



Institute
and Faculty
of Actuaries

Post-Exam Feedback High-Level Report

September 2019 Exam Sitting

Matt Tennant

Quality Manager

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1. Executive Summary

- 1.1. The post-exam survey was issued to all 10605 exam takers from the September 2019 session. A total of 1349 student's responded meaning an overall 12.7% response rate, down from 15% from April 2019, however up from 11.5% in September 2018. The Post-Exam Survey for September 2019 included differential for the CS and CM A+B papers taking into consideration the different examinations formats.
- 1.2. To the question '**Thinking about your whole experience sitting examinations in September 2019, how would you rate your experience ('10' being most positive')**' the weighted average was **7/10 overall satisfaction** up from 6.6/10 from the April 2019 exams.
- 1.3. Students report a generally positive experience booking onto their exams online, with **95%** of students being either Very Satisfied or Satisfied compared with 97% reported in April 2019.
- 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 87%% of students reporting being Very Satisfied or Satisfied in all areas. This is an overall increase compared with the results from April 2019.
- 1.5. Students report a more positive experience with **Environment of the exam centre (noise, heat etc)** of 82% satisfaction is up from 76.9% in April 2019 and 72% reported in September 2018.
- 1.6. **Students reported Online Instructions** of 89.3% satisfaction and **Online Platform** satisfaction at 84.9%. This is a significant improvement April 2019 where students reported a 49.7% satisfaction is our online platforms, mainly due to reduced issues with our online platforms and staggered cohorts for the online exams.
- 1.7. In regards to **Paper Difficulty**, 83% of candidates for CP1, 81% of candidates for CS2B and 78% of candidates for SP7 stated the paper was 'Very Hard or Hard'. In regards to **Time allocation**, over 85.7% of candidates for SA4, 83.5% of candidates for CS2B and 78% of candidates for CS2A report the struggling for time to complete the paper. In regards to **syllabus content** 31% of candidates from CP1, 34.2% of candidates from SA3 and 38.4% SA4 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 September 2019, please outline any frustrations you may have**', the most recurring comments are in regards examination papers. There was no significant overriding theme, however many of these comments where in relation to the difficulty of the online exams for CS and CM subjects; CP2 Paper 2 material and issues with CB1 questions. Time allocation of examinations made up the 2nd most recurring comments, specifically the CS1-2 and CM1-2 online papers. However, the recurrence of comments in relation to time allocation down from the comments received in April 2019. Finally experience of online platform papers was the third most recurring comment, generally in relation to upload and download issues. It should be noted the recurrence of these comments is significantly down from April 2019.
- 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 centre environment such as noise or disruption. The third most was in relation to download/upload issues for CP2 and the CS/CM B papers. It should be noted the recurrence of these comments is significantly down from April 2019

2. Exam Booking Experience (Very Satisfied & Satisfied)

Question	UK & Ireland	Global Areas	All
Experience of booking onto the exams online	92%	97%	95%
Customer service experience booking onto exams via phone	89%	94%	94%
Email correspondence after booking	93%	95%	95%
Experience of contacting Education Services	Avg Satisfaction 6.9/10	Avg satisfaction 8.1/10	Avg satisfaction 7.7/10

3. Examination Experience (Very Satisfied & Satisfied)

Question	UK & Ireland	Global Areas	All
Location of the centre	83%	90.3%	87.2%
Accessibility to the centre	90.2%	90.6%	90.5%
Facilities	95.4%	94.6%	95%
Layout of the room	94.2%	94.8%	94.5%
Environment-Heat/Noise etc	79.1%	84.1%	82%
Exam Invigilators Instructions	97.2%	95.3%	96%
Online Instructions	86%	91.4%	89.3%
Online Exam Platform	86%	83.8%	84.9%

4. Learning Experience

4.1. Paper Difficulty

	Very Hard	Hard	Moderate	Easy	Very Easy
CM1 A	28.1%	36.3%	35.1%	0%	0.6%
CM1 B	32%	37.3%	29.4%	0.7%	0.7%
CM2 A	11.9%	42.5%	38.8%	6.7%	0%
CM2 B	13.4%	38.7%	41.5%	6.3%	0%
CS1 A	16.1%	41.9%	38.7%	3.2%	0%
CS1 B	10.9%	48.4%	40.6%	0%	0%
CS2 A	26.9%	47.9%	23.5%	0.8%	0.8%
CS2 B	30.3%	51.4%	16.5%	0.9%	0.9%
CB1	23.1%	38.5%	53%	3.6%	0%
CB2	12.5%	32.3%	50%	5.2%	0%
Later Series					
CP1	36.6%	46.5%	16.8%	0%	0%
CP2	15.3%	46%	36%	2.7%	0%
CP3	19.3%	44.4%	33.3%	2.3%	0.6%
SP1	20.6%	38.2%	41.2%	0%	0%
SP2	16.4%	54.1%	29.5%	0%	0%
SP4	10%	45%	45%	0%	0%
SP5	17.1%	54.3%	28.6%	0%	0%
SP6	N/A	N/A	N/A	N/A	N/A
SP7	32.1%	46.4%	21.4%	0%	0%
SP8	15%	45%	40%	0%	0%
SP9	13%	65.2%	17.4%	4.3%	0%
SA1	N/A	N/A	N/A	N/A	N/A
SA2	13.5%	42.3%	44.2%	0%	0%
SA3	18.6%	51.2%	25.6%	2.3%	2.3%
SA4	26.9%	46.2%	26.9%	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 A	0.6%	28.3%	27.2%	43.9%
CM1 B	0.7%	23%	24.3%	52%
CM2 A	2.3%	46.6%	27.8%	23.3%
CM2 B	1.4%	46.1%	26.2%	26.2%
CS1 A	1.9%	43.2%	30.2%	24.5%
CS1 B	1.5%	39.4%	34.8%	24.2%
CS2 A	1.7%	20.2%	27.7%	50.4%
CS2 B	0.9%	15.6%	26.6%	56.9%
CB1	10.2%	60.2%	18.2%	11.4%
CB2	2.1%	63.8%	18.1%	16%
Later Series				
CP1	1%	27.7%	30.7%	40.6%
CP2	3.3%	35.1%	33.1%	28.5%
CP3	1.8%	50.9%	25.7%	21.6%
SP1	5.9%	38.2%	35.3%	20.6%
SP2	0%	32.8%	31.1%	36.1%
SP4	0%	50%	35%	15%
SP5	0%	57.1%	34.3%	8.6%
SP6	N/A	N/A	N/A	N/A
SP7	0%	21.4%	46.4%	32.1%
SP8	0%	52.5%	25%	22.5%
SP9	0%	34.8%	34.8%	30.4%
SA1	N/A	N/A	N/A	N/A
SA2	0%	38.5%	42.3%	19.2%
SA3	0%	32.6%	37.2%	30.2%
SA4	0%	14.3%	53.6%	32.1%
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 A	53.7%	36.8%	7.4%	2.2%
CM1 B	53.1%	35.4%	8.8%	2.7%
CM2 A	52.7	43.4%	2.7%	1.2%
CM2 B	53%	40.2%	6%	0.9%
CS1 A	56.3%	38.1%	4%	1.6%
CS1 B	66.7%	28.6%	4.8%	0%
CS2 A	40.7%	47.3%	8.8%	3.3%
CS2 B	35.7%	50%	10.7%	3.6%
CB1	51.9%	44.3%	1.3%	2.5%
CB2	50.5%	39.6%	9.9%	0%
Later Series				
CP1	27%	42%	23%	8%
CP2	42.7%	39.9%	14%	3.5%
CP3	46.3%	37%	13.6%	3.1%
SP1	25%	56.3%	18.8%	0%
SP2	40.4%	52.6%	7%	0%
SP4	40%	50%	10%	0%
SP5	31.4%	54.3%	5.7%	8.6%
SP6	N/A	N/A	N/A	N/A
SP7	44.4%	48.1%	3.7%	3.7%
SP8	43.6%	48.7%	7.7%	0%

SP9	30.4%	43.5%	21.7%	4.3%
SA1	N/A	N/A	N/A	N/A
SA2	38%	48%	14%	0%
SA3	14.3%	51.4%	25.7%	8.6%
SA4	19.2%	42.3%	34.6%	3.8%
SA7	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.

616 Comments received

Comment Theme	Recurrence	IFoA Response
Examination paper content		
Time allocation for online exams		
Online Paper upload/download		

Examination Centre/Online Examination Experience

485 Comments received

Comment Theme	Recurrence	IFoA Response
Location of Examination Centre		
Noise or Disruption at Examination Centre		
Online platform issues & Upload/Download issues		

6. Thinking about your whole experience sitting examinations in September 2019, how would rate your experience ('10' being most positive')

	1	2	3	4	5	6	7	8	9	10	WEIGHTED AVERAGE-
All	1.3%	1.3%	3.3%	4%	9.3%	13.5%	23.5%	25%	12.7%	6%	7
UK & Ireland	1.7%	2.1%	5%	6%	12%	16.4%	27.1%	21.5%	6.4%	1.9%	6.4
Global	1%	0.7%	2.2%	2.6%	7.5%	11.6%	20.9%	27.5%	17.1%	8.9%	7.4



Institute
and Faculty
of Actuaries

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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