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.

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.