

COMPUTER-BASED MULTIPLE-CHOICE TEST PROTEST PROCEDURES

At the conclusion of your test, you will be provided with a computer printout containing your responses, your test's Proposed Key Answers, instructions on requesting to attend the Protest Review Session (PRS), and the procedures for creating and submitting protests. The PRS will be held on the first (1st) Friday after the week of your test date. If you wish to attend the PRS, a request form can be obtained from a staff member at the Computerized Testing Center (CTC). If you complete and submit a request form, you will be given a document specifying the date, time and location of your PRS, as well as other information pertaining to your PRS and the creation and submission of protests.

You are not permitted to enter PRS's with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted at PRS's; however, they must be hand held, battery or solar powered, numeric only. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc, are prohibited. If you are found to be in possession of any of these devices, your test score may be nullified, you may not receive your test results, and your application fee will not be refunded.

Please bring the computer printout of the responses that you made during your test, your test's Proposed Key Answers, black or blue ink ball-point pens, and photo identification (e.g., Driver's or Non-Driver's License) to the PRS. A copy of the computer printout may be obtained from DCAS' Record Room, located at 1 Centre Street, 14th Floor, Room 1448, New York, NY 10007. Requests may be made by mail or in-person, but requests should be made as soon as possible, to allow time for processing.

At the PRS, you will be allowed to review the test and its Proposed Key Answers to assist you in submitting protests against the test's Proposed Key Answers. You must appear in-person; you may not bring with you, or have present, any other person at the PRS. You may bring any reference materials you wish, but you may not bring any handwritten notes. In no case will you be allowed to remove from our premises any materials relating to the test content, or any notes that you may make during the PRS. You may not reschedule your PRS.

If you decide to submit a protest to any Proposed Key Answer, you must include a statement explaining why the answer you selected is as good as or better than the Proposed Key Answer. You may also include additional evidence supporting that statement. Protests may be prepared and submitted at the PRS, and/or they may be submitted by mail. Protests will not be accepted in-person after the PRS, but you may mail-in protests postmarked within thirty (30) days of the date of your PRS. Those thirty (30) days are known as the protest period.

After the protest period is over, a Test Validation Board (TVB) consisting of representatives of the employing agency(ies), bargaining unit (i.e., union) and DCAS, Bureau of Examinations is convened to review all protests. The TVB is empowered by Section 50-A of the New York State Civil Service Law, to change key answers, allow duplicate or multiple answers, or delete items from the test. After all protests are reviewed, the TVB prepares a report detailing its findings. After the eligible list has been established, all candidates who submitted protests will be called in to read the TVB Reports. The determinations made by the TVB are binding. Therefore, no further changes will be entertained.

IMPORTANT: Unless otherwise indicated, the publishing of Proposed Key Answers, and the administration of Protest Review Sessions (PRS's), will follow the processes described above.

PAPER-AND-PENCIL MULTIPLE-CHOICE TEST PROTEST PROCEDURES

At the test site, you will be provided with a Candidate's Record of Answers to record, for your own personal use, the responses that you make on your Official Answer Sheet for the test. The Candidates' Record of Answers also contains instructions for requesting to attend the Protest Review Session (PRS), and the procedures for creating and submitting protests. Proposed Key Answers will be published on the Department of Citywide Administrative Services' (DCAS') website on the fifth (5th) Monday after the date of your test. The PRS will be held on the fifth (5th) Wednesday following the date of your test. If you wish to attend the PRS, you must submit a request to attend the PRS. A PRS appointment letter will then be mailed to you to confirm the date, time, and location of your PRS. If you do not receive an appointment letter at least four (4) days before your PRS, you must go to the Examining Service Section, 1 Centre Street, 14th Floor, Room 1448, New York, NY 10007.

You are not permitted to enter PRS's with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted at PRS's; however, they must be hand held, battery or solar powered, numeric only. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc, are prohibited. If you are found to be in possession of any of these devices, your test score may be nullified, you may not receive your test results, and your application fee will not be refunded.

Please bring your PRS appointment letter, your Candidate's Record of Answers (or a copy of your Official Answer Sheet), black or blue ink ball-point pens, and photo identification (e.g., Driver's or Non-Driver's License) to the PRS. A copy of your Official Answer Sheet may be obtained from DCAS' Record Room, located at 1 Centre Street, 14th Floor, Room 1448, New York, NY 10007. Requests may be made by mail or in-person, but requests should be made as soon as possible, to allow time for processing.

At the PRS, you will be allowed to review the test and its Proposed Key Answers to assist you in submitting protests against the test's Proposed Key Answers. You must appear in-person; you may not bring with you, or have present, any other person at the PRS. You may bring any reference materials you wish, but you may not bring any handwritten notes. In no case will you be allowed to remove from our premises any materials relating to the test content, or any notes that you may make during the PRS. You may not reschedule your PRS.

If you decide to submit a protest to any Proposed Key Answer, you must include a statement explaining why the answer you selected is as good as or better than the Proposed Key Answer. You may also include additional evidence supporting that statement. Protests may be prepared and submitted at the PRS, and/or they may be submitted by mail. Protests will not be accepted in-person after the PRS, but you may mail in protests postmarked within thirty (30) days of the date of your PRS. Those thirty (30) days are known as the protest period.

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Deduction	< < < < E m p l o y e e > > > >	Amount	Limit	Remainder
UNION DUES	** 000003 FRANCINE SINGLETON	44.76		
	** 000005 LORNA MELVINE	44.76		
	** 000006 EVA RODRIGUEZ	44.76		
	** 000007 UNA CLARKE	44.76		
	** 000008 DEXTER DAVID	44.76		
	** 000009 BERLIN BRANA	44.76		
	** 000010 JUSTINA WAKEFIELD	44.76		
	** 000011 EDWIN BALDWIN	44.76		
	** 000012 CORALIS REYES	44.76		
	** 000013 ESMIRNA RODRIGUEZ	44.76		
	** 000014 RAIZA GONZALEZ	44.76		
	** 000015 GISELLE ROSARIO	44.76		
	** 000016 RHONDA FRANCE	44.76		
	** 000018 SHERESE JAMES	44.76		
	** 000020 TRACY D HOLDER	44.76		
	** 000021 CHARMAINE N STOVAL	33.57		
	** 000022 MACKENDRY DORNELUS	22.38		
	** 000023 RUO LAN WONG	44.76		
	** 000024 ALISHA BOODHU	44.76		
	** 000025 ARLENE CORONADO	44.76		
	** 000026 LOREILY PARDO	44.76		
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UNION DUES				

45. An experienced, self confident employee carelessly omitted an essential operation on a job assigned to her. As a result the completion of an important urgent report was delayed for several hours. A few days later, a relatively inexperienced, sensitive co-worker made a similar careless mistake with similar negative results. The supervisor of the two employees was more gentle in reprimanding the latter than the former employee. The supervisor' action in administering reprimands of unequal severity to these two subordinates was:

- a. not appropriate because fairness requires that subordinates responsible for like mistakes receive reprimands of like severity
- b. appropriate because supervisors should consider the temperament of subordinates when reprimanding them.
- c. appropriate because subordinates who accept greater responsibilities must likewise accept the consequent greater penalties for their mistakes
- d. not appropriate because more experienced employees benefit less in general, from reprimands than less experienced employees

45. The answer is (b). We really hated to include this question, but we felt we should. Sometimes you may get a question that drives you crazy because there seem to be two possible choices, and you can't decide which is the correct one. Sometimes it's because the question is difficult and well-designed, but occasionally it's because it's a bad question. We feel a question like this one is a poor question, but included it so we could make this point. If you think you've had a poor test question, it's even more important that you attend the review session the following week, if one is offered (if one isn't offered, it's because all of the questions have already been through the review process, and been upheld). By attending, you will find out what the correct answers were, and be given a chance to appeal any that you thought were unfair or poor questions. It's important to do this if you've had a problem, and you'll also gain insight into what the correct answers were. (There's no other way to find out). It's important to note that when you review a test, they won't give you your answer sheet, just the test booklet and the correct answers, so try and remember what answers you finally decided to select, for the questions you had a lot of difficulty with. Back to this problem. Most people select choice a or choice b, and there are good reasons for selecting either one. In this case, both choice a and choice b were rather broad statements that could be applied to the situation described in the paragraph. Test questions by necessity create artificial environments, and in this case it's difficult to determine in exactly what context choices a and b should be interpreted. In addition, there are sometimes extenuating circumstances that make the application of some broad "rules" impossible in supervision. So, we feel, this would be a question that could possibly be appealed. Choice c is incorrect because, not only does its premise make no sense, nowhere does it state that one of the employees accepted more responsibility than the other. Choice d is incorrect because this is not necessarily true. It is not considered good supervisory practice to reprimand experienced employees less because they benefit from it less.