



## Candidate Preparation Guide

### Experience and Education (E&E) Claim

#### Department of Corrections Promotional Exams

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update July 26, 2024

The Experience and Education (E&E) claim is an exam component of the Department of Corrections promotional exams.

This section of the exam is similar but not the same as the Education and Experience (E&E) section of previous years. This guide is intended to help candidates familiarize themselves with the E&E component of the exam.

Please note these instructions are for candidates taking a 2024 promotional exam for the Massachusetts Department of Corrections. These instructions should not be relied upon for any future exam.

It is strongly recommended you closely read the online instructions, download, and print a copy of the claim, and work on it offline before beginning your online submission.

### Claim Submission

**Final E&E Submission Deadline:** 7 days after exam date, at 11:59 p.m.

- Starting the claim: Make sure the claim is for the correct exam title. If candidates are taking the 2024 Correction Officer II written promotional exam, they must apply for the 2024 Correction Officer II E&E exam claim.
- “Saving” VS “Submitting”: The claim can be completed in more than one sitting, and progress can be saved. However, a claim must be submitted by the deadline. A saved claim cannot be scored and will be considered incomplete.
- Changing a submitted claim: Once a claim is submitted, candidates can no longer make changes. If the submission deadline has not yet passed, changes can be made to already submitted claims by emailing: [civilservice@mass.gov](mailto:civilservice@mass.gov). Include the candidate’s name, person ID, and E&E exam title in the subject of the email (e.g., John S. Smith – 123456 – E&E COIII).
- Confirmation of submission: When a claim is submitted, a confirmation email will be sent. If you do not receive a confirmation email, you must resubmit your online application prior to the submission deadline, until you have received a confirmation email. Candidates should retain a copy of their email for their records.

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update July 26, 2024

**NOTE:** The confirmation email is confirmation that your application has been received. It is not confirmation that all your supporting documents have been accepted. Please review the preparation guide carefully to ensure all the proper documentation is submitted.

### Weights and Scoring

The E&E exam component is one of three exam components and is weighted at 20% of the total exam. The E&E component has two main sections that have the following weights applied to all titles:

Experience	75%
Education	25%

Unlike previous E&E claim forms, a candidate will not be able to see point values for the associated claim entries. When exam scores are released, the candidate will receive a breakdown of their final score consisting of their written exam technical knowledge component; written exam situational judgment testing component; and E&E claim score.

### Background

The E&E component has two main sections: Experience and Education. Through collaboration of HRD Civil Service Unit, subject matter experts, and the test vendor, the weight distribution was determined through our job analysis test development process. This process consists of multiple panel sessions accompanied by surveys to the Department of Corrections. Each exam is evaluated in partnership with subject matter experts. Components and/or specifications of each component are subject to change with evaluations of each exam.

### Supporting Documentation

All claims, whether for experience or education, require supporting documentation. This guide will identify what is supporting documentation for each category. The online form includes a section entitled “attachments” for submission of documents. **Please label your document to ensure it is processed accordingly.** A candidate can revisit the “attachments” page as many times as necessary to submit all required documentation before the claim is submitted. If submitting documentation through the Civil Service email, [civilservice@mass.gov](mailto:civilservice@mass.gov), please include E&E in the subject line, provide your name,

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update July 26, 2024

personal identification number, and exam you have applied for. Candidates are encouraged to utilize their Civil Service NeoGov account for all submissions.

If for some reason you are unable to attach a document to the claim, or you need to make a change see “Changing a submitted claim” above.

*NOTE:* If you have attached all necessary supporting documents to your online claim, you do **NOT** need to email a second copy to Civil Service.

### Employment Verification Form (EVF)

Ensure you are filling out the EVF for the **correct exam title**. The experience you provide should only be candidate experience gained on or before the exam date.

The EVF must be signed and dated by your department’s appointing authority or their designee.

A link to the 2024 EVF form is [here](#).

*NOTE:* A resume will never be accepted instead of an EVF.

### Current Work Experience

Candidates must submit a current EVF signed by their appointing authority or their designee for work in their current department. The appointing authority must include start/end dates for each grade level (rank), whether it was a full- or part-time position, and reasons for any breaks in service. Time is calculated per rank, and it can include any temporary/provisional time in a rank.

**Leaves of absence:** The first six months (180 consecutive days) of a leave of absence can be claimed as time worked on your EVF. Leaves of absences or breaks in service for more than six months must be recorded on the EVF and will not be counted toward work experience.

### Calculating Work Experience

The EVF form will be used to calculate work experience at each rank. Temporary and provisional time will be added to the candidates' time in rank.

If a candidate's experience is 6 months or over, round up to the next full year. If experience is 5 months or less, round down to the previous lower year. Please remember that all types of experience in each category must be totaled on your EVF or letter from the appointing authority. Experience that is not totaled cannot be credited.

For any part-time employment claims, it is the candidate's responsibility to tally the number of hours worked and submit them in total within the "employment" category. Submission of part-time hours within the "shifts" category will not be accepted.

For part-time work calculations only, part-time work should be prorated based on a 172 hour/month to produce a months-worked claim. Examples:

- If a candidate worked part time for a total of 220 hours, the calculation would be 220 hours divided by 172 hours, resulting in 1.28 months of work. This would be rounded to credit for one month of work.
- For 670 hours of part-time work, the calculation would be 670 hours divided by 172 hours, resulting in 3.89 months worked. This would be rounded on the claim form, for a submission of 4 months of employment.

Please see below for an example of calculating time:

**EVF Example:**

**Commonwealth of Massachusetts Human Resources Division  
2024 Correction Officer II Promotional Examinations  
Employment Verification Form**

**Instructions:** The Appointing Authority (or their designee) must sign and date this form, certifying the information provided for each promotional candidate is accurate. Attach additional paperwork if necessary. This form must be submitted no later than seven calendar days after the written examination date. This form and any supporting documentation must be scanned and attached to the application or sent to [civilservice@mass.gov](mailto:civilservice@mass.gov) no later than **August 24, 2024**. Please be thorough in completing this form.

**Name of Candidate:** John Smith  
**Verifying Agency:** MA. DOC

**Last four digits of Social Security #:** 1234  
**Examination Title:** CO III

**I. PERMANENT ORIGINAL SERVICE**

List Date of Permanent Appointment in rank of Correction Officer I: Jan 1, 2012

**List Dates and Reasons for any breaks in service at any and all ranks:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**II. PROMOTIONS WITHIN AGENCY (List Ranks and Dates of Promotions):**

<u>Rank:</u>	<u>Date of Promotion:</u>
SGT	March 3, 2015
_____	_____
_____	_____
_____	_____

**III. TEMPORARY AND PROVISIONAL TIME IN RANK(S)**

<u>Rank:</u>	<u>Dates of Service (From – To):</u>
_____	_____
_____	_____
_____	_____

**Print Name of Appointing Authority (or designee):** \_\_\_\_\_

**Title of Designee:** \_\_\_\_\_

**Signature of Appointing Authority (or designee):** \_\_\_\_\_

**Date:** AUG 17<sup>th</sup>, 2024

**Specialty Work Experience**

Candidates may claim experience in a specialty role while working in the Department of Corrections. To receive credit for this time the candidate must claim the role in which they served and the amount of time they have spent serving in that role. To verify this time, the candidate must submit a letter on

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update July 26, 2024

Department letterhead with an original signature indicating start and end dates (MM/DD/YYYY) of time/experience in the specialty claimed.

Specialty unit experience is awarded time in intervals of 6 months. A candidate must have at least 6 months of time in a specialty unit to receive credit without rounding. From 6 months on up, round will take place at the halfway point, 3 months and 15 days or 9 months and 15 days

- If a candidate has 5 months and 17 days working in a specialty unit, this rounds down to 0 months and the candidate cannot claim time in the unit.
- If a candidate has 1 year 4 months and 3 days, this candidate will round to 1.5 years.
- If a candidate has 7 months in a specialty unit, they will round down to 6 months.

For any part-time specialty claims, it is the candidate's responsibility to tally the number of hours worked and submit them in total within the "employment" category. Submission of part-time hours within the "shifts" category will not be accepted.

*NOTE:* All signed letters must include an end date of time in the of the specialty. If you are currently still serving in this specialty position, this must be explicitly stated, and time will be calculated up to the date of the exam.

### Specialty Unit Experience- Training Academy

Candidates may claim experience as an instructor in the Department of Corrections Recruit Training Academy. You may not submit a claim for teaching the same course on more than one occasion, they must be unique teaching experiences. All claims of teaching in the recruit academy must be verified in writing by the institution. Instructor certificates alone are not sufficient as proof of teaching. You may claim up to 5 courses taught to receive experience points on your E&E claim.

### Work Experience Earned in Another Correctional Setting

Claims may also be submitted for employment in a correctional setting not within the Massachusetts Department of Corrections. This includes out-of-state correctional facilities or institutions, county jails, etc.

Supporting Documentation (candidates must submit all the following details):

- A letter on business letterhead with an original signature indicating start/end dates of employment.
- Full- or part-time position. If the claim is for part-time employment, the letter must indicate how many actual hours were worked or the number of hours worked per week. This will be calculated under the prorated, part-time calculation (172 hour/month).
- Correctional responsibility with official duties listed.

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update July 26, 2024

## Supervisor Experience in a Non-Correction Officer Role

Claims may also be submitted for employment with supervisory responsibilities in a non-Correction Officer position.

**Supporting Documentation- Non-Military** (candidates must submit all the following details):

- a letter on business letterhead with an original signature indicating start/end dates of employment.
- full- or part-time position. If the claim is for part-time employment, the letter must indicate how many actual hours were worked or the number of hours worked per week. This will be calculated under the prorated, part-time calculation (172 hour/month)
- supervisory responsibility with official duties listed. Duties can include: Supervising staff and work processes, enforcing policies and procedures, monitoring employee productivity, and providing feedback, setting performance goals, assisting with scheduling, employee corrective measures, etc.
- For documentation from a non-governmental company (private or non-profit organization), the tax ID must be included in the supporting documentation.

**NOTE: If a candidate owns their own company, they must follow the same guidelines listed for a private company.**

All documentation listed must be submitted to support a claim of outside supervisor time in a private company.

The example below will **NOT** be accepted as supporting documentation for outside supervisor time.



---

## ABC Company

---

September 10, 2023

123 Main St  
Anytown, MA 01234

To Whom it May Concern:

I have owned the ABC company for 5 years. I have experience managing my budget and ensuring my customers receive great service. I can provide references upon request. My EIN #1274365.

Sincerely,

Mac Macdonald

---

**Supporting Documentation – Military:** Time spent within the Non-Commission Officer (NCO) ranks or time spent within the Officer ranks would qualify as supervisory experience from outside a Correction Officer role.

- DD214 for ranks E5 and above, or E4 Corporal (see below).
- NCOERs: orders showing date of rank.
- ERB/SRB.

The time that can be verified on a DD214 is the time from the date identified as the “effective date of pay grade, to the date identified as the “separation date this period”. Typically, the “effective date of pay grade” is either box 12h or box 12h, and the “separation date this period” is box 12b. The details from the section of the DD214s below would only support supervisor time from the dates in box 12i through 12b in the first example and the dates in box 12h to box 12b in the second example.

12. RECORD OF SERVICE
a. DATE ENTERED AD THIS PERIOD
b. SEPARATION DATE THIS PERIOD
c. NET ACTIVE SERVICE THIS PERIOD
d. TOTAL PRIOR ACTIVE SERVICE
e. TOTAL PRIOR INACTIVE SERVICE
f. FOREIGN SERVICE
g. SEA SERVICE
h. INITIAL ENTRY TRAINING
i. EFFECTIVE DATE OF PAY GRADE

12. RECORD OF SERVICE
a. DATE ENTERED AD THIS PERIOD
b. SEPARATION DATE THIS PERIOD
c. NET ACTIVE SERVICE THIS PERIOD
d. TOTAL PRIOR ACTIVE SERVICE
e. TOTAL PRIOR INACTIVE SERVICE
f. FOREIGN SERVICE
g. SEA SERVICE
h. EFFECTIVE DATE OF PAY GRADE

*NOTE:* A candidate who is no longer in the military would need to show Expiration Term of Service (ETS) date. If a candidate is still serving, then they would need to provide proof of still serving (Commanding Officer letter). For officers, they would provide proof of date of rank to officer and ETS date.

## Education

Candidates may receive credit for an associate, bachelor, master, and doctorate degrees from a regionally accredited higher education institutions in the United States; or institutions outside the United States granting degrees or degree program credits that are recognized by one of the United States regional accrediting agencies or that are transferable to a regionally accredited higher education institution in the United States.

Candidates can receive credit for one degree: related degree (listed below) or an unrelated degree. The degrees are listed on the application in order of highest point value. **(For example, if the candidate received a related bachelor's and an unrelated master's degree, they should select the "related bachelor's degree" category to receive the most points.)** Related degrees are based on job analysis conducted with our subject matter experts. The degree must be earned/conferred before the exam date.

The related degrees to the Department of Corrections are:

- Communications
- Criminal Law
- Criminology
- Criminal Justice

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update July 26, 2024

- Law Enforcement
- Psychology

Supporting Documentation:

- Official Transcript: must include name, major, degree confer date, and institution name.

OR

- Unofficial Transcript & Diploma: must include name, major, degree confer date, and institution name.

*NOTE:* Transcript links are **NOT** accepted.

### Veteran's Preference

Any candidate who qualifies for disabled veteran or veterans' preference may receive 2.0 extra points on a passing grade for the examination.

In order to update your Veteran status, a candidate must submit their DD214 or a statement of service/Commanding Officer letter on Official letterhead with appropriate signature and include details of your military service to date that includes:

- Dates of full-time active duty.
- Current assignment.
- Date of entrance into service.
- Estimated time of separation.
- Expected discharge type (i.e., honorable).
- Statement confirming that you will receive a DD214 not for training at the completion of your current Active-Duty service.

If a candidate has already been approved for veteran preference, it is not necessary to resubmit documentation to be awarded veteran points. It will automatically be added to your final score.

*NOTE:* Veteran preference will also be documented on your E&E application notice.

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update July 26, 2024

**In order to be awarded your preferential Veterans, you must achieve a passing grade on the exam.**

The following information is on the exam poster.

*Statutory Preference Points: Upon submission of written proof, two points will be added to the **passing score** of qualified Veterans and Disabled Veterans and have passed an examination for promotional appointment in such force. Please be advised that two points are the maximum allowable number of points to be added to your passing, overall (general average) examination score. To claim veterans' preference, claim veteran status in the application and attach your DD214 to the application or email it to [civilservice@mass.gov](mailto:civilservice@mass.gov). For more information on veteran status refer to the Military Information section on our website.*

### Appeal Rights

Under Massachusetts law, once a candidate receives their examination score, they have 17 calendar days from the emailing of the score notice to file an appeal of their E&E claim.

[General Law - Part I, Title IV, Chapter 31, Section 24 \(malegislature.gov\)](http://malegislature.gov)

### Claim Audits

HRD reserves the right to audit any E&E claim from the time of submission through the life of any eligible list. Candidates should maintain original copies of any documentation submissions in case HRD, or an appointing authority requests them.

### Accessing the E&E Claim Website

All candidates who are registered to take a promotional Correctional exam will be sent an email with a link that takes the candidate to the web page. Only on-line claims will be accepted. No other form of submission will be accepted.

Scores are issued from the information on a candidate's E&E application.

If a candidate has created two profiles, they must use the profile sent to them to access their on-line claim. It is important to use the same profile when submitting all documentation or inquiries related to their claim.

### Submission of the Claim

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update July 26, 2024

After candidates complete and review their submission, they must “accept and submit” their E&E claim by clicking on the button highlighted below under the “certify” section of the application. Failure to click this button will result in no score for the claim. Candidates should only submit their claim when they have completed the claim; once submitted the claim cannot be revisited. If a revision is needed, a candidate can email Civil Service a [civilservice@mass.gov](mailto:civilservice@mass.gov) before the application end date.

The screenshot shows the 'Certify' section of the E&E Claim application. On the left is a sidebar with navigation links: 'Info', 'Attachments', 'Questions', 'Review', and 'Certify' (which is highlighted in green). The main content area is titled 'Certify' and includes a toggle switch for 'Are you interested in receiving text message notifications from this organization?'. Below this, it lists reasons for selecting 'yes' and provides a link to the 'Terms of Use'. At the bottom, there is a declaration statement with a 'Decline' button and a green 'Accept & Submit' button.

2023 | E&E Claim | Job Details | Applying as: | Text | Support | X

**Certify**

Fields marked with an asterisk (\*) are required

Are you interested in receiving text message notifications from this organization? ☒ Yes ☐ No

By selecting "yes" you may receive text messages for the following:

- Follow-up text messages from potential employers regarding applications you submitted and additional steps in the application process (including, but not limited to, scheduling interviews or assessment testing)
- Notification text messages about your applicant status, assessment scores, and other progress notifications

Please refer to our [Terms of Use](#) for more information.

I hereby acknowledge and affirm, under the penalties of perjury that the information I have provided on this application is true. I have also read all the information contained in the job posting and application and I understand that notification of any information is subject to removal from all websites.

Decline Accept & Submit

## FAQ's

1. How are the years rounded on the EVF?

*Years are calculated by rank and are rounded up. (Ex. 6 years/6 months as a Sergeant=7 years)*

2. Why do I have to submit an official transcript? And why does my diploma not count?

*Official transcripts are sent directly from the school registrar and contain coursework information. Unofficial transcripts will be accepted accompanied by a copy of the diploma.*

3. What documents do I need to submit to verify my veteran's status?

*The non-active duty training DD214 or a statement of service/Commanding Officer letter on Official letterhead with appropriate signature and include details of your military service to date that includes: dates of full-time active duty, current assignment, date of entrance into service, estimated time of separation, expected discharge type (i.e., honorable), statement confirming that you will receive a DD214 not for training at the completion of your current Active-Duty service.*

4. I am unable to provide my military documents because the only people who can verify this information are currently deployed.

*Even under deployment, a candidate should be able to send an email or reach out to those who can provide the documentation.*

5. Who selects the specialties that are eligible for points on the E&E claim?

*A job analysis was performed prior to this exam. Subject matter experts met to evaluate the criteria for eligible specialties based on the duties and responsibilities associated with each. A survey was sent out to the entirety of Massachusetts Department of Corrections to evaluate which specialties should be eligible for credit.*