

Other FAQ's

How long does it take to complete an online course?

The length of time to complete a course varies based on several factors, including the speed of the Internet connection, the complexity of the course, the student's understanding of the content, and the technology being used. On average, a student should allow 30 - 45 minutes for [CU Advance](#) courses; 1 - 1.5 hours for a [RegTraC](#) module; 2 - 3 hours for a [STAR](#) or [MERIT](#) course.

Can a student bookmark in a CPDOnline course?

Yes. When leaving a course-in-progress, a student saves their spot by selecting Exit or Log Off. The next time the student logs in to [CPDOnline](#), the course will open on the page they left off on.

How long does a student have to take an online exam?

Once a student opens an exam, they have two hours to complete it. After two hours the server loses its connection and the student must re-take the exam, however they are invoiced only once.

The time limit is necessary to avoid stressing the database with active exams. Please assess and consider your local ISP (Internet Service Provider) time limits; many are set at 15 minutes and could disconnect learners engaged in simultaneous activities within that time range.

What editions of exams are available online?

The most current edition's exam is posted.

What is the best way to navigate exams?

We request students *not* use keyboard arrow keys to maneuver through the exams. We found that using these arrow keys to move up and down the screen actually changes your answers to test questions; therefore, students should use their mouse to scroll over the slide bar on the right side of the screen when moving around in the exams.

Will the exercises and exams be graded automatically?

Yes. One of the advantages of web-based training is its ability to make the process of grading tests easier. After taking the final exam, and within a few seconds of completion, the exam results display on-screen. The results page lists the number of each question and whether the learner supplied a correct or incorrect response. We ask that each student print this page as a record of the online training activity.

What if a student is unable to print the grade notification?

The Pass/Fail status appears on a student's online transcript immediately. The student can write down the incorrect question numbers prior to closing out of the detail sheet. The student can also take a screen print of their results page, and paste it into an e-mail or word document. The results page will only display at the time of completion. After this page is closed, there is no way to access the correct/incorrect page again.

Is there a fee for retaking an exam?

Retakes of failed exams are \$10 each; however there is no charge to retake [CU Advance](#), [Training on Demand](#) or [RegTraC](#) Level 1 exams. Retakes are not recommended, or necessary, for those who pass an exam. If a student chooses

to retake an exam they already passed, they are charged the original fee paid for the first attempt. If your credit union has a [CPDOnline Unlimited Membership](#), retakes are included in the membership price.

What is the proper protocol for retaking an exam?

If a student fails an exam, they can take it again by selecting it from the [CPDOnline catalog](#). The system auto-checks to verify it is a retake and displays the \$10 retake fee to the individual (except for CU Advance and RegTraC Level 1 regulation-specific exams, as noted above). After confirming the purchase, the fee is added to the next monthly bill. If your credit union has a [CPDOnline Unlimited Membership](#), retakes are free.

If a student discovers that they failed an exam, can they immediately take the exam again?

There are no security mechanisms in place to stop a student from completing any of the online courses or exams as many times as they want, and this exam completion information is viewable by managers and administrators. Each completion of the exam immediately generates an invoice unless your credit union has a [CPDOnline Unlimited Membership](#). Please note we will invoice the credit union \$10 for any exam retakes. To avoid billing problems, we ask that the training manager establish guidelines which require staff to notify them prior to completing a second exam.

NOTE: No retakes should be taken until the individual verifies that the previous failing exam has rolled over to their transcript.

What happens if the student's computer crashes while they are working on the course or exam?

The invoicing procedure is triggered at the completion of an exam or course. If the training experience is interrupted, no grade is generated. The student should return to their transcript and reselect the course or exam from their "Training Schedule" to begin again.

Can students view their transcripts online?

Yes. After logging into CUNA [CPDOnline](#), a student can click View My Training Transcript from the Welcome Page. The transcript includes all courses, certificates, and face-to-face activities completed through CUNA CPD. Additionally, the transcript may contain other training if the credit union has entered non-CUNA training opportunities into the learning management system.

Can students print their transcripts?

Yes. A student can print their transcript by clicking the Printable Transcript button from the Training Transcript page. If a college or other institution requires an official transcript, the student must contact the Credit Union National Association directly.

What information is included in a student's printable transcript?

Included in the student's transcript are the student's name, credit union name, courses completed, date completed, pass/fail status, and certificates awarded through CUNA and other non-CUNA training entered by the administrator.

How is the credit union invoiced?

Using the information supplied by the learner, including the credit union name and CUID number, your credit union is invoiced on a monthly basis for course or

exam completions. The invoice goes to the attention of the Training Department – unless a specific contact name is provided. For questions regarding your invoice, contact Jackie Sather, at Credit Union National Association, 800-356-9655, ext. 4181.

Can a credit union return paper tests and test online?

To return unused materials, please follow these procedures:

1. Returns are permitted within 30 days of the order date.
2. Include the packing slip and/or invoice. (note: these help verify the date of the order and ensures that the returned exams are the additional exams and not the complimentary exams included with each course.)
3. Only returns in re-saleable condition are accepted.
4. Please process returns through your state's contact organization as listed [here](#).

Do state leagues receive reports indicating the employees at credit unions who have taken exams online?

With the implementation of [CUNA CPDOnline](#), leagues are now able to view these reports online.

Does CUNA offer College Credit exams online?

Currently we do not have the PONSI exams online. Incorporating the PONSI exams online will require a system that will give passwords and security clearance to proctors in order to maintain the security of the exam questions.