



TO: HUMAN RESOURCES ADMINISTRATORS  
DT: June 20, 2013  
RE: General Letter 35: Examination Review and Appeal

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Donald J. DeFronzo  
Commissioner

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Public Act 13-247 includes revisions to Section 5-225 of the Connecticut General Statutes effective July 1, 2013. This section governs the rights of applicants to review and appeal their results on an examination.

Effective July 1, 2013, Section 5-225 reads:

**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 changes in legislation have rendered the corresponding regulations obsolete. The following will serve as the official policy governing the rights of applicants to review and appeal their results on an examination.

**Examination Results: Review of Papers**

- An applicant will be notified of the results of his/her 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 s/he did not pass.
- Within thirty (30) calendar days of the issuance of exam results, an applicant not receiving a passing score may request to inspect his/her 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).

- The applicant requests an appointment in advance to inspect his/her papers and presents photo identification at the time of appointment;
  - An applicant inspecting his/her answer papers shall limit such inspection to a length of time which the Commissioner of Administrative Services or his/her designated representative shall prescribe as reasonable;
  - An applicant shall not copy any material provided for his/her 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 his/her own examination. An applicant cannot review the papers or scoring of other applicants.
  - In an examination review for a written multiple-choice examination, an applicant sees a breakdown of the different subject areas the examination covered (as outlined in the test outline included in the examination booklet) and the number of questions s/he answered correctly and incorrectly in each area. S/he also sees how the final score was calculated.
  - In an examination review for an oral, essay, or experience and training examination, an applicant sees a summary of the scores s/he received on each of the questions or factor areas, a generic description of what each score means, and the weight of each question or factor. S/he also sees how the final score was calculated.
  - Requests for exam reviews must be made in writing and must be received within thirty (30) calendar days of the issuance of the test results. The written request must include the applicant's name, mailing address, daytime phone number, e-mail address, examination title, examination number, and examination score. Requests for reviews can be emailed to [Rita.Rose@ct.gov](mailto:Rita.Rose@ct.gov), faxed to 860-622-2959, or mailed to: Rita Rose, DAS Statewide Human Resources Management, 165 Capitol Avenue, Room 404, Hartford, CT 06106. (Emails or faxes are preferred.)

### **Examination Appeal**

- Not later than ten (10) calendar days after reviewing his/her examination results, an applicant may appeal, in writing, the accuracy of his/her examination score, as based on the original examination paper or responses.
- An applicant must have received a non-passing score on an examination and reviewed his/her exam results in order to be eligible to file an examination appeal.
- An applicant can only appeal the accuracy of his/her score on the examination. An applicant cannot appeal the results of other applicants.
- Written appeals must be received within ten (10) calendar days of the applicant's examination review. Appeals can be emailed to [Pamela.Libby@ct.gov](mailto:Pamela.Libby@ct.gov), faxed to 860-622-2965, or mailed to: Pamela Libby, DAS Statewide Human Resources Management, 165 Capitol Avenue, Room 404, Hartford, CT 06106. (Emails or faxes are preferred.)

- Appeals must include the following information: applicant's name, mailing address, daytime phone number, e-mail address, examination title, examination number, 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 his/her arguments, citing the reasons, or the authority where applicable, supporting his/her 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.
- The Commissioner of Administrative Services or his/her representative shall make a final determination of the scoring within thirty (30) calendar days of the receipt of an exam appeal. All appeals are responded to in writing. 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.

Questions regarding this policy can be directed to: Dr. Pamela L. Libby, Director of Statewide Human Resources Management at [Pamela.Libby@ct.gov](mailto:Pamela.Libby@ct.gov).

  
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Donald J. DeFronzo  
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