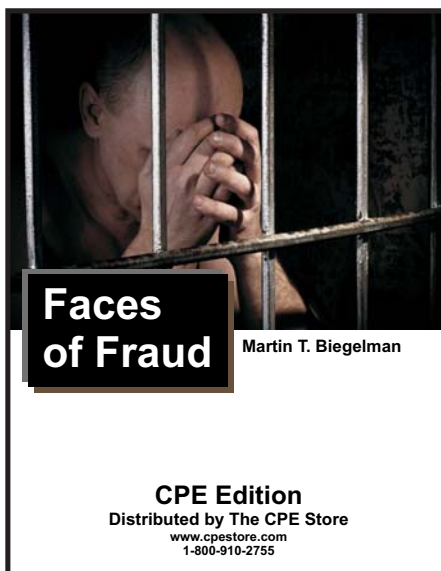


# Faces of Fraud

## Course Instructions and Final Examination



**The CPE Store**  
**819 Village Square Drive**  
**Tomball, TX 77375**  
**1-800-910-2755**

# Faces of Fraud

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## **Course Objectives**

After completing this course, you will be able to:

- Identify a common denominator in all boiler room scams
- Recognize an area in which fraudulent activity can be prevented
- Spot the term which refers to a fraudster's self-confidence for managing the stress that occurs when committing fraud
- Determine what is accomplished through the Addition by Subtraction Theory
- Discern who is often most effective in assisting in a fraud investigation
- Identify what is crucial to an investigator's ability to recognize red flags and embrace best practices in preventing fraud
- Recognize the meaning of grafter
- Pinpoint the true motivation behind fraudsters' actions
- Identify the weapon of choice in stopping widespread fraud
- Recognize an innovative concept for revealing a widespread fraud scheme that provided kickbacks to corporate purchasing agents for buying inflated cleaning supplies
- Spot a valuable asset in gathering information about fraudulent activity
- Identify a valuable investigative tool that can assist an investigator in finding evidence
- Ascertain what is essential in gathering information from fraudsters
- Determine one way an investigator can make his own luck
- Discern what can significantly improve investigative results
- Recognize an internal control that can assist in preventing property insurance fraud
- Determine what is absolutely critical in fostering a climate of honesty and integrity in every organization
- Ascertain what is first and foremost in any investigation
- Identify what often leads to arrests and recidivism
- Recognize a strategy which is effective in minimizing losses due to credit card fraud
- Pinpoint a warning sign of mail-in offer rebate fraud
- Ascertain the most important information an investigator can gather before working with a confidential informant
- Identify one reason why people become informants
- Discern what classifies an informant as undesirable
- Recognize the term used for more experienced salespeople who step in to close the sale
- Identify the sales pitch a reloader would use to contact a new hire taking over the position of his former contact
- Spot a red flag of boiler room vendor kickback schemes
- Recognize the definition of credit card factoring
- Identify the meaning of circularization
- Pinpoint a warning sign of telemarketing fraud
- Recognize a technique used by fraud telemarketers when victims question the validity of the offer
- Determine what air-bagging is
- Identify a warning sign of charity fraud
- Spot a control measure for detecting charity fraud
- Identify the comprehensive learning approach for gaining experience in fighting fraud which combines on-the-job experience, learning from a mentor, and formal training
- Discern what is critical in fraud investigations because it enables investigators to leverage investigative talent and resources
- Determine what most often discourages fraudsters from committing fraud
- Recognize an activity that improves compliance with an organization's Code of Conduct

## **Course Instructions**

To fully benefit from this course, please follow all of the steps below.

1. Read each chapter in the text to get a good understanding of the material.
2. Answer the study guide problems which appear at the end of each chapter. After answering the problems, compare your answers with the correct answers to ensure that you understand the material.
3. When you feel that you have a good understanding of the material contained in the chapter, answer the questions on the final examination.

4. When you have completed the final examination, record your answers on the answer sheet provided and submit it for grading. A score of 70% or better is required to pass. Please also complete the course evaluation that accompanied the course and submit it to us along with your answer sheet. Upon passing you will receive a Certificate of Completion stating that you have successfully completed the course and earned the continuing education credit.

### **Prerequisites and Advance Preparation**

No prerequisites or advance preparation are required for this course.

### **CPE Credit**

This course is recommended for 15 CPE credits.

### **Final Exam Grading**

- ▶ Online: Our fastest option, with instant results. Simply go to **www.cpestore.com** and click the link for online grading. Just follow the instructions from there. When you finish entering your answers, you'll receive instant test results and a Certificate of Completion to print.
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### **About Our Courses**

The CPE Store's courses are developed to satisfy the continuing education requirements of the American Institute of Certified Public Accountants, each state's Board of Accountancy and the National Association of State Boards of Accountancy (NASBA). If your state requires registration of sponsors, our sponsor number will appear on your Certificate of Completion.

Our courses are designed to meet the continuing education requirements of accounting professionals. A great deal of care has been taken to ensure that the course material is both interesting and relevant to the practice of accounting. The information presented is, to the best of our knowledge, current and accurate. However, The CPE Store is not in the business of rendering legal, accounting or other professional advice and as such, the material presented in our courses is intended as an overview. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

# Faces of Fraud

## 15-Credit Course

### Final Examination

A score of 70% or higher is required to pass the exam. If you score less than 70% on your first attempt, we will allow you to take the test a second time.

#### Chapter 1 – The Fraudster Mindset

1. Which of the following is a common denominator in all boiler room scams?
  - A. Reassurance that the company is a member of the Better Business Bureau
  - B. Telephone sales
  - C. Only accept Visa and MasterCard
  - D. Victims are given 48 hours to make a decision
2. Which statement is a red flag of telemarketing fraud?
  - A. This investment is high-risk, but the returns are higher than you can get anywhere else
  - B. You have 24 hours to make up your mind before the offer expires
  - C. We're members of the Better Business Bureau
  - D. We do not accept credit cards so you don't have to worry about your credit being damaged
3. What element of the fraud triangle is often the motive for why people commit fraud and the element that causes a person to react?
  - A. Financial pressure
  - B. Opportunity
  - C. Rationalization
  - D. Capability
4. What is the one area in which fraudulent activity can be prevented?
  - A. Boiler room
  - B. Telemarketing fraud
  - C. Opportunity
  - D. RICO
5. What typically convinces fraudsters they are justified in their fraudulent behavior?
  - A. Capability
  - B. Opportunity
  - C. Confidence
  - D. Rationalization
6. Which of the following refers to a fraudster's self-confidence for managing the stress that occurs when committing fraud?
  - A. Capability
  - B. RICO
  - C. Greed
  - D. Rationalization
7. Which of the following is considered a complex fraud scam?
  - A. Credit card fraud
  - B. Insider trading
  - C. Boiler room
  - D. Telemarketing
8. Which of the following refers to circumstances in which a large fraud is discovered while investigating a much smaller piece of the deceit?
  - A. Opportunity
  - B. Fraud Diamond
  - C. Fraud Triangle
  - D. Tip of the Iceberg Theory

## **Final Exam**

9. Which of the following is characterized as the Potato Chip Theory?
  - A. The investigative process reveals a much larger case of fraud than originally suspected
  - B. Once a fraudster succeeds in committing a scheme, it gets harder and harder to stop that type of activity
  - C. Fraudsters choose to commit many low-risk, low-return schemes rather than risk getting caught executing high-risk, high-return schemes
  - D. Expense reporting fraud
10. Which of the following is the result of poor leaders influencing their team to turn to fraud?
  - A. Tip of the Iceberg Theory
  - B. Rotten Apple Theory
  - C. Low-hanging Fruit Theory
  - D. Fraudster as Employee Theory
11. Which of the following is a "low-hanging fruit" fraud?
  - A. Telemarketing scam
  - B. Expense reporting fraud
  - C. Insurance fraud
  - D. Invoicing for fictitious goods
12. What is accomplished through the Addition by Subtraction Theory?
  - A. Terminating an employee who has committed fraud ultimately improves the company
  - B. Excusing an employee's fraudulent behavior because it was done to better the company
  - C. Manager is fired because his or her team committed fraud
  - D. An investigation of a low-risk scheme reveals high-risk fraud
13. Which of the following is characteristic of the Fraudster as Employee Theory?
  - A. Use of position to find weaknesses in the internal controls and exploit them to commit fraud
  - B. Commits fraud against the company to ensure the long-term growth of the company
  - C. Fraudulent behavior is forgiven because of the employee's overall positive contributions to the corporation
  - D. The extent of the fraud determines the employee's punishment
14. What is the Short Memory Syndrome?
  - A. Zero tolerance for fraudulent behavior by employees
  - B. Simple frauds that do not take a significant amount of investigative time
  - C. Individuals transition from employee to fraudster
  - D. Inability to learn from past mistakes leaves society vulnerable to fraud
15. Which of the following is often most effective in assisting in a fraud investigation?
  - A. Victim of fraud
  - B. Recidivist fraudster
  - C. Employees concerned about the future of the business
  - D. Employees who maintain integrity and character
16. What is one of the most common characteristics among fraudsters?
  - A. Desire to reform
  - B. Inability to stop fraudulent behavior
  - C. Arrogance
  - D. Desire to better the company

## **Chapter 2 – A Short History of Fraud in America**

17. Which of the following is crucial to an investigator's ability to recognize red flags and embrace best practices in preventing fraud?
  - A. Vigilance
  - B. Criminal past
  - C. Accepting that old fraud schemes are continually replaced with updated techniques
  - D. Fulfilling undercover work requirements as defined by the investigator's employer

18. What is an example of where society failed to learn from history, and consequently suffered huge financial losses as well as significant emotional impact?
  - A. Green goods swindles
  - B. Ponzi schemes
  - C. Counterfeiting
  - D. Mail fraud
19. What counterfeit money scam was common in the late-1800s through the turn of the twentieth century?
  - A. Ponzi scheme
  - B. Corporate accounting fraud
  - C. Green goods swindles
  - D. Boiler room fraud
20. What are grifters?
  - A. Organized syndicate of con men that developed an operation using a storefront as a base
  - B. Telemarketers who used high-pressure sales pitches to sell counterfeit money
  - C. Fraudsters who purchased International Postal Reply Coupons from foreign countries and then redeemed them in the United States at a substantial profit due to exchange rates
  - D. Baker Heirs' swindlers
21. Which of the following is a scam in which fraudsters attempted to convince victims they were descendants of a wealthy surgeon in the Continental Army during the Revolutionary War then sold them shares in the mythical estate?
  - A. Green goods swindle
  - B. Big store scheme
  - C. Baker Heirs' swindle
  - D. Sir Francis Drake swindle
22. Which of the following was a legendary con man who once scattered gold in the Chicago River and then sold mining rights to unsuspecting victims?
  - A. Charles Ponzi
  - B. Joseph "Yellow Kid" Weil
  - C. John Mabray
  - D. Oscar Hatzell
23. What is the true motivation behind fraudsters' actions?
  - A. Robbing from the rich to give to the poor
  - B. Turn to legitimate activities to use their intelligence and imagination for the greater good of mankind
  - C. Steal from anyone who is naïve, trusting, and has money
  - D. Teach victims how to avoid future scams
24. Which of the following defines the concept of "bucketing"?
  - A. Robbing Paul to pay Peter
  - B. Convincing victims they are heirs to a multi-billion dollar inheritance such as the Sir Francis Drake inheritance scam
  - C. Brokers who gambled in commodities sold on exchanges took victims' money but never bought the ordered equities
  - D. Postal Inspection Service fraud
25. Which of the following fraudulently claimed to exchange victims' items for more valuable ones?
  - A. Bucket shops
  - B. Boiler rooms
  - C. Work-at-home
  - D. Bait-and-switch
26. What is the weapon of choice in stopping widespread fraud?
  - A. The Mail Fraud Statute
  - B. Official definition of what constitutes fraudulent activity
  - C. Bait-and-switch technique
  - D. Postal Inspection Service



## **Final Exam**

### **Chapter 3 – Use your Imagination**

27. What is an innovative concept for revealing a widespread fraud scheme that provided kickbacks to corporate purchasing agents for buying inflated cleaning supplies?
- A. Instead of using a CI, the investigator went undercover to meet with the fraudsters
  - B. Construct an undercover boiler room
  - C. Secure a search warrant
  - D. Use computers
28. Which of the following is often the most valuable asset in gathering information about fraudulent activity?
- A. CI
  - B. Undercover investigator
  - C. Surveillance room
  - D. Whistleblower
29. Which of the following was successful in disclosing a widespread welfare case?
- A. Search warrant
  - B. Whistleblower
  - C. Computers
  - D. CI

### **Chapter 4 – Make Yourself Lucky**

30. What is a valuable investigative tool that can assist an investigator in finding evidence?
- A. Dumpster diving
  - B. Internet search history
  - C. Fraudster stupidity
  - D. Impeaching the defense expert
31. What is essential in gathering information from fraudsters?
- A. Reminding them of their option to invoke their Fifth Amendment rights against self-incrimination
  - B. Allowing them the freedom to speak
  - C. Break the flow of conversation to ask questions
  - D. Appeal to their dislike of authority by encouraging them to remain silent
32. What is one way an investigator can make his own luck?
- A. Use computers to detect fraud whenever possible
  - B. Dumpster diving
  - C. Being a subject matter expert and thought leader in fraud investigations
  - D. Use search warrants whenever possible

### **Chapter 5 – Patience is a Virtue**

33. Which of the following can significantly improve investigative results?
- A. Using Postal Money Orders
  - B. Working with a team
  - C. Embracing and effectively using technology
  - D. Rotating investigators working on a long-term case
34. What is a successful procedure when working on a large, complex case?
- A. Publicizing indictments and arrests
  - B. Setting a deadline for closing the case
  - C. Rotating investigators working on the case
  - D. Forgiving tax-related crimes
35. Which of the following is an internal control that can assist in preventing property insurance fraud?
- A. Maintain a level of mystery regarding fraud risk
  - B. Rotate employees
  - C. "Flipping" defendants
  - D. Eliminate the job position of company adjuster

36. What is absolutely critical in fostering a climate of honesty and integrity in every organization?
- A. Training all employees to ignore rumors regarding fraudulent activity
  - B. Listing reasons why the organization should secure the services of an outside company to routinely check for signs of fraud
  - C. Eliminating company hotlines
  - D. Utilizing fraud examination expertise provided by a Certified Fraud Examiner

**Chapter 6 – Fraud Can Be Murder**

37. Which of the following is first and foremost in any investigation?
- A. Safety
  - B. Informants
  - C. Financial support
  - D. Support of local detectives

**Chapter 7 – Arrogance and Recidivism**

38. What do fraudsters always forget to consider when committing a crime?
- A. Potential of undercover informants
  - B. The next opportunity for fraud
  - C. Consequences of their actions
  - D. RICO
39. What often leads to arrests and recidivism?
- A. Fraudster arrogance and the belief that one will never get caught
  - B. False sense of security
  - C. Credit card fraud
  - D. Identity theft
40. What is defined as a person's return to criminal behavior, typically after having been prosecuted for previous crimes?
- A. Arrogance
  - B. Recidivism
  - C. Identity theft
  - D. Chutzpah
41. Which of the following is effective in minimizing losses due to credit card fraud?
- A. Involving federal agents
  - B. Third-party involvement
  - C. Diligent fraud control department
  - D. Fraudster stupidity
42. What is the primary intention of scammers committing rebate fraud?
- A. Identity theft
  - B. Credit card theft
  - C. Defraud product manufacturers
  - D. Repeating a crime
43. What is a warning sign of mail-in offer rebate fraud?
- A. Wide range of postmarks
  - B. Different size envelopes
  - C. Similar addresses located in different ZIP codes
  - D. Computer-generated envelopes and labels
44. What role in an organization is critical in preventing and detecting fraud?
- A. Gatekeeper
  - B. Fraud control department
  - C. Defining consequences for fraudulent behavior
  - D. Human Resources

## **Final Exam**

### **Chapter 8 – Informants and Whistleblowers: The Good, the Bad and the Ugly**

45. What is the most important information an investigator can gather before working with a CI?
  - A. Determining the informant's motives for providing information
  - B. History of fraudulent behavior
  - C. List of vendor relationships
  - D. Information regarding people the informant associates with on a daily basis
46. Which of the following is a misconception regarding informants?
  - A. Utilized as a shortcut approach to investigating fraud
  - B. Require diligent development
  - C. Informants can assist in all types of cases
  - D. Could potentially damage a case
47. What oversight in working with a CI is the easiest way for an investigator to damage his case?
  - A. Pursuing anonymous tips gathered by the CI
  - B. Hiring a citizen informant
  - C. Hiring a tested informant
  - D. Relying on unproven information from a CI
48. What is one reason people become informants?
  - A. As a favor to the investigator
  - B. Repentance
  - C. Inability to succeed as a fraudster
  - D. Interested in becoming an investigator
49. Which of the following classifies an informant as undesirable?
  - A. Providing false information
  - B. Refusing to socialize with investigators
  - C. Refusing to engage in criminal activities for the sole purpose of gathering information
  - D. Refusal to meet the investigator's family

### **Chapter 9 – A Tale of Deceitful Pitches and Vendor Kickbacks**

50. Which of the following refers to the cash and merchandise kickbacks salespeople offered to induce purchasing agents and procurement officers of victim companies to make a purchase?
  - A. Premiums
  - B. Reloaders
  - C. Openers
  - D. Back Door Pitch
51. What is an extortion tactic in which salespeople threaten to expose a purchasing agent if he stops cooperating with the scam?
  - A. New Person Balance pitch
  - B. Truck Story pitch
  - C. Pandora's Box pitch
  - D. Alaska pitch
52. Which of the following are more experienced salespeople who step in to close the sale?
  - A. Openers
  - B. Reloaders
  - C. Collectors
  - D. Verifiers
53. What is a fraudulent sales pitch in which a reloader contacts a customer to confirm receipt of the order and free gift then falsely represents that the customer needs to fulfill additional payment obligations to receive the second half of the shipment?
  - A. Spec 20 pitch
  - B. Handicap pitch
  - C. Urban Renewal pitch
  - D. In-Transit pitch

54. What sales pitch would a reloader use to contact a new hire taking over the position of his former contact?
- A. Truck Story pitch
  - B. Back Door pitch
  - C. Heart Attack pitch
  - D. Send Literature pitch
55. Which of the following is responsible for contacting the customer after an order is placed?
- A. Opener
  - B. Purchasing agent
  - C. Verifier
  - D. Collector
56. Which of the following is a red flag of boiler room vendor kickback schemes?
- A. Purchasing agent replaces local vendors with vendors located out of state
  - B. Purchasing agent refuses to buy from new vendors
  - C. Purchasing agent's spending greatly decreases
  - D. Purchasing agent starts buying generic rather than brand name products
57. What is effective in the prevention of vendor kickback fraud schemes?
- A. Ensure that the person who opens a purchase order is also responsible for approving payments on the order
  - B. Prohibiting higher-level approvals for all purchases
  - C. A company policy requiring out-of-state purchases
  - D. A system of competitive bidding for large purchases

**Chapter 10 – Cruise to Nowhere**

58. What is a false statement used to sell a vacation?
- A. This promotion is first come, first served
  - B. As soon as the rooms are filled, we'll have to downgrade to lower quality accommodations, so purchase now
  - C. Specific dates for when the trip is available
  - D. The trip is not in any way affiliated or sponsored by MasterCard or Visa
59. What is typical advice given to boiler room salespeople during training?
- A. Only tell customers the deposit amount
  - B. Turn skepticism to greed
  - C. Give them the option to call back within 24 hours
  - D. Only tell customers the tax amount
60. What is credit card factoring?
- A. A bank merchant credit card
  - B. Transaction in which a certified check is used as a credit card
  - C. A potential form of money laundering used in telemarketing fraud schemes to process fraudulent credit card transactions
  - D. Blank credit card used in fraudulent transactions
61. What is circularization?
- A. The process of completing a fraudulent credit card purchase
  - B. Investigative reporting
  - C. Investigative tool in which questionnaires are mailed to potential victims of fraudulent operations to learn the details of their experiences
  - D. Undercover investigation
62. What is a warning sign of telemarketing fraud?
- A. You are told you won a prize, but must pay for something
  - B. You are given details in writing
  - C. You are not asked to trust the telemarketer
  - D. The telemarketer provides no specific deadline for sending payment

## **Final Exam**

### **Chapter 11 – Who's Who of Fraud: A Story of Vanity and Deception**

63. What is a technique used by fraud telemarketers when victims question the validity of the offer?
- A. Send a solicitation letter as a follow-up confirming that the person was confidentially nominated for inclusion in the Who's Who Directory
  - B. Respond as though offended and insulted by the implication that the directory listing could be a scam
  - C. Ask to speak to a manager in a higher position
  - D. Provide false information regarding the directories' closing, printing, and shipping dates

### **Chapter 12 – Kinds and Coins: Scoundrels without a Conscience**

64. What do fraud telemarketers value for their repeat sales potential?
- A. Pitch sheet
  - B. Sucker lists
  - C. Donation canisters
  - D. Payments via money order
65. Which of the following was one strategy used to reassure buyers that a promotion was legitimate?
- A. Offering to send someone in person to collect his or her donation
  - B. Reiterating the policy to accept cash donations, exclusively
  - C. Air-bagging
  - D. Providing a list of well-known individuals that sponsor the promotion
66. What is air-bagging?
- A. The process of compiling a list of customers who made a purchase
  - B. Charging customers' credit card accounts even though they did not place an order
  - C. Appealing to the buyers' emotions to reassure them of the program's legitimacy
  - D. Terms and conditions used to set parameters for the amount of commission each salesperson would receive
67. What is a warning sign of charity fraud?
- A. The charity refuses to tell you how much of the donation goes into the fundraiser's pocket
  - B. The telemarketer fails to appeal to your emotions
  - C. The charity is well-known
  - D. The charity provides extensive information detailing how the donation will be used
68. What is a control measure for detecting charity fraud?
- A. Only give to charities that are affiliated with a financial institution
  - B. Only give to charities that accept money orders
  - C. Only give to charities located out of state
  - D. Be suspicious of charities that accept only cash
69. What is a red flag of coin fraud?
- A. Suggests direct deposit into a merchant account
  - B. The salesperson promises huge profits in numismatics
  - C. The company is calling from a local number
  - D. Strict 48-hour deadline to make a purchase decision before the offer expires
70. What is a coin fraud prevention technique?
- A. Purchase coins using a money order or certified check
  - B. Have all payments direct deposited into a merchant account
  - C. Have all coins that you purchase graded by a skilled numismatist
  - D. Only purchase coins through the mail

**Chapter 13 – More Tips, Best Practices, and Lessons**

71. What comprehensive learning approach for gaining experience in fighting fraud combines on-the-job experience, learning from a mentor, and formal training?
- A. SME
  - B. 70/20/10
  - C. Teamwork
  - D. Thought leader training
72. Which of the following is critical in fraud investigations because it enables investigators to leverage investigative talent and resources?
- A. Teamwork
  - B. Becoming a subject matter expert
  - C. Becoming a Certified Fraud Examiner
  - D. Becoming a Certified Compliance and Ethics Professional
73. What is the most common fraud scheme that organizations face?
- A. Paper trail fraud
  - B. Email fraud
  - C. Travel and entertainment expenses
  - D. Invoice scams

**Chapter 14 – Power of Prosecution and Prevention**

74. Which of the following most often discourages fraudsters from committing fraud?
- A. Potential of being caught
  - B. Financial risks
  - C. Damage to reputation
  - D. Emotional toll
75. Which of the following improves compliance with an organization's Code of Conduct?
- A. Reiterating the potential for being held liable for criminal acts committed
  - B. Adding fraud prevention as a good business practice
  - C. Distributing corporate literature detailing the organization's zero tolerance against fraud and corresponding consequences for such behavior
  - D. Requiring people sign certification statements at the end of the document

**Thank you for taking our course.  
We hope you enjoyed it.**

# Faces of Fraud

Course Number: AA135501

Qualifies for 15 hours of CPE credit

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| 8.  | <input type="checkbox"/> | 23. | <input type="checkbox"/> | 38. | <input type="checkbox"/> | 53. | <input type="checkbox"/> | 68. | <input type="checkbox"/> |
| 9.  | <input type="checkbox"/> | 24. | <input type="checkbox"/> | 39. | <input type="checkbox"/> | 54. | <input type="checkbox"/> | 69. | <input type="checkbox"/> |
| 10. | <input type="checkbox"/> | 25. | <input type="checkbox"/> | 40. | <input type="checkbox"/> | 55. | <input type="checkbox"/> | 70. | <input type="checkbox"/> |
| 11. | <input type="checkbox"/> | 26. | <input type="checkbox"/> | 41. | <input type="checkbox"/> | 56. | <input type="checkbox"/> | 71. | <input type="checkbox"/> |
| 12. | <input type="checkbox"/> | 27. | <input type="checkbox"/> | 42. | <input type="checkbox"/> | 57. | <input type="checkbox"/> | 72. | <input type="checkbox"/> |
| 13. | <input type="checkbox"/> | 28. | <input type="checkbox"/> | 43. | <input type="checkbox"/> | 58. | <input type="checkbox"/> | 73. | <input type="checkbox"/> |
| 14. | <input type="checkbox"/> | 29. | <input type="checkbox"/> | 44. | <input type="checkbox"/> | 59. | <input type="checkbox"/> | 74. | <input type="checkbox"/> |
| 15. | <input type="checkbox"/> | 30. | <input type="checkbox"/> | 45. | <input type="checkbox"/> | 60. | <input type="checkbox"/> | 75. | <input type="checkbox"/> |



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 www.cpestore.com

## Course Evaluation

Course # \_\_\_\_\_

Your Name \_\_\_\_\_

### About the Course

Were the stated learning objectives met?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely

If applicable, were prerequisite requirements appropriate and sufficient?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely     N/A

Was the text well-written, accurate and easy to understand?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely

Was the final exam well-written, accurate and easy to understand?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely

Were course materials relevant and did they contribute to the achievement of the learning objectives?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely

Was the time allotted to the learning activity appropriate?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely

If applicable, were the individual instructors effective?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely     N/A

### About the Service

Were you satisfied with the ordering process?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely

Were your course materials in good condition when they arrived?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely

Did you receive your materials in a timely manner?

- 1 - Not at all     2 - Marginally     3 - Somewhat     4 - Mostly     5 - Absolutely

### About You

What is your preferred method for completing your CPE?

- Textbook     PDF materials downloaded from the internet     Online courses     Live seminars

Would you like us to notify you by email of our weekly specials and new courses?

- No     Yes, my email address is \_\_\_\_\_     Already receiving

### Comments Please

Are there any particular topics you would like to see covered in a CPE course or any additional services you would like to see us provide? \_\_\_\_\_

Please provide any additional feedback, either positive or negative, regarding our products or our service: \_\_\_\_\_