



Candidate Preparation Guide
Experience and Education (E&E) Claim

DOC Correction Officer Promotional Exams

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)
Last Update October 24, 2024

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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.

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.

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.

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 E&E claim application. Only online claims will be accepted. No other form of submission will be accepted.

E&E Claim Submission

All candidates are required to submit an E&E claim application by the E&E submission deadline. Failure to submit an E&E claim application by the deadline will result in a failing E&E component score.

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 III written promotional exam, they must apply for the 2024 Correction Officer III 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.
- 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.

The screenshot shows the 'E&E Claim' application interface. On the left, there is a sidebar with navigation links: 'Info', 'Attachments', 'Questions', 'Review', and 'Certify'. The 'Certify' link is highlighted with a green checkmark. The main content area is titled 'Certify' and contains a form. The form has a section titled 'Are you interested in receiving text message notifications from this organization?' with a toggle switch set to 'ON'. Below this, there is a list of bullet points explaining the benefits of selecting 'on'. At the bottom of the form, there is a statement: 'I hereby acknowledge and attest, 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 falsification of any information is subject to removal from all eligible bids.' Below this statement, there are two buttons: 'Decline' and 'Accept & Submit'. The 'Accept & Submit' button is highlighted with a red circle and a red arrow.

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- 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 this email for their records.
- Changing a submitted claim: If a revision is needed, a candidate can email Civil Service a civilservice@mass.gov before the application end date. Candidates should include their name, person ID, title of their exam, and “E&E” in the subject of the email (e.g., John S. Smith – 123456 – CO III E&E).

Note: The confirmation email is confirmation that your E&E claim 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.

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, please include E&E in the subject line, provide your name, 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.

Experience Category

The E&E asks a series of questions about a candidate’s employment and supervisory experience. All experience claims must be supported by a current employment verification form (EVF) or a letter on

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official letterhead signed by an appointing authority or designee from the department in which the experience occurred in.

Employment Verification Form (EVF)

The EVF for all DOC Correction Officer promotional exams is available on the [Employment Verification Form](#) page of the Civil Service website. Please ensure that you indicate the exam title you are participating in on the form. Candidates should include all experience that has occurred up to the examination 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: Resumes will not be accepted in lieu of work verification forms for any type of work experience claim.

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

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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 indicate totaled number of hours worked and the date range of when these hours were worked on the EVF. Indicating part-time experience as number of "shifts" 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.

Sample Experience Calculation:

Commonwealth of Massachusetts Human Resources Division 2024 Correction Officer II Promotional Examinations Employment Verification Form	
Instructions: The Appointing Authority (or their designee) <u>must sign</u> 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 no later than August 24, 2024 . Please be thorough in completing this form. Provisional and/or temporary time will only be credible in the title of the examination.	
Name of Candidate: <u>John Doe</u>	Last four digits of Social Security #: <u>1234</u>
Verifying Agency: <u>MA DOC</u>	Examination Title: <u>Correction Officer II</u>
I. PERMANENT ORIGINAL SERVICE List Date of Permanent Appointment in rank of Correction Officer I: <u>January 1, 2012</u> 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>Sergeant</u> _____ _____ _____	<u>Date of Promotion:</u> <u>March 3, 2015</u> _____ _____ _____
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): <u>John Doe</u> Title of Designee: <u>Personnel Officer I</u> Signature of Appointing Authority (or designee): <u>John Doe</u> Date: <u>August 17th, 2024</u>	

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Correction Officer Experience:

Start: 01/01/12

End: 03/03/2015

Total Time: 3 years and 2 months = 3 years

Correction Officer II (Sergeant) Experience:

Start: 03/03/2015

End: 08/17/2024

Total Time: 9 years and 5 months = 9 years

Specialty Work Experience

Candidates may claim experience in a specialty role while working in the Department of Corrections. Specialty unit experience is awarded in intervals of 6 months. A candidate must have at least 6 months of time in a specialty unit to receive credit without rounding. This time will be calculated in months starting at 6 months and will not be eligible for rounding.

For example,

- Candidate X has 3 years, 6 months and 24 days of specialty unit experience. Their unrounded total experience is 42 months.
- Candidate Y has 5 months and 20 days of specialty unit experience. They are not eligible to receive credit for their specialty unit experience as their unrounded total experience is less than 6 months.

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

We **do not** accept certifications, awards, or training certificates in place of the official department letter detailing experience.

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.

Accepted Specialties:

- | | |
|--|---|
| • Armorer | • Inner Perimeter Security (IPS) |
| • Assignment Officer | • Institution Training Officer |
| • Crisis Negotiation Team | • Office of Investigative Service (OIS) |
| • Critical Incident Response Team (CIRT) | • Operations |
| • Discipline Officer (DO) | • Tool Control Officer |
| • Hostage Rescue Team | |

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Example: In the letter below, the candidate's unrounded amount of specialty unit experience is 58 months. Thus, the candidate should select the '54 months up to 59 months' range



MAURA T. HEALEY
Governor

KIMBERLEY DRISCOLL
Lieutenant Governor

TERRENCE M. REIDY
Secretary

The Commonwealth of Massachusetts
Department of Correction
Special Operations Division
50 Maple Street, Suite 3
Milford, MA 01757
Tel: (508) 422-3600
www.mass.gov/doc



SHAWN P. JENKINS
Interim Commissioner

KELLEY J. CORREIRA
CHRISTOPHER R. NICHOLS
MITZI S. PETERSON
THOMAS J. PRESTON
Deputy Commissioner

DAVID SHAW
Director

July 08, 2024

To Whomever It May Concern,

Please be advised that Correction Officer I, [REDACTED] has been an active member of the Special Operations Response Unit (Critical Incident Response Team) from September 27, 2019, through August 17, 2024. His total time is 4 years, 10 months, 21 days. Please accept this letter as a Verification of Tactical Experience.

Respectfully,

David Shaw, Director
Operational Services

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, the claims 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.

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Example: The verification below displays credit for teaching 3 courses. We accept only unique courses taught. Credit cannot be claimed for teaching the same course on multiple occasions.



MAURA T. HEALEY
Governor

The Commonwealth of Massachusetts
Executive Office of Public Safety & Security
Department of Correction
Division of Staff Development
50 Maple Street, Suite 2
Milford, MA 01757
Tel: (508) 422-3690 Fax: (508) 422-3655
www.mass.gov/doc



SHAWN P. JENKINS
Interim-Commissioner

KIMBERLEY DRISCOLL
Lieutenant Governor

TERRENCE M. REIDY
Secretary

KELLEY J. CORREIRA
CHRISTOPHER NICHOLS
MITZI S. PETERSON
THOMAS J. PRESTON
Deputy Commissioners

JANICE PEREZ
Director

July 31, 2024

Human Resources Division
Attn: Test Administration
1 Ashburton Place, Room 301
Boston, MA 02108

To Whom It May Concern:

Please accept this letter as verification that [REDACTED] Correction Officer I, has taught the following Criminal Justice Course in the Department of Correction's Recruit Training Academy:

Course 1: Forced Movement of Incarcerated Individuals I (RTC #333)
Course 2: Forced Movement of Incarcerated Individuals II (RTC #333)
Course 3: Forced Movement of Incarcerated Individuals I (RTC #335)
Course 4: Forced Movement of Incarcerated Individuals II (RTC #335)
Course 5: Security Radio and Phone Procedures (RTC #335)

If you have any questions, I may be reached at (508) 509-3951

Sincerely,

Janice Perez
Director

Work Experience Earned in Another Correctional Setting

Claims may also be submitted for employment in a related correctional field outside of the Massachusetts Department of Corrections. This includes out-of-state correctional facilities or institutions, and county jails.

Candidates must submit a signed letter on business letterhead. This letter must include the following information:

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- Start and end date(s) of employment.
- Whether the experience was full or part time. If the position was part time, the letter must indicate the total number of hours actually worked and the time period it occurred. This will be calculated under the prorated, part-time calculation (172 hour/month).
- Correctional responsibility with official duties listed.

Supervisor Experience in a Non-Correction Officer Role

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

Private Companies

For non-police positions in a private company, a signed letter on business letterhead must be provided. This letter must include the following information:

- Start and end date(s) of employment.
- Whether the experience was full or part time. If the position was part time, the letter must indicate the total number of hours actually worked and the time period it occurred. This will be calculated under the prorated, part-time calculation (172 hour/month).
- List of official duties.
 - Recognized duties in - Supervising staff and work processes, enforcing policies and procedures, monitoring employee productivity, and providing feedback, setting performance goals, assisting with scheduling, employee corrective measures.
- For documentation from a non-governmental company (private or non-profit organization), the tax ID must be included in the supporting documentation.

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

Any experience claim that is not accompanied by supporting documentation and totaled within each category on the letter from the appointing authority or supervisor will be deducted from your E&E claim score.

Resumes will not be accepted in lieu of a work verification letter. Leaves of absences or breaks in service for more than six months will not be counted toward work experience.

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

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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

Military

Non-policing military experience will qualify as supervisory experience in the Officer rank and the following Non-Commission Officer (NCO) ranks:

- Army and Marine Corp: rank of Corporal or above
- Navy and Coast Guard: ranks of Petty Officer 3rd Class or above
- Air Force: ranks of Staff Sergeant or above

A DD214 **must be provided** and include the following information:

- Box 1 - Name
- Box 2 – Department, component and branch
- Box 4a – Grade, rate or rank
- Box 4b – Pay grade
- Box 12 - Record of Service

Along with your DD214, submit any additional documents that support time served in a supervisory position.

Additional Documents:

- Commanding Officer (CO) Letter – **must** be provided by candidates still serving in the military
- Enlisted Record Brief/Soldier Record Brief (ERB/SRB)
- Non-Commission Officer Evaluation Report (NCOER)

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CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY					
This Report Contains Information Subject to the Privacy Act of 1974, As Amended.					
1. NAME (Last, First, Middle) LAST NAME FIRST NAME		2. DEPARTMENT, COMPONENT AND BRANCH ARMY/RA		3. SOCIAL SECURITY NUMBER XXX XX XXXX	
4a. GRADE, RATE OR RANK SGT	b. PAY GRADE E05	5. DATE OF BIRTH (YYYYMMDD) YYYYMMDD	6. RESERVE OBLIGATION TERMINATION DATE (YYYYMMDD) 00000000		
7a. PLACE OF ENTRY INTO ACTIVE DUTY		b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known) STREET ADDRESS CITY STATE ZIP CODE			
8a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND			b. STATION WHERE SEPARATED STATION, STATE ZIP CODE		
9. COMMAND TO WHICH TRANSFERRED N/A			10. SGLI COVERAGE AMOUNT: <input type="checkbox"/> NONE		
11. PRIMARY SPECIALTY (List number, title and years and months in specialty. List additional specialty numbers and titles involving periods of one or more years.)			12. RECORD OF SERVICE		
			YEAR(S)	MONTH(S)	DAY(S)
			a. DATE ENTERED AD THIS PERIOD	2019	01 22
			b. SEPARATION DATE THIS PERIOD	2024	05 20
			c. NET ACTIVE SERVICE THIS PERIOD	0005	03 29
			d. TOTAL PRIOR ACTIVE SERVICE	0000	00 00
			e. TOTAL PRIOR INACTIVE SERVICE	0000	00 00
			f. FOREIGN SERVICE	0001	01 01
			g. SEA SERVICE	0000	00 00
			h. INITIAL ENTRY TRAINING	0000	05 16
			i. EFFECTIVE DATE OF PAY GRADE	2022	03 01

Calculation = Box 12i to Box 12b

3/1/2022 – 5/20/2024 = 2 years 2 months

Total supervisor time = 2 years (rounded down)

Education

Candidates may receive credit for an Associates, Bachelor or Master's or higher degree from a regionally accredited higher education institutions in the United States. Candidates are to indicate the highest degree attained to receive credit and must submit official transcripts to support their submission. A combination of unofficial transcripts and a diploma will be accepted in lieu of official transcripts. Supporting documents must include the following: candidate's full name, degree, major, degree confer date and institution name. All degrees are required to be earned on or before the exam date.

Please note that related degrees have more value than non-related degrees. (For example, if the candidate received a related bachelor's degree and unrelated master's degree, they should select the "related bachelor's degree" category.) The related degrees to the Department of Corrections are:

- Communications
- Criminal Law
- Criminology
- Criminal Justice
- Law Enforcement
- Psychology

*Note: Transcript links are will **not** be 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.

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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. For more information on veteran status, refer to the Military Information section on the Civil Service website.

Note: If you have already qualified for Veteran's preference, it will be noted on your E&E claim instructions notice.

Note: In order to be awarded your Veteran's preference points, you must achieve an overall 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. For more information on veteran status refer to the Military Information section on our website.*

Appeal Rights

Per [Massachusetts General Law \(MGL\) Chapter 31, Section 22](#), candidates have 17 calendar days from the emailing of the score notice to file an appeal of their E&E claim. No new type of credit can be claimed once you submit your Online E&E Claim. Instructions on how to file an E&E appeal during the 17-day appeal period will be sent to all candidates in their E&E score notice.

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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.

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.

6. Can I submit time as a Therapeutic Safety Technician for outside correctional time?

Time as a Therapeutic Safety Technician is not acceptable as outside correctional time. This time does not meet the requirement of relatedness to a correctional position to qualify for the credit.