



## DEPARTMENT OF ADMINISTRATIVE SERVICES

450 Columbus Boulevard, Suite 1501, Hartford, CT 06103

DATE: February 3, 2023

RE: General Letter No. 35 – Examination Review and Appeal

### PURPOSE

The purpose of this General Letter is to establish uniform procedures for allowing applicants who have not received a passing score on an examination a review and appeal process. This General Letter supersedes the previous General Letter on the same topic dated March 17, 2021.

### POLICY

Section 5-225 of the Connecticut General Statutes governs the rights of applicants who have not received a passing score on an examination to review and appeal their results to an examination.

**5-225. Notice of final earned ratings on examinations. Right of inspection. Appeals.** All persons competing in any examination shall be given written notice of their final earned ratings and the minimum earned rating necessary to pass the examination. Not later than thirty days after the issuance of the final earned rating, a person who has not achieved a passing rating may inspect his or her papers, markings, background profiles and other items used in determining the final earned ratings, other than examination questions and other materials constituting the examination, subject to such regulations as may be issued by the Commissioner of Administrative Services. Not later than ten days after inspecting his or her papers, a person may, in writing, appeal to the Commissioner of Administrative Services the accuracy of his or her final earned rating, as based on the original examination paper or responses. The commissioner shall render a final decision on the person's appeal within thirty days thereafter and correct candidate lists as appropriate.

The following will serve as the official policy governing the rights of applicants to review and appeal their results on an examination.

### PROCEDURES

#### **Procedures for Review of Papers for Examination Results Without a Passing Score:**

- An applicant will be notified of the results of their examination and the minimum score necessary to pass the examination or phase of the examination as soon as practicable following promulgation of a candidate list or following grading of the phase of the examination which they did not pass.

Within thirty (30) days of the issuance of exam results, an applicant not receiving a passing score may request to inspect their papers, markings, background profiles and other items used to determine the final earned ratings, except for examination questions and other materials constituting the examination (e.g., answers, scoring keys). Prior to the exam review, the applicant requests an exam review and provides identification.

- To the extent practicable, the exam review shall be conducted virtually and be limited to a reasonable length of time prescribed by the Commissioner of Administrative Services or designated representative;
- An applicant shall not copy, video, photograph or reproduce in any manner any material provided for their inspection; and
  - The inspection shall be limited to the applicant. No other individuals shall be permitted to participate in an exam review.
- An applicant can review only the results of their own examination. An applicant cannot review the examination results of other applicants.
  - Requests for exam reviews must be made via email to [ExamAppeals@ct.gov](mailto:ExamAppeals@ct.gov) and must be received within thirty (30) days of the issuance of the test results. The request must include the applicant's name, recruitment number, daytime phone number, e-mail address, examination title, and examination score. The subject line must include, 'Exam Review' along with the examination title and recruitment number.

**Procedure for an Examination Appeal:**

- An applicant must have reviewed their exam results in order to be eligible to file an examination appeal.
- Not later than ten (10) days after reviewing their examination results, an applicant may appeal via email to [ExamAppeals@ct.gov](mailto:ExamAppeals@ct.gov), the accuracy of their examination score, based on the original examination paper or responses. The subject line of the message must include, 'Exam Appeal' along with the examination title and the recruitment number.
  - Appeals must include the following information: applicant's name, recruitment number, mailing address, e-mail address, examination title, examination score, and the reason for the appeal.
  - The reason for the appeal shall include the area or areas with which the applicant disagrees or wherein the results of the examination are allegedly incorrect and shall set forth their arguments, citing the reasons, or the authority where applicable, supporting their point of view.
  - The appeal must be based on the original examination paper or responses.
  - An applicant cannot appeal the mode or type of examination administered.
- An applicant can only appeal the accuracy of their score on the examination. An applicant cannot appeal the results of other applicants.
- The Commissioner of Administrative Services or their representative shall make a final determination of the scoring within thirty (30) days of the receipt of an exam appeal. All appeals are responded to via email. If an error in scoring is found, the applicant's score is corrected, and the candidate list is updated as appropriate.
- The determination regarding an exam appeal is final and not subject to further appeal.

**OTHER**

Questions regarding this policy shall be directed via email to [ExamAppeals@ct.gov](mailto:ExamAppeals@ct.gov).