hear within the first 10 seconds of starting the audio. Try to repeat everything exactly as you hear it (verbatim), without omitting, adding, or changing any words. If you stop for any reason, start repeating again whenever you can.

For the first 24 hours, you may experience common side effects such as: sleepiness, headache and dizziness; an upset stomach; warm and dry skin, and flatulence. If we end up performing a biopsy or removing polyps from your gastrointestinal tract, the results will be mailed to you. If you do not receive the results in 2-3 weeks, please contact our office.

3. Finish the Sentence

Purpose of this activity: To assess your ability to complete a sentence in English based on the logic of the beginning of the oral message.

Directions:

First, click the “Play” button to listen to an unfinished statement. You may take notes. You can play the audio a total of 2 times. When you are ready, click the “Record” button and record the WORD or PHRASE in ENGLISH that would best complete the statement.

Chickenpox is a common illness caused by a virus called varicella zoster. People often get the virus as young children if they have not...

Possible response:

had chickenpox before or have not been vaccinated against it.

4. Restate the Message

Purpose of this activity: To assess your ability to re-state (paraphrase) the oral message accurately in English, without adding or omitting any information and without changing the meaning. Re-statement can be achieved by explaining a term or providing its synonym.

Directions:

First, click the “Play” button to listen to the speaker’s message. Your goal is to re-state (paraphrase) the message in English using your own words (using synonyms, changing sentence structure, etc.) and to keep the same meaning of the entire message as much as possible. You may take notes and replay the recording again. You can play the audio a total of two times. When you are ready, click the “Record” button and record your retelling of the message. Do not just repeat what you hear word for word: use your own words in ENGLISH to convey the same meaning as the message. At the same time, not every word can be changed, so some words in your answer will be the same as in the original. Do not omit or add any information (units of meaning), and match the register as much as possible.

You need to watch out for foods with high amounts of carbohydrates. The greater the number of carbs in your daily diet the more elevated your blood sugar level can get.

Possible response:

Be careful with high carbohydrate foods. Consuming more carbs on a daily basis can increase your blood sugar level.

5. Listening Comprehension

Purpose of this activity: To assess your understanding of an English oral speech on a healthcare topic, your ability to identify key points of a speech and restate the message.

Directions:

First, click the “Play” button to listen to the provider’s speech. Your goal is to identify and remember the key points of the speech. You will need to state in your own words all the KEY points the speaker makes. You may take notes and replay the recording again. You can play the audio a total of two times. When you are ready, click the “Record” button and record your retelling of the speech in ENGLISH. Do not repeat the whole speech word-for-word because this is NOT an interpreting task.

Your EKG looks ok, but your symptoms are still a little concerning. I don’t think this is your heart, but I would like to order a stress test to be sure. If it turns out normal, I think we can wait to see if your symptoms continue, get better or worse before ordering any other tests. There are lots of things that can cause headaches, dizziness, a pounding heart, and fatigue. Please pay attention to the stress in your life and try to do something relaxing for a little while each day. Eating a healthy diet with lots of fruit and vegetables, low in fat and salt is also good for your heart. Regular exercise is great for the cardiovascular system, and also helps with stress management. Try to do something light that you enjoy, go for a walk or dancing, at least 3 times a week for 30 minutes.

Possible response:

There are three key points in this speech:

- The provider informs the pt that she is ordering a cardiac stress test even though the EKG was good.
- The pt’s symptoms {of headaches, dizziness, a pounding heart, and fatigue} are still concerning, and she wants to keep an eye on them before ordering other tests.
- The provider gives advice about what the pt can do to alleviate his symptoms. {For example, monitor stress, eat healthy, exercise regularly (something light) at least 3 times a week for 30 min.}

6. Memory Capacity

Purpose of this activity: To assess your short-term memory capacity, i.e. how long a message you can repeat word-for-word.

Directions:

In this section you will repeat exactly every word you hear (i.e. this is NOT interpreting). Click the “Play” button to listen to the message. You may take notes, but you can only play the audio ONCE (you cannot re-play or pause the audio). When you are ready, click the “Record” button and repeat in ENGLISH what you hear. You need to repeat everything exactly as you hear it, without omitting, adding, or changing any words.

Example 1:

The onset of signs and symptoms of ear infection is usually rapid.

Example 2:

You may want to talk to your doctor about osteoporosis if you went through early menopause or if either of your parents had hip fractures.

7. Equivalence of Medical Terminology

Purpose of this activity: To assess your ability to re-state (paraphrase) the underlined medical terms accurately in English, without adding or omitting any information and without changing the meaning. Re-statement can be achieved by explaining a term or providing its synonym.

Directions:

First, read the passage and make sure you fully understand its meaning and the underlined medical terms. When you are ready, click the “Record” button and record how you would rephrase (re-state) it in ENGLISH using your own words. You must find alternatives for the underlined terms. Words that are not underlined may be changed or kept the same as necessary to maintain the meaning of the original text.

Many elderly patients present with circulatory problems. It is really important for them to manage hypertension carefully as it could lead to stroke, renal failure and even myocardial infarction.

Possible response: Lots of older patients have blood circulation issues. High blood pressure may cause stroke, kidney failure and even heart attack. This is why it must be carefully handled.

8. Medical Concepts

Purpose of this activity: To assess your ability to evaluate equivalency of meaning in English.

Directions:

Read the statement paying special attention to the underlined medical term. Read the four options and choose the option that has the closest meaning to the underlined term in the statement.

If you have **congestive heart failure**, your outlook depends on the cause and the severity, your overall health, and other factors, such as your age.

- A. If you have a heart defect from birth, your outlook depends on the cause and the severity, your overall health, and other factors, such as your age.
- B. If you have a heart attack, your outlook depends on the cause and the severity, your overall health, and other factors, such as your age.
- C. If your heart cannot pump blood as well as it should, your outlook depends on the cause and the severity, your overall health, and other factors, such as your age.
- D. If your heart stops pumping blood, your outlook depends on the cause and the severity, your overall health, and other factors, such as your age.

(Answer: C)

9. Fill-in-the-Blank

Purpose of this activity: To assess your ability to supply a missing word or phrase based on the logic of the written message.

Directions:

Read the passage below. It has one or more words removed. The removed portion is marked as "...[blank]...". Provide a word or phrase that would make the text logical, correct, and complete. When you are ready, click the "Record" button and record the missing portion in ENGLISH.

Unmanaged diabetes can lead to uncontrolled ...[blank]... levels which can damage the body's organs, including the kidneys.

Possible response:

blood sugar; glucose