

National Board Report

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Customer Service

We have just completed our second full year of NAVLE administrations. Our office has the responsibility of processing over 3,700 NAVLE applications each year, and for handling all NAVLE fees. We consider it a distinct privilege to do so. As I have said before, we consider the licensing boards to be our clients, because we develop and administer the NAVLE for them, to assist them in their licensure function. We consider NAVLE candidates to be our customers, because they pay us for the opportunity to take the examination.

This relationship requires a constant focus on customer service. This is especially true for a program like ours, where the customer is required to buy our product (the NAVLE) at the price we set for it. Therefore, we must always keep the customer in mind when establishing policies, setting fees, and resolving problems.

Problems? Of course! No program of this size can operate without experiencing problems from time to time. These include missed deadlines, malfunctioning equipment, power failures, NSF checks, bad addresses, names that don't match, misunderstood directions, and scheduling difficulties, to mention some of the most common ones. These problems can cause grief from time to time, but nothing that a good appreciation of the importance of customer service can't help to overcome.

Tonee, Anita, and I look forward to the fall 2002 NAVLE administration, knowing that we learn a little more and get a little better each time we do this.

John R. Boyce, DVM, PhD
Executive Director

Important Decisions Made at April Meeting

Each April, the NBVME meets in Philadelphia to review final forms of the North American Veterinary Licensing Examination (NAVLE) to be administered during the upcoming fall-spring examination cycle. The April meeting also provides an opportunity for the Board to hold a business meeting. At its meeting on Saturday, April 13, the NBVME made several significant decisions.

NAVLE Contract

The Board gave final approval to a contract with the National Board of Medical Examiners (NBME) for development of the NAVLE during the 2002-2003 and 2003-2004 examination cycles. The most significant change in the new contract is an increase in the fee that the NBVME must pay the NBME for each candidate tested. Because the contract negotiations took longer than expected, the NBVME voted in January to keep the NAVLE fee at \$325 for examinations to be given in 2002-2003, and absorb the increased fees we will have to pay the NBME. However, there will be a NAVLE fee increase for the 2003-2004 examination cycle. The exact amount of the fee increase will be determined by the NBVME at its July meeting.

Qualifying Examination

The NBVME finalized an agreement with the American Association of Veterinary State Boards (AAVSB) on the Qualifying Examination (QE), the basic science test developed by the NBVME for use in the AAVSB's certification program for graduates of non-accredited veterinary schools, the Program for the Assessment of Veterinary Education Equivalence (PAVE).

The agreement allows the NBVME to offer the examination to third parties, as long as the AAVSB is notified and the fee is the same. This provision was necessary in order for the NBVME to respond to a request from the Educational Commission for Foreign Veterinary Graduates (ECFVG) that the ECFVG be allowed to consider using the QE as part of its certification program. Negotiations are presently underway with the ECFVG to explore this possibility.

Clinical Skills Assessment

The Board agreed to hire an outside consultant to prepare a cost estimate for the development and administration of the Veterinary Clinical Skills Assessment (VCSA). The VCSA will be a hands-on clinical skills examination, to be used as an alternative to the year of evaluated clinical experience as step 4 of the PAVE program. The consultant will work from a preliminary outline of the VCSA prepared for the NBVME by a panel of veterinarians last June.

Job Analysis

The NBVME reviewed and approved a draft Request for Proposal (RFP) for a new job analysis to support future development of the NAVLE. The RFP was sent to nine companies on April 23, with proposals due by July 1. The Board plans to review proposals at its July meeting and select a company to conduct the job analysis. The present job analysis was completed in 1997, prior to the development of the NAVLE.

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Hooper to be Honored at July Meeting

Dr. Billy Hooper has been selected to receive the 2002 NBVME Award, which will be presented at the July 16 NBVME meeting in Nashville. Dr. Hooper, who served as a member of the NBVME from 1975-1980 was instrumental in creating the first blueprint for the national licensing examination, and he also played a key role in the reorganization of the NBVME in the late 1970's. Friends and colleagues of Dr. Hooper are encouraged to attend the NBVME meeting to help recognize his important contributions to the national licensing examination program. The meeting will be on Tuesday morning, July 16, beginning at 9:30 am, in the Jackson D Room of the Opryland Convention Center.



From the Past: State Board Questions

Number 5 in a Series

Here are some more sample state board examination questions, taken from the book, *Veterinary State Board Questions and Answers* by V.G. Kimball, published in 1917. These questions were taken from the physiology chapter.

Questions

1. What is the average amount, by weight, of excreta and of urine passed in 24 hours by (a) the horse, (b) the cow?
2. Give a daily ration containing the proper relative amount of dry matter, proteids, fats, and carbohydrates for a dairy cow that weighs 900 pounds.
3. State the function of the pneumogastric, or vagus, nerve.
4. What is a reflex action? Describe an experiment illustrating reflex action.
5. Mention the keratogenous tissues of the foot, giving the function of each.
6. Define physiologic shoeing.

Answers

1. (a) excreta, 24 lbs; urine, 8 1/2 pints. (b) excreta, 75 lbs; urine, 25 pints.
2. Clover hay, 10 pounds; Corn silage, 35 pounds; Hominy chops, 2 pounds; Wheat bran, 4.5 pounds; Linseed meal, 2.5 pounds.
3. It supplies sensation to the external ear, pharynx, oesophagus, stomach and respiratory passages;

and motor power to the muscles of the pharynx, larynx, trachea, bronchi, oesophagus, stomach, and intestines. It is the inhibitory nerve of the heart and contains vasomotor fibres for the lungs and trophic fibres for the lungs and heart.

4. Any involuntary action produced by a stimulus that is conveyed to the central nervous system and reflected to the periphery. If the foot of a frog, with its brain destroyed, is pinched, the leg will be drawn away from the irritant.

5. The coronary cushion secretes the wall, the velvety tissue secretes the sole and foot-pad (frog), and the laminal tissue secretes the horny lamellae.

6. Shoeing of the normal, or healthy foot, as contrasted with the special shoeing necessary when pathological conditions exist. It comprises the proper paring of the foot and careful adjustment of the shoe so that the bearing surface is the same as in the unshod foot, or in other words, as nature intended.

Next month: Pathology.

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The purpose of the *National Board Report* is to educate, to inform, and to communicate information about the objectives and programs of the NBVME. The opinions and views expressed in this publication do not necessarily reflect the official opinions, views, or policies of the NBVME or any of its members, unless expressly so stated.

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April Meeting (continued from page 1)

Technician Examination

The present NBVME Strategic Plan includes assuming responsibility for the Veterinary Technician National Examination (VTNE), if financially feasible. Presently, the VTNE is owned by the Professional Examination Service (PES) and sponsored by the AAVSB. Discussions with the AAVSB and PES are ongoing.

Strategic Plan

The NBVME reviewed the present Strategic Plan, which was approved last June. Modifications were made to three of the four goals, with Goal 2 (*Build effective communications and sustainable relationships with all present and potential stakeholders*) to be addressed at the July meeting. The final version of the revised plan will be published at that time.

Qualifying Examination Ready for August

Thirty-five candidates applied to take the first Qualifying Examination, to be given on August 15. Scheduling permits were sent out in early June.

The QE is a basic science examination designed to be used as part of the Program for the Assessment of Veterinary Education Equivalence (PAVE). It addresses basic science content areas (including anatomy, physiology, pharmacology, microbiology, and pathology) not covered on the NAVLE.

Like the NAVLE, the QE is developed in cooperation with the National Board of Medical Examiners (NBME), and will be given at Prometric testing centers.

July NBVME Meeting in Nashville

The next NBVME meeting will be on Tuesday morning, July 16, in Nashville, Tennessee. The General Session, which is open to all, is scheduled to begin at 9:30 am in the Jackson D Room of the Gaylord Opryland Convention Center.

A standard setting exercise, which will establish a criterion-referenced passing standard for the QE, has been scheduled for September 13 at the NBME office in Philadelphia.

The second administration of the QE is scheduled for January 2, 2003. Contact the AAVSB for more information (www.aavsb.org, or 877-698-8482).

NBVME Staff Profile: Anita Casey-Reed

The NBVME's newest staff member is Anita Casey-Reed. Anita was hired in April to replace Tiffany Thomas, who resigned to pursue other career opportunities. The position is presently half time, with primary responsibility for the PAVE examinations, NAVLE credit card processing, arranging NBVME meetings, and coordinating NAVLE contracts with licensing boards.

Anita and her husband Tim moved to Bismarck in March from southern Illinois, where she worked as a research assistant for the Center for American Archeology and on the staff of a local newspaper. They moved to Bismarck because Tim, an archeologist, accepted a position with the North Dakota Historical Society.

Anita is a native of Atlantic, Iowa. After high school, she left Iowa to attend New York University, where she graduated in 1994 with a BA in film and television production. She then moved back to Iowa and held several positions over the next eight

years, including jobs with Iowa Public Television, NCS (a test scoring company in Iowa City), and the United Way of Johnson County.

Anita gave birth to their first child, Joseph, on June 4, and she will be out on maternity leave until mid-

July. Anita and Tim live in Bismarck and also have two dogs.

In their spare time, which there likely won't be much of now that Joseph has arrived, Anita and Tim like to hike and backpack.



Anita, Tim, and Joseph Reed

April NAVLE Administration

A total of 883 candidates took the NAVLE during the April 8-20, 2002 testing window. This included 57 criterion candidates, 281 non-criterion candidates, and 545 foreign trained candidates. Scores were reported to licensing boards on May 20.

A detailed technical report, containing score data for the fall 2001 and spring 2002 NAVLE administrations, will be released after the NBVME's July meeting. Copies of the report will be sent to licensing boards and veterinary schools, and the report also will be posted on the NBVME's web site.

Fall NAVLE Information

Candidate information bulletins for the November 18-December 14, 2002 NAVLE administration were sent to licensing boards on June 13. Boards send copies of the bulletin to candidates applying to take the NAVLE this fall. Electronic versions of the bulletin (plain text and pdf format) are available on the NBVME's web site (www.nbvme.org).

The on-line NAVLE application and credit card payment option, which is available to candidates applying through licensing boards that prefer that they submit their NAVLE application and fee directly to the NBVME, will be

available on the NBVME's web site in July. A chart listing licensing board application and payment preferences is also on the web site.

The NAVLE fee will remain at \$325 per candidate for the 2002-2003 testing window, in spite of a fee increase that the NBVME has to pay its vendor, the National Board of Medical Examiners. There will be a NAVLE fee increase for the 2003-2004 testing window.

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