



Institute  
and Faculty  
of Actuaries

# Post-Exam Feedback High-Level Report

April 2019 Exam Sitting

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## 1. Executive Summary

- 1.1. The post-exam survey was issued to all 11055 exam takers from the April 2019 session. A total of 1668 student's responded meaning an overall 15% response rate, up from 11.5% in September 2018.
- 1.2. To the question '**Thinking about your whole experience sitting examinations in April 2019, how would you rate your experience ('10' being most positive)**' the weighted average was 6.6/10 overall satisfaction up from 6.3/10 from the September 2018 exams.
- 1.3. Students report a generally positive experience booking onto their exams online, with **97%** of students being either Very Satisfied or Satisfied up from 95% reported in September 2018.
- 1.4. Students report a generally positive experience with the **Exam Centre Location, Accessibility to the Centre, Facilities, Layout of the Room and Exam Invigilator Instructions** with over 83% of students reporting being Very Satisfied or Satisfied in all areas. This is broadly in line with the results from September 2018.
- 1.5. Students report a more mixed experience with **Environment of the exam centre (noise, heat etc)** of 76.9% satisfaction, however this is up from 72% reported in September 2018.
- 1.6. **Students reported Online Instructions** of 62.9% satisfaction and **Online Platform** satisfaction at 49.7%. This is primarily due to the issues as uploading and downloading papers with CP2 and with the experience of students undertaking the new online 'B' paper exams. This, however, is a 15.7% improvement from September 2018 where students reported a 34% satisfaction in our online platforms.
- 1.7. In regards to **Paper Difficulty**, 91% of candidates for SA2 report the paper was 'Very Hard or Hard'; 77% of candidates for CP1 and 61% of candidates for CP2 stated the paper was 'Very Hard or Hard'. In regards to **Time allocation**, over 50% of candidates sitting CM1, CM2, CS2, CP1, CP2, SA2 and SA3 report the struggling for time to complete the paper. In regards to **syllabus content** 35% of candidates from SA2 and 42.5% of candidates for SA3 stated the examination paper was either 'Not Linked' or 'Quite Distinct' from the syllabus.
- 1.8. To the question '**Thinking about your whole experience sitting examinations in April 2019, please outline any frustrations you may have**', the most recurring comments are in regards to the time allocated to online exams. This made up almost a 3<sup>rd</sup> of received comments and focused primarily on CM1, CM2, CS1, CS2, CP2. Exam Paper Questions was, made up of comments primarily around new examinations; CP1, CP2 and SA2. Finally online exam guidance/sample papers was the third most recurring comment, generally in relation to differences between the difficult and questions-per-paper in the sample papers online for CS1, CS2, CM1 and CM2 and the papers sat in April.
- 1.9. To the question '**Please rate your experience of the following**' in relation to the examination centre or online platform, the most recurring comments are firstly in relation to the Examination Centre location. Comments range from distance travelled to get the exam centre or change in venues. Second most recurring comments are in relation to noise or disruption at the examination centre. The third most was in relation to download/upload issues that took place during CP2 and the CS/CM B papers.

## 2. Exam Booking Experience (Very Satisfied & Satisfied)

Question	UK & Ireland	Global Areas	All
Experience of booking onto the exams online	89.6%	98%	97%
Customer service experience booking onto exams via phone	91%	95%	94%
Email correspondence after booking	91%	96%	95%
Experience of contacting Education Services	Avg Satisfaction 7.2/10	Avg satisfaction 8.2/10	Avg satisfaction 7.9/10

## 3. Examination Experience (Very Satisfied & Satisfied)

Question	UK & Ireland	Global Areas	All
Location of the centre	73.5	89.2%	83.1%
Accessibility to the centre	84.3	87.9%	86.5%
Facilities	79.1	90.3%	86%
Layout of the room	83.3	90.7%	87.8%
Environment-Heat/Noise etc	64.5	84.7%	76.9%
Exam Invigilators Instructions	91.3	90.6%	90.9%
Online Instructions	50.3	71.2%	62.9%
Online Exam Platform	46%	52.2%	49.7%

## 4. Learning Experience

### 4.1. Paper Difficulty

	Very Hard	Hard	Moderate	Easy	Very Easy
CM1	12%	39.9%	45.9%	2.2%	0%
CM2	20.9%	35.9%	3.6%	4.6%	0%
CS1	9.9%	35.7%	50%	4%	0.4%
CS2	16.8%	42.5%	36.9%	3.9%	0%
CB1	12%	33.3%	47.9%	6.8%	0%
CB2	12%	31%	53%	3.6%	0%
CP1	25.5%	52.2%	22.4%	0%	0%
CP2	16.9%	44.1%	39%	0%	0%
CP3	13.5%	35.5%	50.4%	0.7%	0%
SP1	6.9%	37.9%	48.3%	6.9%	0%
SP2	16.7%	50%	33.3%	0%	0%
SP4	5%	40%	55%	0%	0%
SP5	2.1%	44.7%	44.7%	8.5%	0%
SP6	N/A	N/A	N/A	N/A	N/A
SP7	26.1%	43.5%	30.4%	0%	0%
SP8	3.2%	61.3%	32.2%	3.2%	0%
SP9	N/A	N/A	N/A	N/A	N/A
SA1	N/A	N/A	N/A	N/A	N/A
SA2	50.8%	40%	9.2%	0%	0%
SA3	21.2%	39.4%	0%	0%	0%
SA4	3.1%	50%	46.9%	0%	0%
SA7	N/A	N/A	N/A	N/A	N/A

#### 4.2. Time Allocation

	Too Much Time	About Right	Slightly Short	Not Enough Time
CM1	3.2%	45.2%	25.2%	26.4%
CM2	2%	42.5%	17.6%	37.9%
CS1	2.2%	51.7%	25.3%	20.8%
CS2	1.1%	37.4%	29.1%	32.4%
CB1	4.2%	60.2%	22.9%	12.7%
CB2	10.2%	60.2%	18.2%	11.4%
CP1	0.6%	23.0%	36.6%	39.8%
CP2	0.8%	33.1%	29.7%	36.4%
CP3	2.1%	57.4%	27.7%	12.8%
SP1	0%	58.6%	17.2%	24.1%
SP2	0%	70.8%	16.7%	12.5%
SP4	0%	50%	30%	20%
SP5	0%	55.3%	25.5%	19.1%
SP6	N/A	N/A	N/A	N/A
SP7	0%	34.8%	39.1%	26.1%
SP8	3.2%	64.5%	22.6%	9.7%
SP9	N/A	N/A	N/A	N/A
SA1	N/A	N/A	N/A	N/A
SA2	0%	37.5%	32.8%	29.7%
SA3	3%	39.4%	30.3%	27.3%
SA4	3.1%	59.4%	21.9%	15.6%
SA7	N/A	N/A	N/A	N/A

#### 4.3. Syllabus

	Closely Linked to Syllabus	Linked to Syllabus in Parts	Not really linked to Syllabus	Very Distinct from Syllabus
CM1	53.3%	39.7%	6.3%	0.7%
CM2	54.4%	34.7%	8.8%	2%
CS1	52.7%	43.4%	2.7%	1.2%
CS2	41.2%	48%	9%	1.7%
CB1	43.9%	44.7%	9.6%	1.8%
CB2	59.9%	44.3%	1.3%	2.5%
CP1	25.6%	59%	13.5%	1.9%
CP2	67%	28%	14%	4%
CP3	49.6%	34.3%	14.6%	1.5%
SP1	65.5%	31%	3.4%	0%
SP2	41.3%	45.7%	8.7%	4.3%
SP4	47.4%	52.6%	0%	0%
SP5	46.7%	48.9%	4.4%	0%
SP6	N/A	N/A	N/A	N/A
SP7	30.4%	56.5%	4.3%	8.7%
SP8	62.1%	34.5%	3.4%	0%
SP9	N/A	N/A	N/A	N/A
SA1	N/A	N/A	N/A	N/A
SA2	24.2%	40.3%	24.2%	11.3%
SA3	18.2%	39.4%	36.4%	6.1%
SA4	54.8%	45.2%	0%	0%
SA7	N/A	N/A	N/A	N/A

#### 4.4 Study Hours

	0-50 Hours	50-100 Hours	100-150 Hours	150-200	200-250	250-300	300+
CM1	1.4%	6%	7.4%	18.9%	17.5%	24.2%	24.6%
CM2	6.6%	5.1%	8.1%	22.1%	16.2%	14.7%	27.2%
CS1	0.8%	7.8%	9.1%	22.6%	27.6%	18.1%	14%
CS2	1.2%	4.9%	6.7%	14.6%	14%	26.2%	32.3%
CB1	1.9%	11.3%	25.5%	21.7%	20.8%	8.5%	10.4%
CB2	4.9%	7.4%	16%	19.8%	21%	12.3%	18.5%
CP1	0%	2%	2.7%	8.7%	12.7%	20.7%	53.3%
CP2	15.6%	18.3%	9.2%	11.9%	11.9%	8.3%	24.8%
CP3	44.5%	31.3%	9.4%	4.7%	1.6%	2.3%	6.3%
SP1	14.8%	11.1%	3.7%	14.8%	29.6%	14.8%	11.1%
SP2	10.9%	8.7%	17.4%	19.6%	15.2%	10.9%	17.4%
SP4	5.6%	27.8%	11.1%	22.2%	5.6%	11.1%	16.7%
SP5	20.5%	30.8%	7.7%	2.6%	10.3%	12.8%	15.4%
SP6	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SP7	9.1%	13.6%	13.6%	9.1%	22.7%	9.1%	22.7%
SP8	14.8%	3.7%	18.5%	33.3%	3.7%	18.5%	7.4%
SP9	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SA1	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SA2	8.6%	8.6%	5.2%	10.3%	15.5%	12.1%	39.7%
SA3	13.3%	20%	6.7%	6.7%	20%	6.7%	26.7%
SA4	22.6%	9.7%	0	19.4%	9.7%	6.5%	32.3%
SA7	N/A	N/A	N/A	N/A	N/A	N/A	N/A

#### 5. Free Text Comments

**Thinking about your whole experience sitting examinations in April 2019, please outline any frustrations you may have.**

**903 Comments received**

Comment Theme	Recurrence	IFoA Response
Time allocation for online exams	291	Feedback about the length of the examinations will be passed to the Exam Setting teams for them to take into consideration for future examinations.
Examination paper content	284	Student comments in relation to examination papers are fed back to the examination teams and if required, are taken into consideration during the marking. Students are advised to read the Examiner Reports which are published after the results
Online Exam guidance	62	We recognise that communication in relation to guidance for the Online Exams could have been earlier for students and will look to improve this for the September 2019 exam sitting.

#### Examination Centre/Online Examination Experience

**485 Comments received**

Comment Theme	Recurrence	IFoA Response
Location of Examination Centre	101	We are always looking at ways to improve the services which we provide for our students. We will take your feedback on board when reviewing our centres and ways in which we can improve a student's experience for the future sessions.
Noise or Disruption at Examination Centre	98	Where a candidate believes their exam performance has been severely impacted by an issue at an Exam Centre, it is recommended they review the Mitigating Circumstances Policy.
Online platform issues & Upload/Download issues	84	We are aware of the issues which affected candidates uploading their CP2 examination, we are reviewing our processes and procedures to safeguard against this in the future.  The online elements for the remaining CP, CM and CS exams ran successfully, the Examinations teams are not aware of any issues caused by the online platform which caused candidates a problem downloading their exam papers.

		We are currently reviewing our current processes and procedures and reviewing an alternative method where students would be able to download the exam paper in case of issues.
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Thinking about your whole experience sitting examinations in April 2019, how would rate your experience ('10' being most positive')

	1	2	3	4	5	6	7	8	9	10	WEIGHTED AVERAGE-
All	2.3%	2.5%	4.2%	5.5%	11.1%	14.4%	21.9%	23%	10.9%	4.4%	6.6
UK & Ireland	3.4%	4.7%	6.9%	6.1%	16.4%	16.2%	24.5%	15.7%	5.1%	1.1%	5.9
Global	1.6%	1%	2.4%	5%	7.5%	13.2%	20.3%	27.8%	14.7%	6.6%	7.1



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