CAS Candidate Feedback and Grievances

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Overview

Candidate Feedback is a communication that triggers a review but does <u>not</u> require a formal response. Some feedback may be made anonymously and some would require candidate details. Candidates are reminded to be professional in their feedback.

A Candidate Grievance is a submission that requires a formal review and response.

A Scoring Verification Request requires a small fee and will initiate a review and a response.

Candidate Feedback

Candidates are encouraged to use the CAS feedback mechanisms to the fullest. The primary feedback mechanisms are as follows:

1. What: Flagging items using the Flag for Comment feature
    Why: To provide Item-level feedback and to flag potentially defective or ambiguous items
    When: During the exam
    How: See the Pearson VUE website for details on how to use the Flag for Comment feature
    Note: Candidates should minimize the time spent offering feedback in this manner so as to not spend valuable exam time writing highly detailed feedback.

2. What: Completing the Post-exam Questionnaire
    Why: To provide comments on the exam items and exam administration
    When: Immediately after the exam
    How: Within the Pearson VUE software
    Note: Candidates can provide more detailed feedback on questions flagged during the exam.

3. What: Completing the Post-exam CAS Survey
    Why: To provide anonymous comments on the exam experience
    When: Within two weeks after the exam
    How: Complete online survey provided by CAS

4. What: Emailing the Administrative and Customer Support (ACS) department
    Why: To provide feedback about the exam and the exam experience

When: Within one week of the exam if feedback is intended to influence grading
How: Email the Administrative and Customer Support department at ACS@casact.org and provide the following:

- Candidate Name
- Testing Center Location
- Date and Time of Exam Appointment
- Exam Number or Name
- Detailed Feedback
- Contact Information

To the extent candidates suspect any items to be defective (such as items testing material not on the syllabus or items that cannot be answered with the information provided), such feedback may be provided through any of the above formats, but we encourage using the Post-exam Questionnaire for this purpose as candidates will have notes available (written on the Pearson notebooks).

Candidate feedback, plus robust item statistics, analysis of candidate responses, and other information, will be used to identify defective items and as input into the scoring and pass mark selection processes. All such inputs will be considered prior to the release of the exam results.

Candidate Grievances

A candidate grievance is a candidate concern unrelated to the content of the exam itself. Candidate grievances trigger a formal review and response by the admissions department. Candidate grievances are accepted on the following grounds and conditions:

Grounds	Conditions
Administration irregularities (noise, technology issues, etc.)	Requests must be received within 5 business days of exam date

Pearson VUE Case Numbers accompany any administration irregularity from the time a candidate checks in at the exam center to when they leave the exam center. Case Numbers are directly connected to the cited irregularity and should be included with feedback and grievances submissions. Candidates who find themselves experiencing an administration irregularity should ask the site administrator for the Case Number.

Recourse for administration irregularities depends on the severity of the disruption and if the candidate is able to complete the exam. The most common remedy for severe instances is exam rescheduling without fee during the next available exam window.

The grievance review process will occur in a constructive, impartial, and timely manner. A record of the grievance, including any subsequent action(s) taken and decisions made, will be maintained by the CAS.

All information pertaining to the grievance will remain confidential.

All grievances must be submitted on the official [Grievance form](). Additional Information can be emailed to Grievance@casact.org. Candidates must provide the following information using the Grievance Form:

- Name and contact information
- Testing center location
- Date and time of exam appointment
- Exam number or name
- Grounds for the grievance
- Rationale or explanation

A CAS representative will acknowledge receipt within three business days. Candidates will be notified of the outcome, or a reason for further delay in the outcome, within 30 days of the submission date.

Scoring Verification Request

A scoring verification request is a formal candidate request for a verification that the candidate responses were accurately collected. Scoring verification requests trigger a formal review and response by the CAS.

The CAS has an internal quality assurance process to ensure candidate scores are reported correctly. Pearson's scoring methods are highly reliable and accurate. Rarely does a scoring verification on multiple-choice tests or constructed response exams result in a score change.

Candidates can request a scoring verification check to ensure that their scores were transferred and reported correctly. It is important to note that the verification of constructed-response scores does <u>not</u> include re-reading or re-grading candidate responses.

The scoring verification request must be submitted on the Scoring Verification Request Form within ten business days of the release of the exam results, and the completed form must be accompanied by a $50 fee. Candidates for which this fee would be a financial hardship can apply for a waiver using the Scoring Verification Request Fee Waiver Form. The verification fee does <u>not</u> entitle candidates to a copy of the test items, responses, additional grading details, or answer keys.

A CAS representative will acknowledge receipt within three business days. Candidates will be notified of the outcome, or a reason for further delay of the outcome, within 30 days of the submission date. If a score change results, candidates will receive a corrected score report and verification fees will be reimbursed.