



## Wollack Testing Service, LLC

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### POLICY ON APPEALS

Frequently, candidates who have taken a promotional examination will exercise their right to appeal the accuracy of test questions. This statement is intended to clarify Wollack Testing Service's policy on appeals or challenges to test questions.

On the instruction page of each test booklet, candidates are advised:

Before you take the test, there are two concepts which you must understand about the validity and accuracy of the examination. First, the best answer to any question is always the correct answer. It is possible, for some questions, that two or more answers may be generally relevant. However, the best answer is always the correct answer. Second, the accuracy of an answer is always based on those sources identified in the test. It is not a valid basis for challenging the accuracy of an answer to prove that other sources (such as departmental operating procedures, prior training, or other textbooks) support a different answer to the test question.

Our test items are prepared by subject matter experts in the police and fire service. Despite their expertise, bad questions do slip through. We do our best to minimize such occurrences, however, we are always subject to the possibility of utilizing some test items which are questionable.

Our policy is to encourage our test users to let us know about problem items for which candidates' appeals have been successfully upheld by your civil service commission or personnel department. Whenever we get such feedback, we respond by deleting those problem items from our item pool. In this manner, we assure that these items are not retained for future use. It is highly important that you let us know about such items that have been successfully appealed by candidates. When a test item appeal has been upheld by your Civil Service Commission, the recommended procedure is to write a letter to us identifying the test item and the basis for upholding the appeal. If we concur that the item is a bad one, it will be deleted from the item pool.

A few test users have contacted us directly and requested written or telephone responses to their appeals. **As we do not have the resources to handle such requests, we ask that all item appeals be handled internally by your agency.** You will note that all test questions are referenced by page or section number to facilitate your checking for the correct answer.

User cities are strongly encouraged to adopt the following guidelines for processing promotional test item appeals.

### **Recommended Guidelines for Appeals**

Appeals should be **rejected** when one or more of the following pertain:

1. *Proof that other sources may support a different answer* (Note: This is an **invalid** basis for an appeal).
2. *When the correct answer remains the best available answer* (Note: This is true even if another answer may be correct **under certain limited circumstances**, providing that the answer which has been keyed as being correct is **generally** the best answer).
3. *The reference page number, which facilitates checking for the correct answer after the test is given, is an incorrect number.* (Note: This number is not part of the test and is given only to assist in locating the basis for the test question during an appeal.)

Appeals should be **upheld** if:

1. The keyed answer is clearly incorrect.
2. Other answers are equally correct.
3. A typographical or other error in the question significantly alters the meaning of the question and invalidates the correct answer.

The above-stated guidelines for handling appeals are important for preserving the integrity of the testing program, and, therefore, **should be integrated into each city's civil service rules.**

Wollack Testing Service is doing its best to produce high quality tests at a low cost. Your help in achieving this objective is greatly appreciated.