Wisconsin Office of the Commissioner of Insurance: Industry Day 2019

July 26, 2019

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Agenda

+ Introductions
+ Prometric
  - Overview of Prometric and the Candidate Footprint
  - Overview of Exam Life Cycle
    + ERW's role in exam life cycle
  - Overview of Exam Review Workshop (ERW)
  - Introduction to new remote testing modality
+ Questions or Comments
  - Changes to Continuing Education at Prometric
    - cesupportteam@prometric.com

Introductions

PROMETRIC

+ **Wisconsin Office of the Commissioner of Insurance Staff**
  - Rebecca Rebholz- Director, Bureau of Market Regulation
  - Melody Esquivel-Insurance Supervisor

+ **Prometric Client Success Staff**
  - Brad Erickson – Account Executive
  - Gabi Green – Client Success Manager
  - Alyssa Rulf Fountain – Director Test Development
  - Alan Slokan –Test Developer
  - Thomas Kwiatkowski – Test Developer

WI OCI

INDUSTRY DAY

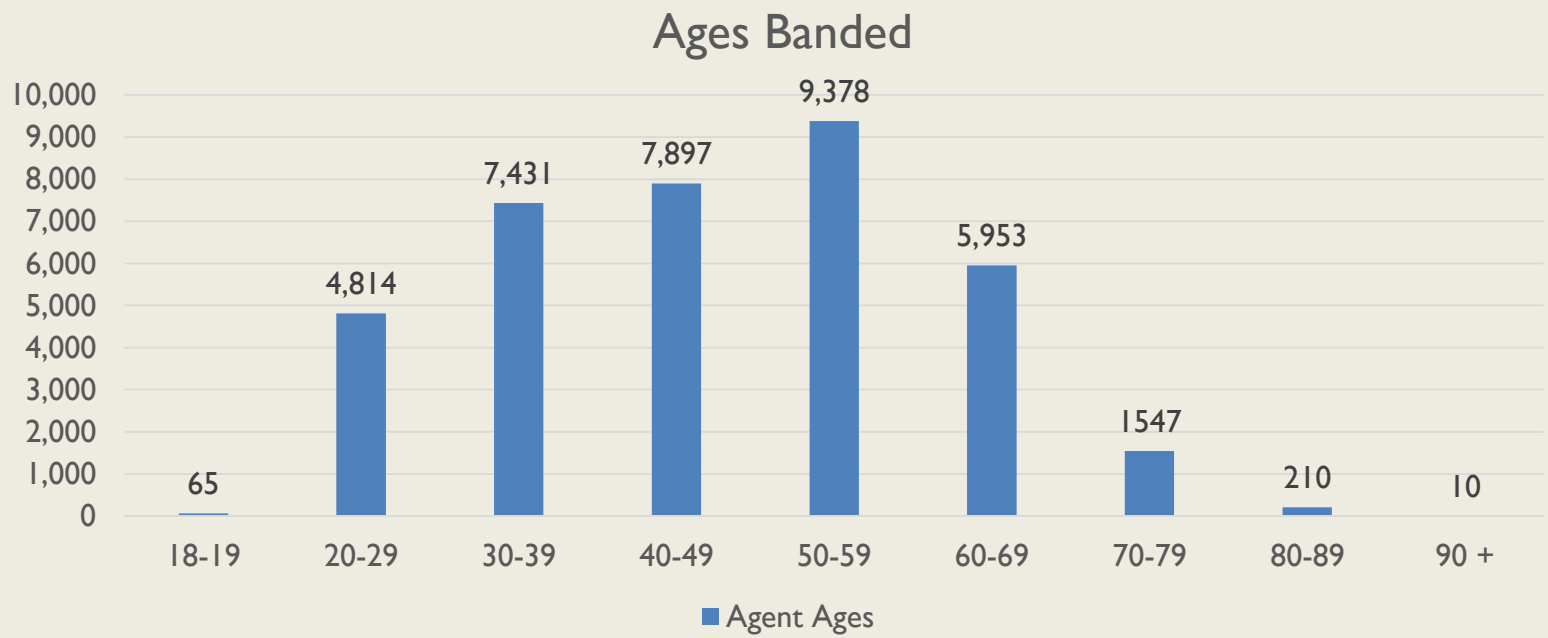
JULY 26, 2019

AGENT LICENSING DEMOGRAPHICS

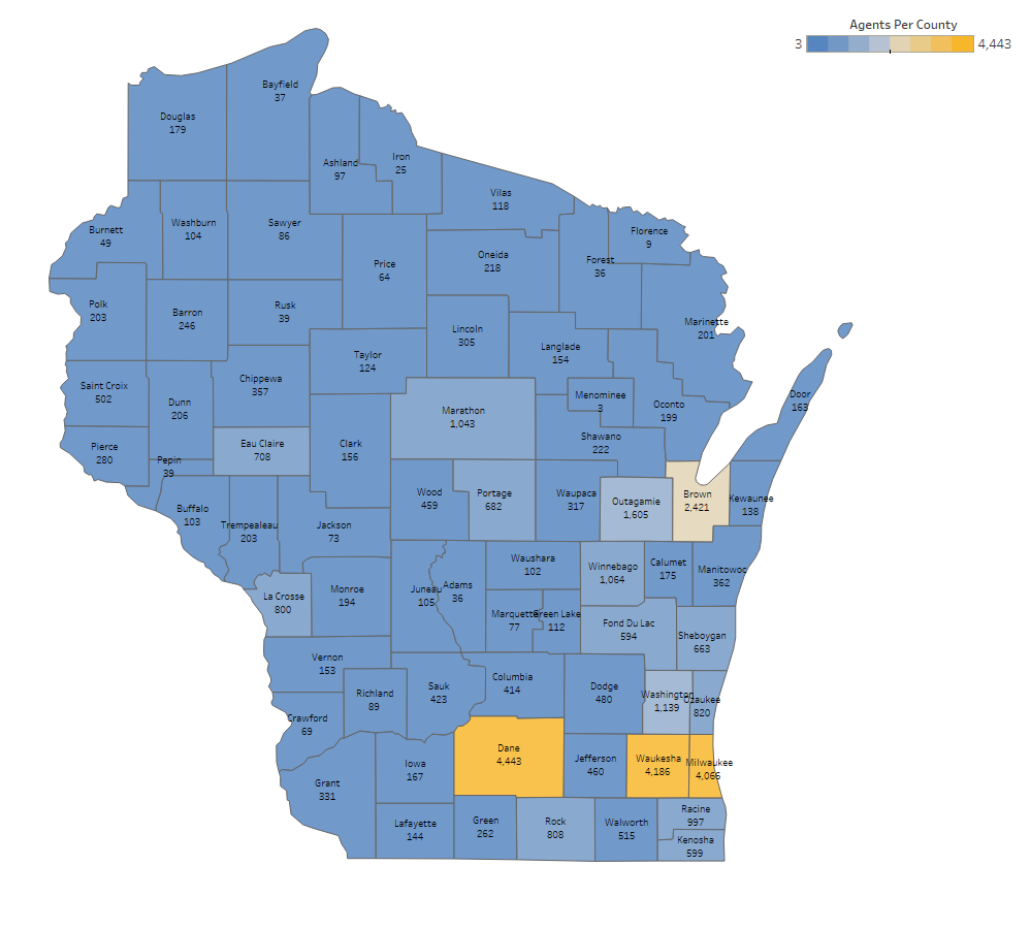
- 152,725 ⬅ RESIDENT AND NON-RESIDENT AGENTS END OF 2018
- 153, 404⬅ AS OF JUNE 2019, RESIDENT AND NON-RESIDENT AGENTS
- 162,721 ⬅ AS OF JUNE 2019, TOTAL LICENSEES IN WISCONSIN

RESIDENT AGENT POPULATION AGE

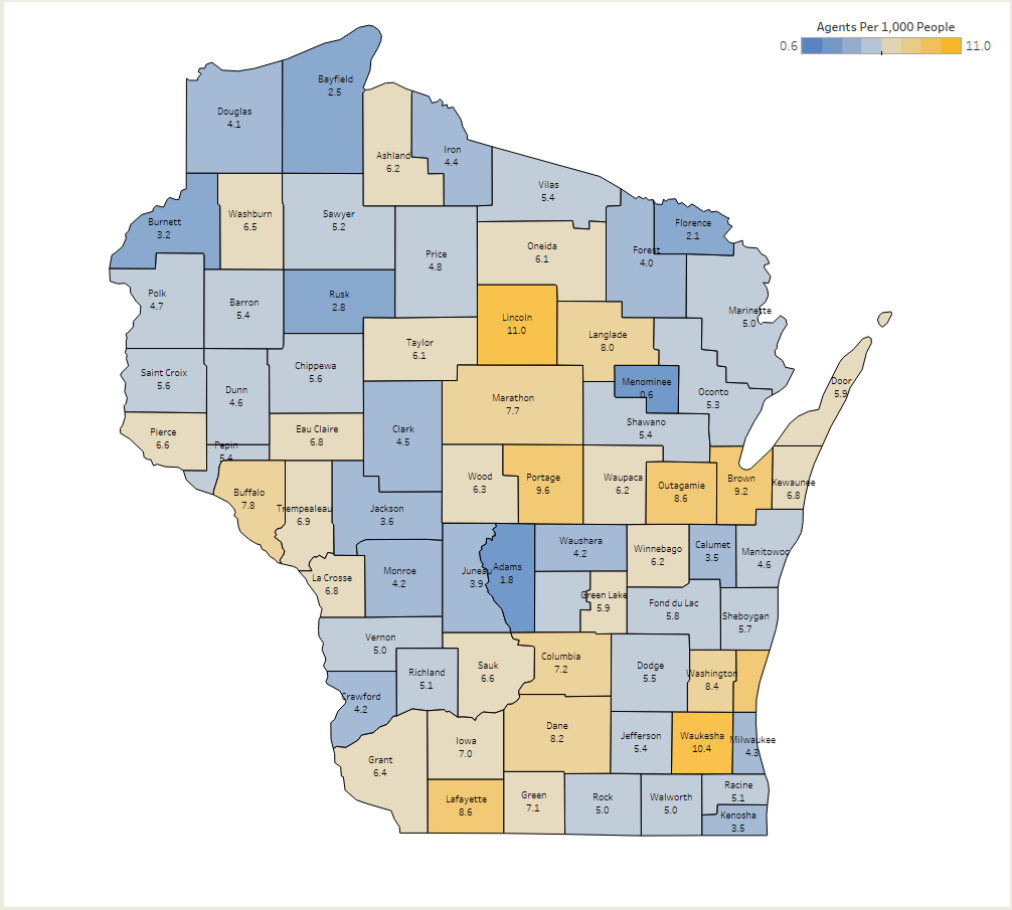
JUNE 2019



RESIDENT AGENTS ACROSS THE STATE

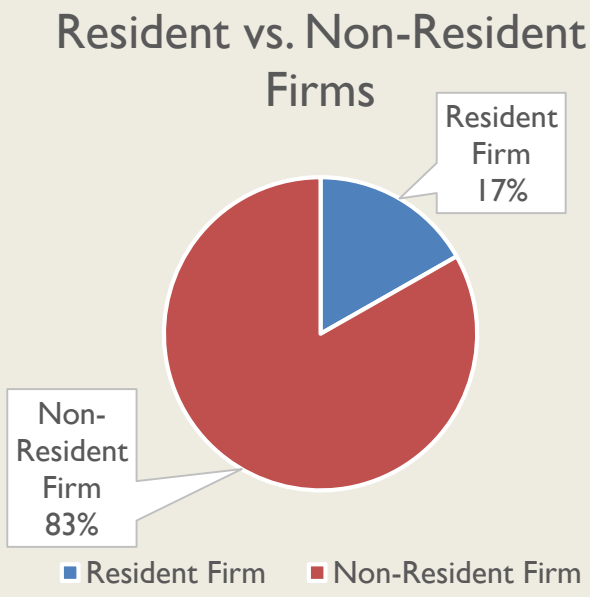


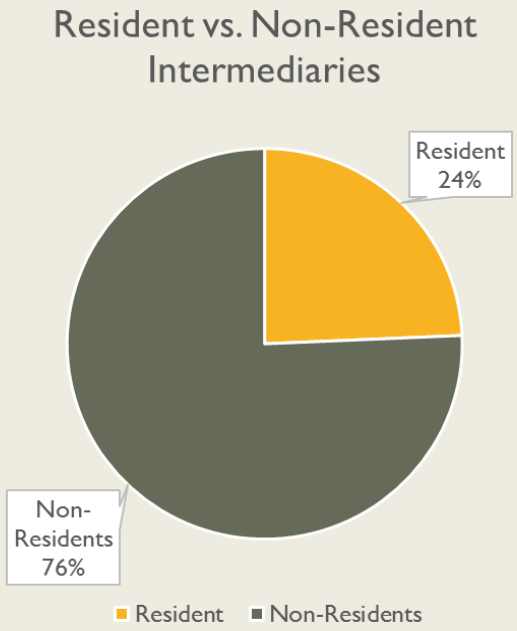
AGENT COUNT BY POPULATION



COMPARING RESIDENT TO NON-RESIDENT

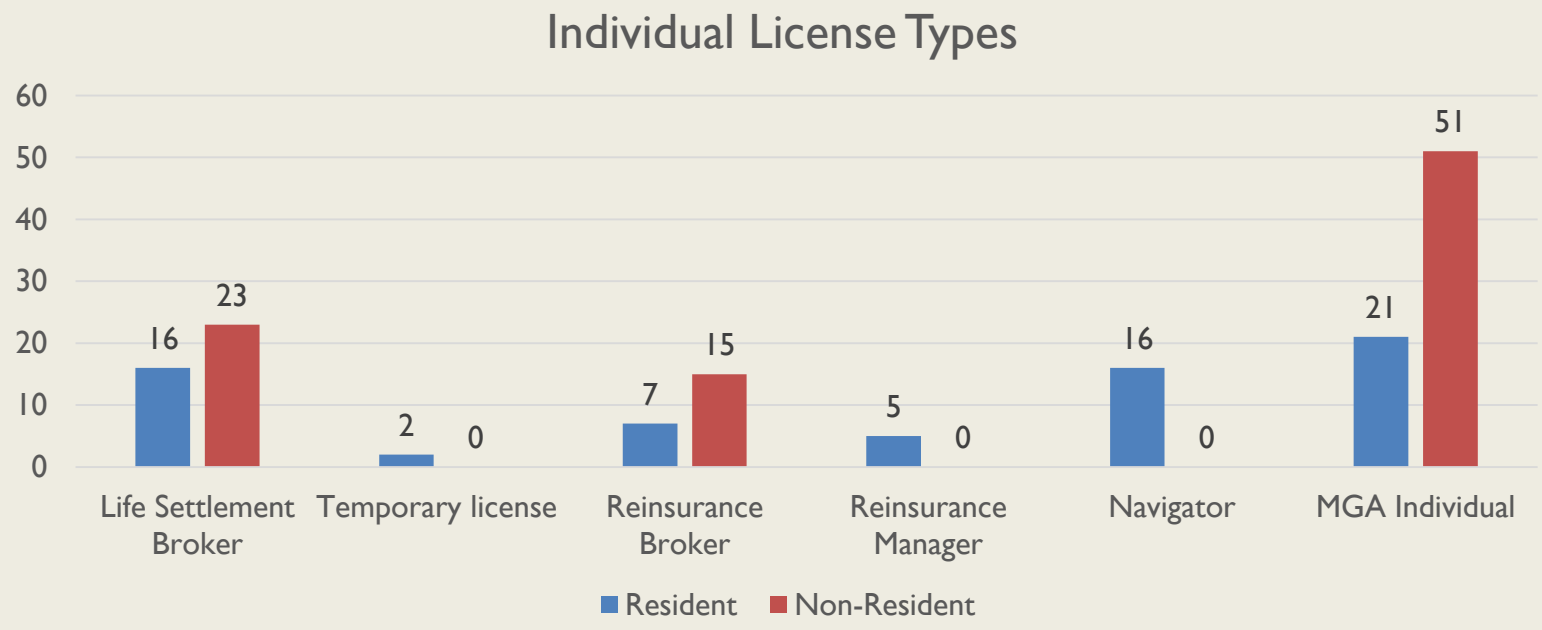
JUNE 2019





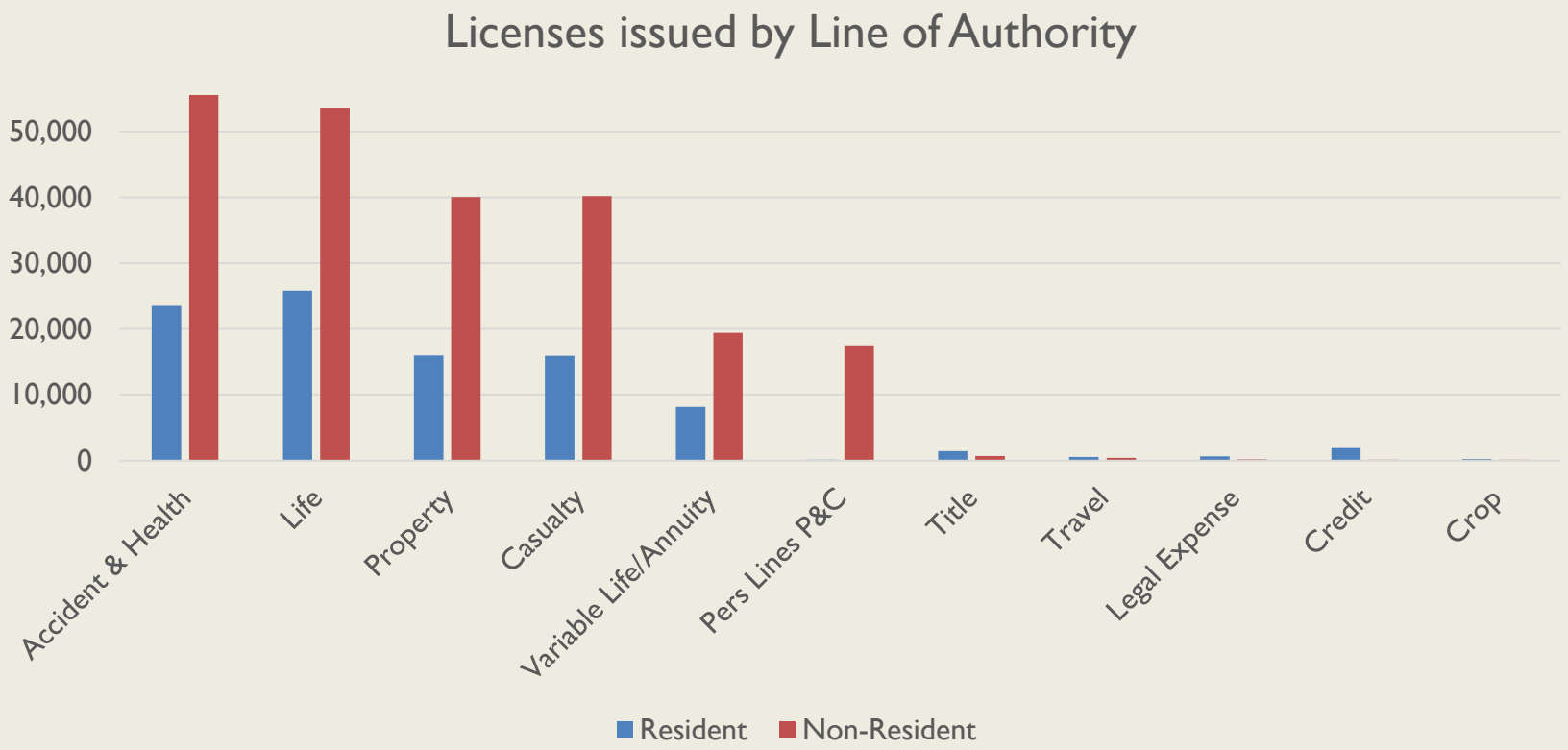
RESIDENT VS. NON-RESIDENT INDIVIDUAL LICENSE TYPES

JUNE 2019



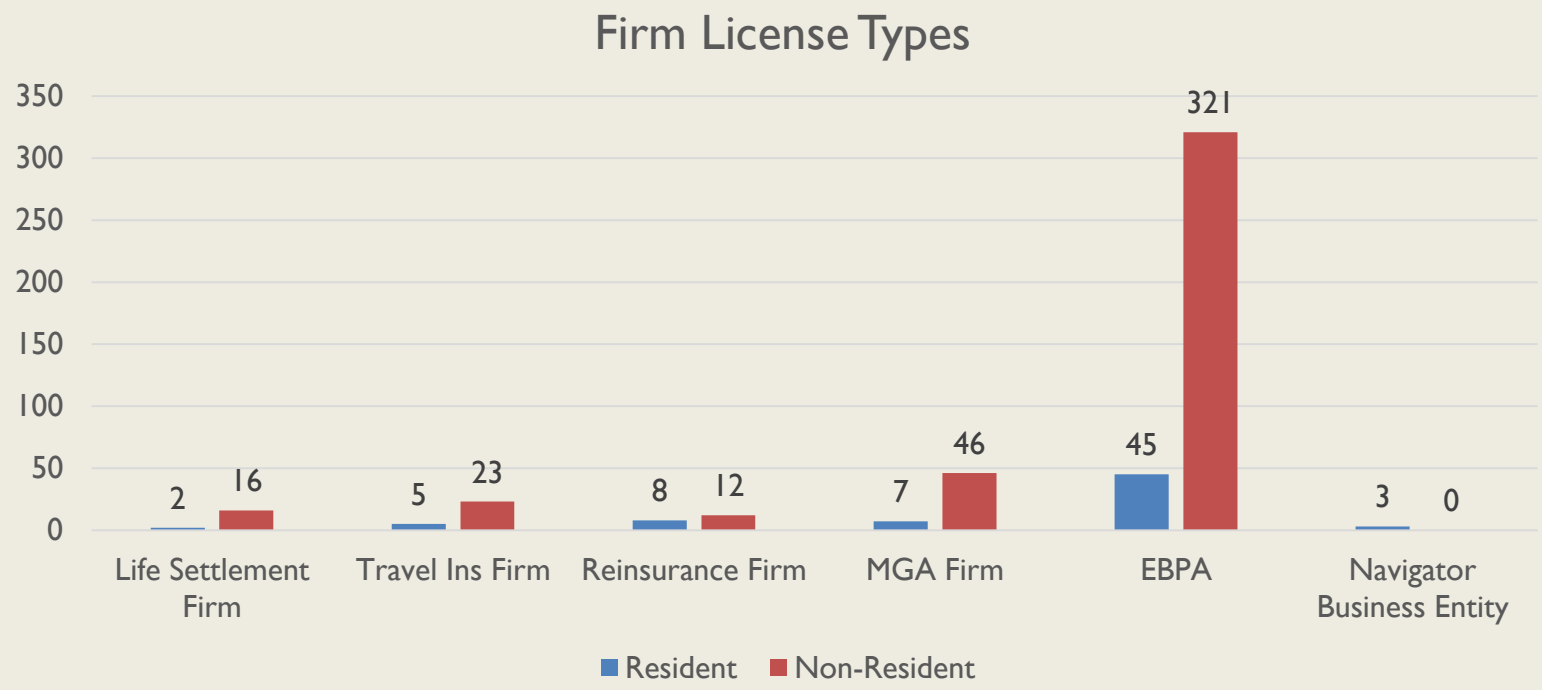
RESIDENT VS. NON-RESIDENT LINES OF AUTHORITY

JUNE 2019

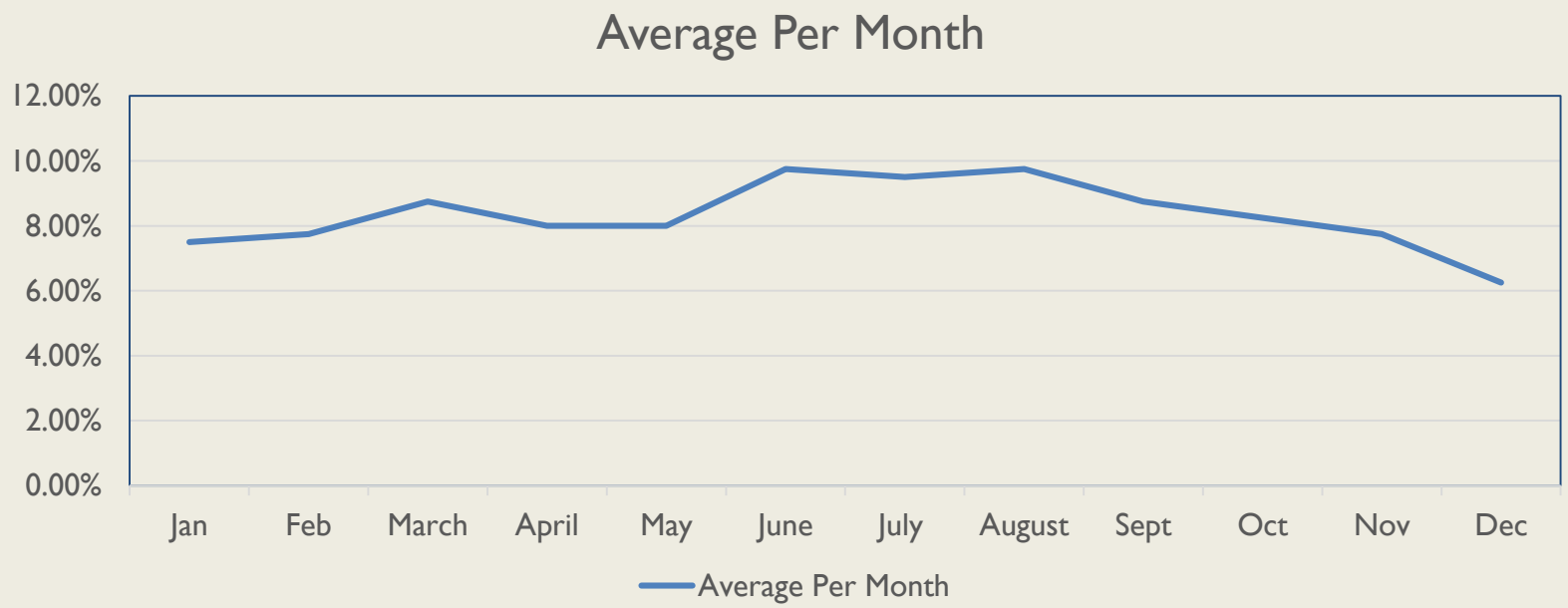


RESIDENT VS. NON-RESIDENT FIRM LICENSE TYPES

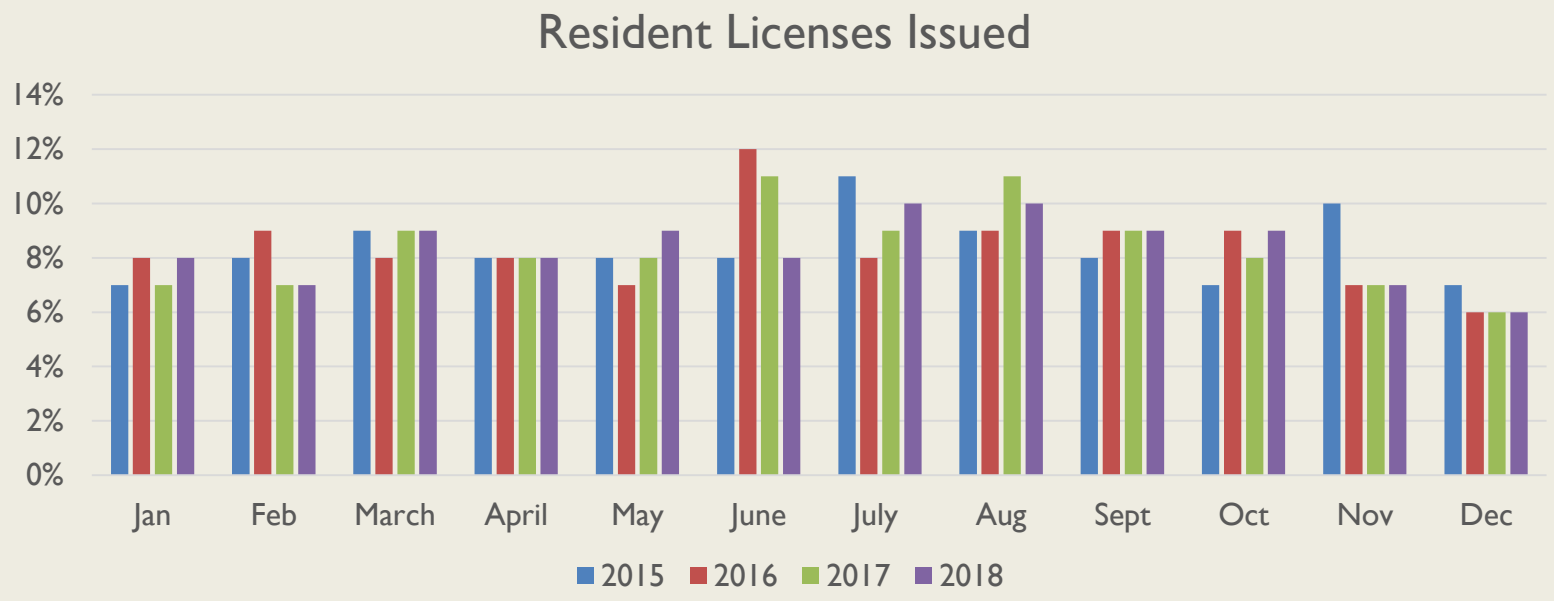
JUNE 2019



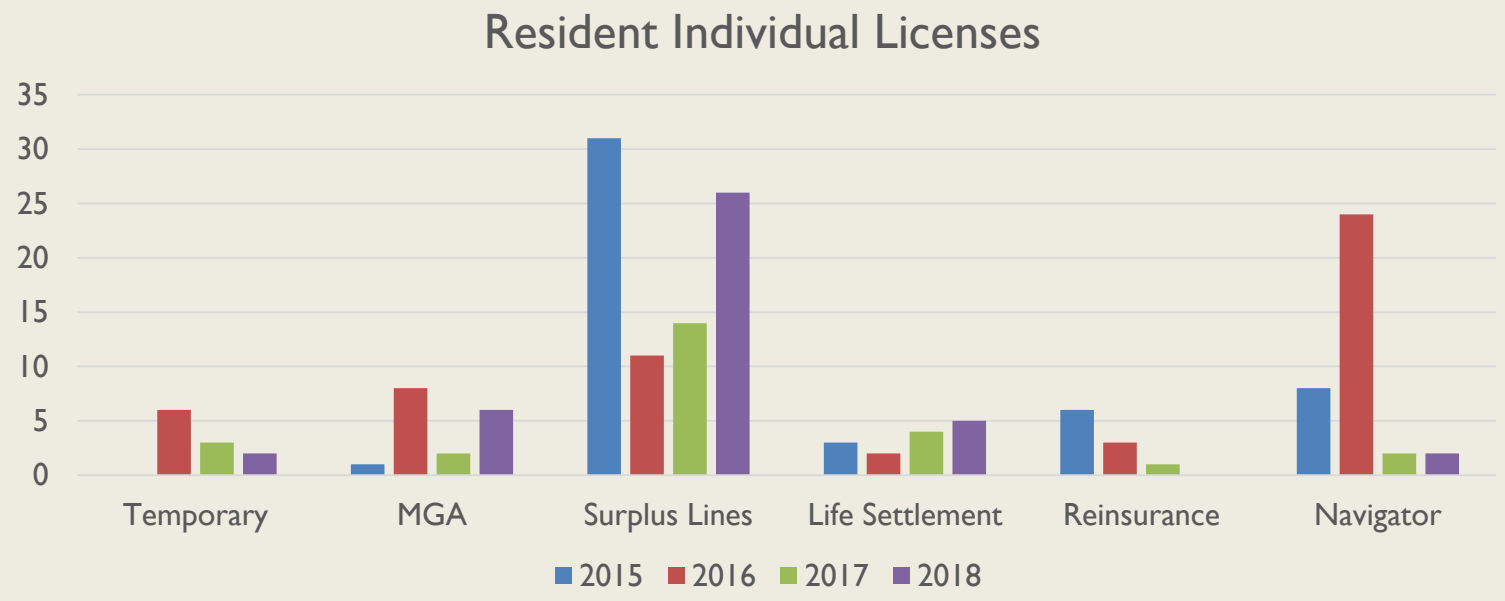
RESIDENT LICENSES ISSUED PER MONTH AVERAGE FROM 2015 - 2018



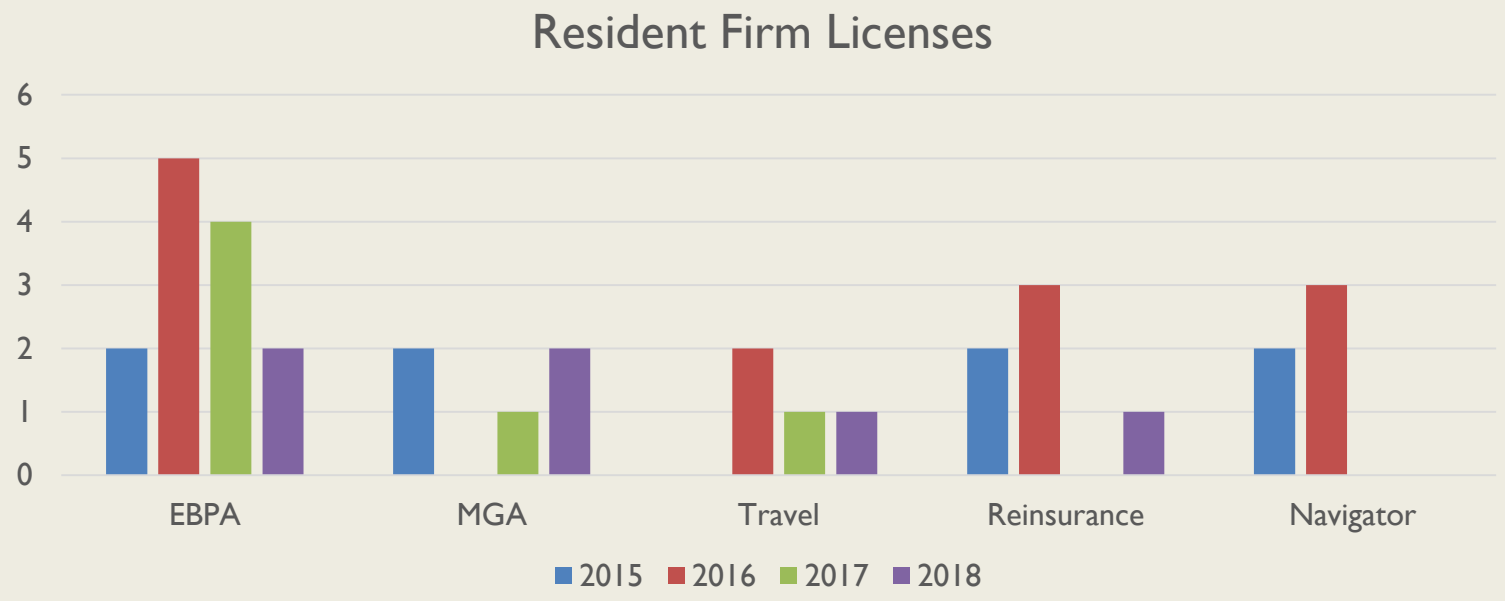
TRENDS IN RESIDENT LICENSES
LICENSES ISSUED EACH MONTH



TRENDS IN RESIDENT LICENSES
INDIVIDUAL LICENSES ISSUED



TRENDS IN RESIDENT FIRM LICENSES

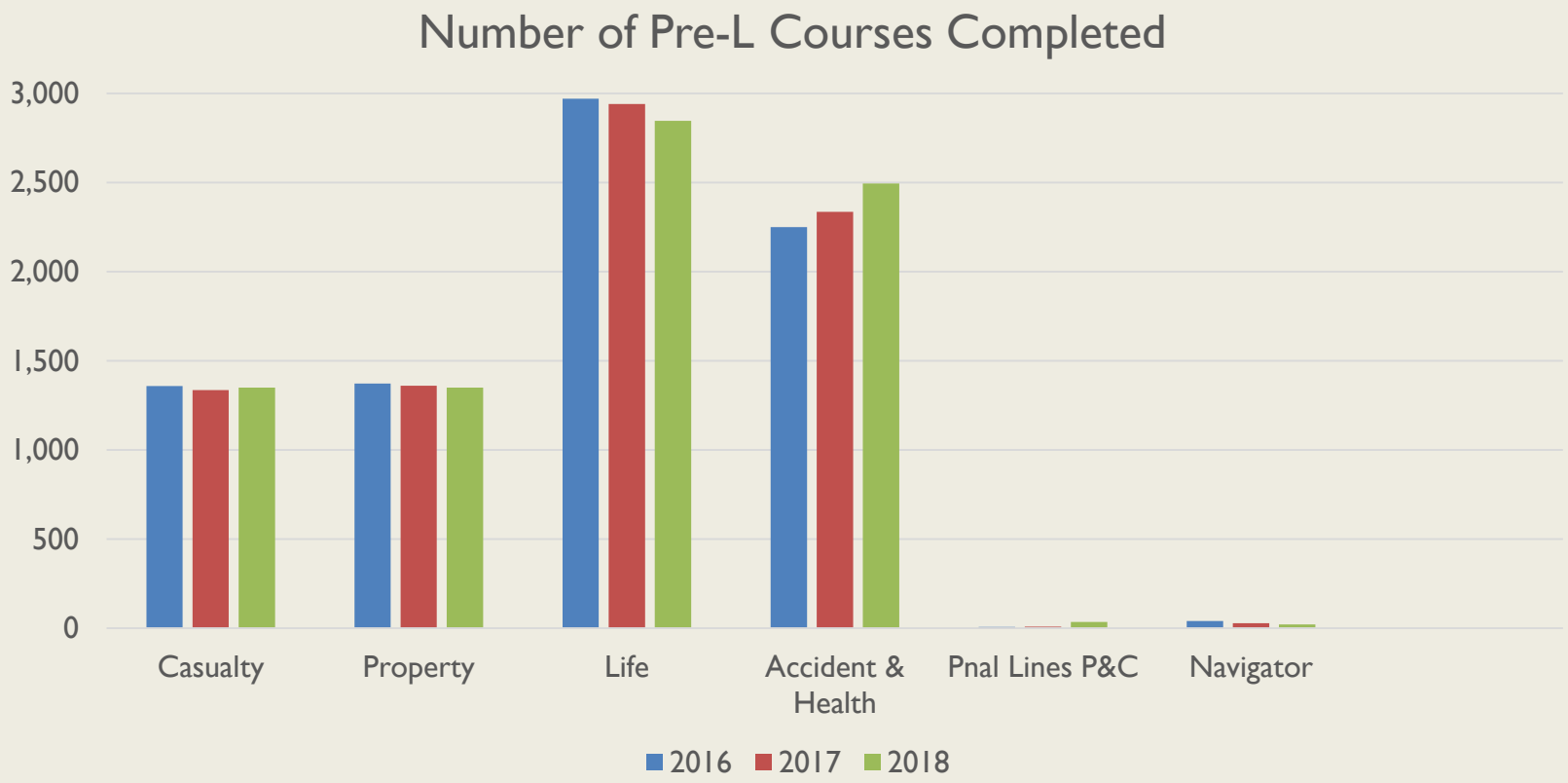


ACTIVE PRE-LICENSING COURSES

JUNE 2019

Course Group	Count	Percentage
Accident & Health	28	27.40%
Casualty	18	17.65%
Life	32	31.40%
Navigator	3	3%
Pnal Lines P&C	3	3%
Property	18	17.65%

TRENDS IN PRE-LICENSING EDUCATION COURSES COMPLETED 2016-2018

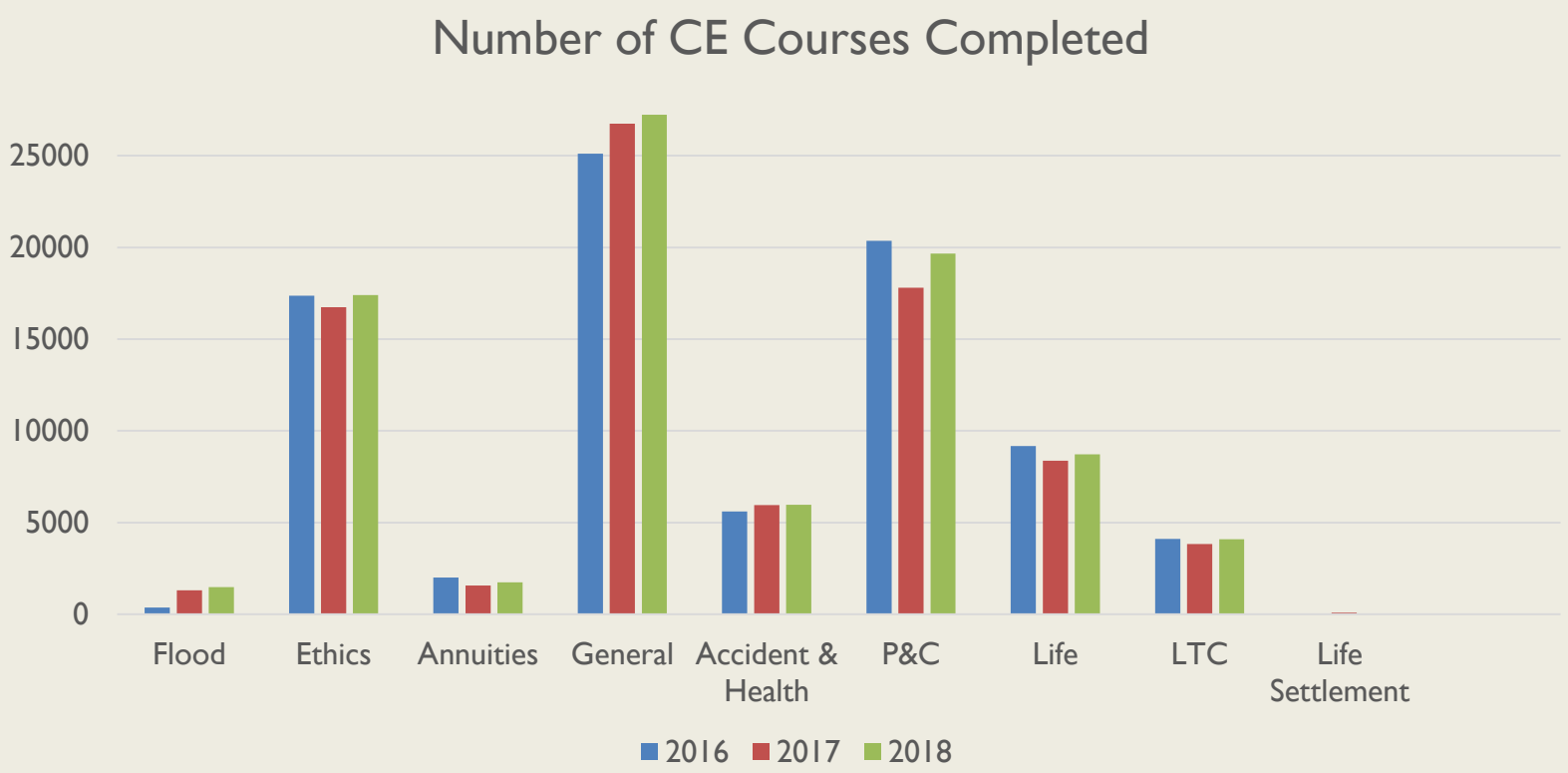


CONTINUING EDUCATION COURSES

JUNE 2019

Course Group	Count	Percentage
Accident & Health	635	9.03%
Annuity Training	45	0.64%
Ethics	655	9.32%
Flood (NFIP Approved)	52	0.74%
General	2023	28.79%
Life	1338	19.04%
Life Settlement Training	10	0.14%
Long Term Care Training	120	1.71%
Navigator CE Training	2	0.03%
Property and Casualty	2146	30.54%

TRENDS IN CONTINUING EDUCATION COURSES COMPLETED 2016-2018



PENDING RULE CHANGES

- Public Hearing on April 23, 2019

  https://oci.wi.gov/Pages/Regulation/RulesCurrentlyPending.aspx
- Last preparations being made by OCI to submit for the Governor's approval
- Estimated implementation - Fall of 2019
- Sign up for OCI's mailing list https://oci.wi.gov/Pages/AboutOCI/ListServe.aspx
- For more information regarding the pending rule, contact Tim Cornelius at Timothy.Cornelius@wisconsin.gov or 608-266-0082

QUESTIONS?

Who is Prometric?

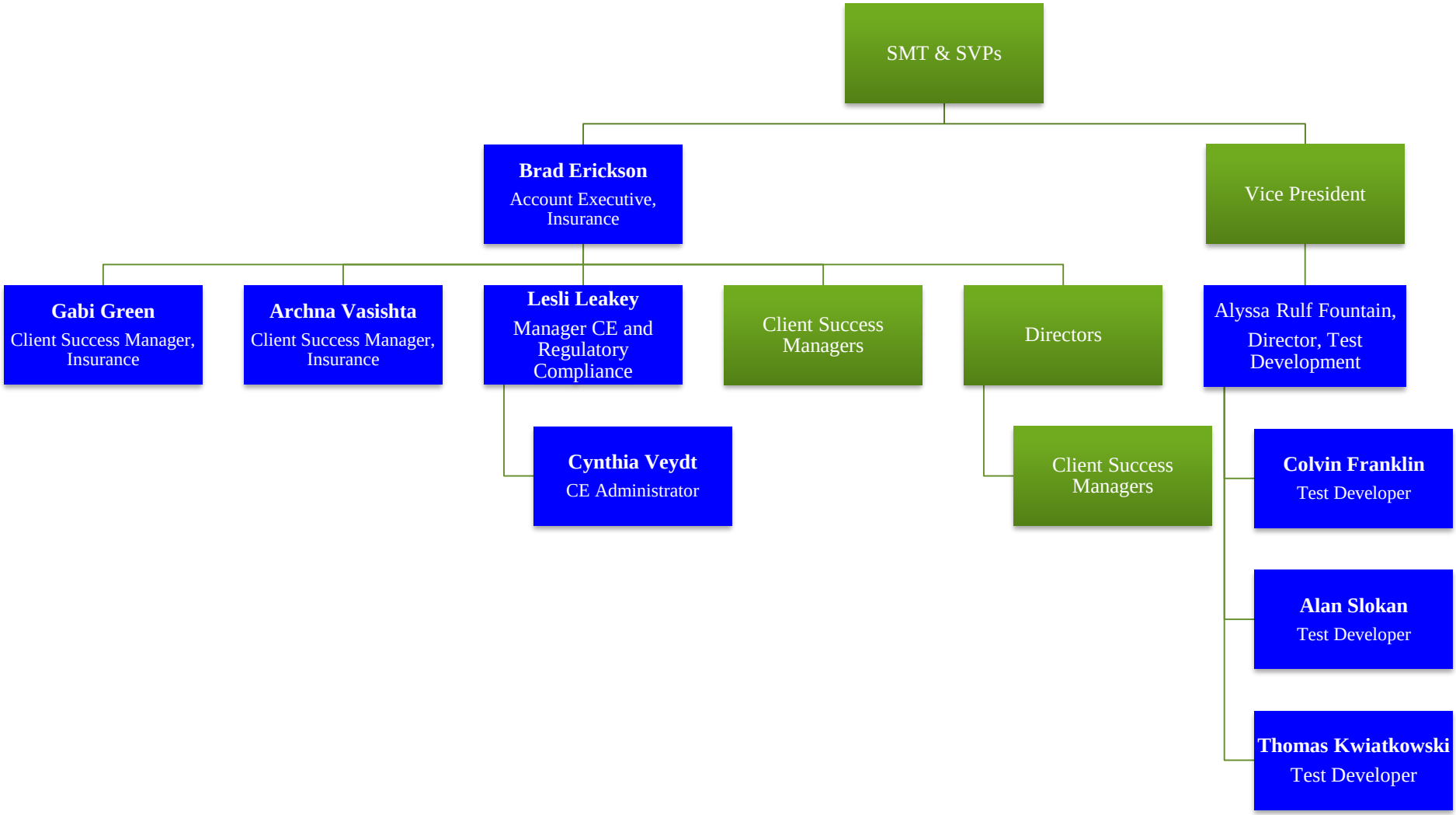
Leader in the Insurance licensure and CE space as well as Computer-Based Testing since 1990

+ **Prometric today:**
  - Serving more than 300 clients around the world
  - Regulatory and Licensure – FINRA, AICPA, NBME, Praxis, etc.
  - Education/Certification – AICPCU, LOMA, GRE, TOEFL, GBCI, etc.
  - Full range of test development and psychometric services

+ **Insurance Knowledge and Experience:**
  - 10 distinct **State Insurance programs** – Arizona, Connecticut, Massachusetts, Nebraska, New Hampshire, New Mexico, North Dakota, Oklahoma, Vermont and Wisconsin
  - 10 distinct **CE programs** – Arizona, Connecticut, Kentucky, Maryland, Massachusetts, North Carolina, Ohio, Vermont, West Virginia and Wisconsin
  - Engagement in the industry such as Insurance Summit, NAIC, CLEAR, ATP, ICE and SILA; proven leadership on numerous committees and panels

+ **Technical and Operational Excellence:**
  - 99.9% system uptime rate over the past 12 months 99.9% success rate in launching exams over the past 12 month on same day and location originally scheduled ~7 million exams delivered annually

The Prometric Insurance Client Success Team



The Prometric Advantage for Wisconsin

In **2018** Prometric delivered **over 9,800 examinations**. To date in **2019**, Prometric delivered **over 5,500 examinations**.

+ Testing is available in **6 sites** in Wisconsin.

  - 5323: Madison - Thierer Road, East
  - 4903: Milwaukee – Brookfield
  - 4913: Ashwaubenon - Park Place (Green Bay)
  - 4915: Wausau - Corporate Drive
  - 4916: La Crosse - South 7th Street
  - 4914: Eau Claire - Keith Street

+ Prometric monitors capacity needs within the Wisconsin area on a daily basis in order to remain proactive in adjusting site hours, should there be a need, to meet the demands of Wisconsin residents.

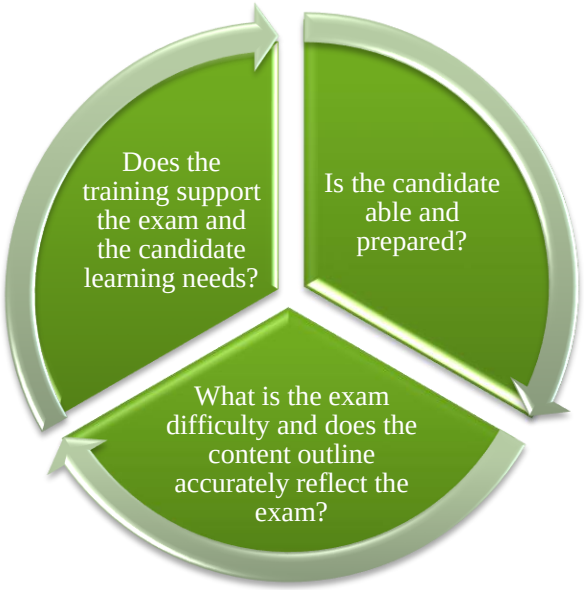
+ Testing is also available to all Wisconsin residents in **11 sites** of bordering states.

The Prometric Advantage for Wisconsin

- The Wisconsin Office of the Commissioner of Insurance "Mission" is to lead the way in informing and protecting the public, and responding to their insurance needs.

- Part of the oversight in protecting consumers, starts with the licensing of those who conduct business in the insurance industry.

A Successful Licensure Program should be a harmonious balance between three competing influences



Consumer Protection through Secure, Scientifically Proven Exam Design and Administration

PROMETRIC

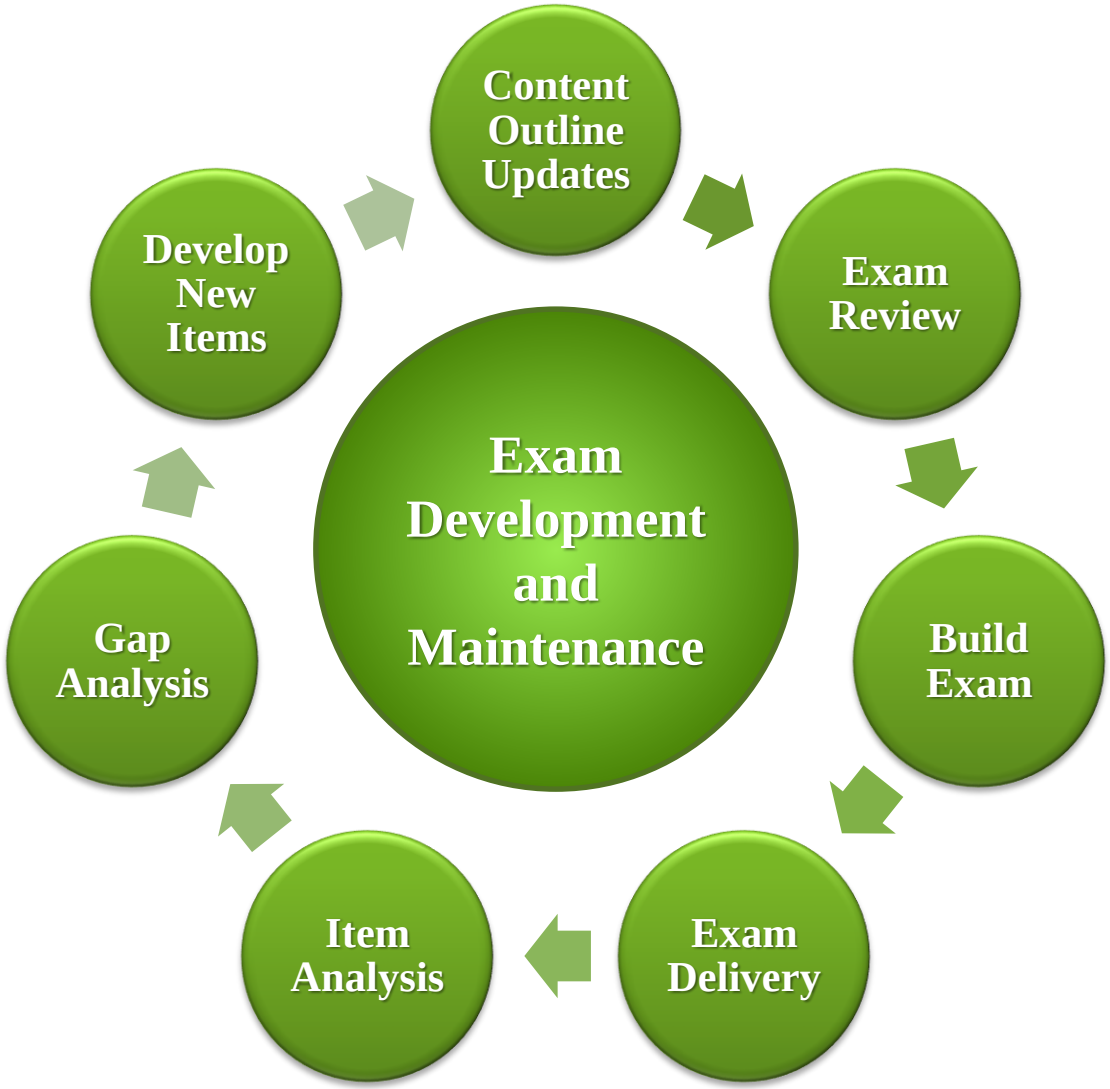
- Mission – Ensure exam content is appropriate and relevant to Wisconsin.
- Wisconsin requires that licensure exams cover specific aspects that are suitable for the particular line of authority.
- Exam difficulty is set to protect Wisconsin consumers from unqualified producers.
- Exam requires individuals to know the concept of insurance rather than just memorizing answers on a test.

Test Development Advantage

PROMETRIC

- NAIC Compliant Processes
- Local, Regional and National Insights and Trends
- Continuous Item Writing and Review
  - Nearly 3,000 new items in our 26,000 item bank
  - Continuous contact with SMEs
  - Annual Exam Review Workshops with the inclusion of selected SMEs
- Commitment to building State Owned and National Item Bank
  - Refreshes items pertaining to State Laws and Regulations
  - Updates the item bank with modernized language and realistic scenarios
  - Removes old and/or outdated content with newly authored items
  - Replaces content with excessive exposure with new content and statistics

Key Steps for a Successful Licensure Exam



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Testing Tenets – Focus on Measurement

Validity — Ensuring the test assesses what it intends to measure; the items are linked to the validation document; and items are written address what the successful candidate needs to know.

Reliability — Ensuring that the test scores are consistent, dependable and repeatable and that items are reliable (written clearly and distributed appropriately).

Fairness — Questions are clear and unambiguous, are free from sensitive issues and represent the body of knowledge.

Content Outline Updates

PROMETRIC

- Content outlines are initially developed through a Job Analysis and are updated by the State each year
- Content outlines are the specifications to which the exam is developed and include:
  - Content domains and knowledge sections
  - Number of test questions in each domain
  - Statutes and Regulations
  - Time limit for each exam
- Yearly updates to content outlines will be supplied to exam prep providers in red line format to highlight any new changes

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Exam Review

PROMETRIC

- Exam questions are reviewed by Subject Matter Experts and OCI Staff.
- Exam Review Workshops are held annually to review exam content to ensure item performance, relevance, and applicability to statutes.
- Exam questions are reviewed to ensure that each item:
  - Has only one correct answer.
  - Is relevant to the exam.
  - Is in the correct section/domain.
  - Is accurately referenced.

Exam Review: 2019 Workshop

PROMETRIC

- Over the course of two days, Subject Matter Experts reviewed 822 items across eight lines of authority with the Wisconsin Office of the Commissioner of Insurance for continued accuracy and relevance.
- Each group of SMEs provided recommended changes to the content outlines which will be summarized for the Wisconsin Office of the Commissioner of Insurance review and approve.
- Once the Wisconsin Office of the Commissioner of Insurance approves suggested changes, Prometric will finalize testing forms to be published and released to the field on November 16, 2019.

Pass Statistics by LOA - 2018

PROMETRIC

Wisconsin Insurance

1/1/2018 - 12/31/2018

Tester Type: First-Time Tester, Retakes

Exam	Tester Type	Pass	Percent	Fail	Percent	Total
2201 WLGS; LIFE EXAM	First-time	2161	76.0	684	24.0	2845
	Retake	26	49.1	27	50.9	53
	Total	2187	75.5	711	24.5	2898
2202 WLSS; LIFE-FOR AGENT WHO HELD LIFE LICENSE	First-time	83	91.2	8	8.8	91
	Retake	1	100.0	0	0.0	1
	Total	84	91.3	8	8.7	92
2203 WAGS; ACCIDENT & HEALTH EXAM	First-time	2045	78.2	569	21.8	2614
	Retake	23	56.1	18	43.9	41
	Total	2068	77.9	587	22.1	2655
2204 WASS; ACCIDENT & HEALTH EXAM-FOR AGENT WHO HELD A&H LIC	First-time	68	88.3	9	11.7	77
	Total	68	88.3	9	11.7	77
2205 WPGS; PROPERTY EXAM	First-time	1073	63.8	609	36.2	1682
	Retake	27	33.8	53	66.3	80
	Total	1100	62.4	662	37.6	1762
2206 WPSS; PROPERTY-FOR AGENT WHO HELD PROPERTY LIC	First-time	29	90.6	3	9.4	32
	Total	29	90.6	3	9.4	32
2207 WCGS; CASUALTY EXAM	First-time	1086	69.8	470	30.2	1556
	Retake	31	49.2	32	50.8	63
	Total	1117	69.0	502	31.0	1619
2208 WCSS; CASUALTY-FOR AGENT WHO HELD CASUALTY LIC	First-time	29	87.9	4	12.1	33
	Total	29	87.9	4	12.1	33

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Pass Statistics by LOA - 2018

PROMETRIC

Wisconsin Insurance

1/1/2018 - 12/31/2018

Tester Type: First-Time Tester, Retakes

Exam	Tester Type	Pass	Percent	Fail	Percent	Total
2209 WPLG; WISCONSIN PERSONAL:GENERAL & STATE	First-time	16	34.0	31	66.0	47
	Retake	0	0.0	1	100.0	1
	Total	16	33.3	32	66.7	48
2210 WPLS; PERSONAL LINES P&C EXAM	First-time	18	31.6	39	68.4	57
	Retake	1	100.0	0	0.0	1
	Total	19	32.8	39	67.2	58
2211 WLLT; TITLE EXAM	First-time	91	46.2	106	53.8	197
	Retake	2	40.0	3	60.0	5
	Total	93	46.0	109	54.0	202
2212 WLLC; CREDIT EXAM	First-time	168	58.9	117	41.1	285
	Retake	2	15.4	11	84.6	13
	Total	170	57.0	128	43.0	298
2214 WLLN; NAVIGATOR	First-time	55	70.5	23	29.5	78
	Retake	1	33.3	2	66.7	3
	Total	56	69.1	25	30.9	81

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Important Dates to Remember

PROMETRIC

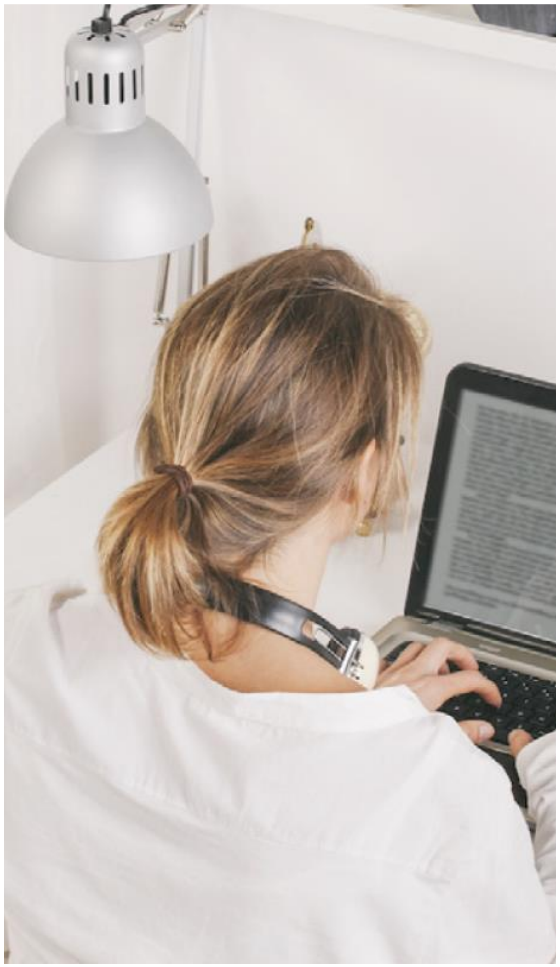
- Outlines are to be released to exam prep providers participating in the ERW, red-lined
  - **By July 30, 2019**
- Candidate Handbook available online
- New Exams to be published

Prometric LLC

PROPROCTOR
ADVANCED SECURE ONLINE TESTING

ProProctor Application: Overview

- ProProctor gives candidates greater flexibility to choose where to test, when to test and how to test
  - It is a reliable, convenient – and secure – testing experience
- ProProctor was developed with complete integration and compatibility with existing systems and infrastructure
  - All testing modalities are standard; a seat, is a seat, is a seat
- ProProctor integrates advanced surveillance and exam integrity technologies, and a trained global workforce
  - Enables candidates to take a secure examination outside of a fixed test center environment, at scale



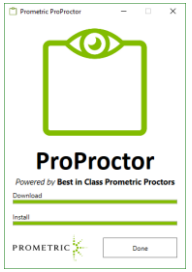
Standardized Test Delivery

- Simple intuitive process
  1. System Check
  2. Installation of ProProctor Application
  3. Launch Exam
- Elimination of technology barriers
  - Does not require administrator rights or technical understanding of computer processes
  - Signed application; trusted at an operating system level
- Ensures greater reach to wider range of candidate systems and infrastructure for delivery of remote high-stakes testing

Selecting the right testing and assessment provider *is an important decision. We provide the right blend of expertise, guidance, execution and customer service to our clients around the world.*

1.

2.



3.

Customer Service for Candidates

PROMETRIC

- ProProctor solution encompasses live real-time monitoring of the test event 100% of the time
- Highly trained proctors utilizing leading edge technology and Prometric's extensive proctoring experience, seven million exams a year, with the knowledge and experience of how to administer a wide variety of exams whether on-site or remotely
- Unparalleled Proctoring resources support for ensuring secure monitoring and delivery includes:
  - ***Readiness Agent:*** performs check-in; voice and chat enabled, Readiness Agent is visible to the candidate
  - ***Remote Proctor:*** Launches exam with start, pause, and resume capability; voice and chat enabled, Remote Proctor not visible to the candidate
  - ***Security Agent:*** Enhanced monitoring and delivery support further protecting the quality and integrity of the examination session
- Technical assistance is available at any time 24/7/365

Standardized Test Delivery

- Easy to follow, self-serve check-in process consisting of:
  - Image Capture
  - Identification Capture
  - Check List
- Biometric photograph and government-issued non-expired identification capture are the same data elements obtained at a testing center for an in-person exam
- Confirmation from Candidate for authorization to proceed and deliver a ProProctor examination session

Wisconsin Office of the Commissioner of Insurance : Industry Day 2019

Questions?

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