



Institute
and Faculty
of Actuaries

Post-Exam Feedback High-Level Report

September 2018 Exam Sitting

Matt Tennant

Quality Manager

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1. Executive Summary

- 1.1. Following from the trial of the post-exam survey in April, the post-exam survey was issued to all 11021 exam takers from the September 2018 session. A total of 1262 students responded meaning an overall 11.5% response rate.
- 1.2. To the question '**Thinking about your whole experience sitting examinations in September 2018, how would you rate your experience ('10' being most positive)**' The weighted average was 6.3/10 overall satisfaction.
- 1.3. Students report a generally positive experience booking onto their exams online, with **95%** of students being either Very Satisfied or Satisfied
- 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 84% of students reporting being Very Satisfied or Satisfied in all areas.
- 1.5. Students report a more mixed experience with **Environment of the exam centre (noise, heat etc)** of 72% satisfaction.
- 1.6. **Online Instructions** of 75% satisfaction and **Online Platform** satisfaction at 34%. This is primarily due to the issues with the CA2 and CP3 online exam.
- 1.7. In regards to **Paper Difficulty** for **CT5**, 46% of students reported the paper '**Very Hard**' or '**Hard**', balanced against 48% of students who reported the paper '**Moderately**' difficult. For **CT8**, a much larger percentage, 70%, of students reported the paper '**Very Hard**' or '**Hard**' compared with 28% of exam takers who reported it '**Moderate**'. Following a similar pattern for **CA1**, 71% of exam takers reported the exam '**Very Hard**' or '**Hard**' compared with 28% who found the paper '**Moderate**'. For SA2, 100% of exam taker reported the paper '**Very Hard**' or '**Hard**'.
- 1.8. To the question '**Thinking about your whole experience sitting examinations in September 2018, please outline any frustrations you may have**', the most recurring comments are firstly in regards to the online platforms for CP3 and CA2. Exam Paper Question or Format was secondly, and Exam Centre Issue was the third most recurring comment.
- 1.9. To the question, '**If you can provide any suggestions to how the IFoA can improve the examination experience for candidates, please state below**', the most recurring comments firstly in regards to Online Exam platform experience. Secondly, comments related to examination venue. Thirdly, in regards to Exam Questions or Format.

2. Exam Booking Experience

Question	UK & Ireland	Global Areas	All
Experience of booking onto the exams online	94%	94.5%	95%
Customer service experience booking onto exams via phone	93%	83%	95%
Email correspondence after booking	90%	95%	94%
Experience of contacting Education Services	Average 6.7/10 Satisfaction	Average 8.7/10 satisfaction	Average 7.7/10 satisfaction

3. Examination Experience

Question	UK & Ireland	Global Areas	All
Location of the centre	79%	88%	84%
Accessibility to the centre	84%	89%	87%
Facilities	85%	90%	88%
Layout of the room	85%	90%	88%
Environment-Heart/Noise etc	64%	79%	72%
Exam Invigilators Instructions	95%	92%	93%
Online Instructions	64%	87%	75%
Online Exam Platform	16%	55%	34%

4. Learning Experience

4.1. Paper Difficulty

	Very Hard	Hard	Moderate	Easy	Very Easy
CT5	11.2%	35.6%	48.9%	3.7%	0.5%
CT8	23.1%	47.2%	28.7%	1%	0%
CA1	22%	49.2%	28.8%	0%	0%
SA2	32%	68%	0%	0%	0%

4.2. Time Allocation

	Too Much Time	About Right	Slightly Short	Not Enough Time	Total Responses
CT5	1.1%	20.9%	41.2%	36.9%	211
CT8	0%	27.8%	42.6%	29.6%	125
CA1	0%	44%	35.6%	20.4%	110
SA2	0%	40%	24%	36%	35

4.3. Syllabus

	Closely Linked to Syllabus	Linked to Syllabus in Parts	Not really linked to Syllabus	Very Distinct from Syllabus	Total Responses
CT5	74.2%	22.9%	2.9%	0%	211
CT8	50%	43.1%	5.9%	1%	125
CA1	22.4%	58.6%	13.8%	5.2%	110
SA2	12%	72%	12%	4%	35

4.4 Study Hours

	0-50 Hours	50-100 Hours	100-150 Hours	150-200	200-250	250-300	300+
CT5	1.8%	8.3%	21.4%	17.9%	14.3%	11.9%	24.4%
CT8	2.1%	2.1%	14%	21.3%	25.3%	20%	15.2%
CA1	1.8%	3.6%	7.1%	12.5%	7.2%	16%	51.8%
SA2	8.3%	8.3%	4.2%	16.6%	12.5%	16.7%	33.3%

5. Free Text Comments

Thinking about your whole experience sitting examinations in April 2018, please outline any frustrations you may have-691 Responses received

Comment Theme	Recurrence	IFoA Response
Exam Paper Question or Format, including CA2 and CP3	325	<p>The IFoA recognises that the experience of students in relation to the CA2 and CP3 exam was not to the standard that students should expect. We apologise for the inconvenience this caused especially during the already stressful exam experience. After investigating the underlying problems we have had constructive conversations with our suppliers on the changes required ahead of April 2019.</p> <p>The IFoA also experienced communication issues during the examination period which will be addressed before the next exam session.</p> <p>These are now being implemented with a view to testing early December to ensure that we are delivering our online exams in April 2019.</p>
Centre Related Issue	70	Where there are specific exam centre related concerns, these are investigated by the examination team. All feedback in regards to examination centres is taken into consideration for future bookings, however, we have to balance student preference against availability of centres which in some cities and countries is extremely limited.

If you can provide any suggestions to how the IFoA can improve the examination experience for candidates, please state below-504 Responses received

Comment Theme	Recurrence	IFoA Response
Online Platform Improvement	112	<p>We are currently reviewing our online exam portal to ensure we are giving the best experience to our students however its unlikely if these online exams will be held in centres because some of the exams need excel etc.</p> <p>We will also be reviewing all communications with regards all online line exams to ensure that all students are receiving consistent messages.</p>
Venue Related	58	All feedback in regards to examination centres is taken into consideration for future bookings, however, we have to balance student preference against availability of centres which in some cities and countries is extremely limited. Often when new locations for exam centres are found, this is often due to negative feedback from the previous exam session of a particular centre.
Exam Paper Question/Question Format	80	The examination teams take on board feedback in relation to examination questions. The exam papers go through a testing exercise before the IFoA approves then. This testing, done by recently qualified Actuaries, provides feedback on difficulty, time taken to complete, structure of questions and to highlight any possible errors.

Thinking about your whole experience sitting examinations in September 2018, how would you rate your experience ('10' being most positive')

1	2	3	4	5	6	7	8	9	10	WEIGHTED AVERAGE-
5.2%	4.5%	5.7%	5.4%	10%	13.2%	18.4%	19.6%	11.5%	6.5%	
555	48	61	57	107	141	196	209	123	69	6.36

Score 7 or above: 56%



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Beijing

14F China World Office 1 · 1 Jianwai Avenue · Beijing · China 100004
Tel: +86 (10) 6535 0248

Edinburgh

Level 2 · Exchange Crescent · 7 Conference Square · Edinburgh · EH3 8RA
Tel: +44 (0) 131 240 1300 · Fax: +44 (0) 131 240 1313

Hong Kong

1803 Tower One · Lippo Centre · 89 Queensway · Hong Kong
Tel: +852 2147 9418

London (registered office)

7th Floor · Holborn Gate · 326-330 High Holborn · London · WC1V 7PP
Tel: +44 (0) 20 7632 2100 · Fax: +44 (0) 20 7632 2111

Oxford

1st Floor · Park Central · 40/41 Park End Street · Oxford · OX1 1JD
Tel: +44 (0) 1865 268 200 · Fax: +44 (0) 1865 268 211

Singapore

163 Tras Street · #07-05 Lian Huat Building · Singapore 079024
Tel: +65 6717 2955

www.actuaries.org.uk

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