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Virginia Insurance Demographic Report (June 2023 – May 2024)

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Virginia Bureau of Insurance

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Submitted By:
Assessment Services
Prometric

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INTRODUCTION

This report was developed for the Virginia Bureau of Insurance. It summarizes statistical information for first-time test takers related to Life and Annuities, Health, Life and Annuities & Health, Property & Casualty, Personal Lines, Public Adjuster, and Title insurance examinations administered in Virginia by Prometric from June 1, 2023 to May 31, 2024.

Prometric collected candidate demographic data during exam registration and by surveying candidates at the completion of each examination. Information collected includes candidates' age, ethnicity, education, native language, English language ability, exam preparation method, and hours spent studying for the exam. Because candidates are not required to complete the survey, the summary statistics in this report do not include all first-time candidates who completed Virginia insurance exams. This report includes the results from first-time candidates who responded to all seven demographic survey questions, which comprises about 92% of the first-time candidates.

Each exam consists of two parts: a general-knowledge portion and a state-specific portion. The general-knowledge portion and the state-specific portion are scored together as a single examination. The combined score from the general-knowledge and the state-specific portions is evaluated to determine the candidate's pass/fail status. Examination questions are reviewed annually by subject matter experts to ensure that the questions presented on the exam are entry level, relevant, and legally defensible.

Cautions:

1. When evaluating statistics by demographic categories, some sample sizes can be small and should be interpreted with caution.
2. The age, ethnicity, education, and native English language demographic questions allowed candidates to select 'choose not to respond', which a sizable number of candidates opted to choose. As a result, pass rates must be interpreted with caution.
3. Caution should be taken when comparing the information in this report with that of historical reports, given that new exam forms were published with the Bureau's new testing vendor (Prometric) beginning on June 1, 2020.

VIRGINIA STATE RESULT SUMMARY

Exam Title	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score	Raw Cut Score
VA Health	886	9.55%	73.93%	76.91	69.22	63
VA Life & Annuities	2,408	25.96%	65.86%	73.44	66.10	63
VA Life, Annuities & Health	3,261	35.16%	68.14%	74.86	104.81	98
VA Personal Lines	1,135	12.24%	70.57%	75.65	75.65	70
VA Property & Casualty	1,467	15.82%	66.94%	74.79	100.97	95
VA Public Adjuster	27	0.29%	59.26%	70.07	35.04	35
VA Title	91	0.98%	71.43%	78.89	59.16	53
Total	9,275	100.00%	68.22%	74.80		

Note: The cut score for each exam is set to 70% correct. Raw cut scores are provided in the last column of this table.

ALL STATE LICENSING EXAMINATIONS

Age	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score
Under 25	2,349	25.33%	58.45%	70.54
26 to 29	1,310	14.12%	68.09%	74.59
30 to 39	2,185	23.56%	72.04%	76.27
40 to 49	1,481	15.97%	71.98%	76.56
50 to 59	870	9.38%	77.13%	78.69
60 to 64	183	1.97%	79.23%	79.15
65 and Over	106	1.14%	78.30%	78.25
Choose not to respond	791	8.53%	66.12%	74.67
Total	9,275	100.00%	68.22%	74.80

Ethnicity	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score
African American	2,320	25.01%	58.36%	70.83
Caucasian	3,443	37.12%	79.96%	79.44
American Indian	46	0.50%	63.04%	73.76
Pacific Islander	44	0.47%	75.00%	76.22
Asian	727	7.84%	65.34%	73.50
Hispanic	771	8.31%	52.40%	68.01
Other	381	4.11%	59.84%	71.51
Choose not to respond	1,543	16.64%	68.11%	75.23
Total	9,275	100.00%	68.22%	74.80

Education	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score
Did not finish high school	77	0.83%	46.75%	65.57
High school diploma or equivalent (GED)	1,716	18.50%	51.98%	68.10
Some college but no degree	2,324	25.06%	67.04%	74.15
Two-year college degree (Associate's degree)	904	9.75%	69.25%	74.84
Four-year college degree (Bachelor's degree)	2,364	25.49%	79.06%	79.29
Advanced college degree (Master's degree or Doctorate)	924	9.96%	79.87%	80.64
Choose not to respond	966	10.42%	62.94%	72.40
Total	9,275	100.00%	68.22%	74.80

Language	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score
English	7,460	80.43%	70.24%	75.66
Spanish	379	4.09%	45.65%	64.61
European (other than Spanish)	27	0.29%	85.19%	80.84
Chinese	44	0.47%	88.64%	81.73
Japanese	4	0.04%	50.00%	65.79
Korean	46	0.50%	73.91%	76.16
African	101	1.09%	65.35%	73.03
Other	538	5.80%	58.18%	70.87
Choose not to respond	676	7.29%	64.64%	73.73
Total	9,275	100.00%	68.22%	74.80

English Best	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score
No	1,815	19.57%	59.89%	71.28
Yes	7,460	80.43%	70.24%	75.66
Total	9,275	100.00%	68.22%	74.80

Exam Preparation	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score
I received training from an insurance company.	2,078	22.40%	65.74%	73.66
I completed an insurance course at a college or university.	62	0.67%	48.39%	67.56
I attended classroom training from an exam preparation school.	445	4.80%	59.33%	71.19
I completed an online course.	5,857	63.15%	72.14%	76.40
I studied topics using the exam content outline.	833	8.98%	53.06%	68.86
Total	9,275	100.00%	68.22%	74.80

Exam Preparation Hours	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score
Less than 30 hours	2,012	21.69%	61.13%	72.14
Between 31 and 50 hours	3,606	38.88%	69.74%	75.62
Between 51 and 70 hours	1,959	21.12%	71.57%	75.87
More than 70 hours	1,698	18.31%	69.49%	74.97
Total	9,275	100.00%	68.22%	74.80

VA HEALTH

Age	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Under 25	215	24.27%	62.79%	71.44	64.30
26 to 29	134	15.12%	70.90%	75.77	68.19
30 to 39	186	20.99%	77.42%	78.04	70.24
40 to 49	147	16.59%	79.59%	80.22	72.20
50 to 59	84	9.48%	84.52%	82.50	74.25
60 to 64	28	3.16%	92.86%	84.96	76.46
65 and Over	13	1.47%	92.31%	81.79	73.62
Choose not to respond	79	8.92%	69.62%	75.27	67.75
Total	886	100.00%	73.93%	76.91	69.22

Ethnicity	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
African American	226	25.51%	65.04%	73.59	66.23
Caucasian	343	38.71%	84.26%	81.06	72.95
American Indian	3	0.34%	100.00%	85.19	76.67
Pacific Islander	3	0.34%	66.67%	77.41	69.67
Asian	60	6.77%	71.67%	76.39	68.75
Hispanic	63	7.11%	58.73%	70.49	63.44
Other	35	3.95%	77.14%	76.44	68.80
Choose not to respond	153	17.27%	69.93%	75.28	67.75
Total	886	100.00%	73.93%	76.91	69.22

Education	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Did not finish high school	6	0.68%	66.67%	76.48	68.83
High school diploma or equivalent (GED)	173	19.53%	56.65%	69.05	62.14
Some college but no degree	243	27.43%	76.13%	77.08	69.37
Two-year college degree (Associate's degree)	101	11.40%	74.26%	78.59	70.73
Four-year college degree (Bachelor's degree)	194	21.90%	85.57%	82.47	74.22
Advanced college degree (Master's degree or Doctorate)	77	8.69%	79.22%	81.47	73.32
Choose not to respond	92	10.38%	71.74%	73.85	66.47
Total	886	100.00%	73.93%	76.91	69.22

Language	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
English	757	85.44%	74.64%	77.34	69.60
Spanish	19	2.14%	63.16%	71.64	64.47
European (other than Spanish)	1	0.11%	0.00%	58.89	53.00
Chinese	2	0.23%	100.00%	96.67	87.00
Japanese	1	0.11%	100.00%	78.89	71.00
Korean	9	1.02%	77.78%	77.78	70.00
African	6	0.68%	100.00%	84.07	75.67
Other	27	3.05%	77.78%	76.17	68.56
Choose not to respond	64	7.22%	64.06%	72.53	65.28
Total	886	100.00%	73.93%	76.91	69.22

English Best	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
No	129	14.56%	69.77%	74.38	66.95
Yes	757	85.44%	74.64%	77.34	69.60
Total	886	100.00%	73.93%	76.91	69.22

Exam Preparation	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
I received training from an insurance company.	195	22.01%	66.15%	73.48	66.13
I completed an insurance course at a college or university.	12	1.35%	66.67%	77.59	69.83
I attended classroom training from an exam preparation school.	28	3.16%	75.00%	75.83	68.25
I completed an online course.	596	67.27%	76.85%	78.39	70.55
I studied topics using the exam content outline.	55	6.21%	70.91%	73.35	66.02
Total	886	100.00%	73.93%	76.91	69.22

Exam Preparation Hours	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Less than 30 hours	235	26.52%	64.68%	74.20	66.78
Between 31 and 50 hours	371	41.87%	79.51%	79.13	71.21
Between 51 and 70 hours	138	15.58%	76.81%	77.21	69.49
More than 70 hours	142	16.03%	71.83%	75.31	67.77
Total	886	100.00%	73.93%	76.91	69.22

VA LIFE & ANNUITIES

Age	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Under 25	540	22.43%	53.89%	67.46	60.71
26 to 29	270	11.21%	68.15%	74.98	67.49
30 to 39	585	24.29%	67.52%	74.60	67.14
40 to 49	456	18.94%	66.89%	74.13	66.72
50 to 59	258	10.71%	77.91%	77.80	70.02
60 to 64	53	2.20%	79.25%	76.73	69.06
65 and Over	34	1.41%	82.35%	78.69	70.82
Choose not to respond	212	8.80%	66.04%	75.02	67.52
Total	2,408	100.00%	65.86%	73.44	66.10

Ethnicity	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
African American	761	31.60%	61.24%	71.46	64.32
Caucasian	516	21.43%	84.11%	81.06	72.95
American Indian	12	0.50%	41.67%	70.74	63.67
Pacific Islander	16	0.66%	75.00%	73.54	66.19
Asian	277	11.50%	64.62%	72.63	65.37
Hispanic	283	11.75%	47.00%	63.98	57.58
Other	108	4.49%	61.11%	71.59	64.44
Choose not to respond	435	18.06%	66.90%	75.06	67.55
Total	2,408	100.00%	65.86%	73.44	66.10

Education	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Did not finish high school	29	1.20%	37.93%	60.80	54.72
High school diploma or equivalent (GED)	420	17.44%	43.57%	64.32	57.89
Some college but no degree	539	22.38%	66.98%	73.05	65.75
Two-year college degree (Associate's degree)	220	9.14%	70.91%	74.68	67.21
Four-year college degree (Bachelor's degree)	593	24.63%	77.23%	78.25	70.43
Advanced college degree (Master's degree or Doctorate)	309	12.83%	78.64%	79.79	71.81
Choose not to respond	298	12.38%	58.39%	71.16	64.04
Total	2,408	100.00%	65.86%	73.44	66.10

Language	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
English	1,702	70.68%	68.68%	74.79	67.31
Spanish	163	6.77%	42.33%	61.27	55.15
European (other than Spanish)	9	0.37%	88.89%	85.31	76.78
Chinese	10	0.42%	90.00%	84.00	75.60
Korean	13	0.54%	69.23%	73.33	66.00
African	61	2.53%	65.57%	72.70	65.43
Other	230	9.55%	61.74%	71.48	64.33
Choose not to respond	220	9.14%	63.64%	73.28	65.95
Total	2,408	100.00%	65.86%	73.44	66.10

English Best	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
No	706	29.32%	59.07%	70.18	63.16
Yes	1,702	70.68%	68.68%	74.79	67.31
Total	2,408	100.00%	65.86%	73.44	66.10

Exam Preparation	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
I received training from an insurance company.	530	22.01%	62.08%	70.94	63.85
I completed an insurance course at a college or university.	17	0.71%	41.18%	66.27	59.65
I attended classroom training from an exam preparation school.	136	5.65%	49.26%	67.08	60.37
I completed an online course.	1,439	59.76%	72.48%	76.40	68.76
I studied topics using the exam content outline.	286	11.88%	48.95%	66.63	59.97
Total	2,408	100.00%	65.86%	73.44	66.10

Exam Preparation Hours	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Less than 30 hours	790	32.81%	60.51%	70.82	63.74
Between 31 and 50 hours	948	39.37%	68.67%	74.78	67.30
Between 51 and 70 hours	346	14.37%	75.43%	76.57	68.91
More than 70 hours	324	13.46%	60.49%	72.56	65.30
Total	2,408	100.00%	65.86%	73.44	66.10

VA LIFE, ANNUITIES & HEALTH

Age	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Under 25	837	25.67%	58.42%	71.16	99.63
26 to 29	422	12.94%	67.06%	73.90	103.45
30 to 39	749	22.97%	73.16%	76.29	106.81
40 to 49	521	15.98%	75.24%	77.50	108.50
50 to 59	339	10.40%	74.34%	78.14	109.39
60 to 64	55	1.69%	78.18%	78.78	110.29
65 and Over	37	1.13%	78.38%	79.85	111.78
Choose not to respond	301	9.23%	61.79%	73.39	102.74
Total	3,261	100.00%	68.14%	74.86	104.81

Ethnicity	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
African American	650	19.93%	51.23%	67.96	95.14
Caucasian	1,406	43.12%	79.23%	79.10	110.74
American Indian	23	0.71%	69.57%	74.32	104.04
Pacific Islander	13	0.40%	84.62%	79.95	111.92
Asian	298	9.14%	64.43%	73.36	102.70
Hispanic	187	5.73%	60.43%	71.97	100.75
Other	138	4.23%	55.80%	70.87	99.22
Choose not to respond	546	16.74%	67.03%	74.90	104.87
Total	3,261	100.00%	68.14%	74.86	104.81

Education	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Did not finish high school	22	0.67%	50.00%	67.47	94.45
High school diploma or equivalent (GED)	499	15.30%	50.70%	67.86	95.00
Some college but no degree	725	22.23%	63.03%	72.84	101.97
Two-year college degree (Associate's degree)	286	8.77%	67.13%	73.33	102.66
Four-year college degree (Bachelor's degree)	999	30.63%	78.98%	79.10	110.74
Advanced college degree (Master's degree or Doctorate)	394	12.08%	79.95%	80.68	112.95
Choose not to respond	336	10.30%	61.01%	72.02	100.83
Total	3,261	100.00%	68.14%	74.86	104.81

Language	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
English	2,637	80.86%	69.89%	75.46	105.65
Spanish	82	2.51%	51.22%	68.82	96.34
European (other than Spanish)	12	0.37%	91.67%	80.65	112.92
Chinese	29	0.89%	86.21%	80.07	112.10
Japanese	3	0.09%	33.33%	61.43	86.00
Korean	16	0.49%	81.25%	77.59	108.63
African	29	0.89%	58.62%	70.32	98.45
Other	217	6.65%	56.68%	70.88	99.24
Choose not to respond	236	7.24%	62.29%	73.56	102.98
Total	3,261	100.00%	68.14%	74.86	104.81

English Best	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
No	624	19.14%	60.74%	72.34	101.27
Yes	2,637	80.86%	69.89%	75.46	105.65
Total	3,261	100.00%	68.14%	74.86	104.81

Exam Preparation	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
I received training from an insurance company.	350	10.73%	51.71%	69.34	97.08
I completed an insurance course at a college or university.	25	0.77%	52.00%	66.86	93.60
I attended classroom training from an exam preparation school.	74	2.27%	58.11%	72.40	101.36
I completed an online course.	2,573	78.90%	72.29%	76.31	106.83
I studied topics using the exam content outline.	239	7.33%	52.30%	69.00	96.59
Total	3,261	100.00%	68.14%	74.86	104.81

Exam Preparation Hours	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Less than 30 hours	599	18.37%	60.27%	72.10	100.94
Between 31 and 50 hours	1,327	40.69%	69.18%	75.61	105.86
Between 51 and 70 hours	749	22.97%	71.16%	76.01	106.42
More than 70 hours	586	17.97%	69.97%	74.52	104.33
Total	3,261	100.00%	68.14%	74.86	104.81

VA PERSONAL LINES

Age	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Under 25	353	31.10%	61.19%	72.24	72.24
26 to 29	243	21.41%	72.43%	75.62	75.62
30 to 39	280	24.67%	75.36%	77.96	77.96
40 to 49	129	11.37%	72.87%	77.01	77.01
50 to 59	38	3.35%	89.47%	81.29	81.29
60 to 64	13	1.15%	69.23%	78.31	78.31
65 and Over	3	0.26%	100.00%	86.67	86.67
Choose not to respond	76	6.70%	76.32%	76.99	76.99
Total	1,135	100.00%	70.57%	75.65	75.65

Ethnicity	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
African American	517	45.55%	62.48%	72.52	72.52
Caucasian	297	26.17%	83.16%	81.06	81.06
American Indian	4	0.35%	50.00%	68.00	68.00
Pacific Islander	9	0.79%	77.78%	78.56	78.56
Asian	21	1.85%	85.71%	81.00	81.00
Hispanic	76	6.70%	72.37%	74.97	74.97
Other	47	4.14%	57.45%	71.28	71.28
Choose not to respond	164	14.45%	74.39%	76.62	76.62
Total	1,135	100.00%	70.57%	75.65	75.65

Education	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Did not finish high school	7	0.62%	57.14%	67.14	67.14
High school diploma or equivalent (GED)	345	30.40%	60.87%	71.48	71.48
Some college but no degree	396	34.89%	73.74%	77.06	77.06
Two-year college degree (Associate's degree)	135	11.89%	74.81%	77.27	77.27
Four-year college degree (Bachelor's degree)	139	12.25%	79.14%	79.54	79.54
Advanced college degree (Master's degree or Doctorate)	28	2.47%	85.71%	82.00	82.00
Choose not to respond	85	7.49%	70.59%	75.61	75.61
Total	1,135	100.00%	70.57%	75.65	75.65

Language	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
English	1,035	91.19%	70.53%	75.72	75.72
Spanish	27	2.38%	62.96%	72.56	72.56
Chinese	1	0.09%	100.00%	77.00	77.00
Korean	1	0.09%	100.00%	93.00	93.00
African	3	0.26%	66.67%	79.33	79.33
Other	14	1.23%	57.14%	68.71	68.71
Choose not to respond	54	4.76%	77.78%	76.96	76.96
Total	1,135	100.00%	70.57%	75.65	75.65

English Best	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
No	100	8.81%	71.00%	74.85	74.85
Yes	1,035	91.19%	70.53%	75.72	75.72
Total	1,135	100.00%	70.57%	75.65	75.65

Exam Preparation	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
I received training from an insurance company.	808	71.19%	75.62%	77.82	77.82
I completed an insurance course at a college or university.	3	0.26%	33.33%	62.33	62.33
I attended classroom training from an exam preparation school.	113	9.96%	60.18%	71.24	71.24
I completed an online course.	170	14.98%	60.59%	71.04	71.04
I studied topics using the exam content outline.	41	3.61%	43.90%	64.95	64.95
Total	1,135	100.00%	70.57%	75.65	75.65

Exam Preparation Hours	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Less than 30 hours	94	8.28%	59.57%	73.47	73.47
Between 31 and 50 hours	371	32.69%	66.31%	74.27	74.27
Between 51 and 70 hours	339	29.87%	70.50%	75.33	75.33
More than 70 hours	331	29.16%	78.55%	78.13	78.13
Total	1,135	100.00%	70.57%	75.65	75.65

VA PROPERTY & CASUALTY

Age	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Under 25	387	26.38%	60.72%	71.71	96.81
26 to 29	231	15.75%	62.77%	73.44	99.15
30 to 39	354	24.13%	70.62%	76.22	102.90
40 to 49	206	14.04%	69.42%	76.39	103.13
50 to 59	132	9.00%	75.76%	78.80	106.39
60 to 64	30	2.04%	73.33%	78.49	105.97
65 and Over	15	1.02%	60.00%	70.91	95.73
Choose not to respond	112	7.63%	69.64%	75.58	102.04
Total	1,467	100.00%	66.94%	74.79	100.97

Ethnicity	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
African American	156	10.63%	51.92%	70.14	94.69
Caucasian	812	55.35%	75.86%	77.78	105.00
American Indian	4	0.27%	75.00%	76.85	103.75
Pacific Islander	3	0.20%	33.33%	66.17	89.33
Asian	64	4.36%	59.38%	71.96	97.14
Hispanic	153	10.43%	39.87%	65.93	89.01
Other	50	3.41%	56.00%	69.23	93.46
Choose not to respond	225	15.34%	68.44%	75.41	101.80
Total	1,467	100.00%	66.94%	74.79	100.97

Education	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Did not finish high school	13	0.89%	46.15%	67.12	90.62
High school diploma or equivalent (GED)	266	18.13%	53.01%	69.52	93.85
Some college but no degree	394	26.86%	62.44%	73.32	98.98
Two-year college degree (Associate's degree)	154	10.50%	62.34%	73.00	98.55
Four-year college degree (Bachelor's degree)	405	27.61%	80.00%	80.06	108.08
Advanced college degree (Master's degree or Doctorate)	92	6.27%	80.43%	80.60	108.82
Choose not to respond	143	9.75%	66.43%	72.65	98.08
Total	1,467	100.00%	66.94%	74.79	100.97

Language	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
English	1,228	83.71%	70.20%	75.99	102.58
Spanish	83	5.66%	34.94%	62.48	84.35
European (other than Spanish)	5	0.34%	80.00%	77.63	104.80
Chinese	2	0.14%	100.00%	81.85	110.50
Korean	7	0.48%	57.14%	73.65	99.43
African	2	0.14%	50.00%	80.00	108.00
Other	46	3.14%	36.96%	65.48	88.39
Choose not to respond	94	6.41%	67.02%	74.29	100.30
Total	1,467	100.00%	66.94%	74.79	100.97

English Best	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
No	239	16.29%	50.21%	68.66	92.69
Yes	1,228	83.71%	70.20%	75.99	102.58
Total	1,467	100.00%	66.94%	74.79	100.97

Exam Preparation	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
I received training from an insurance company.	190	12.95%	60.00%	71.71	96.81
I completed an insurance course at a college or university.	4	0.27%	25.00%	61.67	83.25
I attended classroom training from an exam preparation school.	92	6.27%	68.48%	74.46	100.52
I completed an online course.	990	67.48%	70.61%	76.21	102.88
I studied topics using the exam content outline.	191	13.02%	54.97%	70.98	95.82
Total	1,467	100.00%	66.94%	74.79	100.97

Exam Preparation Hours	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Less than 30 hours	243	16.56%	62.14%	73.31	98.97
Between 31 and 50 hours	546	37.22%	68.13%	75.42	101.81
Between 51 and 70 hours	374	25.49%	68.18%	74.90	101.11
More than 70 hours	304	20.72%	67.11%	74.73	100.89
Total	1,467	100.00%	66.94%	74.79	100.97

VA PUBLIC ADJUSTER

Age	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Under 25	8	29.63%	25.00%	55.25	27.63
26 to 29	5	18.52%	100.00%	77.60	38.80
30 to 39	6	22.22%	83.33%	80.67	40.33
50 to 59	2	7.41%	100.00%	77.00	38.50
65 and Over	1	3.70%	0.00%	64.00	32.00
Choose not to respond	5	18.52%	40.00%	72.00	36.00
Total	27	100.00%	59.26%	70.07	35.04

Ethnicity	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
African American	3	11.11%	100.00%	81.33	40.67
Caucasian	11	40.74%	54.55%	66.91	33.45
Asian	1	3.70%	100.00%	92.00	46.00
Hispanic	5	18.52%	40.00%	62.40	31.20
Choose not to respond	7	25.93%	57.14%	72.57	36.29
Total	27	100.00%	59.26%	70.07	35.04

Education	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
High school diploma or equivalent (GED)	5	18.52%	60.00%	60.40	30.20
Some college but no degree	3	11.11%	33.33%	66.00	33.00
Four-year college degree (Bachelor's degree)	11	40.74%	63.64%	71.45	35.73
Advanced college degree (Master's degree or Doctorate)	2	7.41%	50.00%	71.00	35.50
Choose not to respond	6	22.22%	66.67%	77.33	38.67
Total	27	100.00%	59.26%	70.07	35.04

Language	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
English	19	70.37%	63.16%	71.05	35.53
Spanish	3	11.11%	66.67%	61.33	30.67
Choose not to respond	5	18.52%	40.00%	71.60	35.80
Total	27	100.00%	59.26%	70.07	35.04

English Best	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
No	8	29.63%	50.00%	67.75	33.88
Yes	19	70.37%	63.16%	71.05	35.53
Total	27	100.00%	59.26%	70.07	35.04

Exam Preparation	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
I received training from an insurance company.	2	7.41%	50.00%	71.00	35.50
I completed an insurance course at a college or university.	1	3.70%	0.00%	26.00	13.00
I completed an online course.	8	29.63%	62.50%	74.50	37.25
I studied topics using the exam content outline.	16	59.26%	62.50%	70.50	35.25
Total	27	100.00%	59.26%	70.07	35.04

Exam Preparation Hours	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Less than 30 hours	19	70.37%	52.63%	69.26	34.63
Between 31 and 50 hours	4	14.81%	75.00%	66.50	33.25
Between 51 and 70 hours	1	3.70%	100.00%	92.00	46.00
More than 70 hours	3	11.11%	66.67%	72.67	36.33
Total	27	100.00%	59.26%	70.07	35.04

VA TITLE

Age	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Under 25	9	9.89%	55.56%	73.19	54.89
26 to 29	5	5.49%	80.00%	80.27	60.20
30 to 39	25	27.47%	84.00%	82.40	61.80
40 to 49	22	24.18%	68.18%	78.97	59.23
50 to 59	17	18.68%	64.71%	78.04	58.53
60 to 64	4	4.40%	75.00%	83.33	62.50
65 and Over	3	3.30%	66.67%	71.11	53.33
Choose not to respond	6	6.59%	66.67%	74.67	56.00
Total	91	100.00%	71.43%	78.89	59.16

Ethnicity	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
African American	7	7.69%	14.29%	64.38	48.29
Caucasian	58	63.74%	81.03%	81.22	60.91
Asian	6	6.59%	66.67%	78.89	59.17
Hispanic	4	4.40%	75.00%	82.33	61.75
Other	3	3.30%	100.00%	81.78	61.33
Choose not to respond	13	14.29%	53.85%	74.56	55.92
Total	91	100.00%	71.43%	78.89	59.16

Education	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
High school diploma or equivalent (GED)	8	8.79%	50.00%	72.00	54.00
Some college but no degree	24	26.37%	66.67%	75.00	56.25
Two-year college degree (Associate's degree)	8	8.79%	75.00%	80.00	60.00
Four-year college degree (Bachelor's degree)	23	25.27%	65.22%	76.46	57.35
Advanced college degree (Master's degree or Doctorate)	22	24.18%	90.91%	88.30	66.23
Choose not to respond	6	6.59%	66.67%	76.89	57.67
Total	91	100.00%	71.43%	78.89	59.16

Language	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
English	82	90.11%	71.95%	79.46	59.60
Spanish	2	2.20%	100.00%	82.67	62.00
Other	4	4.40%	50.00%	68.67	51.50
Choose not to respond	3	3.30%	66.67%	74.22	55.67
Total	91	100.00%	71.43%	78.89	59.16

English Best	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
No	9	9.89%	66.67%	73.63	55.22
Yes	82	90.11%	71.95%	79.46	59.60
Total	91	100.00%	71.43%	78.89	59.16

Exam Preparation	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
I received training from an insurance company.	3	3.30%	33.33%	72.00	54.00
I attended classroom training from an exam preparation school.	2	2.20%	100.00%	88.67	66.50
I completed an online course.	81	89.01%	70.37%	78.47	58.85
I studied topics using the exam content outline.	5	5.49%	100.00%	85.87	64.40
Total	91	100.00%	71.43%	78.89	59.16

Exam Preparation Hours	Number of Examinees	Percent of Examinees	Pass Rate	Average Percent Score	Average Raw Score
Less than 30 hours	32	35.16%	68.75%	79.50	59.63
Between 31 and 50 hours	39	42.86%	76.92%	79.45	59.59
Between 51 and 70 hours	12	13.19%	58.33%	75.33	56.50
More than 70 hours	8	8.79%	75.00%	79.00	59.25
Total	91	100.00%	71.43%	78.89	59.16