Survey Report:

2024 Written Exam Candidate Survey

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ASC

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CCSP® & DACBSP® Written Exam

The CCSP® & DACBSP®

The American Chiropractic Board of Sports Physicians™ (ACBSP™) provides two certifications to the field: Certified Chiropractic Sports Physician® (CCSP®) and Diplomate of the American Chiropractic Board of Sports Physicians® (DACBSP®). During the written exam of 2024, candidates were provided questions to assess their experience with the exam and testing procedures. This report shares those experiences relating to the written exam.

Survey Results

This section will present the survey results. In the following figures, the *y*-axis represents the response options and includes the number of candidates responding to that option; the *x*-axis reflects the percentage of the total number of candidates. Note, the *x*-axis scale changes from figure to figure.

Registration & communication

The items tapping into the registration process included the candidates' rating of their online registration experience, the communication post-registration they received through emails and/or the website, and the exam candidate Zoom information meeting. Candidates were generally happy with the registration process. Figures 1, 2 and 3 present the results for the registration survey questions. Table 1 highlights the comments given by the candidates in case they had a neutral or unsatisfactory experience with the online registration and communication process.

Figure 1
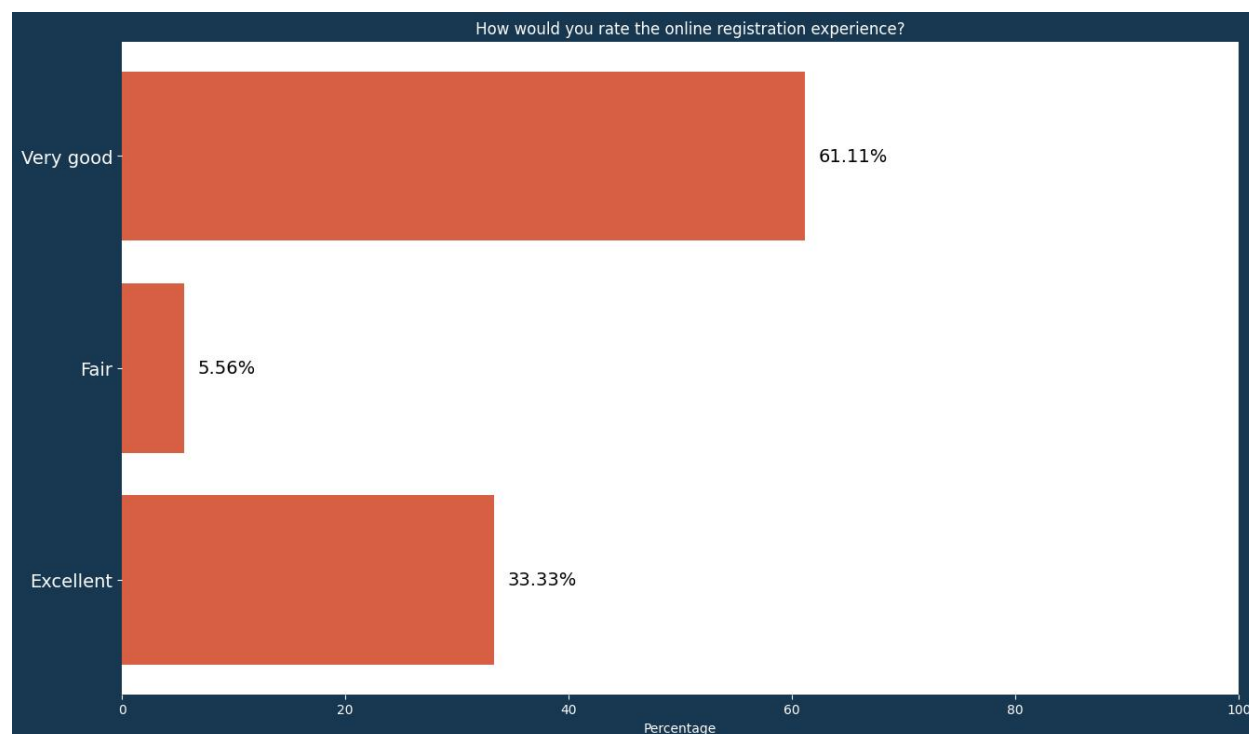
Online registration experience
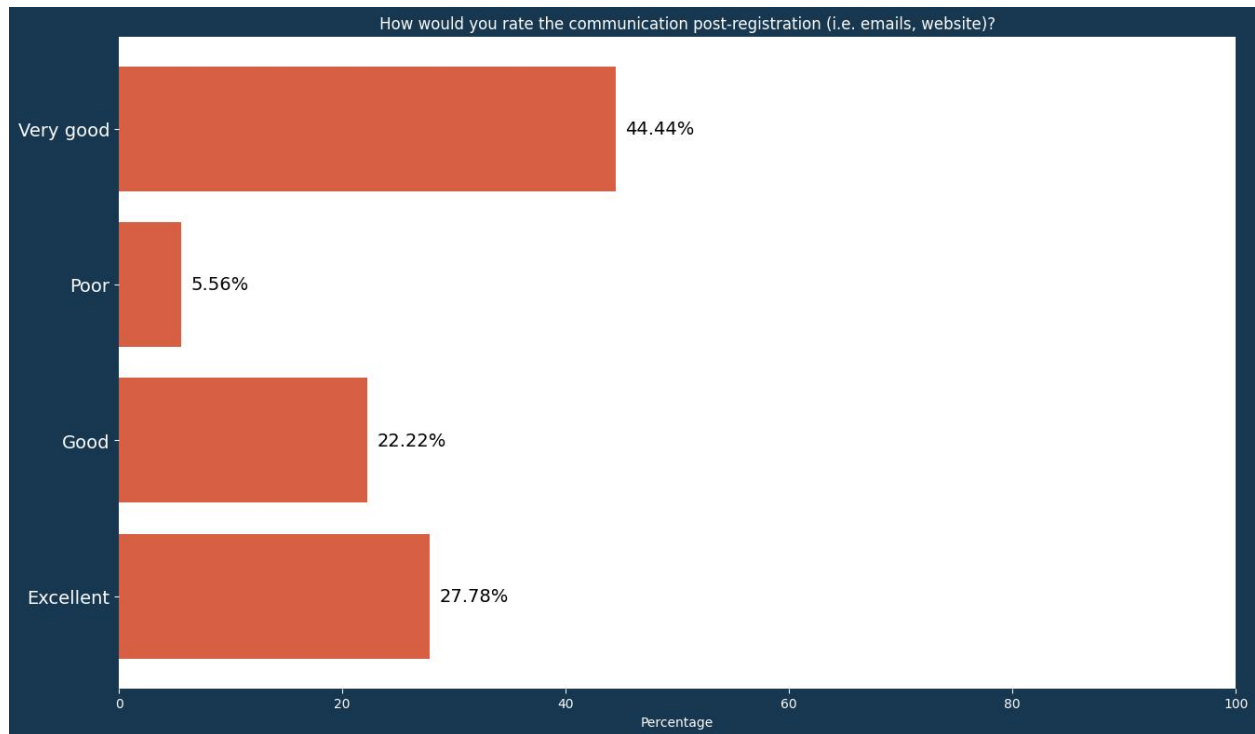
Figure 2

Post-registration communication

How would you rate the communication post-registration (i.e. emails, website)?

Figure 3

Question & answer Zoom meeting

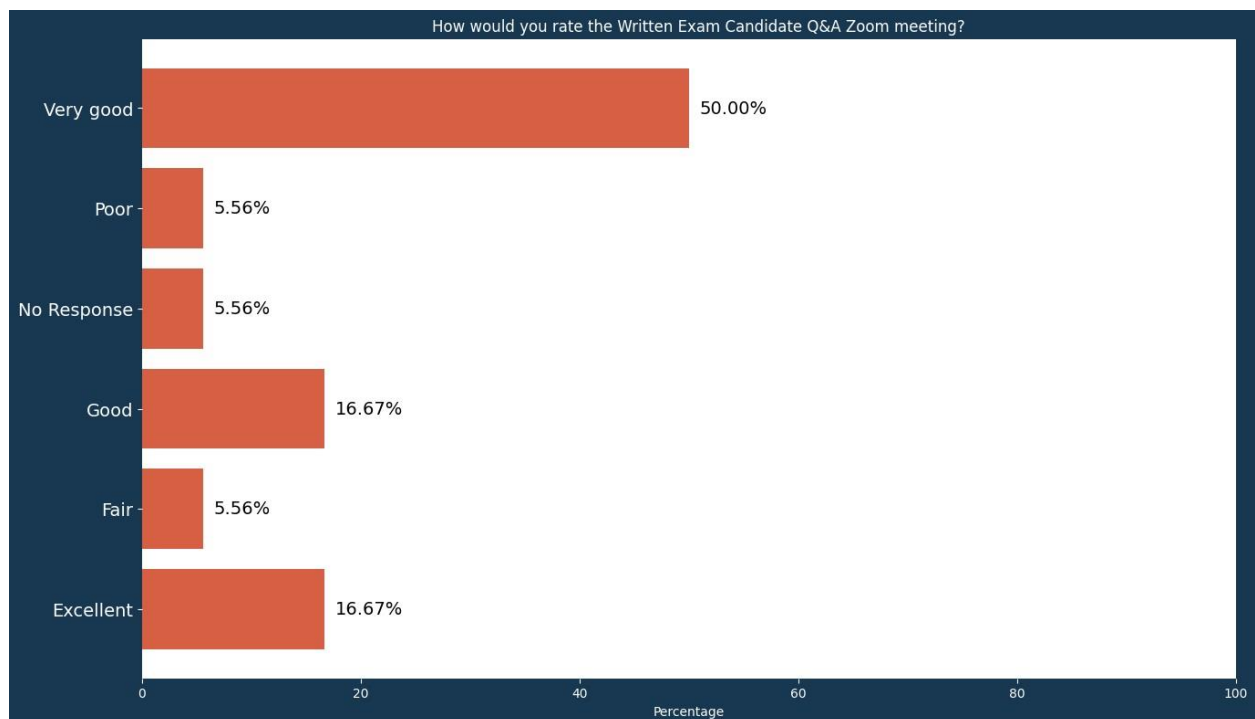How would you rate the Written Exam Candidate Q&A Zoom meeting?

Table 1

Open-response feedback regarding registration & communication experience

Please provide comments below if you answered 3 and below on any of the questions above.
Originally, the registration was not as straight forward as I would have expected. I think the site needs to clearer about when registration opens and closes for a given year and when and how you can register.
The only thing I didn't like about the test were several typos, such as 1 question that read a temperature of 950 degrees F. I can assume the question should've had a decimal between the 5 and the 0 but stuff like that can kill people.
I didn't think the Zoom was necessary after watching the prep video. I think communication from ACBSP has been severely lacking. One email saying not to email them regarding the test and then another a week late regarding this survey? It makes me wonder why I paid so much for the exam, but that is a discussion for another time.
More direction on studying for the exam would be great for the Q and A.
I needed a "did not attend" option for the Q&A because I missed it. I do wish it was recorded so we could watch it if it was missed.

Sources on the ACBSP™ website

When asked about their awareness and usage of the reading list, handbook, and test plan on the ACBSP™ website, approximately 90% of the candidates responded that they knew about and accessed them (Figures 4, 6 and 8). However, fewer candidates (50%-60%) confirmed that these resources helped them prepare for the CCSP®/DACBSP® exam (Figures 5, 7 and 9). Tables 2, 3 and 4 depict the comments from candidates who had unpleasant experiences with the reading list, handbook, and test plan.

Figure 4

Awareness and usage of the CCSP®/DACBSP® reading list on the ACBSP™ website
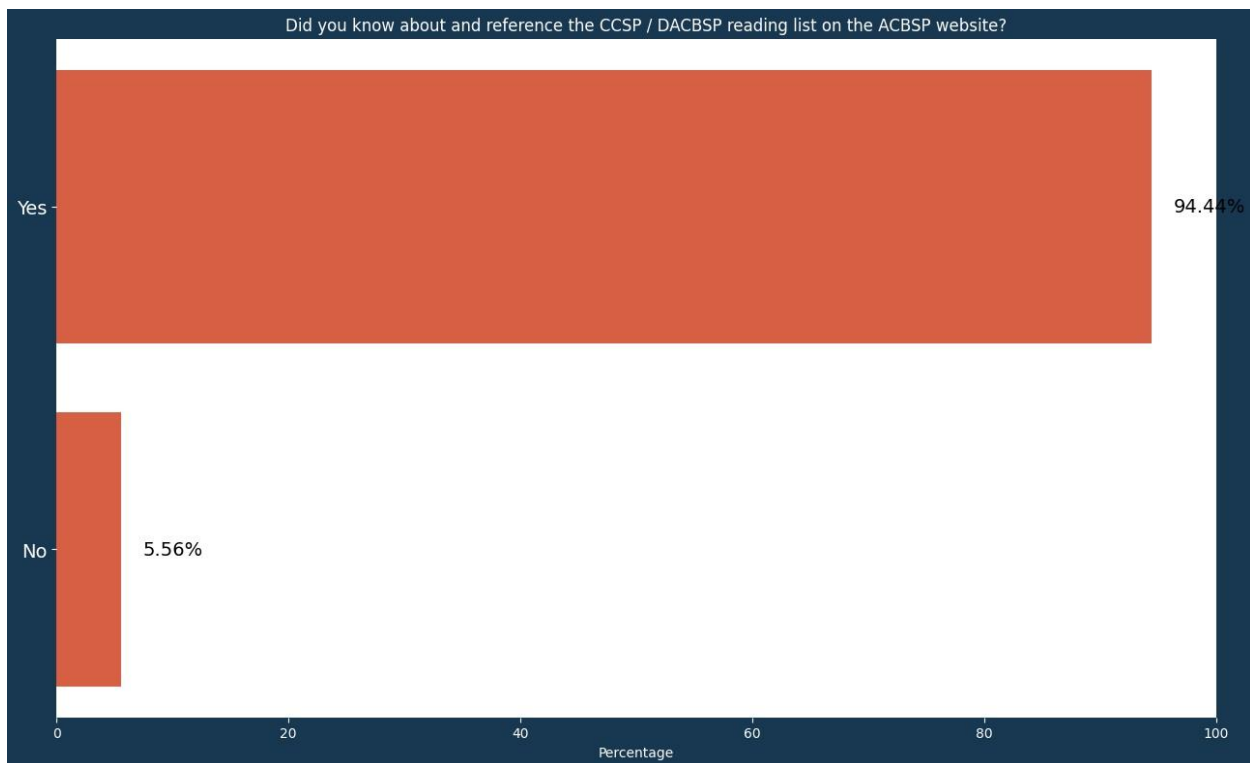
Figure 5

Effectiveness of the ACBSP™ website-provided reading list in exam preparation

If you answered yes to the above question, did the information regarding the reading list provided on the website help prepare you for the examination?

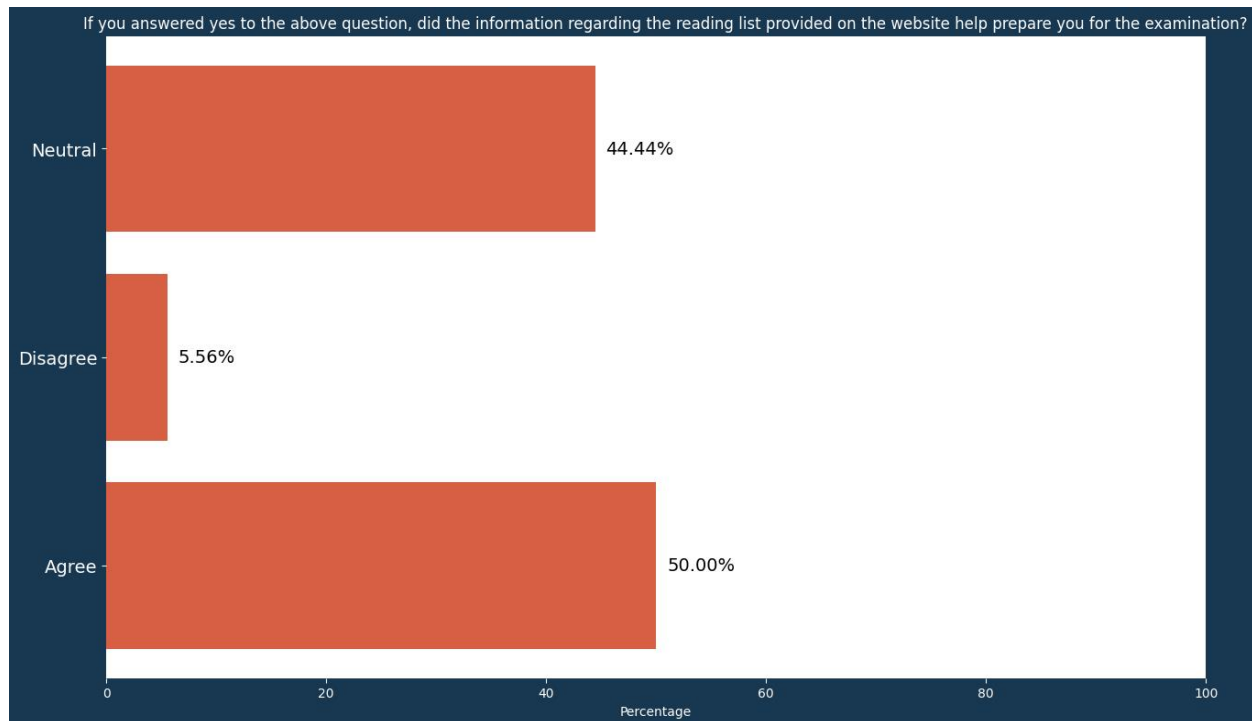| Response	Percentage
Neutral	44.44%
Disagree	5.56%
Agree	50.00%

Table 2

Open-response feedback regarding the usage of the reading list

Please provide comments below if you answered 3 and below on the question above.
The information was good information on the reading list but most of the information was way more clinical and not as much from the reading list. The other issue is that there was a good portion of them that the link did not work either.
Yes and no. I think there is too much information for a CCSP to be competent in all of it and the CCSP would be better served to separate tracks and credentials to let the practitioner decide where they wish to focus.
It is a great deal of information to cover in all of the listed texts. Some kind of focused reading list is needed. The texts/books are great but not when they all need to be reviewed/memorized for a single high stakes exam.
I didn't feel like any of the mission statements were helpful in preparing for the exam. I thought more questions would be based on those mission statements.
It was alarming to see that the night before the test access to the Handbook and reading list became "under revision". I would be very interested to see what changes took place and why it was necessary to change this during a testing period.

| I only purchased one of the books and read the articles |
| The reading list is a LOT of information, which is also mentioned, I just wish it was more specific on what's most relevant to know. |

Figure 6

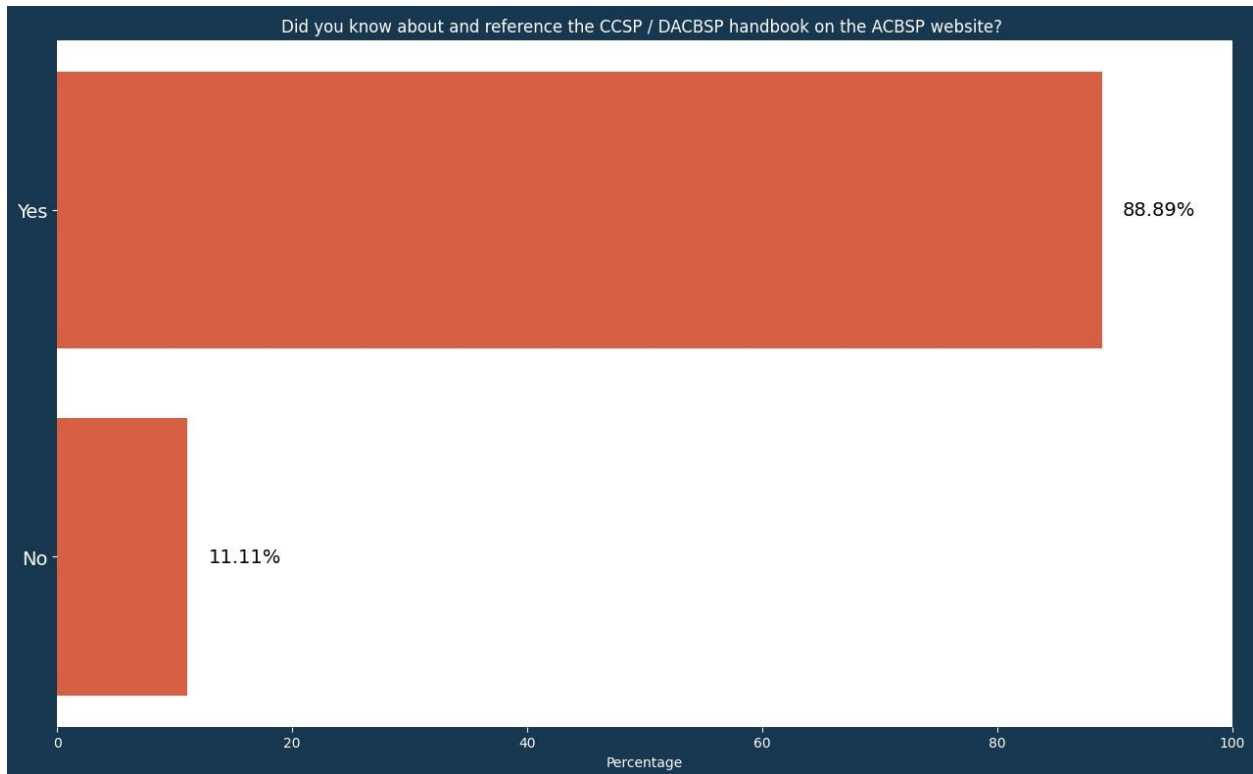*Awareness and usage of the CCSP®/DACBSP® handbook on the ACBSP™ website*

Figure 7

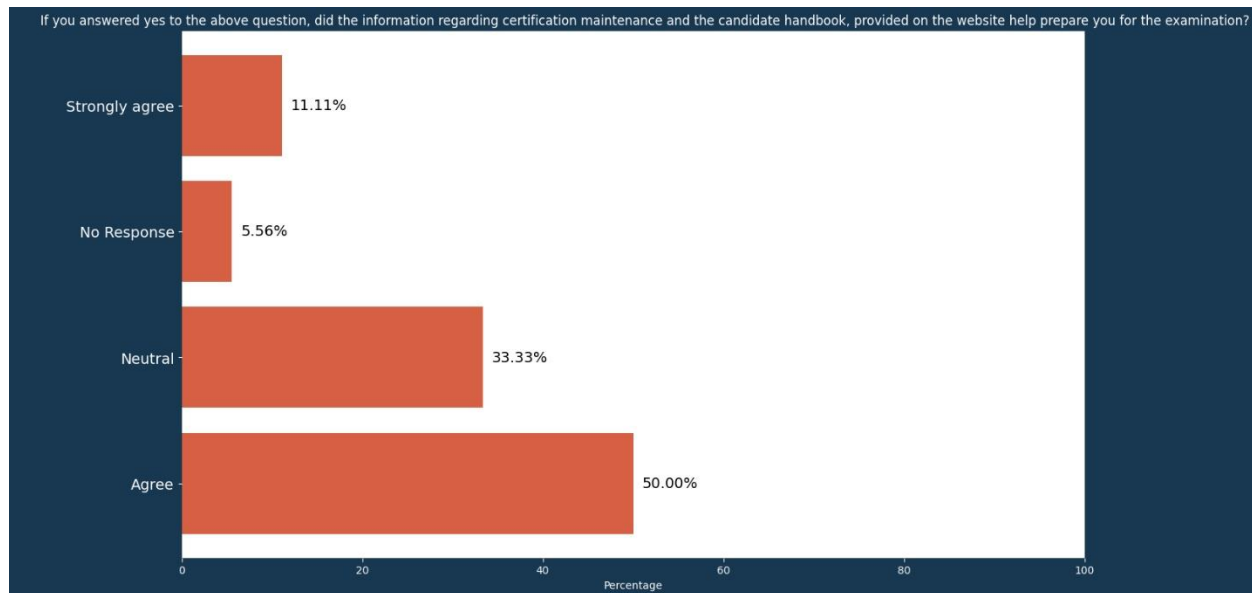*Effectiveness of the ACBSP™ website-provided handbook in exam preparation*

Table 3

Open-response feedback regarding the usage of the handbook

Please provide comments below if you answered 3 and below on the question above.
It's the least of worries when it comes to all the other things I need to prepare for the test.
Again, this is a lot of detailed information for one high stakes exam.
Still concerned about why ACBSP decided to make changes the night before our exam. And if these changes will be in effect for this testing group. Whether it had anything to do with the exam or not, still concerning from a consumer standpoint.
Weren't many questions related to the handbook on the exam

Figure 8

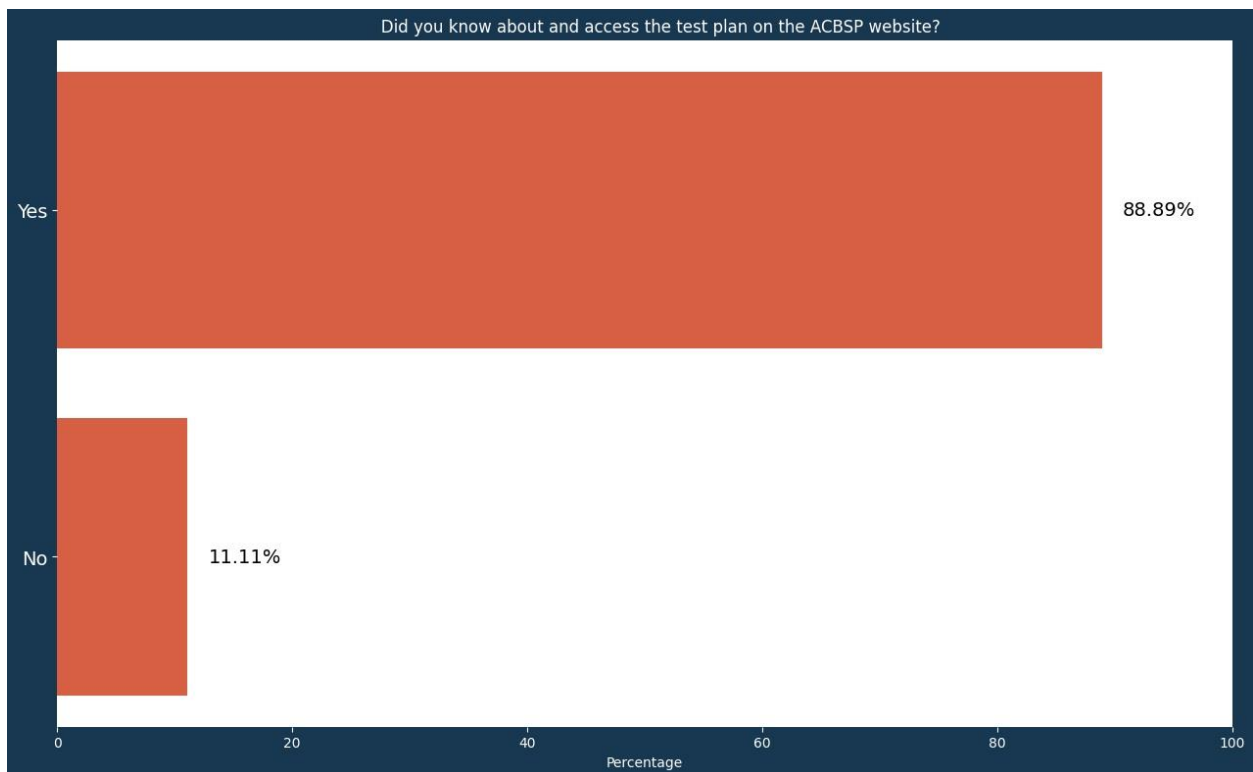*Awareness and usage of the test plan on the ACBSP™ website*

Figure 9

Effectiveness of the ACBSP™ website-provided test plan in exam preparation
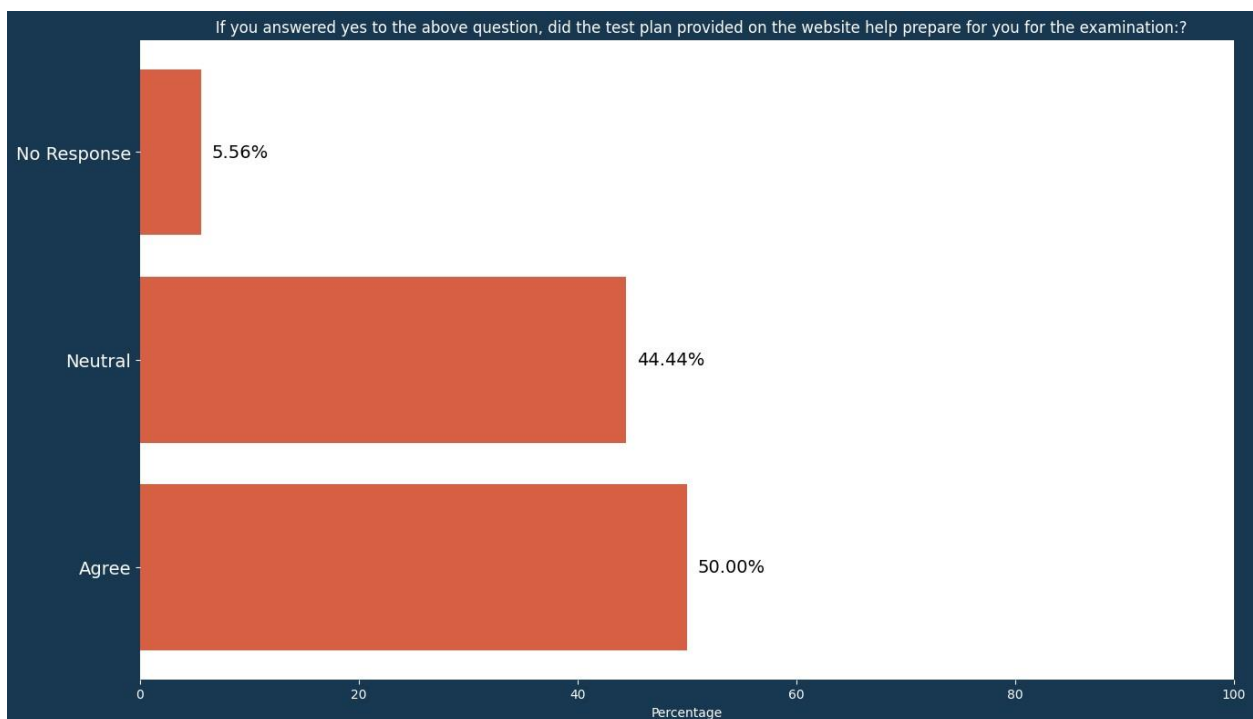
Table 4

Open-response feedback regarding the usage of the test plan

Please provide comments below if you answered 3 and below on the question above.
It felt like the percentages of topics on the test were significantly different from the actual test.
Yes the test plan allows you to know where to spend more time on but I think you should go a little more detail as to what you want us to know about the articles because each is so lengthy.
Again yes and no. Even if there are a certain amount of questions from each section, you feel the expectation is that you should know all of it- but I don't think it's possible.
Again, a great deal of information.
I don't find having percentage breakdowns of questions all that helpful when prepping for an exam.

Practice exam

Survey results regarding whether candidates experienced any issues with the proctors while accessing the practice exam indicated that their experience was strongly positive, with almost 90% responding 'No' (Figure 10). However, open-response feedback revealed that a few candidates had delays in starting the exam due to technical issues with the proctors (Table 5).

Figure 10

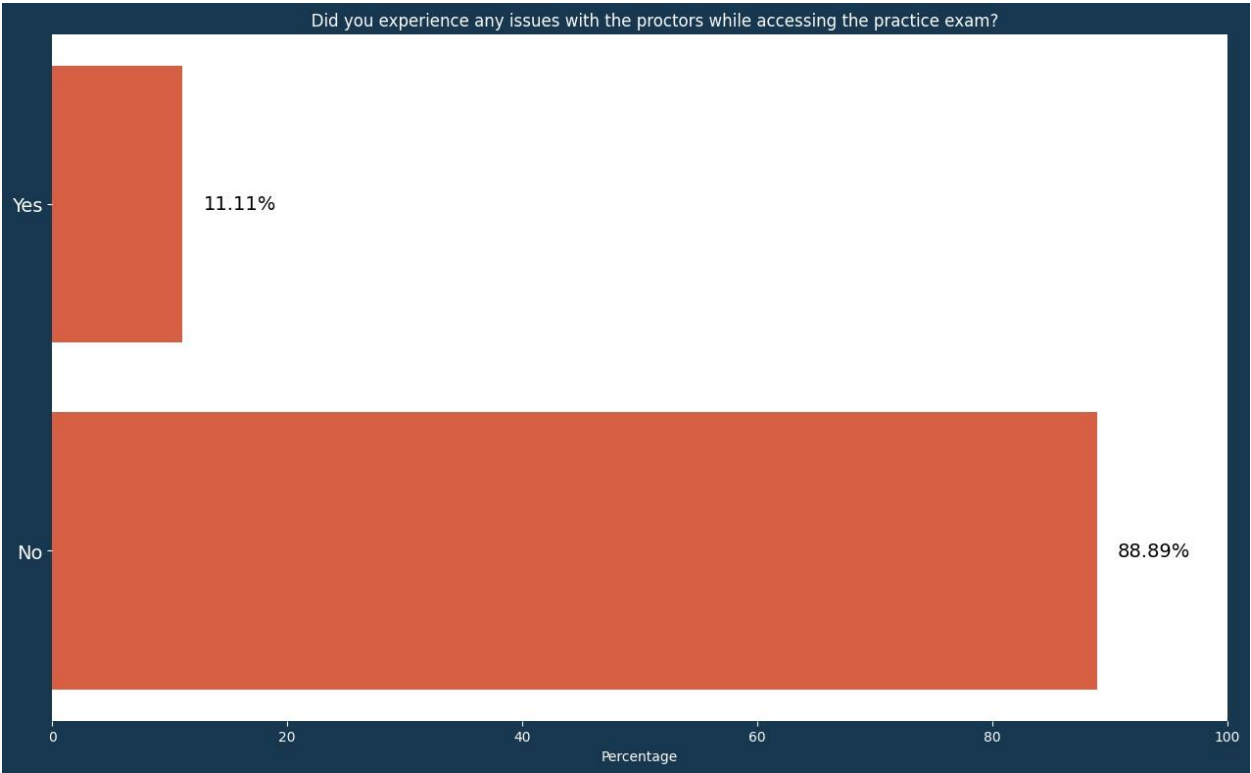*Having issues with the proctors during the practice exam*

Table 5

Open-response feedback regarding proctoring experience during the practice exam

If you answered yes to the question above, please elaborate below.
It took almost an hour to start my test after the start time. My proctor sent me a link and I initially started my test without a proctor present. After calling and emailing my test was suspended and my proctor had to figure out how to restart my test which took a decent amount of time.
The proctor for the pretest asked different vetting questions than the one on the day of the exam. It took 35 minutes to vet me on the day of the exam. I was concerned because the process was much faster and not as detailed as the one that was done on the day of.

The majority of the candidates, specifically 83.33%, responded negatively when asked if they experienced any issues with the practice exam in general (Figure 11). One candidate chose not to respond to this question (5.56%). Approximately one-tenth of the candidates reported some problems during the practice exam. According to the open-response feedback, these issues were purely technical (Table 6).

Figure 11
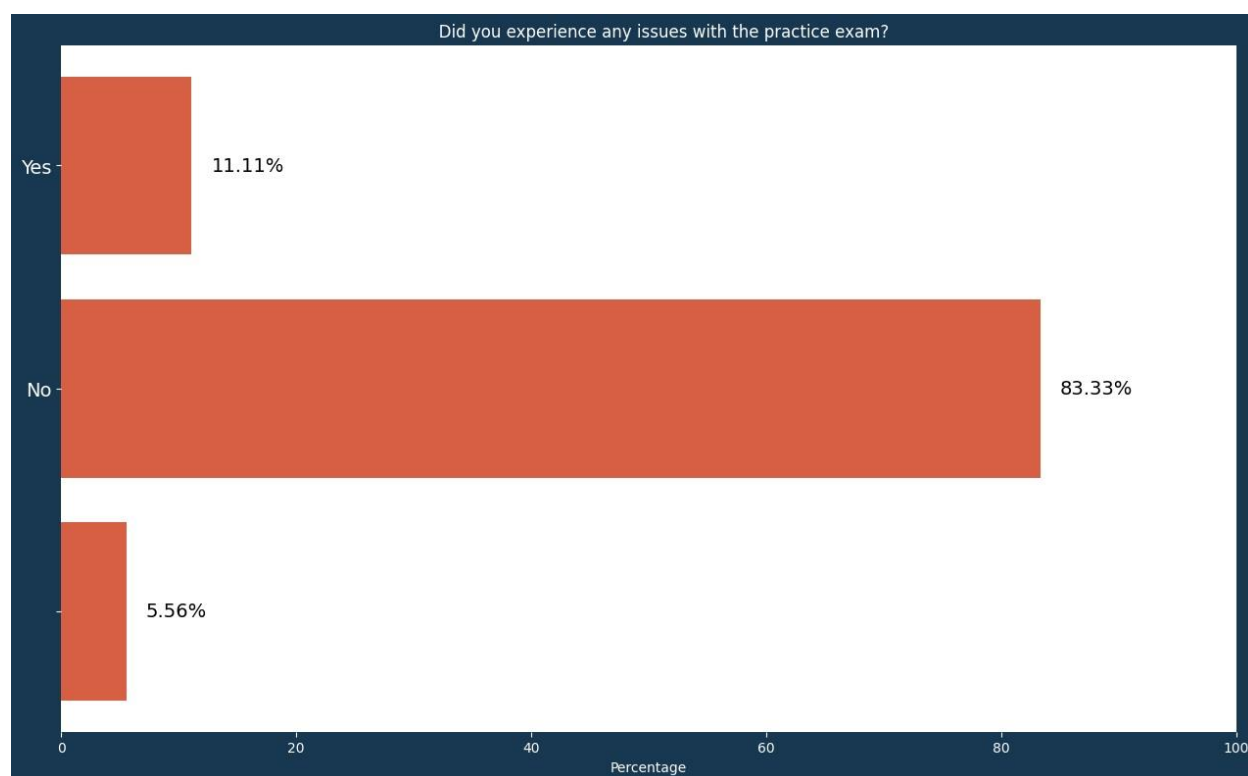
Having issues with the practice exam

Did you experience any issues with the practice exam?

Table 6

Open-response feedback regarding general experience during the practice exam

If you answered yes to the question above, please elaborate below.
I had to go through the process of trying to access my practice exam 3 times because the devices I used originally were not compatible (i.e. iPad).
My laptop was very slow so I got a different laptop.

Ultimately, all candidates confirmed that they were able to successfully complete the practice exam (Figure 12).

Figure 12

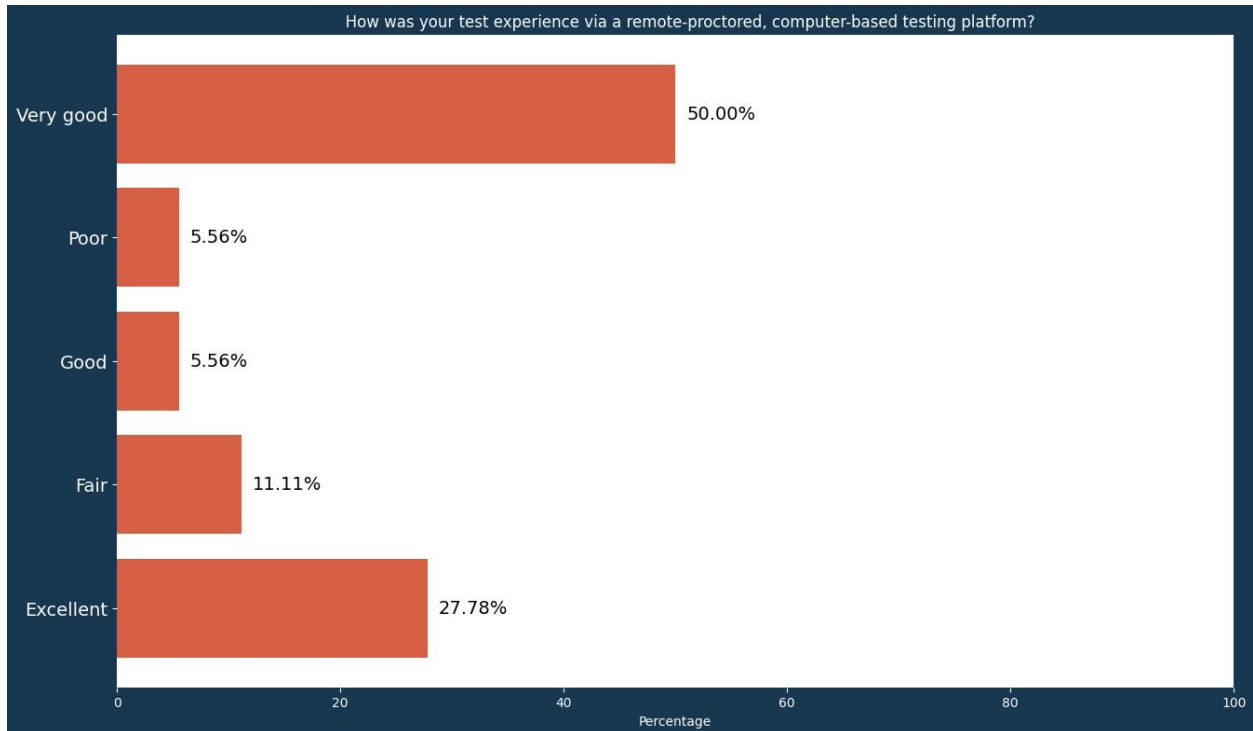*Completion of the practice exam*
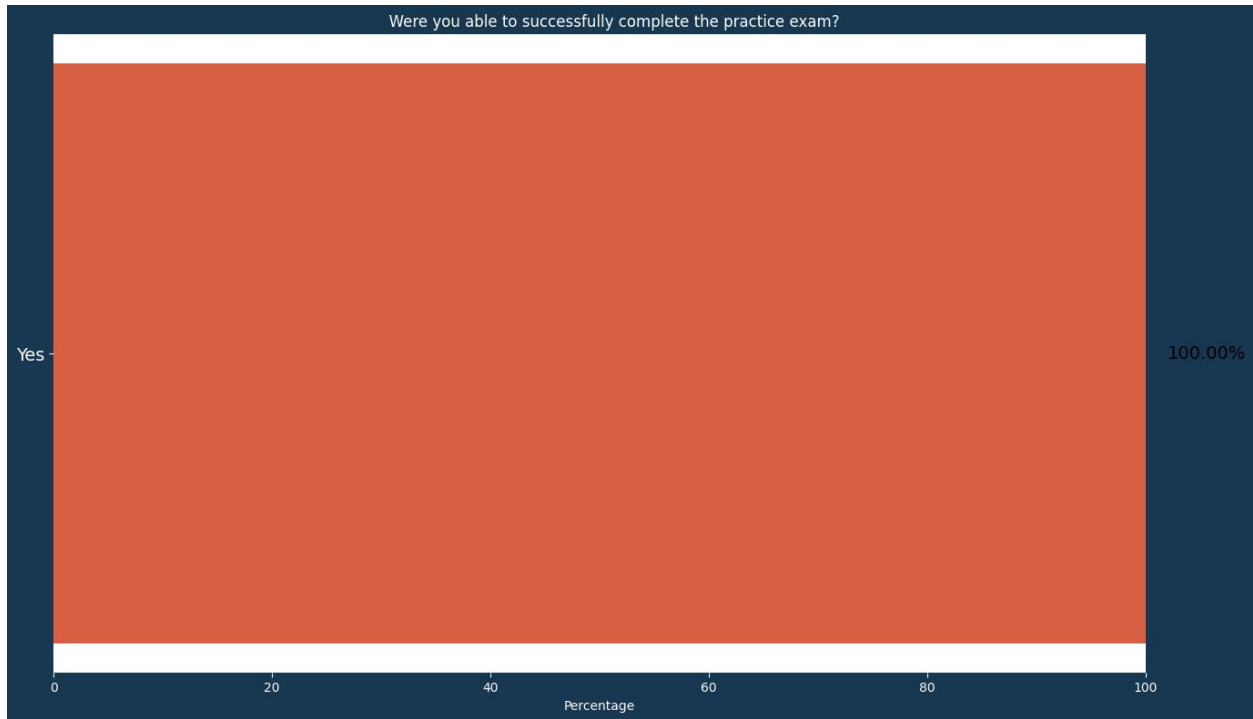
Testing platform

Regarding a survey question about the overall experience with a remote-proctored computer-based testing platform, most candidates (83.34%) responded positively (Figure 13).

Figure 13

Experience with a testing platform

In-person & online preparation courses

Survey responses indicated that candidates found in-person preparation courses less helpful than online ones (61.11% against 72.22% in Figures 14 and 15, respectively). Notably, around one-third of candidates remained neutral about both course types, and one candidate (5.56%) strongly disagreed that in-person courses were helpful. Tables 7 and 8 provide open-response feedback from candidates who were not fully satisfied with either type of preparation course.

Figure 14

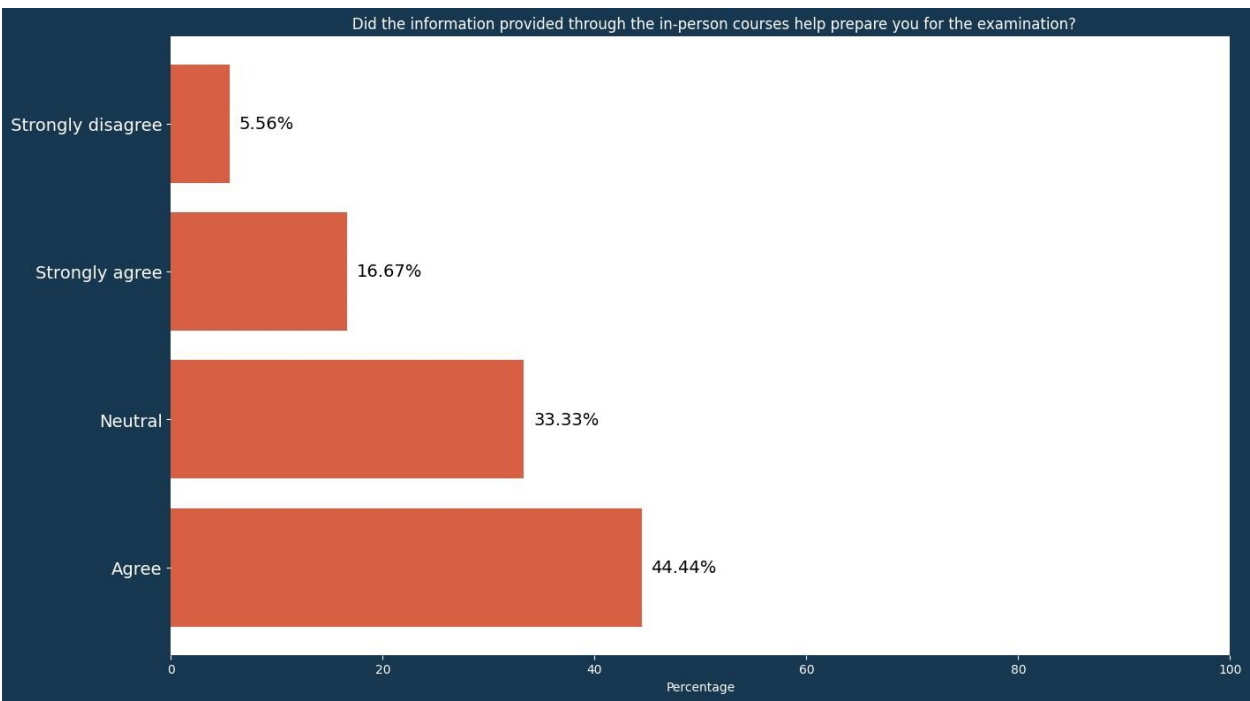*Helpfulness of in-person courses in preparation for the exam*

Table 7

Open-response feedback regarding helpfulness of in-person courses

If you answered 3 or below to the question above, please provide comments below.
I was not given information about the in-person courses. I did ask because this was the second time taking the exam if there was anything else I could besides just look at the articles and test plan and I was told nothing about these courses.
Out of the plethora of information provided, some questions were fairly in depth.
I would like more lectures and to feel more prepared outside of reading on my own.

Figure 15

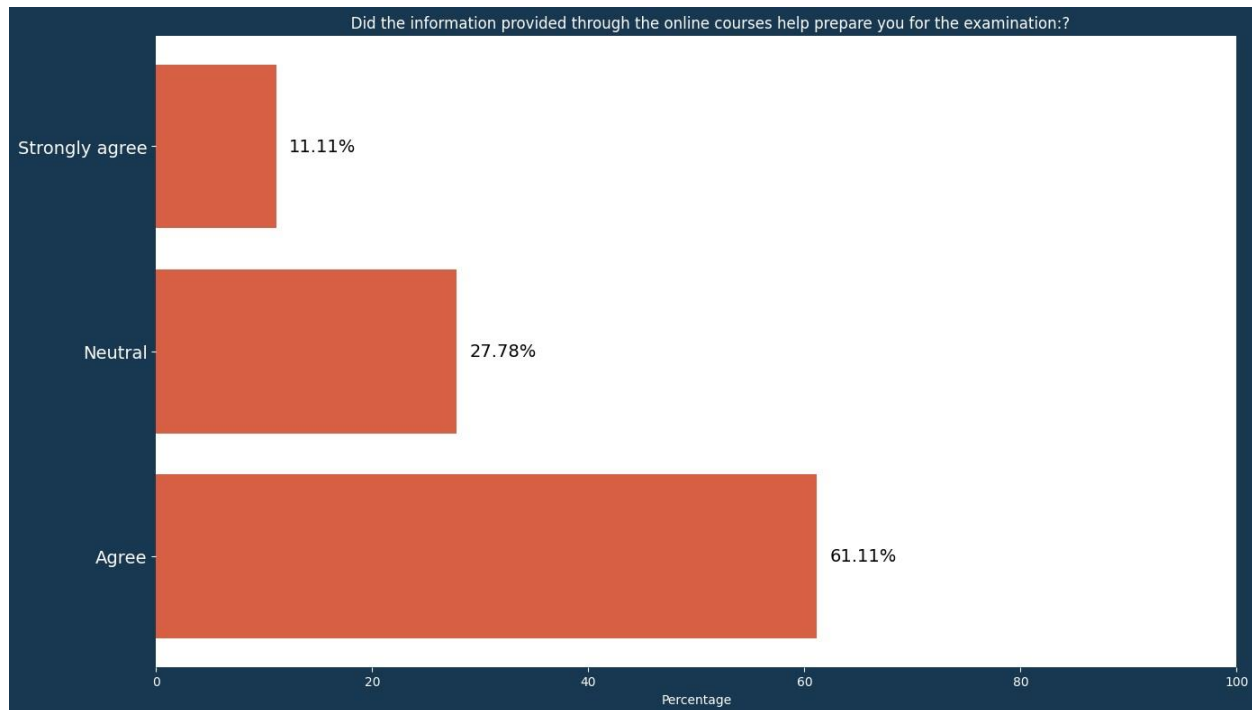*Helpfulness of online courses in preparation for the exam*

Table 8

Open-response feedback regarding helpfulness of online courses

If you answered 3 or below to the question above, please provide comments below.
Again, I was not told about any of these courses because I would have done them otherwise.
Yes, but again there is so much information to gain mastery of.
Well, I won't be sure until I get the exam results.
Hard to say. There was a lot of information in the texts and on the online prep course, but some of the exam questions were hyper specific case studies that had minimal information.

Stressing factors

Responding to the question about external factors adding stress, slightly more than half of the candidates indicated that there were no such factors (Figure 16). According to the open-response feedback in Table 9, the most significant stressing factors identified were: (a) finding a quiet spot to take the exam online, (b) the amount of information required, (c) technical issues, (d) time constraints, and (e) personal problems.

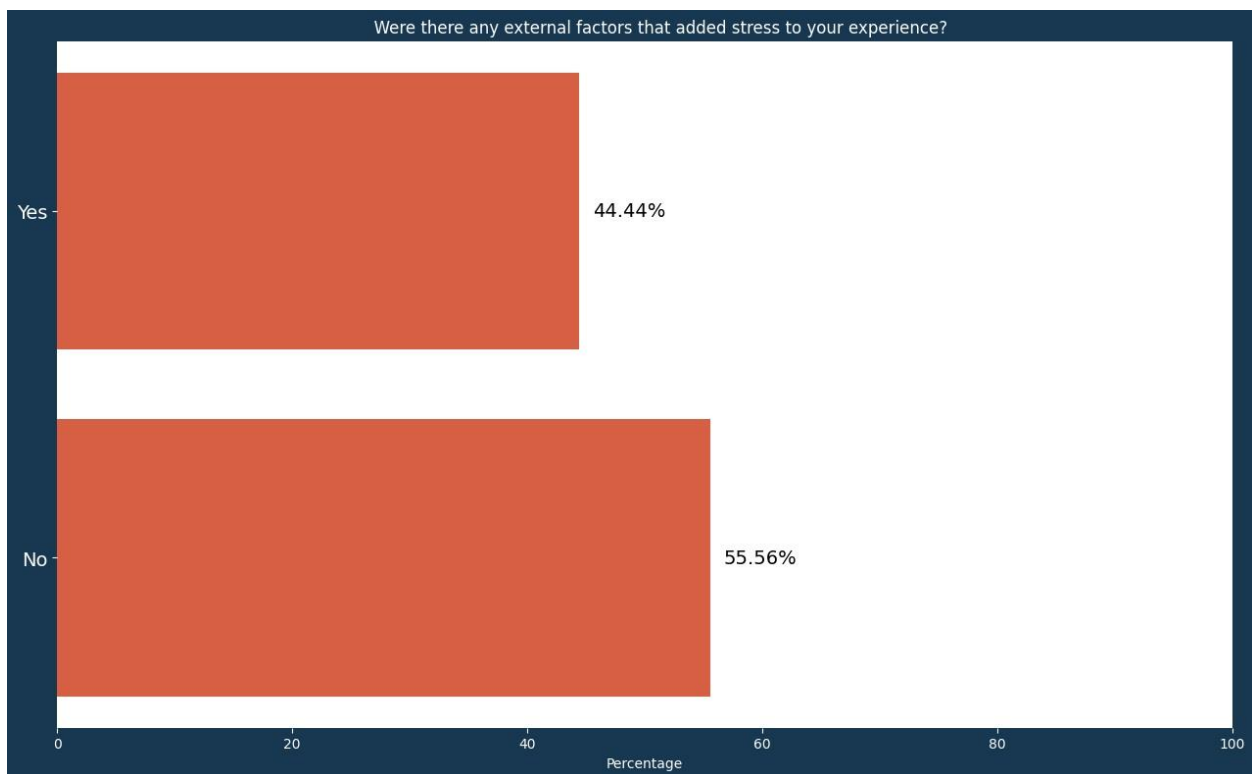**Figure 16**

External stressing factors

Table 9

Open-response feedback regarding external stressing factors

If you answered yes to the question above, please provide comments.
See my test proctor and images response.
After enrolling in the program, I lost my job, had a newborn, opened a practice. Full plate to say the least and I could not complete my BLS cert. in time for the nearest exam date. No access to online info was not ideal while waiting for next exam.
Time constraints and the vast amount of required information.
Trying to find a place that would fit the criteria for the testing.
My laptop running slow, marital problems, mom was sick
I would still like the option of going to a testing center and taking the test over home testing
My computer, not being able to just go take it at a testing center. Not being able to take it on my iPad. My neighbor decided it was a good time to cut down a tree with a chainsaw. Someone came by ringing my doorbell not once but twice, my dogs bark.

Overall experience

When asked about their overall experience, 94.45% of the candidates shared that they were satisfied with the process, while 5.56% considered their experience to be poor (Figure 17). Tables 10 and 11 highlight candidate feedback to open-ended questions regarding potential improvements to the written examination for future candidates and general comments.
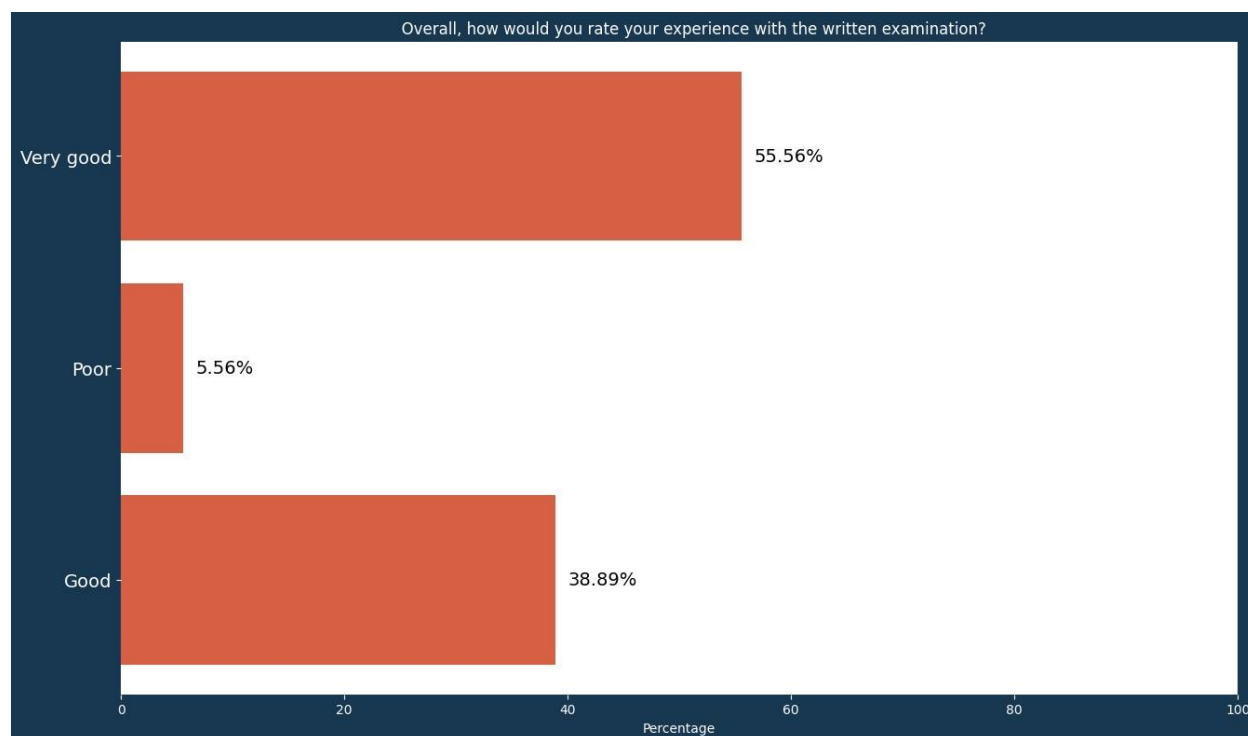
Figure 17

Overall experience

Table 10

Open-response feedback regarding possible improvements to the exam

How could the written examination be improved for future candidates?
Double and triple check for typos and spacing issues. The typos were distracting there was only 2-5 questions that I had noticed.
Better proctoring. It also felt like the questions were poorly written and had multiple correct answers for some questions.
I think the links need to be updated on the reading list and you guys need to advertise way more for these prep courses you offer because again I asked and I was told if you had any I could not utilize until after I would fail for a 3rd time.

| Most of the questions seemed reasonable- but there are ones that make you question if the material you studied was enough or not enough to prepare you. |
| No nonsense review courses. A study guide from the bird with questions and explanations. And an exam that is very similar to the practice/study guide. There is no need to trick anyone with clever and nebulous question that make something as simple as a CPR question impossible to answer. |
| I understand why it is set up the way that it is, but I honestly think a 3x5 card should be allowed to take notes on the questions and the feedback I want to give. There were several questions that I wanted to provide feedback on, but I have since forgotten them. |
| I had a few duplicate questions on my exam. Otherwise thought the exam was fair and straight forward. |
| More direction on what to study. |
| It was pretty easy to navigate. |
| I would have like to have the option to take the test at a center because of home factors and stressors. I have a puppy so him barking was not an issue today but added more stress to my examination process. |
| More specific study subjects and information. |

Table 11

Overall experience open-response feedback

| Would you like to provide any additional feedback concerning your written exam experience? |
| I think the lockdown browser needs to operate at a higher resolution to fit images inside better to reduce the need for scrolling so much. |
| Don't revise the handbook the night before the exam. |
| No |

Summary

Overall, results from this survey indicated that most candidates had a positive experience during their testing experience, from the beginning to the end. Below is a summary of the key points of the user survey for the exam that should be considered for future administration decisions.

Improvement in Registration Process

- Clarity in Registration Information:

    - Provide clearer information about registration opening and closing dates, and the process of how and when to register.

    - Ensure the website is straightforward and user-friendly.

Exam Content and Format

- Accuracy of Exam Questions:

    - Review and correct any typos or inaccuracies in the exam questions to avoid confusion.

    - Ensure that all information is clinically relevant and correctly formatted.

- Focused Reading List:

    - Provide a more specific and focused reading list, highlighting the most relevant material for exam preparation.

    - Address broken links and ensure all resources are accessible.

Communication and Support

- Effective Communication:

    - Improve the frequency and clarity of communications from ACBSP to candidates.

    - Consider providing recordings of Q&A sessions for those who cannot attend live.

- Pre-Exam Support:

    - Offer more guidance on study materials and preparation strategies.

    - Consider more detailed instructions on what to focus on from the reading list.

Technical and Procedural Issues

- Technical Difficulties:

    - Address technical issues promptly to avoid delays in starting the exam.

    - Ensure proctors are consistent in their vetting process and technical support is readily available.

- Exam Platform Functionality:

    - Improve the functionality of the lockdown browser to reduce the need for excessive scrolling and ensure images are fully visible.

Stress Factors

- Minimize Exam Day Stress:

    - Identify and mitigate external stress factors such as finding a quiet location, technical issues, and time constraints.

    - Consider providing options for taking the exam at a testing center to reduce home-related distractions.

General Feedback

- Pre-Exam Orientation:

    - Continue offering comprehensive orientations and consider including more lectures to enhance preparation.

    - Acknowledge the positive impact of pre-exam meetings and consider incorporating them into future exams.

- Exam Preparation Courses:

    - Better advertise and provide information about available preparation courses and ensure candidates are aware of all resources.

Feedback Utilization

- Incorporate Candidate Suggestions:

    - Take candidate feedback into account for future improvements, such as allowing note-taking during the exam and ensuring no changes are made to study materials right before the exam.