

## Protecting the SOA Credentials Webcast – Q&A

**Q1: How will I know if my credit for a previously passed exam has been revoked?**

A1: You will be informed in a letter sent to you by the Education General Chair.

**Q2: If a candidate is banned, does the ban apply to all SOA exams?**

A2: Yes, the ban applies to all components of the SOA's Education system including exams, modules, exercises, assessments and professionalism courses.

**Q3: How can I know if someone else has had credit revoked for a previously passed exam?**

A3: Published pass lists and lists of new credentials and designations awarded are not official. The only way to know for sure what exams and assessments an individual has credit for or what credentials and designations an individual has earned is to contact customer service at the SOA. The SOA will provide the exams/assessments that an individual has passed and the dates they were passed.

**Q4: What about employers? When a candidate is disciplined, is his/her employer notified?**

A4: No. For many candidates, the SOA may not even know the identity of the employer. But more importantly, the SOA's relationship is with the candidate, not with the candidate's employer. If the candidate knows that his/her status in the SOA Education system is relevant to the employer, it is up to the candidate to notify his/her employer of any discipline affecting that status.

**Q5: If a candidate is banned, will the SOA release that information to an employer upon request? Does that candidate's transcript indicate if a ban is in place?**

A5: No. The SOA will confirm only transcript information about which exams, VEE credits, e-Learning modules and courses the candidate has credit. The transcript information will not disclose if a ban had been imposed or is active. Again, information regarding discipline imposed is between the candidate and the SOA;

the SOA will not disclose such information to an employer unless the candidate him/herself authorizes the SOA to release such information.

**Q6: Are exercises and assessments updated often in order to decrease the opportunity for plagiarism?**

A6: Exercises and assessments are updated as needed to reflect changes in the materials or learning objectives. There has been no evidence that plagiarism increases over time for a particular exercise or assessment.

**Q7: How long should rough drafts and work product be maintained in case they are needed as evidence of original work product?**

A7: The terms and conditions for e-Learning candidates do not set a time limit for when we can no longer investigate discipline issues. However, because the exercises and assessment problems are periodically updated, it is unlikely that after two years another candidate will be able to gain anything by acquiring the work product. We recommend maintaining your work product for at least two years. No matter how long you decide to keep your work product after submission, the most important thing is to secure it properly. While preparing the exercise or assessment, and after submission, it is a good idea to password-protect the files.

**Q8: The only way to evaluate the effectiveness of the Society's anti-plagiarism measures is by knowing the percentage of candidates passing each module who ultimately get disciplined for cheating or plagiarizing. Can you share this information, or is it proprietary? How does the percentage compare to the percentage who are disciplined for cheating on regular exams?**

A8: As noted on the webcast, about 1% of submissions have entered the discipline process (not all end up receiving discipline) and this rate has been dropping. For proctored exams, the number of incidents of one candidate copying from another is now near zero.

**Q9: What steps are taken with regard to proctored multiple-choice and written-answer exams regarding cheating?**

A9: Throughout our long history administering proctored exams, we have relied on supervisors and proctors to catch instances of inappropriate behavior. If suspicious behavior is noted and reported, answer sheets and exam booklets are checked to determine if the answer patterns and work shown are indicative of cheating. On written-answer papers, graders may occasionally identify cases of significant similarity, which are then further investigated. Once evidence of cheating is discovered in any type of exam, the discipline process followed is similar to that for e-Learning.