CIVIL SERVICE COMMISSION POLICY

SUBJECT: PROTEST OF EXAMINATIONS	**FILED UNDER:** CIVIL SERVICE COMMISSION POLICES	**ITEM NO:** 1.71 **PAGE** 1 of 3
APPROVED BY: _____ **AUTHORIZED SIGNATURE**		**EFFECTIVE DATE:**
NOTES:		

PURPOSE: To establish policy and procedures for the administration of examination protest periods under the auspices of Section 20 of the Civil Service Rules and Regulations.

PROCEDURE:

1. **A candidate's examination papers or scores will not be available for inspection at the time of protest.**

2. **Pursuant to Section 20, the Commission shall not consider any claims against the judgment or expertise of the raters in assigning scores for tests.**

3. **Examination Processes Other Than Written Examinations**

   For all examinations, except written examinations, there will be a two business day protest period immediately following the administration of the examination to all candidates. During this period a candidate may submit a written protest to the Executive Director, on proper forms, against the actual conduct of his or her test. Civil Service staff will review written protests received and make a determination within three business days. Upon notification of staff's decision, candidates may appeal in writing to the Commission within five business days for final determination. Once an examination phase has been completed and a protest period has ended, the Commission will not accept any further protests.

4. **Written Examinations**

   Written examinations are defined as having the following qualities:

   - Questions or items are arranged in a series (e.g., 1-100)
   - The candidate must select the best possible answer(s) in order to complete the stated question (e.g., multiple choice, true or false, fill in the blank)
   - Typically, an optical character recognition answer sheet is used
   - The examination is typically printed on paper, however, it may also be presented in another medium such as videotape or audiotape
   - A pre-determined time allowance is given to complete the examination.

There shall be a protest period of at least two business days for all written examinations. In cases where the administration of an examination is completed prior to the ending of a business day, and when feasible, a protest period may be initiated following the completion of the examination. In this case, that day shall be counted as one protest period day with at least one additional day. Candidates shall be notified of the protest period at the written examination.

During the protest period a candidate may inspect the answer key for the examination. Protests against any question(s) or the answer key must be made in writing on proper forms available from the Civil Service Department, together with evidence proving the candidate's point. Late protests, and protests not submitted in writing and on proper forms shall not be reviewed.

Examinations and answer keys designated by the Executive Director or designee, including standardized written tests, licensed, rented, or purchased examinations, and written tests used in continuous examinations, shall not be subject to candidate inspection.

Properly filed protests shall be reviewed by a panel including at least one Civil Service staff member and at least one subject matter expert. Recommendations of this panel shall be considered by the Civil Service Commission and the Commission's decision shall be final. The keyed answer resulting from the Commission's decision shall be used as the final scoring key for all written examination papers.

For written examinations, where an optical character recognition answer sheet is used, a candidate may, within five business days after the examination results have been transmitted to the candidate, submit a written notice to the Executive Director requesting a visual inspection of a copy of his or her answer sheet.

5. Post Examination Review of Candidate Final Score Computations

After the Commission has approved the final examination results and final scores have been transmitted to all candidates by public mailing, there shall be a period of five business days during which a candidate may submit a written notice to the Executive Director requesting that their final examination computations be checked for accuracy. Civil Service staff shall review the computation of the candidate's final scores and make a determination within three business days. In reviewing the accuracy of scores, the candidate shall not be allowed to see or copy any test material, nor shall any additional reference materials be accepted from the candidate.

Upon notification of staff's decision, where there is a disagreement with staff's computation of the candidate's scores, the candidate may appeal in writing to the Commission within five business days for a final decision.

6. Review of Candidate's Examination Performance

Commencing ten business days after the Commission's approval of the final examination results, there shall be a period of sixty calendar days during which a

candidate may request a review of his or her individual examination outcome with Civil Service staff. In order to maintain examination security, the release of examination information pertaining to a candidate's performance will necessarily be limited and in some cases not permissible. Licensed, rented, or purchased examinations shall also be excluded.

In conducting candidate reviews, staff will be restricted to general conclusions regarding weak or strong aspects of the candidate's individual performance. Typically, in written examinations, this will consist of advising the candidate on how he or she performed in certain subject matter areas. For appraisal interviews, writing sample exercises, and similar examinations, the review of a candidate's performance will typically be limited to a summary of the rater's written comments. In all cases, examination security will be ensured.

With the exception of the visual inspection of a written examination answer sheet, a candidate's examination papers will not be available for inspection at any time.