



Wollack Testing Service, LLC

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Guidelines for Review of Examination Preview Copies

Wollack Testing Service, LLC encourages users of our reading list promotional examinations to request and preview copies of such tests prior to their administration. The practice of reviewing examinations before they are administered is highly beneficial because it preempts possible challenges by candidates, i.e., appeals to civil service commissions regarding test accuracy. When previewing examinations, test users should be guided by Wollack Testing Service policy.

Requests for preview copies should be made early enough to avoid unnecessary time problems. Review of test preview copies must be made such that the reviewed examinations are returned to Wollack Testing Service no later than **one month** prior to the scheduled testing date.

Attached is a copy of Wollack Testing Service policy statement regarding appeals. This policy statement is relevant, in that, the same criteria which pertain to item appeals also pertain to the review of preview copies.

It is **appropriate** to request that test questions be replaced or changed if any of the following circumstances pertain:

1. The question **inaccurately interprets** the source. This would be the case if the question **misinterprets** the text upon which it is based, or if that text contains contradictory information on a different page.
2. The **keyed answer is incorrect.** In such cases, if the test question is otherwise accurate as to the source, the item will be retained in the examination, but will, of course, be rekeyed.
3. Two or more answers are **equally correct.** In such cases, the item will be modified or deleted. Please note in our statement on appeals that the best answer to any question is always the correct one.
4. The **source is clearly incorrect.** This guideline applies only in **narrow circumstances**, i.e., primarily factual matters as opposed to opinion. For example, a legal principle described in the text which the U. S. Supreme Court recently changed. It does **not** pertain to differences of opinion.
5. The question is **unclear** or **ambiguous.** It will be replaced, **providing** that Wollack Testing Service concurs with this judgment.
6. There are **typographical** errors. Such errors will be corrected.

It is **inappropriate** to request that items be replaced under the following circumstances:

1. Requested item changes based upon **personal preference**. If none of the aforementioned criteria for replacing or modifying test items pertain, requests based upon personal preference alone will not be accommodated.
2. The **reference page number is incorrect**. This number is not a part of the test question and does **not** affect item accuracy. We **will**, of course, modify the page number if it is incorrect, but such items will **not** be **replaced** for this reason alone.
3. **Other sources support a different answer**. Accuracy must be determined as to the source, therefore, contradictory information in other sources cannot be considered.
4. Requests to delete items based upon their **estimated level of difficulty** will be denied.

The intent of these guidelines is to avoid misunderstandings by spelling out specific criteria for examination review. Test users must understand that unjustified, inordinate requests for test modifications cannot be accommodated without seriously affecting costs. As the preparation of promotional tests requires constant updating, and is, therefore, highly labor intensive, we ask for the cooperation of our test users in helping us to keep price increases under control.