STC
Securities & Insurance Training

Manager Dashboard & Best Practices

Keys to Increasing Pass Rates

Passing is dependent on three primary factors:

1. Completion of the study process (calendar compliance)
   - Understand the various study tools
   - Understand how to effectively use them (best practices)
   - Proper pacing to ensure completion (study calendar)
2. Mastery of the material (targeted study)
   - Key performance measurements (final exams versus progress exams)
   - Scores that indicate mastery
3. Early and actionable reporting
   - Early intervention
   - Corrective action

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Student Readiness Report – Dashboard

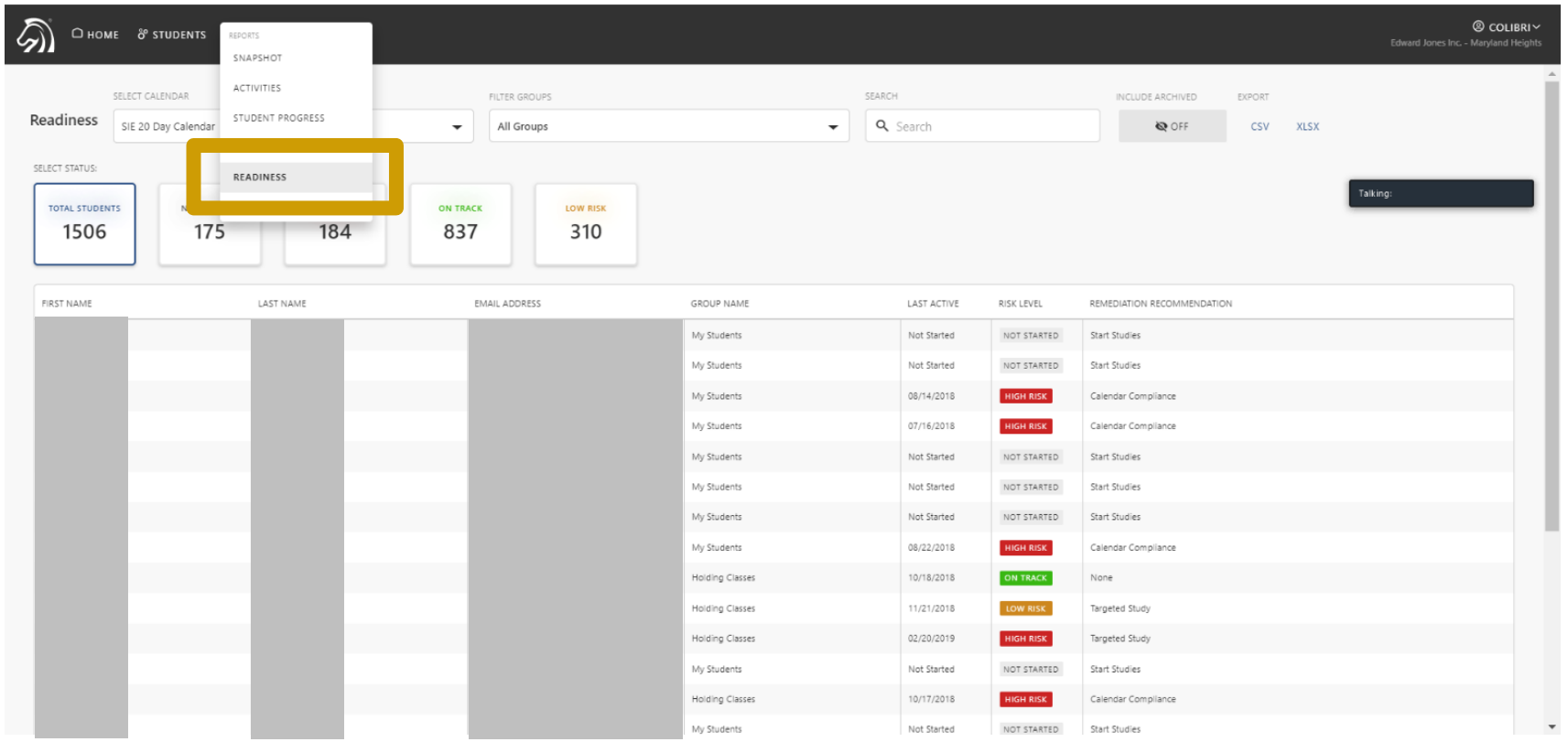
The Student Readiness Report measures your students' pace and performance and lets your team know which students require intervention before they sit for their exam.

Helpful hint: *Use the boxes at the top of the report to filter by five key risk factors:*

1. *Total Students*
2. *Not Started*
3. *High Risk*
4. *On Track*
5. *Low Risk*

Custom Student At-Risk Auto-Delivery Report with Remediation Recommendation

- **Calendar Compliance**
  Student activity is not aligned to course calendar
- **Targeted Study**
  If student activity is aligned to course calendar, but exam scores are below 65%, suggested *Targeted Study* is recommended.



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Student Readiness Summary Report with Remediation

Student At-Risk Report

- Auto-Email Delivery
- Summary Page for Fast At-Risk Student Identification
- Detail Page for At-Risk KPI Visibility
- At-Risk Remediation Recommendations
- ***Customize and Update KPIs with student pass rates data***

Student Name

Curriculum Calendar Name	At Risk Level	Remediation Recommendation
SIE 4-Week Calendar	High Risk	Calendar Compliance
SIE 4-Week Calendar	High Risk	Calendar Compliance
SIE 4-Week Calendar	High Risk	Calendar Compliance
SIE 4-Week Calendar	High Risk	Targeted Study
SIE 4-Week Calendar	High Risk	Targeted Study, Calendar Compliance
SIE 4-Week Calendar	High Risk	Calendar Compliance
SIE 4-Week Calendar	High Risk	Calendar Compliance
SIE 4-Week Calendar	High Risk	Calendar Compliance
SIE 4-Week Calendar	High Risk	Targeted Study, Calendar Compliance
SIE 4-Week Calendar	High Risk	Calendar Compliance
SIE 4-Week Calendar	Low Risk	Targeted Study
SIE 4-Week Calendar	Low Risk	Calendar Compliance
SIE 4-Week Calendar	Low Risk	Calendar Compliance
SIE 4-Week Calendar	Low Risk	Targeted Study
SIE 4-Week Calendar	Low Risk	Calendar Compliance
SIE 4-Week Calendar	Low Risk	Targeted Study, Calendar Compliance
SIE 4-Week Calendar	Low Risk	Calendar Compliance
SIE 4-Week Calendar	Not Started	Start Studies
SIE 4-Week Calendar	Not Started	Start Studies
SIE 4-Week Calendar	Not Started	Start Studies
SIE 4-Week Calendar	Not Started	Start Studies
SIE 4-Week Calendar	Not Started	Start Studies
SIE 4-Week Calendar	On Track	None
SIE 4-Week Calendar	On Track	None
SIE 4-Week Calendar	On Track	None
SIE 4-Week Calendar	On Track	None
SIE 4-Week Calendar	On Track	None

Keep in Mind:

- STC's Readiness Report measures performance and course calendar pace. In the event the student is pacing behind, the readiness report identifies them as “At-Risk.”

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STC Platform – Powering the Program

Keep in Mind:

- **Platform Experience** - STC regularly consults with industry experts and conducts A/B tests for Best-In-Class platform user experience.
  - STC platform is mobile optimized and easy to navigate

STC Platform

Student

Homeroom

- Interactive Study and Testing Platform
- Learning Methods
- Study Manuals
- On-Demand Videos
- Online Practice Exams
- Question Response Visibility with Explanation
- Targeted Study Tools

Manager

Student Performance Manager (SPM)

- Flexible Classroom Organization and Access
- Student Performance and Activity Reporting
- Student At-Risk Reporting
- At-Risk Remediation Strategies
- Question Response Visibility
- Custom Program Development

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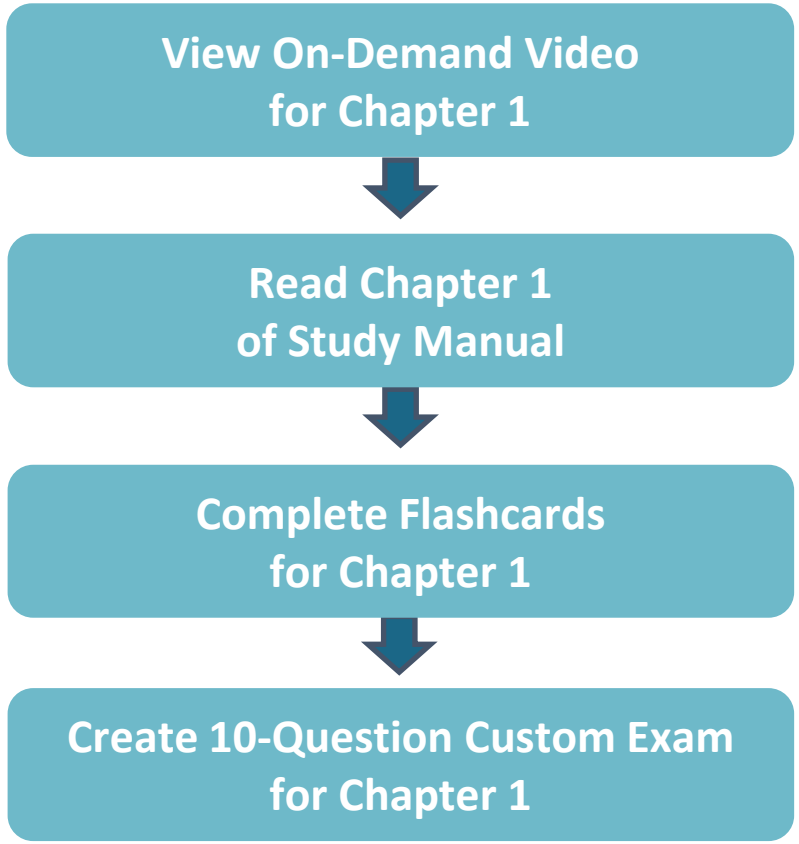
Proven Best Practices – Study Process



- ❑ **Repeat these steps through the beginning chapters and then complete the first Progress Exam**
- ❑ **Continue this process until all Chapters and Progress Exams have been completed**
- ❑ **After all chapters are completed, begin taking the Final Examinations**

Partners' Reports on First-Time Pass Rates:

- SIE = 95%
- Series 7 Top-Off = 90%
- Series 66 = 93%

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STC Learning and Evaluation Exams

Learning Exams

- Final Examinations
  - Comprehensive exams covering all chapters
  - Show Explanations button may be turned ON or OFF
  - Final Exams can be taken 8 times each
  - “My Scores” shows Diagnostics by Chapter
- Create a Custom Exam feature
  - An unlimited number of Custom Exams can be taken

Evaluation Exams

- A/B Progress Exams
  - Each exam covers specific chapters
  - Explanations are provided upon completion
  - Progress Exams can only be taken once
- Greenlight Exams
  - Comprehensive exams used to gauge readiness
  - Explanations are provided upon completion
  - Greenlight Exams can only be taken once

Targeted Study Tools

- On-Demand Videos
- Online Flashcards by Topic
- Custom Exams by Topic
- Exam Review by Response

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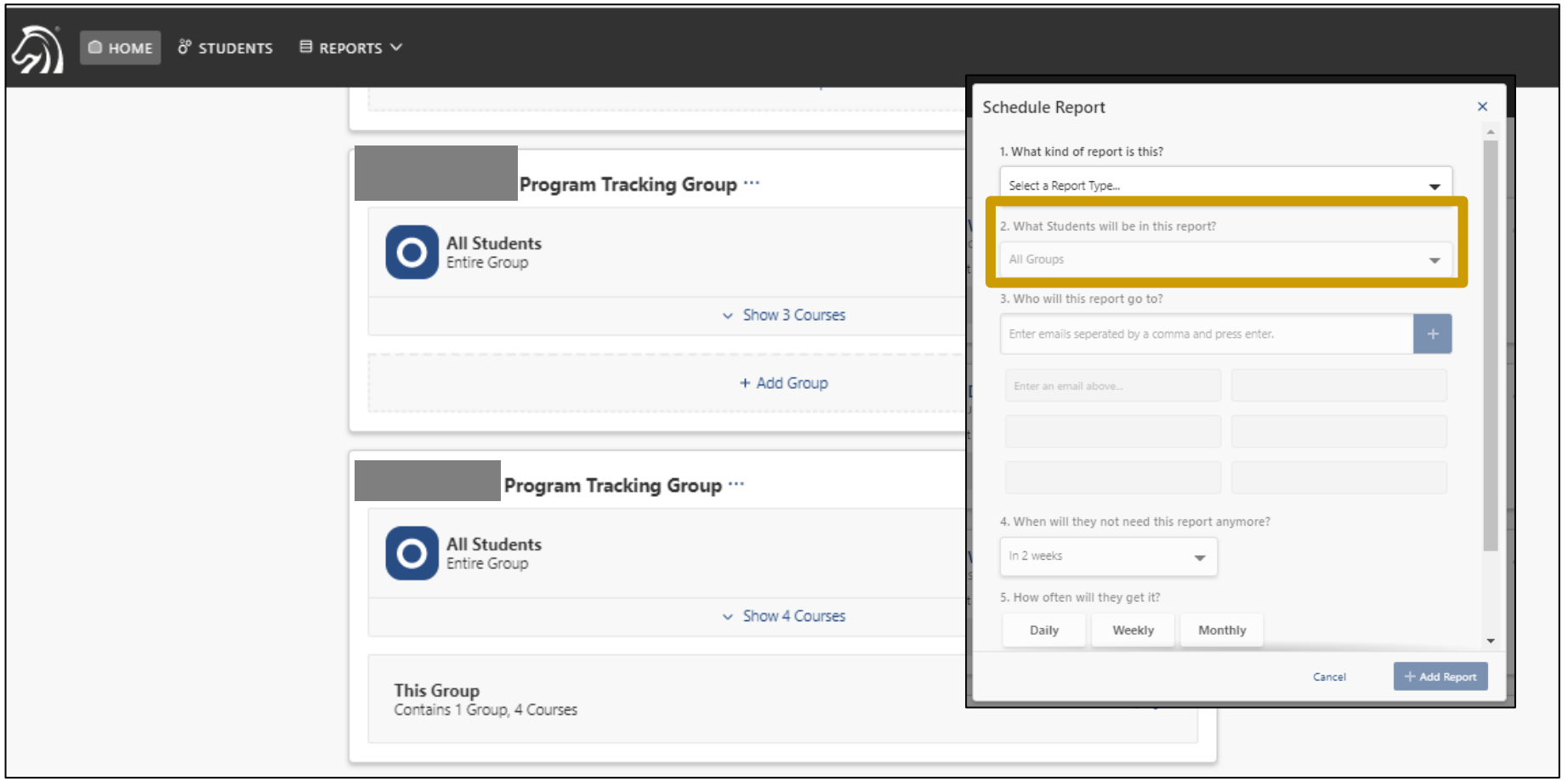
STC PLATFORM

Student Performance Manager (SPM)

STC Leading the Way

SPM – Manager's Association Hierarchy



- STC provides flexible grouping and reporting alignment.
- Reports can be aligned by Manager, Region, Course of Study, Student Cohort or Division and are exportable to Excel and CSV.

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SPM – Reporting

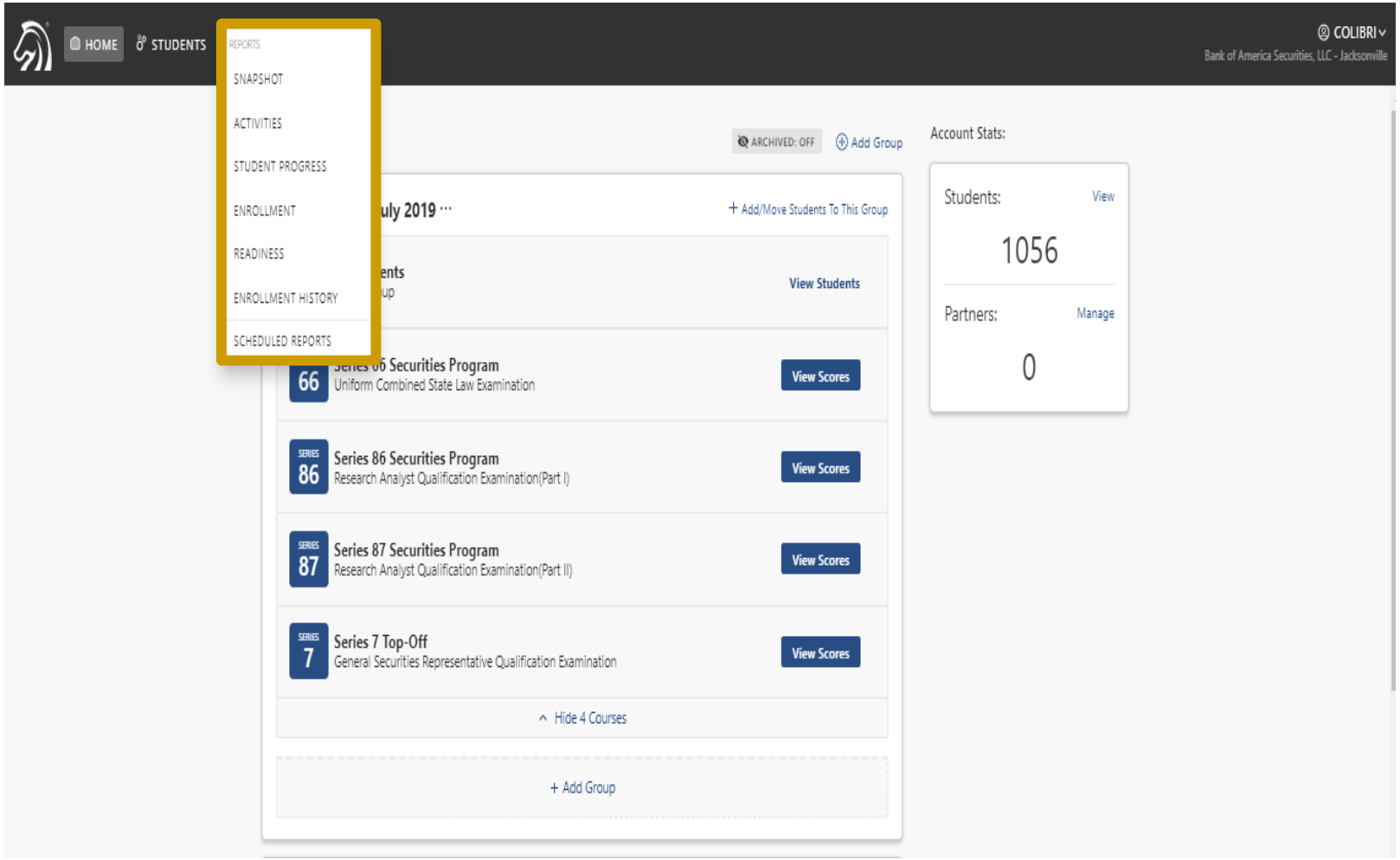
The **Student Performance Manager Reports** can show all current active students by class

Select the report for format:

- **Snapshot**: Average scores and exams completed
- **Activities**: Filter on effort over a defined time frame
- **Student Progress**: View percentage of exams completed versus peers
- **Enrollment**: Review the status of current LAH and CE enrollees
- **Readiness:** Tracks student's pace and performance

Students can be filtered by location

The system can sort by class or search by student's last name



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SPM – Student Readiness Report Detail

Keep in Mind:

- STC's Student Readiness Detail Report provides the following information: Student Progress on On-Demand Videos, Progress Exams, Final Exams, and Custom Exams.

At Risk Level	Remediation Recommenda	Calendar Compliance	Targeted Studies Exam	Progress Exams Completed	Progress Exams Average	Final Exams Completed	Final Exams Average	Custom Exams Completed	Custom Exams Average	On Demand Videos
Not Started	Start Studies	Not Started	Not Started	N/A	N/A	N/A	N/A	0	N/A	0 of 20
Not Started	Start Studies	Not Started	Not Started	N/A	N/A	N/A	N/A	0	N/A	0 of 20
High Risk	Calendar	High Risk	No Scores	N/A	N/A	N/A	N/A	0	N/A	2 of 20
High Risk	Calendar	High Risk	No Scores	N/A	N/A	N/A	N/A	0	N/A	0 of 20
High Risk	Calendar	High Risk	No Scores	N/A	N/A	N/A	N/A	1	65	12 of 20
Low Risk	Calendar	Low Risk	On Track	3 of 8	86	8 of 16	85	5	84	3 of 20
Not Started	Start Studies	Not Started	Not Started	N/A	N/A	N/A	N/A	0	N/A	0 of 20
On Track	None	On Track	On Track	8 of 8	87	2 of 16	84	63	85	21 of 20
Low Risk	Calendar	Low Risk	On Track	2 of 8	95	N/A	N/A	17	91	10 of 20
High Risk	Calendar	High Risk	No Scores	N/A	N/A	N/A	N/A	0	N/A	2 of 20
On Track	None	On Track	On Track	6 of 8	88	N/A	N/A	17	82	0 of 20
Not Started	Start Studies	Not Started	Not Started	N/A	N/A	N/A	N/A	0	N/A	0 of 20
High Risk	Calendar	High Risk	No Scores	N/A	N/A	N/A	N/A	0	N/A	0 of 20
Not Started	Start Studies	Not Started	Not Started	N/A	N/A	N/A	N/A	0	N/A	0 of 20
On Track	None	On Track	On Track	4 of 8	83	N/A	N/A	18	81	9 of 20
On Track	None	On Track	On Track	6 of 8	70	8 of 16	77	21	74	21 of 20
Low Risk	Targeted Study	On Track	Low Risk	4 of 8	61	N/A	N/A	0	N/A	7 of 20
High Risk	Calendar	High Risk	No Scores	N/A	N/A	N/A	N/A	0	N/A	0 of 20

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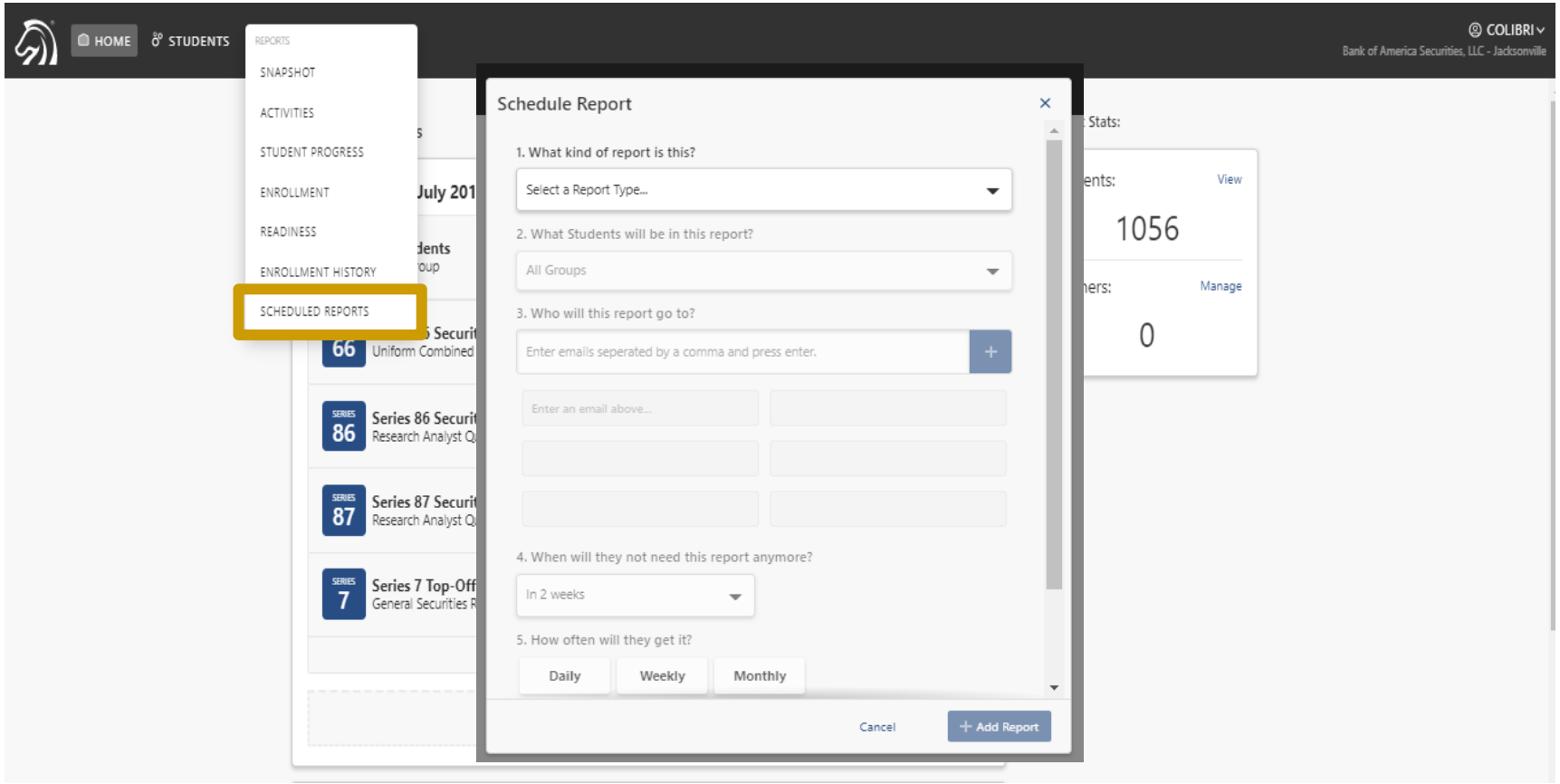
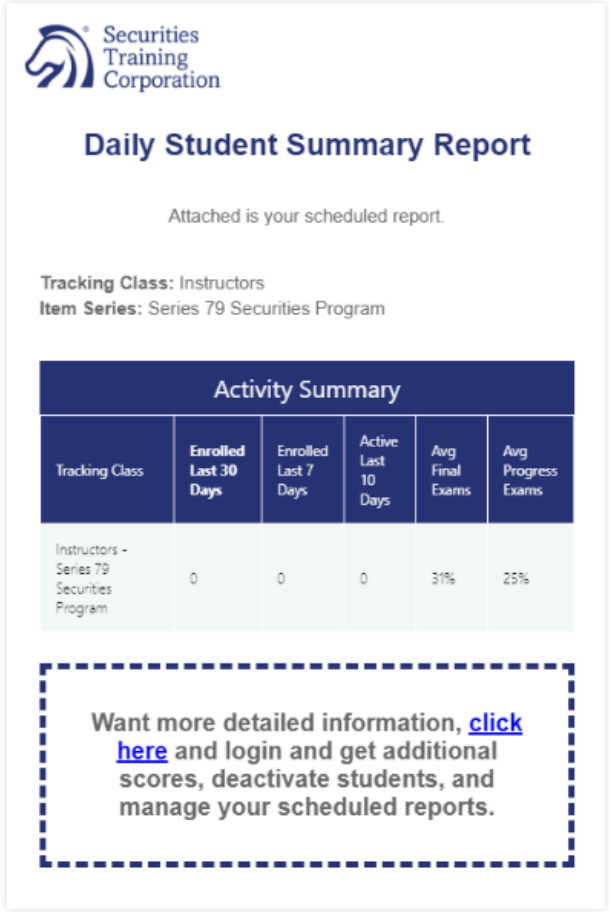
SPM – Report Auto-Delivery

To create a new report or edit an existing report, click on Scheduled Reports from the report pull down menu. Your reports will be emailed to you based on your chosen interval and day.





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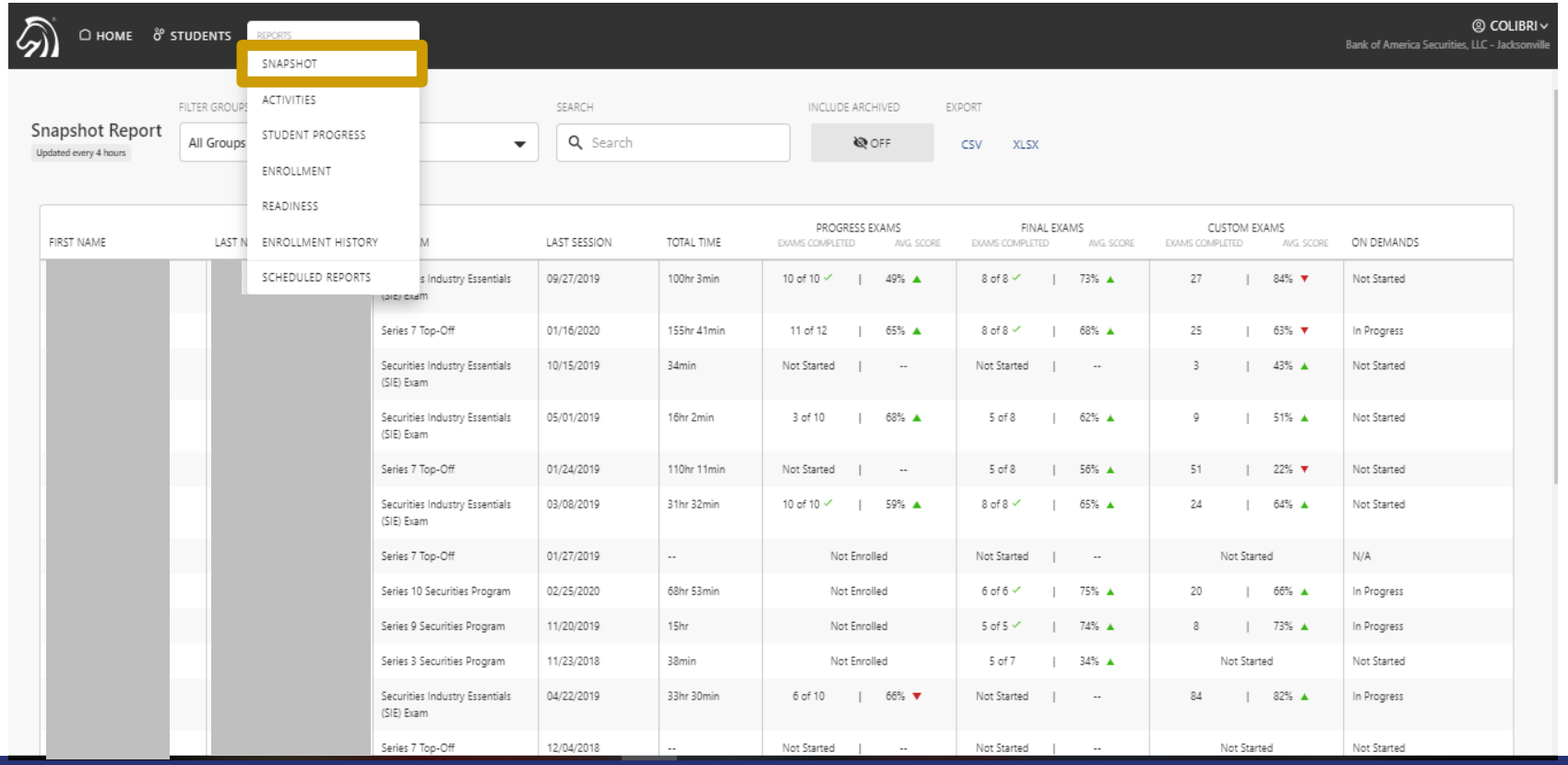
SPM – Snapshot Report – Trending Performance

Helpful Hints:

- *Click on any column and sort the values.*
- *Trend analysis shows whether a student's scores are improving (Green arrow = Yes, Red arrow = No)*
- *Average scores on Progress Exams should be >64% (these cover multiple chapters and provide early feedback as your students read the manual)*
- *Final Exams are comprehensive and cover the entire book. Test scores should be >70%.*
- *First attempt scores are an indication of how students score when they see new questions (omit scores of repeated exams)*

- The Snapshot Report provides an overview of your students' performance.
- Average, scores, number of exams completed, and a trend analysis of their exam scores.



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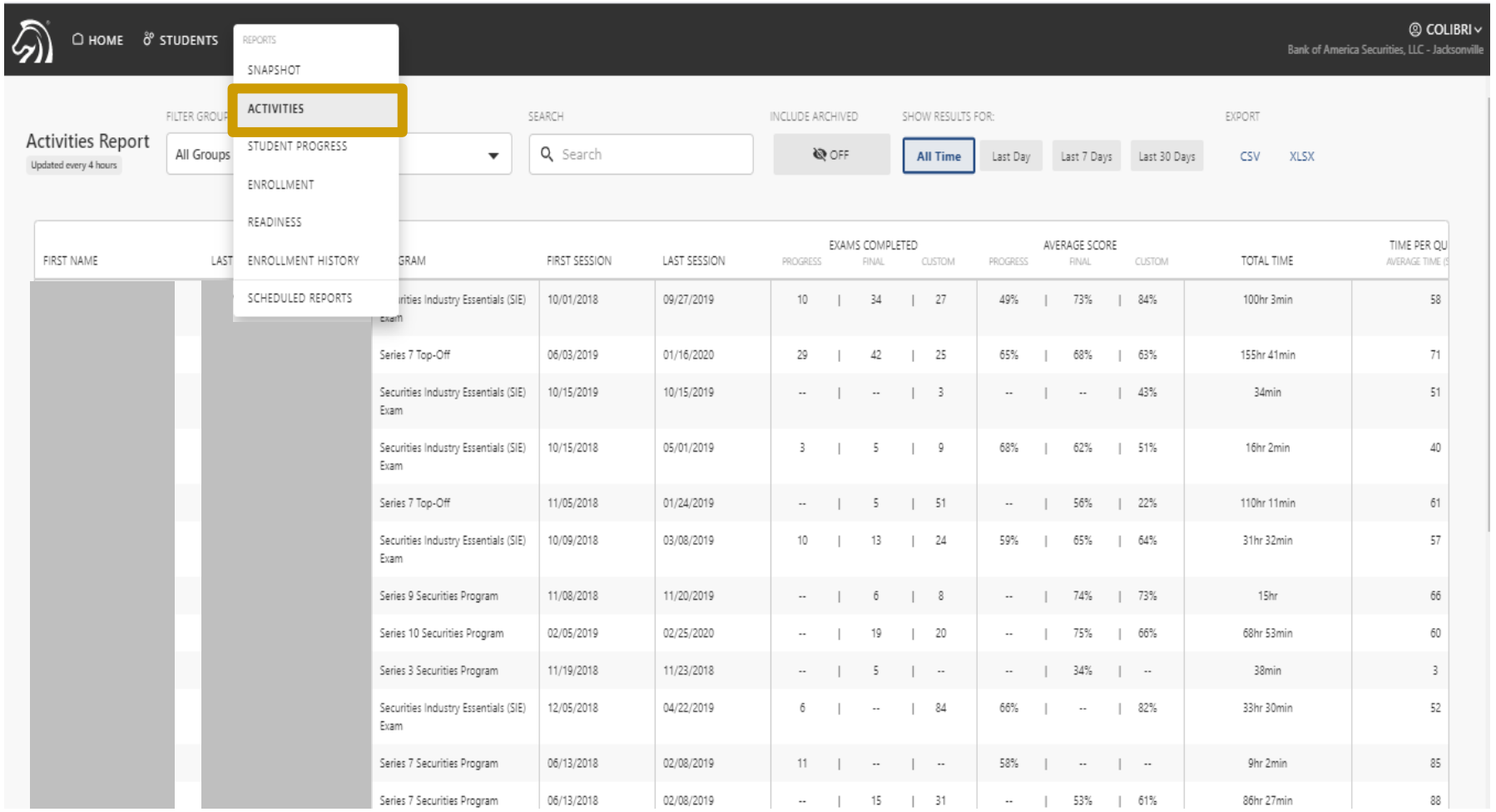
SPM Activity Report – Time Tracking Visibility

- The Activities Report allows managers to monitor their students' actions, scores, and time in exams down to the question level within a date range.
- This includes the average test score for all of the exams—Progress, Final, and Custom.
- This report is best for monitoring time in exams and time per question.



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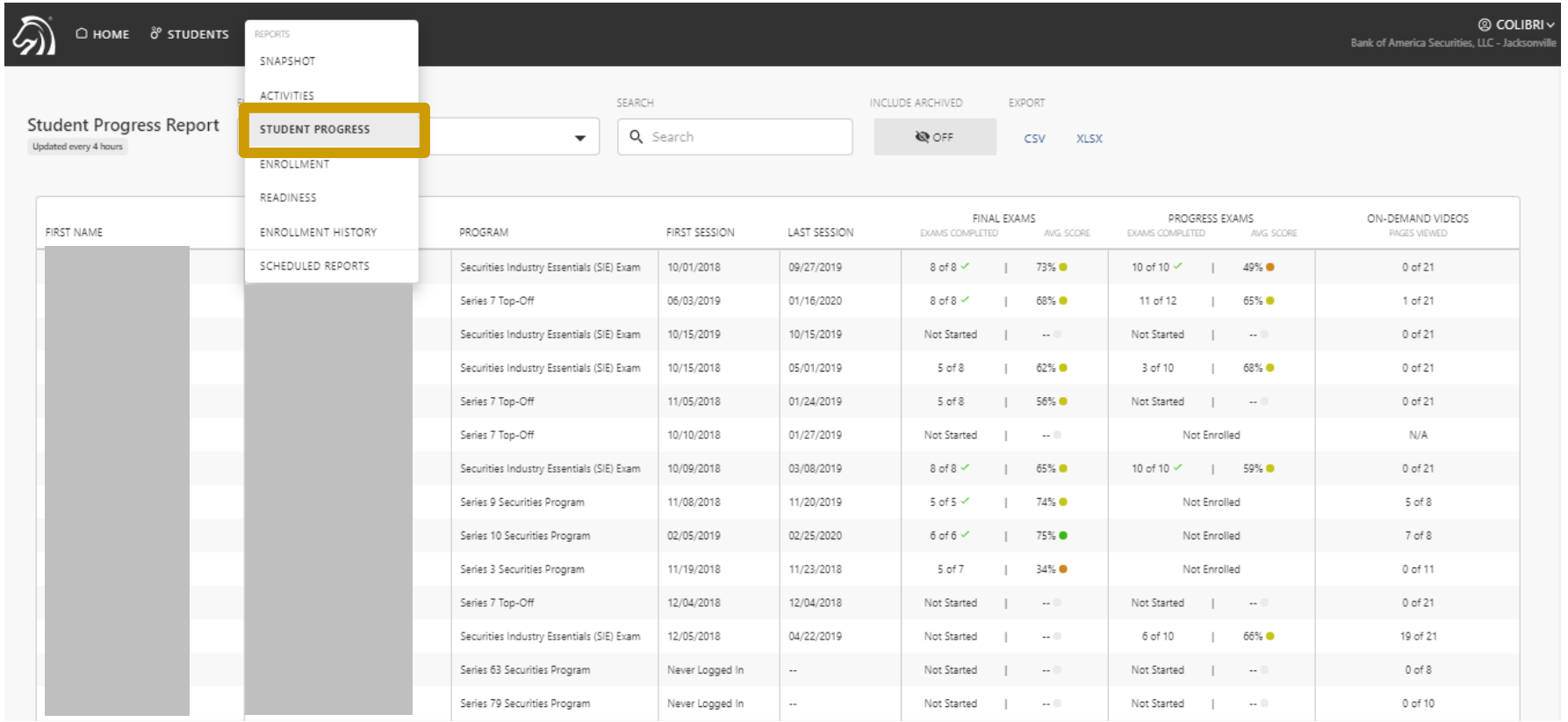
SPM – Student Progress Report

Helpful Hint:

- *Managers can check First and Last Session dates, as well as number of exams and On-Demand videos completed. This allows managers to compare how students are progressing against each other.*

- The Student Progress Report page can be used for peer comparison and to determine whether employees are on track.
- Track completion of progress exams, final exams, as well as On-Demand videos.



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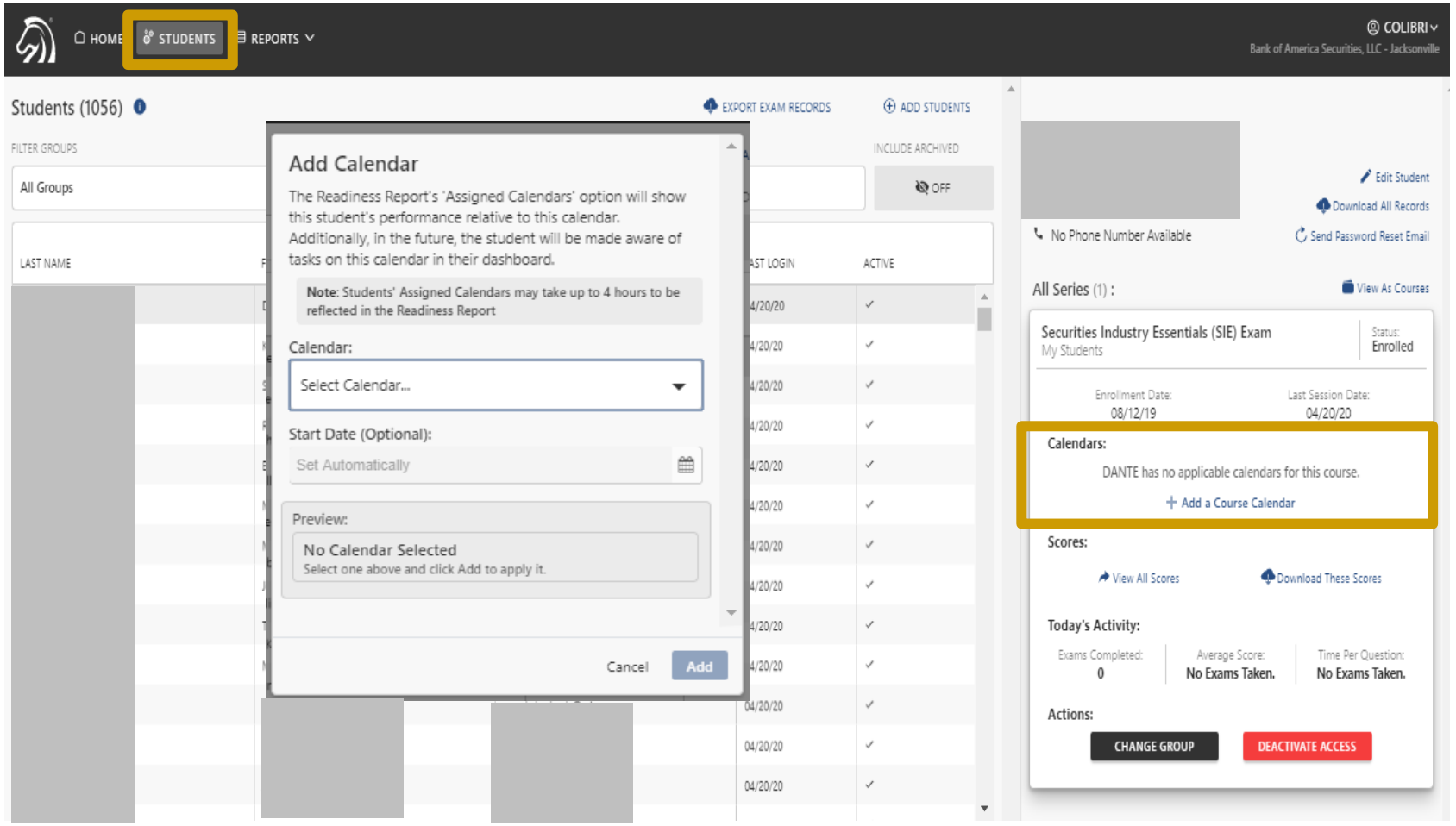
SPM – Student Management – Study Calendars



- Assign study calendars to students so that their pace and performance can be tracked with the Readiness Report
- Assign a start date based on a student's class or specific start date

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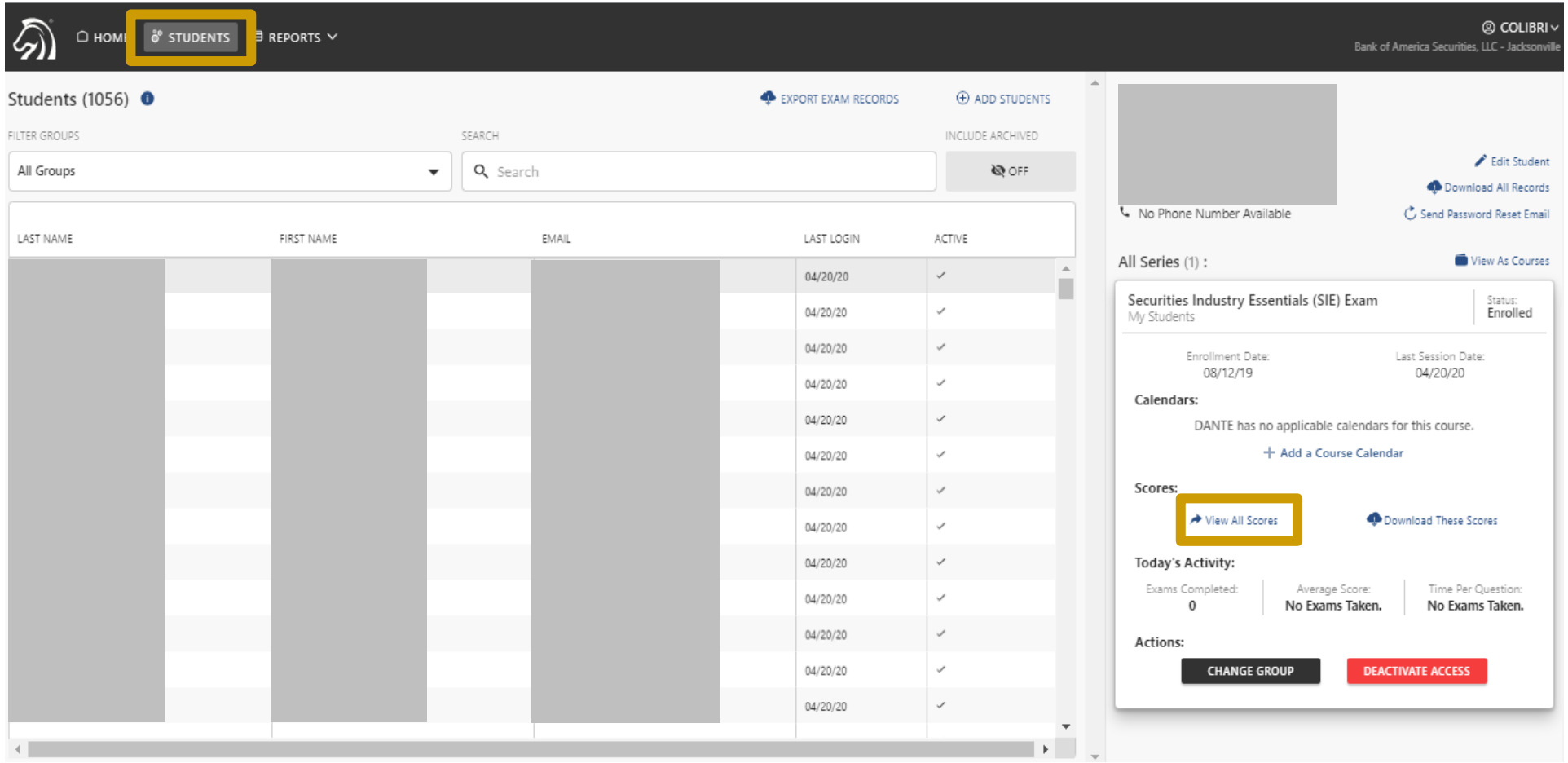
SPM – Student Management – View All Exam Scores



- View all students' scores on Final, Progress, and Custom Exams
- Drill down into student exam questions
- Identify students' areas of strength and weakness

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SPM – Student Exam Drill Down

- View students' scores by study manual chapter
- Targeted Study strategy

Topic Breakdown:

Course Name

Series 7 Top-Off Final Exams

TOPIC	PROGRESS	Q BANK COMPLETE	SCORE
Chapter 01: Building an Investor Profile	9 / 11	82%	100%
Chapter 02: Customer Accounts	46 / 53	87%	81%
Chapter 03: Customer Communications	27 / 31	87%	72%
Chapter 04: Equities	58 / 67	87%	67%
Chapter 05: Fundamentals of Debt	83 / 92	90%	69%
Chapter 06: Corporate Debt	38 / 43	88%	54%
Chapter 07: Municipal Debt	107 / 121	88%	71%
Chapter 08: U.S. Treasury and Government Agency Debt	47 / 52	90%	85%
Chapter 09: Investment Companies	46 / 53	87%	76%
Chapter 10: Variable Products	46 / 51	90%	56%
Chapter 11: Alternative Products	38 / 43	88%	80%

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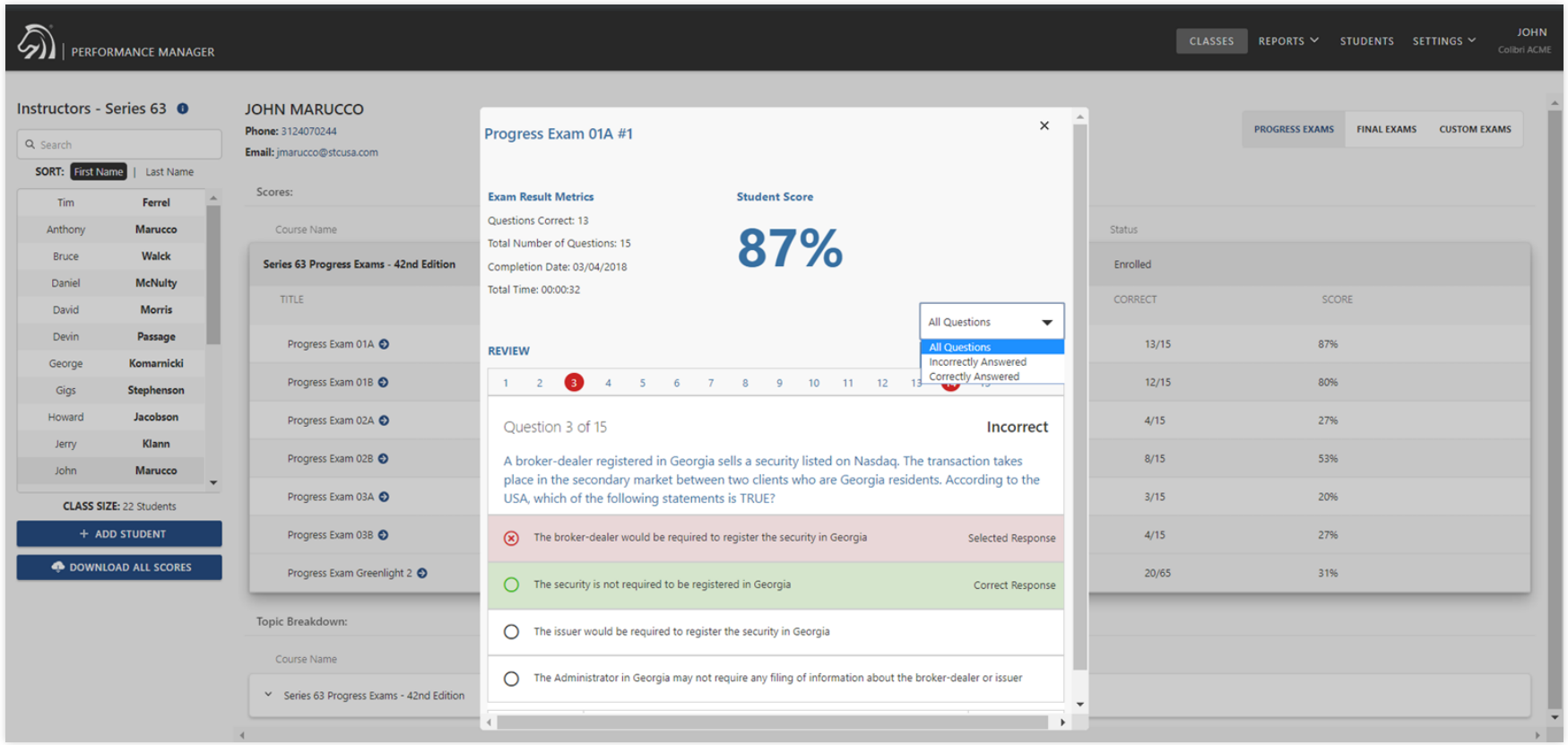
SPM – Student Exam Question Response Visibility

Sort by correct, incorrect, or all student answers. Incorrect answers are noted with red circles so that managers can easily jump to those questions.

- Our Exam modal window allows managers to see the exact questions that their students missed
- Managers can even see their incorrect answer choices



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Best Practices

- ✓ Review the history report with your new hire on a weekly basis.
- ✓ Utilize the STC Study Calendar to track the study progress of your new hires.
- ✓ Direct your new hires to the STC Instructor Hotline (1-800-782-3926) if additional guidance is needed on a specific topic.
- ✓ Encourage your new hires to answer all available practice questions and utilize the custom exams.
- ✓ Look for a passing score of at least 80% on the practice exams to ensure that your hires are fully prepared.
- ✓ To ensure availability, confirm with your new hires that they have scheduled their examination date well in advance.

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