



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

Institutional Parole Officer C

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)
Last Update April 4, 2025

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The Experience and Education (E&E) claim is an exam component of the Institutional Parole Officer C (IPO C) promotional exam.

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 2025 IPO C promotional exam for the Massachusetts Parole Board. These instructions should not be relied upon for any future exam.

The E&E claim is completed online. It is recommended that you review all the questions in the claim in advance, so you can collect the necessary documents. Once you have all your information and documents you can complete and submit the online claim. Some candidates have found it helpful to print the claim while preparing to complete it.

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 Transitional Services Unit. 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	78%
Education	22%

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.

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Accessing the E&E Claim Website

All candidates who are registered to take a promotional IPO C 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 2025 IPO C written promotional exam, they must apply for the 2025 IPO C 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 or revised.

The screenshot shows the 'ECT&E Claim' application interface. On the left, a sidebar contains navigation links: '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 section for 'By selecting "on," you may receive text message for the following:' with bullet points about receiving messages from potential employers and about applicant status. At the bottom, there is a 'I hereby acknowledge and affirm...' statement with a seal on the left. Two buttons are at the bottom: 'Decline' and 'Accept & Submit'. The 'Accept & Submit' button is highlighted with a red circle and a red arrow points to it from the right.

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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 at 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 – IPO C 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 needed for 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

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

Employment Verification Form (EVF)

The EVF for the Institutional Parole Officer C promotional exam is available on the [Employment Verification Form](#) page of the Civil Service website. Please ensure that you indicate the title of the exam 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 2025 EVF form is [here](#).

Note: Resumes will NOT be accepted in lieu of work verification forms for any type of work experience claim.

Massachusetts Parole Board: Transitional & Institutional Parole Officer 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. Any acting, provisional and/or temporary time submitted will be deducted from the next lower rank.

If a candidate's experience is 6 months or over, round up to the next full year. If experience is less than 6 months, 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 indicate the total 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.

Part-time work will 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 down 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 3.90 months worked. This would be rounded up to credit for 4 months of work.

Sample Experience Calculation:

**Commonwealth of Massachusetts Human Resources Division
2025 Massachusetts Parole Board 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 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 Smith Exam Date: 5/17/2025
 Verifying Agency: Parole Exam Title: Institutional Parole Officer C

I. PERMANENT APPOINTMENT

List permanent entry level title Transitional Parole Officer
 Permanent appointment date: March 3, 2015
 List dates and reasons for any breaks in service at all ranks: N/A

II. PERMANENT PROMOTIONS IN THE AGENCY

Rank	Date of Promotion
N/A	

III. TEMPORARY AND PROVISIONAL SERVICE IN THE AGENCY

Rank	Hours	Dates of Service
<small>(Please indicate if experience is full-time. If part-time, include number of hours)</small>		
(Example 1: IPO C)	FT	(12/01/2019 - 03/20/2021)
(Example 2: FPO D)	276	(01/01/2023 - 06/01/2024)
<u>IPO C</u>	<u>245</u>	<u>2/1/25 - 11/28/25</u>

Print Name and Title of Appointing Authority (or designee): John Doe
 Signature of Appointing Authority (or designee): *John Doe* Date: 5/8/25

Field Parole Officer A/B Experience:

Start: 03/03/2015

End: 05/17/2025

Total Time: 10 years and 2 months

Subtract acting time: 1 month

Total Time: 10 years and 1 month = 10 years

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Acting Time (IPO C) Experience:

245/172= 1.42 months

Total time: 1 month

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Massachusetts Parole Board: Other Experience

Claims may also be submitted for non-supervisory experience at the Massachusetts Parole Board. 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 an IPO C. Please reference the [2025 job poster](#) for examples of relevant duties and job description.

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 Parole Board: Supervisor Experience

Claims may also be submitted for supervisor experience at the Massachusetts Parole Board. 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 an IPO C. Please reference the [2025 job poster](#) for examples of relevant duties and job description.

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 the state of Massachusetts: police, corrections, probation.

Supporting Documentation:

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- EVFs can be used for civil service public safety department experience
- 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 supervisory employment experience in the following public safety departments in the state of Massachusetts: police, corrections, probation.

Supporting Documentation:

- EVFs can be used for civil service public safety department experience
- 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 Institutional Parole Officer: Other Experience

Claims may also be submitted for non-supervisor experience as a parole officer in an institution 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

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occurred. This will be calculated under the prorated, part-time calculation (172 hour/month).

- o Job description, or list of relevant duties.

Out of State Institutional Parole Officer: Supervisor Experience

Claims may also be submitted for supervisor experience as a parole officer in an institution in another state.

Supporting Documentation:

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

Supervisor Experience Outside of Parole

Claims may also be submitted for employment with supervisory responsibilities in a position not yet covered by a previous category (e.g., outside of parole or public safety).

Private Companies

For experience at 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.
 - o 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.

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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.

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 Experience

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Military experience will qualify as supervisory experience in the following Officer ranks and 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)
 - Must include orders showing date of rank

For candidates no longer serving in the military, supporting documentation must include their Expiration Term of Service (ETS) date. For officers, documents must include officer rank, date promoted to each rank, and ETS date.

For **National Guard and Reserve time**, inactive time is calculated on a part-time basis and will be awarded 40 days per year. Please submit supporting documentation that clearly lists active time, otherwise time is credited only as reserve time.

A reserve officer must submit additional documentation to confirm they are still serving. These can include CO letter, copy of their contract, SRB, or end of the month LES (Leave and Earning Statement) as all should have an ETS date on them.

Note: A DD214 must be submitted for each active-duty period for which you were in a supervisory rank. For example, a DD214 for time served in the rank of Corporal E4 through the highest rank you are currently serving as.

Below is an example calculation for a member of the United States Coast Guard Reserve:

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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 HOMELAND SECURITY: USCG RSV		3. SOCIAL SECURITY NUMBER XXX		
4a. GRADE, RATE OR RANK ME2	b. PAY GRADE E5	5. DATE OF BIRTH (YYYYMMDD) XXXXX	6. RESERVE OBLIGATION TERMINATION DATE (YYYYMMDD) 20181212			
7a. PLACE OF ENTRY INTO ACTIVE DUTY TOWN, STATE		b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known)				
8a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND			b. STATION WHERE SEPARATED			
9. COMMAND TO WHICH TRANSFERRED			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) X		12. RECORD OF SERVICE		YEAR(S)	MONTH(S)	DAY(S)
		a. DATE ENTERED AD THIS PERIOD		2017	09	15
		b. SEPARATION DATE THIS PERIOD		2018	09	14
		c. NET ACTIVE SERVICE THIS PERIOD		1	0	0
		d. TOTAL PRIOR ACTIVE SERVICE		0	3	0
		e. TOTAL PRIOR INACTIVE SERVICE		6	6	2
		f. FOREIGN SERVICE		0	9	3
		g. SEA SERVICE		0	0	0
		h. INITIAL ENTRY TRAINING		0	0	20
		i. EFFECTIVE DATE OF PAY GRADE		2012	08	01

Calculation (based on a written exam date of 5/17/2025)

- Promoted to E5 on 8/1/2012
- Active duty dates 9/15/2017- 9/14/2018 = 365 days

Inactive time (credited as reserve/part time).

- 8/1/2012 – 9/14/2017 = 5 years (rounded down) x 40 days/year = 200 days

Total supervisor time = 565 days x 1 year/365 days = 2 years (rounded up)

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 Associate, Bachelor, Master or Doctorate level or higher degree from a regionally accredited higher education institutions in the United States. Candidates are to indicate the highest degree attained.

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 Institutional Parole Officer Cs are:

- Business Administration
- Business Management
- Counseling
- Criminology
- Criminal Justice
- Education
- Human Services
- Law
- Law Enforcement
- Psychology
- Political Science
- Public Administration
- Rehabilitation
- Sociology
- Social Work

Unrelated degrees are any degree that does not fit into the list of Majors above.

Supporting Documentation:

- Official Transcripts
- Unofficial Transcripts **AND** Diploma

Supporting documents must include the following:

- Candidate's full name
- Degree (e.g., Bachelor's)
- Major (e.g., Criminal Justice)
- Conferred date of degree
- Institution name

All degrees are required to be earned on or before the exam date.

*Note: Transcript links will **NOT** be accepted.*

Veteran's Preference

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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. 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.

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 Transitional Parole Officer = 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. How do you select the related degrees for this examination?

HRD, Civil Service Unit conducts a job analysis with numerous subject matter experts (SMEs) from the parole board. The job analysis reviews all components in the Experience & Education (E&E) component of the exam. Our subject matter experts evaluate the related degrees for this examination.

6. Can I submit an E&E application after the deadline?

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Candidates must submit their E&E application and supporting documents by the deadline (7 days after written exam).