Post Bar Exam Survey - July 2024

Survey Flow

Standard: Intro (1 Question)
Standard: Mock Exam Experience (6 Questions)
Block: Exam Day Experience (17 Questions)
Standard: Exam Administration (8 Questions)
Standard: Demographic Questions (8 Questions)
Standard: End (1 Question)

Page Break ———————————————————————————

Q1.1 **California Bar Exam Survey**

Learning about your experience with the recent Bar Exam is vital for the State Bar to improve the exam process.

The survey will take less than 10 minutes to complete and will close on August 19, 2024, at 11:59 p.m.

Thank you in advance for your participation.

Q2.1 **Mock Exam Experience**

X→

Q2.2 Did you experience any technical issues with the ExamSoft exam software during the mock exam?

○ No

○ Yes

Display This Question:

If Did you experience any technical issues with the ExamSoft exam software during the mock exam? = Yes

X→

Q2.3 How much time did it take for you to resolve your issue(s) during the mock exam?

○ 1 – 4 minutes

○ 5 – 10 minutes

○ 11 – 20 minutes

○ 21 – 45 minutes

○ More than 45 minutes

○ The issue(s) could not be resolved during the mock exam

X→

Q2.4 Did you contact ExamSoft customer support during the mock exam?

○ No

○ Yes

Display This Question:
    If Did you contact ExamSoft customer support during the mock exam? = Yes

X→

Q2.5 What was your satisfaction level with ExamSoft customer support during the mock exam?

○ Very dissatisfied

○ Somewhat dissatisfied

○ Neither satisfied nor dissatisfied

○ Somewhat satisfied

○ Very satisfied

Q2.6 Please rate your level of agreement with the following statements related to the mock exam:

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
It helped you ensure your laptop was compatible	○	○	○	○	○
It helped you become familiar with the virtual scratch paper	○	○	○	○	○
It helped you become familiar with the highlight and copy and paste features	○	○	○	○	○
It helped you become familiar with navigating the exam software	○	○	○	○	○

Q3.1 **Exam Day Experience**

Q3.2 What sources did you review for information about the exam? (Check all that apply)

☐ State Bar of California's website

☐ State Bar of California's email communications

☐ ExamSoft's website

☐ NCBE's website

☐ Social media

☐ Your law school

☐ An exam preparation company or organization

☐ Admittance ticket bulletin

☐ Other (please describe): _____

Q3.3 Please share your opinion about exam related materials and information shared before the exam.

	You did not review this information before the exam	Information was provided in a timely manner	Information was communicated clearly	Information was thorough, sufficiently addressed my questions or concerns
Admittance ticket bulletin	○	○	○	○
State Bar website	○	○	○	○
State Bar exam FAQs document	○	○	○	○
ExamSoft website	○	○	○	○
Instructions for exam rules and policies	○	○	○	○

Q3.4 What is the distance between your place of residence and the test center?

○ Less than 20 miles

○ 21-50 miles

○ 51-100 miles

○ 101-250 miles

○ 251-500 miles

○ More than 500 miles

Q3.5 Approximately how much money did you spend on travel and lodging related expenses to attend the exam? This includes costs for gas, ride-sharing, hotels, and any other related expenses.

○ Less than $100

○ $101-$250

○ $251-$500

○ $501-$1,000

○ $1,001-$1,500

○ More than $1,500

○ I did not have any travel or lodging expenses

Q3.6 Rank the level of difficulty you faced with the following exam-related tasks:

	Very difficult	Somewhat difficult	Neither difficult nor easy	Somewhat easy	Very easy	Not applicable
Securing a laptop for testing in person	◯	◯	◯	◯	◯	◯
Making time to read exam preparation materials	◯	◯	◯	◯	◯	◯
Making time to take the mock exam	◯	◯	◯	◯	◯	◯
Finding transportation to or traveling to the test center	◯	◯	◯	◯	◯	◯
Finding lodging near the test center	◯	◯	◯	◯	◯	◯
Finding the test center	◯	◯	◯	◯	◯	◯
Understanding which items were allowed and which items were prohibited in the test space during the exam	◯	◯	◯	◯	◯	◯
Other (please describe):	◯	◯	◯	◯	◯	◯

Q3.7 Did you face any of the following technology issues during the exam? (Check all that apply)

☐   No access to a laptop computer

☐   Computer did not meet the technological requirements to use ExamSoft

☐   Computer hardware issue (e.g., keyboard or power source stopped working)

☐   Problem with the exam software (e.g. crashing or freezing)

☐   Other (please describe):

_____

☐   ⊗ You experienced no technology issues

Display This Question:

    If Did you face any of the following technology issues during the exam? (Check all that apply) = No access to a laptop computer

    Or Did you face any of the following technology issues during the exam? (Check all that apply) = Computer did not meet the technological requirements to use ExamSoft

    Or Did you face any of the following technology issues during the exam? (Check all that apply) = Computer hardware issue (e.g., keyboard or power source stopped working)

    Or Did you face any of the following technology issues during the exam? (Check all that apply) = Problem with the exam software (e.g. crashing or freezing)

    Or Did you face any of the following technology issues during the exam? (Check all that apply) = Other (please describe):

X→

Q3.8 To what extent do you think the technology issues you experienced interfered with your ability to perform your best on the exam?

○ Not at all

○ Slightly

○ Moderately

○ Significantly

X→

Q3.9 On exam day, did you experience issues that required you to contact ExamSoft customer support?

○ No

○ Yes

X→

Q3.10 How would you describe your level of satisfaction with ExamSoft customer support during the exam?

○ Very dissatisfied

○ Somewhat dissatisfied

○ Neither satisfied nor dissatisfied

○ Somewhat satisfied

○ Very satisfied

X→

Q3.11 During the exam, did you experience an incident related to the test center, technology, or any other issue that interfered with your concentration, slowed your progress, or otherwise affected your performance?

○ No

○ Yes

Q3.12 Indicate the number of times the following incidents interfered with your concentration, slowed your progress, or otherwise affected your performance:

	Never	Once	A couple of times	Quite often	Constant during the testing
Noise within the building where you took the exam	○	○	○	○	○
Noise outside the building where you took the exam	○	○	○	○	○
Issues with your computer that slowed your progress or inhibited your performance	○	○	○	○	○
Problems with ExamSoft software that slowed your progress or inhibited your performance	○	○	○	○	○
Other (please explain)	○	○	○	○	○

X→

Q3.13 To what extent do you think the distractions you experienced hindered you from performing as well as you could have on the exam?

○ Not at all

○ Slightly

○ Moderately

○ Significantly

X→

Q3.14 How would you describe your ability to navigate within the ExamSoft platform (e.g., moving from question to question)?

○ Very difficult

○ Somewhat difficult

○ Neither difficult nor easy

○ Somewhat easy

○ Very easy

X→

Q3.15 How would you describe your experience with the uploading of your exam answer files after testing was completed?

○ Very difficult

○ Somewhat difficult

○ Neither difficult nor easy

○ Somewhat easy

○ Very easy

X→

Q3.16 Overall, how satisfied were you with your exam day experience?

○ Very dissatisfied

○ Somewhat dissatisfied

○ Neither satisfied nor dissatisfied

○ Somewhat satisfied

○ Very satisfied

Q3.17 Please use the space below to provide any additional comments about your exam experience.

_____

_____

_____

_____

_____

End of Block: Exam Day Experience

Q4.1 **Exam Administration**

X→

Q4.2 Based on your experience, how would you prefer to take the exam if you were to sit for it again in the future:

○ In an isolated environment (such as at home) with a live remote proctor

○ In an isolated environment (such as at home) with a video recording as the proctoring method

○ In a small group setting (such as a test-center) with live in person proctors

○ In a larger setting (such as a convention center) with live in person proctors

○ No preference

X→

Q4.3 If you had the option to test 100% remotely or 100% at a professional testing center (like at a Prometric test center or at a Pearson Vue), which option would you select?

○ Testing 100% remotely

○ Testing 100% at professional testing center

○ No preference

⤭ X→

Q4.4 If you retook the exam in the future, and the exam was administered remotely, how concerned would you be about the following:

	Very concerned	Somewhat concerned	Neither concerned nor unconcerned	Somewhat unconcerned	Very unconcerned
Finding a distraction-free environment for testing remotely	○	○	○	○	○
Securing a computer for testing remotely	○	○	○	○	○
Accessing the internet or having stable internet for testing remotely	○	○	○	○	○
Performing poorly because the remote exam experience is different than what was prepared for	○	○	○	○	○
Ability to effectively organize and refer to notes during the exam using digital scratch paper	○	○	○	○	○
Difficulty reading exam questions on a screen instead of a booklet	○	○	○	○	○

| Navigating between different sections, notes, references, or questions in the online format | ○ | ○ | ○ | ○ | ○ |
| Other (please describe) | ○ | ○ | ○ | ○ | ○ |

X→

Q4.5 If you retook the exam in the future, and the exam was administered remotely, how would you prefer to receive the essay questions?

○ On a computer

○ Hardcopy booklets or paper

○ No preference

X→

Q4.6 If you retook the exam in the future, and the exam was administered remotely, how would you prefer to receive the Performance Test questions, library, and file?

○ On a computer

○ Hardcopy booklets or paper

○ No preference

X→

Q4.7 If you retook the exam in the future, and the exam was administered remotely, how would you prefer to receive and respond to the multiple-choice questions?

○ On a computer

○ Hardcopy booklets or paper

○ No preference

X→

Q4.8 There are a variety of new artificial intelligence (AI) tools created to aid in exam development, grading, and proctoring. To what extent do you agree that the following AI tools can emulate human development, proctoring, and grading of the bar exam?

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
AI tools to help develop new bar exam questions	○	○	○	○	○
AI tools to help proctor the bar exam by flagging potential violations for review	○	○	○	○	○
AI tools to help grade bar exam essays	○	○	○	○	○

End of Block: Exam Administration

Start of Block: Demographic Questions

Q5.1 **Demographic Questions**

X→

Q5.2 Did you grow up speaking English as a first language?

○ No

○ Yes

○ Unsure

○ Decline to respond

X→

Q5.3 Were you the first in your immediate family to go to college?

○ No

○ Yes

○ Unsure

○ Decline to respond

X→

Q5.4 Were you the first in your immediate family to go to law school?

○ No

○ Yes

○ Unsure

○ Decline to respond

X→

Q5.5 With which racial and ethnic group(s) do you identify? Select all that apply.

☐ American Indian or Alaska Native

☐ Asian

☐ Black or African American

☐ Hispanic/Latino

☐ Middle Eastern or North African

☐ Native Hawaiian or Other Pacific Islander

☐ White

☐ Other race, ethnicity, or origin (please specify):

_____

☐ ⊗Decline to respond

X→

Q5.6 Which of the following best fits with the gender you identify as?

☐ Female

☐ Gender Variant/Nonconforming/Non-binary

☐ Male

☐ Two Spirit

☐ Not listed (please specify):

_____

☐ ⊗ Decline to respond

X→

Q5.7 Which of the following best applies to you?

☐ Cisgender

☐ Intersex

☐ Transgender

☐ Not listed (please specify)

_____

☐ ⊗ Decline to respond

X→

Q5.8 Do you identify as a person with a disability?

○ No

○ Yes

○ Decline to Respond

Q6.1 This is the end of the survey, please free feel to go back and change your responses. Once submitted, you will not be able to come back to this survey and change your responses. Thank you for your time and your feedback.