PROMOTIONAL EXAM ITEM REVIEWS

FREQUENTLY ASKED QUESTIONS

Q: What is a multiple choice item review?
A: A multiple choice item review is the analysis of an exam question to determine whether the question contains a flaw or inaccurate information that prevented candidates from answering it correctly.

Q: Why is it called an exam item or a multiple choice item review?
A: The terms "Exam Item" and "Request for Item Review" mirror the language in M.G.L. c. 31 which outlines the review process. These terms are more commonly referred to as **question** (for "exam item") and **appeal** (for "request for item review").

Q: Will the response to my appeal include the question number(s) that are appealed?
A: No, your appeal response will not include numbers for the questions that appealed.

Q: Will the response to my appeal include the correct responses to the question?
A: No, your appeal notice will not include any exam question answers.

Q: If an appeal is successful, does it only count for the candidate who submitted it?
A: If a question is appealed and more than one answer is deemed correct, the change will apply to <u>all candidates</u> (not just the candidate who appealed).

Q: What if the original answer was correct, but is changed because of an appeal?
A: The review process is designed for candidates to raise concerns with the accuracy of a question or inconsistency within the reading material. A candidate cannot lose points due to an appeal. A score will either remain the same or increase (depending on the candidate's original response).

For example:
- Candidate 1 chooses Response A, which is correct.
- Candidate 2 chooses Response B, which is incorrect. Candidate 2 appeals.
- Following the analysis, Response B is determined to be *also* correct. All candidates who chose Response B are given credit for the question.
- Candidates *do not lose credit* if they choose Response A.

Q: If a large number of candidates appeal the same question, does that improve the success rate for the appeal?
A: A large number of appeals for a particular question will not equal a higher success rate for the appeal. The appeal analysis is based on how the question is linked to the text.

Q: Will a score always change as the result of a successful appeal?
A: Not necessarily – it depends on the candidate's original answer.
For example

- Candidate1 chooses Response A, which is incorrect, and appeals.
- Candidate 2 chooses Response B, which is incorrect, and appeals.
- Candidate 3 chooses Response C, which is correct.
- Following the analysis, candidates are given credit for Responses B and C.
- Even though Candidate 1 appealed, their original answer (A) is still incorrect, and they would not receive credit for their answer.