

## STATE OF NEW JERSEY

FINAL ADMINISTRATIVE
ACTION OF THE
CIVIL SERVICE COMMISSION

Examination Appeal

In the Matter of Karen Callahan, Supervising Health Care Evaluator (PS3423H), Department of Health

CSC Docket No. 2017-3933

ISSUED:

AUG 1 8 2017

(SLK)

Karen Callahan appeals her score on the promotional examination for Supervising Health Care Evaluator (PS3423H), Department of Health.

By way of background, the subject promotional examination was conducted on June 13, 2017 utilizing the Supervisory Test Battery (STB). The STB utilizes multiple-choice test questions that are presented to candidates on a computer concerning issues, tasks and situations associated with their role as a supervisor in a fictitious organization. Candidates are required to achieve a raw score of at least 51.2 in order to pass the examination with a percentage average score of 70. The appellant achieved a raw score of 51.0 and thus did not achieve a passing score.

On appeal, the appellant states that she used her experience as a Team Leader and the information she obtained when she attended four TIPS workshops last year that was offered by this agency as a guide to assist her in the selection of her answers. After attending the TIPS workshops, she represents that she had a greater understanding of leadership, communication, team building, and conflict resolution and she successfully used this information to supervise her team. While taking the test, she indicates that she felt confident in most of her selected answers. However, she was disappointed when she learned that she did not pass by 0.2. She requests that the Civil Service Commission (Commission) reevaluate her "passing point" based on her provisional service in the subject title for the past two years, her accomplishments as described in her resume, her increased knowledge since she

started employment with the appointing authority, and her leadership ability as described in her Performance Assessment Review (PAR).

## CONCLUSION

N.J.A.C. 4A:4-6.3(b) provides that the appellant has the burden of proof in examination appeals.

The STB has been extensively reviewed by supervisors and managers from various occupations and agencies. They have served as subject matter experts to determine that the test content accurately represents competencies that are required in supervisory positions. The STB tests some of the major competency areas associated with being a supervisor such as Problem Solving, Leadership, Decision Making, Interpersonal Skill, Communication, Team Building, and Conflict Management. The STB is a work simulation. Candidates are asked to assume the role of a supervisor in a fictitious organization. Further, no special knowledge regarding the work of this fictitious organization is required in advance. purpose of the STB is to test a candidate's competencies in areas associated with supervisory positions. Thus, the STB is the sole selection instrument administered for primary or secondary level supervisory titles unless it is determined that candidates for the examination have not been tested or evaluated sufficiently in prior positions for other important worker characteristics not measured by this examination. While it is unfortunate that the appellant did not achieve a passing score, her other experience cannot be used as a substitute for not passing the STB or as a factor to modify the passing score for the examination.

Accordingly, the appellant has not met her burden of proof in this matter.

## ORDER

Therefore, it is ordered that this appeal be denied.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE CIVIL SERVICE COMMISSION ON THE 16<sup>th</sup> DAY OF AUGUST, 2017

> Robert M. Czech, Chairperson Civil Service Commission

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