



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

**Department of Correction - Correctional Program Officer  
Promotional Exams**

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update August 26, 2025

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The Experience and Education (E&E) claim is an exam component of the Department of Correction 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 examination.

Please note these instructions are for candidates taking a 2025 promotional exam for the Massachusetts Department of Correction for the rank of Correctional Program Officer C or D. 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 the 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 Correction. 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**

For **Correctional Program Officer C**, the E&E exam component is one of the examination components and is weighted at 20% of the total exam. The E&E component has two main sections that have the following weights applied:

Experience	75%
Education	25%

For **Correctional Program Officer D**, the E&E exam component is one of the examination components and is weighted at 20% of the total exam. The E&E component has two main sections that have the following weights applied:

Experience	70%
Education	30%

Unlike previous E&E claim forms, a candidate will not be able to see point values for the associated claim entries. When examination scores are released, candidates will receive two score notices - one containing their final score broken down by examination component and a second containing their scores for each E&E category.

### **Accessing the E&E Claim Website**

All candidates who are registered to take a promotional Correctional Program Officer exam will be sent an email with a link that takes the candidate to the E&E claim application. **This email with your E&E application link will be sent approximately three weeks before the examination.** Only online claims will be accepted. No other form of submission will be accepted.

### **Claim Submission**

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

- Starting the claim: Make sure the claim is for the correct exam title. If candidates are taking the 2025 Correctional Program Officer C written promotional exam, they must apply for the 2025 Correctional Program Officer C E&E exam claim. When participating in multiple written promotional exams, candidates must submit an E&E application for each appropriate promotional E&E application.
- “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 deadline has not yet passed, changes can be made to submitted claims by emailing:

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[civilservice@mass.gov](mailto:civilservice@mass.gov). Include the candidate's name, person ID, and E&E examination title in the subject of the email (e.g., John S. Smith – 123456 – CPO C E&E).

- 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 confirmation email for their records. If an email is sent to the Civil Service account with supporting documents, an auto reply will be generated. This is not confirmation that an application has been submitted.

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

## **Submission of the Claim**

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 through the online portal. If a revision is needed, a candidate can email Civil Service at [civilservice@mass.gov](mailto:civilservice@mass.gov) before the application end date.

The screenshot shows the 'Certify' section of the 'ECT&E Claim' application. On the left, a sidebar contains links for 'Info', 'Attachments', 'Questions', 'Review', and 'Certify'. The 'Certify' link is highlighted. The main content area is titled 'Certify' and includes a toggle for 'Are you interested in receiving text message notifications from this organization?' set to 'ON'. Below this, there is a list of reasons for selecting 'on'. At the bottom, there is a section for a declaration, followed by two buttons: 'Decline' and 'Accept & Submit'. The 'Accept & Submit' button is circled in red, and a red arrow points to it from the right.

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## 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 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. It is not necessary to resubmit documents that have been submitted for past examinations. Examples of this include college transcripts or DD214s.

The image below shows where to submit supporting documentation on your E&E claim:

The screenshot shows a web interface for submitting supporting documentation. On the left is a vertical sidebar with five buttons: 'Info' (with an information icon), 'Attachments' (with a paperclip icon and a green checkmark above it), 'Questions' (with a question mark icon), 'Review' (with a magnifying glass icon), and 'Certify' (with a checkmark icon). The main area is titled 'Attachments' and contains the following elements: a list of supported file types (.doc, .docx, .xls, .xlsx, .ppt, .pptx, .potx, .pdf, .gif, .tiff, .tif, .jpe, .jpeg, .jpg, .png, .htm, .html, .rtf, .txt, .wpd, .wp, .bmp), a large button labeled '+ Add supplemental attachment', a note stating '\* Required attachments must be provided before submission', and a green 'Next' button.

**Attachments**

Supported file types: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .potx, .pdf, .gif, .tiff, .tif, .jpe, .jpeg, .jpg, .png, .htm, .html, .rtf, .txt, .wpd, .wp, .bmp

+ Add supplemental attachment

\* Required attachments must be provided before submission

Next

## Recommended Labels When Uploading Documents to the Online Application

Category	Attachment Type	Naming Examples
Correctional Program Officer Experience – current and past departments	Employment Verification Form (EVF)	Current Dept EVF Outside Dept EVF Outside Dept Letter
Non-Correctional Program Officer Supervisor Experience – company and military letters	Promotional Examination Supervisor Experience, DD 214 (if uploading a DD 214 form)	Outside Supervisor Time DD 214
Education – college transcripts, diplomas	College Transcript	Curry College Transcript Boston University Diploma

### **Experience Category**

The E&E asks a series of questions about a candidate's employment and supervisory experience. All departmental experience claims must be supported by a current employment verification form (EVF) or a signed letter by an appointing authority (outside department). Instructions on how to fill out the E&E application will be sent to candidates prior to the date of the examination. These forms can also be accessed on the [Promotional Examination Forms](#) page on the Civil Service website. Resumes will not be accepted in lieu of work verification forms for any type of work experience claim.

Experience can be claimed in the following categories:

- CPO Experience
- Department of Correction Experience (Correction Officer or Parole Officer)
- Other related CPO Experience
- Massachusetts Public Safety Experience (Police Officer and Probation Officer)
- Out of State CPO or CO Experience
- Outside Supervisor Experience (Military or Private Sector)

### **Employment Verification Form (EVF)**

An EVF for all DOC Correctional Program Officer promotional exams is available on our website. Please ensure that you are entering the examination title you are participating in. The experience you provide

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should only be candidate experience gained on or before the examination date. **Each section of the EVF may not apply to all departments participating in the examination.**

The EVF must be signed and dated by your department's appointing authority or their designee for work in their current department.

A link to the 2025 Correctional Program Officer EVF form is [here](#).

### **Current Department Work Experience**

Candidates must submit a current employment verification form (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 rank, whether it was a full- or part-time position, and reasons for any breaks in service. Do not claim work experience that occurred concurrently in more than one category.

**Leaves of absence:** HRD will only grant credit for work experience for time spent actually working within a department. Time spent away from actually working will count towards E&E credit for up to 180 consecutive calendar days. HRD will not grant E&E credit for any time spent away from actually working (leaves or absences) in excess of 180 consecutive calendar days. For leaves or absences of more than 180 consecutive calendar days, only the first 180 consecutive calendar days will count towards E&E.

### **Calculating Work Experience**

The EVF form will be used to calculate work experience at each rank.

**Rounding-** Round experience to the nearest year. **Round up** to the next full year if your experience is **180 days or more** beyond the last full year, and **round down** to the previous full year if your experience is **less than 180 days** beyond the last full year (ex. If candidate X has 1 year and 185 days Correctional Program Officer D experience, round up and select 2 years. If candidate Y has 1 year and 160 days Correctional Program Officer D experience, round down and select 1 year.)

For any part-time employment claims, it is the candidate's responsibility to tally the number of hours worked and submit the total. Submission of part-time hours in a format other than totaled (ex. "shifts", "hours per week", "days per week") 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.

Example:

- If a candidate worked part time for a total of 2200 hours, the calculation would be 2200 hours divided by 172 hours, resulting in 12.79 months of work. This would be rounded to credit for one year of work.

Please see below for an example of calculating time with an EVF:

**Commonwealth of Massachusetts Human Resources Division  
2025 Department of Correction Promotional Exam  
Employment Verification Form**

**Instructions:** The Appointing Authority (or designee) must sign and date this form, certifying the information provided is accurate. Attach additional paperwork if necessary. This form and any supporting documentation must be scanned and attached to the Experience and Education (E&E) application or sent to [civilservice@mass.gov](mailto:civilservice@mass.gov) no later than seven calendar days following the exam date. **Provisional and/or temporary time will only be creditable in the title of the exam.**

Candidate Name: John Doe Exam Date: 10/4/25  
 Verifying Agency: Department of Correction Exam Title: Correctional Program Officer D

**I. PERMANENT APPOINTMENT**

List permanent entry level title: Correctional Program Officer A/B  
 Permanent appointment date: 01/01/12  
 List dates and reasons for any breaks in service at all ranks: N/A

**II. PERMANENT PROMOTIONS IN THE AGENCY**

Rank	Date of Promotion
<u>CPO C</u>	<u>03/03/15</u>

**III. PROVISIONAL AND TEMPORARY SERVICE IN THE AGENCY**

Rank	Hours <small>(Please indicate if experience is full-time. If part-time, include number of hours)</small>	Dates of Service
(Example 1: COII)	FT	(12/01/2019 - 03/20/2021)
(Example 2: COIII)	276	(01/01/2023 - 06/01/2024)

Print Name and Title of Appointing Authority (or designee): Bill Smith, Correctional Program Officer D  
 Signature of Appointing Authority (or designee): Bill Smith Date: 10/01/25

Correctional Program Officer A/B Experience:

Start: 01/01/12

End: 03/03/2015

Total Time: 3 years and 2 months = 3 years

Correction Program Officer C Experience:

Start: 03/03/2015

End: 10/4/2025 (date of exam)

Total Time: 10 years and 7 months = 11 years

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### **Experience Department of Correction: Entry Titles**

Claims may also be submitted for non-supervisor experience at the Massachusetts Department of Correction (e.g., correction officer and parole officer). Time claimed for this category must be a Civil Service title within the Massachusetts Department of Correction or the Massachusetts Parole Board.

Supporting Documentation:

- A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
  - Job title/s held.
  - 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).
  - Job description, or list of relevant duties.

### **Department of Correction: Supervisor Experience**

Claims may also be submitted for supervisor experience at the Massachusetts Department of Correction (e.g., correction officer and parole officer). Time claimed for this category must be a civil service title within the Massachusetts Department of Correction or the Massachusetts Parole Board.

Supporting Documentation:

- A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
  - Job title/s held.
  - 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).
  - Job description, or list of relevant duties.

### **Other Related CPO Experience**

Claims may also be submitted for non-supervisor experience related to the roles of a Correctional Program Officer at the Massachusetts Department of Correction (e.g., Spectrum, Parole Board program

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coordinator, group/sober home experience, counseling/social work experience). Time claimed in this category must be for positions that involve working directly with parole hearings, victim services, or experience that relates strongly to the duties performed by CPO C/Ds. Please reference the [2025 job posters](#) for examples of relevant duties and job descriptions.

Supporting Documentation:

- A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
  - Job title/s held.
  - 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).
  - Job description, or list of relevant duties.

### **Other Related Supervisor CPO Experience**

Claims may also be submitted for supervisor experience related to the roles of a Correctional Program Officer at the Massachusetts Department of Correction (e.g., Spectrum, Parole Board program coordinator, group/sober home experience, counseling/social work experience). Time claimed in this category must be for positions that involve working directly with parole hearings, victim services/incarcerated individuals/recently released individuals, or experience that relates strongly to the duties performed by CPO C/Ds. Please reference the [2025 job posters](#) for examples of relevant duties and job descriptions.

Supporting Documentation:

- A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
  - Job title/s held.
  - 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).
  - Job description, or list of relevant duties.

### **Massachusetts Public Safety: Other Experience**

Claims may also be submitted for non-supervisory employment experience in the following public safety departments in state of Massachusetts: police and probation.

Supporting Documentation:

- EVFs can be used for civil service public safety department experience (e.g. Police Department)
- A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
  - Job title/s held
  - 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).
  - Job description, or list of relevant duties

### **Massachusetts Public Safety: Supervisor Experience**

Claims may also be submitted for employment experience in a supervisory title in the following Massachusetts public safety departments: police and probation.

Supporting Documentation:

- EVFs can be used for civil service public safety department experience (e.g. Police Department)
- A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
  - Job title/s held
  - 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).
  - Job description, or list of relevant duties

### **Out of State Correctional Program Officer or Correction Officer: Other Experience**

Claims may also be submitted for non-supervisor experience as a Correctional Program Officer or Correction Officer in another state.

Supporting Documentation:

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- A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
  - Job title/s held.
  - 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).
  - Job description, or list of relevant duties.

### **Out of State Correctional Program Officer or Correction Officer: Supervisor Experience**

Claims may also be submitted for supervisor experience as a Correctional Program Officer or Correction Officer in another state.

Supporting Documentation:

- A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
  - Job title/s held.
  - 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).
  - Job description, or list of relevant duties.

### **Supervisor Experience in a Non-Correctional Program Officer Related Role**

Claims may be submitted for employment with supervisory responsibilities in a non-correctional position in the military and private companies.

#### **Non-Military**

For non-CPO related positions in a private company, public organization, or a non-profit, a signed “Outside Supervisor Form” must be provided. All sections of the form must be completed to be awarded this time.

A link to the 2025 Outside Supervisor Form is [here](#).

**NOTE: If a candidate owns their own company, they must complete the “Outside Supervisor Form” listed for a private company.**

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## **Military**

Non-correction related 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 (Note: the rank of Specialist is **not** an NCO rank, and therefore does not qualify as supervisory experience)
- Navy and Coast Guard: ranks of Petty Officer 3<sup>rd</sup> Class or above
- Air Force: ranks of Staff Sergeant or above

**A DD214 must be provided for all active-duty period(s) served in the supervisory rank(s) listed above** 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

In addition, submit any other documents from the list below that support inactive and reserve time served in a supervisory position.

Note: All inactive and reserve time is calculated at a part-time rate of 40 days per year.

Additional Documents:

- Enlisted Record Brief/Soldier Record Brief (ERB/SRB) or Soldier Talent Profile (STP)
- Non-Commission Officer Evaluation Report (NCOER)
  - Must include orders showing date of rank

If you are currently on active duty and are unable to provide a DD214 for your current active-duty period, a Commanding Officer (CO) Letter can be provided instead. The CO Letter must include the following information:

- Name
- Department, component and branch
- Grade, rate or rank
- Date promoted to current rank

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Below is an example calculation for a member of the Army:

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 <input type="checkbox"/> NONE AMOUNT:	
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, Bachelors, or Masters or higher degree from a regionally accredited higher education institution 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. All degrees are required to be earned on or before the examination 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.)

List of Related Degrees:\*

- Communications
- Counseling
- Criminal Justice
- Criminal Law
- Criminology
- Law

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- Law Enforcement
- Psychology
- Public Administration
- Social Work
- Sociology

\*Related degrees are based on job analysis conducted with our subject matter experts. Any degree not listed above is considered a non-related degree and can be claimed as such.

All original transcripts/credentials from institutions outside of the United States must be accompanied by an approved agency's professional evaluation of degrees and conferred dates. This will be at the expense of the candidate. Please note, these evaluations can take up to three weeks to be completed.

**Note:** No transcript links will be accepted.

### **Veteran's Preference**

Any candidate who qualifies for disabled veteran's or veteran's preference may receive an additional 2.0 points on their overall **passing grade** for the examination.

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's 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:** Veteran's status must be attained on or before written examination date.

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## **Statutory Preference Points**

Individuals qualifying for Veteran's Preference will receive an additional 2.0 points on their overall passing (general average) score. In order to be eligible to receive these preference points, you must achieve a passing grade on this examination.

The E&E instruction notice will indicate the current Veteran status HRD has on file for you. If this is correct, you do not need to submit anything. However, if you qualify for veteran preference and do not see it noted on your E&E instruction notice, you must claim it in the E&E application and submit supporting documentation.

## **Appeal Rights**

Per [Massachusetts General Law \(MGL\) Chapter 31, Section 24](#), candidates have 17 calendar days from the emailing of the score notice to file an appeal of their E&E claim. No new claims can be requested once you submit your online E&E Claim. An application may not be submitted after the deadline. 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.

## **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**

### **Experience**

1. How are the years rounded on the EVF?

***Rounding:***\* Round experience to the nearest year. **Round up** to the next full year if your experience is **180 days or more** beyond the last full year, and **round down** to the previous full year if your experience is **less than 180 days** beyond the last full year (ex. If candidate X has 1 year and 185 days CPO C experience, round up and select 2 years. If candidate X has 1 year and 160 days CPO C experience, round down and select 1 year.)

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2. If I have worked in more than one Civil Service title, do I need to submit more than one EVF?

*Yes, a candidate must submit a separate EVF form or an official letter from each unique Civil Service Position they would like to claim experience for. (e.g. Correction Officer time, Police Officer time, Parole Office time, etc.)*

3. I meant to select “10 years” in Question 3 but only selected “9 years”. What can I do about that?

*A candidate can request to make any changes to their E&E application through the deadline of 7 days after the written examination date by sending an email to [civilservice@mass.gov](mailto:civilservice@mass.gov)*

4. I didn’t know I needed to fill out a separate E&E application and missed the deadline. What can I do?

*HRD sends all candidates several reminders with the E&E application link. It is important to read all emails and complete the application before the deadline. No E&E applications will be accepted after the deadline for this examination component.*

5. 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.*

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.*

7. I have submitted a letter in the past as supporting documentation for “outside supervisor” time. Do I need to fill out the new form to get awarded credit for this examination?

*Your letter must include all the requirements for credit (full-time or part-time, total hours worked if part-time, supervisor duties listed, tax id number, and signature of supervisor/manager.*

## **Education**

8. 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.*

9. I have earned my Master’s degree from a school that is nationally accredited. Can I earn points for this degree?

*Only degrees conferred by schools that are regionally accredited will be accepted.*

10. I submitted my transcripts for my last examination. Do I need to resubmit them? HRD is in the process of vetting degrees from past examinations.

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)  
Last Update August 26, 2025

*Your E&E Instructions notice will have any vetted degrees listed. If you do not see your current, highest degree listed, please submit your transcripts for review.*

**Statutory Preference Points**

11. 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.*