



Frequently Asked Questions – May 1 Exam Administration Issues

Last Updated: May 17, 2024

The following questions were gathered by members of the Candidate Advocate Working Group and presented to the CAS to assist with candidate questions related to the May 1 exam administration issues. Please note that anyone who experienced an exam irregularity outside of May 1 should submit a grievance and follow the normal grievance protocols.

Timing and Logistics

Q: What are the dates of the new exam window?

A: For the candidates impacted on May 1, the retake test window will extend from May 8 through May 24.

Q: Can the CAS ensure that the technical difficulties experienced on May 1 do not reoccur during the new exam window?

A: We were extremely disappointed that candidates experienced technical difficulties on May 1. Immediately upon learning of the technical issues, the CAS partnered with Pearson VUE to stabilize the situation and restore full functionality to candidate exams. While we cannot offer a guarantee of our partner's technology systems, the systems were restored in the afternoon on May 1, and no widespread system errors have been reported to CAS through May 6, the end of the original sitting window.

Q: Is the CAS going to be flexible with the new exam window period? Many CAS candidates have upcoming vacations, client commitments, or other possible conflicts with the exam window.

A: The exam window will be open for over 2.5 weeks, closing on May 24.

Q: What options are available for candidates who aren't able to find an exam appointment at a reasonable time and distance from their home/place of employment?

A: The sooner you fill out the form included in your email from the CAS on May 6 to indicate your plan to retake the exam, the sooner you will receive your ATT. Once receiving your Authorization to Test (ATT), you will be able to schedule your exam and have an opportunity to obtain your preferred scheduling choices. For those who are unable to retake their exam prior to May 24, you will be eligible for a full refund. Refunds will be processed within 30 days. Note: Requesting a refund will result in your May 1 exam not being graded.

Q: If candidates who were unable to complete the first sitting are unable to sit for an exam in the upcoming testing window, will they receive a refund?

A: Yes, candidates who were impacted by the May 1 administration issues and opt to not retake the exam are eligible for a full refund. Candidates who indicate they would like a refund will not have their May 1 exam graded.

May 1 Statistics

Q: How is the CAS defining a completed question in the May 6 information it will provide candidates to inform their decision to re-sit or not? Does it include any text appearing on the screen? Does it include viewed screens?

A: As noted in the communications sent directly to candidates, the information available to candidates to make their decision whether or not to retake their exam includes:

- Number of Questions Seen: If a candidate clicked into or through a question, the question counts as seen.
- Number of Answers Submitted: If the data shows that any text was entered into the spreadsheet, short response, or an option was selected, the question counts as submitted.
- Number of Questions on your Exam: Total number of questions included in your exam, inclusive of subparts. Note: the item counts for Exams 5, 7 and 9 are high due to subparts being counted separately.

Note that this is our best estimate given the data we have received from Pearson VUE and no additional details are able to be provided. The number of answers submitted includes any data on the spreadsheet.

Q: Are people manually reviewing exams to gather the provided information, or is the Pearson VUE system detecting if questions were attempted? [Note that some candidates may only write something like "come back to" on a question they need to think about more. Will this be counted as a completed question?]

A: We are using the Pearson VUE data as mentioned above. Although we have manually reviewed some items, we do not have a way to manually confirm all completed responses for all exams. However, if a candidate opts to have their exam graded, all answers will be graded based on data submitted from Pearson VUE. Candidates should keep in mind how they responded to the items when evaluating their decision to retake the exam.

Grading

Q: Can the CAS explicitly confirm if their May 1 tests will be either a.) scored or b.) invalidated?

A: Candidates may proceed with three options:

1. Retake your exam. Your original May 1 exam (if you were able to sit) will be graded and if you do not pass, your retake will be graded.
2. Opt out of retaking the exam. Have your original May 1 exam graded.
3. Request a refund and do not retake your May 1 exam. Requesting a refund will invalidate your May 1 exam and you will **not** have the opportunity to retake the exam between May 8-24.

Q: For candidates who elect not to re-sit, will their grievances be considered in the examination grading process?

A: Yes, candidates who decline to retake the exam will have their grievances considered as outlined in the [Candidate Feedback and Grievance Policy](#). If a candidate, after reviewing the Candidate and Grievance Policy, feels their situation is in scope with the grievance process, candidates are encouraged to submit a grievance. The CAS has extended the deadline for grievance submissions to May 13 for any exam in the original exam window. If you already submitted a formal grievance via the online form, please do not resubmit the form. Your previous submission has been saved.

Q: For candidates who filed a grievance but sat on one of the other testing window dates (not on May 1), how will their situation be addressed? Do they have the opportunity to re-sit for their exam?

A: Candidates who took their exam outside of May 1 will not have the opportunity to retake the exam and should file a grievance by May 13. Please refer to the [CAS Feedback and Grievance Policy](#) for more information.

Q: If a candidate chooses to have their partially completed May 1 exam graded, will the exam be scored against the full pass mark, or a lower pass mark relative to the candidate's proportion of answers received?

A: All exams will be scored against a full pass mark.

Q: Will there be impacts on the grading timeline and results being released?

A: Yes, there will be impacts on the grading timeline and results timelines for May 1 candidates. More details will be released once we understand the number of candidates that opt to retake their exam.

NEW Questions Added May 8, 2024

Q: The CAS has received several questions related to fairness, including:

- Will the candidates not affected by May 1 issues be graded at a lower Minimally Qualified Candidate (MQC) because they took the exam only once?
- Will the CAS be grading exams from the May 1 cohort differently than those who only had the opportunity to take the exam once?

A: As always, fairness and equity are paramount in the CAS exam grading process. While the CAS does not provide details of how exams are graded and pass marks are set, we can confirm that the same teams of graders will grade all groups of candidates and use the same grading rubrics. We are also in ongoing consultation with our psychometric partners and will take all necessary measures to assure that the standard for passing is fair across all groups of candidates.

Q: How will grievances on the original exam be handled for candidates who choose to re-sit for their exam? **(Updated May 9)**

A: Grievances will be handled on a case-by-case basis, as outlined in the [Candidate Feedback and Grievance Policy](#). If you submitted a grievance for the exams administered on May 1 and have indicated that you want your exam graded, your grievance will be considered in the grading process.

Q: I submitted the form sent to the May 1 cohort and selected the retake option, but I have not received the Authorization to Test. Who do I contact?

A: If you do not receive your Authorization to Test within 48 hours of completing the form, please reach out to casexamshelp@casact.org.

Q: Can I transfer my Exam from the Spring sitting to the Fall sitting?

A: No, the options for candidates are listed in the grading section above. The CAS does not transfer exam fees. Candidates will need to request a refund and register for their October/November exam.

Q: Who am I able to follow up with to confirm my rescheduled exam?

A: Once you receive your ATT you can schedule your exam through the Pearson VUE website. After scheduling your exam, you will receive a confirmation email from Pearson VUE with your exam details.

Q: For those of us who were able to submit the exam but were still impacted by the outage, is there going to be any action?

A: If you could submit your examination and want it graded, please denote so on the form sent out to May 1 candidates. If you do not want your examination graded, you can request a refund. This only applies for May 1 candidates. Candidates who submitted the exam and had technical issues should fill out a grievance as outlined in the [Candidate Feedback and Grievance Policy](#).

Other

Q: To ensure the integrity of the exam process, can the CAS confirm that candidates who have seen all or part of the original exam will be offered a different exam with a new set of questions during their retake?

A: The policy of the CAS is to not disclose information about the content of an exam nor provide other information regarding exam forms. However, items on the retake exam will be pulled from the same item bank as the May 1 exam. We realize there are multiple concerns to balance; however, we cannot otherwise offer the retakes in this short of a time period without this approach.

NEW Questions Added May 8, 2024

Q: Will Exam 7 and 9 be offered during the October/November sitting?

A: No. While the CAS is working on offering all exams at least twice per year, Exams 7 and 9 will not be offered in October/November 2024. The October/November

sitting in 2024 will include CAS Exams MAS-I, MAS-II, 5, 6-Canada, 6-International, 6-United States and 8.

Q: If a candidate was scheduled to sit for their exam on May 1, but didn't see the exam at all, can they take the exam twice?

A: No. As long as a candidate is able to take the exam during the retake window, they would have the same opportunity to pass the exam as they would if they had been able to sit successfully on May 1.

NEW Question Added May 9, 2024

Q: Has the CAS confirmed that no other candidate submissions outside of May 1 were lost and/or not captured on the Pearson VUE servers?

A: Candidates should have received a "Notice of Completion" print-out at their test center confirming their exam was successfully submitted and received by Pearson VUE. Candidates can also access this through their Pearson VUE profile.

NEW Questions Added May 17, 2024

Q: What happens if I filled out the form to indicate I wanted to retake the exam, but I'm unable to find an appointment?

A: The CAS will grade your original exam submission or you can request a full refund. The exam window closes May 24. If you were unable to sit for the exam at all on May 1 and cannot retake it, you will be fully refunded.

Q: I didn't sit for my exam on May 1 but want the same information provided to the May 1 candidates, such as how many questions I saw and submitted.

A: The decision to provide this information to May 1 candidates was made on an exception basis, so those candidates could make an informed judgement as to whether it would be necessary to retake their exam or allow their May 1 exam to stand. This is not a standard procedure and the CAS will not be providing this information to non-May 1 candidates.